

How to Manually Migrate Accounts to cPanel from Unsupported Control Panels

Overview

This document describes how to migrate your web accounts from unsupported third-party control panels to cPanel & WHM.

Warning:

- We **strongly** recommend that **only** advanced system administrators who understand migrations perform this process.
- Your websites will likely experience downtime during this process.

cPanel, Inc. offers [free migration services](#) from the following third-party control panels:

- Odin Plesk (formerly Parallels)
- DirectAdmin
- Ensim

cPanel & WHM supports the following services:

- [Apache](#)
- [Bind](#)
- [Exim](#)
- [Mailman](#)

Any other services on the third-party control panel require that you customize them to function in a cPanel & WHM environment. For more information, [open a support ticket](#) and our migration team will contact you.

If you do **not** host your account on one of these control panels, you must **manually** migrate your web accounts to a cPanel & WHM server.

If you experience difficulties with this process, [open a support ticket](#) and our migration team will contact you.

Migrate your accounts

Lower your DNS Time to Live.

Decrease your DNS records' Time To Live (TTL) on all of your account's domains. This forces clients to update their copy of the DNS zones that your nameservers host. We recommend that you perform this action several days before you begin the migration process. For information about how to lower your DNS records' TTL, read Virendra's TalkTech's [Migrating Servers](#) article.

Install cPanel & WHM on your new server

Before you transfer the accounts, install cPanel & WHM on your new server. To do so, follow the steps in our [Installation Guide](#).

During the installation process, select a hostname and main IP address for the new server. You can perform this action in WHM's [Basic WebHost Manager Setup](#) interface (*WHM >> Home >> Server Configuration >> Basic WebHost Manager Setup*). The system configures the DNS zone files of restored accounts with those settings.

Important:

- Select a main IP address that is **not** your old server's main IP address.
- Select the same hostname, shared IP address, and nameservers as your old server.

Note:

cPanel, Inc. automatically provides you with free 15-day trial license when you install cPanel & WHM on a new server. However, if the [Trial License Interface](#) shows that your IP address is **not** eligible for a trial license, [contact Customer Service](#).

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Migrate the files.

After you create a new cPanel & WHM account, migrate your old account's files and directories to your new account's appropriate files and directories.

The following table describes files and directories that you commonly use when you transfer an account to a cPanel & WHM server:

Directory	Description	Notes	Examples
/home/user/public_html	This directory contains all of your files, directories, subdirectories, and content.	<ul style="list-style-type: none"> This directory may appear as the <code>home/user/www</code> directory or the <code>/home/user/vhost</code> directory on some systems. The account user must own the files and subdirectories in this directory. The subdirectories in this directory must possess 755 permissions. The files in these directories must possess 644 permissions. 	<p> Click to view the directory's contents... </p> <pre> drwxr-x--- 7 user nobody 4096 Jan 11 08:35 ./ drwx--x--x 41 user user 4096 Mar 14 02:18 ../ drwxr-xr-x 2 user user 4096 May 20 2014 cgi-bin/ drwxr-xr-x 2 user user 4096 Sep 4 2014 entropybanne r/ -rw-r--r-- 1 user </pre>

```
user
2 Jan
11
08:35
exampl
e.html
drwxr-
xr-x
2 user
user
4096
Jul 16
```

```
2013
scgi-b
in/
```

/home/user/mail

This directory contains all of the email files for every email account on the cPanel account. This includes any addon domains, parked domains (aliases), and subdomains.

A directory for each domain, subdomain, addon domain, and parked domain exists in the /home/user/mail directory. These directories include subdirectories for each email address associated with the domain.

Users who migrate data to cPanel & WHM servers **must** convert any mbox data to the Maildir format. To do this, follow the directions in our [How to Convert mbox Accounts to Maildir documentation](#).

[Click to view the directory's contents...](#)

```
drwxr-
x--x
12
user
user
4096
Sep 24
11:07
./
drwx--
x--x
41
user
user
4096
Mar 14
02:18
../
drwxr-
x--x
3 user
user
4096
Mar 23
2015
archive/
drwxr-
x--x
3 user
user
4096
Apr 28
2014
colin.
com/
drwxr-
x--x
2 user
user
4096
Apr 22
2014
```

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s/
-rw-rw
----
1 user
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-rw-r-
-r--
1 user
user
14 Apr
22
2014
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rimapu
iddb
drwxr-
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2 user
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Jul 15
2013
cur/
-rw-rw
----
1 user
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doveco
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list
-rw-r-
----
1 user
user
244
Jun 8
2015
doveco
t.inde
x.log
```

```
-rw-r-  
----  
1 user  
user  
50 Jun  
8  
2015  
doveco  
t-uidl  
ist  
drwxr-  
x--x  
5 user  
user  
4096  
Apr 22
```

```
2014
.Trash
/
```

▼ [Click to view the directory's contents...](#)

```
drwxr-
x--x
3 user
user
4096
Apr 28
2014
./
drwxr-
x--x
12
user
user
4096
Sep 24
11:07
../
drwxr-
x--x
9 user
user
4096
Jun 8
2015
servo/
```

▼ [Click to view the directory's contents...](#)

```
drwxr-
x--x 9
user
user
4096
Jun 8
2015
./
drwxr-
x--x 3
user
user
4096
Apr 28
2014
```

```
../  
-rw-rw  
---- 1  
user  
user  
43 Apr  
30  
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courie  
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cl  
drwxr-  
x--x 2  
user  
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4096  
Apr 28  
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drwxr-  
x--x 5  
user  
user  
4096  
Apr 28  
2014  
.Draft  
s/  
drwxr-  
x--x 5  
user  
user  
4096  
Apr 28  
2014  
.Junk/  
-rw-r-  
---- 1  
user  
mail  
18 Jun  
30  
2014  
maildi  
rsize  
drwxr-  
x--x 2  
user  
user  
4096  
Apr 28  
2014  
new/
```


drwxr-
x--x 5
user
user
4096
Apr 28
2014
.Sent/
drwxr-
x--x 2
user
user
4096
Apr 30
2014
tmp/
drwxr-
x--x 5
user
user
4096
Apr 28

```
2014
.Trash
/
```

/home/user/tmp

This directory contains the temporary files for the account, as well as bandwidth and web statistics data.

For example, you can migrate your original server's AWStats data to the /home/user/tmp/awstats directory.

When you migrate the bandwidth and web statistics data to a cPanel & WHM server, the system uses the data to create web statistics files.

[Click to view the directory's contents...](#)

```
drwxr-xr-x
11
user
user
4096
Mar 2
12:26
./
drwx--x--x
41
user
user
4096
Mar 14
02:18
../
drwxr-xr-x
3 user
user
4096
Apr 18
2015
analog
/
drwxr-xr-x
3 user
user
4096
Apr 18
2015
awstats/
drwxr-xr-x
2 user
user
4096
Sep 6
2013
```

```
cpband
width/
drwx--
----
2 user
user
4096
May 12
2014
cpcsvi
mport/
drwx--
----
2 user
user
4096
Jun 9
2015
horde/
drwxr-
xr-x
2 user
user
4096
Oct 22
2014
logaho
lic/
drwxr-
xr-x
3 user
user
4096
Oct 30
2014
pear/
drwxr-
xr-x
3 user
user
4096
Apr 18
2015
webali
zer/
drwxr-
xr-x
2 user
user
4096
Oct 22
2014
```

webali
zerftp
/

/home/user/etc

This directory contains the email account password, shadow, and quota files for current email accounts.

For example, you can migrate your original server's email account quota data to the `/home/user/etc/quota` directory.

N/A

Click to view the directory's contents...

```
drwxr-  
x---  
5 user  
mail  
4096  
Oct 21  
10:23  
./  
drwx--  
x--x  
41  
user  
user  
4096  
Mar 14  
02:18  
../  
drwx--  
x--x  
3 user  
user  
4096  
Apr 22  
2014  
passwd  
/  
-rw-r-  
-r--  
1 user  
user  
0 Apr  
22  
2014  
quota  
-rw-r-  
-r--  
1 user  
user  
9 Feb  
4  
09:33  
cachei  
d  
drwxr-  
x---  
5 user  
user  
4096  
Mar 12  
03:11  
shadow  
/
```

<p>/home/user/ssl</p>	<p>This directory contains the SSL certificates associated with the domains on the cPanel account.</p>	<p>After you migrate the SSL certificates, you must activate them in the <i>Manage SSL Hosts</i> section of WHM's <i>Manage SSL Hosts</i> interface (WHM >> Home >> SSL/TLS >> Manage SSL Hosts).</p>	<p> Click to view the directory's contents... <pre> drwxr-xr-x 5 user user 4096 Aug 3 2015 ./ drwx--x--x 41 user user 4096 Mar 14 02:18 ../ drwx-- ---- 2 user user 4096 Feb 16 2015 certs/ drwx-- ---- 2 user user 4096 Feb 16 2015 csrs/ drwx-- ---- 2 user user 4096 Mar 25 2015 keys/ </pre> </p>
<p>/var/lib/mysql</p>	<p>This directory stores the MySQL® databases for every account on the server.</p>		<p> Click to view the directory's contents... </p>

- You **must** create the empty database on the cPanel account first, and then restore it on to that database. To do this, use cPanel's *MySQL Database Wizard* interface (cPanel >> Home >> Databases >> MySQL Database Wizard).
- You **must** create a dump of your database and import it via cPanel's *phpMyAdmin* interface (cPanel >> Home >> Databases >> phpMyAdmin).

```

drwxr-xr-x
30
mysql
mysql
4096
Mar 14
02:57
./
drwxr-xr-x
26
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mysql  
mysql  
52 Feb  
20  
03:07  
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----  
1  
mysql  
mysql  
56 Feb  
11
```



```
2015
auto.c
nf
```

/var/lib/pgsql

This directory stores the PostgreSQL databases for every account on the server.

- You **must** create the empty database on the cPanel account first, and then restore it on to that database. To do this, use cPanel's *PostgreSQL Database Wizard* interface (*cPanel >> Home >> Databases >> PostgreSQL Database Wizard*).
- You **must** create a dump of your database and import it via cPanel's *phpPgAdmin* interface (*cPanel >> Home >> Databases >> phpPgAdmin*).

▼ [Click to view the directory's contents...](#)

```
drwxr-xr-x
30
pgsql
pgsql
4096
Mar 14
02:57
./
drwxr-xr-x
26
root
root
4096
Nov 11
03:11
../
drwx--
----
2
pgsql
pgsql
4096
Jun 17
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			2015 auto.c nf
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Migration completion and DNS updates.

After you migrate your content to your new cPanel & WHM server, perform the following steps:

1. Confirm that all of your content and credentials migrated properly and that they function in the new environment.
2. Update your domain's nameservers to match the new nameservers on your cPanel & WHM server.

Note:

We recommend that you also edit the DNS records on your old server to point to your cPanel & WHM server so that all content forwards to the new server.

Additional documentation

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

- [How to Manually Migrate Accounts to cPanel from Unsupported Control Panels](#)
- [cPanel Migration Services and Guides](#)
- [How to Convert mbox Accounts to Maildir](#)
- [CVE-2016-3714 ImageMagick](#)
- [CVE-2015-0235 GHOST](#)

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

- [How to Manually Migrate Accounts to cPanel from Unsupported Control Panels](#)
- [cPanel Migration Services and Guides](#)
- [How to Convert mbox Accounts to Maildir](#)
- [CVE-2016-3714 ImageMagick](#)
- [CVE-2015-0235 GHOST](#)

Content by label

There is no content with the specified labels

