

# The failurls File

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## Overview

If a user fails to authenticate with cPanel through a [custom login form](#), the `/var/cpanel/failurls` file allows a reseller to redirect that user to a custom error page.

## Requirements

Make certain that your entries in the `failurls` file meet the following requirements:

- Each entry **must** be on a separate line.
- Each entry **must** be a static URL.
  - For example: `http://example.com/index.php?failed=1` is not a valid entry because it is a dynamic URL.
- The login page **must** pass dynamic content via hidden POST variables. GET query strings will fail because they will not match any entry in the `failurls` file.
  - For example: `<input type="hidden" name="failurl" value=" http://example.com/failed.html " />` is a valid hidden POST variable.
- The failurl value in the custom login form **must** match one of the entries in the `failurls` file.
  - For example: `http://example.com/failed.html` in the `failurls` file matches the `<input type="hidden" name="failurl" value=" http://example.com/failed.html " />` hidden POST variable.

## Restart cPanel

After you create the entries in the `failurls` file, use the following command as the `root` user to restart cPanel:

```
/usr/local/cpanel/startup
```

## Additional documentation

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

- [The failurls File](#)
- [Tweak Settings - Display](#)
- [Security Questions](#)
- [Configure Security Policies](#)
- [Two-Factor Authentication for WHM](#)
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- [Tweak Settings - Display](#)
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- [UAPI Functions - LastLogin::get\\_last\\_or\\_current\\_logged\\_in\\_ip](#)
- [UAPI Modules - LastLogin](#)
- [Guide to cPanel Interface Customization - Login Images](#)
- [Guide to cPanel Interface Customization - Login Templates](#)
- [Guide to API Authentication - Username and Password Authentication](#)