# Troubleshooting PayPal IPN Failure Emails

## Symptom

Whilst operating WHMCS version 8.0 or 8.1 and using the PayPal module, an automated notification email may be received from PayPal with information of IPN failures:

> Please check your server that handles PayPal Instant Payment Notifications (IPN). IPNs sent to the following URL(s) are failing:
>
> https://www.example.com/whmcs/
>
> If  you do not recognize this URL, you may be using a service provider that  is using IPN on your behalf. Please contact your service provider with  the above information. If this problem continues, IPNs may be disabled  for your account.

> ℹ  The URL listed is a directory name. This article does **not** apply if a full file path is listed

## Cause

Payment notifications using an older PayPal Basic module are being sent for payments made via a newer PayPal module.

The newer PayPal module does not utilize IPNs, meaning these notifications are surplus to requirements. The URL reporting the failures must return a 200 HTTP response, which is not the case when used in conjunction with the *Default to Client Area* option.
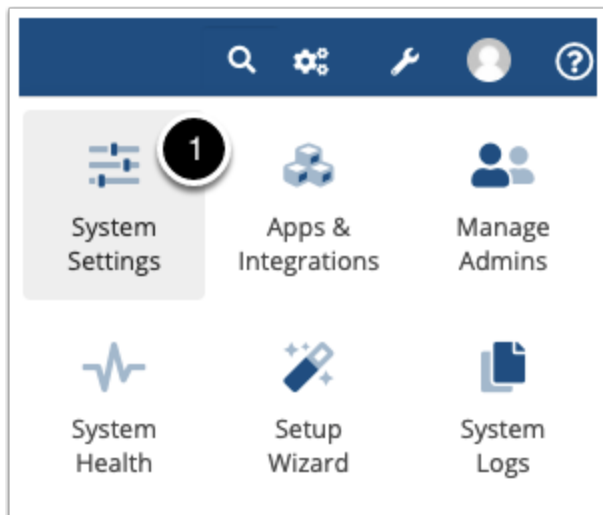
## Solution

Update to WHMCS 8.4.0 or above via the **Utilities > Update WHMCS** page.

```
CORE-17221 - Prevent redirection loop for invalid CSRF checks in client area
```

https://docs.whmcs.com/Changelog:WHMCS_V8.4.0_Beta_1#Maintenance

## Workaround

1. Navigate to **Configuration > System Settings > General Settings**.

2. Select the **Other** tab.

3. Untick the *Default to Client Area* option.



4. Click **Save Changes**.