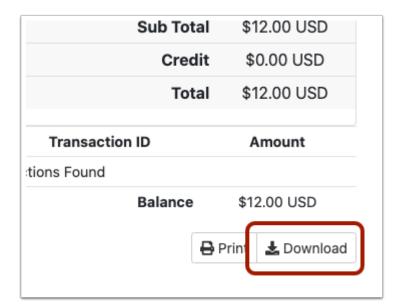
Troubleshooting users logged out when downloading invoices

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.



Cause

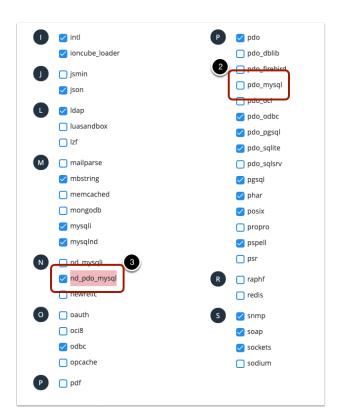
A peculiarity in *pdo_mysql* clients in certain server stacks causes unexpected behaviour in PHP. This is been observed more commonly on servers running *CloudLinux*.

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:



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.