# Account Suspension Versus Bandwidth Limiting and Account Termination

## Overview

This document explains the differences between account suspension, bandwidth limiting, and account termination. This document also describes why you might terminate an account or suspend an account.

## Account suspension

> **Important:**
> The system does **not** automatically initiate account suspension.

When you suspend an account, the system imposes several limitations that remain in place until you unsuspend the account. You may wish to suspend an account for the following reasons:

- A user fails to comply with your terms of service.
- A user did not pay their bill for service.

### Suspend or unsuspend an account

To suspend or unsuspend an account, use one of the following methods:

- WHM's *Manage Account Suspension* interface (*WHM >> Home >> Account Functions >> Manage Account Suspension*).
- From the command line**,** run either of the following scripts:
    - `/usr/local/cpanel/scripts/suspendacct` — Suspends an account
    - `/usr/local/cpanel/scripts/unsuspendacct` — Unsuspends an account.

If you suspend an account, the following statements are true:

- The account's `cpuser` file contains the `SUSPENDED=1` flag.
- Apache's `/usr/local/apache/conf/includes/account_suspensions.conf` file contains a Virtual Host include for the user.
    - This file contains a `RedirectMatch` directive that redirects website traffic for the user's account to an account suspension page. This directive resembles the following example:

    ```
    <Directory "/home/cptest">
     AllowOverride none
     RedirectMatch ^/(?!cgi-sys/suspendedpage.cgi).*
    /cgi-sys/suspendedpage.cgi
    </Directory>
    ```

- The system prepends the account's password hash in the `/etc/shadow` and `/etc/proftpd/username` files with two exclamation points (`!!`).
- The `/var/cpanel/suspended/user` file contains a reason for suspension or the account's previous shell location.
- The system places `*LOCKED*` entries around the password entries in the mail user's `/home/user/etc/example.com/shadow` file, for example:

```
hue:*LOCKED*$6$SK2DwDferi8HQUIn$pDNuLqgZPE.NzY1rEuhsKpFwHrmzkrkfLe5rC
Mxt7rU6te8cFqy5MDVyL2OtNHpylyzRN7txUJCgb7NIqI1Eq/:17073::::::*LOCKED*
```

- The system allows email delivery and forwarding in addition to DNS queries.
- The system will **not** suspend any of the account's Amazon RDS remote databases.

For more information about the effects of account suspension, read our What Happens When You Suspend an Account documentation.

## Bandwidth limiting

The system can automatically initiate temporary limits on accounts that exceed the monthly bandwidth limit. The system automatically removes the limits at the beginning of each month, when the account no longer exceeds the limit.

> **Note:**
> The system **only** imposes bandwidth limiting on an account's Apache services. Users can still access FTP, Mail, and DAV services, even if their account exceeds the monthly bandwidth limit.

If the system imposes account limitations due to bandwidth limiting, the following statements are true:

- The system **only** imposes account limitations on services that users access via the `http` or `https` method.
- The *Disk Used* value exceeds the *Disk Limit* setting in WHM's *View Bandwidth Usage* interface (*WHM >> Home >> Account Functions >> View Bandwidth Usage*).
- The `/var/cpanel/bwlimited/` directory contains `./user` and `./domain` files that correspond to the account.

### Remove bandwidth limitations

To remove these limitations, use one of the following methods to raise the monthly bandwidth limit:

- Increase the bandwidth limit for a single user in WHM's *Limit Bandwidth Usage* interface (*WHM >> Home >> Account Functions >> Limit Bandwidth Usage*).
- Increase the *Monthly Bandwidth Limit* setting for all of a package's users in WHM's *Edit a Package* interface (*WHM >> Home >> Packages >> Edit a Package*).
- Increase the *Monthly Bandwidth Limit* setting for a single user in WHM's *Modify an Account* interface (*WHM >> Home >> Account Functions >> Modify an Account*).

  > **Note:**
  > Changes to this setting may trigger a package conflict. For more information, read our Modify an Account documentation.

- To remove the limitations for all of the accounts on your server with exceeded monthly bandwidth limits, use WHM's *Unsuspend Bandwidth Exceeders* interface (*WHM >> Home >> Account Functions >> Unsuspend Bandwidth Exceeders*).

## Account termination

When you terminate an account, the system **permanently** deletes all of its data from the server. You may wish to terminate an account for the following reasons:

- You moved an account from one server to another server and all of the first server's information properly transferred..
- A user has not paid their bill for service for a significant period of time.

### Terminate an account

To terminate an account, use one of the following methods:

- WHM's *Terminate Accounts* interface (*WHM >> Home >> Multi Account Functions >> Terminate Accounts).*
- Run the `/usr/local/cpanel/scripts/removeacct` script via the command line as the `root` user.

If you terminate an account, the following statements are true:

- You **cannot** immediately recreate the account, because the system **must** remove the account's MySQL® users.
- The system deletes the account's DNS zones by default.

> **Note:**
> You can choose to keep the account's DNS zone. This is useful, for example, when you need to move the account to a different server that belongs in the same DNS cluster.

# Additional documentation

Suggested documentation For cPanel users For WHM users For developers

- Account Suspension Versus Bandwidth Limiting and Account Termination
- What Happens When You Suspend an Account
- Overselling
- Accounts
- How to Log in to Your Server or Account

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- Account Suspension Versus Bandwidth Limiting and Account Termination
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- How to Create a WHM Reseller Without An Associated Domain
- How to Create a Demo cPanel Account

- cPanel API 1 Functions - Bandwidth::displaybw
- UAPI Functions - Bandwidth::query
- UAPI Modules - Bandwidth
- cPanel API 2 Modules - Bandwidth
- cPanel API 2 Functions - Bandwidth::addhttpbandwidth