

Troubleshooting Module Command Errors

Module Command Error

Module Command Errors are errors returned from the module and not WHMCS, so for provisioning modules (cPanel, Plesk etc) they come from your server.

Therefore to discover the cause of such errors refer to your server/registrar's documentation or support team. We have collected some of the most common errors and their causes, refer to the appropriate page in the following sections:

- [Server Modules](#)
- [Module Errors](#)

Once the necessary corrections have been made use the Module Command buttons under the client's Products/Services or Domains tabs to attempt the command again.

Unknown Error

Sometimes the module returns an error WHMCS does not recognise and this can result in an Unknown Error message.

Navigate to **Configuration > System Logs** and click **Module Log** on the sidebar (prior to WHMCS 8.0, **Utilities > Logs > Module Log**)

The screenshot shows the WHMCS interface. On the left sidebar, under 'Logs', the 'Module Log' option is highlighted with a red box. The main content area displays the 'System Activity Log' with a search filter and indicates '439 Records Found, Page 1 of 9'. A table shows a log entry for '28/05/2021 12:19' with the message 'Tax Code Check Failure - GB123456789 - Number does not match a registered company' and 'None' for the client. On the right, a dropdown menu is open, showing options like 'System Settings', 'Apps & Integrations', 'Manage Admins', 'System Health', 'Setup Wizard', and 'System Logs'.

Date	Log Entry	Client
28/05/2021 12:19	Tax Code Check Failure - GB123456789 - Number does not match a registered company	None

Toggle the *Module Logging* option to the On position:

Module Logging: ☒ ON

Reproduce the Module Command Error.

Reload the Module Log page.

You will now see the communication between WHMCS and the remote system. The Response column will contain an error message that the server/registrar's documentation or support team will be able to explain.

Finally, toggle the *Module Logging* option back Off.