

# Contact Manager

For cPanel & WHM version 66

(Home >> Server Contacts >> Contact Manager)

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## Overview

This interface allows you to specify when your server sends notifications for each communication type, and the importance of each type of alert.

### Notes:

- Your server uses the system contact information for notifications.
- To modify the system contact information, click *Change Alert Destinations*, or use WHM's *Basic WebHost Manager Setup* interface (Home >> Server Configuration >> Basic WebHost Manager Setup).
- For information on how to customize the templates that the system uses to generate these notifications, read our *Notification Templates* documentation.

## Communication Type

To set your alert preferences, perform the following steps:

- Use the menus under the *Communication Type* tab to specify the importance of alerts that you wish to receive for each communication type.
  - For example, if you **only** wish to receive email alerts about events that use the *High* importance level, select *High only* from the menu next to *Email*.
  - To disable a communication type, select *None*.
  - Your server uses the system contact information for notifications. To modify the system contact information, click *Edit* to navigate to WHM's *Basic WebHost Manager Setup* interface (Home >> Server Configuration >> Basic WebHost Manager Setup).
- Click *Save*.

## Test a communication type

To test notifications via AIM, HipChat™, ICQ, Post to URL, or Pushbullet™, click *Test* in the appropriate row. The system will send a test notification to the destination for that communication type.

### Note:

Your server **only** displays *Test* links for active communication types.

## Notifications

Click the *Notifications* tab to list available alert types, the priority with which the system sends each alerts, and which communication types will receive each alert.

- Select the desired priority for each alert type in the appropriate row.
- The interface will update the icons to indicate which communication types will receive that particular alert.

The following table describes the events that trigger each type of alert and the template file that the system uses to create the notification:

Alert Type	Event that triggers your server to generate the alert	Notification Template File Locations
<i>Account Creation</i>	A system administrator or reseller creates an account.	wwwacct/Notify.*.tmpl

<i>Account Removal</i>	A system administrator or reseller removes an account.	<ul style="list-style-type: none"> <li>• killacct/Notify.*.tpl</li> <li>• killacct/PostTerminateCleanup.*.tpl</li> </ul>
<i>Account Suspensions</i>	A system administrator or reseller suspends an account.	suspendacct/Notify.*.tpl
<i>Account UnSuspensions</i>	A system administrator or reseller unsuspends an account.	unsuspendacct/Notify.*.tpl
<i>Account Upgrades/Downgrades</i>	A user modifies the package for an account, or uses WHM's <a href="#">Upgrade/Downgrade an Account</a> interface ( <i>Home &gt;&gt; Account Functions &gt;&gt; Upgrade/Downgrade an Account</i> ).	upacct/Notify.*.tpl
<i>Altered RPMs Check</i>	The /scripts/check_cpanel_rpms script finds altered RPMs.	Check/CpanelRPMs.*.tpl
<i>AppConfig Registration Notifications</i>	The system registers an application with <a href="#">App Config</a> .	appconfig/Notify.*.tpl
<i>AutoSSL certificates expiring</i>	An AutoSSL certificate will expire soon.	AutoSSL/CertificateExpiring.*.tpl
<i>Backup Delayed</i>	The system delayed a backup.	Backup/Delayed.*.tpl
<i>Backup Failed To Finish</i>	The system failed to finish a backup.	Backup/Failure.*.tpl
<i>Backup Failure</i>	An account experienced a backup failure.	AdminBin/FullBackup.*.tpl
<i>Backup Successful</i>	A backup succeeds.	Backup/Success.*.tpl
<i>Backup Transport Error</i>	A backup encountered transport errors.	Backup/Transport.*.tpl
<i>Bandwidth Data Processing Timeout</i>	The system timed out while it attempted to process bandwidth data.	Logd/Notify.*.tpl
<i>Bandwidth File Conversion Disk Space Failure</i>	The system does not have enough free disk space to upgrade bandwidth files.	installbandwidth/Notify.*.tpl
<i>Bandwidth Limits</i>	An account exceeds its bandwidth limit.	BandwidthUsageExceeded/Owner.*.tpl
<i>Branding Migration</i>	The system migrates a custom branding to the new version.	migrate_branding/Notify.*.tpl
<i>ClamAV Upgrade Changes</i>	The system sends a reminder that it now upgrades ClamAV via the RPM system.	Install/ClamavConnector.*.tpl
<i>CloudLinux License Detected</i>	The system detects a CloudLinux license and provides installation instructions.	CloudLinux/Update.*.tpl
<i>Conversion of cpupdate.conf settings to local.versions</i>	The system converted settings in the cpupdate.conf file to settings in the local.versions file.	RPMVersions/Notify.*.tpl
<i>Conversion of cpupdate.conf Settings to local.versions (legacy notification)</i>	The system converted settings in the cpupdate.conf file to settings in the local.versions file.	RPMVersions/Notify.*.tpl
<i>Convert Addon Domain to Account Notifications</i>	A system administrator or reseller converts an addon domain into an account.	ConvertAddon/ConversionCompleted.*.tpl
<i>Corrupt Database Tables</i>	The check_mysql script found corrupted database tables.	Check/MySQL.*.tpl
<i>cPanel Account Password</i>	A user changed their password.	ChangePassword/User.*.tpl

<i>cPanel Backup</i>	WHM generates a backup.  <b>Note:</b> This event does not apply to cPanel account backups that a cPanel user generates.	Backup/Success.*.tmpl
<i>cPanel Backup (legacy notification)</i>	WHM generates a legacy backup.  <b>Note:</b> This event does not apply to cPanel account backups that a cPanel user generates.	Backup/Success.*.tmpl
<i>cPanel Backup Destination Disabled</i>	A user disables a backup destination.	Backup/Disabled.*.tmpl
<i>cPanel Backup Destination Disabled (legacy notification)</i>	A user disables a legacy backup destination.	Backup/Disabled.*.tmpl
<i>cPanel Configuration Checks</i>	The system <b>cannot</b> find the <code>/var/cpanel/cpanel.config</code> file, and <b>also</b> cannot find the <code>cpanel.config.cache</code> file.	Config/CpConfGuard.*.tmpl
<i>cPanel Update Failures</i>	The cPanel & WHM system fails to update.	upcp/UpdateNowFailed.*.tmpl
<i>cPHulk Configuration Issues</i>	cPHulk experiences configuration issues.	cPHulk/BruteForce.*.tmpl
<i>cPHulk Database Integrity Notices</i>	cPHulk detects database corruption issues.	Install/CheckcPHulkDB.*.tmpl
<i>cPHulkd Brute Force</i>	cPHulk detects a brute force attempt.	cPHulk/BruteForce.*.tmpl
<i>cPHulkd Login Notifications</i>	The system detects a login with the <code>root</code> account.  <b>Note:</b> This option is <b>not</b> available if cPHulk is disabled.	cPHulk/Login.*.tmpl
<i>cPHulkd Notifications</i>	cPHulk generates an alert. cPHulk is cPanel & WHM's brute force protection feature.  <b>Note:</b> The system sends a notice <b>only</b> once in a 24-hour window for a specific username, service, and IP address combination.	cPHulk/Login.*.tmpl
<i>Database Deprecation Notifications</i>	The system detects that it no longer needs several MySQL® databases which cPanel & WHM previously used?	Install/DatabaseDeprecations.*.tmpl
<i>dbindex Cache File Out Of Date</i>	The dbindex cache file is out of date by more than four hours.	dbindex/Warn.*.tmpl
<i>Digest Authentication Disabled Due to Account Rename</i>	An account's domain name has changed, so the system notifies the system administrator that it has disabled Digest Authentication.	DigestAuth/Disable.*.tmpl
<i>Disk Integrity Check</i>	The system checks the integrity of a hard disk.	Check/Smart.*.tmpl

<i>Disk Usage Warnings</i>	Users approach or reach their disk quota limits.	chkusrvd/Diskusage.*.tmpl
<i>DNS Cluster Error</i>	The system encountered an error with the <a href="#">DNS Cluster</a> .	DNSAdmin/ClusterError.*.tmpl
<i>DNS Resolver Performance Issues</i>	The server's DNS resolvers respond slowly or do not respond at all.	Check/Resolvers.*.tmpl
<i>EasyApache Configuration</i>	EasyApache 4 encountered a missing handler.	EasyApache/EA4_LangHandlerMissing.*.tmpl
<i>EasyApache 4 template updated</i>	The system detects an updated EasyApache 4 template.	EasyApache/EA4_TemplateCheckUpdated.*.tmpl
<i>Email Client Configuration</i>	Send the mail client configuration file to a new mail user.	Mail/ClientConfig.*.tmpl
<i>Exim Update Failures</i>	Exim failed to update.	Check/EximConfig.*.tmpl
<i>Filesystem Quotas Ready</i>	The system successfully finished the process to enable filesystem quotas.	Quota/SetupComplete.*.tmpl
<i>Forced Disable of Digest Auth</i>	A user or the system disables the <a href="#">Web Disk Digest Authentication</a> feature.	Accounts/DigestAuthResetNeeded*.tmpl
<i>Generic Notifications</i>	Any event that generates an alert and does not appear this list.	
<i>Greylist System Changes</i>	A mail provider is no longer on the Greylisting Common Mail Providers list.	Greylist/CommonProviderRemoval.html.tmpl
<i>Horde Maintenance Notifications</i>	An error occurred during Horde database maintenance.	Install/Horde.*.tmpl
<i>Horde Table Conversion Failure</i>	The system failed to convert the Horde database to SQLite.	Horde/MySQLToSQLite.*.tmpl
<i>Hostname Change Notifications</i>	The system launched a background task to update the hostname in individual Horde databases.	DAV/ChangeHostname.*.tmpl
<i>Hostname conflicts with a cPanel user account</i>	The server's hostname is identical to a cPanel user account's site.	Check/HostnameOwnedByUser.*.tmpl
<i>Hung Service Checks</i>	The system detected a hung device and restarted it.	chkusrvd/Hang.*.tmpl
<i>Installation of purchased SSL certificates</i>	The system installed SSL certificates that a user purchased through the cPanel Market.	Market/SSLWebInstall.*.tmpl
<i>Instant Message Failure</i>	The system failed to send a notification via an instant message.	iContact/SendIMFailed.*.tmpl
<i>Invalid Domains</i>	The system detects invalid domains.	Check/InvalidDomains.*.tmpl
<i>Invalid Hostname For Main IP Address</i>	The system cannot resolve the hostname to the correct IP address.	Check/ValidServerHostname.*.tmpl
<i>IP Address DNS Check</i>	The system runs the <code>/usr/local/cpanel/scripts/ipcheck</code> script.	Check/IP.*.tmpl
<i>Kernel Crash Check</i>	The system finds specific errors in the output of the <code>dmesg</code> command.	Check/Oops.*.tmpl
<i>Lost Contact With DNS Cluster</i>	The system was unable to contact a server in the <a href="#">DNS Cluster</a> .	DNSAdmin/UnreachablePeer.*.tmpl
<i>Mail Server Out of Memory</i>	The mail server ran out of memory while it processed mail for an account.	MailServer/OOM.*.tmpl
<i>MyDNS Zone Import Failure</i>	The system fails to import zone files into the MyDNS database.	ImportMyDNSdb/Failure.*.tmpl

<i>MyDNS Zone Import In Progress</i>	An import of zone files into the MyDNS database is in progress.	ImportMyDNSdb/InProgress.*.tpl
<i>MyDNS Zone Import Successful</i>	The system successfully imported zone files into the MyDNS database.	ImportMyDNSdb/Success.*.tpl
<i>Notices concerning goods and services purchased via the cPanel Market</i>	A user purchases an SSL certificate or other product through the cPanel Market.	SSLWebInstall.*.tpl
<i>Notification of New Addon Domains</i>	A user creates an addon domain.	parkadmin/Notify.*.tpl
<i>Notification of Outdated Software</i>	The system detected outdated software.  <div style="border: 1px solid yellow; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> These notifications are for applications on your server. You can control notices for cPanel &amp; WHM updates with the <i>System Update Failures</i> and <i>Update Failures</i> settings.</p> </div>	OutdatedSoftware/Notify.*.tpl
<i>NSD DNS Zones Corrupted</i>	The system detected corrupt DNS zones.	NSD/BadZones.*.tpl
<i>Outgoing Email Threshold Exceeded</i>	A domain exceeds the daily emails sent threshold defined by the <i>Number of emails a domain may send per day before the system sends a notification</i> . option in in WHM's <a href="#">Tweak Settings</a> interface ( <i>Home &gt;&gt; Server Configuration &gt;&gt; Tweak Settings</i> ).	Mail/SendLimitExceeded.*.tpl
<i>Package Extension Name Conflicts</i>	The system renames a package extension and updates all dependent package extensions to use the new filename due to a name conflict.	Install/PackageExtension.*.tpl
<i>POP before SMTP enabled</i>	The system found that POP Before SMTP is enabled, which is a security risk.	Check/PopBeforeSMTPEnabled.*.tpl
<i>queueprocd Critical Errors</i>	The Queue Processor daemon shut down because of repeated critical errors.	queueprocd/Notify.*.tpl
<i>Reboot To Enable Filesystem Quotas Reminder</i>	The system requires a reboot in order to enable filesystem quotas.	Quota/RebootRequired.*.tpl
<i>Recently Uploaded CGI Script Mail</i>	The system detects that a user uploaded a mail-capable script via FTP to the user's home directory.	newmailcgi/Notify.*.tpl
<i>Remote MySQL Connection Failure</i>	The system encountered a remote MySQL connection issue.	Check/MysqlConnection.*.tpl
<i>Remote MySQL Server Notifications</i>	The remote MySQL server detects database tables that you must repair.	Check/MySQL.*.tpl
<i>Root Compromise Checks</i>	The system detects that your server's root account is compromised.	Check/Hack.*.tpl
<i>Scheduled Backup Will Start Soon</i>	The system sends this notification before it runs a backup.	Backup/PreBackupNotice.*.tpl
<i>Script Terminated Due to Deprecated Call</i>	The system performed a deprecated call within a script and terminated the script.	Logger/Notify.*.tpl
<i>Security Advisor State Change</i>	WHM's <a href="#">Security Advisor</a> feature ( <i>Home &gt;&gt; Security Center &gt;&gt; Security Advisor</i> ) detected new issues with high importance.	Check/SecurityAdvisorStateChange.*.tpl
<i>Service failures (ChkServd)</i>	cPanel & WHM detects that a service has failed, recovered, or timed out.	chkssrvd/Notify.*.tpl

<i>SSHD Configuration Error</i>	The system detects an attempt to change the <code>sshd_config</code> file.	SSHD/ConfigError.*.tpl
<i>SSL Certificate Expiration</i>	A service-level SSL certificate has expired. Read our <a href="#">Manage Service SSL Certificates</a> for more information.	Check/SSLCertExpired.*.tpl
<i>SSL Certificate Expires Soon</i>	A service-level SSL certificate expires soon. Read our <a href="#">Manage Service SSL Certificates</a> for more information.	Check/SSLCertExpiresSoon.*.tpl
<i>SSL certificates expiring</i>	An account's SSL certificate expires soon. For more information, read our <a href="#">SSL TLS Wizard</a> documentaiton.	SSL/CertificateExpiring.*.tpl
<i>Stalled Process Notifications</i>	A user's process stalled.	OverLoad/CpuWatch.*.tpl
<i>Stalled Statistics and Bandwidth Process Notifications</i>	A process stalled while it processed a user's statistics and bandwidth data.	OverLoad/LogRunner.*.tpl
<i>Stats and Bandwidth Processing Errors</i>	A process experienced an error while it processed a user's statistics and bandwidth data.	Stats/Lagging.*.tpl
<i>Stuck Script</i>	The system detects a stuck script.	StuckScript/Notify.*.tpl
<i>System Log Approaches 2GB</i>	A log file is almost 2 GB in size.  <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"><b>Note:</b> To automatically rotate log files at the end of each month, use the <a href="#">Log Rotation</a> feature.</div>	Check/Biglog.*.tpl
<i>System Out Of Memory</i>	The system terminated a process to avoid a crash due to low memory.	chkserverd/OOM.*.tpl
<i>System Update Failures</i>	The system fails to update.	upcp/UpdateNowFailed.*.tpl
<i>Uncategorized Notifications</i>	A notification that an existing notification type and template does not already handle.	Application/base.*.tpl
<i>Unmonitored Services</i>	Every two weeks, the system scans all active services and sends a notification that lists all of the unmonitored services.	Check/UnmonitoredEnabledServices.*.tpl
<i>Update Blocker - Service Deprecation Notice</i>	The cPanel & WHM update failed because of a deprecated service.	Update/ServiceDeprecated.*.tpl
<i>Update Failure Due to Immutable Files</i>	The system cannot update cPanel & WHM due to immutable files.	Check/ImmutableFiles.*.tpl
<i>Update Failures</i>	Update failure notifications.	Update/Now.*.tpl
<i>Update Version Blocker</i>	The system fails to update because of an <a href="#">upgrade version blocker</a> .	Update/Blocker.*.tpl
<i>Upgrade Required - Service Is Outdated</i>	The system will automatically upgrade a service.	Update/UpgradeRequired.*.tpl
<i>User Disabled Two-Factor Authentication</i>	A user disabled two-factor authentication.	TwoFactorAuth/UserDisable.*.tpl
<i>User Disk Usage Warning</i>	Disk usage notifications.	<ul style="list-style-type: none"> <li>• Quota/DiskWarning.*.tpl</li> <li>• Quota/List.*.tpl</li> </ul>
<i>User Enabled Two-Factor Authentication</i>	A user enabled two-factor authentication.	TwoFactorAuth/UserEnable.*.tpl
<i>User Theme Update</i>	The upgrade to cPanel & WHM version 54 updated users from the x3 or x3mail themes to the <i>Retro</i> style for the <i>Paper Lantern</i> theme.	PaperLantern/UpdateUsers.*.tpl

## Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- [Contact Manager](#)
  - [Grant cPanel Support Access](#)
  - [Notification Templates](#)
  - [Basic WebHost Manager Setup](#)
  - [Initial Setup Assistant - Set Up Networking](#)
- 
- [Contact Information](#)
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### Content by label

There is no content with the specified labels

