

How Do I... FAQ

For cPanel & WHM version 11.50

- How do I find my DNS server?
- How do I change the registration information that displays for a WHOIS search?
- How do I transfer my cPanel license's IP address?
- How do I add images to my website?
- How do I view my site as soon as I create it?
- How do I upload my web page files from my computer's hard drive?
- I accidentally deleted the public_html folder (or a file). How do I retrieve all of my files?
- How do I restore a full backup file to my server?
- How do I add a logo on the top of my website in the URL bar?
- How do I remove an old subdomain that I placed in a directory, such as /example.com?
- How do I set an HTML document as the main page?
- How do I transfer my website from another control panel?
- How do I change my cPanel username?
- How do I change the 401 error that is caused when I cancel a username/password login window for a protected directory?
- How do I know the path of a file on the server?

How do I find my DNS server?

You can use a tool (for example, [WHOIS.com](#)) to check which nameservers are authoritative to your domain.

You can also ask your web hosting provider for information about your DNS server.

How do I change the registration information that displays for a WHOIS search?

To change this information, you **must** update the contact information at your domain's registrar.

The update process varies between different domain registrars. The following list includes links to instructions for a few prominent registrars:

- [DirectNIC](#)
- [eNom](#)
- [GoDaddy](#)
- [Network Solutions](#)
- [Namecheap](#)

For other registrars, search through their web site's help, knowledge base, or support sections for the terms "Update WHOIS".

How do I transfer my cPanel license's IP address?

If you purchased your license directly from cPanel, Inc., perform the following steps:

1. Log in to your [cPanel Store](#) account.
2. Go to *Manage Licenses*.
3. Click *Transfer* and fill out the necessary information

If you experience any issues with the transfer, [open a support ticket](#) .

How do I add images to my website?

Upload the image to your site and add an HTML `img` tag to your website's HTML code. You can perform this action with the *HTML Editor* in cPanel's *File Manager* interface (*Home >> Files >> File Manager*).

How do I view my site as soon as I create it?

To view your website before DNS propagates, enter `host.example.com/~username` in your web browser, where `host.example.com` is your hostname and `username` is your cPanel account username.

After DNS propagates, you can navigate directly to your domain.

For more information about this feature, read our [Apache mod_userdir Tweak](#) documentation.

How do I upload my web page files from my computer's hard drive?

You can upload files to your site through cPanel's [File Manager](#) interface (*Home >> Files >> File Manager*). Click *File Manager*, and then scroll down to the directory in which you wish to put the files.

You can also use your preferred FTP program to upload files. To do this, perform the following steps:

1. Create an FTP account in cPanel's [FTP Accounts](#) interface (*Home >> Files >> FTP Accounts*).
2. Enter your `public_html` directory in the *Directory* text box.
3. Use your external FTP program to upload your site's files to that directory.

I accidentally deleted the `public_html` folder (or a file). How do I retrieve all of my files?

There is no undelete option. You need to restore this folder from your backups. To restore your `public_html` directory, use cPanel's [Backups](#) interface (*Home >> Files >> Backups*).

You can also contact your web hosting provider to ask them restore your backups.

Note:

If backup files do not exist, you cannot restore your information.

How do I restore a full backup file to my server?

To restore a full backup file on a server, use WHM's [Restore a Full Backup/cpmove file](#) interface (*Home >> Backup >> Restore a Full Backup/cpmove File*).

Any of following directories **must** contain the files that you wish to restore:

```
/home, /home2, /home3, /root, /usr, /usr/home, /web
```

How do I add a logo on the top of my website in the URL bar?

The logo in your browser's URL bar is called a Favorites Icon (favicon). Originally, bookmarks and browser URL bars used these icons.

For more information, search for a favicon tutorial on your preferred search engine.

How do I remove an old subdomain that I placed in a directory, such as `/example.com`?

When you delete a subdomain in cPanel, it removes the entries that take users to that subdomain, but not the actual files. If you wish to remove the files as well, delete the directory in cPanel's [File Manager](#) interface (*Home >> Files >> File Manager*).

How do I set an HTML document as the main page?

Contact your web hosting provider to find out how to perform this action on your site.

How do I transfer my website from another control panel?

You can transfer your website, databases, mail, and files to a cPanel & WHM server from one of the following control panels:

- Parallels Ensim®
- Parallels Plesk®
- DirectAdmin

To transfer your website, databases, mail, and files, ask your new host, or someone on a cPanel & WHM server, use WHM's [Transfer Tool](#) interface (*Home >> Transfers >> Copy an Account from Another Server*).

You can also [open a support ticket](#) to request that our migration team contact you.

How do I change my cPanel username?

System administrators can change cPanel usernames in WHM's [Modify an Account](#) interface (*Home >> Account Functions >> Modify an Account*).

How do I change the 401 error that is caused when I cancel a username/password login window for a protected directory?

To change the error message that a user receives, use cPanel's [Error Pages](#) interface (*Home >> Advanced >> Error Pages*). Choose the domain for which you wish to modify the error pages.

Select any of your error pages to make your changes.

How do I know the path of a file on the server?

The `/home/username/` directory contains your files.

For example, if your username is `john` and you put a file in the `public_html` folder that is called `index.php`, the file is the `/home/john/public_html/index.php` file.