

Transfer Tool

This document is for a previous release of cPanel & WHM. To view our latest documentation, visit our [Home page](#).

For cPanel & WHM 11.44

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Overview

This feature allows you to copy multiple accounts from a remote server to your cPanel & WHM server. In order to transfer accounts, you will need SSH access to the remote server and be able to obtain root privileges with either `su` or `sudo`.

Note:

- The Transfer Tool requires MySQL® or a MySQL-compatible database on the target server to function properly. (For example, Percona or MariaDB)
- If you experience problems with session timeouts, increase the number of seconds in the *Number of seconds an SSH connection related to an account transfer may be inactive before timing out* setting in the *System* section of the *Tweak Settings* interface.

Warning:

- The transfer system uses multiple applications, such as MySQL. Do **not** shut down or restart any processes on either server during the transfer and restore process.
- The *Transfer Tool* feature does **not** transfer DNS zone templates. If custom DNS zone templates exist on the source server, the system ignores these zone templates when it recreates the account on the destination server.

Important note about account transfers from Plesk

If you plan to transfer accounts from Plesk, you should first change any forwarded domains to physical hosting accounts. To do this, run the following command as `root` from the command line:

```
./domain --update example.com -hst_type phys -login "example" -hosting true  
-ip 127.0.0.1 -passwd "examplepass"
```

In this example:

- `example.com` is the forwarding domain.
- `example` is the new account's username.
- `127.0.0.1` is the new account's IP address.
- `examplepass` is the new account's password.

If you need to convert several forwarding domains into hosting accounts, [open a ticket](#) in our system and our migration team will contact you.

How to transfer and restore multiple accounts

Remote server information

This section of the *Transfer Tool* interface is where you will specify information about the server from which accounts will be transferred.

1. Specify the *Remote Server Address*. This value can be in the form of an IP address or a Fully Qualified Domain Name (FQDN).
 - **IP address example** — 127.0.0.1
 - **FQDN example** — host.example.com

Note:

In this case, the FQDN will **not require** the trailing dot.

2. Specify the *Remote SSH port* you wish to use.

Note

The default value for SSH is port 22.

Authentication

This section of the *Transfer Tool* interface is where you will specify the authentication method to use to log into the remote server.

1. Select whether to log in as `root` or with a specific username.

Note

If `PermitRootLogin=No` in `sshd_config` on the remote server, you **must** log in as a user other than `root` and then escalate to `root`.

- If you selected *User* under *Login*:
 - a. Enter the remote account's username in the *Username* text box.
 - b. Enter the remote account's password in the *Password* text box.
2. Select the *Authentication Method* that you wish to use. Here, you must specify whether you wish to use a password or an SSH Public Key to authenticate to the remote server.
 - If you choose *Password*, enter the password for the account in the *Password* text box.
 - If you choose *SSH Public Key*, select the key that you wish to use during authentication. Make sure that the appropriate key has been installed in the [Manage root's SSH keys](#) interface, which is located in WHM under *Home >> Security >> Manage root's SSH Keys*.
 - If the SSH Public Key is encrypted, enter the *SSH Key Passphrase*.

Note

If you do not already have an SSH key, you can install one under the *Manage root's SSH Keys* interface in WHM (*Home >> Security Center >> Manage root's SSH Keys*).

3. If you selected *User* under *Login*, select a *Root Escalation Method*.
 - If you selected *su* for the *Root Escalation Method*, enter the `root` password in the *Root Password* text box.

Advanced

This area of the *Transfer Tool* interface is where you can select advanced options for the transfer. Click *Show* to display the list of options.

1. Specify the *Remote Server Type*. From the menu, select the web control panel that the remote server runs. You have the following options:
 - **Auto Detect**
 - **cPanel & WHM**
 - **DirectAdmin**
 - **Ensim (Parallels Pro)**

- **Plesk**

2. Select *Unencrypted* to use an unencrypted session to transfer the files.
3. Select *Compressed Transfers* to compress the files before the remote server transfers them.
4. Select *Low Priority* to use less CPU and IO on the remote server. This will reduce the impact to performance on the remote server, but increase the duration of the transfer session.
5. Select *Use Incremental Backups speed-up* to decrease the amount of time it takes to package the account on the source server. If a daily incremental backup is available, WHM will use that backup as a starting point. The system will then update the package before it is transferred.
6. Select *Use FTP to Transfer* if you would like to use FTP to complete the transfer.
7. Select *Use custom account packaging modules from /var/cpanel/lib/Whostmgr/Pkgacct* to use packaging scripts located in that directory.

Note

Custom restore modules located in `/var/cpanel/perl/Whostmgr/Transfers/Systems` will always be preferred over the cPanel-provided modules in `/usr/local/cpanel/Whostmgr/Transfers/Systems`.

8. Enter the number of transfer threads that you wish to use in the *Number of Transfer Threads* text box.
Enter the number of restore threads that you wish to use in the *Number of Restore Threads* text box.

Fetch account list

After you make your selections, click *Fetch Account List* to proceed to the next page.

The Account List interface

When you click the *Fetch Account List* button, a new interface will appear.

The top of the interface displays the hosting software and version of the remote server. If this information is incorrect, click *Reanalyze Remote Server*.

Below the remote server information, the interface will display if there are no available IP addresses.

Warning

If there are no available IP addresses on the target server, accounts on the remote server that have a dedicated IP address on the remote server will not transfer.

The next section is the *Packages* section. From here, you can select which packages on the remote server you wish to copy to your local server.

The last section of the *Account List* interface is the *Accounts* section. This section allows you to search for and select accounts that you wish to transfer to your local server.

How to copy packages

You can copy packages from a remote server if you choose to do so.

Note:

The *Transfer Tool* feature will transfer any features lists that are associated with the packages that you select.

To copy a package:

1. Select the packages that you wish to copy in the table under the *Packages* heading.
 - Click the checkbox in the table header to select all of the packages from the remote server.
 - You can use the *Search* text box to filter the list of packages.
 - You can use the navigation controls to page through the list of packages.
 - You can click a column header to sort the packages by that field.
2. Click *Copy*.

Warning

The restore system will attempt to extract the package information from the `cpmove` file. If the package does not already exist on the target system, the system will create the package and assign it to the account. If the system cannot create the package, the system will assign the default package to the account.

If the feature list that is associated with the account exists on the target system, the system will assign it to the account. If the feature list does not exist, the system will assign the default feature list to the account.

How to copy accounts

To toggle an option for all accounts, click the checkbox at the top of the appropriate column in the table header.

To copy accounts:

1. Select the accounts that you wish to copy in the table under the *Accounts* heading.
 - To copy all of the accounts on the remote server, click the checkbox at the top of the column in the table header.
 - You can use the *Search* text box to filter the list of accounts.
 - You can use the navigation controls to page through the list of packages.
 - You can click a column header to sort the accounts by that field.
2. You can specify the username that the copied account will use on the new server. Enter the new username in the *User* text box.

Note

The *User* text boxes use the following colors as warning indicators:

- **Red** means that the username exists on this server, and the account will fail to copy if you do not change the username or select **Overwrite**.
- **Yellow** means that the account has a dedicated IP address on the remote server.
- **Green** means that the account does not already exist.

3. Select the accounts that should be given dedicated IP addresses under the *Dedicated IP Address* heading.

Warning

The interface will **not** allow you to assign more dedicated IP addresses than the number of available IP addresses on your server.

If you select an account that has a dedicated IP address on the remote server but you do not have an IP address available to assign to it, the transfer will fail.

4. Select the accounts that should transfer their home directories under the *Copy Home Directory* heading.
 - You can use the *Filter* text box to filter the list of accounts by the Domain, User, or Reseller columns.
5. Select the accounts that should retain their reseller privileges under the *Copy Reseller Privileges* heading.
6. Select the accounts that should transfer their account databases under the *Copy Databases* heading.
7. Select the accounts that should transfer their bandwidth data under the *Copy Bandwidth Data* heading.
8. Select accounts for express transfer under the *Express transfer* heading.

Note

For more information about express transfer, read the About express transfer section of this document.

9. If an account exists on the server, the *Overwrite Account* column will contain a checkbox that allows you to transfer the account and overwrite all the data in the account.

10. Click *Copy* to finish.

After you click *Copy*, the [Account Transfer](#) interface will appear.

About express transfer

An express transfer performs the following actions on the remote server:

1. Updates the account's A record to point to the destination server.
2. Whenever appropriate, changes the domain's nameserver entry to point to the destination server.
3. Updates the email routing configuration, so mail arrives at the destination server.
4. Adds a redirect for the *Account Moved* page (`cgi-sys/movingpage.cgi`) for the following file extensions:
 - `.dynamiccontent`
 - `.pl`
 - `.plx`
 - `.perl`
 - `.cgi`
 - `.php`

- .php4
- .php5
- .php6
- .php3
- .shmt1

5. Blocks SSH and FTP logins to the source server for accounts that were transferred.

Changes are handled on the source server in the `/usr/local/cpanel/scripts/xferpoint` directory.