

# Grant cPanel Support Access

When you create a ticket with cPanel Support, Support may need to access your server. The *Grant cPanel Support Access* interface uses the server authentication details in your ticket to automatically provide Support with SSH access to your server. Your server **must** connect to the *cPanel Customer Portal* to transfer the authentication details.

(WHM >> Home >> Support >> Grant cPanel Support Access)

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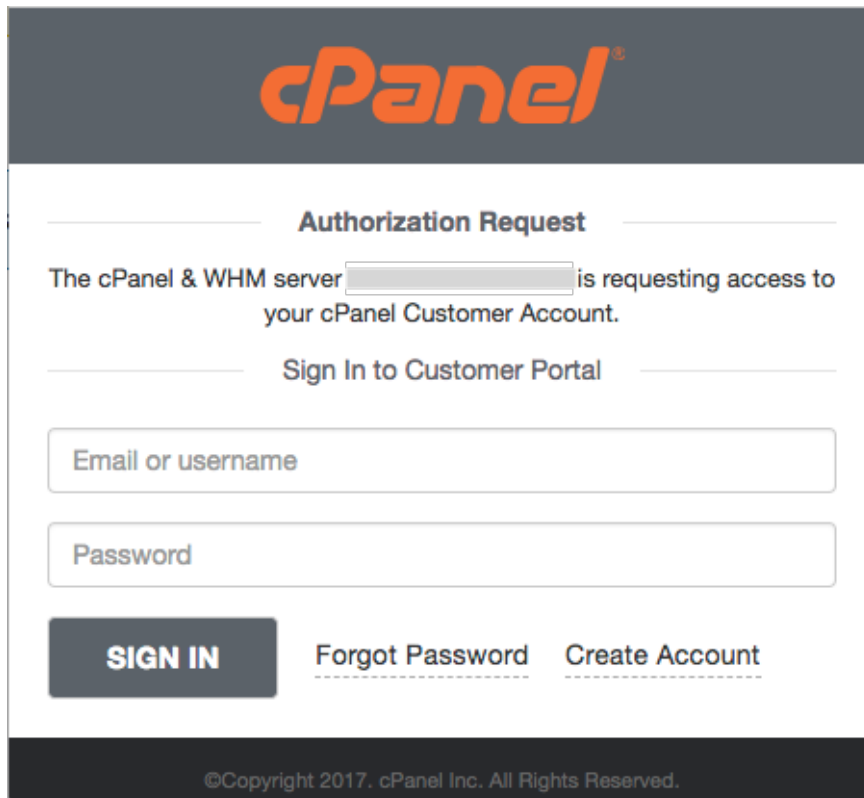
## Overview

When you create a ticket with cPanel Support, it is often necessary for Support to access your server. The *Grant cPanel Support Access* interface uses the server authentication details in your ticket to automatically provide Support with SSH access to your server. Your server must connect to the *cPanel Customer Portal* to transfer the authentication details.

## Log in

To establish a secure connection with the *cPanel Customer Portal*, perform the following steps:

1. Click *Log in to cPanel Customer Portal*. A new window will appear.
2. Enter your *Customer Portal* email address and password in the appropriate text boxes.
3. Click *Sign In*. The *Grant cPanel Support Access* interface will display.



The screenshot shows the cPanel interface for granting support access. At the top is the cPanel logo. Below it is a section titled "Authorization Request" which states: "The cPanel & WHM server [redacted] is requesting access to your cPanel Customer Account." Underneath is a section titled "Sign In to Customer Portal" with two input fields: "Email or username" and "Password". Below the fields are three buttons: "SIGN IN", "Forgot Password", and "Create Account". At the bottom of the page is a footer with the text: "©Copyright 2017, cPanel Inc. All Rights Reserved."

**Note:**

You can access the *cPanel Customer Portal* directly.

## Grant or Revoke cPanel Support's access

The *Grant or Revoke cPanel Support's Access* section lists your Customer Portal account's open Support tickets and the closed tickets for which you granted access. If the interface does not display the desired ticket, you may need to log in with a different Customer Portal account

Server	User	SSH Info	Granted
<b>OPEN</b> Ticket ID: 4882397 Problems with DNS <span>Show Unrelated Servers</span>			
1 - Houston	root	10.1.1.111:22	Not Granted <span>Grant</span>

Server	User	SSH Info	Granted
<b>OPEN</b> Ticket ID: 4882397 Problems with DNS <span>Hide Unrelated Servers</span>			
1 - Houston	root	10.1.1.111:22	Not Granted <span>Grant</span>
2 - Austin	root	10.1.1.112:98468	Not Granted <span>Grant</span>
3 - Dallas	root	10.1.1.113:23947	Not Granted <span>Grant</span>
4 - San Antonio	root	10.1.1.114:63840	Not Granted <span>Grant</span>
5 - Galveston	root	10.1.1.115:56739	Not Granted <span>Grant</span>

The *Grant or Revoke cPanel Support's Access* section of the *Grant cPanel Support Access* interface.

This interface displays each ticket's number, status, and the following information:

Column	Description
<i>Server</i>	The server ID.
<i>User</i>	The login username.
<i>SSH Info</i>	The <code>sshd</code> IP address and port.
<i>Granted</i>	Support access status.

### Allow access

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

1. Locate the desired ticket number in the list.
2. Click *Grant* in the row that corresponds to the server to which you wish to grant access.

**Note:**

When you click *Grant*, the system will check if it allows the `root` user to log in over SSH. If SSH `root` login is disabled, the system will create a temporary user in the `wheel` group, and it will assign the SSH key to that user for cPanel Support's access.

**Important:**

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

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

For more information about firewall configuration, read our [Grant cPanel Support Access](#) documentation.

**Note:**

You can view cPanel Support's IP addresses below:

## SSH connection test

After you grant access for a ticket, you **must** test the SSH configuration and login details.

OPEN
Ticket ID: 4882397 Problems with DNS
Show Unrelated Servers

Server	User	SSH Info	Granted
1 - Houston	root	10.1.1.111:22	Today

Test
Re

*The Grant or Revoke cPanel Support's Access section of the Grant cPanel Support Access interface.*

Click *Test* to verify that your server's configuration will allow Support to connect.

## SSH test statuses

This interface displays the following status information:

Status	Description
<i>Success</i>	All of the tests succeeded.
<i>Timeout</i>	The connection test timed out for your server.
<i>Escalate</i>	The configured user failed to escalate to <code>root</code> privileges on your server.
<i>Auth</i>	Authentication failed during connection to your server.
<i>Unreachable</i>	Your server is unreachable.
<i>Refused</i>	Your server refused the connection.
<i>Protocol</i>	A protocol-level error occurred on your server.
<i>Environment</i>	Your server responded unexpectedly.
<i>Unknown</i>	An unexpected error occurred.
<i>Ticket System Timeout</i>	The <i>cPanel Ticket System</i> failed to respond.

## Revoke access

To remove cPanel Support's access to your server, perform the following steps:

1. Locate the desired ticket number in the list.

2. Click *Revoke* in the row that corresponds to that ticket and account.

## Revoke access and remove a closed Support ticket

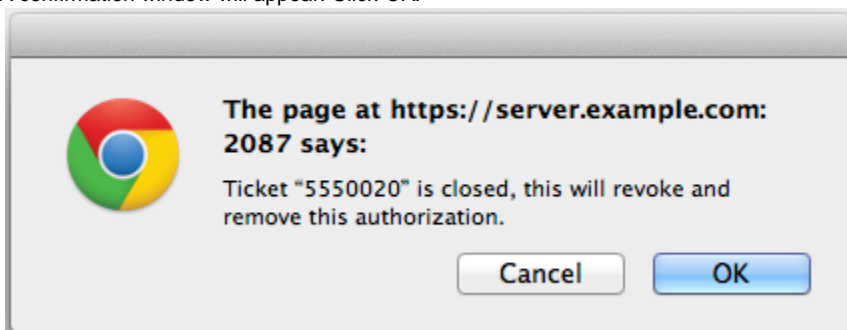
**Important:**  
Always remove access after you close a Support ticket.

To revoke cPanel Support's access to your server and remove a closed Support ticket from the list, perform the following steps:

1. Locate the desired ticket number in the list.

Server	User	SSH Info	Granted	
1 - my server	root	10.1.1.125:22	5 days ago	<a href="#">Revoke and Remove</a>

2. Click *Revoke and Remove* in the row that corresponds to that ticket.
3. A confirmation window will appear. Click *OK*.



**Note:**

- You can view the SSH keys that the *Grant cPanel Support Access* interface creates in the *Grant cPanel Support Access* interface (*WHM >> Home >> Security Center >> Manage root's SSH Keys*).
- The transactional log for the *Grant cPanel Support Access* interface exists in the `/var/cpanel/logs/supportauth/audit.log` file. This file only logs changes from the *Grant cPanel Support Access* interface.

## 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](#)

## Content by label

There is no content with the specified labels



- [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](#)
- [WHM API 1 Functions - ticket\\_grant](#)
- [WHM API 1 Functions - ticket\\_create\\_stub\\_ticket](#)
- [WHM API 1 Functions - ticket\\_list](#)