

The cPanel Interface FAQ

For cPanel & WHM version 11.50

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Can the root user access a cPanel account without the help of WHM?

You can grant the root user access to a cPanel user account with the *Accounts that can access a cPanel user account* option in the WHM's *Tweak Settings* interface (*Home >> Server Configuration >> Tweak Settings*). This setting grants the root user access to a cPanel account by default.

Is there a website builder in the cPanel interface ?

Yes, it is called WordPress®. To install WordPress on your server, navigate to cPanel's *Site Software* interface (*Home >> Software and Services >> Site Software*) and select *WordPress*.

There are also several optional content management systems that your web hosting provider can install with WHM's *Install cPAddons Site Software* interface (*Home >> cPanel >> Install cPAddons Site Software*). Your web hosting provider **must** enable this option in order for you to access these content management systems.

What should I do when my cPanel interface does not display?

You should contact your web hosting provider so that they can determine the cause of the issue or escalate the issue to us.

If you get your license directly from cPanel, Inc., contact our [support department](#).

I receive a 'Cannot Read License File' message when I enter my cPanel interface. What can I do?

Contact your system administrator and ask them to update the license file on the server.

If you cannot solve this issue, you can also [open a support ticket](#).

How can I change my password in cPanel?

If you remember your old password, you can change your password in cPanel's *Change Password* interface (*Home >> Preferences >> Change Password*).

If you forgot your password, your web hosting provider can reset it for you in WHM.

You can also reset your password via email if your web host enables the *Email password reset* setting in WHM's *Tweak Settings* interface (*Home >> Server Configuration >> Tweak Settings*).

How can I manage multiple domains through one cPanel account?

To manage multiple domains with one cPanel account, you can use [addon domains](#).

- Your account **must** have a main domain.
- You can add more domains with cPanel's [Addon Domains](#) interface (*Home >> Domains >> Addon Domains*).
- Add the domains outside of your `public_html` directory in order to keep track of them easily.

My website asks for a username and password when I try to view it. How can I remove or change this?

Navigate to cPanel's [Password Protect Directories](#) interface (*Home >> Security >> Password Protect Directories*). In this interface, you can modify the password protection settings for your domain.

If your main domain asks for a password, modify the settings for the `public_html` directory.

I need to create a login on my website. How can I accomplish this?

To create a login on your website, use cPanel's [Password Protect Directories](#) interface (*Home >> Security >> Password Protect Directories*). Enable password protection and then add the users to whom you wish to grant access.

How can I customize my error pages?

You can customize your error pages with cPanel's [Error Pages](#) interface (*Home >> Advanced >> Error Pages*).

How can I back up my complete website to a drive on my computer?

To perform a complete backup of your website, use the *Download or Generate a Full Website Backup* feature in cPanel's [Backups](#) interface (*Home >> Files >> Backups*).

How can I forward my old website to my new site?

You can do this with a redirect. To set up a redirect, perform the following steps:

1. Log in to your old site's cPanel interface.
2. Navigate to cPanel's [Redirects](#) interface (*Home >> Domains >> Redirects*).
3. Set the old site's index page to redirect to the new site's index page.

If you wish for the old site and the new site to go to the same place, but you have not yet set up the new site, you can use a [parked domain](#). A parked domain allows you to add a second domain name to your account that goes to the same website.

Can I add or translate a language for the cPanel interface that is not included by default?

A system administrator can edit a locale with WHM's [Edit a Locale](#) interface (*Home >> Locales >> Edit a Locale*).

For more information, view the [steps to create and edit a non-standard locale in WHM](#).

I cannot access my databases!

If you cannot access your databases, perform the following steps to reset your cPanel account's password:

1. Navigate to cPanel's [Change Password](#) interface (*Home >> Preferences >> Change Password*).
2. Select the *Synchronize MySQL password* checkbox.
3. Change the password.

4. Click *Change your password now!*

Why can't I create a new database when my cPanel Stats Bar shows that I have not yet reached the maximum number of databases on the All SQL Databases bar?

If your hosting provider allows you to use both MySQL (or MariaDB) and PostgreSQL databases, the *All SQL Databases* bar represents the combined total number of databases on your account. The maximum number of databases of each type that you can create is half of that number.

For example, if your provider allows you to use MySQL and PostgreSQL databases and the value of *All SQL Databases* is 10, you can create up to 5 MySQL and 5 PostgreSQL databases. You **cannot** "transfer" your allotment from one type of database to another to create 10 MySQL or 10 PostgreSQL databases.