

# 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.

 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

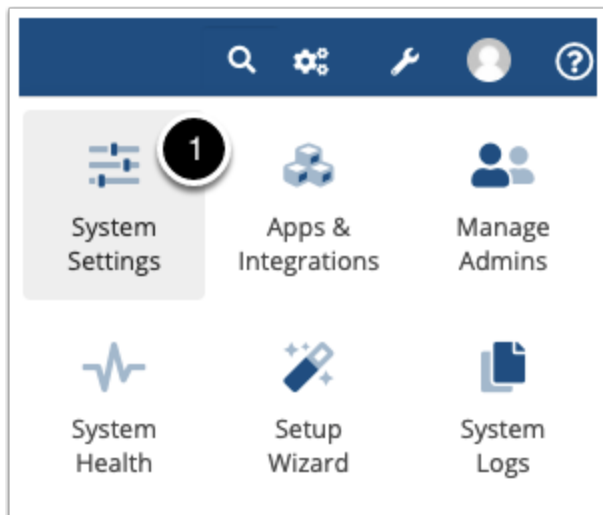
Update to WHMCS 8.4.0 or above via the **Utilities > Update WHMCS** page.

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

[https://docs.whmcs.com/Changelog:WHMCS\\_V8.4.0\\_Beta\\_1#Maintenance](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.

 A screenshot of the WHMCS General Settings page, specifically the 'Other' tab. The 'Other' tab is highlighted with a circled '2'. The page contains several settings:
 

- Marketing Emails**: ☒ Tick to enable marketing email opt-in/opt-out functionality
- Require User Opt-In**:
  - ☐ Enabled - Require users to opt-in to marketing emails
  - ☒ Disabled - Default to opt-in and allow users to uncheck the box to opt-out
- Marketing Email Opt-In Messaging**: We would like to send you occasional news, information and special offers by email. To join our mailing list, simply tick the box to opt-in. You can unsubscribe at any time.
- Admin Client Display Format**:
  - ☒ Show first name/last name only
  - ☐ Show company name if set, otherwise first name/last name
  - ☐ Show full name & company if set
- Default to Client Area**: ☐ **3** Tick this box to skip the homepage and forward users directly to the client area/login form upon first visiting WHMCS
- Disable Client Area User Management**: ☐ Prevent owners from inviting or managing users associated with their account.
- Allow Client Registration**: ☒ Tick this box to allow registration without ordering any products/services

4. Click **Save Changes**.