

Create Support Ticket

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Overview

The *Create Support Ticket* interface allows you to open a ticket with cPanel's support team. This feature streamlines the ticket creation process, automates SSH authorization, and decreases the time that you require to open a support ticket. In addition, it attempts to identify your support ticket requirements and redirects you to the [cPanel Customer Portal](#) as necessary.

Note:

WHM will transmit your support request directly to cPanel, Inc.

How to create a support ticket

Support Ticket Wizard

To access the *Support Ticket Wizard*, perform the following steps:

1. Log in to WHM as the `root` user.
2. In the WHM *Home* interface, click *Support*.
3. Click *Create Support Ticket*.

Select your issue type

In the menu, click the issue that best describes your technical issue.

- *I need help with this server.* — Click this option to progress the wizard to step two.
- *I need help with a migration from another control panel.* — Click this option to open a new browser tab to the [cPanel Customer Portal](#) to manually create your ticket.
- *I need help with multiple servers.* — Click this option to open a new browser tab to the [cPanel Customer Portal](#) to manually create your ticket.
- *I need help with something else.* — Click this option to open a new browser tab to the [cPanel Customer Portal](#) to manually create your ticket.
- *Visit our feature site* — Click this option to open a new browser tab to the [cPanel Feature Request](#) website to create or vote for a feature request.

Is this server hacked or compromised?

We included this check within the *Support Ticket Wizard* to ensure the security of your [cPanel Customer Portal](#) account.

- If you do **not** believe your server is hacked or compromised, select *My server is not compromised* and click *Continue through WHM*. This

- option allows you to use all of the automated ticket creation features that the *Create Support Ticket* interface provides.
- If you believe your server **is** hacked or compromised, select *My server is possibly compromised* and click *Continue to the cPanel Customer Portal*. The interface will open the [cPanel Customer Portal](#) in a new browser tab. Use it to manually create your ticket.

Important:

To ensure the security of your [cPanel Customer Portal](#) account, make certain that you select the correct option. When you select *My server is not compromised*, you allow your server to perform actions on your behalf via your [cPanel Customer Portal](#) account. If you select *My server is not compromised* when your server **is** compromised, you could possibly open your [cPanel Customer Portal](#) account to intrusion.

Authenticate with the cPanel Customer Portal

The interface will open a dialog box in your browser that prompts you to allow access for your [cPanel Customer Portal](#) account. To establish secure communication between our server and your server, you **must** log in to the [cPanel Customer Portal](#). In the dialog box, log in to the [cPanel Customer Portal](#), or, if you are already logged in, click *Allow Access*.

Notes:

- You **must** create a [cPanel Customer Portal](#) account to open a cPanel support ticket.
- If you use a popup blocker, add an exception to your blocker's rules.
- Some browsers may open a new tab rather than a dialog box.

Technical Support Agreement

To open a ticket with cPanel Support, you must agree to the Technical Support Agreement. To proceed, click *Agree to Terms*.

Note:

If you have already accepted the Technical Support Agreement, the wizard will automatically proceed to the next step.

Grant cPanel Support Access

To troubleshoot technical problems on your server, you **must** allow cPanel Support to access your server. Click *Next*.

Important:

If you do **not** allow cPanel Support to access your server, you will **severely** limit the support we can provide.

The server will automatically whitelist cPanel Support's IP addresses to following services:

- `iptables` or `firewalld` — The default firewall on your server.
- cPHulk — The *cPHulk Brute Force Protection* feature (*WHM >> Home >> Security Center >> cPHulk Brute Force Protection*).
- The `/etc/hosts.allow` file — The *Host Access Control* feature (*WHM >> Home >> Security Center >> Host Access Control*).
- CSF — Any installed [ConfigServer Security & Firewall](#) software.

For more information about firewall configuration, read our [How to Configure Your Firewall for cPanel Services](#) documentation.

Note:

You can view cPanel Support's IP addresses below:

Complete your ticket

In the final step of the wizard, the server will perform the following tasks:

- Record your acknowledgement of the Technical Support Agreement, if you have not already agreed.
- Initialize your support request with cPanel Support.
- Authorize cPanel Support access to your server, if you allowed it.
- Test the SSH connection, if you allowed cPanel Support access.
- Open a new browser tab to the [cPanel Customer Portal](#) for you to complete the ticket request.

Note:

If the interface does not open a new browser window to the [cPanel Customer Portal](#), click *Fill out your support request*.

To submit your ticket to cPanel Support, you **must** perform the following steps in the [cPanel Customer Portal](#) browser tab:

1. Confirm your information in the *Server IP address, or hostname* and *Support Access ID* text boxes and then click *Next*.
2. Confirm your information in the *Full name, Company Name, and Phone Number* text boxes and then click *Next*.
3. Enter your request information in the *Subject, a Detailed description of the issue, and the Steps to reproduce the problem* text boxes and then click *Next*.
4. Confirm your server information in the *Server Name, Login IP and Port for SSH Access, Username for SSH Access, and Authentication Method for SSH Access* text boxes and then click *Next*.
5. You can choose to expedite your support request in the popup dialog box. Click *No Thanks* or *Continue*.

Your support ticket is now open. To view your open support ticket in the [cPanel Customer Portal](#), click *Show Open / Closed Requests* in the *Task s* menu.

Additional Documentation

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

- [Contact cPanel](#)
- [Tweak Settings - Support](#)
- [Create Support Ticket](#)
- [Grant cPanel Support Access](#)
- [Support Center](#)

- [Contact Information](#)

- [Feedback for Tickets](#)
- [How to Open a Technical Support Ticket](#)
- [Contact cPanel](#)
- [Tweak Settings - Support](#)
- [Create Support Ticket](#)

- [WHM API 1 Functions - ticket_get_support_agreement](#)
- [WHM API 1 Functions - ticket_get_support_info](#)
- [Guide to Custom Service Notifications](#)
- [WHM API 1 Functions - ticket_grant](#)
- [WHM API 1 Functions - ticket_create_stub_ticket](#)