The cPanel Interface FAQ

Can the `root` user access a cPanel account without the help of WHM?

You can grant the `root` user access to a cPanel user account with the *Accounts that can access a cPanel user account* option in the WHM's *Tweak Settings* interface *(WHM >> Home >> Server Configuration >> Tweak Settings)*. This setting grants the `root` user access to a cPanel account by default.

Is there a website builder in the cPanel interface ?

You can use either an RPM-based WordPress® cPAddon installation or cPanel's *Site Publisher* interface (*cPanel >> Home >> Domains >> Site Publisher)* to create a website. To install WordPress on your server, follow the directions in our WordPress Manager documentation.

WHM's *Install cPAddons Site Software* interface *(WHM >> Home >> cPanel >> Install cPAddons Site Software)* also contains several optional content management systems that your web hosting provider can install. Your web hosting provider **must** enable this option to access these content management systems.

You can also ask your web hosting provider to install third-party applications that appear in the cPanel App Catalog.

What should I do when my cPanel interface does not display?

You should contact your web hosting provider so that they can determine the cause of the issue or escalate the issue to us.

If you get your license directly from cPanel, Inc., contact our support department.

I receive a `'Cannot Read License File'` message when I enter my cPanel interface. What can I do?

Contact your system administrator and ask them to update the license file on the server.

If you cannot solve this issue, you can also open a support ticket.

How can I change my password in cPanel?

If you remember your old password, click *Password & Security* in the user menu to navigate to cPanel's *Password & Security* interface (*cPanel >> Home >> Preferences >> Password & Security*).

If you forgot your password, your web hosting provider can reset it for you in WHM.

You can also reset your password via email if your web host enables the *Email password reset* setting in WHM's *Tweak Settings* interface *(WHM >> Home >> Server Configuration >> Tweak Settings).*

How can I manage multiple domains through one cPanel account?

To manage multiple domains with one cPanel account, you can use addon domains.

- Your account **must** have a main domain.
- You can add more domains with cPanel's *Addon Domains* interface (*cPanel >> Home >> Domains >> Addon Domains*).
- Add the domains outside of your `public_html` directory in order to keep track of them easily.

My website asks for a username and password when I try to view it. How can I remove or change this?

Navigate to cPanel's *Directory Privacy* interface (*cPanel >> Home >> Files >> Directory Privacy*). In this interface, you can modify the password protection settings for your domain.

If your main domain asks for a password, modify the settings for the `public_html` directory.

I need to create a login on my website. How can I accomplish this?

To create a login on your website, use cPanel's *Directory Privacy* interface (*cPanel >> Home >> Files >> Directory Privacy*). Enable password protection and then add the users to whom you wish to grant access.

How can I customize my error pages?

You can customize your error pages with cPanel's *Error Pages* interface *(cPanel >> Home >> Advanced >> Error Pages).*

How can I back up my complete website to a drive on my computer?

To perform a complete backup of your website, use the *Download or Generate a Full Website Backup* feature in cPanel's *Backup* interface *(cPanel >> Home >> Files >> Backup).*

How can I forward my old website to my new site?

You can do this with a redirect. To set up a redirect, perform the following steps:

1. Log in to your old site's cPanel interface.
2. Navigate to cPanel's *Redirects* interface (*cPanel >> Home >> Domains >> Redirects).*
3. Set the old site's index page to redirect to the new site's index page.

If you want the old site and the new site to go to the same location, but you have not yet set up the new site, you can use aliases. An alias allows you to add a second domain name to your account that goes to the same website.

Can I add or translate a language for the cPanel interface that is not included by default?

A system administrator can edit a locale with WHM's *Edit a Locale* interface *(WHM >> Home >> Locales >> Edit a Locale).*

For more information, view the steps to create and edit a non-standard locale in WHM.

I cannot access my databases!

If you cannot access your databases, change your cPanel account password. To do this, navigate to cPanel's *Password & Security* interface (*cPanel >> Home >> Preferences >> Password & Security).*

Why can't I create a new database? My cPanel Stats Bar shows that I have not yet reached the maximum number of databases.

If your hosting provider allows you to use both MySQL (or MariaDB) and PostgreSQL® databases, the *All SQL Databases* bar represents the combined total number of databases on your account. The maximum number of databases of each type that you can create is half of that number.

For example, if your provider allows you to use MySQL and PostgreSQL databases and the value of *All SQL Databases* is 10, you can create up to five MySQL and five PostgreSQL databases. You **cannot** transfer your allotment from one type of database to another to create 10 MySQL or 10 PostgreSQL databases.

Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- The cPanel Interface FAQ
- Manage Demo Mode
- Installation FAQ
- Initial Setup Assistant
- How Do I... FAQ

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- How Do I... FAQ
- MySQL Databases
- PostgreSQL Database Wizard
- MySQL Database Wizard

- Manage Demo Mode
- Installation FAQ
- Initial Setup Assistant
- How Do I... FAQ
- Additional MySQL Access Hosts

- Quickstart Development Guide - Obtain a cPanel Developer License
- Manage2 API Functions - Look Up License ID
- Manage2 API Functions - Raw Lookup
- Manage2 API Functions - Add Licenses
- Manage2 API Functions - Change a License IP Address