

Contact Manager

(WHM >> 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. 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:

- 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*.
- Click *Save*.

Test a communication type

To test notifications via 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 |
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| <i>Account Creation</i> | A system administrator or reseller creates an account. | <code>wwwacct/Notify.*.tmpl</code> |

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| <i>Account Removal</i> | A system administrator or reseller removes an account. | <ul style="list-style-type: none"> • killacct/Notify.*.tpl • killacct/PostTerminateCleanup.*.tpl |
| <i>Account Suspensions</i> | A system administrator or reseller suspends an account. | suspendacct/Notify.*.tpl |
| <i>Account Unsuspensions</i> | A system administrator or reseller unsuspends an account. | unsuspendacct/Notify.*.tpl |
| <i>Account Upgrades/Downgrades</i> | A user modifies the package for an account, or uses WHM's Upgrade/Downgrade an Account interface (<i>WHM >> Home >> Account Functions >> Upgrade/Downgrade an Account</i>). | upacct/Notify.*.tpl |
| <i>Altered RPMs Check</i> | The <code>/usr/local/cpanel/scripts/check_cpanel_rpms</code> script finds altered RPMs. | Check/CpanelRPMs.*.tpl |
| <i>AppConfig Registration Notifications</i> | The system registers an application with App Config . | appconfig/Notify.*.tpl |
| <i>AutoSSL cannot request a certificate because all of the website's domains have failed DCV.</i> | AutoSSL fails to request a certificate because all of the website's domains have failed DCV. | AutoSSL/CertificateExpiring.*.tpl |
| <i>AutoSSL has deferred normal certificate renewal because a domain on the current certificate has failed DCV.</i> | AutoSSL defers normal certificate renewal because a domain on the current certificate has failed DCV. | AutoSSL/CertificateExpiringCoverage.*.tpl |
| <i>AutoSSL has installed a certificate successfully.</i> | AutoSSL installs an SSL certificate. <div style="border: 1px solid yellow; padding: 5px;"> <p>Note: This setting also requires you to enable the <i>Notify when AutoSSL has renewed a certificate successfully</i> setting in WHM's Manage AutoSSL interface (<i>WHM >> Home >> SSL/TLS >> Manage AutoSSL</i>).</p> </div> | AutoSSL/CertificateInstalled.*.tpl |
| <i>AutoSSL has renewed a certificate, but the new certificate lacks at least one domain that the previous certificate secured.</i> | AutoSSL renews a certificate but the new certificate lacks at least one domain that the previous certificate secured. <div style="border: 1px solid yellow; padding: 5px;"> <p>Note: This setting also requires you to enable the <i>Notify when AutoSSL has renewed a certificate and the new certificate lacks at least one domain that the previous certificate secured</i> setting in WHM's Manage AutoSSL interface (<i>WHM >> Home >> SSL/TLS >> Manage AutoSSL</i>).</p> </div> | AutoSSL/CertificateInstalledReducedCoverage.*.tpl |
| <i>AutoSSL has renewed a certificate, but the new certificate lacks one or more of the website's domains.</i> | AutoSSL renews a certificate but the new certificate lacks one or more of the website's domains. | AutoSSL/CertificateInstalledUncoveredDomains.*.tpl |
| <i>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.</i> | AutoSSL cannot add any additional domains because domains that fail validation exist on the current certificate. | AutoSSL/CertificateRenewalCoverage.*.tpl |

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| <i>Backup Delayed</i> | The backup process continues to run after 16 hours. | Backup/Delayed.*.tmpl |
| <i>Backup Failed To Finish</i> | The system fails to finish a backup. | Backup/Failure.*.tmpl |
| <i>Backup Failure</i> | An account experiences a backup failure. | AdminBin/FullBackup.*.tmpl |
| <i>Backup Successful</i> | A backup succeeds. | Backup/Success.*.tmpl |
| <i>Backup Transport Error</i> | A backup encounters transport errors. | Backup/Transport.*.tmpl |
| <i>Bandwidth Data Processing Timeout</i> | The system times out while it attempts 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> | The system migrates a custom branding to the new version. | migrate_branding/Notify.*.tmpl |
| <i>Cgiemail Cleanup Script</i> | The system runs the <code>/usr/local/cpanel/scripts/clean_cgiemail</code> script. This script removes the <code>cgimail</code> RPM and copies of the <code>cgimail/cgiecho</code> scripts from users' <code>cgi-bin</code> directories. | CleanCgiemal/Notify.*.html |
| <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 cpupdate.conf settings to local.versions</i> | The system converts settings in the <code>cpupdate.conf</code> file to settings in the <code>local.versions</code> file. | RPMVersions/Notify.*.tmpl |
| <i>Conversion of cpupdate.conf Settings to local.versions (legacy notification)</i> | The system converts 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>/scripts/check_mysql</code> script finds corrupted database tables. | Check/MySQL.*.tmpl |
| <i>cPanel & WHM End of Life Notice</i> | The cPanel & WHM version that exists on the server will reach its End Of Life (EOL) soon. | Update/EndOfLife.*.tmpl |
| <i>cPanel Account Password</i> | A user changes their password. | ChangePassword/User.*.tmpl |
| <i>cPanel Backup</i> | WHM generates a backup. Note: This event does not apply to cPanel account backups that a cPanel user generates. | Backup/Success.*.tmpl |

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| <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> | The system 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 Service SSL certificate warnings</i> | The <code>usr/local/cpanel/bin/checkallssl</code> script detected issues with the cPanel & WHM services' SSL certificates. | SSL/CheckAllCertsWarnings.*.tmpl |
| <i>cPanel Update Failures</i> | The cPanel & WHM system fails to update. | upcp/UpdateNowFailed.*.tmpl |
| <i>cPHulk Configuration Issues</i> | cPHulk experiences configuration issues. | cPHulk/FixcPHulkConf.*.tmpl |
| <i>cPHulk Database Integrity Notices</i> | cPHulk detects database corruption issues. | Install/CheckcPHulkDB.*.tmpl |
| <i>cPHulkd Brute Force</i> | cPHulk detects a brute force attempt. | cPHulk/BruteForce.*.tmpl |
| <i>cPHulkd Login Notifications</i> | <p>The system detects a login with the <code>root</code> account.</p> <div style="border: 1px solid #f0e68c; padding: 5px; margin-top: 10px;"> <p>Note: This option is not available if cPHulk is disabled.</p> </div> | cPHulk/Login.*.tmpl |
| <i>cPHulkd Notifications</i> | <p>cPHulk generates an alert.</p> <div style="border: 1px solid #f0e68c; padding: 5px; margin-top: 10px;"> <p>Note: The system sends a notice only once in a 24-hour window for a specific username, service, and IP address combination.</p> </div> | cPHulk/Login.*.tmpl |
| <i>dbindex Cache File Out Of Date</i> | The <code>dbindex</code> 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 changes and the system notifies the system administrator that it has disabled Digest Authentication. | DigestAuth/Disable.*.tmpl |
| <i>Disk Integrity Check</i> | The system checks the integrity of a hard disk. | Check/Smart.*.tmpl |
| <i>Disk Usage Warnings</i> | Disk usage notifications. | chksrzd/Diskusage.*.tmpl |
| <i>DNS Cluster Error</i> | The system encounters an error with the DN S 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 4 conflict removed</i> | EasyApache 4 attempts to resolve a package conflict. | EasyApache/EA4_ConflictRemove.*.tmpl |

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| <i>EasyApache 4 template updated</i> | The system detects an updated EasyApache 4 template. | EasyApache/EA4_TemplateCheckUpdated.*.tmpl |
| <i>EasyApache Configuration</i> | EasyApache 4 encounters a missing handler. | EasyApache/EA4_LangHandlerMissing.*.tmpl |
| <i>Email Client Configuration</i> | The system sends the mail client configuration file to a new mail user. | Mail/ClientConfig.*.tmpl |
| <i>Exim Update Failures</i> | Exim fails to update. | Check/EximConfig.*.tmpl |
| <i>Filesystem Quotas Ready</i> | The system successfully finishes the process to enable filesystem quotas. <div style="border: 1px solid orange; padding: 5px; margin: 10px 0;"> <p>Note: Because the system automatically enables filesystem quotas for all new installations of cPanel & WHM, you will receive this notification during the installation process.</p> </div> | Quota/SetupComplete.*.tmpl |
| <i>Forced Disable of Digest Auth</i> | A user or the system disables the Web Disk Digest Authentication feature. | Accounts/DigestAuthResetNeeded*.tmpl |
| <i>Generic Notifications</i> | Any event that generates an alert and does not appear this list. | |
| <i>Greylist System Changes</i> | An administrator or the system removes a mail provider from the Greylisting Common Mail Providers list. | Greylist/CommonProviderRemoval.html.tmpl |
| <i>Horde Maintenance Notifications</i> | An error occurs during Horde database maintenance. | Install/Horde.*.tmpl |
| <i>Horde Table Conversion Failure</i> | The system fails to convert the Horde database to SQLite. | Horde/MySQLToSQLite.*.tmpl |
| <i>Hostname Change Notifications</i> | The system launches 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 detects a hung device and restarts it. | chkstrvd/Hang.*.tmpl |
| <i>Installation of purchased SSL certificates</i> | The system installs SSL certificates that a user purchases through the cPanel Market. | Market/SSLWebInstall.*.tmpl |
| <i>Instant Message Failure</i> | The system fails 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> | The system runs the <code>/usr/local/cpanel/scripts/ipcheck</code> script. | Check/IP.*.tmpl |
| <i>Kernel Crash Check</i> | The system finds specific errors in the output of the <code>dmesg</code> command. | Check/Oops.*.tmpl |

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| <i>Large Amount of Outbound Email Detected</i> | <p>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.</p> <p>You can configure the action that the system performs when a domain exceeds this threshold with the <i>Select the action for the system to take on an email account when it detects a potential spammer</i> setting in the <i>Mail</i> section of WHM's <i>Tweak Settings</i> interface (<i>WHM >> Home >> Server Configuration >> Tweak Settings</i>).</p> | Mail/SpammersDetected.*.tpl |
| <i>Lost Contact With DNS Cluster</i> | The system could not contact a server in the DNS cluster . | DNSAdmin/UnreachablePeer.*.tpl |
| <i>Mail Server Out of Memory</i> | The mail server runs out of memory while it processes mail for an account. | MailServer/OOM.*.tpl |
| <i>Maximum Hourly Emails Exceeded</i> | A domain exceeds the threshold for the maximum number of sent emails in an hour. | Mail/HourlyLimitExceeded.*.tpl |
| <i>Migrate PowerDNS Configuration Upon Upgrade</i> | The system upgraded PowerDNS, but it may contain configuration settings which require manual migration and adjustment. | Check/PdnsConf.*.tpl |
| <i>MyDNS Zone Import Failure</i> | <p>The system fails to import zone files into the MyDNS database.</p> <div style="border: 1px solid red; padding: 10px; margin: 10px 0;"> <p>Warning: We deprecated the MyDNS and NSD nameservers in cPanel & WHM version 78 and plan to remove them a future release. We strongly recommend that you migrate to PowerDNS. For more information, read our cPanel Deprecation Plan.</p> </div> | ImportMyDNSdb/Failure.*.tpl |
| <i>MyDNS Zone Import In Progress</i> | An import of zone files into the MyDNS database is in progress. | ImportMyDNSdb/InProgress.*.tpl |
| <i>MyDNS Zone Import Successful</i> | The system successfully imports zone files into the MyDNS database. | ImportMyDNSdb/Success.*.tpl |
| <i>Notices concerning goods and services purchased via the cPanel Market</i> | A user purchases an SSL certificate or other product through the cPanel Market. | SSLWebInstall.*.tpl |
| <i>Notification of New Addon Domains</i> | A user creates an addon domain. | parkadmin/Notify.*.tpl |
| <i>Notification of Outdated Software</i> | <p>The system detects outdated software.</p> <div style="border: 1px solid yellow; padding: 10px; margin: 10px 0;"> <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 |

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| <i>NSD DNS Zones Corrupted</i> | <p>The system detects corrupt DNS zones.</p> <div style="border: 1px solid red; padding: 5px; margin: 10px 0;"> <p>Warning: We deprecated the MyDNS and NSD nameservers in cPanel & WHM version 78 and plan to remove them a future release. We strongly recommend that you migrate to PowerDNS. For more information, read our cPanel Deprecation Plan.</p> </div> | NSD/BadZones.*.tpl |
| <i>Outgoing Email Threshold Exceeded</i> | A domain exceeds the daily emails sent threshold defined by the <i>Number of emails a domain may send per day before the system sends a notification</i> . option in WHM's <i>Tweak Settings</i> interface (<i>WHM >> Home >> Server Configuration >> Tweak Settings</i>). | Mail/SendLimitExceeded.*.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>queueprocd Critical Errors</i> | The Queue Processor daemon shuts 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>Remote MySQL Connection Failure</i> | The system encounters a remote MySQL connection issue. | Check/MysqlConnection.*.tpl |
| <i>Remote MySQL Server Notifications</i> | The remote MySQL server detects database tables that you must repair. | Check/MySQL.*.tpl |
| <i>Root Compromise Checks</i> | The system 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 performs a deprecated call within a script and terminates the script. | Logger/Notify.*.tpl |
| <i>Security Advisor State Change</i> | WHM's <i>Security Advisor</i> interface (<i>WHM >> Home >> Security Center >> Security Advisor</i>) detects new issues with high importance. | Check/SecurityAdvisorStateChange.*.tpl |
| <i>Service failures (ChkServd)</i> | cPanel & WHM detects that a service fails, recovers, or times out. | chkssrvd/Notify.*.tpl |
| <i>Service SSL Certificate Expiration</i> | A service-level SSL certificate expires. | Check/SSLCertExpired.*.tpl |
| <i>Service SSL Certificate Expires Soon</i> | A service-level SSL certificate will expire soon. | Check/SSLCertExpiresSoon.*.tpl |
| <i>SSHD Configuration Error</i> | The system detects an attempt to change the <code>sshd_config</code> file. | SSHD/ConfigError.*.tpl |
| <i>SSL certificates expiring</i> | An account's SSL certificate expires soon. | AutoSSL/CertificateExpiring.*.tpl |
| <i>Stalled Process Notifications</i> | A user's process stalls. | OverLoad/CpuWatch.*.tpl |
| <i>Stalled Statistics and Bandwidth Process Notifications</i> | A process stalls while it processes a user's statistics and bandwidth data. | OverLoad/LogRunner.*.tpl |

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| <i>Stats and Bandwidth Processing Errors</i> | A process experiences an error while it processes a user's statistics and bandwidth data. | Stats/Lagging.*.tpl |
| <i>Stuck Script</i> | The system detects a stuck script. | StuckScript/Notify.*.tpl |
| <i>System Log Approaches 2GB</i> | A log file currently approaches 2 GB in size. <div style="border: 1px solid #f0e68c; padding: 10px; margin: 10px 0;"> <p>Note: To automatically rotate log files at the end of each month, use WHM's Log Rotation interface (<i>WHM >> Home >> Service Configuration >> Apache Configuration</i>).</p> </div> | Check/Biglog.*.tpl |
| <i>System Out Of Memory</i> | The system terminates 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 an existing notification type and template does not already handle. | 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 fails 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> | The system will automatically upgrade a service. | Update/UpgradeRequired.*.tpl |
| <i>User Disabled Two-Factor Authentication</i> | A user disables two-factor authentication. | TwoFactorAuth/UserDisable.*.tpl |
| <i>User Disk Usage Warning</i> | Users approach or reach their disk quota limits. | <ul style="list-style-type: none"> • Quota/DiskWarning.*.tpl • Quota/List.*.tpl |
| <i>User Enabled Two-Factor Authentication</i> | A user enables 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 |

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- [Contact Manager](#)
- [Notification Templates](#)
- [Basic WebHost Manager Setup](#)
- [Email All Resellers](#)
- [Email All Users](#)

- [Contact Information](#)
- [Contact Manager](#)
- [Notification Templates](#)
- [Basic WebHost Manager Setup](#)
- [Email All Resellers](#)
- [Email All Users](#)

- [Guide to Custom Service Notifications](#)
- [WHM API 1 Functions - update_contact_email](#)
- [cPanel API 1 Functions - CustInfo::getemail](#)
- [cPanel API 2 Functions - CustInfo::savecontactinfo](#)
- [cPanel API 2 Functions - Contactus::sendcontact](#)