

# How to Rebuild userdata Files

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## Overview

**Warning:**

**Do not** perform the steps in this document unless you are **certain** that your server's `userdata` files are corrupt or do not exist. You should **only** perform these steps when no other method will resolve the issue.

In certain circumstances, your server's `userdata` files (the files that the `/var/cpanel/userdata/` directory contains for each account) may become corrupt, or may not exist. If this occurs, use the methods in this document to attempt to rebuild these files.

The method that you use depends on whether a valid `httpd.conf` file exists on your server:

- If a valid `httpd.conf` file exists, follow the [Rebuild userdata files with a valid httpd.conf file](#) steps below.
- If a valid `httpd.conf` file **does not** exist, follow the [Rebuild userdata files from a recent backup](#) steps below.

**Note:**

The steps below assume that you have already logged in to your server via SSH as the `root` user.

## Rebuild userdata files

[Rebuild from a valid httpd.conf file](#) [Rebuild from a recent backup](#)

**Warning:**

These steps **require** that a valid `httpd.conf` file exists on your server. If one does **not** exist, [rebuild userdata files from a recent backup](#) instead.

1

### Move the corrupt `userdata` directory to a new location.

If a `userdata` directory currently exists on your server, use the `mv` command to move it and its contents to a new location.

To do this, run the following command:

```
mv /var/cpanel/userdata /var/cpanel/userdata.orig
```

2

## Create a new userdata directory.

Use the `mkdir` command to create a new `userdata` directory.

To do this, run the following command:

```
mkdir /var/cpanel/userdata
```

---

3

## Run the `userdata_update` script to rebuild `userdata` files for all of your accounts.

The `/usr/local/cpanel/bin/userdata_update` script rebuilds `userdata` files for all of the accounts that exist on your server.

### Warning:

The `--reset` flag regenerates files and directories within the `userdata` directory. To do this, it uses data from the current Apache configuration file.

- It does **not** conserve existing `userdata` files, and you should **only** use it as a **last resort**.
- If you run the `userdata_update` script with the `--reset` flag, and you have not already copied any existing data (Step 1), the system **will** overwrite the existing `userdata` files and directories.
- This flag **requires** that a valid `httpd.conf` file exists on your server. If one does **not** exist, you **must** restore your `userdata` files from your most recent backup.

To do this, run the following command:

```
/usr/local/cpanel/bin/userdata_update --reset
```

### Note:

Run the `/usr/local/cpanel/bin/userdata_update` script with the `--unpark-addons` flag to fix problems in which the system lists an add-on domain as a parked domain (alias). This flag resets **all** of your server's `userdata` files.

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4

## Run the `fix_userdata_perms` script to validate the `userdata` permissions settings.

The `/usr/local/cpanel/bin/fix_userdata_perms` script ensures that all of your server's `userdata` files and directories use the correct permissions settings.

To do this, run the following command:

```
/usr/local/cpanel/bin/fix_userdata_perms
```

---

5

### Run the `updateuserdatacache` script to update the system's cache.

The `/scripts/updateuserdatacache` script ensures that the system properly caches all `userdata` files.

To do this, run the following command:

```
/scripts/updateuserdatacache
```

---

6

### Rebuild Apache.

You **must** rebuild Apache to use the rebuilt `userdata` files.

To do this, run the following command:

```
/scripts/rebuildhttpdconf
```

---

7

### Restart Apache.

After you rebuild Apache, you **must** restart it on your server.

To do this, run the following command:

```
/scripts/restartsrv_httpd
```

---

**Warning:**

These steps rebuild `userdata` files from a recent backup. If a valid `httpd.conf` file exists on your server, we **strongly** recommend that you [rebuild from this file instead](#).

# 1

**Copy the corrupt `userdata` directory to a new location.**

If a `userdata` directory currently exists on your server, copy it and its contents to the `cpanel` directory.

To do this, run the following command:

```
cp -rfp /var/cpanel/userdata /var/cpanel
```

# 2

**Create and navigate to a new directory in the `root` directory.**

Create a new directory within the `root` directory, and navigate to it.

To do this, run the following command, where `example` is the name of the new directory:

```
mkdir /root/example && cd /root/example
```

# 3

**Extract the contents of your backup file to the new directory.**

The method that you use to extract the backup depends on the type of backup file.

For example, if your backup file is a `.tar.gz` file, run the following command, where `backup.tar.gz` represents the absolute path to the backup file:

```
tar -zxvf backup.tar.gz
```

# 4

## Run the `updateuserdatacache` script to update the system's cache.

The `/scripts/updateuserdatacache` script ensures that the system properly caches all `userdata` files.

To do this, run the following command:

```
/scripts/updateuserdatacache
```

---

# 5

## Rebuild Apache.

You **must** rebuild Apache to use the rebuilt `userdata` files.

To do this, run the following command:

```
/scripts/rebuildhttpdconf
```

---

# 6

## Restart Apache.

After you rebuild Apache, you **must** restart it on your server.

To do this, run the following command:

```
/scripts/restartsrv_httpd
```

## Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [How to Manually Transfer an Account Between Servers](#)
- [How to Rebuild userdata Files](#)
- [How to Transfer Accounts and Configurations Between cPanel Servers](#)

- [How to Create a Custom Transport Script for Backups](#)
- [How to Run Backups on Locally-Mounted Remote Filesystems](#)
  
- [How to Manage Metadata Settings](#)
- [Backups](#)
- [Accounts](#)
- [How to Log in to Your Server or Account](#)
  
- [How to Manually Transfer an Account Between Servers](#)
- [How to Rebuild userdata Files](#)
- [How to Transfer Accounts and Configurations Between cPanel Servers](#)
- [How to Create a Custom Transport Script for Backups](#)
- [How to Run Backups on Locally-Mounted Remote Filesystems](#)
  
- [WHM API 1 Functions - backup\\_destination\\_list](#)
- [WHM API 1 Functions - backup\\_destination\\_add](#)
- [WHM API 1 Functions - backup\\_destination\\_get](#)
- [WHM API 1 Functions - backup\\_destination\\_set](#)
- [WHM API 1 Functions - backup\\_set\\_list](#)