Contact Manager

(*WHM >> Home >> Server Contacts >> Contact Manager*)

Overview

This interface allows you to specify when your server sends notifications for each communication type. You can also specify whether you want to receive notifications of different importance levels.

> **Notes:**
> - Any modifications to the settings in this interface affect the `root` user. To modify the contact settings for a **reseller**, log in to that account and navigate to cPanel's *Contact Information* interface (*cPanel >> Home >> Preferences >> Contact Information*).
> - For notifications, your server uses the information that you entered in the *Contact Information* tab of WHM's *Basic WebHost Manager Setup* interface (*WHM >> Home >> Server Configuration >> Basic WebHost Manager Setup*). To modify this information, click *Edit.* A new interface will appear.
> - For information about 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:

1. Use the menus under the *Communication Type* tab to specify the importance level for notifications of 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 *Email* menu.
   - To disable a communication type, select *None.*
2. Click *Save.*

Test a communication type

To test notifications via 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 alert, and which communication types will receive each alert.

- Select the desired priority for each alert type in the appropriate row.
- The interface displays icons that 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
Account Creation	A system administrator or reseller creates an account.	`wwwacct/Notify.*.tmpl`

Account Removal	A system administrator or reseller removes an account.	• `killacct/Notify.*.tmpl` • `killacct/PostTerminateCleanup.*.tmpl`
Account Suspensions	A system administrator or reseller suspends an account.	`suspendacct/Notify.*.tmpl`
Account Unsuspensions	A system administrator or reseller unsuspends an account.	`unsuspendacct/Notify.*.tmpl`
Account Upgrades/Downgrades	A user modifies the package for an account, or uses WHM's *Upgrade/Downgrade an Account* interface (*WHM >> Home >> Account Functions >> Upgrade/Downgrade an Account*).	`upacct/Notify.*.tmpl`
Altered RPMs Check	The `/usr/local/cpanel/scripts/check_cpanel_rpms` script finds altered RPMs.	`Check/CpanelRPMs.*.tmpl`
AppConfig Registration Notifications	The system registers an application with App Config.	`appconfig/Notify.*.tmpl`
AutoSSL cannot request a certificate because all of the website's domains have failed DCV.	AutoSSL fails to request a certificate because all of the website's domains have failed DCV.	`AutoSSL/CertificateExpiring.*.tmpl`
AutoSSL has deferred normal certificate renewal because a domain on the current certificate has failed DCV.	AutoSSL defers normal certificate renewal because a domain on the current certificate has failed DCV.	`AutoSSL/CertificateExpiringCoverage.*.tmpl`
AutoSSL has installed a certificate successfully.	AutoSSL installs an SSL certificate. **Note:** This setting also requires you to enable the *Notify when AutoSSL has renewed a certificate successfully.* setting in WHM's *Manage AutoSSL* interface (*WHM >> Home >> SSL/TLS >> Manage AutoSSL*).	`AutoSSL/CertificateInstalled.*.tmpl`
AutoSSL has renewed a certificate, but the new certificate lacks at least one domain that the previous certificate secured.	AutoSSL renews a certificate but the new certificate lacks at least one domain that the previous certificate secured. **Note:** This setting also requires you to enable the *Notify when AutoSSL has renewed a certificate and the new certificate lacks at least one domain that the previous certificate secured.* setting in WHM's *Manage AutoSSL* interface (*WHM >> Home >> SSL/TLS >> Manage AutoSSL*).	`AutoSSL/CertificateInstalledReducedCoverage.*.tmpl`
AutoSSL has renewed a certificate, but the new certificate lacks one or more of the website's domains.	AutoSSL renews a certificate but the new certificate lacks one or more of the website's domains.	`AutoSSL/CertificateInstalledUncoveredDomains.*.tmpl`
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.	AutoSSL **cannot** add any additional domains because domains that fail validation exist on the current certificate.	`AutoSSL/CertificateRenewalCoverage.*.tmpl`

Backup Delayed	The backup process continues to run after 16 hours.	`Backup/Delayed.*.tmpl`
Backup Failed To Finish	The system fails to finish a backup.	`Backup/Failure.*.tmpl`
Backup Failure	An account experiences a backup failure.	`AdminBin/FullBackup.*.tmpl`
Backup Successful	A backup succeeds.	`Backup/Success.*.tmpl`
Backup Transport Error	A backup encounters transport errors.	`Backup/Transport.*.tmpl`
Bandwidth Data Processing Timeout	The system times out while it attempts to process bandwidth data.	`Logd/Notify.*.tmpl`
Bandwidth File Conversion Disk Space Failure	The system does not have enough free disk space to upgrade bandwidth files.	`installbandwidth/Notify.*.tmpl`
Bandwidth Limits	An account exceeds its bandwidth limit.	`BandwidthUsageExceeded/Owner.*.tmpl`
Branding Migration	The system migrates a custom branding to the new version.	`migrate_branding/Notify.*.tmpl`
Cgiemail Cleanup Script	The system runs the `/usr/local/cpanel/scripts/clean_cgiemail` script. This script removes the `cgiemail` RPM and copies of the `cgiemail/cgiecho` scripts from users' `cgi-bin` directories.	`CleanCgiemal/Notify.*.html`
ClamAV Upgrade Changes	The system sends a reminder that it now upgrades ClamAV via the RPM system.	`Install/ClamavConnector.*.tmpl`
CloudLinux License Detected	The system detects a CloudLinux™ license and provides installation instructions.	`CloudLinux/Update.*.tmpl`
Conversion of cpupdate.conf settings to local.versions	The system converts settings in the `cpupdate.conf` file to settings in the `local.versions` file.	`RPMVersions/Notify.*.tmpl`
Conversion of cpupdate.conf Settings to local.versions (legacy notification)	The system converts settings in the `cpupdate.conf` file to settings in the `local.versions` file.	`RPMVersions/Notify.*.tmpl`
Convert Addon Domain to Account Notifications	A system administrator or reseller converts an addon domain into an account.	`ConvertAddon/ConversionCompleted.*.tmpl`
Corrupt Database Tables	The `/scripts/check_mysql` script finds corrupted database tables.	`Check/MySQL.*.tmpl`
cPanel & WHM End of Life Notice	The cPanel & WHM version that exists on the server will reach its End Of Life (EOL) soon.	`Update/EndOfLife.*.tmpl`
cPanel Account Password	A user changes their password.	`ChangePassword/User.*.tmpl`
cPanel Backup	WHM generates a backup. **Note:** This event does not apply to cPanel account backups that a cPanel user generates.	`Backup/Success.*.tmpl`

cPanel Backup (legacy notification)	WHM generates a legacy backup. > **Note:** > This event does not apply to cPanel account backups that a cPanel user generates.	`Backup/Success.*.tmpl`
cPanel Backup Destination Disabled	A user disables a backup destination.	`Backup/Disabled.*.tmpl`
cPanel Backup Destination Disabled (legacy notification)	A user disables a legacy backup destination.	`Backup/Disabled.*.tmpl`
cPanel Configuration Checks	The system **cannot** find the `/var/cpanel/cpanel.config` file and **also** cannot find the `cpanel.config.cache` file.	`Config/CpConfGuard.*.tmpl`
cPanel Update Failures	The cPanel & WHM system fails to update.	`upcp/UpdateNowFailed.*.tmpl`
cPHulk Configuration Issues	cPHulk experiences configuration issues.	`cPHulk/FixcPHulkConf.*.tmpl`
cPHulk Database Integrity Notices	cPHulk detects database corruption issues.	`Install/CheckcPHulkDB.*.tmpl`
cPHulkd Brute Force	cPHulk detects a brute force attempt.	`cPHulk/ BruteForce.*.tmpl`
cPHulkd Login Notifications	The system detects a login with the `root` account. > **Note:** > This option is **not** available if cPHulk is disabled.	`cPHulk/Login.*.tmpl`
cPHulkd Notifications	cPHulk generates an alert. > **Note:** > The system sends a notice **only** once in a 24-hour window for a specific username, service, and IP address combination.	`cPHulk/Login.*.tmpl`
dbindex Cache File Out Of Date	The `dbindex` cache file is out-of-date by more than four hours.	`dbindex/Warn.*.tmpl`
Digest Authentication Disabled Due to Account Rename	An account's domain name changes and the system notifies the system administrator that it has disabled Digest Authentication.	`DigestAuth/Disable.*.tmpl`
Disk Integrity Check	The system checks the integrity of a hard disk.	`Check/Smart.*.tmpl`
Disk Usage Warnings	Disk usage notifications.	`chksrvd/Diskusage.*.tmpl`
DNS Cluster Error	The system encounters an error with the DNS cluster.	`DNSAdmin/ClusterError.*.tmpl`
DNS Resolver Performance Issues	The server's DNS resolvers respond slowly or do not respond at all.	`Check/Resolvers.*.tmpl`
EasyApache 4 conflict removed	EasyApache 4 attempts to resolve a package conflict.	`EasyApache/EA4_ConflictRemove.*.tmpl`
EasyApache 4 template updated	The system detects an updated EasyApache 4 template.	`EasyApache/EA4_TemplateCheckUpdated.*.tmpl`

EasyApache Configuration	[EasyApache 4](#) encounters a missing handler.	`EasyApache/EA4_LangHandlerMissing.*.tmpl`
Email Client Configuration	The system sends the mail client configuration file to a new mail user.	`Mail/ClientConfig.*.tmpl`
Exim Update Failures	Exim fails to update.	`Check/EximConfig.*.tmpl`
Filesystem Quotas Ready	The system successfully finishes the process to enable filesystem quotas. **Note:** Because the system automatically enables filesystem quotas for all new installations of cPanel & WHM, you will receive this notification during the installation process.	`Quota/SetupComplete.*.tmpl`
Forced Disable of Digest Auth	A user or the system disables the [Web Disk Digest Authentication](#) feature.	`Accounts/DigestAuthResetNeeded*.tmpl`
Generic Notifications	Any event that generates an alert and does not appear this list.	
Greylist System Changes	An administrator or the system removes a mail provider from the Greylisting Common Mail Providers list.	`Greylist/CommonProviderRemoval.html.tmpl`
Horde Maintenance Notifications	An error occurs during Horde database maintenance.	`Install/Horde.*.tmpl`
Horde Table Conversion Failure	The system fails to convert the Horde database to SQLite.	`Horde/MySQLToSQLite.*.tmpl`
Hostname Change Notifications	The system launches a background task to update the hostname in individual Horde databases.	`DAV/ChangeHostname.*.tmpl`
Hostname conflicts with a cPanel user account	The server's hostname is identical to a cPanel user account's site.	`Check/HostnameOwnedByUser.*.tmpl`
Hung Service Checks	The system detects a hung device and restarts it.	`chksrvd/Hang.*.tmpl`
Installation of purchased SSL certificates	The system installs SSL certificates that a user purchases through the cPanel Market.	`Market/SSLWebInstall.*.tmpl`
Instant Message Failure	The system fails to send a notification via an instant message.	`iContact/SendIMFailed.*.tmpl`
Invalid Domains	The system detects invalid domains.	`Check/InvalidDomains.*.tmpl`
Invalid Hostname For Main IP Address	The system cannot resolve the hostname to the correct IP address.	`Check/ValidServerHostname.*.tmpl`
IP Address DNS Check	The system runs the `/usr/local/cpanel/scripts/ipcheck` script.	`Check/IP.*.tmpl`
Kernel Crash Check	The system finds specific errors in the output of the `dmesg` command.	`Check/Oops.*.tmpl`

Large Amount of Outbound Email Detected	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. You can configure the action that the system performs when a domain exceeds this threshold with the *Select the action for the system to take on an email account when it detects a potential spammer* setting in the *Mail* section of WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*).	`Mail/SpammersDetected.*.tmpl`
Lost Contact With DNS Cluster	The system could **not** contact a server in the DNS cluster.	`DNSAdmin/UnreachablePeer.*.tmpl`
Mail Server Out of Memory	The mail server runs out of memory while it processes mail for an account.	`MailServer/OOM.*.tmpl`
Maximum Hourly Emails Exceeded	A domain exceeds the threshold for the maximum number of sent emails in an hour.	`Mail/HourlyLimitExceeded.*.tmpl`
Migrate PowerDNS Configuration Upon Upgrade	The system upgraded PowerDNS, but it may contain configuration settings which require manual migration and adjustment.	`Check/PdnsConf.*.tmpl`
MyDNS Zone Import Failure	The system fails to import zone files into the MyDNS database.	`ImportMyDNSdb/Failure.*.tmpl`
MyDNS Zone Import In Progress	An import of zone files into the MyDNS database is in progress.	`ImportMyDNSdb/InProgress.*.tmpl`
MyDNS Zone Import Successful	The system successfully imports zone files into the MyDNS database.	`ImportMyDNSdb/Success.*.tmpl`
Notices concerning goods and services purchased via the cPanel Market	A user purchases an SSL certificate or other product through the cPanel Market.	`SSLWebInstall.*.tmpl`
Notification of New Addon Domains	A user creates an addon domain.	`parkadmin/Notify.*.tmpl`
Notification of Outdated Software	The system detects outdated software. **Note:** These notifications are for applications on your server. You can control notices for cPanel & WHM updates with the *System Update Failures* and *Update Failures* settings.	`OutdatedSoftware/Notify.*.tmpl`
NSD DNS Zones Corrupted	The system detects corrupt DNS zones.	`NSD/BadZones.*.tmpl`
Outgoing Email Threshold Exceeded	A domain exceeds the daily emails sent threshold defined by the *Number of emails a domain may send per day before the system sends a notification.* option in WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings).*	`Mail/SendLimitExceeded.*.tmpl`
Package Extension Name Conflicts	The system renames a package extension and updates all dependent package extensions to use the new filename due to a name conflict.	`Install/PackageExtension.*.tmpl`
queueprocd Critical Errors	The Queue Processor daemon shuts down because of repeated critical errors.	`queueprocd/Notify.*.tmpl`

Reboot To Enable Filesystem Quotas Reminder	The system requires a reboot in order to enable filesystem quotas.	`Quota/RebootRequired.*.tmpl`
Remote MySQL Connection Failure	The system encounters a remote MySQL connection issue.	`Check/MysqlConnection.*.tmpl`
Remote MySQL Server Notifications	The remote MySQL server detects database tables that you must repair.	`Check/MySQL.*.tmpl`
Root Compromise Checks	The system detects that your server's `root` account is compromised.	`Check/Hack.*.tmpl`
Scheduled Backup Will Start Soon	The system sends this notification before it runs a backup.	`Backup/PreBackupNotice.*.tmpl`
Script Terminated Due to Deprecated Call	The system performs a deprecated call within a script and terminates the script.	`Logger/Notify.*.tmpl`
Security Advisor State Change	WHM's *Security Advisor* interface (*WHM >> Home >> Security Center >> Security Adviso r*) detects new issues with high importance.	`Check/SecurityAdvisorStateChange.*.tmpl`
Service failures (ChkServd)	cPanel & WHM detects that a service fails, recovers, or times out.	`chksrvd/Notify.*.tmpl`
Service SSL Certificate Expiration	A service-level SSL certificate expires.	`Check/SSLCertExpired.*.tmpl`
Service SSL Certificate Expires Soon	A service-level SSL certificate will expire soon.	`Check/SSLCertExpiresSoon.*.tmpl`
SSHD Configuration Error	The system detects an attempt to change the `sshd_config` file.	`SSHD/ConfigError.*.tmpl`
SSL certificates expiring	An account's SSL certificate expires soon.	`AutoSSL/CertificateExpiring.*.tmpl`
Stalled Process Notifications	A user's process stalls.	`OverLoad/CpuWatch.*.tmpl`
Stalled Statistics and Bandwidth Process Notifications	A process stalls while it processes a user's statistics and bandwidth data.	`OverLoad/LogRunner.*.tmpl`
Stats and Bandwidth Processing Errors	A process experiences an error while it processes a user's statistics and bandwidth data.	`Stats/Lagging.*.tmpl`
Stuck Script	The system detects a stuck script.	`StuckScript/Notify.*.tmpl`
System Log Approaches 2GB	A log file currently approaches 2 GB in size. **Note:** To automatically rotate log files at the end of each month, use WHM's *Log Rotation* interface (*W HM >> Home >> Service Configuration >> Apache Configuration*).	`Check/Biglog.*.tmpl`
System Out Of Memory	The system terminates a process to avoid a crash due to low memory.	`chkservd/OOM.*.tmpl`
System Update Failures	The system fails to update.	`upcp/UpdateNowFailed.*.tmpl`
Uncategorized Notifications	A notification that an existing notification type and template does not already handle.	`Application/base.*.tmpl`
Unmonitored Services	Every two weeks, the system scans all active services and sends a notification that lists all of the unmonitored services.	`Check/UnmonitoredEnabledServices.*.tmpl`

Update Blocker - Service Deprecation Notice	The cPanel & WHM update fails because of a deprecated service.	`Update/ServiceDeprecated.*.tmpl`
Update Blocker - System Cannot Install RPMs	The system detects an unstable RPM database and cannot install any RPMs, and the `upcp` script cannot proceed.	`Update/CantInstallRPMs.*.tmpl`
Update Failure Due to Immutable Files	The system cannot update cPanel & WHM due to immutable files.	`Check/ImmutableFiles.*.tmpl`
Update Failures	Update failure notifications.	`Update/Now.*.tmpl`
Update Version Blocker	The system fails to update because of an up grade version blocker.	`Update/Blocker.*.tmpl`
Upgrade Required - Service Is Outdated	The system will automatically upgrade a service.	`Update/UpgradeRequired.*.tmpl`
User Disabled Two-Factor Authentication	A user disables two-factor authentication.	`TwoFactorAuth/UserDisable.*.tmpl`
User Disk Usage Warning	Users approach or reach their disk quota limits.	• `Quota/DiskWarning.*.tmpl` • `Quota/List.*.tmpl`
User Enabled Two-Factor Authentication	A user enables two-factor authentication.	`TwoFactorAuth/UserEnable.*.tmpl`
User Theme Update	The upgrade to cPanel & WHM version 54 updated users from the x3 or x3mail themes to the *Retro* style for the *Paper Lantern* theme.	`PaperLantern/UpdateUsers.*.tmpl`

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- Contact Manager
- Basic WebHost Manager Setup
- Notification Templates
- Email All Resellers
- Email All Users

- Contact Information

- Contact Manager
- Basic WebHost Manager Setup
- Notification Templates
- Email All Resellers
- Email All Users

- Guide to Custom Service Notifications
- WHM API 1 Functions - set_public_contact
- WHM API 1 Functions - get_public_contact
- WHM API 1 Functions - update_contact_email
- cPanel API 1 Functions - CustInfo::getemail