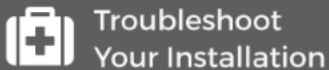
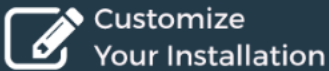
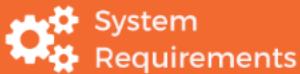


# Installation Guide - Troubleshoot Your Installation



License errors  
Perl installation errors  
High CPU load on Hyper-V  
RPM installation failures  
DNS problems  
Hostname issues  
Additional documentation



## Overview

This documentation describes additional steps to use if you install cPanel & WHM with this guide, but still experience problems.

**Remember:**

- If you check all of the options in this documentation and still experience problems, [submit a ticket to cPanel Support](#).
- To provide cPanel Support with access to your server, read our [Grant cPanel Support Access](#) documentation.

## License errors

<b>Problem</b>	You see license errors during or after the installation process (for example, a <code>License File Expired</code> message).
<b>Explanation</b>	<ul style="list-style-type: none"><li>• Your license may be expired or improperly configured.</li><li>• Your system may not connect properly to the cPanel, Inc. license servers.</li><li>• Your server may use an invalid hostname.</li><li>• Your server may use an incorrect date and time.</li></ul>

<b>Solution</b>	To troubleshoot this issue, perform the steps in our <a href="#">How to Fix License File Errors</a> documentation.
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## Perl installation errors

<b>Problem</b>	<p>You see the following error message during the installation process:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;">Fatal! Perl must be installed before proceeding!</pre>
<b>Explanation</b>	<p>Perl <b>must</b> exist on your server before the installation script for cPanel &amp; WHM can run successfully. If Perl does <b>not</b> exist during installation, the cPanel &amp; WHM installer attempts to install Perl via the <code>yum -y install perl</code> command. If the installation does not succeed, the system displays this error message.</p> <ul style="list-style-type: none"> <li>• We <b>strongly</b> recommend that you allow your operating system's distribution to control the system Perl installation. Do <b>not</b> customize this Perl installation.</li> <li>• For more information about Perl on your server, and which versions of Perl ship with specific operating systems, read our <a href="#">Guide to Perl in cPanel &amp; WHM</a> documentation. cPanel &amp; WHM servers use multiple Perl environments.</li> </ul>
<b>Solution</b>	<p>Problems with yum generally cause this error. Make certain that yum functions properly on your server.</p> <p>To attempt to install Perl again, run the following command:</p> <pre style="border: 1px dashed blue; padding: 10px; text-align: center;">yum install perl</pre>

## High CPU load on Hyper-V

<b>Problem</b>	The server reports a high CPU load, and Hyper-V's Dynamic Memory option is enabled.
<b>Explanation</b>	This problem is due to an issue with sleep interruptibility in Hyper-V.
<b>Solution</b>	For more information and a patch to fix the issue, visit the <a href="#">LKML</a> web site.

## RPM installation failures

<b>Problem</b>	One or more RPMs fail during installation.
<b>Explanation</b>	There are several reasons why your operating system's RPM installations may fail.
<b>Solution</b>	For steps to fix this issue, read our <a href="#">RPM Installation Failures</a> documentation.

## DNS problems

<b>Problem</b>	You experience problems that relate to DNS.
<b>Explanation</b>	<ul style="list-style-type: none"> <li>You may need to set up resolvers. Resolvers allow your server to communicate with DNS servers to find IPv4 or IPv6 addresses that correspond to domain names.</li> <li>One or more directories or partitions may be improperly configured.</li> </ul>
<b>Solution</b>	<p>To check your server's resolvers, run the following command, where <code>example.com</code> represents a domain on your server:</p> <pre>host example.com</pre> <p>If this command <b>did not</b> return results, the <code>/etc/resolv.conf</code> file does not contain resolvers. Use WHM's <a href="#">Resolver Configuration</a> interface (<i>Home &gt;&gt; Networking Setup &gt;&gt; Resolver Configuration</i>) to add resolvers to your server.</p> <p>To determine whether your server can communicate with a resolver, perform the following steps:</p> <ol style="list-style-type: none"> <li>Use SSH to log in to your server via the command line.</li> <li>Run the following commands to check communication via IPv4 and IPv6:</li> </ol> <pre>ping 8.8.8.8 ping6 2001:4860:4860::8888</pre> <ol style="list-style-type: none"> <li>If these commands fail, make <b>certain</b> that you used the correct IP addresses. Then, run the following commands to find the problem:</li> </ol> <pre>traceroute 8.8.8.8 traceroute6 2001:4860:4860::8888</pre> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>Replace <code>8.8.8.8</code> with the desired resolver's IPv4 address.</li> <li>Replace <code>2001:4860:4860::8888</code> with the desired resolver's IPv6 address.</li> </ul>

## Hostname issues

<b>Problem</b>	A cloud-hosted server does not retain the hostname setting.
<b>Explanation</b>	The <code>dhclient</code> script that the cloud hosting provider uses may interfere with cPanel & WHM's hostname configuration script.
<b>Solution</b>	For steps to fix this issue, read our <a href="#">Cloud-Hosted Hostname Solution</a> documentation.

## Additional documentation

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

- [Installation Guide - Customize Your Installation](#)
- [Installation Guide - Troubleshoot Your Installation](#)
- [Installation Guide - System Requirements](#)
- [WHM Scripts](#)
- [Basic WebHost Manager Setup](#)
  
- [Server Information for cPanel](#)
  
- [The cPanel Log Files](#)
- [How to Purchase a KernelCare License](#)
- [Installation Guide - Customize Your Installation](#)
- [How to Purchase an Imunify360 License](#)
- [WHM Scripts](#)
  
- [WHM API 1 Functions - setminimumpasswordstrengths](#)
- [WHM API 1 Functions - create\\_user\\_session](#)
- [WHM API 1 Functions - get\\_tcp4\\_sockets](#)
- [WHM API 1 Functions - get\\_tcp6\\_sockets](#)
- [WHM API 1 Functions - get\\_udp4\\_sockets](#)