

Installation FAQ

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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

- [Installation FAQ](#)
- [Initial Setup Assistant](#)
- [How Do I... FAQ](#)
- [The cPanel Interface FAQ](#)
- [Manage Demo Mode](#)