

How Do I... FAQ

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How do I find my DNS server?

You can use a tool (for example, [WHOIS.com](#)) to check which nameservers are authoritative to your domain.

You can also ask your web hosting provider for information about your DNS server.

How do I change the registration information that displays for a WHOIS search?

To change this information, you **must** update the contact information at your domain's registrar.

The update process varies between different domain registrars. The following list includes links to instructions for a few prominent registrars:

- [DirectNIC](#)
- [eNom](#)
- [GoDaddy](#)
- [Network Solutions](#)
- [Namecheap](#)

For other registrars, search through their web site's help, knowledge base, or support sections for the terms "Update WHOIS".

How do I transfer my cPanel license's IP address?

If you purchased your license through the Manage2 system, follow the directions in our [Transfer a license](#) documentation.

If you purchased your license directly from cPanel, Inc., perform the following steps:

1. Log in to your [cPanel Store account](#).
2. Click *My Account*. The *My Account* interface will appear.
3. Under the *Orders/Licenses* heading, click *View my licenses*. The *Manage Licenses* interface will appear.
4. Click the checkbox for the license that you wish to transfer and click *Edit IP*. The *Change IP Address* dialogue box will appear.
5. Enter the license's new IP address in the *New IP Address* text box and click *Save Changes*.

Important:

You can **only** transfer a cPanel license to an IP address that does **not** already possess a cPanel license.

If you experience any issues with the transfer, [open a support ticket](#).

How do I add images to my website?

Upload the image to your site and add an HTML `img` tag to your website's HTML code. You can perform this action with the *HTML Editor* in cPanel's *File Manager* interface (*cPanel* >> *Home* >> *Files* >> *File Manager*).

How do I view my site as soon as I create it?

To view your website before DNS propagates, enter `host.example.com/~username` in your web browser, where `host.example.com` is your hostname and `username` is your cPanel account username.

After DNS propagates, you can navigate directly to your domain.

For more information about this feature, read our [Apache mod_userdir Tweak](#) documentation.

How do I upload my web page files from my computer's hard drive?

You can upload files to your site through cPanel's [File Manager](#) interface (*cPanel >> Home >> Files >> File Manager*). Click [File Manager](#), and then scroll down to the directory in which you wish to put the files.

You can also use your preferred FTP program to upload files. To do this, perform the following steps:

1. Create an FTP account in cPanel's [FTP Accounts](#) interface (*cPanel >> Home >> Files >> FTP Accounts*).
2. Enter your `public_html` directory in the *Directory* text box.
3. Use your external FTP program to upload your site's files to that directory.

I accidentally deleted the public_html folder (or a file). How do I retrieve all of my files?

There is no undelete option. You need to restore this folder from your backups. To restore your `public_html` directory, use cPanel's [Backup](#) interface (*cPanel >> Home >> Files >> Backup*).

You can also contact your web hosting provider to ask them restore your backups.

Note:

If backup files do not exist, you cannot restore your information.

How do I restore a full backup file to my server?

To restore a full backup file on a server, use WHM's [Restore a Full Backup/cpmove file](#) interface (*WHM >> Home >> Backup >> Restore a Full Backup/cpmove File*).

Any of following directories **must** contain the files that you wish to restore:

```
/home, /home2, /home3, /root, /usr, /usr/home, /web
```

How do I add a logo on the top of my website in the URL bar?

The logo in your browser's URL bar is called a Favorites Icon (favicon). Originally, bookmarks and browser URL bars used these icons.

For more information, search for a favicon tutorial on your preferred search engine.

How do I remove an old subdomain that I placed in a directory, such as /example.com?

When you delete a subdomain in cPanel, it removes the entries that take users to that subdomain, but not the actual files. If you wish to remove the files as well, delete the directory in cPanel's [File Manager](#) interface (*cPanel >> Home >> Files >> File Manager*).

How do I set an HTML document as the main page?

Contact your web hosting provider to find out how to perform this action on your site.

How do I transfer my website from another control panel?

You can transfer your website, databases, mail, and files to a cPanel & WHM server from one of the following control panels:

- Parallels Ensim®
- Parallels Plesk®
- DirectAdmin

To transfer your website, databases, mail, and files, ask your new host, or someone on a cPanel & WHM server, use WHM's [Transfer Tool](#) interface (*WHM >> Home >> Transfers >> Copy an Account from Another Server*).

You can also [open a support ticket](#) to request that our migration team contact you.

How do I change my cPanel username?

System administrators can change cPanel usernames in WHM's [Modify an Account](#) interface (*WHM >> Home >> Account Functions >> Modify an Account*).

How do I change the 401 error that is caused when I cancel a username/password login window for a protected directory?

To change the error message that a user receives, use cPanel's [Error Pages](#) interface (*cPanel >> Home >> Advanced >> Error Pages*). Choose the domain for which you wish to modify the error pages.

Select any of your error pages to make your changes.

How do I know the path of a file on the server?

The `/home/username/` directory contains your files.

For example, if your username is `john` and you put a file in the `public_html` directory named `index.php`, the file is the `/home/john/public_html/index.php` file.

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- [How Do I... FAQ](#)
- [Transfer Tool](#)
- [The pkgacct Script](#)
- [Installation FAQ](#)
- [Manage Demo Mode](#)

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- [The pkgacct Script](#)
- [The view_transfer Script](#)
- [Copy an Account from Another Server with Account Password](#)

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- [Guide to Transfer and Restore API Functions](#)
- [WHM API 1 Functions - accept_eula](#)
- [Quickstart Development Guide - Obtain a cPanel Developer License](#)
- [Guide to Transfer and Restore API Functions - Plan the Transfer Session](#)
- [Guide to Transfer and Restore API Functions - Check the Transfer Session](#)