

WHMCS Bridge and WHMCS Bridge Pro Installation Instructions

Important Notes:

1. WHMCS Bridge may require some CSS adjustments if you are using a theme that was not built to be compatible with WHMCS Bridge.
For more information please visit our KB: <https://i-plugins.com/whmcs-bridge/knowledgebase/1039/The-integration-is-not-perfect-how-do-i-tweak-it.html/>
2. If you have purchased a WHMCS Bridge enabled theme and your Bridge is not displaying correctly, you need to contact the theme creator who you purchased the theme from for support.
We are not affiliated with theme creators and if they have charged you for a theme that is meant to render perfectly with the bridge this is something they will need to resolve for you.
3. WHMCS Bridge is a separate product to WHMCS. You will need an existing WHMCS installation and license from WHMCS for this.
If you do not have a license, please visit this URL to get yourself one:
<https://www.whmcs.com/members/aff.php?aff=23386>
You will need to complete your WHMCS Setup before proceeding with WHMCS Bridge. Please contact WHMCS support direct for queries related to WHMCS.
4. All third-party cache plugins ***must*** be disabled for the WHMCS Bridge page.
All good caching plugins for WordPress have an option to disable caching for a particular URL/matching part of a URL.
If your whmcs bridge page is www.yoursite.tld/whmcs-bridge/ then you can configure your cache plugin to exclude `/whmcs-bridge*` (meaning all pages under whmcs-bridge).
Why? These plugins treat WordPress pages as static, but WHMCS Bridge content changes and if a cache plugin is enabled you run the risk of it caching a clients logged in session, which would then show their details to every subsequent visitor.
5. CloudFlare should be set to bypass & disable all CloudFlare apps for the URL. But ideally disabled completely.
Unfortunately, CloudFlare causes problems with AJAX requests which we have yet to resolve, we have reached out to CF but have not found a solution. Some users are lucky enough to keep CF on their site and just disable & bypass for their `/whmcs-bridge/` URL but generally users have to disable CloudFlare completely.
6. Pro users: Both WHMCS Bridge and WHMCS Bridge Pro (aka SSO) plugins must be activated in WordPress.
7. Pro users: Our main release channel via WordPress Updates is for PHP 7.2 with IonCube encoder. If you are using a different version of PHP you must download updates from our website.
[Details on how to download below.](#)

Installation Requirements:

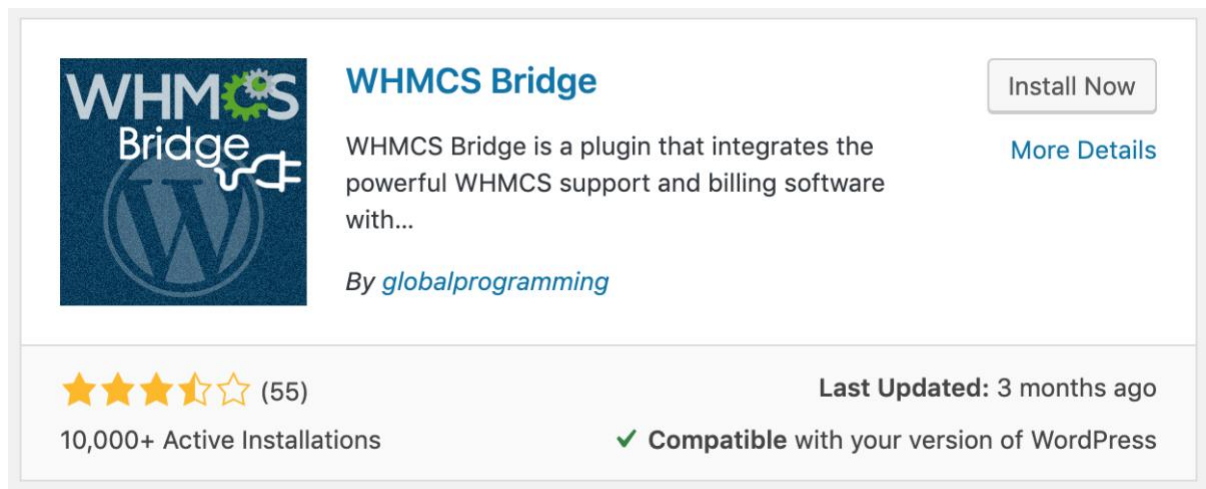
1. Your WordPress must have Pretty Permalinks enabled, ideally using "Post name".
The plugin does not work with `?page_id=XXX` URLs or `index.php/page-name` URLs.
For setup information of WordPress Pretty Permalinks please visit:
https://wordpress.org/support/article/using-permalinks/#mod_rewrite-pretty-permalinks
2. Your WHMCS and WordPress can be on the same hosting account, or across different hosting accounts, but you should have a hosting account with sufficient resources to support the plugin. PHP's `memory_limit` should be at least 256MB and CloudLinux users should ideally split WHMCS and WordPress over two different

accounts. For more information please visit: <https://i-plugins.com/whmcs-bridge/knowledgebase/1073/Help-My-site-is-running-slow-using-your-plugin.html>

3. While PHP 5.6 is currently supported it is recommended you use PHP 7.1 or PHP 7.2.
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1. Download & install WHMCS Bridge

From your WordPress Admin, go to Plugins > Add New and search for “WHMCS Bridge”



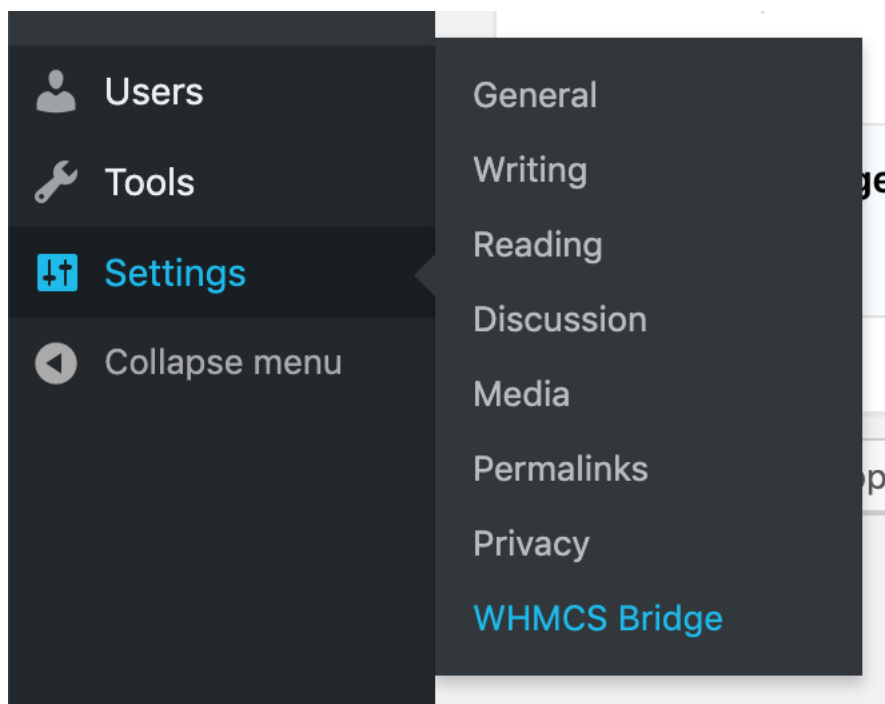
The screenshot shows the WordPress plugin interface for "WHMCS Bridge". On the left is the plugin's logo, which features the text "WHMCS Bridge" and a WordPress logo. To the right of the logo, the text reads "WHMCS Bridge" followed by a description: "WHMCS Bridge is a plugin that integrates the powerful WHMCS support and billing software with...". Below this, it says "By globalprogramming". In the top right corner, there is an "Install Now" button and a link for "More Details". At the bottom, there is a star rating of 4.5 out of 5 (55 reviews) and a note that it has "10,000+ Active Installations". To the right of the rating, it says "Last Updated: 3 months ago" and "Compatible with your version of WordPress".

Click on the “Install Now” button, and then “Activate”.

You can also go to <https://wordpress.org/plugins/whmcs-bridge/> and download the latest ZIP file from there. You will then need to upload it via your WordPress Admin under Plugins > Add New > “Upload Plugin” button.

2. Capture initial Settings

Once the plugin is activated, go to Settings > WHMCS Bridge

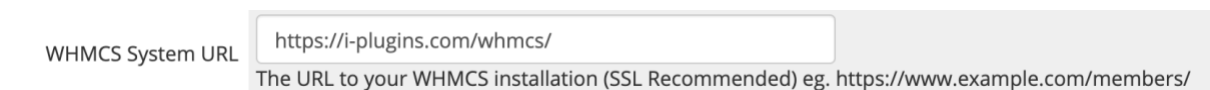


On this settings page you must fill in your WHMCS URL into the first box on the page under Integration Settings.



The screenshot shows a settings page with a section titled "WHMCS URL" containing a single text input box.

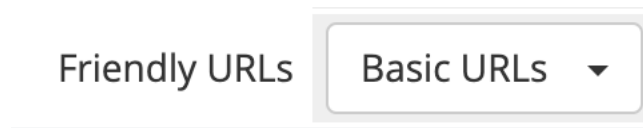
**** Important:** This URL must be exactly as it is in your WHMCS Admin under Setup > General Settings > WHMCS System URL, ideally you should copy and paste the URL (even differences such as one having “www” and the other not, will cause problems.



The screenshot shows a settings page with a section titled "WHMCS System URL" containing a text input box with the URL "https://i-plugins.com/whmcs/" and a descriptive text below it: "The URL to your WHMCS installation (SSL Recommended) eg. https://www.example.com/members/".

Once you have done this, click on “Save Settings”.

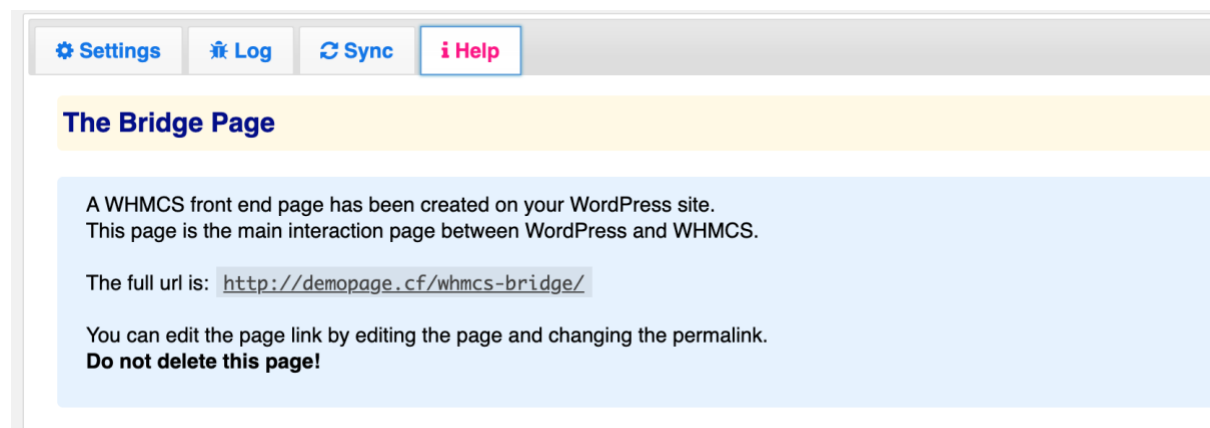
Now, go to your WHMCS Admin under Setup > General Settings and make sure your Friendly URLs are set to “Basic URLs”



The screenshot shows a settings page with a section titled "Friendly URLs" containing a dropdown menu with "Basic URLs" selected.

Note: Friendly index.php is not support and Full Friendly Rewrite is only supported by WHMCS Bridge Pro.

Once the page has reloaded you can visit the “Help” tab to see the URL of your WHMCS Bridge page.



The screenshot shows a settings page with a navigation bar containing "Settings", "Log", "Sync", and "Help" (selected). Below the navigation bar is a section titled "The Bridge Page" with a light blue background. The text in this section reads: "A WHMCS front end page has been created on your WordPress site. This page is the main interaction page between WordPress and WHMCS. The full url is: <http://demopage.cf/whmcs-bridge/> You can edit the page link by editing the page and changing the permalink. **Do not delete this page!**

If you’d like to change the “whmcs-bridge” to something else, you can do it as you would with any other WordPress page. In WordPress Admin > Pages find your WHMCS Bridge page, choose “Quick edit” and change the title and slug to your desired new URL. Once saved you can go back to your “Help” tab in WHMCS Bridge settings and you will see the URL has updated.

QUICK EDIT

Title	<input type="text" value="WHMCS Bridge Client Area"/>	Parent
Slug	<input type="text" value="whmcs-bridge-clients"/>	Order
Date	09-Sep ▾ 21, 2019 @ 10 : 00	<input type="checkbox"/> All
Password	<input type="password"/> -OR- <input type="checkbox"/> Private	Status

[Settings](#)
[Log](#)
[Sync](#)
[Help](#)

The Bridge Page

A WHMCS front end page has been created on your WordPress site.
This page is the main interaction page between WordPress and WHMCS.

The full url is: <http://demopage.cf/whmcs-bridge-clients/>

You can edit the page link by editing the page and changing the permalink.
Do not delete this page!

3. Installation Completed of WHMCS Bridge Free

This is the end of the installation instructions for the free version of WHMCS Bridge. You can visit your WHMCS Bridge page to see if it is rendering correctly and if not please make use of the various options on the WHMCS Bridge settings page.

Scoping CSS can help avoid conflicts between a WordPress theme's CSS and WHMCS's CSS. The Custom CSS box is also there for you to capture any styles you want applied to the WHMCS Bridge page.

If you are having JavaScript conflicts (eg: your domain search returns a blank page with text), you can also try switching your jQuery library option in WHMCS Bridge Settings.

Styling Settings

(BETA) Select if you want to prefix WHMCS CSS rules with #bridge, this will help avoid styling conflicts

 Scope WHMCS CSS

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Select the jQuery library you want to load. If you have a theme using jQuery, you may be able to solve conflicts by choosing a different library or no library. Note that WHMCS Bridge uses the jQuery \$ function, hence it needs to be defined if you manage the loading of jQuery in your WordPress theme.

% jQuery library

WHMCS

Enter your custom CSS styles here

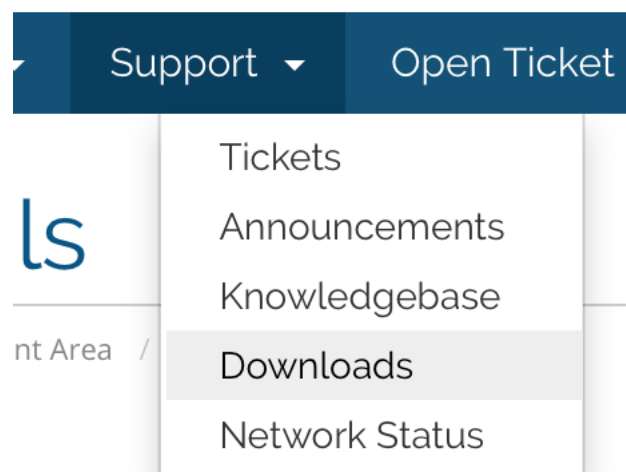
</> Custom CSS

```
#bridge .container {  
width: 100% !important;  
}
```

4. Installation of WHMCS Bridge Pro (aka SSO) in WordPress

Purchase WHMCS Bridge Pro (aka SSO) (trial or Premium) via <https://i-plugins.com/whmcs-bridge/cart/?a=add&pid=20> to get your license code and access the downloads for WHMCS Bridge Pro.

Log in to your account @ <https://i-plugins.com/whmcs-bridge/clientarea/> and click on Support > Downloads

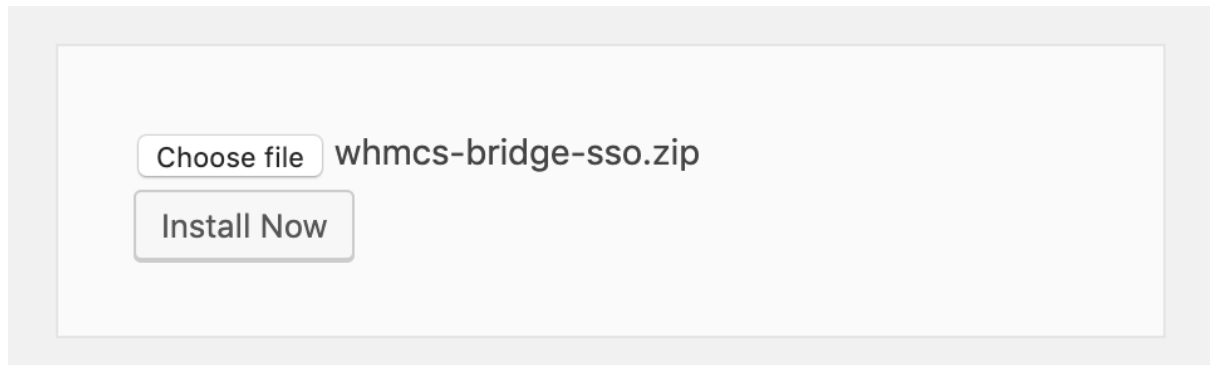


Browse to Software > WHMCS Bridge (<https://i-plugins.com/whmcs-bridge/download/category/3/WHMCS-Bridge.html/>)

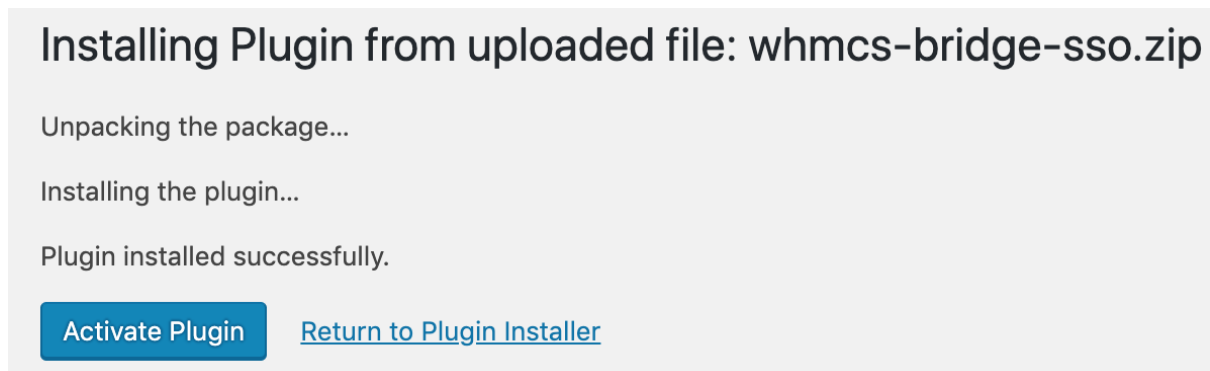
Make sure to download WordPress Plugin – WHMCS Bridge for the PHP version that your WordPress installation is running on.

Make sure to download WHMCS Addon – Bridge WP for WHMCS Bridge for the PHP version that your WHMCS installation is running on (Installation for this will be covered later).

Navigate to your WordPress Admin > Plugins > Add New > Upload plugin and upload the whmcs-bridge-sso.zip file (filename may vary if you downloaded for a different version of PHP).



Activate the plugin



5. Configuration of WHMCS Bridge Pro (aka SSO) in WordPress

Navigate to WordPress Admin > Settings > WHMCS Bridge and fill in your WHMCS Bridge License Key



It is recommended you enable Cache for the longest period of time



It is also recommended you enable Pretty Permalinks (SEO URL's)

Q Pretty Permalinks (SEO URL's)

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Please also remember to change your WHMCS Admin Setup > General Settings > Friendly URLs to Full Friendly Rewrite

Friendly URLs

Full Friendly Rewrite ▼

Click on Save Settings to update.

6. Setting up Synchronisation

In your WHMCS Admin navigate to Setup > Staff Management > Manage API Credentials:

Under API Roles create a new role for WHMCS Bridge accessing the API with the rights under Authentication, Client, Domain, Module, Products, Servers, Service, System.

Under API Credentials Generate New API Credentials

Generate New API Credential

Below is the unique access Identifier and the Secret. **You must copy the Secret now as it cannot be retrieved later.**

Identifier

LTuzVdasdasd#cas8jvhJ4P2tf3KT

Secret

pv59332131CnasiAqWUYKXI12eqWbj

Close

Copy the Identifier into your WHMCS Bridge Settings under WHMCS API Identifier and WHMCS API Secret

 **WHMCS API Identifier**

The password of the WHMCS API user.

 **WHMCS API Secret**

Save your settings.

In your WHMCS Admin under Setup > General Settings > Security, scroll down to “API Access Restriction” and click on “Add IP” to add your WordPress Server IP.

To be sure what the WHMCS API is detecting as your IP is, you should go to your WHMCS Settings under the Help tab and click on “Check for problems with my setup” and check for an error relating to the API.

7. Setting up Single Sign On with WHMCS

WHMCS has introduced a new requirements for allowing external systems to post to the WHMCS login page:

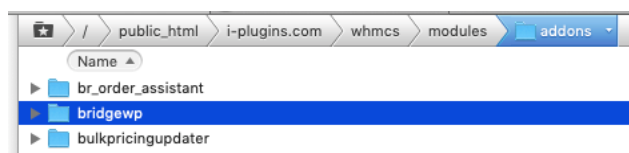
https://docs.whmcs.com/Linking_to_WHMCS#Integrating_The_Login_Form_into_your_Website

You will need to add the following line to your WHMCS configuration.php file:

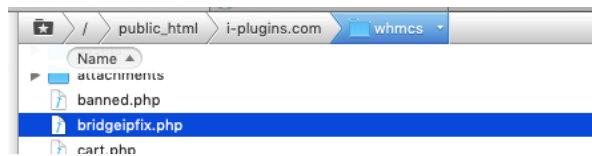
```
$allow_external_login_forms = true;
```

8. Install WHMCS Bridge Addon for WHMCS

Unzip the bridgewp.zip file that you downloaded from our website (WHMCS Addon – Bridge WP for WHMCS Bridge) and upload it to your WHMCS installation via FTP into modules/addons.

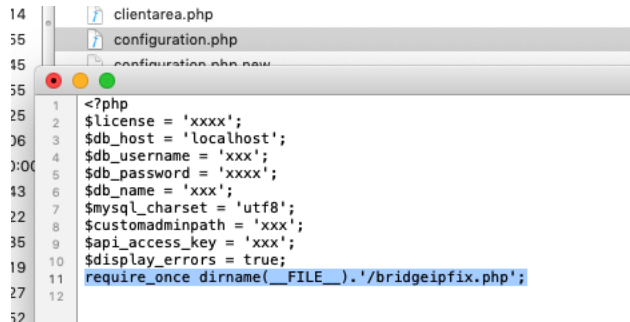


Then move the bridgeipfix.php file from within the bridgewp folder into your root WHMCS folder.



Once this has been done, edit the configuration.php file in your root WHMCS folder and add the line:

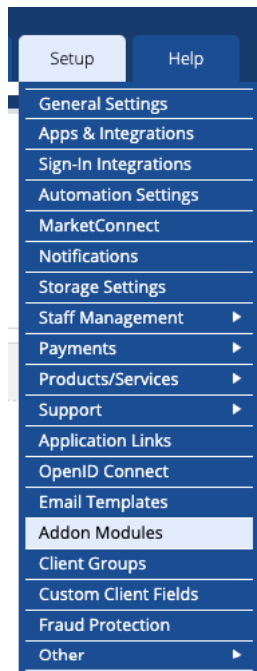
```
require_once __DIR__."/bridgeipfix.php";
```



This will correct the issue of WHMCS picking up your WordPress hosting IP address as your clients IP addresses when using the bridge.

9. Configure WHMCS Bridge Addon for WHMCS

Log in to your WHMCS Admin and navigate to Setup > Addon Modules



Click on Activate next to the “WHMCS Bridge Helper” plugin, once done click on “Configure”

» WHMCS Bridge Helper Adds the possibility to redirect customers to your WordPress WHMCS page. (This addon was previously known as Bridge Redirect but now comes with more functionality).	5.1	i-Plugins	Activate	Deactivate	Configure
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WordPress Bridge page URL	<input type="text" value="https://i-plugins.com/whmcs-bridge/"/>	The full page URL to your WordPress WHMCS bridge page. You can see this in your WordPress WHMCS Bridge settings page. You can leave this blank if you don't want the redirect to be active.
Pretty permalinks	<input checked="" type="checkbox"/>	Check this if you have activated pretty permalinks in WHMCS bridge settings on WordPress.
Disable viewinvoice/viewquote redirect	<input type="checkbox"/>	WHMCS uses a non templated page for viewinvoice and viewquote. Check this if you want to avoid people visiting viewinvoice.php or viewquote.php to be redirected to the corresponding page on your WordPress site.
Debug log	<input checked="" type="checkbox"/>	Check this if you encounter issues. The system will write redirect messages into the Activity Log.
Access Control	Choose the admin role groups to permit access to this module: <input checked="" type="checkbox"/> Full Administrator <input type="checkbox"/> Full Administrator - No Notifications <input type="checkbox"/> Sales Operator <input type="checkbox"/> Support Operator	

Save Changes

In WordPress Bridge page URL you will fill in the bridge page on your WordPress website (found in the “Help” tab). This will redirect users who visit your direct WHMCS URL to the correct URL on your bridge automatically (for things like links in automated emails from WHMCS – do not change any of your email templates or your WHMCS System URL – this will cause problems with your WHMCS installation).

Please note:

- If you are logged in as WHMCS Administrator, the redirects will not fire. If you want to test the redirects to your WHMCS Bridge, log off from WHMCS Admin.
- If you do not want to redirect users to your WHMCS Bridge page, leave the WordPress Bridge page URL field blank and Save Changes.

10. Important .htaccess rules for WHMCS Bridge (Password Reset, PayPal)

Please see this article: <https://i-plugins.com/whmcs-bridge/knowledgebase/1098/Important-.htaccess-redirect-for-WHMCS-Bridge.html/>

11. Installation of WHMCS Bridge and Bridge Pro completed.

The basic install of WHMCS Bridge with WHMCS Bridge Pro and the WHMCS Addon is now complete. Please read through all the options on the settings page to assist with tweaking your installation or debugging any issues you may have.

Document Updated: 11 May 2021