

cPanel Knowledge Base



Some of the solutions proposed in these articles may not be applicable to your unique issue.

All commands or changes should be reviewed by a qualified Systems Administrator prior to executing.

If you have any questions about the articles listed here, please [submit a ticket](#).



Warning:

Some of the articles that are provided here may include behavior or workarounds that are unsupported.

- [Account Suspension Versus Bandwidth Limiting and Account Termination](#)
- [cPanelID](#)
- [cPanel Solo License](#)
- [Guide to Reseller Accounts](#)
- [How to Log in to Your Server or Account](#)
- [How to Create a Demo cPanel Account](#)
- [How to Create a WHM Reseller Without An Associated Domain](#)
- [How to Rebuild userdata Files](#)
- [Problems When You Log Out Of An Account](#)
- [What Happens When You Suspend an Account](#)
- [Account Creation Errors](#)
- [Reserved, Invalid, and Misconfigured Usernames](#)
- [How to Disable Filesystem Quotas](#)
- [From WHM to Website](#)
- [Backup Retention Behavior](#)
- [How to Configure Google Drive as a Backup Additional Destination](#)
- [How to Create a Custom Transport Script for Backups](#)
- [How to Exclude Files From Backups](#)
- [How to Manage Metadata Settings](#)
- [How to Resolve CIFS-mounted Backup Drive Permissions Errors](#)
- [How to Run a Manual Backup](#)
- [How to Run Backups on Locally-Mounted Remote Filesystems](#)
- [How to Troubleshoot a Remote Transport Pruning Failure](#)
- [Remote Restoration](#)
- [How to Identify Your Hosting Provider](#)
- [How to Configure Your SFTP Client](#)
- [How to Edit FTP Server Configuration from the Command Line](#)
- [How to Enable FTP Passive Mode](#)
- [How to Restore Missing FTP Interfaces in cPanel](#)
- [Passive FTP and NAT Configuration Temporary Workaround](#)
- [ProFTPD Configuration for Host Access Control](#)
- [Guide to Git - Common Git Commands](#)
- [Guide to Git - Deployment](#)
- [Guide to Git - For System Administrators](#)
- [Guide to Git - Git Terms](#)
- [Guide to Git - Host Git Repositories on a cPanel Account](#)
- [Guide to Git - How to Set Up Deployment](#)
- [Guide to Git - How to Set Up Deployment Cron Jobs](#)
- [Guide to Git - Set Up Access to Private Repositories](#)
- [AutoFixer](#)
- [Best Practices for cPanel Virtualization Templates](#)
- [Cloud-Hosted Hostname Solution](#)
- [Configure or Disable PHP-FPM with User Pools for EasyApache 4](#)
- [Full Disaster Recovery](#)
- [Getting Started with Linux Commands](#)
- [Guide to Node.js Installations](#)
- [Guide to Ruby Installations](#)
- [How to Access the Command Line](#)
- [How to Delete a MySQL Database](#)
- [How to Resolve Password Authentication Failed Errors in PostgreSQL](#)
- [How to Restore a User's Database Access](#)
- [Install or Update PostgreSQL on Your cPanel Server](#)
- [The MySQLDump Endpoint](#)
- [Troubleshoot MySQL Profiles](#)
- [cPanel Migration Services and Guides](#)
- [Feedback for Tickets](#)
- [How to Authenticate your Server for cPanel Technical Support](#)
- [How to Open a Technical Support Ticket](#)
- [Connect to Web Disk with Third-Party Software](#)
- [cPanel Plugins - Pluggable Statistics Modules](#)
- [How to Install KernelCare](#)
- [How to Install WHMCS](#)
- [How to Install WordPress With cPanel](#)
- [How to Send Server Notifications to Custom Services](#)
- [How to Set Up a Third-Party RPM Repository with GPG Signatures](#)
- [The Let's Encrypt Plugin](#)
- [How to Copy Addon Domains to a New Account](#)
- [How to Copy an Account with SSH Keys](#)
- [How to Move All cPanel Accounts from One Server to Another](#)

- Subaccount Initial Password Guide
 - cPanel Deprecation Plan
 - Tutorial Videos
 - How We Determine a Browser Locale
 - The cPanel Log Files
 - Interface Lock Scripts
 - Overselling
 - How to Disable the cPanel Store as an SSL Certificate Provider in WHM
 - How Your Server Handles Domains and Virtual Hosts
 - Keyboard Shortcuts in WHM
 - Product Versions and the Release Process
 - Service Subdomains Use the cPanel Service SSL
 - TailWatch
 - How to Purchase a cPanel License
 - The cPanel Service Daemons
 - cPanel Glossary
 - The Long-Term Support JSON File
 - How to Fix License File Errors
 - Third-Party Software End Of Life Policy
 - cPanel Long-Term Support
 - What's My Version Number
 - cPanel Analytics
 - Upgrade Blockers
- cPanel-Developed Plugins Home
- How To Clear Your DNS Cache
 - How to Configure Reverse DNS for BIND in WHM
 - How to List Domains with DNSSEC
 - How to Modify Your Hosts File
 - How to Rotate a DNSSEC Key
 - How to Set Up Nameservers in a cPanel Environment
 - How to Use cPanel's PowerDNS
 - How to Use MyDNS-NG
- Guide to DNS Cluster Configurations
- AutoConfig and Autodiscover
 - How to Configure Mail Filters
 - How to Configure the Apache SpamAssassin Report_Safe Option
 - How to Configure the Exim Outgoing IP Address
 - How to Convert mbox Accounts to Maildir
 - How to Create a Spam Email Filter
 - How to Create Mail Filter Rules For Mailing Lists
 - How to Customize the Exim System Filter File
 - How to Edit the exim.conf File
 - How to Keep your Email Out of the Spam Folder
 - How to Log in to the Sent and Spam Mail Folders Directly
 - How to Migrate the Contents of Email Accounts in Addon Domains
- How to Build and Install Custom RPMs
 - How to Clean Unmanaged Log Files
 - How to Clear a Full Partition
 - How to Configure Your Firewall for cPanel Services
 - How to Create Custom Jailed Shell Mounts
 - How to Disable Network Manager
 - How to Disable Prelinking
 - How to Disable Services
 - How to Fix Quotas
 - How to Manage your Hard Drive Space
 - How to Manually Transfer an Account Between Servers
 - How to Purchase a JetBackup License
 - How to Purchase a KernelCare License
 - How to Purchase an Imunify360 License
 - How to purchase CloudLinux
 - How to Reset SSL Certificates for cPanel Services
 - How to Restart Services
 - How to Run the traceroute and ping Commands
 - How to Set or Unset RPM Management
 - How to Share Multiple IP Addresses
 - How to Transfer Accounts and Configurations Between cPanel Servers
 - How to Troubleshoot High Disk IO Problems
 - How to Update Your System
 - How to Use Server Profiles
 - Man-in-the-Middle Attacks
 - Release Notes for Legacy cPanel Versions
 - RPM Installation Failures
 - Server Profiles Roadmap
 - Service and Proxy Subdomains
 - System User Accounts
 - The scl Utility
 - Troubleshooting Guide for Perl and CGI Scripts
 - What is Domain TLS
 - Process Restart Exclusion
 - Service Subdomains Explanation
- 11.46 FrontPage Update Blocker
 - cPanel PHP Upgrade 5.4 to 5.6
 - CVE-2015-0235 GHOST
 - CVE-2016-1238 Perl
 - CVE-2016-1531 Exim
 - CVE-2016-3714 ImageMagick
 - CVE-2016-5387 HTTPoxy
 - CVE-2016-6662 MySQL
 - CVE-2016-9963 Exim
 - CVE-2017-16943 and CVE-2017-16944 Exim
 - CVE-2017-1000369 Exim - Stack Clash
 - CVE-2019-7524: Buffer overflow when reading extension header from Dovecot index files
 - CVE-2019-10149 Exim
 - Determine Your System's Status
 - Meltdown - CVE-2017-5753 CVE-2017-5715 CVE-2017-5754
- How to Manually Migrate Accounts to cPanel from Unsupported Control Panels
 - How to Restore Your cPanel Account - A Guide for New System Administrators
 - Touch File for Additional Transfer and Restore Log Diagnostic Entries
 - How to Migrate a WordPress Installation to a cPanel Server
 - Guide to Transfer and Restore API Functions
- Create Custom PHP Directives
 - How to Configure PHP and suEXEC from the Command Line
 - How to Create Ruby Web Applications
 - How to Customize PHP Directives
 - How to Deploy Java Applications
 - How to Enable Additional CGI Scripts
 - How to Install a Node.js Application
 - How to Install a Python WSGI Application
 - How to Install Drush
 - How to Limit a User's Available PHP Versions in the MultiPHP Manager
 - How to Manage Your php.ini Directives with PHP-FPM
 - HTTP Error Codes and Quick Fixes
 - The cpuser_service_manager script and the Ubc subsystem
- Guide to Horde Data Behavior
 - How to Convert Roundcube to SQLite
 - How to Customize Roundcube Webmail
 - How to Customize SquirrelMail
 - How to Set Up Calendars and Contacts
 - How to Set Up iOS Push Notifications
 - How to Set Up Webmail Folders
 - Importing SquirrelMail Address Books to Horde
 - Importing SquirrelMail Address Books to Roundcube
 - Which Webmail Application Should I Choose

- [How to Prevent Email Abuse](#)
- [How to Prevent Spam with Mail Limiting Features](#)
- [How to Rebuild the Roundcube Database](#)
- [How to Set Email Send Limits](#)
- [How to Set Up a cPanel Email Account for iOS and Android](#)
- [How to Troubleshoot Horde Data Conversion from MySQL to SQLite](#)
- [IMAP vs. POP3](#)
- [Scan Outgoing Mail](#)
- [The BlackBerry FastMail Service](#)
- [The horde_mysqltosqlite Script](#)
- [The Removal of cgiemail and cgiecho](#)
- [Why can't I clean a hacked machine](#)
- [cPHulk Management on the Command Line](#)
- [Download Security](#)
- [Guide to SSL](#)
- [How to Adjust Cipher Protocols](#)
- [How to Configure Microsoft Windows 7 to use TLS Version 1.2](#)
- [How to Configure MySQL SSL Connections](#)
- [How to Determine Password Strength](#)
- [How to Harden PHP](#)
- [How to Harden Your cPanel System's Kernel](#)
- [How to Manually Remove the cPanel-Provided Hardened Kernel](#)
- [How To Mitigate Slowloris Attacks](#)
- [How to Prevent cPanel Users from Creating Certain Domains](#)
- [How to Reset a cPanel Account Password](#)
- [How to Reset a cPanel Subaccount Password](#)
- [How to Troubleshoot Jailshell Problems on a Virtuozzo or OpenVZ VPS](#)
- [How to Use cPanel API Tokens](#)
- [More about TLS and SSL](#)
- [OWASP ModSecurity CRS](#)
- [PCI Compliance and Software Versions](#)
- [Recommended Security Settings](#)
- [Security Levels](#)
- [The ModSecurity Guardian Log](#)
- [The SSL Installation and Precedence Logic](#)
- [Tips to Make Your Server More Secure](#)
- [Troubleshoot SSL-Related Issues](#)
- [How to Create a ModSecurity Vendor](#)
- [How to Create a Report Receiver API for the ModSecurity Rule Reports](#)

Need more help?

- Ask your question on the [cPanel Forums](#).
- Have a question about licensing? [Contact cPanel Customer Service](#).
- Need help with a technical problem? [Submit a support ticket](#).