

# Copy an Account from Another Server with Account Password

(WHM >> Home >> Transfers >> Copy an Account From Another Server with Account Password)

- Overview
- How to transfer a single account
  - Security
  - Settings
  - Copy Account
  - About streaming transfers
- Compatibility issues
  - MySQL and PostgreSQL database passwords
  - Horde
- Additional documentation

## Overview

This interface attempts to copy a cPanel account from a remote server with a non-root password.

To migrate a non-cPanel account to cPanel & WHM, follow the directions in our [How to Manually Migrate Accounts to cPanel from Unsupported Control Panels](#) documentation.



### Warnings:

- **Only use this feature as a last resort.** We **strongly** recommend that you use WHM's [Transfer Tool](#) interface (WHM >> Home >> Transfers >> Transfer Tool) or perform the following steps:
  1. Create a backup file on the source server.
  2. Copy the backup file to the target server.
  3. Restore the backup file with WHM's [Restore a Full Backup cpmove File](#) interface (WHM >> Home >> Backup >> Restore a Full Backup/cpmove File).
- The following features **must** exist on the remote server:
  - A functional copy of Perl.
  - CGI enabled.
  - An unmodified cPanel configuration.



### Note:

If you experience problems with session timeouts, increase the number of seconds in the *Number of seconds an SSH connection related to an account transfer may be inactive before timing out* setting in the *System* section of WHM's [Tweak Settings](#) interface (WHM >> Home >> Server Configuration >> Tweak Settings).

## How to transfer a single account

### Security

In this section of the interface, select whether to use the *Restricted Restore* feature or to copy reseller privileges.



#### Notes:

The *Restricted Restore* feature performs additional security checks on the backup file in order to mitigate the risk of transfers from unfamiliar sources. If a component of the backup file has an issue (for example, a MySQL grant table is compromised or a symbolic link attack), the system will not restore that portion of the backup and will add a warning to the log file.

- The *Restricted Restore* feature is **EXPERIMENTAL**. Do not consider it to be an effective security control at this time. The behavior of this feature may change in a future release of cPanel & WHM. Exercise extreme caution when you use this feature.
- If you do not trust the source of the account backup with `root` access to your server, use the *Restricted Restore* feature to protect your server.
- If you wish to use the *Restricted Restore* feature to restore an account that owns PostgreSQL® databases, the target server **must** use PostgreSQL version 8.4 or newer .
- The *Restricted Restore* feature only allow restored accounts to use the `noshell` option or the `jailshell` option. If the restored account uses another shell, the system sets the account to use the `noshell` option. For more information, read our [VirtFS - Jailed Shell](#) documentation.
- To display a sortable and searchable table of all modules and whether they exist in the *Restricted Restore* feature, click *Restore Module Summary*. This list includes any custom modules in the `/var/cpanel/perl/Whostmgr/Transfers/Systems/` directory.

## Settings

In this section of the interface, specify information about the server that currently hosts the account. To do this, perform the following steps:

1. In the *Server to copy from* text box, enter the IP address or fully-qualified domain name (FQDN) of the remote server.
  - **FQDN example** — [host.example.com](#)



#### Notes:

- The FQDN does **not require** the trailing dot.
- You **must** enter FQDNs in lowercase letters.

- **IP address example** — `127.0.0.1`
2. In the *Username to copy* text box, enter the username that owns the site.
3. In the *User's password* text box, enter the user's password.
4. To give the account a dedicated IP address on the target server, select the *Give new account an ip address* checkbox.



#### Warnings:

- The remote server **must** use the same operating system as this server (Linux).
- We **strongly** recommend that you create a backup file, and then restore the backup file via WHM's [Restore a Full Backup /cpmove file](#) interface (*WHM >> Home >> Transfers >> Restore a Full Backup/cpmove file*).

## Copy Account

After you make your selections, click *Copy Account* to begin the transfer process. The *Account Transfer* interface (*WHM >> Home >> Transfers >> Account Transfer*) will appear.

## About streaming transfers

When you use WHM to copy an account from another server, the system automatically queries the remote server to determine whether streaming is a viable option.

Streaming provides a faster and less resource-intensive transfer of accounts between cPanel & WHM servers.

The streaming process occurs as follows:

1. The `pkgacct` utility packages and transfers the account without the home directory on the remote server.
2. During account restoration, the target server retrieves the home directory.
3. The target server copies the home directory via a network connection directly from the remote server.

To enable streaming transfers, the following statements **must** be true:

- The target server **must** connect to the remote server via port 2086 (or port 2087 if you prefer to use SSL).
- The user who begins the transfer **must** have `root`-level privileges on the remote server's WHM interface.

## Compatibility issues

Because of changes to the backup system and other system features (for example, Horde), several compatibility issues exist in the restoration process.

## MySQL and PostgreSQL database passwords

In cPanel & WHM version 11.42 and later, the system restores MySQL® and PostgreSQL databases to the account. However, the system does **not** restore the user's password and it locks the user out of the databases.

To refresh the user's privileges and restore access, the user **must** navigate to cPanel's *phpPgAdmin* interface (*cPanel >> Home >> Databases >> phpPgAdmin*) or cPanel's *phpMyAdmin* interface (*cPanel >> Home >> Databases >> phpMyAdmin*). When the user accesses either interface, the system refreshes the user's privileges and restores access.

## Horde

In cPanel & WHM version 11.50 and later, Horde SQLite database backups are **not** backwards compatible. For example, you **cannot** restore a Horde database backup that you created with cPanel & WHM version 11.52 to an installation of cPanel & WHM version 11.50.



**Note:**

In cPanel & WHM version 11.48 or earlier, Horde uses MySQL.

Backups do **not** include some global Horde files. For more information, read our [Backup Tarball Contents](#) and [Guide to Horde Data Behavior](#) documentation.

## Additional documentation

- [The view\\_transfer Script](#)
- [Copy an Account from Another Server with Account Password](#)
- [Account Restore](#)
- [Review Transfers and Restores](#)
- [Transfer Tool](#)