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Connecting WHMCS to WHM so accounts are created on their own

Reselling & WHMCS

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Connecting WHMCS to WHM so accounts are created on their own

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This is the step that turns WHMCS from an expensive invoice sheet into something that works for you. Wired to WHM, it creates the hosting account the moment payment clears, suspends it when an invoice goes past due, and terminates it later, all on its own.

There are three links to make, and always in the same order: a key in WHM, a server in WHMCS, and each product tied to that server.

1. The key, in WHM

The link is made with an **API token**, not with your account password. The difference matters:

1. **A token can be limited** to only what WHMCS needs. A password grants everything.
2. **A token is revoked in one click** without cutting off your own access to the panel. Changing the password cuts both at once, always at the worst moment.
3. **A token does not change** when you rotate your password, which stops billing silently stopping in the middle of a month.

In WHM, in the development section, there is API token management: you create one with a name, choose its permissions, and **copy it there and then**, because it is never shown again.

! **On a reseller account you do not have, and should not ask for, machine administrator access.**
The token you create is for **your** reseller user, and the accounts WHMCS creates are born inside your reseller account, on your packages. That is how it should be. On a VPS or dedicated server of your own, then yes, the token can be an administrator one.

2. The server, in WHMCS

WHMCS settings carry a list of servers. You add one, and the fields are these.

Field	What to put in it
Name	Whatever you like: it is only so you recognise it in the list.
Hostname and address	The server name we gave you. Use the name, not just the IP: certificates are issued to names.
Nameservers	The ones we gave you for your reseller account. This field goes into the e-mails your customers receive, so a mistake here only surfaces when a customer complains.
Module	cPanel.
Username	**Your** reseller user.
Access key	The API token you just created. Leave the password field empty.
Secure connection	On. WHM is reached on its secure port, which is open.

Press the test connection button before saving.
It tells you immediately whether the token works and whether the permissions are enough. Saving without testing postpones finding the problem until the hour your first customer pays.

3. The products

The link alone is not enough: each product you sell has to know which server it is born on, and on which package.

1. **Create the packages in WHM first**, with the limits you intend to sell. The package name is what WHMCS will ask for, spelled exactly as it is there.
2. **On each WHMCS product**, in the module settings, choose cPanel, choose the server, choose the package.
3. **Switch on automatic setup**, the option that makes it happen as soon as the first payment arrives. Without it the order waits for you, which is exactly what you were trying to avoid.
4. **Place a test order** and watch the account appear in WHM. If it does not, WHMCS keeps the error WHM returned, and that error says everything.

What fails, and what it means

What you see	What it is
Access denied, or invalid key	The token was copied badly, has expired, or lacks the permissions needed. Create another and test straight away.
Connection refused, or timeout	The firewall on the WHM side is not letting in the address WHMCS speaks from. If WHMCS is on another machine, that is it. See **why the firewall blocks your IP**.
Package does not exist	The package name on the product does not match the one in WHM. Copy and paste rather than type.
The account is created but the customer gets nothing	That is WHMCS mail sending, not the WHM link. The two fail in similar ways and are fixed in different places.
The order stays pending forever	Either the payment was never confirmed, or automatic setup is off, or the scheduled job is not running. Start with the scheduled job.

A token with too many permissions is a dangerous token.
It is stored in the database of a website that lives on the internet. Give it only what it needs, note where you created it, and revoke it the day you stop using that WHMCS.

If you are still learning WHM, start with **first steps as a reseller**. And if something broke after all this used to work, the list is in **the most common WHMCS problems**.

NEED A HAND?

The connection test fails and the message means nothing? Send us the exact text, without the key.

Open a support ticket →

SEE ALSO

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