

Installation FAQ

This document is for a previous release of cPanel & WHM. To view our latest documentation, visit our [Home page](#).

For cPanel & WHM 11.46

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 my cPanel server under a NAT configuration?

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

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

You can find information about cPanel & WHM licenses in our [cPanel products documentation](#).

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

1. Obtain your primary IP address. You can obtain your primary IP address with the following commands:
 - If you did not install lynx and are directly connected to the internet, run the following command:

```
/sbin/ifconfig eth0 |grep inet | awk '{print $2}' | awk -F:  
'{print $2}'
```

- If you use a Virtuozzo or OpenVZ VPS, run the following command:

```
/sbin/ifconfig venet0:0 |grep inet | awk '{print $2}' | awk -F:  
'{print $2}'
```

2. Enter your primary IP address at the [Trial License Interface](#) to see whether you are eligible.
3. If you are eligible, you can also install cPanel & WHM with this interface.

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?

To address this error, run the following command as the `root` user:

```
/usr/local/cpanel/cpkeyc1t
```

Can I install cPanel & WHM on Ubuntu?

See our [System Requirements](#) documentation for supported operating systems. We cannot offer technical support for cPanel & WHM installations on operating systems that the System Requirements document does not list. 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 plan to continue to use cPanel & WHM.

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

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.

If you require a NAT configuration, you must modify your [DNS Zone Templates](#). Your DNS Zone Templates must use a public IP address instead of the private IP address that is assigned to accounts.

Important:

Only 1:1 NAT configurations will function properly.

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

Do **not** run cPanel & WHM on a server with X Windows / XFree86. It is very insecure and has no place in a server environment. We will **not** provide support to reclaim X Windows / XFree86 after you install a cPanel & WHM server.