

Module chooses wrong proxy server

Issue

Multiple IPMI/KVM proxy servers are installed and the [proxy assignment functionality](#) is used to assign the proxies to services. However, the module chooses the wrong proxy.

Cause

Incorrect configuration of the proxy assignments or wrong IP routes on the proxy server if using auto routes.

Solution

To understand how the module makes the decision, proceed as follows:

1. Open the product where the problem occurs: <https://your-whmcs.com/admin/clientsservices.php?id=1234>
2. Append the parameter "testProxyElection=1" to the URL: <https://your-whmcs.com/admin/clientsservices.php?id=1234&testProxyElection=1>
3. The output returns the reason for the decision and the proxy ID which the module would use.

If the decision of the module is not clear for you, please contact our support with screenshots of the output and your proxy assignment settings.