

How to Identify Your Hosting Provider

Overview

Many cPanel users contact cPanel, L.L.C. for technical support or other inquiries. But, in most cases, you should contact your hosting provider instead. This document will help you to identify your hosting provider.

You may want to contact your hosting provider for the following types of issues:

- Forgotten usernames or passwords.
- Purchases of additional storage space, bandwidth, or other resources.
- Technical problems.
- Payment or billing inquiries.

I thought that cPanel was my hosting provider?

Your hosting provider is the company that you pay to host your website. cPanel, L.L.C. is a software company that creates web hosting automation software. We then sell (license) this software to individual hosting companies. These companies then sell hosting space to individual customers. This is why you might see our logo or other information when you log in to your website.

Important:

cPanel, L.L.C. does **not** own and **cannot** access the server that stores your website's information. So, unfortunately, we **cannot** help you with most requests.

If you encounter any any flaws in our product, you **must** relay them to your hosting provider. We will then work directly with your hosting provider to resolve the issue.

Identify your hosting provider

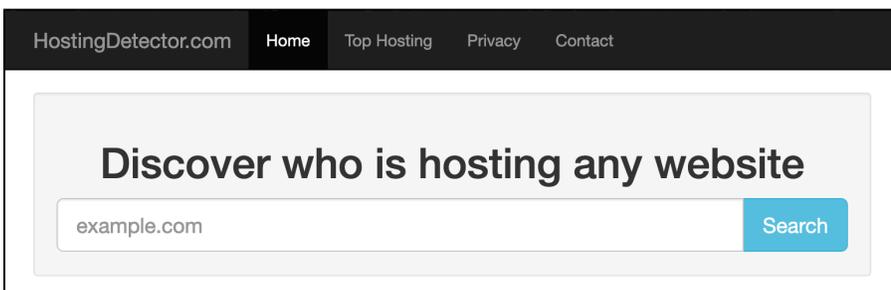


Navigate to HostingDetector.com

Navigate to <https://hostingdetector.com/>. This website allows you to search for a domain name's hosting provider.

Note:

While this article uses <https://hostingdetector.com/>, other similar search sites also exist. cPanel, L.L.C. is not affiliated with <https://hostingdetector.com/>.



The <https://hostingdetector.com/> main page.

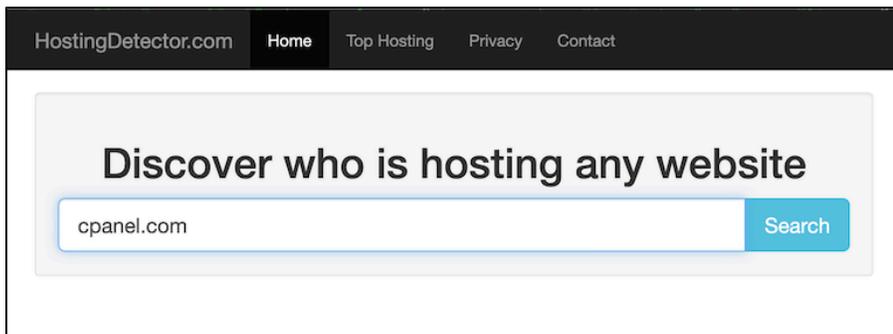
2

Search for your domain name.

Enter your website's domain (for example, `example.com`) in the *Search* text box, and then click *Search*. A new page will appear.

Notes:

- If you do not know your domain name, search your billing records. If you see a *Site not registered* message, you either have not registered the domain, or the domain is not hosted anywhere. If you receive that result, use [Whois.Net](#) to check whether the domain is registered.
- You can search for any domain, regardless of whether you own that domain.



The screenshot shows the top of the HostingDetector.com website. The navigation bar includes 'Home', 'Top Hosting', 'Privacy', and 'Contact'. The main heading is 'Discover who is hosting any website'. Below this is a search bar with the text 'cpanel.com' and a 'Search' button.

This example searches for the hosting information for <https://hostingdetector.com/>.

3

Identify your hosting provider.

The list of hosting information should include the following information:

- *Hosted by* — The name of the hosting provider.
 - This link might not point directly to the hosting company's website. Use your favorite search engine to search for the company website.
- *Country* — The website's country of origin.
- *WHOIS* — A link to access domain registration information. Most website owners often use their hosting companies to register domains,. However, it is also possible to register domains through a separate company from the company that hosts the website.

Find out who is hosting any website

Search

cpanel.com

Hosted by	cPanel, Inc.
Country	US
WHOIS	Click Here

Additional documentation

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

- [How to Fix License File Errors](#)
- [How to Purchase a cPanel License](#)
- [How to Identify Your Hosting Provider](#)
- [cPanel Solo License](#)
- [How to Fix License File Errors](#)
- [How to Purchase a cPanel License](#)
- [WHM API 1 Functions - accept_eula](#)
- [Quickstart Development Guide - Obtain a cPanel Developer License](#)
- [Manage2 API Functions - Raw Lookup](#)
- [Manage2 API Functions - Change a License IP Address](#)
- [Manage2 API Functions - Look Up License ID](#)