

# Admin Area

How your staff configure products and manage individual services from inside WHMCS — the product Module Settings, and the powerful admin service panel embedded in every service page (overview, per-resource tabs, credentials, deploy timeline, verify & repair, factory reset).

- [Product Configuration \(reference\)](#)
- [Service Management](#)

# Product Configuration (reference)

## PUQ Web Hosting module **WHMCS**

[Order now](#) | [Download](#) | [Community](#)

A product's behaviour is defined on its WHMCS **Module Settings** tabs. *Installation & Configuration* → *Create a product* walks the happy path; this page is a reference to the moving parts and how they fit together.

The screenshot shows the WHMCS Product Configuration interface for the 'PUQ Web Hosting' module. At the top, there are navigation tabs: Details, Pricing, Module Settings (selected), Custom Fields, Configurable Options, Upgrades, Free Domain, Cross-sells, Other, and Links. Below the tabs, the 'Module Name' is set to 'PUQ Web Hosting' and the 'Server Group' is set to 'None'. A 'License key' field is present with a success message: 'success: License check disabled (DEV)'. Below this, there are sub-tabs: General (selected), Web limits, Mail limits, DNS limits, Client, Email, and Config options. The 'General' tab is expanded, showing the 'Infrastructure' section with a 'Server Group (addon side)\*' dropdown set to 'pl'. Below this, there are sections for 'Package contents' (including Web, Mail, and DNS checkboxes), 'Deployment mode' (with radio buttons for Split, Unified, and Vanity), and detailed text explaining how role gating works and the implications of different deployment modes.

## How the pieces connect

- General tab → roles (Web/Mail/DNS) + Deployment mode (Split/Unified/Vanity)
- Web/Mail/DNS limits → Hestia package quotas + module caps, each keyed to a Configurable

## Option

Client tab	→ which client-area pages/actions are visible
Email tab	→ WHMCS email template per module event
Config options tab	→ Create/sync the WHMCS Configurable Options + the vanity_name Custom Field

At **order time** the module reads each customer's chosen limits from the WHMCS **Configurable Options** (whose keys it created), overlays them on the product defaults, and stores the resolved set on the service. You can inspect that resolved set on the admin service panel (the *Resolved limits* table).

# Deployment mode decides the tab set

- **Split / Unified** → separate **Web / Mail / DNS limits** tabs.
- **Vanity** → a single **Vanity limits** tab (Website quota + Mailbox quota), plus the `vanity_domain` Configurable Option and the `vanity_name` Custom Field.

The screenshot shows the WHMCS configuration interface for the 'PUQ Web Hosting' module. The 'Deployment mode' section is expanded, showing three options: 'Split', 'Unified', and 'Vanity'. The 'Vanity' option is selected, indicated by a blue radio button. Below the options, there is a detailed explanation of the 'Vanity' mode, including its requirements and how it differs from 'Split' and 'Unified' modes. The 'Vanity' mode is described as a classic mode that supports any group composition and requires the chosen server group to contain at least one server with both 'Web' and 'Mail' capabilities. It also mentions that the mode is locked at the 'CreateAccount' time and that switching between split and unified is refused. The 'Vanity' mode allows for selling slots on a domain you own, where the buyer picks the parent domain via a Configurable Option named 'vanity\_domain' and enters their name in a Custom Field named 'vanity\_name'. The service then gets a normal per-service web account for 'name.<domain>' and ONE mailbox 'name@<domain>' on your shared mail user. The module never creates or deletes the parent domain / zone / your provider user. Set the per-order site and mailbox sizes on the 'Vanity limits' tab. A section titled 'How role gating works' explains that a role is 'enabled' for a service when BOTH the package-level checkbox is ticked AND the corresponding 'disk\_quota' resolves to a non-zero value. Setting 'web\_disk\_quota=0' (or 'mail\_disk\_quota=0') via the Web/Mail tab or via a WHMCS Configurable Option behaves exactly like un-ticking the box here — the role is skipped entirely. A list of notes follows: Provisioner skips 'createPackage / createUser / addDomain' for the disabled role; Client area hides the matching tabs (Mailboxes / Databases / FTP / Cron / Web settings / Custom SSL / Backups) and dashboard cards; Admin inline panel skips role-specific pills; DNS is never gated — DNS records are managed locally regardless of which Hestia roles are active. If the server group has no DNS servers attached, DNS provisioning is silently skipped. A final note states: At least one of 'Web / Mail' must be ticked — provisioning errors otherwise.

See **Deployment & Segmentation → Deployment models** for what each mode does, and **Vanity Mode → The vanity product** for the vanity specifics.

# Limits → Configurable Options

Every limit field names its override key (e.g. `web_disk_quota`, `mail_accounts`, `dns_records`). The **Config options** tab turns those keys into real WHMCS Configurable Options in one click, so customers can pick tiers and you can price upgrades.

The screenshot shows the WHMCS interface for configuring options for the 'PUQ Web Hosting' module. It includes tabs for 'General', 'Web limits', 'Mail limits', 'DNS limits', 'Client', 'Email', and 'Config options'. The 'Config options' tab is active, displaying a table of configurable options with columns for Option, Key, Source, Status, and Default values. A 'Create / sync missing' button is visible at the top left of the table.

Option	Key	Source	Status	Default values
Web disk	<code>web_disk_quota</code>	static	COMPLETE:5/5	1024 1 GB, 2048 2 GB, 5120 5 GB, 10240 10 GB, 20480 20 GB
Web bandwidth	<code>web_bandwidth</code>	static	COMPLETE:4/4	0 Unlimited, 51200 50 GB, 102400 100 GB, 512000 500 GB
Databases	<code>web_databases</code>	static	COMPLETE:4/4	1 1, 5 5, 10 10, 25 25
FTP accounts	<code>web_ftp_accounts</code>	static	COMPLETE:3/3	1 1, 5 5, 10 10
Cron jobs	<code>web_cron_jobs</code>	static	COMPLETE:3/3	5 5, 10 10, 25 25
Web backups	<code>web_backups</code>	static	COMPLETE:3/3	0 None, 3 3, 7 7
Mail disk	<code>mail_disk_quota</code>	static	COMPLETE:4/4	1024 1 GB, 2048 2 GB, 5120 5 GB, 10240 10 GB
Mailboxes	<code>mail_accounts</code>	static	COMPLETE:4/4	1 1, 5 5, 10 10, 25 25
Mail backups	<code>mail_backups</code>	static	COMPLETE:3/3	0 None, 3 3, 7 7
DNS records	<code>dns_records</code>	static	COMPLETE:4/4	25 25, 50 50, 100 100, 250 250

Tab	Key examples
Web limits	<code>web_disk_quota</code> , <code>web_bandwidth</code> , <code>web_databases</code> , <code>web_ftp_accounts</code> , <code>web_cron_jobs</code> , <code>web_backups</code>
Mail limits	<code>mail_disk_quota</code> , <code>mail_accounts</code> , <code>mail_backups</code>
DNS limits	<code>dns_records</code>
Vanity limits	<code>vanity_site_disk_quota</code> , <code>vanity_mail_quota</code> , <code>vanity_domain</code>

## Client permissions & emails

The **Client** tab hides/shows client-area features per product; the **Email** tab maps each lifecycle event to a WHMCS email template. Both are covered with screenshots in *Create a product*.

“ Re-running **Create / sync missing** is always safe — it only adds what's missing

and never rewrites existing options or values. Run it again after enabling a new role or switching deployment mode.

# Service Management

## PUQ Web Hosting module **WHMCS**

[Order now](#) | [Download](#) | [Community](#)

Every hosting service is managed from inside its WHMCS service page. At the top you get the standard WHMCS editor with the Configurable-Option dropdowns and the **Module Commands** (Create / Suspend / Unsuspend / Terminate / Change Package):

The screenshot displays the WHMCS service management interface for a service named 'test.puq.info'. At the top, there are buttons for 'Edit DB row', 'Reveal credentials', 'Redeploy service', and 'Factory reset'. Below this, the interface is divided into two main sections: 'WEB & DNS' and 'MAIL'. The 'WEB & DNS' section shows various services like 'web', 'dns', and 'SSL' with their respective statuses and configurations. The 'MAIL' section shows 'mail' services and 'SSL' status. A navigation bar at the bottom includes 'Overview', 'Web settings', 'SSL', 'FTP', 'Databases', 'DNS', 'Mailboxes', 'Cron', 'Backups', 'Deploy', 'Tasks', and 'Logs'. Below the navigation bar, there are two tables: 'Resolved limits' and 'Usage'.

Key	Value
dns_allowed_record_types	A,AAAA,CNAME,MX,TXT,NS,SRV,CAA
dns_default_ttl	3600
dns_disk_quota	256
dns_records	500
engines	mysql
mail_accounts	10
mail_aliases	10
mail_backups	2
mail_bandwidth	0
mail_disk_quota	10240

Metric	Value
backups_mail	8
backups_web	12
bw_used_mb	0
cron_jobs	0
databases	0
disk_mail_mb	1
disk_web_mb	1
dns_domains	0
dns_records	25
ftp_accounts	1

Below that, the module embeds a full **admin service panel** — your staff's day-to-day console for the service.

## Overview

The Overview shows two role cards. **Web & DNS** lists the web Hestia user, the DNS user and zones (with deploy badges) and the website usage gauges; **Mail** lists the mail user, mail/webmail links and the mailbox gauges. Both show the SSL state. Top buttons: **Edit DB row** · **Reveal credentials** · **Redeploy service** · **Factory reset** · **Change domain**

The screenshot shows a hosting control panel for 'test.puq.info'. At the top, there are buttons for 'Edit DB row', 'Reveal credentials', 'Redeploy service', and 'Factory reset'. Below this, there are two main sections: 'WEB & DNS' and 'MAIL'. The 'WEB & DNS' section includes a 'SSL' status (WAITING DNS, 456 fails), 'hosts required' (test.puq.info), and resource usage for 'Web disk', 'Web bandwidth', 'DNS records', 'Databases', 'FTP', 'Cron jobs', and 'Web backups'. The 'MAIL' section includes another 'SSL' status (WAITING DNS, 467 fails), 'hosts required' (mail.test.puq.info, webmail.test.puq.info), and resource usage for 'Mail disk', 'Mail accounts', and 'Mail backups'.

The 'admin panel' navigation bar includes: Overview, Web settings, SSL, FTP (1), **Databases**, DNS (25), Mailboxes, Cron, Backups (20), Deploy (0), Tasks, and Logs. The 'Databases' section shows '0 database(s)', a search bar, and a table with columns: ID, Name, User, Engine, Charset, Status, Created, and Error. The table is empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

The 'Addons' section has a table with columns: Reg Date, Name, Pricing, Status, and Next Due Date. It displays 'No Records Found'.

# Per-resource tabs

The tab bar mirrors the client area but read/write for staff:

Tab	What you do
<p><b>Web settings</b></p>	<p>PHP version, HTTPS redirect, proxy extensions.</p> 

# Tab

## SSL

### Auto-

admin panel

now.

The screenshot shows the SSL configuration interface. At the top, there are navigation tabs: Overview, Web settings, SSL, FTP, Databases, DNS, Mailboxes, Cron, Backups, Deploy, and Tools. Below the navigation is a 'Logs' section. The main content area is divided into two sections: 'Web role' and 'Mail role'. Each section has a 'Web role' or 'Mail role' header, a 'Required hosts' list, 'Last check' and 'Next check' timestamps, and a 'Detail' section. There is also a 'Custom SSL' section with an 'Upload certificate' button.

## FTP

FTP accounts (full prefixed username).

The screenshot shows a table of FTP accounts. The table has columns for 'ID', 'Username', and 'Password'. There is one entry with ID 5 and Username 'test-pdq-info-web\_test'. The interface includes a 'Show' dropdown set to 25 entries and a 'Showing 1 to 1 of 1 entries' message.

## Databases

Databases (name/user, engine, charset, size).

The screenshot shows a table of databases. The table has columns for 'ID', 'Name', 'Engine', 'Charset', and 'Size'. There is one entry with ID 15 and Name 'test-pdq'. The interface includes a 'Show' dropdown set to 25 entries and a 'Showing 1 to 1 of 1 entries' message.

## DNS

The service's zone records

per-server deploy state.

The screenshot shows a table of DNS zone records. The table has columns for 'ID', 'Type', 'Name', 'Value', and 'Pri'. There are 15 entries, including records for 'test-pdq-info', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', 'test-pdq-info-ftp', and 'test-pdq-info-ftp'. The interface includes a 'Show' dropdown set to 25 entries and a 'Showing 1 to 1 of 1 entries' message.

## Mailboxes


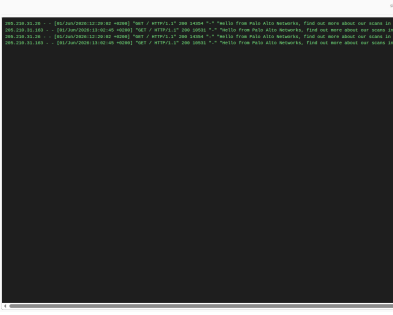
The service's mailboxes (email, quota, status).

The screenshot shows a table of mailboxes. The table has columns for 'ID', 'Email', 'Quota', and 'Status'. There is one entry with ID 9 and Email 'test-pdq'. The interface includes a 'Show' dropdown set to 25 entries and a 'Showing 1 to 2 of 2 entries' message.

## Cron

Cron jobs (schedule, command, status).

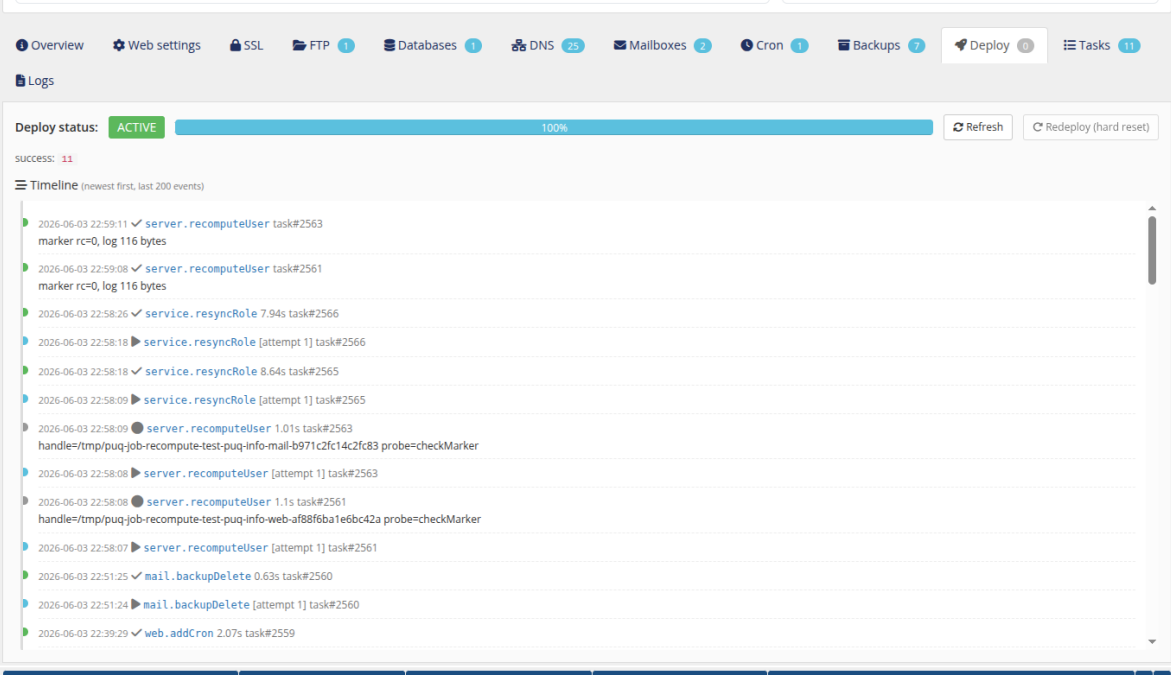
The screenshot shows a table of cron jobs. The table has columns for 'ID', 'Schedule', and 'Command'. There is one entry with ID 14 and Schedule '\* \* \* \* \*'. The interface includes a 'Show' dropdown set to 25 entries and a 'Showing 1 to 1 of 1 entries' message.

Tab	What you do
<p><b>Backups</b></p>	<p>Web + Mail backup lists with Backup now</p>  <p>server / Restore / Delete / Check restore.</p>
<p><b>Logs</b></p>	<p>Real Hestia log</p>  <p>to the domain.</p>

# Deploy & Tasks

The **Deploy** tab shows live deploy status, a full event timeline and **Redeploy (hard reset)**. The **Tasks** tab lists this service's tasks (action, target, server, status, attempts, timestamps); each opens a detail modal with the streamed SSH log.

PUQ Web Hosting — admin panel



Overview Web settings SSL FTP 1 Databases 1 DNS 25 Mailboxes 2 Cron 1 Backups 7 **Deploy 0** Tasks 11

Logs

Deploy status: **ACTIVE** 100% Refresh Redeploy (hard reset)

success: 11

Timeline (newest first, last 200 events)

- 2026-06-03 22:59:11 ✓ server.recomputeUser task#2563  
marker rc=0, log 116 bytes
- 2026-06-03 22:59:08 ✓ server.recomputeUser task#2561  
marker rc=0, log 116 bytes
- 2026-06-03 22:58:26 ✓ service.resyncRole 7.94s task#2566
- 2026-06-03 22:58:18 ► service.resyncRole [attempt 1] task#2566
- 2026-06-03 22:58:18 ✓ service.resyncRole 8.64s task#2565
- 2026-06-03 22:58:09 ► service.resyncRole [attempt 1] task#2565
- 2026-06-03 22:58:09 ● server.recomputeUser 1.01s task#2563  
handle=/tmp/puq-job-recompute-test-puq-info-mail-b971c2f14c2f683 probe=checkMarker
- 2026-06-03 22:58:08 ► server.recomputeUser [attempt 1] task#2563
- 2026-06-03 22:58:08 ● server.recomputeUser 1.1s task#2561  
handle=/tmp/puq-job-recompute-test-puq-info-web-af8f6ba1e6bc42a probe=checkMarker
- 2026-06-03 22:58:07 ► server.recomputeUser [attempt 1] task#2561
- 2026-06-03 22:51:25 ✓ mail.backupDelete 0.63s task#2560
- 2026-06-03 22:51:24 ► mail.backupDelete [attempt 1] task#2560
- 2026-06-03 22:39:29 ✓ web.addCron 2.07s task#2559

Reg Date	Name	Pricing	Status	Next Due Date
----------	------	---------	--------	---------------

PUQ Web Hosting — admin panel

Mail backups 2/2

Overview Web settings SSL FTP Databases DNS Mailboxes Cron Backups Deploy Tasks

Logs

Reload 11 task(s)

Show 25 entries Search:

ID	Action	Target	Server	Status	Attempts	Created	Started	Finished	Error	Actions
#2566	service.resyncRole	service #21	#8	SUCCESS	1/3	2026-06-03 22:58:05	2026-06-03 22:58:18	2026-06-03 22:58:26		
#2565	service.resyncRole	service #21	#3	SUCCESS	1/3	2026-06-03 22:58:05	2026-06-03 22:58:09	2026-06-03 22:58:18		
#2564	server.syncUsage	server #8	#8	SUCCESS	0/2	2026-06-03 22:58:02	—	2026-06-03 22:59:11		
#2563	server.recomputeUser	server #8	#8	SUCCESS	1/2	2026-06-03 22:58:02	2026-06-03 22:58:08	2026-06-03 22:59:11		
#2562	server.syncUsage	server #3	#3	SUCCESS	0/2	2026-06-03 22:58:02	—	2026-06-03 22:59:08		
#2561	server.recomputeUser	server #3	#3	SUCCESS	1/2	2026-06-03 22:58:02	2026-06-03 22:58:07	2026-06-03 22:59:08		
#2560	mail.backupDelete	backup #56	#8	SUCCESS	1/2	2026-06-03 22:51:14	2026-06-03 22:51:24	2026-06-03 22:51:25		
#2559	web.addCron	cron #14	#3	SUCCESS	1/3	2026-06-03 22:39:15	2026-06-03 22:39:27	2026-06-03 22:39:29		
#2558	mail.addMailbox	mailbox #10	#8	SUCCESS	1/3	2026-06-03 22:35:59	2026-06-03 22:36:06	2026-06-03 22:36:09		
#2557	mail.addMailbox	mailbox #9	#8	SUCCESS	1/3	2026-06-03 22:35:44	2026-06-03 22:36:02	2026-06-03 22:36:06		
#2556	web.addDatabase	database #15	#3	SUCCESS	1/3	2026-06-03 22:20:57	2026-06-03 22:21:24	2026-06-03 22:21:27		

Showing 1 to 11 of 11 entries Previous 1 Next

Reg Date	Name	Pricing	Status	Next Due Date
No Records Found				

Addons

Target service #21

Service 21

Server 8

Priority 5

Attempts 1 / 3

Created 2026-06-03 22:58:05

Started 2026-06-03 22:58:18

Finished 2026-06-03 22:58:26

Payload ("role":"mail")

Log 1120 bytes  Auto-refresh while running (2s)

```
[2026-06-03 22:58:18] dispatch actionservice.resyncRole target=typeservice target_id=21 service_id=21
ssh[ok]: v-list-mail-accounts 'test-puq-info-mail' 'json' - exit=0 | out: JSON object, 2 keys (561 b)
ssh[ok]: v-list-user-backups 'test-puq-info-mail' 'json' - exit=0 | out: JSON object, 2 keys (821 b)
ssh[ok]: v-update-user-counters 'test-puq-info-web' - exit=0
ssh[ok]: v-update-user-disk 'test-puq-info-web' - exit=0
ssh[ok]: v-list-user 'test-puq-info-web' 'json' - exit=0 | out: JSON object, 1 keys (1030 b)
ssh[ok]: v-update-user-counters 'test-puq-info-mail' - exit=0
ssh[ok]: v-update-user-disk 'test-puq-info-mail' - exit=0
ssh[ok]: v-list-user 'test-puq-info-mail' 'json' - exit=0 | out: JSON object, 1 keys (1044 b)
[result] mailboxes: deleted=0 updated=2 added=0
custom SSL (mail): no row, skipped
backups: added=0 paired=0 pruned=missing=0 lined-out=0 remote=2
usage: synced (disk_web_mb=2, bw_used_mb=0, disk_mail_mb=1, mail_accounts=2, databases=1, dns_records=25, ftp_accounts=1,
cron_jobs=1, backups_web=5, backups_mail=2)
[2026-06-03 22:58:26] DONE success (7.94s)
```

Refresh Close

Showing 1 to 11 of 11 entries Previous 1 Next

Addons

Subscription ID

# Limits, usage & power tools

The Overview tab also carries the **Resolved limits** and live **Usage** tables, with **Force usage sync** and a **Verify & Repair** panel:

Hosting — admin panel

The screenshot shows the 'Resolved limits' and 'Usage' sections of the hosting admin panel. The 'Resolved limits' table lists various keys and their values, while the 'Usage' table shows the current usage of these metrics.

Key	Value
account_backups	0
dns_allowed_record_types	A,AAAA,CNAME,MX,TXT,NS,SRV,CAA,PTR,DNSKEY,DS,NAPTR,TLSA
dns_default_ttl	3600
dns_disk_quota	256
dns_records	50
mail_accounts	10
mail_aliases	10
mail_backups	0
mail_disk_quota	1024
mail_forwarders	10
mail_rate_limit	97
total_bandwidth	0
total_disk_quota	2048
vanity_mail_quota	10240
vanity_site_disk_quota	10240
web_aliases	0
web_backups	0
web_bandwidth	0
web_cron_jobs	5
web_databases	1
web_disk_quota	10240
web_ftp_accounts	1

Metric	Value
backups_mail	1
backups_web	0
bw_used_mb	0
cron_jobs	0
databases	1
disk_mail_mb	1
disk_web_mb	1
dns_domains	0
dns_records	0
ftp_accounts	0
mail_accounts	1
mail_domains	1
web_domains	1

- **Reveal credentials** — decrypted logins/passwords for the web (FTP/panel/unix), mail and DNS Hestia users.

The screenshot shows the 'Service credentials' dialog box in the hosting admin panel. It displays the decrypted logins and passwords for the web (FTP/panel/unix), mail, and DNS Hestia users.

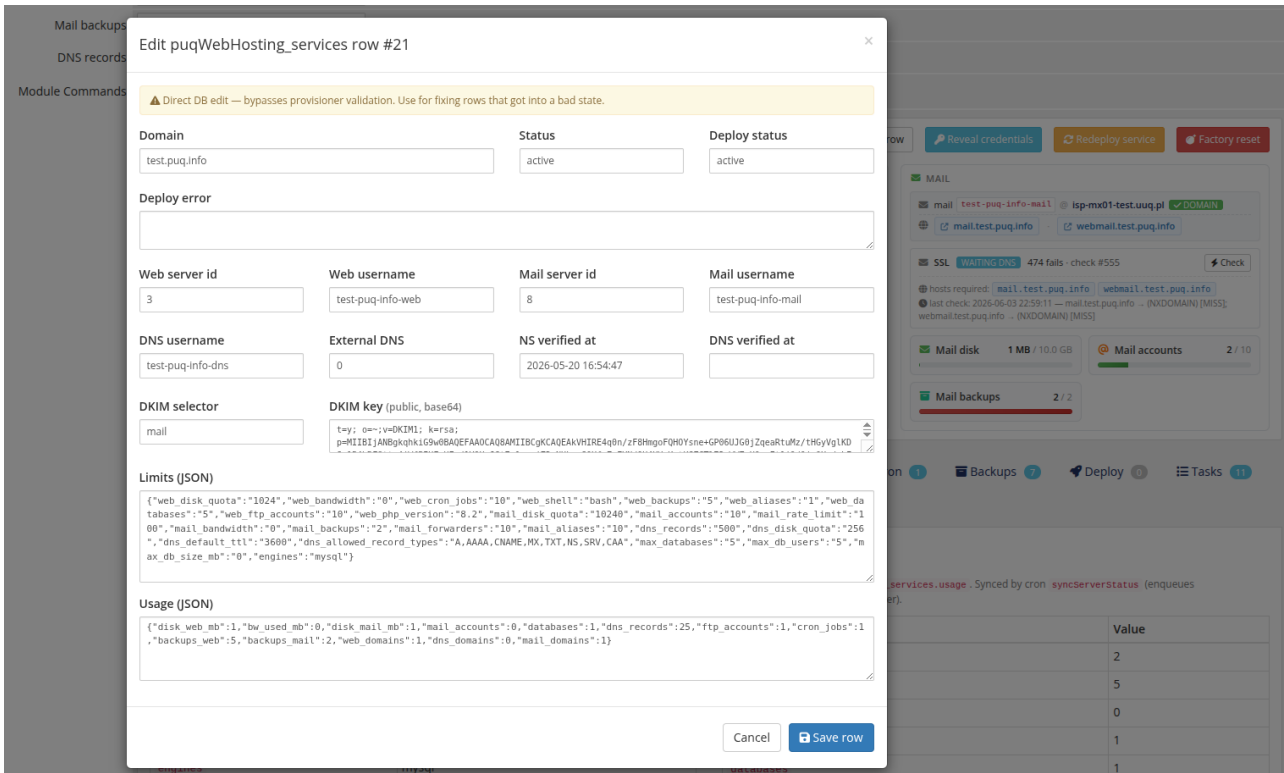
These are the unix/FTP/panel passwords stored encrypted in `puqwebHosting_services.*_password_enc`. The Hestia user account has the SAME password (set via `v-add-user`), so this is also the customer's FTP login.

**WEB (FTP / PANEL / UNIX)**  
Login: `test-puq-info-web`  
Password: `LgA4QqAS38TuvuVpqjXU`

**MAIL (SEPARATE HESTIA USER)**  
Login: `test-puq-info-mail`  
Password: `7au6Q9gaNsFbrgsSUgV3`

**DNS (SEPARATE HESTIA USER)**  
Login: `test-puq-info-dns`  
Password: `NQqtFgEcyKgTkmYmkENq`

- **Edit DB row** — a raw editor of the service record for fixing rows that got into a bad state (bypasses provisioner validation — power users only).



- **Factory reset** — wipes the Hestia users + local child rows and re-runs the full deploy chain (two-step confirm).

# Cross-service list

The addon **Services** page is the fleet-wide view — search/filter by deploy or DNS state, see each service's **Mode** (Split/Vanity) and DNS ownership, open the admin panel, redeploy, unlock or force-delete, and run **Verify** (probe panels + DNS and repair).

PUQ Web Hosting

ID	Domain	Client	WHMCS	Deploy	Mode	DNS	Actions
27 whmcs #5561	ddd.benchwords.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	VANITY	DURS	Open, Refresh, Lock, Delete
26 whmcs #5560	ddfsg.benchwords.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	VANITY	DURS	Open, Refresh, Lock, Delete
24 whmcs #5558	ruslan.benchwords.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	VANITY	DURS	Open, Refresh, Lock, Delete
23 whmcs #5557	test.appuw.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	SPLIT	DURS NS 2026-06-03 22:09	Open, Refresh, Lock, Delete
22 whmcs #5553	test2.puq.info	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	SPLIT	DURS NS 2026-05-20 16:54	Open, Refresh, Lock, Delete
21 whmcs #5554	test.puq.info	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	SPLIT	DURS NS 2026-05-20 16:54	Open, Refresh, Lock, Delete