

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 lists several actions: 'Show Open / Closed Requests', 'Submit a Support Request' (highlighted with a red box), 'Contact Customer Service', 'Contact Sales', 'Change Password', and 'Go to Manage2'. Below the tasks is the user's email 'laurence.simon@cpanel.net' and a note: 'This account is linked to your manage account and everyone in your company!'. At the bottom left, there is a 'Select Language' dropdown menu. The main content area is titled 'Dashboard' and contains a welcome message: 'Welcome to the cPanel Customer Portal. Here you can manage your contact with cPanel. You can track any current customer service, sales or support requests under *Requests* or submit a new request under *Contact cPanel*. In the upcoming months, those of you who have a cPanel Store Account will be able to manage your licenses through this portal as well.' 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. The footer of the page reads '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.

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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:

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.



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

- [How to Authenticate your Server for cPanel Technical Support](#)
- [How to Open a Technical Support Ticket](#)
- [cPanel Migration Services and Guides](#)
- [Technical Support Services](#)
- [Feedback for Tickets](#)