

WHM API 1 Functions - ticket_create_stub_ticket

Guide to WHM API 1

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- Filter Output
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- Call cPanel API 2 and UAPI

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- restore_modules_summary
- restore_queue_activate
- restore_queue_add_task
- restore_queue_clear_all_completed_tasks
- restore_queue_clear_all_failed_tasks
- restore_queue_clear_all_pending_tasks
- restore_queue_clear_all_tasks
- restore_queue_clear_completed_task
- restore_queue_clear_pending_task
- restore_queue_is_active
- restore_queue_list_active
- restore_queue_list_completed
- restore_queue

Description

This function creates a stub ticket. The system will use the stub ticket to create a cPanel support ticket.

Examples

JSON API

```
https://hostname.example.com:2087/cpsess#####/json-api/ticket_create_stub_ticket
```

XML API

```
https://hostname.example.com:2087/cpsess#####/xml-api/ticket_create_stub_ticket
```

Command Line

```
whmapil ticket_create_stub_ticket
```

Notes:

- You **must** URI-encode values.
- For more information and additional output options, read our [Guide to WHM API 1](#) documentation or run the `whmapil --help` command.
- If you run CloudLinux™, you **must** use the full path of the `whmapil` command:

```
/usr/local/cpanel/bin/whmapil
```

Function information

About WHM API 1

WHM API 1 performs functions and accesses data in WHM.

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ue_list_pending
restore_queue_state
restoreaccount
verify_new_username_for_restore

Accounts

accountsummary
applist
createacct
domainuserdata
editquota
forcepasswordchange
get_domain_info
getdomainowner
has_digest_auth
has_mycnf_for_cpuser
limitbw
list_users
listaccts
listlockedaccounts
listsuspended
modifyacct
myprivs
passwd
removeacct
set_digest_auth
showbw
suspendacct
unsuspendacct
untrack_acct_id
verify_new_username

Addon Domains

Output (JSON)

```
{  
  "metadata": {  
    "result": 1,  
    "version": 1,  
    "command":  
    "ticket_create_stub_ticket",  
    "reason": "OK"  
  },  
  "data": {  
    "ticket_id":  
    7648492  
    "secure_id":  
    rofh411bv8  
  }  
}
```

Output (XML)

```
<result>  
  <metadata>  
    <result>1</result>  
  
  <version>1</version>  
  
  <command>ticket_create_stub_ticket</command>  
  <reason>OK</reason>  
</metadata>  
  <data>  
  
    <ticket_id>7648492</ticket_id>  
  
    <secure_id>rofh411bv8</secure_id>  
  </data>  
</result>
```

Note:
Use WHM's *API Shell* interface (*WHM >> Home >> Development >> API Shell*) to directly test WHM API calls.

Find a function

- WHM API 1 Functions - ticket_get_support_agreement — This function retrieves the Technical Support Agreement text and metadata about the user's agreement status from the cPanel Customer Portal.

convert_add
on_fetch_co
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convert_add
on_fetch_do
main_details

convert_add
on_get_con
version_stat
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convert_add
on_initiate_c
onversion

convert_add
on_list_add
on_domains

convert_add
on_list_conv
ersions

▼ Authentication

api_token_c
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api_token_u
pdate

disable_aut
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provider

disable_faili
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enable_auth
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get_availabl
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get_login_ur
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get_provider
_client_confi
gurations

get_provider
_configurati
on_fields

get_provider
_display_co
nfigurations

get_users_a
uthn_linked
_accounts

Parameters

This function does not accept parameters.

Returns

Return	Type	Description	Possible values	Example
ticket_id	<i>integer</i>	The support ticket number that other functions can lookup or make additional changes to the support ticket.	A positive integer.	7648492
secure_id	<i>string</i>	The support ticket's secure ID token. <div style="border: 1px solid orange; padding: 5px; margin-top: 10px;">Note : We added this return in cPanel & WHM version 76.</div>	A string value.	rofh411bv8

- WHM API 1 Functions - ticket_grant — This function installs an SSH key from the cPanel Customer Portal.

- WHM API 1 Functions - ticket_list — This function lists all active and open support tickets from the cPanel Customer Portal.

link_user_authn_provider

set_provider_client_configurations

set_provider_display_configurations

twofactorauth_disable_policy

twofactorauth_enable_policy

twofactorauth_generate_tfa_config

twofactorauth_get_issuer

twofactorauth_get_user_configs

twofactorauth_policy_status

twofactorauth_remove_user_config

twofactorauth_set_issuer

twofactorauth_set_tfa_config

unlink_user_authn_provider

validate_login_token

▼ Backups

backup_config_get

backup_config_set

backup_data_list

backup_destination_add

backup_destination_delete

backup_destination_get

backup_destination_list

- WHM API 1 Functions - ticket_remove_closed — This function removes cPanel Support's SSH keys and removes closed support tickets.

backup_destination_set

backup_destination_validate

backup_get_transport_status

backup_list_transported

backup_set_list

backup_skip_users_all

backup_skip_users_all_status

backup_user_list

convert_and_migrate_from_legacy_config

get_users_with_backup_metadata

list_cparchive_files

start_background_package

toggle_user_backup_state

▼ cPHulk

cphulk_statuses

create_cphulk_record

delete_cphulk_record

disable_cphulk

enable_cphulk

flush_cphulk_login_history

flush_cphulk_login_history_for_ips

get_countries_with_known_ip_ranges

get_cphulk_
brutes

get_cphulk_
excessive_b
rutes

get_cphulk_
failed_logins

get_cphulk_
user_brutes

load_cphulk_
_config

read_cphulk_
_records

save_cphulk_
_config

set_cphulk_
config_key

▼ Databases

background_
_mysql_upg
rade_status

current_mys
ql_version

installable_
mysql_versi
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latest_availa
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list_databas
e_users

list_databas
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list_mysql_d
atabases_a
nd_users

remote_mys
ql_create_pr
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remote_mys
ql_create_pr
ofile_via_ss
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remote_mys
ql_delete_pr
ofile

remote_mys
ql_initiate_p
rofile_activat
ion

remote_mys
ql_monitor_
profile_activ
ation

remote_mys
ql_read_prof

ile

remote_mysql_read_profiles

remote_mysql_update_profile

remote_mysql_validate_profile

rename_mysql_database

rename_mysql_user

rename_postgresql_database

rename_postgresql_user

set_local_mysql_root_password

set_mysql_password

set_postgresql_password

start_background_mysql_upgrade

▼ DNS

adddns

addzonerecord

addzonerecord
(Reverse DNS)

dumpzone

editzonerecord

get_nameserver_config

getzonerecord

has_local_authority

killdns

listmxs

listzones

lookupnsip

lookupnsips

removezone
record

resetzone

resolvedom
ainname

savemxs

setresolvers

update_nam
eservers_co
nfig

▼ EasyApache

ea4_get_cur
rently_install
ed_packages

ea4_get_ea
_pkgs_state

ea4_list_pro
files

ea4_migrati
on

ea4_pre_mi
grate_check

ea4_recom
mendations

ea4_save_p
rofile

ea4_tomcat
85_add

ea4_tomcat
85_list

ea4_tomcat
85_rem

▼ Greylisting

cpgreylist_is
_server_net
block_truste
d

cpgreylist_li
st_entries_f
or_common
_mail_provid
er

cpgreylist_lo
ad_common
_mail_provid
ers_config

cpgreylist_s
ave_commo
n_mail_provi
ders_config

cpgreylist_st
atus

cpgreylist_tr
ust_entries_

for_common_mail_provider

cpgreylist_untrusted_entries_for_common_mail_provider

create_cpgreylist_trusted_host

delete_cpgreylist_trusted_host

disable_cpgreylist

enable_cpgreylist

load_cpgreylist_config

read_cpgreylist_deferred_entries

read_cpgreylist_trusted_host

save_cpgreylist_config

Integration

batch

cpanel

create_integration_group

create_integration_link

get_integration_link_user_config

list_integration_groups

list_integration_links

remove_integration_group

remove_integration_link

update_integration_link_token

IP Addresses

addips

delip

get_public_i

p

get_shared_
ip

ipv6_disable_
_account

ipv6_enable_
_account

ipv6_range_
add

ipv6_range_
edit

ipv6_range_
list

ipv6_range_
remove

ipv6_range_
usage

listips

nat_checkip

nat_set_pub
lic_ip

setsiteip

▼ Mail

disable_dki
m

disable_mail_
_sni

emailtrack_s
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emailtrack_s
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emailtrack_u
ser_stats

enable_dkim

enable_mail_
_sni

ensure_dki
m_keys_exi
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exim_config
uration_che
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expunge_m
ailbox_mess
ages

expunge_m
essages_for
_mailbox_gu
id

fetch_dkim_
private_keys

fetch_mail_

queue
generate_m
obileconfig
get_mailbox
_status
get_mailbox
_status_list
get_user_e
mail_forwar
d_destinatio
n
hold_outgoi
ng_email
install_dkim
_private_key
s
install_spf_r
ecords
is_sni_supp
orted
list_pops_for
mail_sni_sta
tus
rebuild_mail
_sni_config
release_out
going_email
save_spamd
_config
set_user_e
mail_forwar
d_destinatio
n
suspend_ou
tgoing_email
unsuspend_
outgoing_e
mail
validate_cur
rent_installe
d_exim_conf
ig
validate_cur
rent_dkims
validate_cur
rent_ptrs
validate_cur
rent_spfs
validate_exi
m_configura
tion_syntax

▼ Market

disable_mar
ket_provider

enable_market_provider

get_adjusted_market_providers_products

get_market_providers_commission_config

get_market_providers_list

get_market_providers_product_metadata

get_market_providers_products

set_market_product_attribute

set_market_provider_commission_id

▼ ModSecurity™

modsec_added_rule

modsec_added_vendor

modsec_assemble_config_text

modsec_batch_settings

modsec_check_rule

modsec_clone_rule

modsec_deploy_all_rule_changes

modsec_deploy_rule_changes

modsec_deploy_settings_changes

modsec_disable_rule

modsec_disable_vendor

modsec_disable_vendor_configs

modsec_disable_vendor_updates

modsec_disable_all_rule_changes

modsec_disable_rule_changes

modsec_edit_rule

modsec_enable_vendor

modsec_enable_vendor_configs

modsec_enable_vendor_updates

modsec_get_config_text

modsec_get_configs

modsec_get_configs_with_changes_pending

modsec_get_log

modsec_get_rules

modsec_get_settings

modsec_get_vendors

modsec_is_installed

modsec_make_config_active

modsec_make_config_inactive

modsec_preview_vendor

modsec_remove_rule

modsec_remove_setting

modsec_remove_vendor

modsec_report_rule

modsec_set
_config_text

modsec_set
_setting

modsec_un
disable_rule

modsec_up
date_vendor

▼ Packages

_getpkgexte
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add_overrid
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or_user

addpkg

addpkgext

changepack
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create_featu
relist

delete_featu
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delpkgext

editpkg

get_availabl
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getfeaturelis
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getpkginfo

killpkg

listpkgs

manage_fea
tures

matchpkgs

read_feature
list

remove_override_features_for_user

update_featurelist

verify_user_has_feature

▼ PHP

convert_all_domains_to_fpm

get_fpm_count_and_utilization

is_conversion_in_progress

php_get_default_accounts_to_fpm

php_get_handlers

php_get_impacted_domains

php_get_installed_versions

php_get_old_fpm_flag

php_get_system_default_version

php_get_versions_by_version

php_get_versions

php_ini_get_content

php_ini_get_directives

php_ini_set_content

php_ini_set_directives

php_set_default_accounts_to_fpm

php_set_handler

php_set_old_fpm_flag

php_set_session_save_p

ath

php_set_sys
tem_default
_version

php_set_vh
ost_versions

▼ Resellers

acctcounts

get_public_c
ontact

getresellerip
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listacts

listresellers

resellerstats

saveacllist

set_public_c
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▼ RPM

delete_rpm_
version

edit_rpm_
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get_rpm_
sion_data

install_rpm_
plugin

list_rpms

package_m

anager_fixc
ache

package_m
anager_get_
build_log

package_m
anager_get_
package_inf
o

package_m
anager_is_p
erforming_a
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package_m
anager_list_
packages

package_m
anager_reso
lve_actions

package_m
anager_sub
mit_actions

package_m
anager_upgr
ade

uninstall_rp
m_plugin

▼ Script Hooks

delete_hook

edit_hook

list_hooks

reorder_hoo
ks

▼ Security

accesshash

authorizessh
key

check_remo
te_ssh_conn
ection

convertopen
shtoputty

deletesshke
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generatessh
keypair

importsshke
y

listsshkeys

▼ Server

Administration

add_configcl
usterserver

configureba

ckgroundpro
cesskiller

configureser
vice

cors_proxy_
get

create_user
_session

delete_confi
gclusterserv
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enable_mon
itor_all_ena
bled_service
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get_all_cont
act_importa
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get_appconf
ig_applicatio
n_list

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on_contact_
event_import
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get_applicati
on_contact_
importance

get_availabl
e_profiles

get_current_
profile

get_passwor
d_strength

get_remote_
access_has
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get_service_
config

get_service_
config_key

get_tweakse
tting

get_update_
availability

get_users_li
nks

getdiskusag
e

gethostname

is_role_ena
bled

list_configcl
usterservers

loadavg
nvget
nvset
personalization_get
personalization_set
purchase_application_license
reboot
remove_in_progress_exim_configuration
restartservice
restore_configuration_from_file
restore_configuration_from_upload
run_cpkeyctl
send_test_posturl
send_test_pushbullet_notification
servicestatus
set_application_contact_event_importance
set_application_contact_importance
set_primary_servername
set_service_configuration_key
set_tweaking
sethostname
setminimumpasswordstrengths
start_profile_activation
systemneeds_reboot
systemloada

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update_conf
igclusterserv
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update_cont
act_email

verify_aim_a
ccess

verify_icq_a
ccess

verify_oscar
_access

verify_postu
rl_access

verify_pushb
ullet_access

▼ SSL

disable_aut
ossl

fetch_servic
e_ssl_comp
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fetch_ssl_ce
rtificates_for
_fqdns

fetch_ssl_vh
osts

fetch_vhost
_ssl_compo
nents

fetchcrtinfo

fetchsslinfo

generatessl

get_autoss
l_check_sch
edule

get_autoss
l_log

get_autoss
l_logs_catalo
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get_autoss
l_metadata

get_autoss
l_pending_q
ueue

get_autoss
l_pending_q
ueue_for_do
main

get_autoss
l_pending_q
ueue_for_us
er

get_autossl
_problems_f
or_domain

get_autossl
_problems_f
or_user

get_autossl
_providers

get_best_ssl
domain_for_
service

install_servi
ce_ssl_certif
icate

installssl

listcrts

rebuildinstall
edssldb

rebuildusers
sldb

reset_autos
ssl_provider

reset_servic
e_ssl_certifi
cate

set_autossl_
metadata

set_autossl_
metadata_k
ey

set_autossl_
provider

start_autoss
l_check_for_
all_users

start_autoss
l_check_for_
one_user

▼ Styles and Themes

generate_cp
anel_plugin

list_styles

load_style

remove_log
o

remove_styl
e

save_style

set_default

▼ Support Tickets

ticket_creat
e_stub_ticke
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ticket_get_s
upport_agre
ement

ticket_grant

ticket_list

ticket_remov
e_closed

ticket_revok
e

ticket_ssh_t
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ticket_ssh_t
est_start

ticket_updat
e_service_a
greement_a
pproval

ticket_valida
te_oauth2_c
ode

ticket_whitel
ist_check

ticket_whitel
ist_setup

ticket_whitel
ist_unsetup

▼ Transfers

abort_transf
er_session

analyze_tra
nsfer_sessio
n_remote

available_tr
ansfer_mod
ules

create_remo
te_root_tran
sfer_session

create_remo
te_user_tran
sfer_session

delete_accou
nt_archives

enqueue_tra
nsfer_item

fetch_transf
er_session_l
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get_transfer
_session_st
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pause_trans
fer_session

remote_basi
c_credential

_check

retrieve_transfer_session
_remote_analysis

start_transfer_session

transfer_module_schema

validate_system_user

▼ Updates

accept_eula

get_available_tiers

get_current_lts_expiration_status

get_lts_wexpire

getlongterm support

installed_versions

set_cpanel_updates

set_tier

update_updateconf

version