

WHM API 1 Functions - ticket_get_support_info

Guide to WHM API 1

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- Filter Output
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- Call cPanel API 2 and UAPI

- Account Restoration
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- restore_queue_activate
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- restore_queue_clear_all_failed_tasks
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- 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 license holder's support-related information.

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_info?api.version=1
```

Command Line

```
whmapil  
ticket_get_support_info
```

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
```

Output (JSON)

```
{  
  "metadata": {  
    "version": 1,  
    "result": 1,  
  }  
  "command": "ticket_get"
```

Function information

About WHM API 1

WHM API 1 performs functions and accesses data in WHM.

Notes:

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restore_queue_state
restoreaccount
verify_new_username_or_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

```
_support_info",  
  "reason": "OK"  
},  
  "data": {  
    "gets_direct_support": 0,  
    "company_id": "7",  
    "has_compatibility_info": "1",  
    "distro": "centos enterprise 6.8",  
    "tech_contact_email": "support@example.com",  
    'arch_supported': 1,  
    "arch": "x86_64",  
    "ip": "192.168.0.1",  
    "company_name": "Example, L.L.C.",  
    "has_company_info": "1",  
    "pub_support_contact": "http://documentation.example.com/",  
    "hostname": "server.example.com",  
    "logo_url": "http://example.com/assets/ourlogo.png",  
    "pub_tech_contact": "https://support.example.com/",
```

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_add
on_fetch_co
nversion_de
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convert_add
on_fetch_do
main_details

convert_add
on_get_con
version_stat
us

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_r
evoke

api_token_u
pdate

disable_aut
hentication_
provider

disable_fai
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enable_auth
entication_p
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get_availab
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get_login_ur
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get_provider
_client_conf
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get_provider
_configurati
on_fields

get_provider
_display_co

```
"distro_supported": 1
}
}
```

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

Parameters

This function does not accept parameters.

Returns

Return	Type	Description	Possible values	Example
company_id	integer	A number that represents the company with the licensed IP address.	A positive integer.	7
tech_contact_email	string	The contact email address for the company's technical support.	A valid email address.	support@example.com
ip	string	The license provider's IP address.	A valid IPv4 IP address.	192.168.0.1
company_name	string	The company name associated with the submitted IP address.	A string value.	Example, L.L.C.
pub_support_contact	string	The URL to the company's general support resources.	<ul style="list-style-type: none">A valid URL.An empty return.	http://documentation.example.com/
hostname	string	The hostname of the server as recorded in the license database.	<ul style="list-style-type: none">A valid hostname.An IP address.	server.example.com
logo_url	string	The optional URL to the company's brand image file on the partner website.	A valid URL.	http://example.com/assets/ourlogo.png

- 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_loginn_token

Backups

backup_config_get

backup_config_set

backup_data_list

backup_destination_add

backup_destination_delete

pub_tech_contact	string	The optional URL to the company's technical support resources. Note : If the pub_tech_contact return does not contain a value, the system will use the pub_support_contact return's value.	A valid URL.	https://support.example.com/
gets_direct_support	Boolean	Whether the IP address owner's primary support is cPanel, L.L.C.	<ul style="list-style-type: none"> 1 — Receives initial support from cPanel, L.L.C. 0 — Receives initial support from partner. 	0
has_compatibility_info	Boolean	Whether the response contains the server's compatibility information.	<ul style="list-style-type: none"> 1 — Contains compatibility info. 0 — Does not contain compatibility info. 	1
distro	string	The server's operating system retrieved during the last license check.	A string value.	centos enterprise 6.8

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

backup_destination_get	distro_supported	<i>string</i>	Whether cPanel Technical Support provides assistance for the server's operating system.	<ul style="list-style-type: none"> • 1 — Yes. • 0 — No. • -1 — Unknown OS. 	1
backup_destination_list					
backup_destination_set					
backup_destination_validate	arch	<i>string</i>	The server's CPU architecture retrieved at the last license check.	A string value.	x86_64
backup_get_transport_status					
backup_list_transported	arch_supported	<i>string</i>	Whether cPanel Support provides assistance with the server's CPU architecture.	<ul style="list-style-type: none"> • 1 — Yes. • 0 — No. • -1 — Unknown architecture. 	1
backup_set_list					
backup_set_list_combined	has_company_info	<i>Boolean</i>	Whether the response contains the company information associated with the licensed IP address.	<ul style="list-style-type: none"> • 1 — Contains company info. • 0 — Does not contain company info. 	0

backup_set_list_combined
 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_status

▼ cPHulk

cphulk_statuses
 create_cphulk_record
 delete_cphulk_record
 disable_cphulk
 enable_cphulk
 flush_cphulk_login_history

flush_cphulk
_login_histo
ry_for_ips

get_countrie
s_with_kno
wn_ip_rang
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get_cphulk_
brutes

get_cphulk_
excessive_b
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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
ons

latest_availa
ble_mysql_v
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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_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
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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
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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
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getfeaturelis
t

getpkginfo

killpkg

listpkgs

manage_fea
tures

matchpkgs

read_feature
list

remove_ove
rride_feature
s_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

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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
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▼ 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
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erforming_a
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package_m
anager_list_
packages

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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
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fetch_securi
ty_advice

generatessh
keypair

importsshke
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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

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
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get_udp4_s
ockets

get_udp6_s
ockets

get_update_
availability

get_users_li
nks

getdiskusag
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gethostname

is_role_ena
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list_configcl
usterservers

loadavg

nvget

nvset

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on_get

personalizati
on_set

purchase_a
_license

reboot

remove_in_
progress_ex
im_config_e
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restartservic
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restore_conf
ig_from_file

restore_conf
ig_from_upl
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run_cpkeyctl

send_test_p
osturl

send_test_p
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servicestatu

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set_applicati
on_contact_
event_implemen
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set_applicati
on_contact_
importance

set_primary_
servername

set_service_
config_key

set_tweakse
tting

sethostname

setminimum
passwordstr
engths

start_profile_
activation

system_nee
ds_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_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_transfer_session

analyze_transfer_session_remote

available_transfer_modules

create_remote_root_transfer_session

create_remote_user_transfer_session

delete_account_archives

enqueue_transfer_item

fetch_transfer_session_log

get_transfer_session_state

pause_transfer_session

remote_basic_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_expire

getlongterm support

installed_versions

set_cpanel_updates

set_tier

update_upd
ateconf

version