

System Administrators FAQ

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How do I delete an account?

You can delete an account with WHM's [Terminate Accounts](#) interface (*WHM >> Home >> Multi Account Functions >> Terminate Accounts*).



Important:

You **cannot** reverse this process. Back up the account before you delete it so that you can retrieve any of the files from that account.

How can I find out where all of a user's files are?

A discrepancy between quotas and `du -sh /home/username` command might indicate that that user's UID owns some other files on the system.

To find these, run the `find / -user username -ls` command on the command line.

- The output is a long list of all files that the user owns.
- Redirect the output to a file.

I just created a new account. Why does it show disk space usage?

A terminated or deleted account may still have files that the previous user's UID owns. When you create a new account, the system assigns it the next available UID, which may come from a terminated account. The new account assumes ownership of all files that the previous user owns. This gives the appearance that the new user is already over quota, even though they have not uploaded anything.

Also, tarballs such as `.tgz`, `.tar`, and `.tar.gz` may have files that are owned by the user that tarred them. When those files are untarred on your server, they are assigned to the ownership of the account which has that UID.

How can I uninstall cPanel & WHM?

The best way to uninstall cPanel & WHM is to reformat your server.

If you will not continue to use cPanel & WHM, we recommend that you reinstall your operating system in order to return your server to a default setting.

Which browsers are compatible with cPanel & WHM?

cPanel & WHM is compatible with the following browsers:

- Google Chrome™ 34 and above. [Get the latest version.](#)

- Mozilla Firefox 29 and above. [Get the latest version.](#)
- Microsoft Internet Explorer® 9 and 10. [Get the latest version.](#)



Important:

You can use older versions of these browsers. However, we do **not** support older versions of the listed browsers. We **strongly** encourage you to upgrade to the latest version of your preferred browser.

As a web hosting provider, can I create a custom login page for my customers to log in to cPanel, WHM, or webmail?

Yes. We offer sample source code that you can use to integrate a customized login page to an existing website. This source code is in PHP and is available in our [Guide to cPanel interface customization - login templates](#) documentation.

Does cPanel & WHM include anti-virus protection?

Yes. cPanel & WHM includes ClamAV Scanner.

Does cPanel & WHM include web statistics programs?

cPanel & WHM comes with the following web statistics software:

- AWStats
- Webalizer
- Logaholic
- Analog

You can enable your preferred web statistics software in WHM's *Statistics Software Configuration* interface (*WHM >> Home >> Server Configuration >> Statistics Software Configuration*).

When I create a domain, are web statistics automatically generated?

Yes. You can set the interval at which your web statistics software will update in the *Schedule Configuration* section in the *Statistics Software Configuration* interface (*WHM >> Home >> Server Configuration >> Statistics Software Configuration*).



Note

Statistics are not available on the newly created domain until after the specified interval.

How can I fix quotas that do not work?



Important:

- Quotas do **not** limit the updates that a user can make to a MySQL, MariaDB, or PostgreSQL® database.
- Quotas that include database space only affect cPanel-related functions.
- Processes that the system runs, such as PHP scripts that create files, can create user-owned files until the number of files reaches the quota. This situation occurs because the kernel-enforced quota does not access cPanel settings.
- The backup process for an account near or over its quota may fail because the system cannot write necessary files, such as a database lock file.

CentOS 7, CloudLinux™ 7, and Red Hat® Enterprise Linux (RHEL) 7 servers with XFS®

Servers that run CentOS 7, CloudLinux 7, or RHEL 7 with the XFS® filesystem require additional steps for quotas to function properly.

- After you enable quotas in WHM's *Initial Setup Assistant* interface, and the system performs the necessary configuration changes, a button appears in the top right corner of the WHM interface.
- You **must** click this button to reboot the system.
- After the system reboots, a quota scan runs in the background to complete the process.

If you have enabled [Quota System Administration notifications](#), the system sends notifications both when it is ready to reboot, and when the quota scan finishes and quotas are functional.

Check for quota support on the mounted filesystems

Check whether each filesystem that hosts user data (for example, the `/home` directory), is mounted with the `usequota` option.

To check this, run the `mount` command. This command's output should resemble the following example:

```
/dev/hda5 on /home type ext3 (rw,usrquota)
```



Notes:

- If your system's `/home` directory exists in the `root` filesystem (`/`), you **must** enable quotas system-wide.
- The options and settings for your filesystems depend on your system's operating system and configuration. For more information, consult your operating system's user guide.

If the `mount` command's output does not include the `usrquota` option, perform the following steps:

1. Open the `/etc/fstab` file in your preferred text editor.
2. Locate the following line in the file:

```
/dev/hda5 /home ext3 defaults 1 2
```

3. Update this line to resemble the following example:

```
/dev/hda5 /home ext3 rw,usrquota 1 2
```

4. Save and close the file.

Check that the quota files exist and are not zero-byte files



Important:

These files do **not** exist on systems that use the XFS® filesystem. Only use the steps below to troubleshoot servers that use an `ext3` or `ext4` filesystem.

Check whether the following files exist on your server:

```
-rwxr--r-- 1 root root 8192 Dec 26 20:18 aquota.user  
-rwxr--r-- 1 root root 2097120 Apr 30 04:19 quota.user
```

- These files should exist in the `root` directory (`/`).
- If these files do not exist, run the `/scripts/initquotas` script.
- If they do exist, but quotas do not work, you can either delete the quota files and run the `initquotas` script or run the `/scripts/fixquotas` script.

The `repquota -a` command prints out the soft and hard limits with grace periods for all users.

If quotas still do not report anything in WHM or cPanel, access the *System* section in WHM's [Tweak Settings](#) interface (*WHM >> Home >> Server Configuration >> Tweak Settings*). Set the *Cache disk quota information* option to `Off`. Then click *Save* at the bottom of the interface.

How can I set up a default page that the server generates when I create a new domain?

Set up a default page in the `/root/cpanel3-skel/public_html/` directory. This is the default page for all accounts that you add.

Does cPanel & WHM support multiple levels of permissions?

Yes. cPanel & WHM supports `root` users that can create or modify any domain and have access to all features of the cPanel and WHM interfaces.

We also support **resellers**, who intend to manage their own customer's accounts. However, you can easily modify reseller access so that they only have privileges to perform tasks such as the suspension or unsuspension of domains. Resellers have access to the cPanel interface and a limited subset of the functionality of the WHM interface.

Lastly, there is the **hosting account owner**, who has an account in the cPanel interface and can manage most aspects of a website by themselves (within boundaries that the reseller or a user with `root` access sets).

When a user logs in to cPanel, they receive the following message: "There is a problem with this website's security certificate". How do I stop this message?

You can change the certificates for cPanel & WHM with WHM's [Manage Service SSL Certificates](#) interface (*WHM >> Home >> Service Configuration >> Manage Service SSL Certificates*).

You will need to replace the self-signed certificate with one that common browsers trust. To purchase an SSL certificate through WHM, use the [Purchase & Install SSL Certificate](#) interface (*WHM >> Home >> SSL/TLS >> Purchase and Install SSL Certificates*).

Is there a way to access webmail, cPanel, and WHM from behind a firewall?

WHM allows your customers to access the following services from behind a firewall, through port 80:

- `cpanel.example.com` — The customer's cPanel account.
- `whm.example.com` — The customer's WHM account.
- `webdisk.example.com` — The customer's Web Disk account.
- `webmail.example.com` — The customer's webmail account.



Note:

In these examples, `example.com` stands for the customer's domain.

To enable this feature, select the following options in WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*).

- *Proxy subdomains*
- *Proxy subdomain creation*

You can also use the `/scripts/proxydomains` script to manually reconfigure the DNS entries.



Note

To learn more, read our [Tweak Settings](#) documentation.

Can I run cPanel behind NAT?

Yes, cPanel & WHM supports 1:1 NAT configurations. For more information, read our [1:1 NAT](#) documentation.

Previous versions of cPanel & WHM allowed you to run cPanel & WHM behind a NAT firewall. However, the system has changed. If you use more than one server behind the NAT, which means that more than one appears from behind the same public IP address, the license server will lock the public IP address out to prevent abuse.

How do I change the maximum number of IMAP connections per IP address?

You can change the value of the *Maximum IMAP Connections Per IP* setting in WHM's [Mailserver Configuration](#) interface (*WHM >> Home >> Service Configuration >> Mailserver Configuration*).

How do I change the maximum number of POP3 connections per IP address?

You can change the value of the *Maximum POP3 Connections Per IP* setting in WHM's [Mailserver Configuration](#) interface (*WHM >> Home >> Service Configuration >> Mailserver Configuration*).

How do I change the maximum number of simultaneous incoming SMTP calls?

You can change the value of the *smtp_accept_max* setting in the *Advanced Editor* section of WHM's [Exim Configuration Manager](#) interface (*WHM >> Home >> Service Configuration >> Exim Configuration Manager*).

Which UID and GID numbers does cPanel & WHM assign to new cPanel accounts?

cPanel accounts that you created while the server ran cPanel & WHM version 11.48 or earlier use a five-digit User ID (UID) or Group ID (GID) number (for example, 32000).

Servers that you freshly installed with cPanel & WHM version 11.50 or later use the following UID conventions:

- On servers that run CentOS 7, CloudLinux 7, or RHEL 7, the system creates new cPanel account UIDs and GIDs with a number between 200 and 999.
- On all other supported operating systems, the system creates new cPanel account UIDs and GIDs with a number between 0 and 500.



Notes:

- This behavior depends on the values in the `/etc/login.defs` file. If you alter these values, the system creates UIDs and GIDs based on the settings that you provide.
- Servers that run CentOS 7, CloudLinux 7, or RHEL 7 **must** use minimum UID of 1000 or higher. For all other supported operating systems, the default value is 500.

Can I disable IPv6 on my cPanel & WHM server?

For all of cPanel & WHM's features to function properly on IPv6, the `cpsrvd` daemon **must** listen on IPv6 addresses. To disable this functionality and force the `cpsrvd` daemon to **only** listen on IPv4 addresses, select *Off* for the *Listen on IPv6 Addresses* setting in the *System* section of WHM's *Tweak Settings* interface (*WHM >> Home >> Server Configuration >> Tweak Settings*).

For more information about IPv6 on cPanel & WHM servers, read our [Guide to IPv6](#) documentation.

How do I troubleshoot SSH access to a server?

If you or one of your users cannot connect to a server as a `root` user via SSH, you can troubleshoot the SSH connection via several methods.

The `/usr/local/cpanel/scripts/safesshrestart` script

To troubleshoot your SSH connection, you can run the `/usr/local/cpanel/scripts/safesshrestart` script. This script restores the SSH configuration file and restarts SSH if the system denies you access. To do this, perform the following steps:

1. Navigate to the following URL, where `serverip` represents your server's IP address:

```
https://serverip:2087/scripts2/autofixer
```

2. Log in to WHM with the `root` user's password.
3. Enter the Autofixer script name that you wish to run and click *Submit*.

The Autofixer script will display its results in your browser.

The `LISTEN` directive

To troubleshoot your SSH connection, you can also open the `/etc/ssh/sshd_config` file and remove the `LISTEN` directive if it exists. The `LISTEN` directive instructs the `sshd` daemon to listen on a specific IP address. However, the system configures the `/usr/lib/systemd/system/sshd.service` file for the `network.target` service rather than the `network-online.target` service. This behavior causes the `systemd` daemon to fail to start the `sshd` daemon when you load your server.

For more information, read [freedesktop.org's NetworkTarget](#) documentation.

Debug the SSH connection

To debug the SSH connection, perform the following steps:

1. Run the SSH client in verbose mode. To do this, run the following command:

```
ssh -vv user@example.com
```



Note:

In this example, `user` represents the account user and `example.com` represents the hostname.

2. Open the `/var/log/auth.log` file and check for errors.
3. Troubleshoot any errors that appear in the file with your preferred method.

Additional documentation

- [System Administrators FAQ](#)

- [Installation FAQ](#)
- [Email Accounts](#)
- [The Quota File Systems Configuration File](#)
- [Initial Quota Setup](#)