

# Notification Templates

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## Overview

cPanel & WHM can send alerts to users for various reasons (for example, when someone changes their account settings or an account approaches a quota). You can select the notifications that an account receives with the following interfaces:

- cPanel's *Contact Information* interface (*cPanel >> Home >> Preferences >> Contact Information*).
- The *Notifications* section of WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*).
- WHM's *Contact Manager* interface (*WHM >> Home >> Server Contacts >> Contact Manager*).

The notifications use Template Toolkit templates, and resellers and system administrators can customize these templates for their hosted customers. For example, you can add your logo to a notification, or include a link to your support website.

This document explains which notification templates exist and how to customize these templates.

## Available notification templates

cPanel & WHM stores the templates in subdirectories under the `/usr/local/cpanel/etc/icontact_templates/` directory. Each subdirectory's name represents the module that triggers the alert.

### Warning:

The system will **overwrite** any changes that you make to the templates in this directory. For more information about the custom templates directory, read the [Customize the templates](#) section below.

These templates use the `notification_name.type.tpl` naming convention, where `notification_name` represents the name of the notification that triggers the alert and `type` represents the type of template.

## Notification types

Notification templates use the following types:

- `subject` — Subject line template, which allows you to configure the subject line of the message.
- `html` or `text` — Message body template, which allows you to configure the body of the message.
  - `html` — HTML version.
  - `text` — Plaintext version.

### Note:

If the text template does not exist, the system will derive the text template from the HTML template.

## Notification names

The system uses the following notification templates:

File Locations	Description	Related Settings
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Accounts/DigestAuthResetNeeded.*.tpl	<p>An account's domain name changes and the system notifies the system administrator that it disabled Digest Authentication.</p> <p>This notification template uses the following sub-template from the Accounts/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> DigestAuthReset Needed.body.html 1.tpl </pre>	<i>Forced Disable of Digest Auth</i> setting in WHM's <i>Contact Manager</i> interface.
AdminBin/FullBackup.*.tpl	An account experiences a backup failure.	<i>Backup Failure</i> setting in WHM's <i>Contact Manager</i> interface.
appconfig/Notify.*.tpl	Application notifications.	<i>AppConfig registration notifications</i> setting in WHM's <i>Contact Manager</i> interface.
Application/base.*.tpl	A notification that an existing notification type and template does not monitor.	<i>Uncategorized Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
AutoSSL/CertificateExpiring.*.tpl	<p>A domain certificate that AutoSSL provided will expire soon.</p> <p>This notification template uses the following sub-templates from the AutoSSL/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> autoss1_problem s_table.tpl autoss1_queue_t able.tpl </pre>	<i>AutoSSL certificates expiring</i> setting in WHM's <i>Contact Manager</i> interface.
AutoSSL/CertificateExpiringCoverage.*.tpl	<p>AutoSSL defers normal certificate renewal because a domain on the current certificate failed DCV.</p> <p>This notification template uses the following sub-templates from the AutoSSL/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> autoss1_problem s_table.tpl autoss1_queue_t able.tpl </pre>	<i>AutoSSL has deferred normal certificate renewal because a domain on the current certificate has failed DCV.</i> setting in WHM's <i>Contact Manager</i> interface.
AutoSSL/CertificateInstalled.*.tpl	AutoSSL installs an SSL certificate.	<i>AutoSSL has installed a certificate successfully</i> setting in WHM's <i>Contact Manager</i> interface.

<p>AutoSSL/CertificateInstalledReducedCoverage.*.tmpl</p>	<p>AutoSSL renews a certificate, but the new certificate lacks at least one domain that the previous certificate secured.</p> <p>This notification template uses the following sub-templates from the <code>AutoSSL/includes</code> directory:</p> <div style="border: 1px dashed blue; padding: 10px; width: fit-content; margin: 10px auto;"> <pre>autossll_problem s_table.tmpl</pre> </div>	<p><i>AutoSSL has renewed a certificate, but the new certificate lacks at least one domain that the previous certificate secured.</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>AutoSSL/CertificateInstalledUncoveredDomains.*.tmpl</p>	<p>AutoSSL renewed a certificate, but the new certificate lacks one or more of the website's domains.</p> <p>This notification template uses the following sub-templates from the <code>AutoSSL/includes</code> directory:</p> <div style="border: 1px dashed blue; padding: 10px; width: fit-content; margin: 10px auto;"> <pre>autossll_problem s_table.tmpl</pre> </div>	<p><i>AutoSSL has renewed a certificate, but the new certificate lacks one or more of the website's domains.</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>AutoSSL/CertificateRenewalCoverage.*.tmpl</p>	<p>AutoSSL will not secure new domains because a domain on the current certificate failed DCV (Domain Control Validation) and the certificate has not entered the renewal period.</p> <p>This notification template uses the following sub-templates from the <code>AutoSSL/includes</code> directory:</p> <div style="border: 1px dashed blue; padding: 10px; width: fit-content; margin: 10px auto;"> <pre>autossll_problem s_table.tmpl autossll_queue_table.tmpl</pre> </div>	<p><i>AutoSSL will not secure new domains because a domain on the current certificate has failed DCV (Domain Control Validation), and the certificate is not yet in the renewal period.</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/Delayed.*.tmpl</p>	<p>The system delays a backup.</p>	<p><i>Backup Delayed</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/Disabled.*.tmpl</p>	<p>The system disables a backup destination for an account.</p>	<p><i>cPanel Backup Destination Disabled</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/Failure.*.tmpl</p>	<p>The system fails to finish a backup.</p>	<p><i>Backup Failed To Finish</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/PartialFailure.*.tmpl</p>	<p>The system finishes a backup, but it encounters errors.</p>	<p><i>Successful Backup</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/PreBackupNotice.*.tmpl</p>	<p>The system will begin a backup soon.</p>	<p><i>Scheduled Backup Will Start Soon</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/Success.*.tmpl</p>	<p>The system finishes a backup.</p>	<p><i>Successful Backup</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Backup/Transport.*.tmpl</p>	<p>A backup encounters transport errors.</p>	<p><i>Backup Transport Failure</i> setting in WHM's <i>Contact Manager</i> interface.</p>

BandwidthUsageExceeded/Owner.*.tmpl	Bandwidth overage notifications for resellers of accounts.	<i>Bandwidth Limits</i> setting in WHM's <i>Contact Manager</i> interface.
BandwidthUsageExceeded/User.*.tmpl	Bandwidth overage notifications for accounts.	<i>Notifications</i> setting in WHM's <i>Tweak Settings</i> interface.
ChangePassword/NewUser.*.tmpl	A password setup notification for new Subaccounts.	<i>Account Invites for Subaccounts</i> setting in WHM's <i>Tweak Settings</i> interface.
ChangePassword/ResetRequest.*.tmpl	A user clicks the <i>Forgot Password</i> link.	<ul style="list-style-type: none"> <li>• <i>Reset Password for Subaccounts</i> setting in WHM's <i>Tweak Settings</i> interface.</li> <li>• <i>Reset Password for cPanel accounts</i> setting in WHM's <i>Tweak Settings</i> interface.</li> </ul>
ChangePassword/User.*.tmpl	A user changes their password.	<i>cPanel Account Password</i> setting in WHM's <i>Contact Manager</i> interface.
Check/Biglog.*.tmpl	A log file uses almost 2 GB of disk space.	<i>System Log Approaches 2GB</i> setting in WHM's <i>Contact Manager</i> interface.
Check/CpanelRPMs.*.tmpl	The system finds altered RPMs, which pose a security risk.	<i>Altered RPMs Check</i> setting in WHM's <i>Contact Manager</i> interface.

<p>Check/EximConfig.*.tmpl</p>	<p>The system cannot automatically update Exim.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <div style="border: 1px dashed blue; padding: 10px; margin: 10px 0;"> <pre> EximConfig.ConfigAttached.html EximConfig.PreserveCustomizationsHeading.html EximConfig.ResetACLBlock.html EximConfig.ResetAll.html EximConfig.ResetCFReplaceInserts.html EximConfig.ResetCustomACL.html EximConfig.ResetHeader.html EximConfig.ResetInserts.html EximConfig.UnableToInstallCritical.html EximConfig.UnableToInstallNotCritical.html EximConfig.UpdateSteps.html EximConfig.WHMLoginSteps.html </pre> </div>	<p><i>Exim Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/Hack.*.tmpl</p>	<p>The system detects a possible root compromise.</p>	<p><i>Root Compromise Checks</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/HostnameOwnedByUser.*.tmpl</p>	<p>A user currently owns the server's hostname.</p>	<p><i>Hostname Conflicts with a cPanel User Account</i> setting in WHM's <i>Contact Manager</i> interface.</p>

<p>Check/ImmutableFiles.*.tpl</p>	<p>The system cannot update cPanel &amp; WHM due to immutable files.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> ImmutableFiles. action.message. html.tpl </pre>	<p><i>Update Failure Due to Immutable Files</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/InvalidDomains.*.tpl</p>	<p>The system detects invalid domains.</p>	<p><i>Invalid Domains</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/IP.*.tpl</p>	<p>The system cannot resolve the hostname to the correct IP address.</p>	<p><i>IP Address DNS Check</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/MySQL.*.tpl</p>	<p>The check_mysql script finds corrupted database tables.</p>	<p><i>Corrupt Database Tables</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/MysqlConnection.*.tpl</p>	<p>The system encounters a MySQL® connection issue.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px;"> MysqlConnection .cannot_reset_re mote_pass.html .tpl MysqlConnection .reset_pass_fai led.html.tpl MysqlConnection .reset_pass_suc cessful.html.t mpl MysqlConnection ._unable_to_aut h_error.html.t mpl MysqlConnection .unknown_error. html.tpl </pre>	<p><i>Remote MySQL Connection Failure</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/Oops.*.tpl</p>	<p>The kernel encounters an Oops error.</p>	<p><i>Kernel Crash Check</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/PdnsConf.*.tpl</p>	<p>The system upgraded PowerDNS, but it may contain configuration settings which require manual migration and adjustment.</p>	<p><i>Migrate PowerDNS Configuration Upon Upgrade</i> in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/PopBeforeSMTPEnabled.*.tpl</p>	<p>The <i>POP Before SMTP</i> option is enabled, which poses a security risk.</p>	<p><i>POP before SMTP enabled</i> in WHM's <i>Contact Manager</i> interface.</p>

<p>Check/Resolvers.*.tmpl</p>	<p>The server's DNS resolvers respond slowly or do not respond at all.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px;">Resolvers.body.html.tmpl Resolvers.subject.html.tmpl</pre>	<p><i>DNS Resolver Performance Issues</i> in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/SecurityAdvisorStateChange.*.tmpl</p>	<p>The <i>Security Advisor</i> feature detects new issues with high importance.</p> <p>This notification template uses the following sub-templates from the Check/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px;">SecurityAdvisorStateChange.body.html.tmpl SecurityAdvisorStateChange.subject.html.tmpl</pre>	<p><i>Security Advisor State Change</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/Smart.*.tmpl</p>	<p>Smartcheck detects a possible hard drive failure.</p>	<p><i>Disk Integrity Check</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/SSLCertExpired.*.tmpl</p>	<p>A domain's SSL certificate expires.</p>	<p><i>SSL Certificate Expiration</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/SSLCertExpiresSoon.*.tmpl</p>	<p>A domain's SSL certificate will expire soon.</p>	<p><i>SSL Certificate Expires Soon</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/UnmonitoredEnabledServices.*.tmpl</p>	<p>Every two weeks, the system scans all active services and sends a notification that lists all of the unmonitored services.</p> <p>This notification template uses the following sub-template from the Check/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px;">UnmonitoredEnabledServices.body.html.tmpl UnmonitoredEnabledServices.subject.html.tmpl</pre>	<p><i>Unmonitored Services</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Check/ValidServerHostname.*.tmpl</p>	<p>The system detects an invalid hostname for the server's main IP address.</p>	<p><i>Invalid Hostname For Main IP Address</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>chkstrvd/Diskusage.*.tmpl</p>	<p>Disk usage notifications.</p>	<p><i>Disk Usage Warnings</i> setting in WHM's <i>Contact Manager</i> interface.</p>

chkserverd/Hang.*.tmpl	The system detects and restarts a hung device.	<i>Hung Service Checks</i> setting in WHM's <i>Contact Manager</i> interface.
chkserverd/Notify.*.tmpl	Service status notifications.	<i>Service failures (ChkServd)</i> setting in WHM's <i>Contact Manager</i> interface.
chkserverd/OOM.*.tmpl	The system terminates a process to avoid a crash due to low memory.	<i>System Out of Memory</i> setting in WHM's <i>Contact Manager</i> interface.
CleanCgiemail/Notify.*.tmpl	The system ran the <code>/usr/local/cpanel/scripts/clean_cgiemail</code> script on your server. This script removes the <code>cgiemail</code> RPM and copies of the <code>cgiemail/cgiecho</code> scripts from users' <code>cgi-bin</code> directories.	<i>Cgiemail Cleanup Script</i> setting in WHM's <i>Contact Manager</i> interface.
CloudLinux/Update.*.tmpl	The system detects a CloudLinux™ license and provides installation instructions.  This notification template uses the following sub-templates from the <code>CloudLinux/includes</code> directory:  <div style="border: 1px dashed blue; padding: 10px; width: fit-content; margin: 10px auto;"> <p style="text-align: center;">Update.body.html 1.tmpl</p> </div>	<i>CloudLinux License Detected</i> setting in WHM's <i>Contact Manager</i> interface.
Config/CpConfigGuard.*.tmpl	The system restores the <code>cpanel.config</code> file from settings in the cache and configuration defaults file.	<i>cPanel Configuration Checks</i> setting in WHM's <i>Contact Manager</i> interface.
ContactInfo/Change.*.tmpl	Contact information change notifications.	<i>cPanel's Update Contact Information</i> interface.
ConvertAddon/ConversionCompleted.*.tmpl	Convert Addon Domain to Account notifications.	<i>Convert Addon Domain to Account</i> setting in WHM's <i>Transfers</i> interface.
cPHulk/BruteForce.*.tmpl	cPHulk brute force notifications.	<i>cPHulkd Brute Force</i> setting in WHM's <i>Contact Manager</i> interface.
cPHulk/Login.*.tmpl	Login notifications.	<i>cPHulkd Notifications</i> and <i>Root login notifications (cpHulkd)</i> setting in WHM's <i>Contact Manager</i> interface.
DAV/ChangeHostname.*.tmpl	The system launches a background task to update the hostname in individual Horde databases.	<i>Hostname Change Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
dbindex/Warn.*.tmpl	The <code>dbindex</code> cache file is out-of-date by more than four hours.	The <i>dbindex Cache File Out Of Date</i> setting in WHM's <i>Contact Manager</i> interface.
DigestAuth/Disable.*.tmpl	An account's domain name changes and the system notifies the account owner that they must re-enable Digest Authentication.	<i>Digest Authentication Disabled Due to Account Rename</i> setting in WHM's <i>Contact Manager</i> interface.
DnsAdmin/ClusterError.*.tmpl	The system encounters an error with the DNS cluster.	<i>DNS Cluster Error</i> setting in WHM's <i>Contact Manager</i> interface.
DnsAdmin/UnreachablePeer.*.tmpl	The system could <b>not</b> contact a server in the DNS cluster.	<i>Lost Contact With DNS Cluster</i> setting in WHM's <i>Contact Manager</i> interface.
EasyApache/EA4_ConflictRemove.*.tmpl	EasyApache 4 attempts to resolve a package conflict.	<i>EasyApache 4 conflict removed</i> setting in WHM's <i>Contact Manager</i> interface.
EasyApache/EA4_LangHandlerMissing.*.tmpl	EasyApache 4 encounters a missing handler.	<i>EasyApache Configuration</i> setting in WHM's <i>Contact Manager</i> interface.



EasyApache/EA4_MigrationModSec.*.tpl	EasyApache 4 migrates the ModSecurity configuration, and it makes a change to the custom user configuration file in order to ensure maximum compatibility.	N/A
EasyApache/EA4_TemplateCheckUpdated.*.tpl	The system detects an updated EasyApache 4 template.	<i>EasyApache 4 template updated</i> setting in WHM's <i>Contact Manager</i> interface.
Greylist/CommonProviderRemoval.*.tpl	The system removes a mail provider from the Greylisting Common Mail Providers list.	<i>Greylist System Changes</i> setting in WHM's <i>Contact Manager</i> interface.
Horde/MySQLToSQLite.*.tpl	The system fails to convert the Horde database to SQLite.	<i>Horde Table Conversion Failure</i> setting in WHM's <i>Contact Manager</i> interface.
iContact/SendIMFailed.*.tpl	The system fails to send a notification via an instant message.	<i>Instant Message Failure</i> setting in WHM's <i>Contact Manager</i> interface.
ImportMyDNSdb/Failure.*.tpl	<p>The system fails to import zone files into the MyDNS database.</p> <p>This notification template uses the following sub-templates from the <code>ImportMyDNSdb/includes</code> directory:</p> <pre> Failure.already_running.html.tpl Failure.cannot_connect_to_database.html.tpl Failure.cannot_get_zones.html.tpl Failure.cannot_purge_rss.html.tpl Failure.cannot_read_zone_file.html.tpl Failure.cannot_repair.html.tpl Failure.database_error.html.tpl Failure.insufficient_permissions.html.tpl </pre>	<i>MyDNS Zone Import Failure</i> setting in WHM's <i>Contact Manager</i> interface.

<p>ImportMyDNSdb/InProgress.*.tpl</p>	<p>An import of zone files into the MyDNS database is in progress.</p> <p>This notification template uses the following sub-templates from the <code>ImportMyDNSdb/includes</code> directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> InProgress.zone s_imported_successfully.html.tpl </pre>	<p><i>MyDNS Zone Import In Progress</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>ImportMyDNSdb/Success.*.tpl</p>	<p>The system successfully imports zone files into the MyDNS database.</p> <p>This notification template uses the following sub-templates from the <code>ImportMyDNSdb/includes</code> directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> Success.successful_completion.html.tpl Success.zones_imported_successfully.html.tpl </pre>	<p><i>MyDNS Zone Import Successful</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Install/CheckcPHulkDB.*.tpl</p>	<p>cPHulk detects database corruption issues.</p>	<p><i>cPHulk Database Integrity Notices</i> in WHM's <i>Contact Manager</i> interface.</p>
<p>Install/CheckRemoteMySQLVersion.*.tpl</p>	<p>The system does not support the version of MySQL® on a remote MySQL server.</p>	<p>N/A</p>
<p>Install/ClamavConnector.*.tpl</p>	<p>The <code>rpm.versions</code> system upgrades ClamAV.</p>	<p><i>ClamAV Upgrade Changes</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Install/DatabaseDeprecations.*.tpl</p>	<p>A notification about MySQL databases that cPanel &amp; WHM deprecated. The system administrator can remove these databases when convenient.</p>	<p><i>Database Deprecation Notifications</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Install/FixcPHulkConf.*.tpl</p>	<p>The system repairs the cPHulk configuration.</p>	<p><i>cPHulk Configuration Issues</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Install/Horde.*.tpl</p>	<p>The system fails to properly convert a table in Horde.</p>	<p><i>Horde Maintenance Notification</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Install/PackageExtension.*.tpl</p>	<p>The system renames a package extension and updates all dependent package extensions to use the new filename due to a name conflict.</p>	<p><i>Package Extension Name Conflicts</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>killacct/Notify.*.tpl</p>	<p>Account termination notifications.</p>	<p><i>Account Removal</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>killacct/PostTerminateCleanup.*.tpl</p>	<p>The system cleans up file permissions after a user termination.</p>	<p><i>Account Removal</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Logd/Notify.*.tpl</p>	<p>The system times out while it processed a domain's bandwidth data.</p>	<p><i>Bandwidth Data Processing Timeout</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Logger/Notify.*.tpl</p>	<p>The system performs a deprecated call within a script and terminates the script.</p>	<p><i>Script Terminated Due to Deprecated Call</i> setting in WHM's <i>Contact Manager</i> interface.</p>

<p>Mail/ClientConfig.*.tpl</p>	<p>Send the mail client configuration file to a new mail user.</p> <p>This notification template uses the following sub-template from the Mail/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> clientconf_manu al_settings_inc lude.html.tt </pre>	<p><i>Email Client Configuration</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Mail/HourlyLimitExceeded.*.tpl</p>	<p>A domain exceeds the hourly emails sent threshold in the <i>Max hourly emails per domain</i> option in WHM's <i>Tweak Settings</i> interface (<i>WHM &gt;&gt; Home &gt;&gt; Server Configuration &gt;&gt; Tweak Settings</i>).</p>	<p><i>Maximum Hourly Emails Exceeded</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Mail/SendLimitExceeded.*.tpl</p>	<p>A domain exceeds the daily emails sent threshold in the <i>Number of emails a domain may send per day before the system sends a notification.</i> option in WHM's <i>Tweak Settings</i> interface (<i>WHM &gt;&gt; Home &gt;&gt; Server Configuration &gt;&gt; Tweak Settings</i>).</p>	<p><i>Outgoing Email Threshold Exceeded</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Mail/SpammersDetected.*.tpl</p>	<p>A mail user exceeds the preconfigured threshold of 500 unique outbound messages (excludes mailing lists). The system either takes no action, holds, or rejects additional messages.</p> <p>You can configure the action that the system performs when a domain exceeds this threshold with the <i>Select the action for the system to take on an email account when it detects a potential spammer</i> setting in the <i>Mail</i> section of WHM's <i>Tweak Settings</i> interface (<i>WHM &gt;&gt; Home &gt;&gt; Server Configuration &gt;&gt; Tweak Settings</i>).</p>	<p><i>Large Amount of Outbound Email Detected</i> in WHM's <i>Contact Manager</i> interface.</p>
<p>MailServer/OOM.*.tpl</p>	<p>The mail server runs out of memory while it processes mail for an account.</p>	<p><i>Mail Server Out of Memory</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>Market/SSLWebInstall.*.tpl</p>	<p>The system attempts to download and install an SSL certificate that a cPanel user ordered through cPanel's <i>SSL/TLS Wizard</i> interface (<i>cPanel &gt;&gt; Home &gt;&gt; Security &gt;&gt; SSL/TLS Wizard</i>).</p>	<p><i>Installation of Purchased SSL Certificates</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>migrate_branding/Notify.*.tpl</p>	<p>Branding upgrade compatibility warning notifications.</p>	<p><i>Branding Migration</i> setting in WHM's <i>Contact Manager</i> interface.</p>
<p>NSD/BadZones.*.tpl</p>	<p>The system detects corrupt DNS zones.</p> <p>This notification template uses the following sub-templates from the NSD/includes directory:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;"> BadZones.body.h tml.tpl </pre>	<p><i>NSD DNS Zones Corrupted</i> setting in WHM's <i>Contact Manager</i> interface.</p>

OutdatedSoftware/Notify.*.tmpl	<p>The system detects outdated software.</p> <div style="border: 1px solid yellow; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> Notices for cPanel &amp; WHM updates exist in the <code>upcp</code> templates.</p> </div>	<i>Notifications of Outdated Software</i> setting in WHM's <i>Contact Manager</i> interface.
OverLoad/CpuWatch.html.tmpl	A user's process stalls.	<i>Stalled Process Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
OverLoad/LogRunner.html.tmpl	A process stalls while it processes a user's statistics and bandwidth data.	<i>Stalled Statistics and Bandwidth Process Notifications</i> setting in WHM's <i>Contact Manager</i> interface.
PaperLantern/UpdateUsers.*.tmpl	The upgrade to cPanel & WHM version 54 updates users from the x3 or x3mail themes to the <i>Retro</i> style for the <i>Paper Lantern</i> theme.	<i>User Theme Update</i> setting in WHM's <i>Contact Manager</i> interface.
parkadmin/Notify.*.tmpl	A user parks a domain on top of another domain.	<i>Notification of New Addon Domains</i> setting in WHM's <i>Contact Manager</i> interface.
queueprocd/Notify.*.tmpl	The system must shut down the <code>queueprocd</code> daemon due to repeated exceptions.	N/A
Quota/DiskWarning.*.tmpl	Disk quota warning notifications.	<i>User Disk Usage Warning</i> setting in WHM's <i>Contact Manager</i> interface.
Quota/List.*.tmpl	Mailbox quota warning notifications for multiple mailboxes.	<i>User Disk Usage Warning</i> setting in WHM's <i>Contact Manager</i> interface.
Quota/MailboxWarning.*.tmpl	Mailbox quota warning notifications for a single mailbox.	<i>Notifications</i> setting in WHM's <i>Tweak Settings</i> interface.
Quota/RebootRequired.*.tmpl	The system requires a reboot in order to enable filesystem quotas.	<i>Reboot To Enable Filesystem Quotas Reminder</i> setting in WHM's <i>Contact Manager</i> interface.
Quota/SetupComplete.*.tmpl	<p>The system successfully finishes the process to enable filesystem quotas.</p> <div style="border: 1px solid yellow; padding: 5px; margin: 10px 0;"> <p><b>Note:</b> Because the system automatically enables filesystem quotas for all new installations of cPanel &amp; WHM, you will receive this notification during the installation process.</p> </div>	<i>Filesystem Quotas Ready</i> setting in WHM's <i>Contact Manager</i> interface.
RPMVersions/Notify.*.tmpl	The system converts settings in the <code>cpupdate.conf</code> file to settings in the <code>local.versions</code> file.	<i>Conversion of cpupdate.conf settings to local.versions</i> setting in WHM's <i>Contact Manager</i> interface.
Security/AuthnMethodLinkedToAccount.*.tmpl	A user links their cPanel account to an account at an external authentication provider.	<i>An external account is linked to my account for authentication</i> setting in cPanel's <i>Update Contact Information</i> interface.
SSHD/ConfigError.*.tmpl	The system detects an attempt to change the <code>sshd_config</code> file.	<i>SSHD Configuration Error</i> in WHM's <i>Contact Manager</i> interface.
SSL/CertificateExpiring.*.tmpl	An account's SSL certificate expires soon.	<i>SSL certificates expiring</i> in WHM's <i>Contact Manager</i> interface.
Stats/Lagging.*.tmpl	The system cannot maintain its log processing schedule because of an overload or unusually high levels of traffic.	N/A

StuckScript/Notify.*.tmpl	The system detects a stuck script.	<i>Stuck Script</i> setting in WHM's <i>Contact Manager</i> interface.
suspendacct/Notify.*.tmpl	Account suspension notifications.	<i>Account Suspensions</i> setting in WHM's <i>Contact Manager</i> interface.
sysup/Notify.*.tmpl	The system fails to update.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
TwoFactorAuth/UserDisable.*.tmpl	A user disables two-factor authentication.	<i>User Disabled Two-Factor Authentication</i> setting in WHM's <i>Contact Manager</i> interface.
TwoFactorAuth/UserEnable.*.tmpl	A user enables two-factor authentication.	<i>User Enabled Two-Factor Authentication</i> setting in WHM's <i>Contact Manager</i> interface.
unsuspendacct/Notify.*.tmpl	Account unsuspension notifications.	<i>Account UnSuspensions</i> setting in WHM's <i>Contact Manager</i> interface.
upacct/Notify.*.tmpl	Account modification notifications.	<i>Account Modification</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/Killed.*.tmpl	The system aborts or terminates an update of WHM.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/MaintenanceFailed.*.tmpl	The upcp script fails to update WHM.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/PostSyncCleanupFailed.*.tmpl	The system fails to finish the process after the upcp script updates WHM.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
upcp/UpdateNowFailed.*.tmpl	The updatenow script fails to update the system.	<i>System Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
Update/Blocker.*.tmpl	The system fails to update because of a version blocker.	<i>Update Version Blocker</i> setting in WHM's <i>Contact Manager</i> interface.
Update/CantInstallRPMs.*.tmpl	Because the system detects an unstable RPM database and cannot install any RPMs, the upcp script cannot proceed.	<i>Update Blocker - System Cannot Install RPMs</i> setting in WHM's <i>Contact Manager</i> interface.
Update/EndOfLife.*.tmpl	The cPanel & WHM version that exists on the server will reach the End Of Life (EOL) tier soon.	<i>cPanel &amp; WHM End of Life Notice</i> setting in WHM's <i>Contact Manager</i> interface.
Update/Now.*.tmpl	Update failure notifications.	<i>Update Failures</i> setting in WHM's <i>Contact Manager</i> interface.
Update/ServiceDeprecated.*.tmpl	The cPanel & WHM update fails because of a deprecated service.	<i>Update Blocker - Service Deprecation Notice</i> setting in WHM's <i>Contact Manager</i> interface.
Update/UpgradeRequired.*.tmpl	cPanel & WHM will automatically upgrade a service.	<i>Upgrade Required - Service Is Outdated</i> setting in WHM's <i>Contact Manager</i> interface.
wwwacct/Notify.*.tmpl	New account creation notifications.	<i>Account Creation</i> setting in WHM's <i>Contact Manager</i> interface.

## Additional templates and resources

The system includes the following subdirectories:

- `include` — This directory contains several useful template snippets and icons in `.png` file format that you may wish to use in your templates.
- `wrapper` — The main notification template wrapper. This wrapper standardizes the format of each notification and it includes the header, body, and footer in the message. The standard footer contains links that allow the user to disable or change the importance of that type of notification.

If you plan to customize any templates, you **must** copy these two directories to the `/var/cpanel/templates/icontact_templates/ custom templates` directory.

## Available variables

Notification templates use two kinds of variables: CPANEL and NOTICE.

## CPANEL variables

All of the notification templates can use the following two CPANEL variables:

- `locale` (object) — If the system directs this notification at a user, this variable returns the user's locale. Otherwise, the variable returns the server's locale.
- `split_time_dhms` (function) — This function converts a number of seconds into a four-member array that indicates days, hours, minutes, and seconds. Use this function to transform system times to human-readable-times.

## NOTICE variables

Each template lists its allowed NOTICE variables and their descriptions in the header comments.

For example, [% NOTICE.ip\_address %] displays the IP address of a request.

## Customize a template

To customize a template, copy the desired template from the `/usr/local/cpanel/etc/icontact_templates/` directory to the `/var/cpanel/templates/icontact_templates/` custom templates directory, and make your changes to the copy.

The system uses templates in the custom templates directory before it uses templates from the original directory.

## Example

**Note:**

The following example demonstrates how to add the Example Hosting, Inc. company name to the subject line of account creation notifications.

To customize a template, perform the following steps:

1. Log in to the server via SSH as the `root` user.
2. If this is your first template customization, run the following command to make the custom templates directory and copy the files in the `include` and `wrapper` directories to the custom templates directory:

```
mkdir /var/cpanel/templates/icontact_templates && cp -rp
/usr/local/cpanel/etc/icontact_templates/{include,wrapper}
/var/cpanel/templates/icontact_templates
```

3. Copy the `/usr/local/cpanel/etc/icontact_templates/wwwacct/Notify.subject.tpl` file to `/var/cpanel/templates/icontact_templates/wwwacct/Notify.subject.tpl` file.
4. Open the `/var/cpanel/templates/icontact_templates/wwwacct/Notify.subject.tpl` file in a text editor:

```
[%-
  CPANEL.locale.maketext('New account on [_1] ([_2])',
  NOTICE.host_server,NOTICE.domain);
-%]
```

5. Edit the `Notify.subject.tpl` file to appear similar to the following example:

```
[%-  
CPANEL.locale.maketext('Example Hosting, Inc.: New account on [_1]  
([_2])', NOTICE.host_server,NOTICE.domain);  
-%]
```

## Additional documentation

[Suggested documentation](#) [For cPanel users](#) [For WHM users](#) [For developers](#)

[Guide to Template Toolkit](#) — This document describes cPanel & WHM's Template Toolkit, the main template system for the cPanel and WHM interfaces.

[Guide to Locales](#) — This document describes the locale system, a system that localizes text in Perl, Template Toolkit, or JavaScript code.

[Template Toolkit website](#) — This external website contains information about the Template Toolkit, a fast, flexible, and highly extensible template processing system.

- [Contact Information](#)
- [Contact Manager](#)
- [Notification Templates](#)
- [Basic WebHost Manager Setup](#)
- [Email All Resellers](#)
- [Email All Users](#)
- [Guide to Custom Service Notifications](#)
- [WHM API 1 Functions - update\\_contact\\_email](#)
- [cPanel API 1 Functions - CustInfo::getemail](#)
- [cPanel API 2 Functions - CustInfo::savecontactinfo](#)
- [cPanel API 2 Functions - Contactus::sendcontact](#)