

WHM FAQ

For cPanel & WHM version 64

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What is an express transfer?

An express transfer moves the specified cPanel account or accounts to a new server, and performs the following actions on the source server:

- Updates the account's A record to point to the destination server.
- Changes the domain's nameserver entry to point to the destination server.
- Updates the MX records to point to the destination server.
- 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  
.shmtl
```

- Blocks SSH and FTP logins to the source server for the transferred accounts.

Note

The source server handles changes via the `/usr/local/cpanel/scripts/xferpoint` file.

How do I block an IP address from my server?

You can block IP addresses with WHM's *Host Access Control* interface (*Home >> Security Center >> Host Access Control*).

How do I clear a full partition?

Usually, the `/var` directory fills up first. This is because the `/var` directory holds all of the system logs.

To clear a full partition in this case, perform the following steps:

1. To view the directory or log that takes up the most space, run the following commands:

```
cd /var  
du -sh
```

Note:

The output of these commands shows the used and available space in each directory, as well as the file sizes of each file in the current directory.

2. Examine the output and determine which directory uses the most space.
3. Run the `cd directory` command, where `directory` is the name of that directory, to change to that directory.
4. Repeat the first two steps to find the files that use the most space.
5. Either delete the files, or save the most recent entries. To save the most recent entries, run the following commands:

```
tail -5000 filename > filename.new
mv filename.new filename
sync
```

6. To release the file lock, restart the service that created the file.

The `/usr` directory also fills up due to Apache. To view the Apache logs, run the following commands:

```
cd /usr/local/apache
du -sh
```

Note:

The `logs/error_log` or `logs/access_log` files are sometimes very large. To resolve this problem, either delete them or use the `tail` commands in the section above.

How do I restart a daemon?

You can restart most services in WHM's *Restart Services* interface (*Home >> Restart Services*).

- You may need to restart some services in the command line. All standard Linux services (for example, HTTP, FTP, Exim, cPanel & WHM, or MySQL®) have `restartsrv_*` scripts in the `/usr/local/cpanel/scripts/` directory. For more information and a list of available `restartsrv_*` scripts, read our [WHM Scripts](#) documentation.
- For more information, read our [How to Restart Services](#) documentation.

Note:

You must log in as the `root` user to restart a daemon.

How do I fix WHM News?

To fix WHM's *News*, run the following command:

```
rm -f /var/cpanel/objcache/whmnews
```

How can I fix ndc connection refused errors?

To fix `ndc connection refused` errors, run the following scripts:

```
/scripts/upcp
/scripts/fixndc
/scripts/fixndc
```

Important:

Run the `/scripts/fixndc` script twice.

How do I manually move an account to another server?

Note

In the steps below, the domain is `example.com` and the username is `user`.

When an account is too large to move with the web browser, perform the following steps to move the account:

1. Run the `mkdir /home/cptemp` command to make a temporary directory in the `/home` directory where you can store the account's files while you copy them.
2. Compress and move the `public_html` directory. To do this, run the following commands:

```
cd /home/user/  
tar czvf public_html_user.tgz public_html  
mv public_html_user.tgz /home/cptemp/  
mv public_html /home/cptemp/
```

3. Move the site's weblogs. To do this, run the following commands:

```
cd /usr/local/apache/userlogs/  
gzip example.com  
mv example.com.gz /home/cptemp/
```

4. After all of the necessary files are in the `/home/cptemp/` directory, move the account in WHM. This sets up the new account on the new server.

Note

For more information, read our [How to Copy an Account with SSH Keys](#) documentation.

5. Navigate to the `/home/cptemp/` directory and move the files. To do this, run the following command:

```
scp public_html_dom.tgz root@newsserver.com:/home/dom/
```

6. Enter the `root` password for the new server and move the `domain.com.gz` file. To do this, run the following command:

```
scp domain.com.gz root@newsserver.com:/usr/local/apache/domlogs/
```

7. Enter the required login information.
8. Go to the new server and unpack the two large files that you just moved. To do this, run the following commands:

```
cd /home/dom/  
gzip -d domain.com.gz  
tar xzvf public_html_dom.tgz  
cd /usr/local/apache/domlogs/
```

Where is the Pure-FTPd configuration file?

Pure-FTPd configuration information is in the `/etc/pure-ftpd.conf` file.

How do I enable anonymous uploads with Pure-FTPd?

Use the *Allow Anonymous Uploads* option in WHM's *FTP Server Configuration* interface (*Home >> Service Configuration >> FTP Server Configuration*).

How do I disable the SMART errors?

To disable the SMART errors, run the following commands:

```
touch /var/cpanel/disablesmartcheck
/scripts/upcp
```

How do I debug problems with ProFTPd?

To debug ProFTPd problems, perform the following steps:

1. To shut down ProFTPd, run the following command:

```
/usr/local/cpanel/scripts/restartsrv_proftpd --stop
```

2. To start ProFTPd, run the following command:

```
proftpd -nd9
```

You may need to use the full path for debug mode. The default path for ProFTPd is `/usr/sbin/proftpd`

My hard drive is slow and backups take a long time. How can I fix this?

To address this issue, make certain that you have enabled Direct Memory Access (DMA) on your drives.

- To enable DMA for a hard drive, run the `hdparm -d1 /dev/hda` command.
- To disable DMA for a hard drive, run the `hdparm -d0 /dev/hda` command.
- To measure transfer rate of a hard drive, run the `hdparm -Tt /dev/hda` command.
- To view which options are enabled for a hard drive, run the `hdparm /dev/hda` command.
- To see more information on your drive, run the `hdparm -i /dev/hda` command.

Note

Some older drives and motherboards have a problem with DMA. Ask your data center whether you can enable DMA on your drives.

How do I fix the License File Expired error?

Important:

To address this issue, your server **must** communicate with the license servers.

To confirm that your server's main IP address matches the IP address that cPanel's license servers store, perform the following steps:

1. Run the following command as the `root` user:

```
curl http://www.cpanel.net/apps/myip/
```

Note:

If the IP addresses do not match, perform one of the following actions:

- Configure your server and network to route outbound traffic from the licensed IP address.
- Change the license IP address to match the IP address that the curl command returned.

2. Check your license on <http://verify.cpanel.net> to confirm that it is valid. If your license is not valid, contact your license provider.
3. If your license is valid, run the following commands as the `root` user:

```
rdate -s rdate.cpanel.net  
/usr/local/cpanel/cpkeyclt
```

4. Confirm that your server queries the `root` nameservers and has a valid hostname.

If you need assistance, or if these steps did not fix the issue, contact your license provider.

Why do I receive groupadd or useradd errors when I attempt to create a new account?

To ensure that the `/etc/passwd` and `/etc/group` files do not include the `+i` (immutable) flag, run the following commands:

```
lsattr /etc/group  
lsattr /etc/shadow
```

If these files do not contain the flag, run the following commands:

```
chattr -i /etc/passwd  
chattr -i /etc/group
```

It is also possible that your group shadow file is corrupt. To fix this issue, perform the following steps:

1. Move the `/etc/gshadow` file to the `/etc/gshadow.corrupted` file.
2. Run the `grpconv` command to rebuild the file.
3. Remove the `grshadow.lock` and `group.lock` files, if they are present.

Some services, such as MySQL, do not start on reboots. Why do I get errors about create/write to file (Errcode: 13) in the /tmp file?

This is most likely due to improper permissions in the real `/tmp` directory. If you use the `/scripts/securetmp` script at boot time, you may not notice the problem because the script sets permissions correctly after it boots.

The most common error is that the `mysqld` daemon will not start, with errors that resemble the following example:

```
061113 00:14:46 mysqld started
/usr/sbin/mysqld: Can't create/write to file '/tmp/ibEkcOgQ' (Errcode: 13)

061113 0:14:47 InnoDB: Error: unable to create temporary file; errno: 13
061113 0:14:47 [ERROR] Can't init databases
061113 0:14:47 [ERROR] Aborting
061113 0:14:47 [Note] /usr/sbin/mysqld: Shutdown complete
061113 00:14:47 mysqld ended
```

To fix this problem, unmount the `/var/tmp` and `/tmp` partitions and set the permissions correctly in the real `/tmp` directory. To do this, perform the following steps:

1. Run the following commands:

```
umount /var/tmp
umount /tmp
chmod 1777 /tmp
```

2. Edit the `/etc/rc.sysinit` file and add the following line near the other references to the `/tmp` directory:

```
chmod 1777 /tmp
```

3. Reenable the `/scripts/securetmp` script.

Important:

If you do not wish for your server to run the `/scripts/securetmp` script, create the `/var/cpanel/version/securetmp_disabled` file. To do this, run the following command:

```
touch /var/cpanel/version/securetmp_disabled
```

This file stops the script from running on your server. However, we **strongly** recommend that you do **not** disable the `/scripts/securetmp` script.

If you experience trouble with other services, run the following commands to forcibly enable them:

- **CentOS 7, CloudLinux™ 7, and Red Hat® Enterprise Linux 7 servers** — Run the `systemctl enable servicename.service` command.
- **All other supported operating systems** — Run the `chkconfig --add servicename` command.

Notes:

- In these commands, replace `servicename` with the service's name (for example, `pure-ftpd`).
- If, after each reboot, you still receive messages from the `chkservd` daemon about services that are not down, perform the following steps:
 1. Disable the service with the `chkconfig` command.
 2. Add the service to the end of the `/etc/rc.local` file to ensure that other services have time to start up first.

How do I change nameservers?

You can change nameservers in WHM's *Basic WebHost Manager Setup* interface (*Home >> Server Configuration >> Basic WebHost Manager Setup*).

To change your domain's nameservers, contact your web host and your domain registrar to update the information.

Why do I see this error message: [a fatal error or timeout occurred while processing this directive]?

Check the `/usr/local/cpanel/logs/error_log` file for the specific error. You may need to [submit a ticket](#) to our support department resolve this issue.

How do I make sure that my server runs the latest version of cPanel & WHM?

When you log in, the cPanel & WHM version displays in the upper right-hand corner of the interface. You can also determine the version with the `/usr/local/cpanel/cpanel -v` command.

To see the latest available cPanel & WHM version in your chosen release tier, visit <http://httpupdate.cpanel.net/>.

To update cPanel & WHM, use WHM's [Upgrade to Latest Version](#) interface (*Home >> cPanel >> Upgrade to Latest Version*). To update cPanel & WHM from the command line as the `root` user, run the `/scripts/upcp --force` command.

To configure your server to automatically update to the latest version every morning, navigate to WHM's [Update Preferences](#) interface (*Home >> Server Configuration >> Update Preferences*) and select *Automatic* in the *Daily Updates* section.

Can you easily change the A records to point to an IIS server through cPanel & WHM?

There are two ways to change the A records in the WHM interface:

- To edit the DNS zone manually and change the A records for the domain, use WHM's [Edit DNS Zone](#) interface (*Home >> DNS Functions >> Edit DNS Zone*) to edit the desired zone.
- To cause your server to use A records that point to another server whenever you create DNS zones, use WHM's [Edit Zone Templates](#) interface (*Home >> DNS Functions >> Edit Zone Template*) to modify the DNS zone template.

Why do I receive the message "unable to add the user" when I create an account?

The user may already exist on your system. If this is the case, use your operating system's user deletion tool to delete that user.

To check whether the user already exists, log in to your server and perform the following actions:

- Check the `/home/username` directory for a home directory for that user.
- Check the contents of the `/etc/passwd` directory for an entry for that user.

How do I preview a new domain before the DNS switch makes it live?

To preview the domain, enter the server's IP address and your cPanel username in a web browser. For example, if your IP address is `255.255.255.255` and your username is `bob`, you can use: `http://255.255.255.255/~bob`

Note:

You web host may disable this function for security reasons.

How do I disable or enable WHM access from the command line?

To disable WHM access for all users, block incoming traffic on port `2086` and `2087`.

Warning:

This will lock you out as well.

You can also use a firewall to allow access to those ports for specific IP addresses only.

You **cannot** turn an account into a reseller account (grant WHM access) from the command line. However, you can use [WHM API 1](#) to automate this process.

You **cannot** shut down WHM, because WHM services ensure that the server functions.

How do I delete the mail statistics logs on a daily basis?

The MySQL database in the `/var/lib/mysql/eximstats` file stores mail statistics. Remove the entries from this database.

Alternatively, you must clear the mail logs in the `/var/log`, `exim_mainlog`, `exim_rejectlog`, and `exim_paniclog` files daily.

A cronjob can easily execute a script that clears these files.

Is it possible to create domain templates?

Yes, cPanel & WHM calls these packages. Create these configurations in WHM's [Add a Package](#) interface (*Home >> Packages >> Add a Package*) and then apply them to new accounts.

I am a web hosting provider. Can I create a custom login page for my customers to log in to cPanel, WHM or Webmail?

Yes. To view sample source code that you can use to integrate customized login to a website, access the [PHP website](#).

How do I change the version of PHP that I have installed on my server?

To change the version of PHP that you have installed on your server, perform the following steps:

1. Log in to WHM.
2. Access the [EasyApache 3](#) interface (*Home >> Software >> EasyApache 3*).
3. Recompile Apache and select the version of PHP that you wish to install on your server.

Does cPanel & WHM include anti-virus protection?

Yes, it includes [ClamAV](#). To configure this feature, use WHM's [Configure ClamAV Scanner](#) interface (*Home >> Plugins >> Configure ClamAV Scanner*).

Does cPanel & WHM support multiple levels of permissions?

Yes. cPanel & WHM supports `root` users that can create and modify any domain and have access to all features of the cPanel & WHM interfaces.

We also support **reseller** accounts, which web hosting resellers can use to manage their own customer's accounts. However, you can easily tweak reseller access so that they only have privileges to suspend or unsuspend domains. Resellers have access to the cPanel interface and a limited subset of the functionality of the WHM interface.

Hosting account owners have an account in the cPanel interface and can manage most aspects of a website by themselves (within the boundaries that the reseller or `root` user sets).

When I create a domain, are web statistics automatically generated?

Yes. You can set an interval at which statistics update in WHM's [Statistics Software Configuration](#) interface (*Home >> Server Configuration >> Statistics Software Configuration*).

Note

Statistics are **not** available on the newly-created domain until after this interval.

cPanel & WHM includes the following web statistics software:

- [AWStats](#)
- [Webalizer](#)
- [Analog](#)

How can I cause the homepage of a folder to automatically default to `index.php`?

There are a few lines in the `/usr/local/apache/conf/httpd.conf` file that allow for a `index.php` file to display automatically. This will resemble the following example:

```
# DirectoryIndex: Name of the file or files to use as a pre-written HTML #
directory
index.  Separate multiple entries with spaces.
# <IfModule mod_dir.c>    DirectoryIndex index.ppl
index.pl index.plx index.perl index.html index.wml index.cgi
index.shtml index.jsp index.js index.jp index.php4 index.php3
index.php index.phtml index.htm default.htm default.html
home.htm </IfModule>
```

If those lines are not present, you will need to add the following line to a `.htaccess` file:

```
DirectoryIndex index.php
```

For more information about `.htaccess` files, visit the [Apache website](#).

Can I disable non-SSL login for cPanel & WHM?

Set the *Choose the closest matched domain for which that the system has a valid certificate when redirecting from non-SSL to SSL URLs*. Formerly known as “Always redirect to SSL/TLS” option to *On* in WHM's [Tweak Settings](#) interface (*Home >> Server Configuration >> Tweak Settings*). This will disable the use of the insecure ports and redirect users to secure ports with the `/cpanel` alias, the `/whm` alias, and the `/webmail` alias.

What PHP modules and plugins does cPanel & WHM support?

You can find a list of supported modules and plugins in our [EasyApache](#) documentation.

How do I delete an account?

You can delete an account with WHM's [Terminate Accounts](#) interface (*Home >> Multi Account Functions >> Terminate Accounts*).

Note

You **cannot** reverse this process. Back up the account **before** you delete it.

What is the WHM Autofixer?

The Autofixer script collection allows you to fix some common issues from a web browser that you cannot otherwise access from the command line.

You can find the following Autofixer scripts in cPanel's [httpupdate autofixer repository](#):

- `test` — This script is a test autofixer on your system and does not apply any changes.
- `bsdbindfix` — This script resolves port issues with BIND 9.
- `compresszlibfix` — This script fixes a `compress zlib` error.
- `dbmysql` — This script fixes `DBD: :mysql` issues for older versions of Red Hat Enterprise Linux®.
- `fpindexfile` — This script fixes the Microsoft® FrontPage® index.
- `iptablesflush` — This script flushes `iptables` rules from WHM if your firewall prevents SSH access.
- `libxml64fix` — This script fixes libXML on 64-bit systems.
- `remove_prelink` — This script removes prelink from your server.
- `resellerresourceaccounts` — This script fixes reseller resource accounts.
- `safeshrestart` — This script restores the SSH configuration file and restarts SSH if you are locked out.
- `vfilterfix` — This script restores `/etc/vfilters` files.
- `yumduprpmfix` — This script attempts to locate and resolve any duplicate RPMs.

To run an Autofixer script, perform the following steps:

1. Navigate to the following URL, where `serverip` represents your server's IP address:

```
https://serverip:2087/scripts2/autofixer
```

2. Log in to WHM with the `root` user's password.
3. Enter the Autofixer script name that you wish to run and click *Submit*.

The Autofixer script will display its results in your browser.

Why will my server not resolve domains?

This is usually due to an invalid nameserver setting in the `/etc/resolv.conf` file.

- Contact your data center for suggested nameservers within their network.
- You can also add a valid public nameserver to the `/etc/resolv.conf` file.

How do I use WHM on a PDA?

Point your PDA's web browser to `https://server:2087/scripts/command?PFILE=main`, where `server` is the IP address or hostname of your server, or a domain that the server hosts.

I installed Tomcat. How do I install servlets on an account?

Important:

EasyApache 3 does **not** support Tomcat for new installations. EasyApache 4 does **not** support Tomcat and we do **not** plan to provide support in the future.

Navigate to WHM's *Install Servlets* interface (*Home >> Account Functions >> Install Servlets*). Select an account or domain on which you wish to install servlets, and apply the settings.

Note:

If you have not installed Tomcat, you **cannot** view the *Install Servlets* interface.

What if cPanel & WHM will not update?

If cPanel & WHM will not update, [submit a ticket](#) to our support department.

Whenever I set up a domain, I receive an `ndc can't connect, connection refused` mes

sage. What is this?

ndc is the name daemon control program. If you receive that error, run the following script as the `root` user:

```
/scripts/fixndc
```

If the problem persists, [submit a ticket](#) to have support look at the `named` configuration.

Will cPanel & WHM continue to support FrontPage® extensions? What about on Apache 2?

Because Microsoft® discontinued support for `mod_frontpage` extensions on Linux servers in 2006, we have also marked the FrontPage service in cPanel & WHM as **End Of Life**. FrontPage was removed from EasyApache in late 2013. We **strongly** recommend that you use another method to publish content, such WebDAV or FTP. FrontPage extensions are still available as a Custom Module ("Opt Mods") for EasyApache; however, we **strongly** discourage its use and the Custom Module is only compatible with Apache version 2.2.

Apache 1.3, 2, and 2.2 currently support FrontPage extensions.

How can I copy files from one domain directory to another?

You need `root` user privileges to copy the files with the `cp` command.

For example, to copy one directory to another location, run the following command:

```
cp -R /home/dave/public_html/photos/ /home/john/public_html/images/
```

For more information on the `cp` command, run the `man cp` command on the command line.

You can also download the files that you wish to copy in cPanel's [File Manager](#) interface (*Home >> Files >> File Manager*). Then, log in to the other domain's account and upload the files to that account.

My X server GUI does not work after I install cPanel

Due to numerous security problems, cPanel uninstalls X so that it will not run. You should **never** run X on a public server.

How can I fix quotas that do not work?

Check for quota support on the mounted filesystems:

Linux:

```
-rwxr--r-- 1 root root 8192 Dec 26 20:18 aquota.user*
-rwxr--r-- 1 root root 2097120 Apr 30 04:19 quota.user*
```

- If these files do not exist, run the `/scripts/initquotas` script.
- If they do exist, but quotas do not work, delete the quota files and run the `initquotas` script or the `/scripts/fixquotas` script.
 - After this, `repquota -a` should print out the soft and hard limits with grace periods for all users.
- If quotas still do not report anything in WHM or cPanel, set the *Cache disk quota information* option to *Off* in WHM's [Tweak Settings](#) interface (*Home >> Server Configuration >> Tweak Settings*).

How can I find out where all of a user's files are?

If there is a discrepancy between quotas and the results of the `du -sh /home/username` command, that user's UID may still own some other files on the system.

To find the location of all of a user's files, perform the following steps:

1. Run the `find / -user username -ls` command.
 - The output is a long list of all of the files that the user owns..
2. Redirect the output to a file to browse through later.
 - You can change the files' ownership to the `root` user rather than delete them with the `chown` command.

Is cPanel & WHM compatible with `mod_security`?

You can install the `mod_security` module through the [EasyApache 3](#) interface (*Home >> Software >> EasyApache 3*). For more information about how to configure the `mod_security` module, visit the [ModSecurity website](#).

How can I obtain information about how to develop software that integrates with WHM?

Use our plugins system with the [WHM API](#) to perform any of the following actions.

- Create a piece of software that interacts with WHM.
- Add an icon for your software inside of cPanel & WHM.
- Get information from cPanel & WHM

You can also create cPAddon scripts, which allow customers to download your software to their servers. Domain owners can install the new software with cPanel's [Site Software](#) interface (*Home >> Software >> Site Software*). For more information, read our [cPAddons](#) documentation.

For more information about how to interact with cPanel & WHM as a developer, read our [Developer Resources](#).

How can I put the Change Language icon in cPanel's *Preferences* section?

Select the *Change Language* option for that account in the [Feature Manager](#) interface (*Home >> Packages >> Feature Manager*).

How do I set up personal nameservers in WHM?

Note:

You will need an IP address for each nameserver.

To set up a personal nameserver, perform the following steps:

1. Navigate to the *Nameservers* section of the [Basic WebHost Manager Setup](#) interface (*Home >> Server Configuration >> Basic WebHost Manager Setup*).
2. Add your nameservers in the available text boxes.
3. Click *Assign IP Address* next to each nameserver to assign it an IP address.
4. Click *Add an A entry for this nameserver* to allow each nameserver to resolve through DNS.
5. Click *Nameserver Selection* under *Service Configuration* to enable the nameservers.

How do I stop the "There is a problem with this website's security certificate" message when a user logs in to cPanel?

In the [Manage Service SSL Certificates](#) interface (*Home >> Service Configuration >> Manage Service SSL Certificates*), you can change the certificates for cPanel & WHM, webmail, your mail servers, etc. You must replace the self-signed certificate with one trusted by the common browsers.

To do this, purchase an SSL certificate through WHM for your hostname in the [Purchase and Install SSL Certificate](#) interface (*Home >> SSL/TLS >> Purchase and Install SSL Certificate*).

How do I call the WHM API?

For information about the WHM API, read our [WHM API](#) documentation.

Why does Munin fail to update?

Munin is a cPanel plugin that displays information about CPU, Exim, Apache, MySQL usage, and other information with `rrdtool`. If it fails to update, there is likely a permissions issue.

To troubleshoot this problem, perform the following steps:

1. Check to make sure that the nightly cron maintenance runs, and that there is a crontab entry for Munin.
2. Check the `/var/lib/munin` and `/var/log/munin` files. `munin:munin` must own the files in both directories.

Important:

If `munin:munin` does not own the files in the `/var/log/munin` directory, the log files will update, but the graphs that Munin displays will **not** update.

3. To correct the permissions issue, run the following commands as the `root` user:

```
chown -R munin:munin /var/log/munin
chown -R munin:munin /var/lib/munin
```

4. To run Munin manually from the command line, run the following command:

```
sudo -u munin munin-cron
```

5. You should see new entries in the `/var/log/munin/munin-update` file and no errors in the log file. The graphs will update when you refresh the Munin display in WHM.

Note:

The weekly graphs may not update immediately. These will update at the appointed time that you configure in the crontab.

Does cPanel & WHM support Resin? Does cPanel & WHM support other Java Application Servers?

cPanel currently supports Tomcat as a Java Application Server. To request other servers, submit a [feature request](#).

How can I create a demo version of cPanel & WHM?

To create a demo version of cPanel & WHM, perform the following steps:

1. Create a new account in WHM. You can use a nonexistant domain name.
2. Use cPanel & WHM's branding features to modify the account with your company's logo and look.
3. Access WHM's *Manage Demo Mode* interface (*Home >> Account Functions >> Manage Demo Mode*).
4. Select the account that you wish to turn to demo mode.
5. Click *Modify*.
6. Click *Enable*.

My Ruby on Rails installation does not work

Important:

Ruby on Rails does **not** function on Amazon Linux servers and is **not** currently available on CentOS 7 servers.

cPanel & WHM uses the standard set of tools that Ruby on Rails® provides. You can use them to troubleshoot your installation.

- The `error_log` file often shows what is wrong with the Rails installation.
- If it is an application-specific issue, mongrel maintains its own error log file in the `{appbase}/log/mongrel.log` file.
 - If an application starts and fails without anything in the `error_log` file, the `{appbase}/log/mongrel.log` will probably also have an indication of the problem.
- You may need to install some gems. You can check which gems are installed via a gem query:
 - `mongrel`
 - `rails`
 - `rake`

Note

- If any of these gems are not present, you can install them via the `gem install <name>` command.
- If the wrong version is installed, run the `gem uninstall` command.

If you verify all of this information and the application still does not start correctly, start the mongrel server manually with the following command:

```
mongrel_rails start -p -d -e production -P log/mongrel.pid
```

Notes:

- Run this command from the Rails application's base directory as the user who owns the Rails application.
- The port can be found in the `~/cpanel/ruby-on-rails.db` file.
- If you are still unable to fix your Rails installation, open a ticket with either your data center or with cPanel.

I just created a new account. Why does it show that disk space is already used?

This problem could be due to one of the following reasons.

Note:

For more information, read our [Quotas documentation](#).

When you terminate a user's account from the system, their UID may still own files.

When you create new account, the system assigns it the next available UID, which is usually the UID of a terminated account. The new account assumes ownership of all files that the old user owns, and gives the appearance that the user is already over quota though, even though nothing has been uploaded.

Tarballs (.tgz, .tar, .tar.gz) may have files that the user who tarred them owns.

When you extract files on your server, the system assigns the files ownership of whatever account has that UID.

How can I set up a default page that the server generates I create a new domain?

Set up a default site in the `/root/cpanel3-skel/public_html/` directory. This is the default website for all accounts that you add afterwards.

How can I configure yum to work with cPanel & WHM?

cPanel & WHM requires that you modify certain packages because cPanel & WHM handles its own installations of services that are separate from what the distributors provide. If you modified the `yum.conf` file, confirm that the following excludes exist:

```
apache bind-chroot dovecot exim httpd mod_ssl mysql nsd perl php proftpd
pure-ftpd spamassassin squirrelmail
```

Important:

We also **strongly** recommend that you use only the vendor-provided distributions, because we only test cPanel & WHM with these packages. Third-party repositories like RPMForge can replace vital parts of the system on which cPanel & WHM relies, and can cause unexpected results.

Is there a way to access Webmail, cPanel, and WHM from behind a firewall?

WHM includes a feature that allows your customers access the following accounts from behind a firewall with port 80:

- `cpanel.example.com` — The customer's cPanel account.
- `whm.example.com` — The customer's WHM account.
- `webdisk.example.com` — The customer's [Web Disk](#) account.
- `webmail.example.com` — The customer's Webmail account.

Note

In these examples, `example.com` stands for the customer's domain.

To enable this feature, select *On* for the following settings in WHM's [Tweak Settings](#) interface (*Home >> Server Configuration >> Tweak Settings*):

- *Proxy subdomains*
- *Proxy subdomain creation*

You can also use the `/scripts/proxydomains` to reconfigure the DNS entries manually.

Can I run cPanel & WHM behind NAT?

Yes. For information on how to run cPanel & WHM in a 1:1 NAT configuration, read our [1:1 NAT](#) documentation.

Where do I go to find out when cPanel & WHM releases a new build?

We release some builds quicker than others. For example, we release CURRENT builds more quickly than RELEASE builds, and we release EDGE builds more quickly than CURRENT Builds.

To find the latest builds, go to <http://httpupdate.cpanel.net/>, and look for your operating system.

I use the APF firewall rules on my server; which ports should I allow?

Allow the following ports:


```
<pre># Common ingress (inbound) TCP ports
IG_TCP_CPORTS="20,21,22,25,26,53,80,110,143,443,465,993,995,2077,2078,2082,
2083,2086,2087,2095,2096,3306,6666";

# Common ingress (inbound) UDP ports
IG_UDP_CPORTS="21,53,465,873,2077,2078";

# Common ICMP (inbound) types
# 'internals/icmp.types' for type definition; 'all' is
wildcard for any
IG_ICMP_TYPES="3,5,11,0,30,8";

# Common egress (outbound) TCP ports
EG_TCP_CPORTS="21,25,26,37,43,53,80,113,465,873,3306";

# Common egress (outbound) UDP ports
EG_UDP_CPORTS="20,21,53,465,873";

# Common ICMP (outbound) types
# 'internals/icmp.types' for type definition; 'all' is
wildcard for any
EG_ICMP_TYPES="all";</pre>
```

What does the rncd: connection to remote host closed message indicate?

You may see the following message:

```
Attempting to restart bind
Waiting for bind to restart.... . . . . . finished.

rncd: connection to remote host closed
```

This message may indicate that the following are true:

- The remote server uses an older version of the command protocol.
- This host is not authorized to connect.
- The key is invalid.

To fix this issue, run the `/scripts/fixrncd` script.

Which browsers are compatible with cPanel & WHM?

cPanel & WHM is compatible with the following browsers:

- Google Chrome 34 and above. [Get the latest version.](#)
- Mozilla Firefox 29 and above. [Get the latest version.](#)
- Microsoft Internet Explorer 9 and 10. [Get the latest version.](#)

Important:

You can use older versions of these browsers. However, we do **not** support older versions of the listed browsers. We **strongly** encourage you to upgrade to the latest version of your preferred browser.

Why do I receive emails with the subject “Output from your job” from my server?

cPanel & WHM installs the `at` daemon (`atd`) as part of the update process. We use it to launch the update analysis process to validate the health of the system after updates.

If the update analysis process encounters any errors, the `at` daemon emails a report to the system administrator account.

I cannot compress or extract .zip files in File Manager

If you cannot compress or extract `.zip` files in cPanel's *File Manager* interface (*Home >> Files >> File manager*), then Zip is not installed on your system. Your system administrator must install Zip at the command line with the `yum install zip` command.

How do I change the maximum connections for HTTP?

You can change the value of the *Max Clients* setting in WHM's *Global Configuration* interface (*Home >> Service Configuration >> Apache Configuration >> Global Configuration*).

Note

The value you choose for the *Max Clients* setting must be equal to or lower than the value of the *Server Limit* setting.

How do I change the maximum number of IMAP connections per IP address?

You can change the value of the *Maximum IMAP Connections Per IP* setting in WHM's *Mailserver Configuration* interface (*Home >> Service Configuration >> Mailserver Configuration*).

How do I change the maximum number of POP3 connections per IP address?

You can change the value of the *Maximum POP3 Connections Per IP* setting in WHM's *Mailserver Configuration* interface (*Home >> Service Configuration >> Mailserver Configuration*).

How do I change the maximum number of simultaneous incoming SMTP calls?

You can change the value of the `smtp_accept_max` setting in WHM's *Exim Configuration Manager* interface (*Home >> Service Configuration >> Exim Configuration Manager*).

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- [WHM FAQ](#)
- [Show Reseller Accounts](#)
- [Manage Reseller's IP Delegation](#)
- [Reseller Center](#)
- [Email All Resellers](#)

Content by label

There is no content with the specified labels



- [WHM FAQ](#)
- [Show Reseller Accounts](#)
- [Manage Reseller's IP Delegation](#)
- [Reseller Center](#)
- [Email All Resellers](#)

- [WHM API 1 Functions - setresellerips](#)
- [WHM API 0 Functions - listacIs](#)
- [WHM API 1 Functions - setresellermainip](#)
- [WHM API 1 Functions - setresellernameservers](#)
- [WHM API 1 Functions - unsuspendreseller](#)