

# WHM API 1 Functions - ticket\_get\_support\_agreement

## Guide to WHM API 1

- Return Data
- Filter Output
- Sort Output
- Paginate Output
- Output Columns
- Call cPanel API 2 and UAPI

- Account Restoration
- 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 retrieves the Technical Support Agreement text and metadata about the user's agreement status from the [cPanel Customer Portal](#).

### Note:

To use this function, you **must** set up a cPanelID token in your current session. For more information, read our [cPanelID](#) documentation.

## Examples

### JSON API

```
https://hostname.example.com:2087/cpsess#####/json-api/ticket_get_support_agreement?api.version=1
```

### XML API

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

### Command Line

#### Note:

Not accessible via the command line.

#### Notes:

- Unless otherwise noted, 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.

#### Notes:

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ue\_list\_pending  
restore\_queue\_state  
restoreaccount  
verify\_new\_username\_for\_restore

Accounts

accountsummary  
applist  
createacct  
domainuserdata  
editquota  
forcepasswordchange  
get\_disk\_usage  
get\_domain\_info  
getdomainowner  
has\_digest\_auth  
has\_mycnf\_for\_cpuser  
limitbw  
list\_users  
listaccts  
listlockedaccounts  
listsuspended  
modifyacct  
myprivs  
passwd  
quota\_enabled  
removeacct  
set\_digest\_auth  
showbw  
suspendacct  
unsuspendacct  
untrack\_acct

Output (JSON)

```
{  
  "metadata": {  
    "reason": "OK",  
    "result": 1,  
    "version": 1,  
    "command":  
    "ticket_get_support_agreement"  
  },  
  "data": {  
  
    "accepted_date_human":  
    "8/17/16",  
    "accepted_date":  
    "1471443742",  
    "version":  
    "2010-04.v01.TSUPPORT",  
    "title": "Technical Support Agreement",  
    "accepted": 0,  
    "view_url":  
    "http://cpanel.com/technical-support-agreements.html",  
    "create_date":  
    1470251129,  
    "download_url":  
    "https://www.cpanel.net/legal/techagreement_download.cgi",  
  
    "create_date_human":  
    "8/3/16",  
    "body":  
    "<p>IMPORTANT: THIS TECHNICAL SUPPORT AGREEMENT ... at the end of AGREEMENT"  
  }  
}
```

Output (XML)

```
<result>  
  <metadata>  
    <reason>OK</reason>  
    <result>1</result>  
  
  <version>1</version>
```

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.

\_id

verify\_new\_username

▼ Addon Domains

convert\_addon\_fetch\_conversion\_details

convert\_addon\_fetch\_domain\_details

convert\_addon\_get\_conversion\_status

convert\_addon\_initiate\_conversion

convert\_addon\_list\_addon\_domains

convert\_addon\_list\_conversions

▼ Authentication

api\_token\_create

api\_token\_list

api\_token\_revoke

api\_token\_update

disable\_authentication\_provider

disable\_failing\_authentication\_providers

enable\_authentication\_provider

get\_available\_authentication\_providers

get\_login\_url

get\_provider\_client\_configurations

get\_provider\_configuration\_fields

get\_provider\_display\_co

```
<command>ticket_get_support_agreement</command>
</metadata>
<data>

<accepted_date_human>8/17/16</accepted_date_human>

<accepted_date>1471443742</accepted_date>

<version>2010-04.v01.TSUPPORT</version>
  <title>Technical Support Agreement</title>

<accepted>0</accepted>

<view_url>http://cpanel.com/technical-support-agreements.html</view_url>

<create_date>1470251129</create_date>

<download_url>https://www.cpanel.net/legal/techagreement_download.cgi</download_url>

<create_date_human>8/3/16</create_date_human>

<body>&lt;p>IMPORTANT: THIS TECHNICAL SUPPORT AGREEMENT ... at the end of
```

- 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.

configurations

get\_users\_authn\_linked\_accounts

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

```
AGREEMENT</body>
</data>
</result>
```

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

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

### Parameters

This function does not accept parameters.

### Returns

Return	Type	Description	Possible values	Example
accepted_date_human	string	The human-readable date at which the user associated with the OAuth token accepted the Technical Support Agreement.	<ul style="list-style-type: none"> <li>• A human-readable date.</li> <li>• null — Never accepted.</li> </ul>	8/17/16
accepted_date	integer	The Unix timestamp at which the user associated with the OAuth token accepted the Technical Support Agreement.	<ul style="list-style-type: none"> <li>• A valid Unix timestamp.</li> <li>• null — Never accepted.</li> </ul>	1471443742

<p>backup_destination_get</p> <p>backup_destination_list</p> <p>backup_destination_set</p> <p>backup_destination_validate</p> <p>backup_get_transport_status</p> <p>backup_list_transported</p> <p>backup_set_list</p> <p>backup_set_list_combined</p> <p>backup_skip_users_all</p> <p>backup_skip_users_all_status</p> <p>backup_user_list</p>	version	string	The Technical Support Agreement's version.	2010-04.v01.TSUPPORT	2010-04.v01.TSUPPORT
<p>convert_and_migrate_from_legacy_config</p> <p>get_users_with_backup_metadata</p> <p>list_cparchive_files</p> <p>start_background_package</p> <p>toggle_user_backup_state</p> <p>▼ cPHulk</p> <p>cphulk_statuses</p> <p>create_cphulk_record</p> <p>delete_cphulk_record</p> <p>disable_cphulk</p> <p>enable_cphulk</p> <p>flush_cphulk_login_history</p>	title	string	The Technical Support Agreement's title.	Technical Support Agreement	Technical Support Agreement
	accepted	Boolean	Whether the user associated with the OAuth token has already accepted this version of the agreement.	<ul style="list-style-type: none"> <li>1 — Accepted.</li> <li>0 — <b>Not</b> accepted.</li> </ul>	0

**Note**  
: This return's possible values will change when cPanel, L.L.C. updates the Technical Support Agreement.

**Note**  
: This return's possible values will change when cPanel, L.L.C. updates the Technical Support Agreement.

flush\_cphulk\_login\_history\_for\_ips

get\_countries\_with\_known\_ip\_ranges

get\_cphulk\_brutes

get\_cphulk\_excessive\_brutes

get\_cphulk\_failed\_logins

get\_cphulk\_user\_brutes

load\_cphulk\_config

read\_cphulk\_records

save\_cphulk\_config

set\_cphulk\_config\_key

▼ Databases

background\_mysql\_upgrade\_status

current\_mysql\_version

installable\_mysql\_versions

latest\_available\_mysql\_version

list\_databases\_users

list\_databases

list\_mysql\_databases\_and\_users

remote\_mysql\_create\_profile

remote\_mysql\_create\_profile\_via\_ssh

remote\_mysql\_delete\_profile

remote\_mysql\_initiate\_profile\_activation

view_url	string	A URL at which the end-user may view the Technical Support Agreement as a standalone HTML document.	A valid URL.	<p>▼ <a href="#">Click to view...</a></p> <p><a href="http://controlpanel.com/technical-support-agreements.html">http://controlpanel.com/technical-support-agreements.html</a></p>
create_date	integer	The creation or publication Unix timestamp of the Technical Support Agreement's current version.	A valid Unix timestamp.	1470251129
download_url	string	A URL at which the end-user may download the support agreement.	A valid URL.	<p>▼ <a href="#">Click to view...</a></p> <p><a href="https://www.controlpanel.net/legal/technical-support-agreement_download.cgi">https://www.controlpanel.net/legal/technical-support-agreement_download.cgi</a></p>
create_date_human	string	The human-readable date at which the current version of the Technical Support Agreement was created or published.	A valid human-readable date.	8/3/16
body	string	The full Technical Support Agreement.	<p>The Technical Support Agreement text.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p><b>Note</b> : This returned value may contain HTML.</p> </div>	<p>▼ <a href="#">Click here to view...</a></p> <p>&lt;p&gt;IMPORTANT: THIS TECHNICAL SUPPORT AGREEMENT ... at the end of AGREEMENT</p>

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remote\_mysql\_monitor\_profile\_activation

remote\_mysql\_read\_profile

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\_metainf  
o  
  
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\_provid  
er

cpgreylist\_u  
ntrust\_entrie  
s\_for\_comm  
on\_mail\_pro  
vider

create\_cpgr  
eylist\_truste  
d\_host

delete\_cpgr  
eylist\_truste  
d\_host

disable\_cpgr  
eylist

enable\_cpgr  
eylist

load\_cpgreyl  
ist\_config

read\_cpgrey  
list\_deferred  
\_entries

read\_cpgrey  
list\_trusted\_  
host

save\_cpgrey  
list\_config

▼ Integration

batch

cpanel

create\_integ  
ration\_group

create\_integ  
ration\_link

get\_integrati  
on\_link\_user  
\_config

list\_integrati  
on\_groups

list\_integrati  
on\_links

remove\_inte  
gration\_grou  
p

remove\_inte

gration\_link

update\_inte  
gration\_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  
earch

emailtrack\_s  
tats

emailtrack\_u  
ser\_stats

enable\_dkim

enable\_mail  
\_sni

ensure\_dki  
m\_keys\_exi  
st

exim\_config  
uration\_che  
ck

expunge\_m

ailbox\_messages  
expunge\_messages\_for\_mailbox\_guid  
fetch\_dkim\_private\_keys  
fetch\_mail\_queue  
generate\_mobileconfig  
get\_mailbox\_status  
get\_mailbox\_status\_list  
get\_unique\_recipient\_count\_per\_sender\_for\_user  
get\_unique\_sender\_recipient\_count\_per\_user  
get\_user\_email\_forward\_destination  
hold\_outgoing\_email  
install\_dkim\_private\_keys  
install\_spf\_records  
is\_sni\_supported  
list\_pops\_for  
mail\_sni\_status  
rebuild\_mail\_sni\_config  
release\_outgoing\_email  
save\_spamd\_config  
set\_user\_email\_forward\_destination  
suspend\_outgoing\_email  
unsuspend\_outgoing\_email

validate\_currency\_installed\_exim\_configuration

validate\_currency\_dkims

validate\_currency\_ptrs

validate\_currency\_spfs

validate\_exim\_configuration\_syntax

▼ Market

disable\_market\_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\_add\_rule

modsec\_add\_vendor

modsec\_assemble\_config\_text

modsec\_batch\_settings

modsec\_check\_rule

modsec\_clone\_rule

modsec\_de  
ploy\_all\_rule  
\_changes

modsec\_de  
ploy\_rule\_ch  
anges

modsec\_de  
ploy\_setting  
s\_changes

modsec\_dis  
able\_rule

modsec\_dis  
able\_vendor

modsec\_dis  
able\_vendor  
\_configs

modsec\_dis  
able\_vendor  
\_updates

modsec\_dis  
card\_all\_rul  
e\_changes

modsec\_dis  
card\_rule\_c  
hanges

modsec\_edit  
\_rule

modsec\_en  
able\_vendor

modsec\_en  
able\_vendor  
\_configs

modsec\_en  
able\_vendor  
\_updates

modsec\_get  
\_config\_text

modsec\_get  
\_configs

modsec\_get  
\_configs\_wit  
h\_changes\_  
pending

modsec\_get  
\_log

modsec\_get  
\_rules

modsec\_get  
\_settings

modsec\_get  
\_vendors

modsec\_is\_i  
nstalled

modsec\_ma  
ke\_config\_a  
ctive

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\_disable\_rule

modsec\_update\_vendor

▼ Packages

\_getpkgextensionform

add\_override\_features\_for\_user

addpkg

addpkgext

changepackage

create\_feature\_relist

delete\_feature\_relist

delpkgext

editpkg

get\_available\_applications

get\_available\_featurelists

get\_feature\_metadata

get\_feature\_names

get\_featurelist\_data

get\_featureli

sts

get\_users\_f  
eatures\_sett  
ings

getfeaturelis  
t

getpkginfo

killpkg

listpkgs

manage\_fea  
tures

matchpkgs

read\_feature  
list

remove\_ove  
rride\_featu  
res\_for\_user

update\_feat  
urelist

verify\_user\_  
has\_feature

▼ PHP

convert\_all\_  
domains\_to  
\_fpm

get\_fpm\_co  
unt\_and\_util  
ization

is\_conversio  
n\_in\_progre  
ss

php\_get\_def  
ault\_accoun  
ts\_to\_fpm

php\_get\_ha  
ndlers

php\_get\_im  
pacted\_dom  
ains

php\_get\_ins  
talled\_versio  
ns

php\_get\_old  
\_fpm\_flag

php\_get\_sys  
tem\_default  
\_version

php\_get\_vh  
osts\_by\_ver  
sion

php\_get\_vh  
ost\_versions

php\_ini\_get  
\_content

php\_ini\_get  
\_directives

php\_ini\_set  
\_content

php\_ini\_set  
\_directives

php\_set\_def  
ault\_accoun  
ts\_to\_fpm

php\_set\_ha  
ndler

php\_set\_old  
\_fpm\_flag

php\_set\_ses  
sion\_save\_p  
ath

php\_set\_sys  
tem\_default  
\_version

php\_set\_vh  
ost\_versions

▼ Resellers

acctcounts

get\_public\_c  
ontact

getresellerip  
s

listacIs

listresellers

resellerstats

saveacllist

set\_public\_c  
ontact

setacIs

setresellerip  
s

setresellerli  
mits

setresellerm  
ainip

setresellern  
ameservers

setresellerp  
ackagelimit

setupreselle  
r

suspendres  
eller

terminateres  
eller

unsetuprese



ller

unsuspendr  
eseller

▼ RPM

delete\_rpm\_  
version

edit\_rpm\_ve  
rsion

get\_rpm\_ver  
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  
ctions

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  
sshtoputty

deletesshke  
y

fetch\_securi  
ty\_advice

generatessh  
keypair

importsshke  
y

listsshkeys

▼ Server

Administration

add\_configcl  
usterserver

configureba  
ckgroundpro  
cesskiller

configureser  
vice

cors\_proxy\_  
get

create\_user  
\_session

delete\_confi  
gclusterserv  
er

enable\_mon  
itor\_all\_ena  
bled\_service  
s

get\_all\_cont  
act\_importa  
nces

get\_appconf  
ig\_applicatio  
n\_list

get\_applicati  
on\_contact\_  
event\_import  
tance

get\_applicati  
on\_contact\_  
importance

get\_availabl  
e\_profiles

get\_current\_  
profile

get\_passwor  
d\_strength

get\_remote\_  
access\_has  
h

get\_service\_  
config

get\_service\_  
config\_key

get\_tcp4\_so  
ckets

get\_tcp6\_so  
ckets

get\_tweakse  
tting

get\_udp4\_s  
ockets

get\_udp6\_s  
ockets

get\_update\_  
availability

get\_users\_li  
nks

getdiskusag  
e

gethostname

is\_role\_ena  
bled

list\_configcl  
usterservers

loadavg

nvget

nvset

personalizati  
on\_get

personalizati  
on\_set

purchase\_a  
\_license

reboot

remove\_in\_  
progress\_ex  
im\_config\_e  
dit

restartservic  
e

restore\_conf  
ig\_from\_file

restore\_conf  
ig\_from\_upl  
oad

run\_cpkeyclt

send\_test\_p  
osturl

send\_test\_p  
ushbullet\_n  
ote

servicestatu

s

set\_applicati  
on\_contact\_  
event\_imp  
ortance

set\_applicati  
on\_contact\_  
importance

set\_primary  
\_servernam  
e

set\_service\_  
config\_key

set\_tweakse  
tting

sethostname

setminimum  
passwordstr  
engths

start\_profile  
\_activation

system\_nee  
ds\_reboot

systemloada  
vg

update\_conf  
igclusterserv  
er

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  
onents

fetch\_ssl\_ce  
rtificates\_for  
\_fqdns

fetch\_ssl\_vh  
osts

fetch\_vhost  
\_ssl\_compo  
nents

fetchcrtinfo  
fetchsslinfo  
generatessl  
get\_autossl  
\_check\_schedule  
get\_autossl  
\_log  
get\_autossl  
\_logs\_catalog  
get\_autossl  
\_metadata  
get\_autossl  
\_pending\_queue  
get\_autossl  
\_pending\_queue\_for\_domain  
get\_autossl  
\_pending\_queue\_for\_user  
get\_autossl  
\_problems\_for\_domain  
get\_autossl  
\_problems\_for\_user  
get\_autossl  
\_providers  
get\_best\_ssl  
domain\_for\_service  
install\_service\_ssl\_certificate  
installssl  
listcrts  
rebuildinstall  
edssldb  
rebuildusers  
sldb  
reset\_autossl\_provider  
reset\_service\_ssl\_certificate  
set\_autossl\_metadata  
set\_autossl\_metadata\_key

set\_autossl\_  
provider

start\_autossl\_  
check\_for\_  
all\_users

start\_autossl\_  
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  
t

ticket\_get\_s  
upport\_agre  
ement

ticket\_get\_s  
upport\_info

ticket\_grant

ticket\_list

ticket\_remov  
e\_closed

ticket\_revok  
e

ticket\_ssh\_t  
est

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  
og

get\_transfer  
\_session\_st  
ate

pause\_trans  
fer\_session

remote\_basi  
c\_credential  
\_check

retrieve\_tran  
sfer\_session  
\_remote\_an  
alysis

start\_transfe  
r\_session

transfer\_mo  
dule\_schem  
a

validate\_sys  
tem\_user

▼ Updates

accept\_eula

get\_availabl  
e\_tiers

get\_current\_  
lts\_expiratio  
n\_status

get\_lts\_wex  
pire

getlongterm  
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