

# How to Open a Technical Support Ticket

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## Overview

If you obtained your cPanel & WHM license directly from cPanel, L.L.C. and experience an issue with your installation, you may need to submit a cPanel Support ticket.

### Notes:

- If you obtained your license from one of our Partners, we recommend that you contact them directly for support.
- If you need support and own a cPanel license, but have **not** installed cPanel & WHM on your server, submit a ticket with cPanel Customer Service.

### Important:

In cPanel & WHM version 60, we added the ability to automate the creation of a Support ticket in WHM's *Create Support Ticket* interface (WHM >> Home >> Support >> Create Support Ticket).

## Support ticket requirements.

### Important:

Before you submit a ticket, you **must** obtain the following information:

- Your cPanel & WHM server's hostname or IP address.
- The Support access ID from your server. Use one of the following methods to locate your Support access ID:
  - WHM's *Support Center* interface ( WHM >> Home >> Support >> Support Center).
  - Run the `/usr/local/cpanel/cpanel -S` command.
- `root` user level access to the server.
- A Manage2, cPanel Store, or cPanel Customer Portal account.

## Submit a support ticket.

To submit a ticket for cPanel Support, perform the following steps:

1. Log in to the *cPanel Customer Portal* interface.

### Note:

The cPanel Store, cPanel Ticket system, and the Customer Portal use the same login information.

2. Click *Submit a Support Request* in the *Tasks* menu.

The screenshot shows the cPanel Customer Portal interface. On the left, a 'Tasks' sidebar contains several options, with 'Submit a Support Request' highlighted by a red rectangular box. The main content area is titled 'Dashboard' and includes a welcome message. Below the message are three summary cards: 'Tickets Awaiting Your Response' with a value of 0, 'Open Tickets' with a value of 0, and 'Closed Tickets' with a value of 4. At the bottom left of the page, there is a copyright notice: 'Copyright © 2007 - 2017 cPanel, L.L.C.'

You may also log in and submit a ticket through the following interfaces:

- The WHM [Support Center](#) interface (*WHM >> Home >> Support >> Support Center*).
- The Manage2 [Submit a New Priority Support Request](#) link.
- The cPanel Store [Submit a support request](#) interface.

## Grant cPanel Support access to your server.

### Important:

- Support ticket submission automatically informs cPanel Support that you permit access to your server. However, you **must** manually grant access before cPanel Support can process your ticket.
- If you selected the *I DO NOT wish to provide cPanel access to my server* option in the ticket, proceed to [Step 3](#).

Use any of the following methods to grant cPanel Support access to your server:

The WHM interface [Manually grant access](#) [Direct SSH](#)

To grant cPanel Support access to you server through the WHM interface, perform the following steps:

1. Log in to WHM and navigate to the [Grant cPanel Support Access](#) interface (*WHM >> Home >> Support >> Grant cPanel Support Access*).
2. Follow the prompts to grant cPanel Support access to your server.

To manually grant cPanel Support access to your server, perform the following steps:

1. Copy the SSH key that appears in the tab for your server in the *Create Support Ticket* confirmation interface.
2. Paste the key into that server's WHM's [Manage root's SSH Keys](#) interface (*WHM >> Home >> Security Center >> Manage root's SSH Keys*) and follow the prompts.
3. Ensure that your firewall settings allow remote connections from the following cPanel IP addresses:
  - 208.74.125.2
  - 208.74.121.100
  - 208.74.121.101
  - 208.74.121.102
  - 208.74.121.103
  - 69.175.92.60
  - 69.10.42.69

**Warning:**

For the SSH connection to function, you **must** allow the cPanel IP addresses to connect to your server.

**Note:**

For more information about how to manually configure your server's firewall, read our [How to Configure Your Firewall for cPanel Services](#) documentation.

To grant cPanel Support access to your server through the command line, run the following command:

```
AUTHUSER=root TICKET=TICKETNUMBER SERVERNUM=SERVERNUMBER  
/scripts/autorepair authorize
```

**Notes:**

- `TICKETNUMBER` represents the ticket number that you wish to authorize.
- `SERVERNUMBER` represents the number of the server tab that you wish to authorize.
  - You will usually assign this option a value of 1.

## Revoke access permissions.

**After you submit your ticket and grant cPanel Support access to your server, a Technical Analyst will respond to your request.**

After cPanel Support resolves your issue and you close the ticket, we **strongly** recommend that you revoke access permissions to your server in WHM's [Grant cPanel Support Access](#) interface (*WHM >> Home >> Support >> Grant cPanel Support Access*).

## Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [How to Open a Technical Support Ticket](#)
- [How to Authenticate your Server for cPanel Technical Support](#)
- [Feedback for Tickets](#)
- [Technical Support Services](#)
- [cPanel Migration Services and Guides](#)
- [How to Open a Technical Support Ticket](#)
- [Tutorial Videos](#)
- [Questions and Answers with cPanel Technical Support](#)
- [How to Configure Microsoft Windows 7 to use TLS Version 1.2](#)
- [How to Open a Technical Support Ticket](#)
- [How to Authenticate your Server for cPanel Technical Support](#)

- [Feedback for Tickets](#)
- [Technical Support Services](#)
- [cPanel Migration Services and Guides](#)
  
- [WHM API 1 Functions - ticket\\_get\\_support\\_agreement](#)
- [WHM API 1 Functions - ticket\\_get\\_support\\_info](#)
- [WHM API 1 Functions - ticket\\_grant](#)
- [WHM API 1 Functions - ticket\\_create\\_stub\\_ticket](#)
- [WHM API 1 Functions - ticket\\_list](#)