Installation Guide - Troubleshoot Your Installation

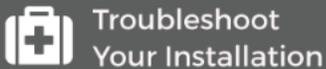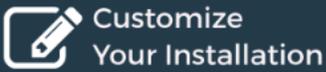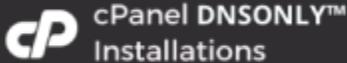**System Requirements**

Customize Your Installation

Troubleshoot Your Installation

- License errors
- Perl installation errors
- High CPU load on Hyper-V
- RPM installation failures
- DNS problems
- Hostname issues
- Additional documentation

cPanel DNSONLY™ Installations

Get Started in WHM®

Overview

This documentation describes additional steps to use if you install cPanel & WHM with this guide, but still experience problems.

> **Remember:**
> - If you check all of the options in this documentation and still experience problems, submit a ticket to cPanel Support.
> - To provide cPanel Support with access to your server, read our Grant cPanel Support Access documentation.

License errors

Problem	You see license errors during or after the installation process (for example, a `License File Expired` message).
Explanation	- Your license may be expired or improperly configured. - Your system may not connect properly to the cPanel, Inc. license servers. - Your server may use an invalid hostname. - Your server may use an incorrect date and time.

Solution	To troubleshoot this issue, perform the steps in our How to Fix License File Errors documentation.

Perl installation errors

Problem	You see the following error message during the installation process:
	``` Fatal! Perl must be installed before proceeding! ```
Explanation	Perl **must** exist on your server before the installation script for cPanel & WHM can run successfully. If Perl does **not** exist during installation, the cPanel & WHM installer attempts to install Perl via the `yum -y install perl` command. If the installation does not succeed, the system displays this error message. • We **strongly** recommend that you allow your operating system's distribution to control the system Perl installation. Do **not** customize this Perl installation. • For more information about Perl on your server, and which versions of Perl ship with specific operating systems, read our Guide to Perl in cPanel & WHM documentation. cPanel & WHM servers use multiple Perl environments.
Solution	Problems with yum generally cause this error. Make certain that yum functions properly on your server. To attempt to install Perl again, run the following command: ``` yum install perl ```

High CPU load on Hyper-V

Problem	The server reports a high CPU load, and Hyper-V's Dynamic Memory option is enabled.
Explanation	This problem is due to an issue with sleep interruptibility in Hyper-V.
Solution	For more information and a patch to fix the issue, visit the LKML web site.

RPM installation failures

Problem	One or more RPMs fail during installation.
Explanation	There are several reasons why your operating system's RPM installations may fail.
Solution	For steps to fix this issue, read our RPM Installation Failures documentation.

DNS problems

Problem	You experience problems that relate to DNS.
Explanation	- You may need to set up resolvers. Resolvers allow your server to communicate with DNS servers to find IPv4 or IPv6 addresses that correspond to domain names. - One or more directories or partitions may be improperly configured.
Solution	To check your server's resolvers, run the following command, where `example.com` represents a domain on your server: ``` host example.com ``` If this command **did not** return results, the `/etc/resolv.conf` file does not contain resolvers. Use WHM's *Resolver Configuration* interface (*Home* >> *Networking Setup* >> *Resolver Configuration*) to add resolvers to your server. To determine whether your server can communicate with a resolver, perform the following steps: 1. Use SSH to log in to your server via the command line. 2. Run the following commands to check communication via IPv4 and IPv6: ``` ping 8.8.8.8 ping6 2001:4860:4860::8888 ``` 3. If these commands fail, make **certain** that you used the correct IP addresses. Then, run the following commands to find the problem: ``` traceroute 8.8.8.8 traceroute6 2001:4860:4860::8888 ``` **Notes:** - Replace `8.8.8.8` with the desired resolver's IPv4 address. - Replace `2001:4860:4860::8888` with the desired resolver's IPv6 address.

Hostname issues

Problem	A cloud-hosted server does not retain the hostname setting.
Explanation	The `dhclient` script that the cloud hosting provider uses may interfere with cPanel & WHM's hostname configuration script.
Solution	For steps to fix this issue, read our Cloud-Hosted Hostname Solution documentation.

Additional documentation

Suggested documentationFor cPanel usersFor WHM usersFor developers

- Installation Guide - Customize Your Installation
- Installation Guide - Troubleshoot Your Installation
- Installation Guide - System Requirements
- WHM Scripts
- System Administrators FAQ

- Server Information for cPanel

- How to Purchase a LiteSpeed Web Server License
- Installation Guide - Customize Your Installation
- How to Install WHMCS
- The cPanel Log Files
- Tips to Make Your Server More Secure

- WHM API 1 Functions - expunge_mailbox_messages
- WHM API 1 Functions - get_all_contact_importances
- WHM API 0 Functions - sethostname
- WHM API 1 Functions - sethostname
- WHM API 1 Functions - get_available_profiles