

Installation FAQ

For cPanel & WHM version 11.50

Where can I find information about how to obtain a license for cPanel & WHM?

Do I need a license before I install cPanel & WHM?

Free 15 day trial license

How do I address this error: Content-type: text/plain The Cpanel Key Server said returned 500 Request Denied - No license entry found for your machine (X.X.X.X)! X-DES-KEY: generate error Invalid Lisc File?

Can I install cPanel & WHM on Ubuntu?

How can I uninstall cPanel & WHM?

How do I set up my cPanel server under a NAT configuration?

Why do I have problems with X Windows / XFree86 after I install cPanel?

Where can I find information about how to obtain a license for cPanel & WHM?

To purchase a license, visit the [cPanel Store](#).

Do I need a license before I install cPanel & WHM?

You may install cPanel & WHM without a license. However, it will **not** function until you obtain a license.

Free 15 day trial license

To determine whether you are eligible for a free 15 day trial license, perform the following steps:

1. Obtain your primary IP address. You can obtain your primary IP address with one of the following commands:
 - If you did not install lynx and you connect directly to the internet, run the following command:

```
/sbin/ifconfig eth0 |grep inet | awk '{print $2}' | awk -F:  
'{print $2}'
```

- If you use a Virtuozzo or OpenVZ VPS, run the following command:

```
/sbin/ifconfig venet0:0 |grep inet | awk '{print $2}' | awk -F:  
'{print $2}'
```

2. Enter your primary IP address in the [Trial License Interface](#) to check your eligibility.
3. If you are eligible, you can also install cPanel & WHM from this interface.

How do I address this error: Content-type: text/plain The Cpanel Key Server said returned 500 Request Denied - No license entry found for your machine (X.X.X.X)! X-DES-KEY: generate error Invalid Lisc File?

This error indicates an issue with your cPanel & WHM license. To address this error, run the following command as the `root` user:

```
/usr/local/cpanel/cpkeyclt
```

The `/usr/local/cpanel/cpkeyclt` script verifies your license. For more information, read our [Installation FAQ 72Documentation](#).

Can I install cPanel & WHM on Ubuntu?

Read our [System Requirements](#) 72Documentation for supported operating systems. We **cannot** offer technical support for cPanel & WHM installations on other operating systems. Most likely, an installation on an unlisted operating system will **not** function properly.

How can I uninstall cPanel & WHM?

The best way to uninstall cPanel & WHM is to reformat your server.

Reinstall your operating system to return your server to a default setting if you do not wish to use cPanel & WHM.

How do I set up my cPanel server under a NAT configuration?

cPanel & WHM supports 1:1 NAT configurations. For more information, read our [Installation FAQ](#) 72Documentation.

Important:

cPanel & WHM **only** supports 1:1 NAT configurations.

Why do I have problems with X Windows / XFree86 after I install cPanel?

Warning:

Do **not** run cPanel & WHM on a server with X Windows or XFree86.

cPanel, Inc. does **not** support X Windows or XFree86, due to severe security vulnerabilities. We cannot provide support to reclaim X Windows or Xfree86 on installed cPanel & WHM servers.