

cPanel Knowledge Base

Some of the solutions proposed in these articles may not be applicable to your unique issue.

All commands or changes should be reviewed by a qualified Systems Administrator prior to executing.

If you have any questions about the articles listed here, please [submit a ticket](#).

Warning:

Some of the articles that are provided here may include behavior or workarounds that are unsupported.

Accounts

- Account Suspension Versus Bandwidth Limiting and Account Termination
- cPanelID
- cPanel Solo License
- Guide to Reseller Accounts
- How to Log in to Your Server or Account
- How to Create a Demo cPanel Account
- How to Create a WHM Reseller Without An Associated Domain
- How to Rebuild userdata Files
- Problems When You Log Out Of An Account
- What Happens When You Suspend an Account
- Account Creation Errors
- Reserved, Invalid, and Misconfigured Usernames
- How to Disable Filesystem Quotas
- From WHM to Website

Backups

- Backup Retention Behavior
- How to Configure Google Drive as a Backup Additional Destination
- How to Create a Custom Transport Script for Backups
- How to Exclude Files From Backups
- How to Manage Metadata Settings
- How to Resolve CIFS-mounted Backup Drive Permissions Errors
- How to Run a Manual Backup
- How to Run Backups on Locally-Mounted Remote Filesystems

FTP

- How to Configure Your SFTP Client
- How to Edit FTP Server Configuration from the Command Line
- How to Enable FTP Passive Mode
- How to Restore Missing FTP Interfaces in cPanel
- Passive FTP and NAT Configuration Temporary Workaround
- ProFTPD Configuration for Host Access Control

Git Version Control

- Guide to Git - Common Git Commands
- Guide to Git - Deployment
- Guide to Git - For System Administrators
- Guide to Git - Git Terms
- Guide to Git - Host Git Repositories on a cPanel Account
- Guide to Git - How to Set Up Deployment
- Guide to Git - How to Set Up Deployment Cron Jobs
- Guide to Git - Set Up Access to Private Repositories

General Systems Administration

- AutoFixer
- Best Practices for cPanel Virtualization Templates
- Cloud-Hosted Hostname Solution
- Configure or Disable PHP-FPM with User Pools for EasyApache 4

SQL

- How to Delete a MySQL Database
- How to Resolve Password Authentication Failed Errors in PostgreSQL
- How to Restore a User's Database Access
- Install or Update PostgreSQL on Your cPanel Server
- Troubleshoot MySQL Profiles

Technical Support Services

- cPanel Migration Services and Guides
- Feedback for Tickets
- How to Authenticate your Server for cPanel Technical Support
- How to Open a Technical Support Ticket

Third Party

- Connect to Web Disk with Third-Party Software
- cPanel Plugins - Pluggable Statistics Modules
- How to Install KernelCare
- How to Install WHMCS
- How to Install WordPress With cPanel
- How to Send Server Notifications to Custom Services
- How to Set Up a Third-Party RPM Repository with GPG Signatures
- The Let's Encrypt Plugin

Transfers and Restores

- How to Copy Addon Domains

- How to Troubleshoot a Remote Transport Pruning Failure
- Remote Restoration

▼ cPanel Product

- How to Identify Your Hosting Provider
- Subaccount Initial Password Guide
- cPanel Deprecation Plan
- Tutorial Videos
- How We Determine a Browser Locale
- The cPanel Log Files
- Interface Lock Scripts
- Overselling
- How to Disable the cPanel Store as an SSL Certificate Provider in WHM
- How Your Server Handles Domains and Virtual Hosts
- Keyboard Shortcuts in WHM
- Product Versions and the Release Process
- Service Subdomains Use the cPanel Service SSL
- TailWatch
- How to Purchase a cPanel License
- The cPanel Service Daemons
- cPanel Glossary
- The Long-Term Support JSON File
- How to Fix License File Errors
- Third-Party Software End Of Life Policy
- cPanel Long-Term Support
- What's My Version Number
- cPanel Analytics
- Upgrade Blockers

▼ cPanel-Developed Plugins

- cPanel-Developed Plugins Home

▼ DNS

- How To Clear Your DNS Cache
- How to Configure Reverse DNS for BIND in WHM
- How to List Domains with DNSSEC
- How to Modify Your Hosts File
- How to Rotate a DNSSEC Key
- How to Set Up Nameservers in a cPanel Environment
- How to Use cPanel's PowerDNS
- How to Use MyDNS-NG

▼ DNSONLY™

- Guide to DNS Cluster Configurations

▼ Email

- The horde_mysqltosqlite Script
- AutoConfig and Autodiscover
- How to Troubleshoot Horde Data Conversion from MySQL

- Full Disaster Recovery
- Getting Started with Linux Commands
- Guide to Node.js Installations
- Guide to Ruby Installations
- How to Access the Command Line
- How to Build and Install Custom RPMs
- How to Clean Unmanaged Log Files
- How to Clear a Full Partition
- How to Configure Your Firewall for cPanel Services
- How to Create Custom Jailed Shell Mounts
- How to Disable Network Manager
- How to Disable Prelinking
- How to Disable Services
- How to Fix Quotas
- How to Manage your Hard Drive Space
- How to Manually Transfer an Account Between Servers
- How to Purchase a KernelCare License
- How to Purchase an Imunify360 License
- How to Reset SSL Certificates for cPanel Services
- How to Restart Services
- How to Run the traceroute and ping Commands
- How to Set or Unset RPM Management
- How to Share Multiple IP Addresses
- How to Transfer Accounts and Configurations Between cPanel Servers
- How to Troubleshoot High Disk IO Problems
- How to Update Your System
- How to Use Server Profiles
- Man-in-the-Middle Attacks
- Process Restart Exclusion
- Release Notes for Legacy cPanel Versions
- RPM Installation Failures
- Server Profiles Roadmap
- Service and Proxy Subdomains
- Service Subdomains Explanation
- System User Accounts
- The scl Utility
- Troubleshooting Guide for Perl and CGI Scripts
- What is Domain TLS

▼ Important Notices

- 11.46 FrontPage Update Blocker
- cPanel PHP Upgrade 5.4 to 5.6
- CVE-2015-0235 GHOST
- CVE-2016-1238 Perl
- CVE-2016-1531 Exim
- CVE-2016-3714 ImageMagick
- CVE-2016-5387 HTTPoxy
- CVE-2016-6662 MySQL
- CVE-2016-9963 Exim

to a New Account

- How to Copy an Account with SSH Keys
- How to Move All cPanel Accounts from One Server to Another
- How to Manually Migrate Accounts to cPanel from Unsupported Control Panels
- How to Restore Your cPanel Account - A Guide for New System Administrators
- Touch File for Additional Transfer and Restore Log Diagnostic Entries
- How to Migrate a WordPress Installation to a cPanel Server
- Guide to Transfer and Restore API Functions

▼ Web Services

- Create Custom PHP Directives
- How to Configure PHP and suEXEC from the Command Line
- How to Create Ruby Web Applications
- How to Customize PHP Directives
- How to Deploy Java Applications
- How to Enable Additional CGI Scripts
- How to Install a Node.js Application
- How to Install Drush
- How to Limit a User's Available PHP Versions in the MultiPHP Manager
- How to Manage Your php.ini Directives with PHP-FPM
- HTTP Error Codes and Quick Fixes
- The cpuser_service_manager script and the Ubc subsystem

▼ Webmail

- Guide to Horde Data Behavior
- How to Convert Roundcube to SQLite
- How to Customize Roundcube Webmail
- How to Customize SquirrelMail
- How to Set Up Calendars and Contacts
- How to Set Up iOS Push Notifications
- How to Set Up Webmail Folders
- Importing SquirrelMail Address Books to Horde
- Importing SquirrelMail Address Books to Roundcube
- Which Webmail Application Should I Choose

- to SQLite
- How to Configure the Exim Outgoing IP Address
- How to Configure Mail Filters
- How to Convert mbox Accounts to Maildir
- How to Create a Spam Email Filter
- How to Create Mail Filter Rules For Mailing Lists
- The BlackBerry FastMail Service
- How to Customize the Exim System Filter File
- How to Edit the exim.conf File
- How to Keep your Email Out of the Spam Folder
- How to Log in to the Sent and Spam Mail Folders Directly
- How to Prevent Email Abuse
- How to Prevent Spam with Mail Limiting Features
- How to Set Email Send Limits
- How to Set Up a cPanel Email Account for iOS and Android
- IMAP vs. POP3
- Scan Outgoing Mail
- How to Rebuild the Roundcube Database
- The Removal of cgiemail and cgiecho
- How to Migrate the Contents of Email Accounts in Addon Domains

- CVE-2017-16943 and CVE-2017-16944 Exim
- CVE-2017-1000369 Exim - Stack Clash
- CVE-2019-7524: Buffer overflow when reading extension header from Dovecot index files
- Determine Your System's Status
- Meltdown - CVE-2017-5753 CVE-2017-5715 CVE-2017-5754

Q&A with cPanel Support

- Why can't I clean a hacked machine

Security

- cPHulk Management on the Command Line
- Download Security
- Guide to SSL
- How to Adjust Cipher Protocols
- How to Configure Microsoft Windows 7 to use TLS Version 1.2
- How to Configure MySQL SSL Connections
- How to Create a ModSecurity Vendor
- How to Create a Report Receiver API for the ModSecurity Rule Reports
- How to Determine Password Strength
- How to Harden PHP
- How to Harden Your cPanel System's Kernel
- How to Manually Remove the cPanel-Provided Hardened Kernel
- How To Mitigate Slowloris Attacks
- How to Prevent cPanel Users from Creating Certain Domains
- How to Reset a cPanel Account Password
- How to Reset a cPanel Subaccount Password
- How to Troubleshoot Jailshell Problems on a Virtuozzo or OpenVZ VPS
- How to Use cPanel API Tokens
- More about TLS and SSL
- OWASP ModSecurity CRS
- PCI Compliance and Software Versions
- Recommended Security Settings
- Security Levels
- The ModSecurity Guardian Log
- The SSL Installation and Precedence Logic
- Tips to Make Your Server More Secure
- Troubleshoot SSL-Related Issues

Need more help?

- Ask your question on the [cPanel Forums](#).
- Have a question about licensing? [Contact cPanel Customer Service](#).
- Need help with a technical problem? [Submit a support ticket](#)