

Questions and Answers with cPanel Technical Support

- [Why can't I clean a hacked machine](#)

Overview

The documents in this section answer some common questions that the cPanel Technical Support staff often receives from you.

If you wish for cPanel Support to answer a question that relates to your cPanel & WHM server, [open a technical support ticket](#).

Warning:

Some of the documents in this section describe dangerous procedures or unsupported workarounds that we do **not** guarantee will work in the future. Exercise caution when you execute the steps in these documents.

Important information

Before you execute the steps in any of this section's documents, we **strongly** suggest that you understand the following information:

- These documents do **not** account for any additional changes or customizations to your server.
- We **only** tested the instructions in these documents on default installations of CentOS and Red Hat® Enterprise Linux®.

Additional documentation

[Suggested documentation](#) [For cPanel users](#) [For WHM users](#) [For developers](#)

- [How to Open a Technical Support Ticket](#)
- [Tutorial Videos](#)
- [Questions and Answers with cPanel Technical Support](#)
- [How to Configure Microsoft Windows 7 to use TLS Version 1.2](#)
- [cPanel Migration Services and Guides](#)

Error rendering macro 'contentbylabel' : parameters should not be empty

- [cPanel Migration Services and Guides](#)
- [Feedback for Tickets](#)
- [How to Open a Technical Support Ticket](#)
- [Technical Support Services](#)
- [How to Authenticate your Server for cPanel Technical Support](#)

- [WHM API 1 Functions - ticket_get_support_agreement](#)
- [WHM API 1 Functions - ticket_get_support_info](#)
- [WHM API 1 Functions - ticket_grant](#)
- [WHM API 1 Functions - ticket_create_stub_ticket](#)
- [WHM API 1 Functions - ticket_list](#)