Manage Account Suspension

(*WHM >> Home >> Account Functions >> Manage Account Suspension*)

Overview

> **Important:**
> Suspension and bandwidth limiting are two separate functions. For more information, read our Account Suspension Versus Bandwidth Limiting and Account Termination documentation.

This feature allows you to suspend and unsuspend accounts on your server. For example, you may wish to temporarily disable delinquent accounts.

For more information about the effects of account suspension, read our What Happens When You Suspend an Account article.

List of accounts

The system lists all of the accounts on your server. The interface displays active, unsuspended accounts in white, and displays suspended accounts in red. In the example below, the `example1.com` account is suspended:

The list of accounts in the Manage Account Suspension *interface.*

Suspend or unsuspend an account

To suspend or unsuspend an account, perform the following steps:

1. Select the account that you wish to modify.
2. If you wish to suspend the account, enter a reason in the text box.

> **Note:**
> We recommend that you **always** specify a reason for account suspension. If a reseller owns the account, the reason may help that reseller to resolve the issue quickly.

3. Select the *Prevent resellers from unsuspending* checkbox to ensure that resellers cannot unsuspend the account.
4. Click the appropriate button to suspend or unsuspend the account.

Limitations

This interface has the following limitations:

- You cannot change a suspended account's password.
- When you suspend an account, the system adds a special character to the front of the cPanel user's password field. This special character creates an invalid hash, which results in an invalid password message to the cPanel user.
  - This feature uses Apache virtual host include files to redirect incoming web traffic to an Account Suspended interface.

Additional information

Suggested documentation For cPanel users For WHM users For developers

What Happens When You Suspend an Account

- List Suspended Accounts

- Manage Account Suspension

- Unsuspend Bandwidth Exceeders

- Web Template Editor

- View Reseller Usage and Manage Account Status

- User Manager

- What Happens When You Suspend an Account

- Account Suspension Versus Bandwidth Limiting and Account Termination

- List Suspended Accounts

- Manage Account Suspension

- Unsuspend Bandwidth Exceeders

- WHM API 1 Functions - resellerstats

- WHM API 1 Functions - quota_enabled

- WHM API 1 Functions - get_disk_usage

- WHM API 1 Functions - createacct

- WHM API 1 Functions - getdomainowner