


Troubleshooting ionCube Errors

To help protect the WHMCS software code, we obfuscate it using a system called ionCube®. Misconfiguration of ionCube Loader® can cause errors.

Site error: the ionCube PHP Loader needs to be installed.

You may see an error that resembles the following example:

```
Site error: the ionCube PHP Loader needs to be installed. This is a widely used PHP
extension for running ionCube protected PHP code, website security and malware blocking.
Please visit get-loader.ioncube.com for install assistance.
```


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ionCube Required errors are due to a configuration problem with ionCube Loader on your server. It might be outdated or missing entirely.

To resolve this issue:

1. Contact your hosting provider or system administrator to ensure that the appropriate version of ionCube Loader is installed. For more information, see [System Requirements](#).
2. SSH in to your server as the same user under which cron jobs run.
3. Run the following command:

```
php -v
```

 If your server operates multiple versions of PHP, replace **php** with the path of the PHP version that WHMCS currently runs on.

For example, on a cPanel & WHM server that uses PHP 8.1, run:

```
/opt/cpanel/ea-php81/root/usr/bin/php -v
```

On a Plesk server that uses PHP 8.1, run:

```
/opt/plesk/php/8.1/bin/php -v
```

This will return output that resembles the following example:

```
PHP 8.1.11 (cli) (built: Oct 4 2022 19:23:52) (NTS)
Copyright (c) The PHP Group
Zend Engine v4.1.11, Copyright (c) Zend Technologies
with the ionCube PHP Loader v12.0.2, Copyright (c) 2002-2022, by ionCube Ltd.
[v86wnmcssupport@john ~]$
```

⚠ WHMCS does not support PHP 8.0. If you see this PHP version, you **must** move to PHP 7.4 or 8.1 in order to use WHMCS.


- If the `with the ionCube PHP Loader` line is missing, this indicates that ionCube Loader is not available for this user.
- If the `with the ionCube PHP Loader` line reports an old version of ionCube Loader, your configuration does not comply with WHMCS's system requirements.

4. Work with your hosting provider or system administrator to ensure that the [required version of ionCube Loader](#) is installed and available to the cron job user.

The file /path/filename.php encoded as type [1/71] cannot be decoded.

You may see an error that resembles the following example:

```
The file /home/username/public_html/whmcs/modules/gateways/paypalexpress.php encoded
as type [1/71] cannot be decoded by this version of the ionCube Loader. in Unknown on
line 0
```

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To resolve this issue:

1. In your preferred FTP client, go to the location that appears in the error message. In the above example, this is `/public_html/whmcs/modules/gateways/`.



payjunction.php	23 KB	5 Oct 2022 at 1
paymentexpress.php	12 KB	5 Oct 2022 at 1
paymentsgateway.php	19 KB	5 Oct 2022 at 1
paypal.php	39 KB	5 Oct 2022 at 1
paypalcheckout.php	84 KB	5 Oct 2022 at 1
paypalexpress.php	29 KB	7 Sep 2022 at 1
paypalpaymentspro.php	57 KB	5 Oct 2022 at 1
paypalpay...tsproref.php	38 KB	5 Oct 2022 at 1
paypoint.php	10 KB	5 Oct 2022 at 1
payson.php	14 KB	5 Oct 2022 at 1
planetauthorize.php	30 KB	5 Oct 2022 at 1

2. Delete the file that appears in the error message. In this example, this is `paypalexpress.php`.

3. In WHMCS, reload the affected page again.

4. If you see another error for a different file, repeat the process for each file until the page loads correctly.

For more information, see [PHP Migration Guide](#).

Site error: the file `/path/cron.php` requires the ionCube PHP Loader `_loader_` to be installed.

This error indicates a configuration issue in ionCube Loader. It might be outdated or missing entirely.

To resolve this issue:

1. Contact your hosting provider or system administrator to ensure that the appropriate version of ionCube Loader is installed. For more information, see [System Requirements](#).
2. SSH in to your server as the same user under which cron jobs run.
3. Run the following command:

```
php -v
```

i If your server operates multiple versions of PHP, replace `php` with the path of the PHP version that WHMCS currently runs on.

For example, on a cPanel & WHM server that uses PHP 8.1, run:

```
/opt/cpanel/ea-php81/root/usr/bin/php -v
```

On a Plesk server that uses PHP 8.1, run:


```
/opt/plesk/php/8.1/bin/php -v
```

This will return output that resembles the following example:

```
PHP 8.1.11 (cli) (built: Oct 4 2022 19:23:52) (NTS)
Copyright (c) The PHP Group
Zend Engine v4.1.11, Copyright (c) Zend Technologies
with the ionCube PHP Loader v12.0.2, Copyright (c) 2002-2022, by ionCube Ltd.
[v86wnmcssupport@john ~]$
```

- If the `with the ionCube PHP Loader` line is missing, this indicates that ionCube Loader is not available for this user.
- If the `with the ionCube PHP Loader` line reports an old version of ionCube Loader, your configuration does not comply with WHMCS's system requirements.

4. Work with your hosting provider or system administrator to ensure that the [required version of ionCube Loader](#) is installed and available to the cron job user.

 Some hosting providers do not use the same PHP configuration for cron jobs and web applications. In order to meet WHMCS's [system requirements](#), you may need to specify the PHP binary in the cron command. For example:

```
/opt/php56/bin/php -q /home/username/public_html/whmcs/crons/cron.php
```

Replace `/home/username/public_html/whmcs/` with the path to your WHMCS installation.

Fatal error: The file /path/filename.php was encoded by the ionCube Encoder for PHP x.

You may see an error that resembles the following example:

```
Fatal error: The file /home/username/public_html/whmcs/modules/gateways/ewayuk.php was
encoded by the ionCube Encoder for PHP 5.3 and cannot run under PHP 7.0. Please ask the
provider of the script to provide a version encoded with the ionCube Encoder for PHP 5.
6. in Unknown on line 0
```

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This error indicates a PHP version encoding error due to outdated file for a previous WHMCS version (prior to WHMCS 7.0).

💡 This issue may initially display as a blank or partially-formatted page.

Enabling [Display Errors](#) in the **Other** tab at **Configuration > System Settings > General Settings** and reloading the page will reveal the error message.

To resolve this error:

1. In your preferred FTP client, go to the location that displays in the error message (in this example, `/home/username/public_html/whmcs/modules/gateways/`).
2. Delete the file that displays in the error message (in this example, `ewayuk.php`).



lepath.php	7,694
leprocessingnetwork.php	13,599
lewaytokens.php	21,408
lewayuk.php	528
lf2b.php	12,683
lfasthosts.php	11,357
lfinsbank.php	12,383

3. Reload the page.
4. If reloading displays the same error for a different file, repeat this process for each file until the page loads correctly.