

WHM API 1 Functions - ticket_list

Guide to WHM API 1

- Return Data
- Filter Output
- Sort Output
- Paginate Output
- Output Columns
- Call cPanel API 2 and UAPI

- Account Restoration
- restore_modules_summary
- restore_queue_activate
- restore_queue_add_task
- restore_queue_clear_all_completed_tasks
- restore_queue_clear_all_failed_tasks
- restore_queue_clear_all_pending_tasks
- restore_queue_clear_all_tasks
- restore_queue_clear_completed_task
- restore_queue_clear_pending_task
- restore_queue_is_active
- restore_queue_list_active
- restore_queue_list_completed
- restore_queue

Description

This function lists all active and open support tickets from the cPanel Customer Portal.

Examples

JSON API

```
https://hostname.example.com:2087/cpsess#####/json-api/ticket_list?api.version=1&ticket_id=999999999&server_num=2
```

XML API

```
https://hostname.example.com:2087/cpsess#####/xml-api/ticket_list?api.version=1&ticket_id=999999999&server_num=2
```

Command Line

```
whmapil ticket_list ticket_id=999999999 server_num=2
```

Notes:

- Unless otherwise noted, you **must** URI-encode values.
- For more information and additional output options, read our [Guide to WHM API 1](#) documentation or run the `whmapil --help` command.
- If you run CloudLinux™, you **must** use the full path of the `whmapil` command:

```
/usr/local/cpanel/bin/whmapil
```

Function information

About WHM API 1

WHM API 1 performs functions and accesses data in WHM.

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ue_list_pending
restore_queue_state
restoreaccount
verify_new_username_for_restore

Accounts

accountsummary
applist
createacct
domainuserdata
editquota
forcepasswordchange
get_disk_usage
get_domain_info
getdomainowner
has_digest_auth
has_mycnf_for_cpuser
limitbw
list_users
listaccts
listlockedaccounts
listsuspended
modifyacct
myprivs
passwd
quota_enabled
removeacct
set_digest_auth
showbw
suspendacct
unsuspendacct
untrack_acct

Output (JSON)

```
{
  "metadata": {
    "version": 1,
    "result": 1,
    "command": "ticket_list",
    "reason": "OK"
  },
  "data": {
    "auths": [
      {
        "ticket_status": "UNKNOWN",
        "servers": [
          {
            "ssh_username": "root",
            "server_num": "2",
            "auth_status": "AUTHED",
            "ssh": "10.11.12.13:22",
            "auth_time": 1400000000,
            "whm_ip": "10.11.12.13",
            "server_name": "My Server"
          }
        ],
        "ticket_subject": "Example ticket",
        "ticket_id": "99999999999999"
      }
    ]
  }
}
```

Find a function

cPanel Customer Portal to the server.

- WHM API 1 Functions - ticket_revoke - This function removes a cPanel Customer Portal SSH key from the server.

_id

verify_new_username

▼ Addon Domains

convert_addon_fetch_conversion_details

convert_addon_fetch_domain_details

convert_addon_get_conversion_status

convert_addon_initiate_conversion

convert_addon_list_addon_domains

convert_addon_list_conversions

▼ Authentication

api_token_create

api_token_list

api_token_revoke

api_token_update

disable_authentication_provider

disable_failing_authentication_providers

enable_authentication_provider

get_available_authentication_providers

get_login_url

get_provider_client_configurations

get_provider_configuration_fields

get_provider_display_co

▼ Output (XML)

```
<result>
  <data>
    <auths>

    <ticket_status>CLOSED
  </ticket_status>

    <servers>

    <ssh_username>root</ssh_username>

    <server_num>2</server_num>

    <auth_status>EXPIRED</auth_status>

    <ssh>10.11.12.13:22</ssh>

    <auth_time>1400603945</auth_time>

    <whm_ip>10.11.12.13</whm_ip>

    <server_name>My Server</server_name>

  </servers>

  <ticket_id>999999999</ticket_id>
    </auths>
  </data>
  <metadata>

  <version>1</version>

  <reason>OK</reason>

  <result>1</result>

  <command>ticket_list</command>
    </metadata>
</result>
```

- WHM API 1 Functions - ticket_update_agreement_approval - This function records a user's acceptance of the Technical Support Agreement (TSA).
- WHM API 1 Functions - ticket_validate_auth2_code - This function validates the OAuth2 code from the cPanel Customer Portal.

nfigurations

get_users_authn_linked_accounts

link_user_authn_provider

set_provider_client_configurations

set_provider_display_configurations

twofactorauth_disable_policy

twofactorauth_enable_policy

twofactorauth_generate_tfa_config

twofactorauth_get_issuer

twofactorauth_get_user_configs

twofactorauth_policy_status

twofactorauth_remove_user_config

twofactorauth_set_issuer

twofactorauth_set_tfa_config

unlink_user_authn_provider

validate_login_token

Backups

backup_config_get

backup_config_set

backup_data_list

backup_destination_add

backup_destination_delete

Note:

Use WHM's API Shell interface (WHM >> Home >> Development >> API Shell) to directly test WHM API calls.

- WHM API 1 Functions - ticket_ssh_test_start — This function initiates an SSH connection test.

Parameters

Parameter	Type	Description	Possible values	Example
ticket_id	integer	Required The ticket's ID number.	A valid positive integer.	999999999
server_num	integer	Required The server's ID number.	A valid positive integer.	2
ssh_username	string	The username for incoming SSH connections before they escalate to the root user. If you do not specify a value, the function will select the user from the ticket.	A valid username.	root

Returns

Return	Type	Description	Possible values	Example
auths	hash	A hash of the ticket authorization information.	This hash includes the ticket_status and ticket_id returns and the servers hash.	
ticket_statuses	string	The ticket's status. The function returns this value in the auths hash.	<ul style="list-style-type: none"> OPEN CLOSED UNKNOWN 	OPEN

backup_destination_get
 backup_destination_list
 backup_destination_set
 backup_destination_validate
 backup_get_transport_status
 backup_list_transported
 backup_set_list
 backup_set_list_combined
 backup_skip_users_all
 backup_skip_users_all_status
 backup_user_list
 convert_and_migrate_from_legacy_config
 get_users_with_backup_metadata
 list_cparchive_files
 start_background_package
 toggle_user_backup_status
 cPHulk
 cphulk_status
 create_cphulk_record
 delete_cphulk_record
 disable_cphulk
 enable_cphulk
 flush_cphulk_login_history

server s	hash	<p>A hash of server information.</p> <p>The function returns this hash in the <code>auths</code> hash.</p>	<p>This hash includes the <code>ssh_username</code>, <code>auth_status</code>, <code>auth_time</code>, <code>ticket_id</code>, <code>ssh_who_ip</code>, <code>server_num</code>, and <code>server_name</code> returns.</p>	
ssh _ u s e r n a m e	string	<p>The username for incoming SSH connections before they escalate to the root user.</p> <p>The function returns this value in the <code>server_s</code> hash.</p>	<p>A valid username.</p>	root
auth _ s t a t u s	string	<p>The installation status.</p> <p>The function returns this value in the <code>server_s</code> hash.</p>	<ul style="list-style-type: none"> AUTHED NOT_AUTHED EXPIRED 	AUTHED
auth _ t i m e	integer	<p>When the grant happened.</p> <p>The function returns this value in the <code>server_s</code> hash.</p>	<p>A valid date in <code>Unix time</code> format.</p>	1400603208
ticket _ i d	integer	<p>The ticket's ID number.</p> <p>The function returns this value in the <code>server_s</code> hash.</p>	<p>A valid positive integer.</p>	999999999
ssh	string	<p>The server's IP address and port for SSH connections.</p> <p>The function returns this value in the <code>server_s</code> hash.</p>	<p>A valid IP address and port number.</p>	10.11.12.13:22
wh _ i p	string	<p>The server's IP address for WHM connections.</p> <p>The function returns this value in the <code>server_s</code> hash.</p>	<p>A valid IP address.</p>	10.11.12.13

flush_cphulk_login_history_for_ips

get_countries_with_known_ip_ranges

get_cphulk_brutes

get_cphulk_excessive_brutes

get_cphulk_failed_logins

get_cphulk_user_brutes

load_cphulk_config

read_cphulk_records

save_cphulk_config

set_cphulk_config_key

server_name	integer	The server's ID number. The function returns this value in the servers hash. The function returns this value in the servers hash.	A valid positive integer.	2
server_name	string	The server's human-readable description. The function returns this value in the servers hash.	A valid string from the cPanel Customer Portal.	My Server
ticket_id	integer	The ticket's ID number. The function returns this value in the auths hash.	A valid positive integer.	99999999

▼ Databases

background_mysql_upgrade_status

current_mysql_version

installable_mysql_versions

latest_available_mysql_version

list_database_users

list_databases

list_mysql_databases_and_users

remote_mysql_create_profile

remote_mysql_create_profile_via_ssh

remote_mysql_delete_profile

remote_mysql_initiate_profile_activation

<p>ion</p> <p>remote_mysql_monitor_profile_activation</p> <p>remote_mysql_read_profile</p> <p>remote_mysql_read_profiles</p> <p>remote_mysql_update_profile</p> <p>remote_mysql_validate_profile</p> <p>rename_mysql_database</p> <p>rename_mysql_user</p> <p>rename_postgresql_database</p> <p>rename_postgresql_user</p> <p>set_local_mysql_root_password</p> <p>set_mysql_password</p> <p>set_postgresql_password</p> <p>start_background_mysql_upgrade</p>	<p>non_fatal</p> <p>array</p>	<p>Any non-fatal errors.</p>	<ul style="list-style-type: none"> ticket_system_log_entry — The function could not record the grant operation in the ticket. audit_log — The function could not record the grant operation in the local audit log. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note</p> <p>: The system stores the local audit log in the /var/cpanel/logs/suporta/audit.log file.</p> </div>	<p>2</p>
--	-------------------------------	------------------------------	---	----------

▼ DNS

- addns
- addzonerecord
- addzonerecord (Reverse DNS)
- dumpzone
- editzonerecord
- get_nameserver_config
- getzonerecord
- has_local_authority

killdns
listmxs
listzones
lookupnsip
lookupnsips
removezone
record
resetzone
resolvedom
ainname
savemxs
setresolvers
update_nam
eservers_co
nfig

▼ EasyApache

ea4_get_cur
rently_install
ed_packages

ea4_get_ea
_pkgs_state

ea4_list_pro
files

ea4_metainf
o

ea4_migrati
on

ea4_pre_mi
grate_check

ea4_recom
mendations

ea4_save_p
rofile

ea4_tomcat
85_add

ea4_tomcat
85_list

ea4_tomcat
85_rem

▼ Greylisting

cpgreylist_is
_server_net
block_truste
d

cpgreylist_li
st_entries_f
or_common
_mail_provid
er

cpgreylist_lo
ad_common
_mail_provid

ers_config

cpgreylist_s
ave_commo
n_mail_provi
ders_config

cpgreylist_st
atus

cpgreylist_tr
ust_entries_
for_common
_mail_provid
er

cpgreylist_u
ntrust_entrie
s_for_comm
on_mail_pro
vider

create_cpgr
eylist_truste
d_host

delete_cpgr
eylist_truste
d_host

disable_cpgr
eylist

enable_cpgr
eylist

load_cpgreyl
ist_config

read_cpgrey
list_deferred
_entries

read_cpgrey
list_trusted_
host

save_cpgrey
list_config

▼ Integration

batch

cpanel

create_integ
ration_group

create_integ
ration_link

get_integrati
on_link_user
_config

list_integrati
on_groups

list_integrati
on_links

remove_inte
gration_grou
p

remove_inte

gration_link

update_inte
gration_link
_token

▼ IP Addresses

addips

delip

get_public_i
p

get_shared_
ip

ipv6_disable
_account

ipv6_enable
_account

ipv6_range_
add

ipv6_range_
edit

ipv6_range_
list

ipv6_range_
remove

ipv6_range_
usage

listips

nat_checkip

nat_set_pub
lic_ip

setsiteip

▼ Mail

disable_dki
m

disable_mail
_sni

emailtrack_s
earch

emailtrack_s
tats

emailtrack_u
ser_stats

enable_dkim

enable_mail
_sni

ensure_dki
m_keys_exi
st

exim_config
uration_che
ck

expunge_m

ailbox_messages
expunge_messages_for_mailbox_guid
fetch_dkim_private_keys
fetch_mail_queue
generate_mobileconfig
get_mailbox_status
get_mailbox_status_list
get_unique_recipient_count_per_sender_for_user
get_unique_sender_recipient_count_per_user
get_user_email_forward_destination
hold_outgoing_email
install_dkim_private_keys
install_spf_records
is_sni_supported
list_pops_for
mail_sni_status
rebuild_mail_sni_config
release_outgoing_email
save_spamd_config
set_user_email_forward_destination
suspend_outgoing_email
unsuspend_outgoing_email

validate_currency_installed_exim_configuration

validate_currency_dkims

validate_currency_ptrs

validate_currency_spfs

validate_exim_configuration_syntax

▼ Market

disable_market_provider

enable_market_provider

get_adjusted_market_providers_products

get_market_providers_commission_config

get_market_providers_list

get_market_providers_product_metadata

get_market_providers_products

set_market_product_attribute

set_market_provider_commission_id

▼ ModSecurity™

modsec_add_rule

modsec_add_vendor

modsec_assemble_config_text

modsec_batch_settings

modsec_check_rule

modsec_clone_rule

modsec_de
ploy_all_rule
_changes

modsec_de
ploy_rule_ch
anges

modsec_de
ploy_setting
s_changes

modsec_dis
able_rule

modsec_dis
able_vendor

modsec_dis
able_vendor
_configs

modsec_dis
able_vendor
_updates

modsec_dis
card_all_rul
e_changes

modsec_dis
card_rule_c
hanges

modsec_edit
_rule

modsec_en
able_vendor

modsec_en
able_vendor
_configs

modsec_en
able_vendor
_updates

modsec_get
_config_text

modsec_get
_configs

modsec_get
_configs_wit
h_changes_
pending

modsec_get
_log

modsec_get
_rules

modsec_get
_settings

modsec_get
_vendors

modsec_is_i
nstalled

modsec_ma
ke_config_a
ctive

modsec_make_config_inactive

modsec_preview_vendor

modsec_remove_rule

modsec_remove_setting

modsec_remove_vendor

modsec_report_rule

modsec_set_config_text

modsec_set_setting

modsec_disable_rule

modsec_update_vendor

▼ Packages

_getpkgextensionform

add_override_features_for_user

addpkg

addpkgext

changepackage

create_feature_relist

delete_feature_relist

delpkgext

editpkg

get_available_applications

get_available_featurelists

get_feature_metadata

get_feature_names

get_featurelist_data

get_featureli

sts

get_users_f
eatures_sett
ings

getfeaturelis
t

getpkginfo

killpkg

listpkgs

manage_fea
tures

matchpkgs

read_feature
list

remove_ove
rride_featu
res_for_user

update_feat
urelist

verify_user_
has_feature

▼ PHP

convert_all_
domains_to
_fpm

get_fpm_co
unt_and_util
ization

is_conversio
n_in_progre
ss

php_get_def
ault_accoun
ts_to_fpm

php_get_ha
ndlers

php_get_im
pacted_dom
ains

php_get_ins
talled_versio
ns

php_get_old
_fpm_flag

php_get_sys
tem_default
_version

php_get_vh
osts_by_ver
sion

php_get_vh
ost_versions

php_ini_get
_content

php_ini_get
_directives

php_ini_set
_content

php_ini_set
_directives

php_set_def
ault_accoun
ts_to_fpm

php_set_ha
ndler

php_set_old
_fpm_flag

php_set_ses
sion_save_p
ath

php_set_sys
tem_default
_version

php_set_vh
ost_versions

▼ Resellers

acctcounts

get_public_c
ontact

getresellerip
s

listacIs

listresellers

resellerstats

saveacllist

set_public_c
ontact

setacIs

setresellerip
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setresellerli
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ainip

setresellern
ameservers

setresellerp
ackagelimit

setupreselle
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suspendres
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terminateres
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unsetuprese

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unsuspendr
eseller

▼ RPM

delete_rpm_
version

edit_rpm_ve
rsion

get_rpm_ver
sion_data

install_rpm_
plugin

list_rpms

package_m
anager_fixc
ache

package_m
anager_get_
build_log

package_m
anager_get_
package_inf
o

package_m
anager_is_p
erforming_a
ctions

package_m
anager_list_
packages

package_m
anager_reso
lve_actions

package_m
anager_sub
mit_actions

package_m
anager_upgr
ade

uninstall_rp
m_plugin

▼ Script Hooks

delete_hook

edit_hook

list_hooks

reorder_hoo
ks

▼ Security

accesshash

authorizessh
key

check_remo
te_ssh_conn
ection

convertopen
sshtoputty

deletesshke
y

fetch_securi
ty_advice

generatessh
keypair

importsshke
y

listsshkeys

▼ Server

Administration

add_configcl
usterserver

configureba
ckgroundpro
cesskiller

configureser
vice

cors_proxy_
get

create_user
_session

delete_confi
gclusterserv
er

enable_mon
itor_all_ena
bled_service
s

get_all_cont
act_importa
nces

get_appconf
ig_applicatio
n_list

get_applicati
on_contact_
event_import
tance

get_applicati
on_contact_
importance

get_availabl
e_profiles

get_current_
profile

get_passwor
d_strength

get_remote_
access_has
h

get_service_
config

get_service_
config_key

get_tcp4_so
ckets

get_tcp6_so
ckets

get_tweakse
tting

get_udp4_s
ockets

get_udp6_s
ockets

get_update_
availability

get_users_li
nks

getdiskusag
e

gethostname

is_role_ena
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list_configcl
usterservers

loadavg

nvget

nvset

personalizati
on_get

personalizati
on_set

purchase_a
_license

reboot

remove_in_
progress_ex
im_config_e
dit

restartservic
e

restore_conf
ig_from_file

restore_conf
ig_from_upl
oad

run_cpkeyclt

send_test_p
osturl

send_test_p
ushbullet_n
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servicestatu

s

set_applicati
on_contact_
event_imp
ortance

set_applicati
on_contact_
importance

set_primary
_servernam
e

set_service_
config_key

set_tweakse
tting

sethostname

setminimum
passwordstr
engths

start_profile
_activation

system_nee
ds_reboot

systemloada
vg

update_conf
igclusterserv
er

update_cont
act_email

verify_aim_a
ccess

verify_icq_a
ccess

verify_oscar
_access

verify_postu
rl_access

verify_pushb
ullet_access

▼ SSL

disable_aut
ossl

fetch_servic
e_ssl_comp
onents

fetch_ssl_ce
rtificates_for
_fqdns

fetch_ssl_vh
osts

fetch_vhost
_ssl_compo
nents

fetchcrtinfo
fetchsslinfo
generatessl
get_autossl
_check_schedule
get_autossl
_log
get_autossl
_logs_catalog
get_autossl
_metadata
get_autossl
_pending_queue
get_autossl
_pending_queue_for_domain
get_autossl
_pending_queue_for_user
get_autossl
_problems_for_domain
get_autossl
_problems_for_user
get_autossl
_providers
get_best_ssl
domain_for_service
install_service_ssl_certificate
installssl
listcrts
rebuildinstall
edssldb
rebuildusers
sldb
reset_autossl_provider
reset_service_ssl_certificate
set_autossl_metadata
set_autossl_metadata_key

set_autossl_
provider

start_autossl_
check_for_
all_users

start_autossl_
check_for_
one_user

▼ Styles and Themes

generate_cp
anel_plugin

list_styles

load_style

remove_log
o

remove_styl
e

save_style

set_default

▼ Support Tickets

ticket_creat
e_stub_ticke
t

ticket_get_s
upport_agre
ement

ticket_get_s
upport_info

ticket_grant

ticket_list

ticket_remov
e_closed

ticket_revok
e

ticket_ssh_t
est

ticket_ssh_t
est_start

ticket_updat
e_service_a
greement_a
pproval

ticket_valida
te_oauth2_c
ode

ticket_whitel
ist_check

ticket_whitel
ist_setup

ticket_whitel
ist_unsetup

▼ Transfers

abort_transf
er_session

analyze_tra
nsfer_sessio
n_remote

available_tr
ansfer_mod
ules

create_remo
te_root_tran
sfer_session

create_remo
te_user_tran
sfer_session

delete_accou
nt_archives

enqueue_tra
nsfer_item

fetch_transf
er_session_l
og

get_transfer
_session_st
ate

pause_trans
fer_session

remote_basi
c_credential
_check

retrieve_tran
sfer_session
_remote_an
alysis

start_transfe
r_session

transfer_mo
dule_schem
a

validate_sys
tem_user

▼ Updates

accept_eula

get_availabl
e_tiers

get_current_
lts_expiratio
n_status

get_lts_wex
pire

getlongterm
support

installed_ver
sions

set_cpanel_
updates

set_tier

update_upd
ateconf

version