Guide to cPanel Interface Customization - Troubleshoot Custom Styles

Introduction

Use this document to troubleshoot your custom styles.

Important:

We **strongly** recommend that you keep your custom styles up to date to avoid compatibility issues when you upgrade cPanel & WHM. To do this, perform the following actions:

- Monitor our Change Logs and our Release Notes documentation for updated features and bug fixes.
- Make **certain** that your server runs on the STABLE, RELEASE, or CURRENT release tiers, so that it receives any functionality updates.
- You can also use a server that runs on the EDGE release tier to test for compatibility and functionality in a controlled environment.

Custom CSS does not render

Problem:

The cPanel interface does not render some or all of the custom CSS elements that you added to the `styles.css` file.

Solution:

In most cases, this problem occurs because the `styles.css` file does not exist in the correct location. Make **certain** that you saved your `styles.css` file in the appropriate location:

- For all of the accounts on the server — `/var/cpanel/customizations/styled/mystyle/`
- For all of the cPanel accounts that a reseller owns — `/home/reseller/var/cpanel/reseller/styled/mystyle/`
- For a specific cPanel account — `/home/username/var/cpanel/styled/mystyle/`

Notes:

- `mystyle` represents the name of the style's directory.
- `reseller` represents the reseller's username.
- `username` represents the cPanel account's username.
- If the server uses a customized home directory path, make certain that you use the appropriate path for that home directory.
- If these directories do not currently exist on the server, use the `mkdir` command to create them.

If the `styles.css` file exists in the correct location, perform the following steps to check whether the cPanel interface uses custom CSS files correctly:

1. Create a new style directory within the appropriate directory.
2. In your preferred text editor, create a `styles.css` file in the new directory with the following contents:

```
body {
    background-color: blue;
}
```

3. Use your preferred method to apply the style that you just created.

cPanel Interface Customization

Compatible with:

- cPanel 11.46 +
- Paper Lantern (the default cPanel theme) **only**.

Warning:

Do not use this documentation to attempt to apply customizations to cPanel's deprecated x3 theme.

Related Documentation

> **Note:**
>
> To make certain that you applied the style correctly, we recommend that you apply the style through the cPanel interface.

4. Navigate to the cPanel interface in your browser, and perform a hard refresh.
   - On MacOS® computers, press `Command+Shift+R`.
   - On Windows® computers, press `Ctrl+F5`.
5. Check whether the cPanel interface now displays a blue background. If it does, the `styles.css` file exists in the correct location, and the cPanel interface can read it correctly.
6. Check your CSS file for errors. If the problem persists and no errors exist in the file, you may need to submit a ticket with cPanel Technical Support.

Custom icons do not display

Problem:

Your custom style includes custom icons, but the cPanel interface continues to display the default cPanel-provided icons, or icons from another style.
Solution:
In most cases, this problem occurs because you did not run the `/usr/local/cpanel/bin/sprite_generator` utility after you applied the style. This utility integrates your icons into the cPanel interface's icon set.

To use this utility, run the following command, where `mystyle` represents the style name:

```
/usr/local/cpanel/bin/sprite_generator --theme paper_lantern --style mystyle
```

If this command does not solve the issue, confirm that you stored the icons in the correct location in your style, and that they use the correct filenames.

- You **must** save icon files in the `icons` subdirectory within the main style directory. For example, if you created the `mystyle` style and applied it to all of the accounts on the server, icon files should exist in the `/var/cpanel/customizations/styled/mystyle/icons/` directory.
- To replace existing cPanel feature icons, you **must** use the same names and file extensions as the icons that you wish to replace.
  - For example, to replace the *File Manager* feature's `png` icon, you **must** save the icon as the `file_manager.png` file. Or, to replace the `svg` format icon, save the icon as the `file_manager.svg` file.
  - For more information, read our Guide to cPanel Interface Customization - Appkeys documentation.

Make certain that you clear your browser's cache regularly while you troubleshoot this issue . If your browser caches the cPanel interface, you may not see the results of your changes immediately.

- Tutorial - Customize the WHM User Interface with CSS — This tutorial customizes the appearance of a WHM interface theme.
- cPanel API 1 Functions - Branding::file — This function searches for a file within a theme and returns its URL.
- cPanel API 1 Functions - Branding::setupdirs — This function creates an account's `/cpanelbranding` directory and subdirectories, and sets its permissions.
- cPanel API 1 Functions - Branding::image — This function displays a branding image's URL.
- cPanel API 1 Functions - Branding::killimg — This function removes an image from a branding package.