



Troubleshooting users logged out when downloading invoices

Symptom

When a user attempts to download an copy of the PDF invoice via the client area, they are logged out and presented with the client area login page.

Sub Total	\$12.00 USD
Credit	\$0.00 USD
Total	\$12.00 USD

Transaction ID	Amount
Transactions Found	
Balance	\$12.00 USD

 Print  Download

Cause

A peculiarity in *pdo_mysql* clients in certain server stacks causes unexpected behaviour in PHP. This has been observed more commonly on servers running *CloudLinux*.

Solution

Switching to the PHP native *pdo_mysql* driver resolves the issue and causes PHP to behave in the expected manner.

For systems operating in *CloudLinux*, the change can be made as follows:

1. Access the **CloudLinux PHP Configuration** interface on your server
2. Deselect the *pdo_mysql* option
3. Select the *nd_pdo_mysql* option:

I <input checked="" type="checkbox"/> intl <input checked="" type="checkbox"/> ioncube_loader	P <input checked="" type="checkbox"/> pdo <input type="checkbox"/> pdo_dblib
J <input type="checkbox"/> jsmin <input checked="" type="checkbox"/> json	2 <input type="checkbox"/> pdo_firebird <input type="checkbox"/> pdo_mysql
L <input checked="" type="checkbox"/> ldap <input type="checkbox"/> luasandbox <input type="checkbox"/> lzf	<input type="checkbox"/> pdo_oci <input checked="" type="checkbox"/> pdo_odbc <input checked="" type="checkbox"/> pdo_pgsql <input checked="" type="checkbox"/> pdo_sqlite <input type="checkbox"/> pdo_sqlsrv
M <input type="checkbox"/> mailparse <input checked="" type="checkbox"/> mbstring <input type="checkbox"/> memcached <input type="checkbox"/> mongodb <input checked="" type="checkbox"/> mysqli <input checked="" type="checkbox"/> mysqlind	<input checked="" type="checkbox"/> pgsql <input checked="" type="checkbox"/> phar <input checked="" type="checkbox"/> posix <input type="checkbox"/> propro <input checked="" type="checkbox"/> pspell <input type="checkbox"/> psr
N <input type="checkbox"/> nd_mysql <input checked="" type="checkbox"/> nd_pdo_mysql 3 <input type="checkbox"/> newrelic	R <input type="checkbox"/> raphf <input type="checkbox"/> redis
O <input type="checkbox"/> oauth <input type="checkbox"/> oci8 <input checked="" type="checkbox"/> odbc <input type="checkbox"/> opcache	S <input checked="" type="checkbox"/> snmp <input checked="" type="checkbox"/> soap <input checked="" type="checkbox"/> sockets <input type="checkbox"/> sodium
P <input type="checkbox"/> pdf	

The change should be immediately applied, and the download issue in WHMCS resolved.

For other server stacks, please consult with your server admin/hosting provider to recompile PHP with the native driver.