

# Installation FAQ

Where can I find information about how to obtain a license for cPanel & WHM?

Do I need a license before I install cPanel & WHM?

[Free 15 day trial license](#)

How do I address this error: Content-type: text/plain The Cpanel Key Server said returned 500 Request Denied - No license entry found for your machine (X.X.X.X)! X-DES-KEY: generate error Invalid Lisc File?

Can I install cPanel & WHM on Ubuntu?

How can I uninstall cPanel & WHM?

How do I set up my cPanel server under a NAT configuration?

Why do I have problems with X Windows / XFree86 after I install cPanel?

How do I access my new server?

[Access your server via SSH from the command line](#)

[Access your server via SSH with PuTTY](#)

[Additional documentation](#)

## Where can I find information about how to obtain a license for cPanel & WHM?

To purchase a license, visit the [cPanel Store](#).

## Do I need a license before I install cPanel & WHM?

You may install cPanel & WHM without a license. However, it will **not** function until you obtain a license.

## Free 15 day trial license

To determine whether you are eligible for a free 15 day trial license, perform the following steps:

1. Enter your primary email address in the [Trial License Interface](#) and click *Get Started*. cPanel, Inc., will send you an email that contains your free trial license eligibility status.
2. If you are eligible, you can install cPanel & WHM from this email.

## How do I address this error: Content-type: text/plain The Cpanel Key Server said returned 500 Request Denied - No license entry found for your machine (X.X.X.X)! X-DES-KEY: generate error Invalid Lisc File?

This error indicates an issue with your cPanel & WHM license. To address this error, run the following command as the `root` user:

```
/usr/local/cpanel/cpkeyclt
```

The `/usr/local/cpanel/cpkeyclt` script verifies your license. For more information, read our [Installation Guide - Troubleshoot Your Installation](#) documentation.

## Can I install cPanel & WHM on Ubuntu?

Read our [System Requirements](#) documentation for supported operating systems. We **cannot** offer technical support for cPanel & WHM installations on other operating systems. Most likely, an installation on an unlisted operating system will **not** function properly.

## How can I uninstall cPanel & WHM?

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

Reinstall your operating system to return your server to a default setting if you do not wish to use cPanel & WHM.

## How do I set up my cPanel server under a NAT configuration?

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

**Important:**

cPanel & WHM **only** supports 1:1 NAT configurations.

## Why do I have problems with X Windows / XFree86 after I install cPanel?

**Warning:**

Do **not** run cPanel & WHM on a server with X Windows or XFree86.

cPanel, Inc. does **not** support X Windows or XFree86, due to severe security vulnerabilities. We cannot provide support to reclaim X Windows or XFree86 on installed cPanel & WHM servers.

## How do I access my new server?

You can use SSH to access your server remotely. If you use a Microsoft® Windows® system, you can use [PuTTY](#) to do this.

**Remember:**

After you connect to your server, regardless of how you connect to it, you **must** run POSIX-standardized commands to manipulate files. For more information about POSIX, visit the [POSIX](#) page on Wikipedia.

## Access your server via SSH from the command line

To access your server from the command line, perform the following steps:

1. Use your preferred application to open the command line interface.
2. Run the `ssh root@$IP` command (where `$IP` represents your target server's IP address).
3. Enter your server's `root` password.

## Access your server via SSH with PuTTY

To use PuTTY to access your server from a Windows PC, perform the following steps:

1. Download and install the client from the [PuTTY site](#).
2. Open the client.
3. In the *Sessions* menu, enter your server's IP address.

**Note:**

Make certain that you select *SSH*.

4. Click *Open*.
5. Enter your server's `root` password.

## Additional documentation

Suggested documentation [For cPanel users](#) [For WHM users](#) [For developers](#)

- [Installation FAQ](#)

- [Initial Setup Assistant](#)
- [How Do I... FAQ](#)
- [The cPanel Interface FAQ](#)
- [Manage Demo Mode](#)
  
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- [How Do I... FAQ](#)
- [Server Information for cPanel](#)
  
- [Installation FAQ](#)
- [Initial Setup Assistant](#)
- [How to Fix License File Errors](#)
- [How to Purchase a cPanel License](#)
- [Manage Demo Mode](#)
  
- [WHM API 1 Functions - accept\\_eula](#)
- [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](#)