# 7.4 Update

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# Troubleshooting Phone Number Errors after updating

## Error Details

After applying the 7.4 update, you may encounter an error message relating to phone numbers.

The error could manifest in different ways, possibly an error when clients attempt to update their profile details, or when attempting to register or otherwise manage domain names.

## Cause

The cause is an after-market customisation which is incompatible with the new [Phone Number UI](#).

## Solution

Please contact the vendors of your after-market customisations/tempaltes for an update which is compatible with version 7.4.

## Workaround

A workaround is available by disabling the new Phone Number UI. In your WHMCS Administration Area:

1. Navigate to **Setup > General Settings**
2. Click the *Localisation* tab
3. UNtick the *Phone Numbers* checkbox
4. Click Save Changes

## General Settings

| General | Localisation ②rdering | Domains | Mail | Support | Invoices | Credit | Affiliates | Security | Social | Oth |

System Charset      utf-8      Default: utf-8

Date Format      MM/DD/YYYY ▾   Choose Display Style for Admins & Staff (must be numeric to all

Client Date Format    Monday, January 1st, 2000 ▾   Choose Display Style you want to use for clients

Default Country    United States ▾

Default Language    English ▾

Enable Language Menu    ☑ Allow users to change the language of the system

Dynamic Field Translations    ☐ Enable localisation of supported database field values to multiple languages

Remove Extended UTF-8 Characters    ☑ Automatically remove 4 byte UTF-8 characters such as emoticons from customer tick

Phone Numbers    ☐ ③ o enable international phone number input interface and automatic formatting

# Troubleshooting a Class 'WHMCS\Notification\ Events\AdminLang' not found error message

After applying the 7.4.0 update, error messages may appear in the Utilities > Logs > Activity Log which start with:

```
Error: Class 'WHMCS\Notification\Events\AdminLang' not found
```

This issue arises when notification rules have been configured.

A hotfix has been created which will resolve this error. It can be downloaded from:

https://whmcs.community/topic/280093-core-11831-notification-event-being-triggered-fails-with-class-whmcsnotificationeventsadminlang-not-found-error/

Once the hotfix has been applied, the error will no longer occur.

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# Troubleshooting an Ioncube error after updating

After applying the 7.4 update, you may encountering the following Ioncube error:

```
Fatal error: The file /path/to/whmcs/index.php was encoded by the ionCube Encoder for
PHP 5.6 and cannot run under PHP 7.1. Please ask the provider of the script to provide
a version encoded with the ionCube Encoder for PHP 7.1. in Unknown on line 0
```

## Cause

This error message means that your server is currently running a PHP 7.1 environment with the corresponding Ioncube v10 loaders.

At the time of writing, WHMCS is compatible with PHP 5.6 and 7.0. It is **not compatible with PHP 7.1**

This error is occurring as a result of attempting to run WHMCS in an unsupported environment.

## Resolution

To resolve this error, you must switch your hosting environment to PHP 7.0 so as to meet the [system requirements.](#)

It may be necessary to contact your server admin/hosting provider to make this change.

If your provider offers a cPanel MultiPHP environment, follow these steps to quickly resolve the error:
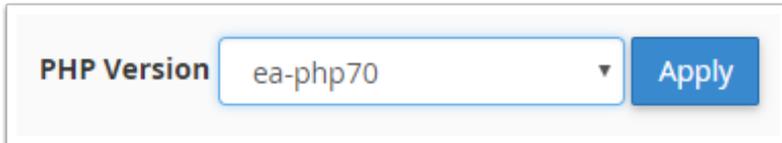
1. Login to cPanel

2. Click the **MultiPHP Manager** icon
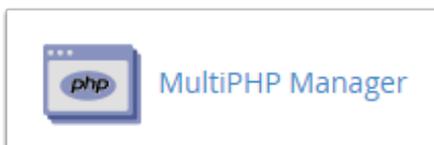


3. Select the domain upon which your WHMCS installation resides from the list:

4. Use the *PHP Version* dropdown menu to select the PHP 7.0 configuration, denoted by *ea-php70*



5. Click Apply

Visit your WHMCS installation and the error should now be resolved.

# Unable to access Notifications page

After applying the 7.4 update, you are unable to access the new **Setup > Notifications** page in the admin area. Symptoms are being blocked by the admin password prompt, the menu item is missing entirely, or upon accessing the page all configuration actions fail with the error:

```
System Error: please refresh the page and try again
```

## Potential Causes

Potential causes of this problem are:

- Outdated local browser cache
- Outdated admin area templates
- Using a non-recommended Friendly URIs setting

Please run through the troubleshooting steps in the following order:

## Outdated local browser cache

Begin by clearing your browser cache:

- Chrome: https://support.google.com/accounts/answer/32050
- Firefox: https://support.mozilla.org/en-US/kb/how-clear-firefox-cache
- Edge: https://support.microsoft.com/en-us/help/10607/microsoft-edge-view-delete-browser-history
- Safari: https://support.apple.com/en-us/HT204098

Once cleared, perform a hard-refresh of the WHMCS admin area (by pressing Ctrl + F5) in your browser.

## Outdated admin area templates

If the admin area template files in your installation are out-dated, this could cause problems loading the new page.

1. Click the *My Account* link in the top-left corner of the page
2. From the *Template* dropdown, select **Blend**
3. Click *Save Changes*
4. Try accessing the page again

If the issue persists, upload a fresh copy of the */admin/templates* directory, which can be downloaded from https://downloads.whmcs.com then repeating the above steps again.

**Note:** If you have a custom admin directory, be sure to upload the files to the custom location instead.

# Misconfigured Friendly URIs

If the Friendly URIs setting is misconfigured, it could cause this page in the admin area to be inaccessible.

You can confirm the issue by navigating to the **Help > Licence Information** page. If the page does not load either or you encounter a 404 error. This confirms the problem. To resolve it:

1. Navigate to **Setup > General Settings > General tab**
2. Scroll down to the *Friendly URIs* setting
3. Click the *Reset* button to restore the system-detected setting
4. Try accessing the page again

Should the problem persist after following all three of these steps, please [create a support ticket with technical support.](#)
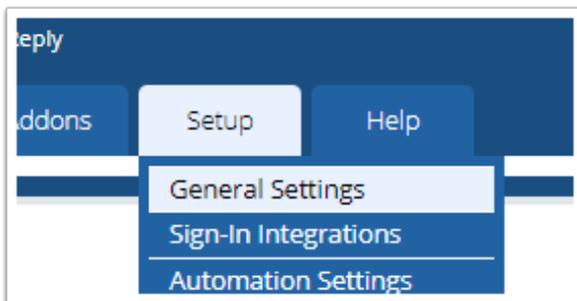
# Troubleshooting a 404 error after updating

After updating to version 7.4 you may encounter a 404 "Page Not Found" type error message when accessing certain pages in the WHMCS admin area.



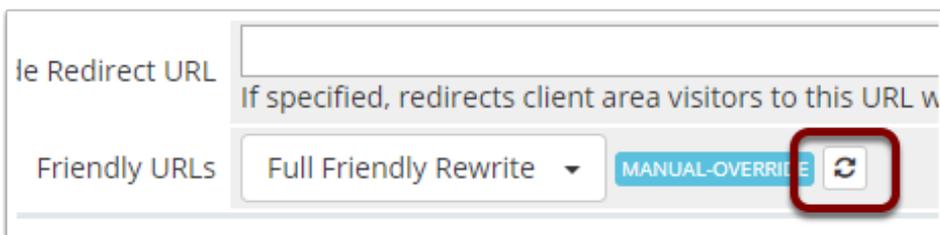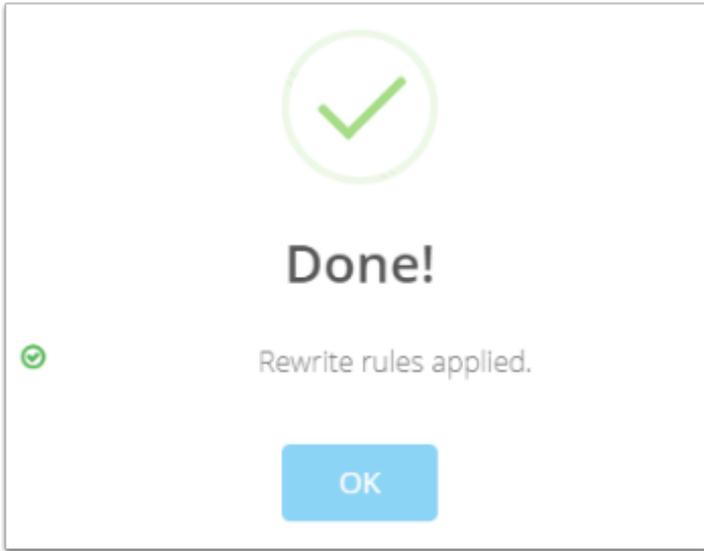To resolve this error, follow these steps:

1. Navigate to **Setup > General Settings**



2. Scroll down to the *Friendly URLs* setting

3. Click the Reset arrows icon



3. You should now see a success message similar to this:

The problem should now be resolved.