

Website Monitoring Addon for WHMCS

Version 3.6.0 – 2023-06-26

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Introduction

Thank you for purchasing this WHMCS addon. Please read this document for installation instructions. Should you have any questions, please contact us via our ticket system in our client area at <https://my.bluerabbit.solutions>

Website Monitoring
Details for bluerabbit.solutions

Type: Additional Subscription
Client: bluerabbit
Comment:
Created: 2019-04-28 12:14:12

Overview Checklogs Config

HTTP Status

Domain	Status	Details	Last changed	Checked at	Check duration	Action
bluerabbit.solutions	Success	HTTP 200	2021-04-09 08:02:05	2022-04-19 13:25:05	126ms	Details
bluerabbit.it	Success	HTTP 200	2021-12-05 05:15:03	2022-04-19 13:25:04	242ms	Details
bluerabbit.software	Success	HTTP 200	2021-12-05 05:15:03	2022-04-19 13:25:04	263ms	Details
bluerabbit.solutions	Success	HTTP 200	2021-12-05 05:15:03	2022-04-19 13:25:03	283ms	Details
dev.bluerabbit.solutions	Success	HTTP 200	2022-02-20 17:40:05	2022-04-19 13:25:05	900ms	Details
my.bluerabbit.solutions	Success	HTTP 200	2021-09-28 06:02:03	2022-04-19 13:25:04	1150ms	Details
www.bluerabbit.it	Success	HTTP 200	2021-12-05 05:15:03	2022-04-19 13:25:03	379ms	Details
www.bluerabbit.software	Success	HTTP 200	2021-12-05 05:15:03	2022-04-19 13:25:04	236ms	Details
www.bluerabbit.solutions	Success	HTTP 200	2021-12-05 05:15:03	2022-04-19 13:25:04	243ms	Details

Website Monitoring

Products Servers Clients Subscriptions Additional Domains Checks IP Whitelist

There are the domains that will be checked.
Disabling a check will delete all its related history.

Checks

Show 10 entries

Subscription	Domain	HTTP	SSL	IP	Type	Client
bluerabbit.events	bluerabbit.events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.events	www.bluerabbit.events	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	bluerabbit.solutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	bluerabbit.it	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	bluerabbit.software	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	bluerabbit.solutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	dev.bluerabbit.solutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	my.bluerabbit.solutions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	www.bluerabbit.it	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit
bluerabbit.solutions	www.bluerabbit.software	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Additional	bluerabbit

Showing 1 to 10 of 10 entries

[Disable HTTP](#) [Disable SSL](#) [Disable IP](#)

Features

- Monitor the availability of your customer's websites
- Increase customer satisfaction alerting your customers about problems
- Checks if HTTP response is successful
- Checks if IP resolves as expected
- Checks validity of SSL certificates
- Alert admins and/or customers via e-mail notification
- Integrates with the WHMCS Notification System
- Includes Widget for your admin dashboard

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Disclaimer

We are not liable for any damage or loss in revenue caused by this software. If you do not agree with this, please do not use this software.

Requirements

- PHP 7.4 or 8.1
- ionCube Loader 11.0 or newer
- WHMCS 8.x (last tested with 8.6.1)

Installation

1. Copy the contents of the **crons/** directory to your whmcs crons directory.
2. Copy the **modules/** folder to your WHMCS installation root.
3. Set the module up in WHMCS. See next page.

Upgrade from version 3.x

1. Copy the contents of the **crons/** directory to your whmcs crons directory, replacing the present file.
2. Copy the **modules/** folder to your WHMCS installation root, replacing all present files.
3. In the WHMCS Admin Area, go to Setup -> Addon Modules. **An automatic database update is performed, which might take some time. Please be patient!**
4. Click "Configure" on the "Website Monitoring" module.
5. Check if there are any new settings you want to adjust. In the next page you can see which configuration parameters are new.
6. **Click on "Save Changes" even if you did not make any changes. This is important!**
7. Navigate to the Website Monitoring Addon and make sure it works properly.

Upgrade from version 2.x

Direct upgrade from version 2.x is not supported. Please upgrade to version 3 first.

Configuration

WHMCS Addon Configuration

1. Go to Setup > Addon Modules
2. Find "Website Monitoring" and click on "Activate"
3. Click on "Configure"
 - *License Key*
Insert your license key. After saving the changes, the license status should appear next to the field.
 - *Email Admins*
Tick to send email notifications to WHMCS admins about any changes in monitoring status. This is recommended.
 - *Email Clients*
Tick to send email notifications to an affected Customer in case of any changes in monitoring status. Use with caution as even small downtimes might make the customer panic while otherwise he wouldn't notice 😊
 - *Enable client area integration*
If you wish to allow your customers to look at the monitoring information for their websites from within the client area, tick this box.
 - *Allow clients to see history*
Allows clients to see monitoring history of their subscriptions
 - *Navbar node*
To add a link to the client area monitoring page to the main menu, specify the menu node here. The default "Support" should work, unless you customized your menu. Leave empty to disable.
 - *Sidebar node*
To add a link to the client area monitoring page to a sidebar, specify the sidebar node here. The default "Support" should work, unless you customized your sidebars. Leave empty to disable.
 - *Auto enable servers*
If you add a new server in WHMCS, it will be enabled automatically in the monitoring module.
 - *Auto enable clients*
If a new client gets created in WHMCS, it will be enabled automatically in the monitoring module.
 - *Auto enable subscriptions*
If a new hosting subscription is created in WHMCS, it will be enabled automatically in the module, but only if its client, product and server are enabled as well.
 - *Retain History of the past x days*
Automatically deletes history older than the configured days.
 - *HTTP GET fallback*
If you have websites that return HTTP 4xx even though they open fine in a web browser, enabling this option will have the agent try the GET method instead on failure.

- *Check IP status every x hours*
You can limit how often IP checks need to be made. 24 hours is the recommended value. Set to 0 to always check.
- *Check SSL certificates every x hours*
You can limit how often SSL checks need to be made. 6 hours is the recommended value. Set to 0 to always check.
- *Warn about expiring certificates x days in advance*
Warns if SSL certificates are expiring within the defined days. Set to 0 to disable.
- *Throttle one check every x milliseconds*
To avoid stressing your webserver too much with many requests at once, you can throttle the requests. 100 milliseconds are the recommended value.
- *Connection timeout limit*
Sets how many seconds the check will wait for a response from the server. Don't set this too high, as slow responding websites are also an issue. 10 seconds is the recommended value.
- *Retry x times on failure*
Sometimes, the web server might briefly reload or restart, causing the website that is being checked to fail. To avoid unnecessarily returning an error in these cases, you can set to retry the check a few times before giving up.
- *Wait x seconds between each retry*
1-2 seconds should do. The higher the value, the more time cron will take.
- *Redirect limit*
If HTTP gets redirected more than the limit, it will be treated as error.
- *Maximum processes*
Limits how many processes are spawn for the cron run.
- *Enable logging*
Enables logging to text files for diagnostic purposes
- *Log level*
Sets the amount of verbosity in the logs. WARNING is the recommended setting.
- *Anonymize log entries*
Anonymizes domain names in the log files. Useful if you need support from us and don't want to disclose your domain names.
- *Absolute Log path*
Specify an absolute path to a directory where the module should write its logfiles into.
Please ensure that the webserver AND cron users have the rights to write in that directory.
Also ensure that the directory is not viewable via the web. Either block it via .htaccess or place it outside your web root.
- *Cleanup logs older than x days*
This deletes older log files to keep the log folder clean. If you want to keep it all, set this to 0.
- *Maintenance mode*
In case you have some planned downtimes due to server maintenance, you can activate maintenance mode to prevent the cron to run during that time.

4. Click on "Save changes".

WHMCS Widget Activation

- Go to Setup -> Staff Management -> Administrator Roles
- Edit all roles that apply and enable the "Website Monitoring" widget

WHMCS Notification System

The following notification triggers are available to be used with the WHMCS Notification System:

- monitoring.success.http
- monitoring.success.ssl
- monitoring.success.ip
- monitoring.failure.http
- monitoring.failure.ssl
- monitoring.failure.ip

You can set up a number of notification rules based on these triggers.

1. In the WHMCS Admin Area, go to Setup > Notifications.
2. Click on "Create New Notification Rule".
3. Select the "API" tab.
4. Select "Custom API Trigger".
5. In "Trigger Identifier" choose "Exact match" if you want to address a specific trigger, or "Contains" if you want your notification to be triggered on different triggers.
6. In the second field, insert the trigger. For example "monitoring.failure.http" for an exact match, or "monitoring.failure." for all failures, or even "monitoring." for all notifications.
7. Choose your notification provider and configure accordingly.

Btw, did you know that we also provide a Notification Provider addon for Pushover? 😊

See <https://my.bluerabbit.solutions/cart.php?gid=9> if you are interested.

Cron Setup

To periodically run the checks, you need to set up a cron on your system. Just like you already did for the WHMCS crons.

On Linux you could add something like this:

```
*/30 * * * * php -f /path/to/your/whmcs/crons/monitoring.php > /dev/null
```

To run the cron every 30 minutes for example.

In case you set a low maximum batch per cron run in the configuration, you might want to run the cron more often. It's up to you.

Note for cPanel users

Please make sure to use the CLI binary for your PHP version.

For PHP 7.4 for example, that would be `/usr/local/bin/ea-php74`

It might also be useful to specify the binary as an attribute, so the cron could look like so:

```
*/30 * * * * /usr/local/bin/ea-php74 -f  
/path/to/your/whmcs/crons/monitoring.php -- --php-bin=/usr/local/bin/ea-  
php74 > /dev/null
```

Usage

Widget

If you set up the widget, you should see it on the home page of the WHMCS Admin Area. It only shows the subscriptions that have problems.

Status

Monitoring Overview

In the WHMCS Admin Area, go to "Addons" -> "Website Monitoring". You should see a list of all active subscriptions and their status.

Monitoring Details

Clicking on "View Details" will open a page with more detailed information with the following abilities:

- View current status for all assigned domains and subdomains
- View History of status changes
- Trigger a check
- Open the subscription configuration page (see below)

Status tables

For each type of check (HTTP, SSL, IP) you can view at a comprehensive table that lists all checked domains with detailed status information

Configuration

When inside the Website Monitoring Addon, choose "Configuration" from the panel on the left. This will open a powerful tabbed page that will allow you to do the following:

Products

This lists all web hosting products present in WHMCS.

- Enabling a product will enable all its active subscriptions of enabled clients for this product.
- Disabling a product will disable all its subscriptions and delete all related history.

Servers

This lists all servers that are configured in WHMCS.

- Enabling a server will enable all its active subscriptions for enabled clients and products.
- Disabling a server will disable all its subscriptions and delete all related history.

Clients

This lists all clients present in WHMCS.

- Enabling a client will enable all its active subscriptions for enabled products and servers.
- Disabling a client will disable all its subscriptions and delete all related history.

WHMCS Subscriptions

This lists all subscriptions for which the server, product and client are enabled.

- Enabling a subscription will activate monitoring for the domain and www.domain.
- Disabling a subscription will delete all its related history.

Additional Subscriptions

In addition to automatically checking WHMCS hosting subscriptions, here you can define additional hostings to check for. To the monitoring addon, these will essentially behave the same as regular WHMCS subscriptions.

Domains

This lists all WHMCS domains that do not match to any WHMCS subscription nor any already configured additional subscription or domain alias in the monitoring addon.

This way you can easily see which domains are not yet monitored and you can assign them as a domain alias to an existing subscription, or create a new additional subscription based on that domain.

Checks

This page lists all domains and subdomains that will be checked during cron runs. Here you can enable/Disable single checks on a per-domain basis.

IP Whitelist

When checking for IPs, the module assumes that the subscription resolves to the IP of the server it is assigned to in WHMCS. However, in some cases you might have another IP used by several customers. Instead of ignoring the IP on each subscription, you can add it to the whitelist.

Subscription configuration

Here you can configure a specific subscription for monitoring. You can reach this page either via the Monitoring Details page of a domain, or via the WHMCS Subscriptions / Additional Subscriptions tables in the Configuration section of the addon.

This page allows you to do the following:

- Enable/disable HTTP check
- Enable/disable SSL check
- Enable/disable IP check
- Add a subdomain to the subscription
The module has no way of knowing the subdomains of the domain. The "www" subdomain is added automatically. However, you can add/delete additional subdomains manually here, so they will be checked as well.
- Add a domain alias to the subscription
The module has no way of knowing the domain aliases of the domain. You can add them manually here, so they will be checked as well.

Logs

On this page you can view logs (if they are enabled) in a more friendly way. You can sort and filter the table, plus export it to clipboard, CSV and Excel, or even print it.

Client Area

If activated in the configuration, the client will have the following additional items in his client area:

- Monitoring panel on the Client Area home page
- Link to Website Monitoring page via Support menu
- Link to Website Monitoring Details page via Product Details page button

Troubleshooting

Problem: error message "Module disabled" when running cron

Solution: enable and configure the addon in WHMCS

Problem: error message "Invalid license" when running cron

Solution: check that you configured the correct license key. Also check your license status in our client area. You can request a reissue of the license automatically from our client area. If this option is not available to you, please open a ticket with our support department.

Problem: error message "Lock present" when running cron

Solution: check if another instance of monitoring.php is already running. If so, reduce the interval the cron runs to avoid overlaps. If no other instance is running, the lock might have ended unexpectedly. If you are sure that no monitoring process is running, you can release the lock. To do so, please go to your WHMCS Admin Area, open the "Website Monitoring" Addon, go to "Process Manager" and click on "Reset". Now the cron will be able to run again.

If this happens often, please contact our support department.

Changelog

Version 3.6.0 – 2023-06-26

- WMON-145 Add support for whitelisting Ips in CIDR notation
- WMON-146 Allow checking of IP addresses
- WMON-148 Fix license check fallback mode

Version 3.5.2 – 2023-01-30

- WMON-141 Fix module activation could fail on high SQL load
- WMON-142 Reduce load in WHMCS hooks
- WMON-143 Fix PHP error when running cron with no subscriptions configured

Version 3.5.1 – 2022-12-12

- WMON-139 Fix client email notifications not showing affected websites
- WMON-140 Fix no client notifications sent for external subscriptions
- WMON-138 Fix some PHP warnings

Version 3.5.0 – 2022-11-07

- WMON-136 Add PHP 8.1 and WHMCS 8.6 compatibility
- WMON-137 Fix client area widget causing PHP errors

Version 3.4.0 – 2022-05-11

- WMON-133 Implement automated code quality checks
- WMON-135 WHMCS 8.0 is the minimum supported version
- WMON-134 Fix email templates not initializing properly in v3.3

Version 3.3.1 – 2021-01-12

- WMON-126 Also pass details to WHMCS Notification System
- WMON-122 Improved multiprocess failure handling
- WMON-120 Fix SSL certificate issuer being cropped on some systems
- WMON-123 Fix Client Area showing unknown result for disabled monitoring features
- WMON-124 Fix Client Area widget only showing one item
- WMON-125 Fix Client Area history page showing headers for disabled monitoring features

Version 3.3.0 – 2020-08-17

- WMON-112 Added support for WHMCS 8 and PHP 7.4
- WMON-116 WHMCS 7.6 is the minimum supported version
- WMON-113 Drop schema before creating on activation
- WMON-117 Refactoring of database and output related code
- WMON-118 The sidebar was moved to a template file
- WMON-119 Switched all third party libs to Cloudflare CDN
- WMON-114 Fix too many redirects error leading to successful status
- WMON-115 Fix check not being performed when retry set to 0

Version 3.2.3 – 2020-04-20

- WMON-108 Use Composer PSR-4 autoload
- WMON-109 Fixed overview not always ranking results correctly
- WMON-110 Fixed server assigned IPs not taken into account
- WMON-111 Fixed Widget no longer showing up in Admin Role configuration

Version 3.2.2 – 2020-02-03

- WMON-105 Enabling admin notifications no longer required to trigger the notification system
- WMON-106 Fixed domains appearing as not checked if http check was disabled

Version 3.2.1 - 2019-12-16

- WMON-103 Added option to fall back to GET if HEAD returns HTTP 4xx
- WMON-102 Fixed widget reporting failure if check was ignored
- WMON-104 Fixed notification e-mail no longer reporting existing issues

Version 3.2.0 - 2019-10-19

- WMON-12 Check for SSL certificate issuer and expiration date
- WMON-19 Treat HTTP 4xx client errors as warnings
- WMON-37 Skip HTTP/SSL checks if IP is not resolvable
- WMON-38 Return error if configurable HTTP redirect limit is surpassed
- WMON-90 Implemented warning status
- WMON-91 Store expected IP
- WMON-92 Store error messages
- WMON-93 Improved details page
- WMON-94 Improved history page
- WMON-97 Made log path absolute
- WMON-98 Implemented overview pages per check type
- WMON-101 Improved sorting of status column in overview table
- WMON-89 Fixed duplicate key error if WHMCS hook is executed more than once
- WMON-95 Fixed online percentage in widget not being always correct
- WMON-96 Fixed whitelisting IP causing an error
- WMON-99 Fixed logging always having 0 milliseconds on some systems
- WMON-100 Fixed wrong domain showed in history page for additional domains

Version 3.1.0 - 2019-09-14

- WMON-56 Allow clients to see domain history
- WMON-74 Add buttons to enable/disable all products/servers/clients/subscriptions at once
- WMON-79 Add button for resetting license, useful on license upgrade
- WMON-80 Improved details page with more information about the checks
- WMON-82 Improved license check feedback
- WMON-83 Show if log path is writable directly in the config page
- WMON-87 Improved localization of client area pages
- WMON-81 Fixed manual check not working with unlimited licenses
- WMON-85 Fixed when process limit is set to 1, cron still spawns a process
- WMON-86 Fixed history page not always showing the correct domain name

- WMON-88 Fixed disabling a check did not delete history

Version 3.0.2 - 2019-06-07

- WMON-75 Avoid locking if last cron run did not do anything the past 5 minutes
- WMON-76 MySQL versions older than 5.6.5 now supported
- WMON-77 Fixed sidebar icons not working
- WMON-78 Fixed upgrade procedure failing under some circumstances

Version 3.0.1 - 2019-05-04

- WMON-71 Enable all products/servers/clients/subscriptions on module activation
- WMON-72 Improved Sidebar layout
- WMON-69 Fixed cron not working anymore via web request
- WMON-73 Fixed license check occurring on every cron run

Version 3.0.0 - 2019-05-01

- Complete rewrite for more flexibility and performance
- Parallel processing with real-time monitoring in WHMCS
- Dramatically improved performance
- Ability to configure additional domains that are not WHMCS services
- Ability to enable/disable monitoring on a per-product, per-server, per-client and per-subscription basis
- You are in control over which subscriptions to check within the limit of your license
- View logs directly from the web interface
- Integration with the WHMCS notification system
- Improved user interface
- Improved logging with option to anonymize entries
- WHMCS v7.4 or greater is now required
- Several bug fixes
- And much more...

Version 2.4.0 - 2018-11-15

- Made Client Area Menu node configurable for adding the menu link
- Added www link in admin overview list
- Fixed widget not displaying text
- Fixed crash if Support navigation node is not available in Client Area
- Now requires ionCube Loader v10.1 or newer and WHMCS 7.0 or newer

Version 2.3.0 - 2018-09-30

- Added client area templates for customers to see the status of their subscriptions
- Implemented configurable retry on failure
- Friendlier error message when lock file is present
- Improved logging
- Improved localization
- Improved e-mail templates
- Various fixes related to the new SSL check implementation

Version 2.2.0 - 2018-09-20

- Fixed DataTable not working anymore in overview page
- DataTable: added option for displaying All records on one page
- DataTable: added export buttons
- Skip SSL check if HTTP failed due to connection errors
- Various fixes in e-mail template
- Fixed crash if domain to check changed hosting id

Version 2.1.0 - 2018-09-18

- Implemented checking for SSL certificates validity
- Improved HTTP checking performance
- Revamped logging system
- Added Italian and German translations
- No longer show pending/suspended sites in overview
- No longer require template engine security exemption for email messages
- Improved cleanup routine
- Switched licensing check to new BlueRabbit server

Version 2.0.0 - 2017-08-07

- Complete rewrite
- Implemented localization
- Improved IP checking

Version 1.1.0 - 2016-10-31

- Refactored ignore system
- Implemented detail view
- Implemented domain alias support
- Improved logging

Version 1.0.0 - 2016-09-18

- Initial release