

Contact Manager

For cPanel & WHM version 58

(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 cPanel & WHM Setup* interface (Home >> Server Configuration >> Basic cPanel & WHM 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 cPanel & WHM Setup* interface (Home >> Server Configuration >> Basic cPanel & WHM Setup).
- Click *Save*.

Test a communication type

To test notifications via ICQ, AIM, 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.	killacct/Notify.*.tmpl killacct/PostTerminateCleanup.*.tmpl
<i>Account Suspensions</i>	A system administrator or reseller suspends an account.	suspendacct/Notify.*.tmpl
<i>Account UnSuspensions</i>	A system administrator or reseller unsuspends an account.	unsuspendacct/Notify.*.tmpl
<i>Account Upgrades/Downgrades</i>	A user modifies the package for an account, or uses WHM's Upgrade/Downgrade an Account interface (Home >> Account Functions >> Upgrade/Downgrade an Account).	upacct/Notify.*.tmpl
<i>Altered RPMs Check</i>	The <code>/scripts/check_cpanel_rpms</code> script finds altered RPMs.	Check/CpanelRPMs.*.tmpl
<i>AppConfig Registration Notifications</i>	cPanel & WHM registers an application with AppConfig .	appconfig/Notify.*.tmpl
<i>Backup Delayed</i>	The system delayed a backup.	Backup/Delayed.*.tmpl
<i>Backup Failed To Finish</i>	The system failed to finish a backup.	Backup/Failure.*.tmpl
<i>Backup Failure</i>	An account experienced a backup failure.	AdminBin/FullBackup.*.tmpl
<i>Backup Successful</i>	A backup succeeds.	Backup/Success.*.tmpl
<i>Backup Transport Error</i>	A backup encountered transport errors.	Backup/Transport.*.tmpl
<i>Bandwidth Data Processing Timeout</i>	The system timed out while it attempted to process bandwidth data.	Logd/Notify.*.tmpl
<i>Bandwidth File Conversion Disk Space Failure</i>	The system does not have enough free disk space to upgrade bandwidth files.	installbandwidth/Notify.*.tmpl
<i>Bandwidth Limits</i>	An account exceeds its bandwidth limit.	BandwidthUsageExceeded/Owner.*.tmpl
<i>Branding Migration</i>	cPanel & WHM migrates a custom branding to the new version.	migrate_branding/Notify.*.tmpl
<i>ClamAV Upgrade Changes</i>	The system sends a reminder that it now upgrades ClamAV via the RPM system.	Install/ClamavConnector.*.tmpl
<i>CloudLinux License Detected</i>	The system detects a CloudLinux license and provides installation instructions.	CloudLinux/Update.*.tmpl
<i>Conversion of <code>cpupdate.conf</code> settings to <code>local.versions</code></i>	The system converted settings in the <code>cpupdate.conf</code> file to settings in the <code>local.versions</code> file.	RPMVersions/Notify.*.tmpl
<i>Conversion of <code>cpupdate.conf</code> Settings to <code>local.versions</code> (legacy notification)</i>	The system converted settings in the <code>cpupdate.conf</code> file to settings in the <code>local.versions</code> file.	RPMVersions/Notify.*.tmpl
<i>Convert Addon Domain to Account Notifications</i>	A system administrator or reseller converts an addon domain into an account.	ConvertAddon/ConversionCompleted.*.tmpl
<i>Corrupt Database Tables</i>	The <code>check_mysql</code> script found corrupted database tables.	Check/MySQL.*.tmpl
<i>cPanel Account Password</i>	A user changed their password.	ChangePassword/User.*.tmpl

<i>cPanel Backup</i>	<p>WHM generates a backup.</p> <div style="border: 1px solid #f0e68c; padding: 5px; margin-top: 10px;"> <p>Note: This event does not apply to cPanel account backups that a cPanel user generates.</p> </div>	Backup/Success.*.tmpl
<i>cPanel Backup (legacy notification)</i>	<p>WHM generates a legacy backup.</p> <div style="border: 1px solid #f0e68c; padding: 5px; margin-top: 10px;"> <p>Note: This event does not apply to cPanel account backups that a cPanel user generates.</p> </div>	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>	cPanel & WHM cannot find the <code>/var/cpanel/cpanel.config</code> file, and also cannot find the <code>cpanel.config.cache</code> file.	Config/CpConfGuard.*.tmpl
<i>cPanel Update Failures</i>	A cPanel & WHM update failed.	upcp/MaintenanceFailed.*.tmpl
<i>cPHulk Configuration Issues</i>	Problems exist within cPHulk's configuration.	Install/FixcPHulkConf.*.tmpl
<i>cPHulkd Brute Force</i>	cPHulk detected a brute force attempt.	cPHulk/BruteForce.*.tmpl
<i>cPHulkd Login Notifications</i>	cPanel & WHM detects a login with the root account.	cPHulk/Login.*.tmpl
<i>cPHulkd Notifications</i>	<p>cPHulk generates an alert. cPHulk is cPanel & WHM's brute force protection feature.</p> <div style="border: 1px solid #f0e68c; padding: 5px; margin-top: 10px;"> <p>Notes:</p> <ul style="list-style-type: none"> The system sends a notice only once in a 24-hour window for a specific username, service, and IP address combination. This option is not available if cPHulk is disabled. </div>	cPHulk/Login.*.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>	cPanel & WHM checks the integrity of a hard disk.	Check/Smart.*.tmpl
<i>Disk Usage Warnings</i>	Users approach or reach their disk quota limits.	chksrvt/Diskusage.*.tmpl
<i>DNS Cluster Error</i>	The system encountered an error with the DNS Cluster .	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>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 cPanel & WHM disables the Web Disk Digest Authentication feature.	Accounts/DigestAuthResetNeeded*.tmpl
<i>Generic Notifications</i>	Any event that generates an alert and is not in 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 Notification</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.	chksvrd/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>	cPanel & WHM runs the <code>/usr/local/cpanel/scripts/ipcheck</code> script.	Check/IP.*.tmpl
<i>Kernel Crash Check</i>	cPanel & WHM 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 DNS Cluster .	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.*.tmpl
<i>MyDNS Zone Import Successful</i>	The system successfully imported zone files into the MyDNS database.	ImportMyDNSdb/Success.*.tmpl
<i>Notices concerning goods and services purchased via the cPanel Market</i>	The system installed SSL certificates that a user purchased through the cPanel Market.	Market/SSLWebInstall.*.tmpl
<i>Notification of New Addon Domains</i>	A user creates an addon domain.	parkadmin/Notify.*.tmpl

<i>Notification of Outdated Software</i>	<p>The system detected outdated software.</p> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p>Note: These notifications are for applications on your server. You can control notices for cPanel & 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>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>	cPanel & WHM 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 MySQL connection issue.	Check/MysqlConnection.*.tpl
<i>Root Compromise Checks</i>	cPanel & WHM 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>	<p>The <i>Security Advisor</i> feature detected new issues with high importance.</p> <div style="border: 1px solid yellow; padding: 5px; margin-top: 10px;"> <p>Note: To permanently disable these notifications, you must disable this setting and then enable the <i>Permit Security Advisor State Change notifications</i> option in the <i>Notifications</i> section of WHM's <i>Tweak Settings - Notifications</i> interface (<i>Home >> Server Configuration >> Tweak Settings</i>).</p> </div>	Check/SecurityAdvisorStateChange.*.tpl
<i>Service failures (ChkSrvd)</i>	cPanel & WHM detects that a service has failed, recovered, or timed out.	chksrvd/Notify.*.tpl
<i>SSL Certificate Expiration</i>	A domain's SSL certificate has expired.	Check/SSLCertExpired.*.tpl
<i>SSL Certificate Expires Soon</i>	A domain's SSL certificate expires soon.	Check/SSLCertExpiresSoon.*.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>Successful Backup</i>	The system finished a backup.	Backup/Success.*.tpl
<i>System Log Approaches 2GB</i>	A log file is almost 2 GB in size. <div style="border: 1px solid orange; padding: 5px; margin: 10px 0;"> <p>Note: To automatically rotate log files at the end of each month, use the Log Rotation feature.</p> </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 isn't already handled by an existing notification type and template.	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 update version blocker .	Update/Blocker.*.tpl
<i>Upgrade Required - Service Is Outdated</i>	cPanel & WHM 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.	Quota/DiskWarning.*.tpl Quota/List.*.tpl
<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