

HostBilling

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To Create a Support Ticket Visit-

<https://www.cloudonex.com/register/>

Getting Started

System Requirements

Hostbilling requires PHP 7.3 or higher. Most of the modern web hosting already have this. Here are the basic requirements of HostBilling-

| Name | Requirement |
|------------------------|---|
| PHP | 7.3 or up. |
| PHP Database Extension | PDO |
| PHP Extensions | BCMath Curl with SSL GD2 Image Library JSON Fileinfo XML OpenSSL Tokenizer MBString |
| MySQL | Latest 5.7 or up. |

Installing HostBilling

Make sure you have PHP 7.3 or higher.

1. Download the latest version from CodeCanyon
2. Extract the downloaded zip file
3. You will find two files, a pdf file as documentation and the HostBilling zip package.

4. Upload the hostbilling.zip on your desired installation directory to your server and extract it directly into your server. If your server does not have the unzip function, you can unzip it on your computer and then upload it using FTP or any other program. Make sure you have uploaded all files.
5. Now visit the URL that you have uploaded to HostBilling.
6. You will see a welcome screen.
7. Click Continue, the installer will check the system requirements

Checking system requirements

Before continue to the next step, we're checking your [system requirements](#) .

| Requirement | Available | Comment |
|---|-----------|--|
| PHP 7.3.0 We use the latest coding syntax of PHP, which requires a minimum version of PHP 7.3.0. Of course, you can use any higher version. | | ✓ Awesome! your PHP version is 7.4.14 |
| PDO The business suite needs PDO to connect with your database securely. | | ✓ Cool! |
| PDO MySQL PDO_MYSQL is a driver that implements the PHP Data Objects (PDO). For database, MySQL, or Maria DB, both will work. | | ✓ Stunning! |
| curl Curl requires working with various APIs. | | ✓ Astounding! |
| GD GD(Graphics Library) requires to transform images and embed image in your pdf. | | ✓ Wondrous! |

[Continue](#)

8. On the next screen, it will ask for some additional information like database credentials. Put all the correct information and then click Continue. It will connect to your database to

create necessary tables and import initial data.

Database Connection & Site config

Application URL

Application url without trailing slash at the end of url (e.g. http://example.com/app). Please keep default, if you are unsure.

Before getting started, we need some information on the database. You will need to know the following items, input those and Click Submit to Continue.

Database Host

You should be able to get this info from your web host, if localhost doesn't work.

Database Username

Your database username.

Database Password

Your database password.

Database Name

The name of the database.

9. On the next page, you will be prompted to create an admin user. Complete this.

Setup your profile

Your Full Name:

Email:

Choose Password:

Confirm Password:

10. After clicking submit, it will redirect you to the admin login screen. Now, your HostBilling is installed.

Dashboard

The dashboard provides a quick overview of your web hosting/agency business. Here you will find an overview of your customer's recent orders. It will show recent tickets, recent clients, and invoices.

Customers

| Image | Name | Email | Phone | Manage |
|-------|------------------------|-------------------------------|----------------|--------|
| | Maria Elizabeth | client@example.com | 1-632-109-6881 | |
| MW | Maegan Wiegand | karl.hermiston@cartwright.net | 1-014-465-9985 | |
| EL | Eugenia Lind | stokes.janick@connelly.net | 1-328-253-9216 | |
| MP | Mr. Parker Hettinger V | wilderman.titus@gmail.com | 1-825-093-5361 | |
| AR | Asia Rowe | ibednar@gmail.com | 1-938-870-8493 | |
| GH | Grant Harber | ben.braun@gmail.com | 1-857-383-5130 | |
| PN | Pink Nolan | okuneva.adan@leuschke.com | 1-645-294-5619 | |
| AR | Asa Rempel | macejkovic.green@borer.info | 1-368-391-4202 | |
| DP | Dustin Pfannerstill | labadie.liana@yahoo.com | 1-409-632-8204 | |
| MM | Ms. Maeve Abshire | icasper@kassulke.com | 1-537-918-0492 | |

Adding New Customer: A customer can either sign up directly from your client portal or add them from your admin backend. To add a new customer from the admin backend, click Add Customer under the Customers menu.

Customer Companies: You can assign a customer under a Company. Create a company from the Companies menu under Customers. On the list page, click New Company. It will open a modal window. Fill in the necessary fields and click Save. When you are adding a new customer, these companies will appear in the drop-down list.

Hosting Plans

Creating a Hosting Plan

First, Create a Group from Services -> Groups of your Hosting or other services.

Next, Go to Service -> Hosting Plans. Then click Add New Hosting Plan.

Set a name.

Choose a group from the drop-down.

Set Pricing.

Keep blank to disable any of the terms.

Add Description.

Add Features, and you can add as many features as you want by clicking on the Plus icon.

Switch the featured on to make the pricing table featured.

Hosting Servers

To create hosting accounts directly from the HostBilling backend, you need to add Servers.

To add a new Server, go to Services -> Servers.

Then click New Server Button. The system will ask to choose the server type.

After selecting the server type, you will be directed to the next page to enter more information, such as host/IP, API credentials.

cPanel

If you choose cPanel, it will ask you to input the following fields-

- **Name:** Give a name for this Server to identify it later.
- **Host:** Enter the Hostname of your Server, do not include the port number here. It should be FQDN (Fully Qualified Domain Name). For example- whm.example.com
- **Username:** Your reseller username or root
- **API Token:** Go to "Manage API Tokens" in your WHM.

Manage Your Accounts

Create a New Account

Create a cPanel or reseller account. These accounts can manage domains and email.

List Accounts

View and manage all of the accounts on your server. This includes cPanel and reseller accounts.

Add a Package

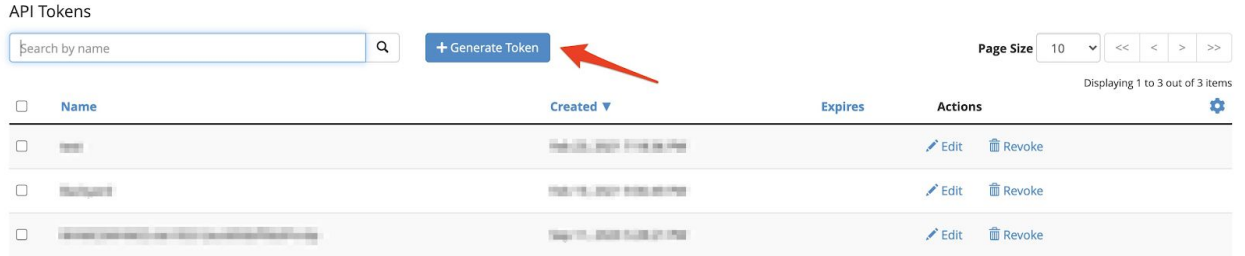
Create a hosting plan (package). Packages determine the features and quotas for each account.

- Server Configuration
- Security Center
- Backup
- Account Information
- Account Functions
- Multi Account Functions
- Themes
- Packages
- DNS Functions
- Email
- cPanel
- Change Log
- Customization
- SSL/TLS
- Development
- cPanel Development Forum
- Developer Documentation
- Manage API Tokens
- Plugins
- Back to Top



-

And generate a New API Token. Copy the API Token and add this here.



- Click Save.

After saving the Server, it will show on your Server List. To test if the API is working, click on the "List Accounts". It should show the list of accounts on your Server.

List Accounts

| Domain | Plan | Email | Disk Used |
|------------|-------------------|------------|-----------|
| [REDACTED] | Starter cloud | [REDACTED] | 85M |
| [REDACTED] | [REDACTED] | [REDACTED] | 10809M |
| [REDACTED] | Unlimited Plus | [REDACTED] | 254M |
| [REDACTED] | Business Cloud | [REDACTED] | 438M |
| [REDACTED] | [REDACTED] | [REDACTED] | 683M |
| [REDACTED] | Enterprises cloud | [REDACTED] | 18M |
| [REDACTED] | Enterprises cloud | [REDACTED] | 291M |
| [REDACTED] | Unlimited Plus | [REDACTED] | 16M |
| [REDACTED] | _Starter cloud | [REDACTED] | 1M |

Creating the Hosting Account using cPanel for an Order.

Once the cPanel server is configured, you will see a "Create Account" button on the Order View page.

It will show the following fields-

Domain: The domain name, which was input when the customer placed the order. If any modification is needed, you can do it from here.

Username: The system will generate a username based on the domain name. However, you are free to change it.

Password: It will generate a random password. You can click on the "Regenerate Password" to regenerate again or manually add this password.

Email: It will show the customer's email address.

Plan: The plan name should match the plan/package name available in your Web Host Manager.

The screenshot displays a web hosting management interface for an order titled "Basic [T7AS-BKQR9Z]".

Order Details:

| | | | |
|-------------|-----------------------------|----------------|------------|
| Date | 2021-02-20 | Amount | 445.00 |
| Tracking Id | T7AS-BKQR9Z | Invoice Number | 1 |
| Client | Maria Elizabeth | Status | Active |
| Address | 28th Floor, 1325 6th Avenue | Type | hosting |
| City | New York | Domain | [Redacted] |
| Country | United States | | |

Actions: Set Pending, Cancel Order, Delete Order

Automations: cpanel server 01 e

Account Information:

- Domain: [Redacted]
- cPanel Username: [Redacted]
- Email: [Redacted]
- Password: [Redacted] (with a "Regenerate Password" button)
- Plan (cPanel Package Name): Basic

Activation Message:

Subject: [Redacted]

Message: [Redacted]

Buttons: Save, Send, Create Account

Billing

Orders

An order is a customer's completed request to purchase one or more products or services from your Business. In HostBilling, An order is created when your customer completes the checkout process from the client portal.

Hosting Orders

To get all the hosting orders on a list, go to Hosting Orders under the Billing menu. Here you will see a list of orders placed by your customers.

Domain Orders

To get all the domain registration orders on a list, go to Domain Orders under the Billing menu. Here you will see a list of domain registration orders placed by your customers.

Creating Invoice

Creating an invoice is one of the most common things you do in Business, and HostBilling makes creating and sending invoices easy.

CloudOnex

Dashboard Customers Billing Support Services Productivity Reports Utilities Appearance Plugins Settings

INV-00001 Save Save & Close

Customer: Select Contact... Status: Published Currency: USD

Address: [Redacted] Invoice Prefix: INV- Show quantity as: Qty

Invoice #: 00001

Invoice Date: 2021-02-16 Payment Terms: Due On Receipt

| Item Name | Qty | Price | Discount | Tax | Total |
|------------|-----|-------|----------|------|-------|
| [Redacted] | | | | None | 0.00 |

+ Add blank Line + Add Product OR Service

Sub Total : \$ 0.00
Discount : \$ 0.00

1. Go to **New Invoice** under **Billing**
2. Under Create an Invoice, you can do the following-

- You can choose a custom Invoice number, Invoice Prefix for each invoice.
- Select a Customer from the drop-down or Add a new customer if needed
- Choose a Date for the invoice (Invoice issued date), a Due Date for payment (Payment Terms)
- You can add a title for the invoice
- Add items with quantity and price
- Select Tax from the drop-down (Choose None, if Tax is not applicable)
- Add invoice terms, which will be shown in invoice preview, pdf, etc.

3. Click **Save** to Save and continue editing. Click **Save & Close** to save the invoice and View the invoice.

Managing Invoice: It's easy to view, edit or delete an Invoice. Whichever you need to do, it starts with clicking on **Invoices** under **Billing** in the main menu.

Creating Quote

A quote is a short form of a quotation. An estimate or quote is a document that a seller (Your Business) provides to a buyer (Your customer) to offer goods or services at a stated price, under specified conditions, if any.

It will let your customer know how much their goods or services will cost before committing to the purchase.

To create Quote in HostBilling Navigate **Billing** → **Create New Quote**.

Providing Customer Support

With HostBilling's Support Ticketing feature, you can collect all customer support requests and manage them in one location.

No matter how you provide customer support, the one constant for all businesses is that customers seek you to help them resolve their issues.

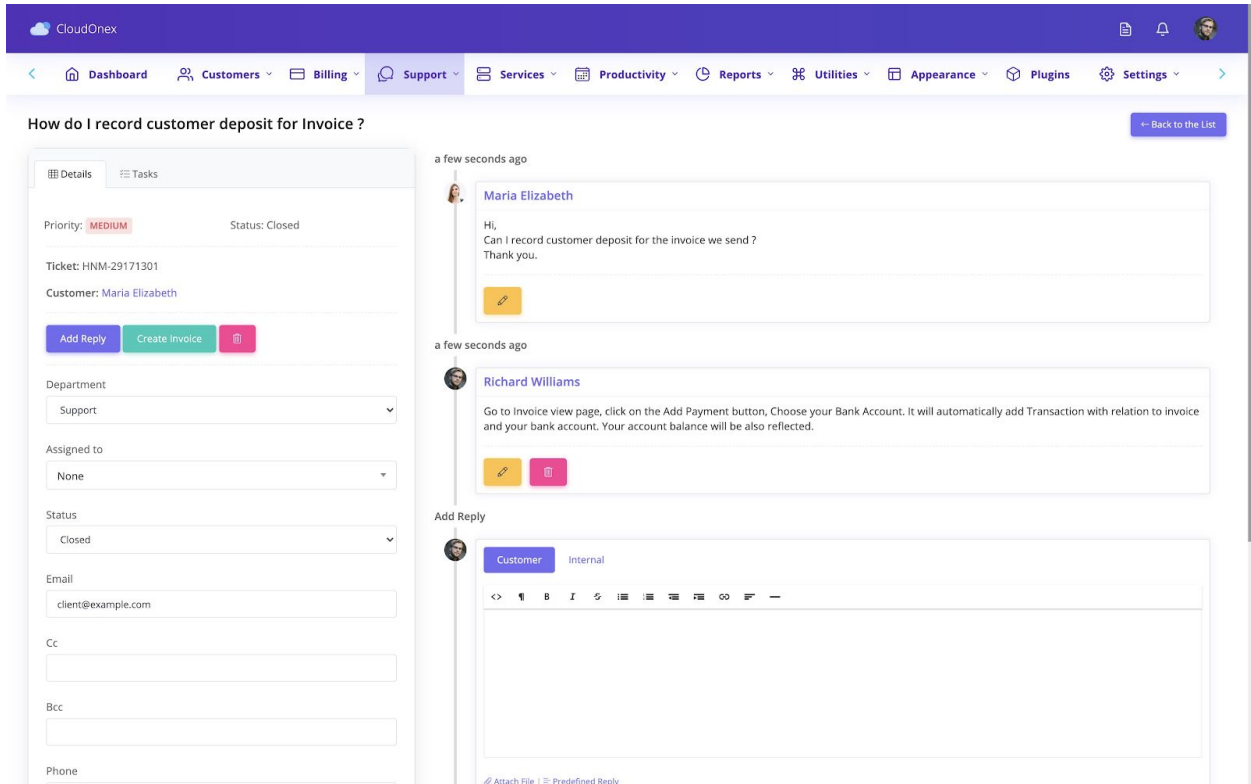
In HostBilling-

- Customers can create a support ticket from the Customer Portal.
- Admin can also create a support ticket on behalf of customers from the Admin panel.

Solving Tickets

Access all support tickets from **Support** → **Tickets**

Click on the Subject to view details of the Ticket. You will see the user interface like this-



Predefined Replies

You can save all your commonly asked questions, solutions with Predefined replies or Prewritten responses.

Go to **Support** → **Predefined Replies**

Later, when solving tickets, you will be able to pick the solutions from the Modal quickly.

Documents

You can store your business files using Documents. You can also share files with customers. When uploading new documents, this will be shown for all customers in the Downloads section if you choose available for all customers.

Settings

General Settings

You should follow a few steps before using it to ensure your HostBilling is ready to run your Business.

Go to Settings->General settings. General Settings lets you change the vast majority of CloudOnex Business Suite.

- Configure basic settings, such as your company name, address, and template.
- Select the tax system, add default invoice terms.
- Choose PDF font.
- Add Payment Terms.

Staff

Staffs are your company users. You can create as many users as you want from here. You can also give them either full access or limited access. To provide limited access, you need to add Roles.

One of the most crucial admin area features is controlling what particular admins can access and manage. For example, you may want to give less access to salespeople than the support operators. HostBilling uses admin roles to implement this. You can set up admin roles under Settings->Roles

Understanding Role Permissions

With the following permissions checked for each modules, your staff/user will be able to-

- **View:** viewing data
- **Edit:** editing the data along with view
- **Create:** creating data
- **Delete:** deleting data
- **All data:** Will be able to manage all data. All data means- Data created by logged-in user + the data created by other users.

Example: You want to create a Salesman user and want to permit creating customers and invoices but allow only to view the invoices and customers this person created. To achieve this, you will create a Role with unchecked "All data" for the modules Sales, Customers, Companies, etc. And you have assigned this Role to this person.

Localization

Changing User Language

To change admin user language, navigate to Edit Profile on the top right corner & select your language. The selected language will be set for the logged-in admin user.

Default System Language

Default system language can be set up from Settings → Localization Settings.

Language Files

Language files are located in `system/i18n/`

Editing / Improving Language File

If you want to improve the language file, find your language file in `system/18n/` folder & edit it using any text editor. For example, to edit the Netherlands language file, edit the `nl.php` file.

Overriding the language string

If you would like to override a string from the default translation, you can override a language string.

To do this, start by renaming the file- `system/overrides/i18n.sample.php` to `i18n.php` and add the string you want to translate in the return statement.

Email Settings

Configuring Email Sending in HostBilling

1. Login to your Business Suite Dashboard
2. Under Settings Menu choose Email Settings
3. Fill The Settings
4. Check available drivers for the Email below
5. Click Save

Available Email Drivers

PHP Mail

It will use the php mail() function to Send Email.

When you choose the **PHP mail** function, you are sending **Email** directly from your Server. This can cause issues like, Email could be marked as spam by the email providers.

SMTP

It will use SMTP to send Emails. In Email, Settings chose SMTP from the drop-down of **Send Email using**

SMTP Settings

| Setting Name | Value |
|---------------|---|
| System Email | Default Sender Email |
| SMTP Host | SMTP Host, e.g. mail.example.com |
| SMTP Username | Username, e.g. support@example.com |
| SMTP Password | Enter the SMTP password |
| SMTP Port | The default port your mail server uses, e.g. 25 |
| SMTP Secure | Select the SSL type |

SMTP Common Troubleshooting

SMTP ERROR: Failed to connect to Server: Connection timed out (110)

That means your Server can't connect with the SMTP host.

- Check the port you are trying to connect with is not blocked by the Firewall.
- Make sure the host is reachable from your server ip.
- Finally, make sure the Mail is enabled in your Server or is not blocked by server security settings.
- If you are using Gmail SMTP, you must first allow application access to your GMAIL address.

Email Templates

Setup/Manage all your email templates under Settings -> Email Templates.

When editing invoice email templates, you can use the following place holders-

| Placeholder | Replacement |
|---------------------|-----------------------------------|
| name | Customer name |
| customer_name | Customer name |
| client_name | Customer name |
| company | Customer's company name |
| business_name | Your company name |
| invoice_url | Invoice preview url |
| invoice_id | Invoice id |
| invoice_status | Invoice status |
| invoice_amount_paid | Total amount paid for the invoice |
| invoice_due_amount | Total amount due |
| invoice_tax_amount | Invoice tax amount |
| invoice_subtotal | Invoice subtotal |
| invoice_due_date | Invoice due date |
| invoice_date | Invoice issued date |
| invoice_amount | Total invoice amount |

Common Troubleshooting Tips

HostBilling comes with a built-in debugging tool.

It's disabled in the production environment. You will have to Activate Dev mode to enable debugging.

Showing blank screen

If you see a blank screen after installation or when visiting individual pages, enable Dev mode to show the actual error message.

How to activate "Dev" mode?

To enable debug mode, Open file system/config.php
You will find a line-

```
define('APP_STAGE', 'Live');
```

Change it to-

```
define('APP_STAGE', 'Dev');
```

Now recheck the page. You should see a detailed error on the screen.

Make sure to disable the Dev mode after testing.