

WHM API 1 Functions - ticket_create_stub_ticket

Guide to WHM API 1

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- Call cPanel API 2 and UAPI

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- 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 creates a stub ticket. The system will use the stub ticket to create a cPanel support ticket.

Examples

JSON API

```
https://hostname.example.com:2087/cpsess#####/json-api/ticket_create_stub_ticket
```

XML API

```
https://hostname.example.com:2087/cpsess#####/xml-api/ticket_create_stub_ticket
```

Command Line

```
whmapil ticket_create_stub_ticket
```

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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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": {  
    "result": 1,  
    "version": 1,  
    "command":  
    "ticket_create_stub_ticket",  
    "reason": "OK"  
  },  
  "data": {  
    "ticket_id":  
    7648492  
    "secure_id":  
    rofh411bv8  
  }  
}
```

Output (XML)

```
<result>  
  <metadata>  
    <result>1</result>  
  
  <version>1</version>  
  
  <command>ticket_create_stub_ticket</command>  
  <reason>OK</reason>  
  </metadata>  
  <data>  
  
    <ticket_id>7648492</ticket_id>  
  
    <secure_id>rofh411bv8</secure_id>  
  </data>  
</result>
```

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

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

Parameters

This function does not accept parameters.

Returns

Return	Type	Description	Possible values	Example
ticket_id	<i>integer</i>	The support ticket number that other functions can lookup or make additional changes to the support ticket.	A positive integer.	7648492
secure_id	<i>string</i>	The support ticket's secure ID token. Note : We added this return in cPanel & WHM version 76.	A string value.	rofH411bv8

- WHM API 1 Functions - ticket_update_service_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.

configurations

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

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

backup_dest
ination_get

backup_dest
ination_list

backup_dest
ination_set

backup_dest
ination_valid
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backup_get
_transport_s
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backup_list_
transported

backup_set_
list

backup_set_
list_combine
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backup_skip
_users_all

backup_skip
_users_all_s
tatus

backup_use
r_list

convert_and
_migrate_fro
m_legacy_c
onfig

get_users_w
ith_backup_
metadata

list_cparchiv
e_files

start_backgr
ound_pkgac
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toggle_user
_backup_sta
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▼ cPHulk

cphulk_statu
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create_cphu
lk_record

delete_cphu
lk_record

disable_cph
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enable_cph
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flush_cphulk
_login_histo
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flush_cphulk
_login_histo
ry_for_ips

get_countrie
s_with_kno
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get_cphulk_
excessive_b
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get_cphulk_
failed_logins

get_cphulk_
user_brutes

load_cphulk
_config

read_cphulk
_records

save_cphulk
_config

set_cphulk_
config_key

▼ Databases

background
_mysql_upg
rade_status

current_mys
ql_version

installable_
mysql_versi
ons

latest_availa
ble_mysql_v
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list_databas
e_users

list_databas
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list_mysql_d
atabases_a
nd_users

remote_mys
ql_create_pr
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remote_mys
ql_create_pr
ofile_via_ss
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remote_mys
ql_delete_pr
ofile

remote_mys
ql_initiate_p
rofile_activat

ion

remote_mysql_monitor_profile_activation

remote_mysql_read_profile

remote_mysql_read_profiles

remote_mysql_update_profile

remote_mysql_validate_profile

rename_mysql_database

rename_mysql_user

rename_postgresql_database

rename_postgresql_user

set_local_mysql_root_password

set_mysql_password

set_postgresql_password

start_background_mysql_upgrade

▼ DNS

adddns

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
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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
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cpgreylist_tr
ust_entries_
for_common
_mail_provid
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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
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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
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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

mailbox_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_added_rule

modsec_added_vendor

modsec_assemble_configuration_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
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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
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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

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get_users_f
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getfeaturelis
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getpkginfo

killpkg

listpkgs

manage_fea
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matchpkgs

read_feature
list

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rride_featu
res_for_user

update_feat
urelist

verify_user_
has_feature

▼ PHP

convert_all_
domains_to
_fpm

get_fpm_co
unt_and_util
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is_conversio
n_in_progre
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php_get_def
ault_accoun
ts_to_fpm

php_get_ha
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php_get_im
pacted_dom
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php_get_ins
talled_versio
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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

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php_set_old
_fpm_flag

php_set_ses
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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

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▼ 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

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package_m
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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

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check_remo
te_ssh_conn
ection

convertopen
sshtoputty

deletesshke
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fetch_securi
ty_advice

generatessh
keypair

importsshke
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listsshkeys

▼ Server

Administration

add_configcl
usterserver

configureba
ckgroundpro
cesskiller

configureser
vice

cors_proxy_
get

create_user
_session

delete_conf
gclusterserv
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enable_mon
itor_all_ena
bled_service
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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

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tting

get_udp4_s
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get_update_
availability

get_users_li
nks

getdiskusag
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gethostname

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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
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restartservic
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restore_conf
ig_from_file

restore_conf
ig_from_upl
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run_cpkeyctl

send_test_p
osturl

send_test_p
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servicestatu

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set_applicati
on_contact_
event_imp
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set_applicati
on_contact_
importance

set_primary
_servernam
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set_tweakse
tting

sethostname

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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
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ticket_get_s
upport_agre
ement

ticket_get_s
upport_info

ticket_grant

ticket_list

ticket_remov
e_closed

ticket_revok
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ticket_ssh_t
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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
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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