Grant cPanel Support Access

> This document is for a previous release of cPanel & WHM. To view our latest documentation, visit our Home page.

For cPanel & WHM 11.44

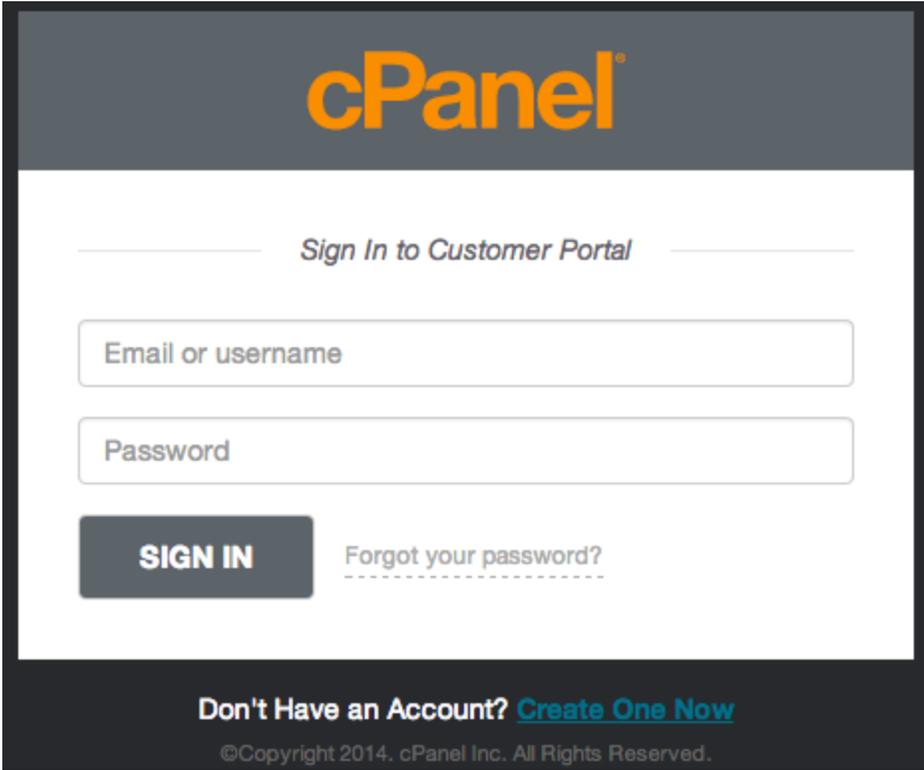*(Home >> Support >> Grant cPanel Support Access)*

Overview

When you create a ticket with cPanel support, it is often necessary to provide SSH access to your server. The *Grant cPanel Support Access* interface uses your ticket's server authentication details to automatically provide support with SSH access to your server.

Log in

To establish a secure connection with the *cPanel Customer Portal*, perform the following steps:

1. Click *Log in to cPanel Customer Portal*.
2. A new window will appear. Enter your *Customer Portal* email address and password in the appropriate text boxes.
3. Click *Sign In*. The *Grant cPanel Support Access* interface will display.

cPanel Customer Portal login window

> **Note:**
> You can also access the *cPanel Customer Portal* directly.

Grant or revoke cPanel support's access

The *Grant or revoke cPanel support's access* section lists all of the open support tickets for your *Customer Portal* account. The list also displays the closed tickets for which you granted access. If the list does not display the desired ticket, you may need to log in with a different *Customer Portal* account.

OPEN Ticket ID: 5551212 cPanel Migration				
Server	**User**	**SSH Info**	**Granted**	
1 - houston	root	10.1.1.101:22	Not Granted	Grant
2 - new york	charles	10.1.1.102:22	Not Granted	Grant
3 - mysql server	jean	10.1.1.103:22	Not Granted	Grant
5 - dev server	logan	10.1.1.104:22	6 days ago	Test Revoke

The Grant or revoke cPanel support's access *section of the* Grant cPanel Support Access *interface.*

This section lists the following information:

Column	Description
Ticket ID	The ID number for your support ticket.
Server	The server ID number.
User	The login username.
SSH Info	The SSHd IP address and port.

Allow access

To allow cPanel support to access your server, perform the following steps:

1. Locate the desired ticket number in the list.
2. Click *Grant* in the row that corresponds to that ticket.

> **Important:**
> You **must** allow the following IP addresses to connect on the appropriate SSHd port:
>
> - `208.74.125.2`
> - `208.74.121.100`
> - `208.74.121.101`
> - `208.74.121.102`
> - `208.74.121.103`
> - `69.175.92.60`

SSH connection test

After you grant access for a ticket, test the SSH configuration and login details.

OPEN Ticket ID: 4882397 Problems with DNS Show Unrelated Servers					
Server	**User**	**SSH Info**	**Granted**		
1 - Houston	root	10.1.1.111:22	Today	Test	Revoke

To verify that you correctly configured your server to allow support to connect, click *Test*.

SSH test statuses

This section lists the following information:

Status	Description
Success	All of the tests were successful.
Timeout	The connection test timed out for your server.
Escalate	The configured user failed to escalate to `root` on your server.
Auth	Authentication failed during connection to your server.
Unreachable	The system could not reach the server.
Refused	Your server refused the connection.
Protocol	A protocol level error occurred on your server.
Environment	Your server responded unexpectedly.
Unknown	An unexpected error occurred.

Revoke access

To remove cPanel support's access to your server, perform the following steps:

1. Locate the desired ticket number in the list.
2. Click *Revoke* in the row that corresponds to that ticket and account.

Revoke access and remove a closed support ticket

> **Important:**
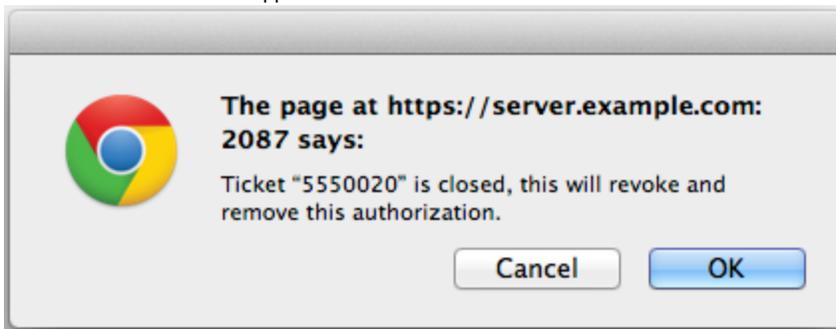> **Always** remove access after you close a support ticket.

To revoke cPanel support's access to your server and remove a closed support ticket from the list, perform the following steps:

1. Locate the desired ticket number in the list.

CLOSED **Ticket ID: 4882397** Problems with DNS				
Server	**User**	**SSH Info**	**Granted**	
1 - Houston	root	10.215.217.164:22	Today	Revoke and Remove

2. Click *Revoke and Remove* in the row that corresponds to that ticket.
3. A confirmation window will appear. Click *OK*.

> **The page at https://server.example.com:2087 says:**
>
> Ticket "5550020" is closed, this will revoke and remove this authorization.
>
> Cancel   OK

> **Note:**
> - You can view the SSH keys that the *cPanel Support Access* interface creates in the *Manage root's SSH Keys* interface (*Home >> Security Center >> Manage root's SSH Keys*).
> - The transactional log for the *cPanel Support Access* interface is in the `/var/cpanel/logs/supportauth/audit.log` file. This file only logs changes that you make from the *cPanel Support Access* interface.