

# **WebHost Manager User Manual**

cPanel



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# Installation

## Installation

WebHost Manager uses comprehensive installers that take most of the effort out of installing the complex WebHost Manager software package. You will need the following to install WebHost Manager:

- A basic server install of one of the supported operating systems listed at <http://www.cpanel.net>
- A cPanel license (cPanel/WebHost Manager will not run without a license file).

NOTE: You can obtain a license from an authorized [cpanel.net](http://www.cpanel.net) distributor or a test license by making a license request in the support section of <http://www.cpanel.net>. For a list of distributors, please see <http://www.cpanel.net>

### Before you begin:

cPanel should only be installed on a blank server with a fresh operating system install. cPanel makes many changes to your system including downloading needed packages and configuring them for you. Because of the considerable amount of changes that cPanel will make to the system, the suggested method of uninstalling the cPanel software is to reformat the server.

NOTE: The hostname of this server should be a Fully Qualified Domain Name that will not be used elsewhere on the server. You should never set your hostname to a name that is already used (www, ftp, mail, etc) or to the name of an account on the server (www.domain.com).

If you would like cPanel Inc to do your installation for you and you have obtained a license, you may request an installation at <http://support.cpanel.net/>. Make sure to provide your IP, the root pass of your server, and the operating system installed on the server. We do not charge for installations.

### The following partition scheme is recommended:

/boot 35 Megabytes (Mb)  
/usr 2048+ Mb (If you have a 60 gig drive try 4096 for /usr, 5000 if you have an 80 gig drive, etc.)  
/var 1500+ Mb  
/tmp 512+ Mb

/ 1024 Mb  
/home grow to fill disk  
swap 2x memory size

NOTE: The `/tmp` directory is a special directory that is required to be writeable by all users and processes on the system. In general, directories that are writable by all users and processes are cause for security concern, however **this directory is a special case**. To minimize any security impact as a result of having an unsecured `/tmp` directory, it is recommended that `/tmp` be mounted on a **seperate partition** in order to take advantage of the "no exec" option available under both Linux and FreeBSD. If a separate mount point exists for `/tmp`, then the installer will verify and potentially remount the partition with the "no exec" option. Additionally, the installer will ensure that the sticky bit is set on the directory and that the other permissions are correct. If `/tmp` is not mounted on a separate partition, the installer will create a file system disk image of 512 Mb and mount `/tmp` on the newly created disk image with the "no exec" directive. Under most circumstances, 512 Mb is sufficient for the `/tmp` partition; however, your system may require additional space. It is therefore recommended that you include a separate partition for the `/tmp` mount point (sized according to your size specification) prior to installing cPanel.

### Minimum CPU/RAM/HD:

P266  
256 Meg of ram  
4 Gig of space

### To install WebHost Manager

Make sure you are logged in as root.

```
# cd /home
```

```
# wget http://layer1.cpanel.net/latest
```

Note: For FreeBSD, you need to download and untar the latest installer package from <http://www.cpanel.net/>.

```
# sh latest
```

The installer has now started, and will take between 30 and 60 minutes depending on your machine. If you are asked any questions press the Enter key, or q if there is no default. After the installation is complete, you need to setup WebHost Manager - refer to Logging on for the First Time for more information.

NOTE: You must be on a stable internet connect to install cPanel. If your shell session disconnects during the installation of cPanel, the installation will be aborted. You can restart the installation by using "sh latest" again however, we

recommend reformatting your machine and starting over to ensure there are no problems with the installation.

### Logging On

Please refer to [Logging on for the first time](#) or [Logging on](#) to start using your interface.

cPanel

## Logging on for the first time

### Overview

When you log on to WebHost Manager for the first time you need to set up the basic settings on your server. After you have completed these initial steps you can log into WebHost Manager normally. Refer to [Logging on](#) for more information.

### Steps

- 1 Enter the address of your WebHost Manager in your web browser. The address needs to be in the form of `http://www.yourdomain.com:2086/` or `https://www.yourdomain.com:2087/`.
- 2 Enter your user name (root) and password (the root password of the server) in the User Name and Password fields.
- 3 Click on *OK*.
- 4 Click on *Next* in the first page.
- 5 Read the legal agreement and click on the I Agree or I Disagree button.
- 6 Enter the primary IP address, BIND version, and IP address of the master cluster server (optional) in the Primary IP Address, BIND Version, and Master Cluster Server fields.
- 7 Enter your administrator's contact details in the Server Contact's AIM (AOL Instant Messenger), Server Contact's Email Address, and Server Contact's Pager Address fields.

Note: Entering ICQ contact details in the available field does not currently work due to changes in the ICQ protocol.

**8** Enter the name of the default cPanel theme that you want to use in the Default cPanel Theme field. The two standard themes that are automatically installed with cPanel are default and iconic. Refer to Themes for more information about themes.

**9** Enter the default home directory where new users accounts will be created and the prefix that matches other user partitions in the Default Home Directory and Home Directory Prefix fields.

**10** Enter the current hostname of your server in the Hostname field.

NOTE: Your hostname should be a Fully Qualified Domain Name that will not be used elsewhere on the server. You should never set your hostname to an name that is already used (www, ftp, mail, etc) or to the name of an account on the server (www.domain.com).

**11** Enter the name of the type of Apache logs that you want to receive. Two options are available:

combined - All information is logged, including referrers, user agents, and requested files.

access - Only information about requested files is logged.

**12** Enter up to four nameserver names in the Primary Nameserver, Secondary Nameserver, Third Nameserver, or Fourth Nameserver fields. The Primary Nameserver and Secondary Nameserver fields are mandatory.

**13** Choose whether you want users to have CGI access in the CGI Script Alias field. y = Yes, n = no.

**14** Enter the IP address of the master nameserver in the Master Nameserver field, if required.

Warning: This will turn your server into a slave server if this option is enabled. It is advisable to establish a key trust relationship with the master nameserver after enabling this option - refer to Establishing a trust relationship for more information.

**15** Click on *Save*.

**16** Click on *Finish*.

**17** Click on *Continue*.

## Troubleshooting

You can change your initial server settings at any time. Refer to Editing your server setup for more information.

cPanel

## Logging On

### Overview

You need to log on in order to use WebHost Manager to manage your web site. Remember, WebHost Manager gives a very high level of access to its users, and should only be used by trusted personnel.

### Steps

- 1 Enter the address of your WebHost Manager in your web browser. The address needs to be in the form of `http://www.yourdomain.com:2086/` or `https://www.yourdomain.com:2087/`.
- 2 Enter your user name (root) and password (the root password of the server) in the *User Name* and *Password* fields.
- 3 Click on *OK*.
- 4 The main screen of WebHost Manager will appear.

### Troubleshooting

If your browser will not allow you to login using `http://www.yourdomain.com:2086/` or `https://www.yourdomain.com:2087/`, try using `http://www.yourdomain.com/whm`.

## Change Log

### Overview

The WebHost Manager Change Log displays the change log for the version of WebHost Manager that you are running. This will show all of the bug fixes, new features, and any other changes that have occurred since the last version of WebHost Manager.

### Steps

- 1 Log on to WebHost Manager. Refer to [Logging on](#) if necessary.
- 2 Click on *Change Log* at the top of the navigation menu.

cPanel

# Server Configuration

## Server Configuration

### Overview

The Server Configuration area enables you to control the main setup of your server, including nameservers, changing passwords, and enabling and disabling services and resellers.

**WARNING:** Do not change your server settings unless you are absolutely sure you know what you are doing. Altering these settings incorrectly can result in cPanel and WebHost Manager functioning incorrectly.

To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.

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## Edit Setup

### Overview

The Edit Setup area enables you to edit your server configuration settings that you created during the installation and initial log on process. This includes editing your master IP address, BIND version, contact details if problems occur, and related information.

**WARNING:** Do not change your server settings unless you are absolutely sure you know what you are doing. Altering these settings incorrectly can result in CPanel and WebHost Manager functioning incorrectly.

### Steps

- 1** To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.
- 2** Click on *Basic cPanel / WHM Setup*.
- 3** Enter the hosting IP address, AIM (AOL Instant Messenger) username and password, and BIND version in the Main Shared Virtual Host IP, AIM Password, AIM Username, and BIND Version fields.
- 4** Enter your administrator's contact details in the Server Contact AIM and Server Contact ICQ UIN fields.
- 5** Enter the name of the default cPanel theme that you want to use in the Default cPanel Theme field. Refer to Themes for more information about themes.

**6** Enter the name of the ethernet device that you are using in the Alternate Main Ethernet Device field, if required. You only need to do this if you are using an ethernet device that is not the first ethernet device on the machine.

**7** Enter the default home directory where new users' accounts will be created and the prefix that matches other user partitions in the Default Home Directory and Home Directory Prefix fields.

**8** Enter the current hostname of your server in the Hostname field.

NOTE: Your hostname should be a Fully Qualified Domain Name that will not be used elsewhere on the server. You should never set your hostname to an name that is already used (www, ftp, mail, etc) or to the name of an account on the server (www.domain.com).

**9** Enter the ICQ password and UIN for whomever deals with system alerts in the ICQ Password and ICQ UIN fields.

**10** Enter the name of the type of Apache logs that you want to receive. Two options are available:

combined - All information is logged, including referrers, user agents, and requested files.

access - Only information about requested files is logged.

**11** Enter the lowest UID number to start from when creating accounts in the Minimum Uid field, if required.

**12** Enter up to three nameserver names in the Primary Nameserver, Secondary Nameserver, and Third Nameserver fields. The Primary Nameserver and Secondary Nameserver fields are mandatory.

Choose whether you want users to have CGI access in the CGI Script Alias field.

y = Yes, n = no.

**13** Enter the IP address of the master nameserver in the Master Nameserver field, if required.

**WARNING:** This will turn your server into a slave server if this option is enabled.

It is advisable to establish a key trust relationship with the master nameserver after enabling this option. Refer to Establishing a trust relationship for more information.

**14** Enter the server administrator's contact details in the Server Contact E-Mail Address and Server Contact Pager Address fields.

**15** Enter the IP address of the master cluster server in the Master Cluster Server field, if required.

**16** Click on *Save*.

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## Change Root Password

### Overview

You should change your server root password occasionally to maximize your site security. You should always change this password if you think someone else has access to your WebHost Manager account.

NOTE: Do not give out your root password to anyone that does not absolutely need it. If you are to give out your route password to cPanel, or other staff, please verify their e-mail address before you give them the password.

### Steps

- 1 To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.
- 2 Click on *Change Root Password*.
- 3 Enter the new root password in the New Password field.
- 4 Click on *Change Password*.

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### Troubleshooting

Do not make the MySQL and server root passwords the same.

## Initial Quota Setup

### Overview

You can enable WebHost Manager to set disk space quotas for the accounts on your server.

**WARNING:** If you have compiled a custom kernel on your machine that does not have quota support, enabling quotas may result in an unbootable system.

### Steps

- 1** To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.
- 2** Click on *Initial Quota Setup*.
- 3** Read the warning information and then click on *Ok*.

cPanel

## Server Time

### Overview

The Server Time area enables you to set the time zone for your server clock. You can also synchronize your server time with the displayed time in your browser.

### Steps

- 1 To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.
- 2 Click on *Server Time*.
- 3 Click on the required time zone in the drop-down list.
- 4 Click on *Change Time Zone*.
- 5 If you need to synchronize your server time with the displayed time in your browser, click on *Sync Time with Time Server*.

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## Statistics Software Configuration

### Statistics Software Configuration

#### Overview

This function allows you to choose what statistics programs will be run on your server. You can also choose whether or not to allow users to determine what statistics programs they will use.

#### Steps

- 1** To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.
- 2** Click on *Statistics Software Configuration*.
- 3** To allow users to determine which statistics programs they will use, click on the box next to *Allow users to change their web statistics generating software*.
- 4** Beneath *Allow the following statistics generating programs to run*, make sure the box next to a program's name is checked to allow it to run.
- 5** Beneath *Run the following generators by default. (Until modified by the user)*, make sure the box next to a program's name is checked to run it automatically for all users.
- 6** If you wish for **all** users to be able to change their statistics generating software, make sure the box underneath *Modify* is checked.
- 7** Click on any *Save* button to save your changes.

## Troubleshooting

Click on *User Permissions* to choose which users are able to determine which statistics programs they will use.

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## Schedule Statistics Log Times

### Overview

This function allows you to set specific times that you do not want your server's logs to be analyzed during. Usually, you do not want your logs to be analyzed during heavy traffic hours such as 8am-6pm, or whatever hours are heavy traffic hours for your server.

### Steps

- 1 To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.
- 2 Click on *Statistics Software Configuration*.
- 3 Enter a number other than 1 in the field next to *Generate statistics every* to change how often statistics reports are updated.
- 4 Click on *Change*.
- 5 To prevent statistics from running at a certain time, click on *Configure Statistic Process Time Schedule*.
- 6 Check the box(es) next to any hour(s) that you wish to prevent statistics from being run during
- 7 If you wish to prevent your backups and logs from running at the same time, check the box next to *Prevent cpanellogd and cpbackup from running at the same time*.
- 8 Click on *Save*.

## Tweak Settings

### Overview

You can change a large number of global settings on your server. These changes affect all users of the machine, including yourself, resellers, and resellers' customers.

NOTE: Many of the options described below refer to cPanel functionality. If you do not know what these functions are, refer to your *cPanel User Guide* for more information.

### Steps

**1** To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.

**2** Click on *Tweak Settings*.

**3** Click on the tick box or radio button next to the following items to enable or disable the function.

- Allow Creation of Parked/Addon Domains that resolve to other servers - Allows customers to create parked and addon domain names whose DNS settings point to remote servers.
- Allow Creation of Parked/Addon Domains that are not registered - Allows customers to create parked and addon domain names without any validation on whether the domain name is registered or not.
- Allow users to Park/Addon Domains on top of domains owned by other users - Allows customers to park and addon domain names without checking if the domain name is currently used by other customers.
- Prevent users from parking/adding on common internet domains - Stop customers from parking or adding on well known domain names, such as hotmail.com.
- The load average above the number of cpus at which logs file processing should be suspended - Suspends log file processing when the server load average is greater than the number entered in the adjacent field.

- Number of days between processing log files and bandwidth usage - Enter the number of days between processing log files and bandwidth usage in the adjacent field. Decimal values are allowed.
- The load average that will cause the server status to appear red - Enter the load average above which will cause the server status image to appear red to customers (refer to Server Status for more information).
- Keep log files at the end of the month - Maintains old log files after the end of each month. If not ticked, log files are deleted after each month.
- Analog Stats - Enables the Analog web statistics script.
- Webalizer Stats - Enables the Webalizer web statistics script.
- Awstats Stats - Enables the Awstats web statistics script.
- Enable Reverse dns resolution for Awstats - Enables Awstats to look up the domain names of IP addresses that contact customer's web sites. This increases server load and bandwidth.
- Allow users to update Awstats from cPanel - Allows customers to regenerate Awstats statistics whenever they choose.
- Horde Webmail - Enables the Horde webmail application.
- Neomail Stats - Enables the Neomail webmail application.
- SquirrelMail Webmail - Enables the SquirrelMail webmail application.
- Spamassassin - Enables the Spamassassin application.
- Delete each domain's access logs after stats run - After web statistics are calculated for a domain name delete the access logs for that domain.
- Interchange Version to use - Indicates which version of the Interchange shopping cart to use, or disables the script.
- Chmod value for raw apache log files - Sets the permissions on raw Apache log files.
- Disk Space Usage Warnings - Sends an e-mail each night when a user is near their disk space limit.
- Email Box Usage Warnings - Sends an e-mail each night when a user is near their e-mail inbox limit.
- Attempt to prevent pop3 connection floods - Limit the amount of connections from each host to the POP3 server.
- The number of times users are allowed to check their mail using pop3 per hour - Enter the number of times users can check their POP3 mailboxes per hour.
- Prevent the user 'nobody' from sending out mail to remote addresses - Prevents the 'nobody' user from sending e-mails outside the script's domain.
- The maximum each domain can send out per hour - Enter how many e-mails one domain can send per hour.
- Email users when they have reached 80% of their bandwidth - Sends a warning e-mail to customers when they have reached 80% of their monthly bandwidth limit.
- Disable Suspending accounts that exceed their bandwidth limit - Does not automatically suspend accounts that exceed their bandwidth limit.

- Keep Stats Log (/usr/local/cpanel/logs/stats\_log) between cPanel restarts - Enables WebHost Manager to keep the statistics log when restarting the application.
- Stats Log Level - Used for debugging purposes (Indicates what error logging is saved in /usr/local/cpanel/logs/stats\_log).
- Disable Disk Quota display caching - If disabled, disk quotas will be updated continuously, but will slow down the machine significantly. If not disabled, disk quotas will be delayed by up to 15 minutes.
- Allow Sharing Nameserver IPS - Enables you to assign multiple DNS servers to the same IP address..
- MySQL Version to use - Indicate which MySQL version for customers to use.
- Number of minutes between mail server queue runs - Enter the number of minutes between the mail server queue being run.
- Use jailshell as the default shell for all new accounts - Uses the jailshell as the default shell for all customers who log in via Telnet/SSH. Jailshell does not allow you to view /etc/passwd for all users or view other user's files.
- Add the mail. prefix for mailman URLs - Inserts a email subdomain prefix before Mailman URLs.
- Mailman - Enables the Mailman mailing list script.

Note: New web statistics packages take 24-48 hours to generate enough statistics to display for users.

**4** Click on **Save**.

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## Update Config

### Overview

You can select which updates you would like to receive from DarkORB automatically, if any. There are three package types available:

- cPanel Updates - Updates to cPanel.
- DarkOrb Package Updates - Updates to DarkOrb packages, such as exim, proftpd, and any RPMs (Red Hat Package Manager) DarkOrb build.
- Security Package Updates - Updates to security packages.

Each package update has the following options available:

- Automatic - Package is updated automatically as releases become available.
- Manual Updates Only - Package is updated manually. All updates are available for manual download from the cpanel.net site.
- Never Update - Disables the automatic update function.

cPanel and WebHost Manager package updates contains one of the following build types:

- EDGE - A development release that has undergone the least amount of testing.
- RELEASE - A formal release that has undergone extensive testing.
- STABLE - A formal release that has shown no problems during use by customers.

### Steps

**1** To access the Server Configuration Menu, click on *Server Configuration*, on the main screen of your WebHost Manager interface.

**2** Click on *Update Config*.

**3** Click on the required radio buttons for the cPanel, DarkORB, and Security packages.

**4** Click on *Save*.

# Support

## Support

The Support area contains a knowledge base of problems and script solutions, as well as a support request form for server owners. The knowledge base is a great resource for simple questions and problems. You can also find answers to a lot of questions at <http://forums.cpanel.net/>

To access the Support Menu, click on *Support*, on the main screen of your WebHost Manager interface.

NOTE: You must register to view and interact on <http://forums.cpanel.net/>

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## Interactive Knowledgebase

### Overview

The Interactive Knowledgebase enables you to find solutions to many common problems you may encounter when running WebHost Manager. Simply search for related topics to your keywords, and the Knowledgebase will present a list of solutions.

### Steps

**1** To access the Support Menu, click on *Support*, on the main screen of your WebHost Manager interface.

**2** Click on the *Interactive Knowledgebase* link in the Support menu.

**3** Enter a brief keyword description of the problem you are having in the Enter Issue field.

Example: If you have a problem with mailman after installing suexec, enter:

suexec mailman

**4** Enter the domain that has the problem in the Affected Domain field, if required.

This will customize any solutions you find to that domain.

**5** Click on the *Search for Answer* button.

**6** Click on the *Click-to-fix!* link next to the required solution. If you entered a domain as part of the search criteria, the solution script will automatically run against that domain. If you did not enter any domain as part of the search criteria, the solution script will run against your account.

## Submit a Support Request

### Overview

You can submit a support request to cPanel.net developers. There are several alternate forms of help you should peruse before you submit a support request:

- cPanel/WebHost Manager FAQ - Please use the online search facility in the online FAQ to see if your problem is listed.
- Support Forums - Search through the archives or ask a question at the cPanel.net support forums.
- Documentation - Please check the online cPanel and WebHost Manager documentation for help.

NOTE: The following support request form is designed only for server owners. If you have a question about how to use WebHost Manager or cPanel, please direct the question to the company from which you obtained your license. cPanel support will not be able to answer questions about installing third party software (ImageMagick, pdflib, etc.).

### Steps

- 1** To access the Support Menu, click on *Support*, on the main screen of your WebHost Manager interface.
- 2** Click on *Submit a Support Request*.
- 3** Click on one or more of the available links. If you need to contact cPanel directly, click on the *Contact cPanel.net* link.
- 4** Enter your name, e-mail address, phone number, and IP address of your server in the Your Name, Your Email Address, IP Address of Server, and Call

Back # fields. The IP Address of Server field should already have the correct IP address entered in the field.

**5** Enter a brief, one line description of your problem in the Brief Description of Problem field.

**6** Enter the name of the distributor from which you obtained a software license in the Distributor/Partner NOC Name field.

**7** Enter a detailed description of the problem in the Detailed Problem Description field. Add as much detail as you can about the problem.

**8** To the best of your ability, enter each action required to reproduce the problem in the Steps to Reproduce the Problem field.

**9** Click on *Send Request*.

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# Networking Setup

## Change Hostname

### Overview

The Change Hostname option enables you to change the hostname of your server. It is important to choose a hostname that will not be used for any account, and the hostname must be socially acceptable, as it will appear in all mail headers. The hostname must be a FQDN (Fully Qualified Domain Name). All valid hostnames must have at least 2 dots in them, for example entropy.yourdomain.com.

WebHost Manager automatically generates 10 random hostnames based on your current hostname as samples which you can use.

NOTE: Your hostname should be a Fully Qualified Domain Name that will not be used elsewhere on the server. You should never set your hostname to a name that is already used (www, ftp, mail, etc) or to the name of an account on the server (www.domain.com).

### Steps

- 1 To access the Networking Setup Menu, click on *Networking Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Change Hostname*.
- 3 Enter your changed hostname in the New Hostname field.
- 4 Click on *Change*.

## Manage Nameserver IPs

### Overview

You need to add an IP address for a nameserver when you create a new nameserver.

### Steps

- 1 To access the Networking Setup Menu, click on *Networking Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on Manage Nameserver IPs.
- 3 Enter the IP for the new nameserver in the Nameserver field and click on *Assign*.

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## Modify Resolver Configuration

### Overview

The resolver configuration file (`/etc/resolv.conf`) is a configuration file for name server routines. Normally you do not need to modify `resolv.conf`.

NOTE: Do not modify the IP values unless you know what you are doing. If they are not altered properly, your server will not function properly.

### Steps

- 1 To access the Networking Setup Menu, click on *Networking Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Modify Resolver Configuration*.
- 3 Click on *Continue*.
- 4 Read the information unless you are sure you know what you are doing. Enter your primary resolver's IP address in the Primary Resolver field.
- 5 Enter additional resolvers' IP addresses in the Secondary Resolver and Tertiary Resolver fields, if required.
- 6 Click on *Continue*.



# Security

## Security

The Security area deals with security issues. From scanning for security beaches and Trojan Horses to modifying Apache's memory usage limit, these functions can be used to increase the security on your system. However, we recommend that you still have a trained professional keep an eye on your server's security measures.

To access the Security Menu, click on *Security*, on the main screen of your WebHost Manager interface.

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## Fix Insecure Permissions (Scripts)

### Overview

If you are having problems with SuExec and CGI permissions, you can use this function to fix the permissions in suexec\_log for your CGI scripts.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Fix Insecure Permissions (Scripts)*.
- 3 A status message will be displayed.

### Troubleshooting

You may need to use this function again after attempting to use an insecure CGI script if the directory containing the scripts has insecure permissions.

## Manage Wheel Group Users

## Manage Wheel Group Users

### Overview

The Wheel Group is a user group that can gain access to root on your server by using the su command (create a shell with the entered user id). You can add and remove users from that group as required.

## Add user to wheel group

### Overview

The Wheel Group is a user group that can gain access to root on your server by using the su command (create a shell with the entered user id).

### Steps

- 1 To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Manage Wheel Group Users*.
- 3 Click on the required user in the displayed list and click on *Add user to wheel group*.

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## Remove user from wheel group

### Overview

The Wheel Group is a user group that can gain access to root on your server by using the su command (create a shell with the entered user id).

### Steps

- 1 To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Manage Wheel Group Users*.
- 3 Click on the button with the name of the user that you want to remove from the Wheel Group.

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## Modify Apache Memory Usage Limit

### Overview

WebHost Manager includes a function that automatically calculates the memory limit needed by Apache and resets the memory used by Apache to that amount. This frees up your memory for other operations, and is useful on busy or full servers.

### Steps

- 1 To access the Security Menu, click on *Security*, on the main screen of your WebHost Manager interface.
- 2 Click on *Modify Apache Memory Usage Limit*.
- 3 The modified memory usage results will now be displayed.

cPanel

## Quick Security Scan

### Overview

WebHost Manager can perform a quick security scan of your server that attempts, in test mode, to shut down various essential services. If any of these tests succeed, there has most likely been a security breach of your server.

### Steps

- 1 To access the Security Menu, click on *Security*, on the main screen of your WebHost Manager interface.
- 2 Click on *Quick Security Scan*.
- 3 The results of the security scan will be displayed on the screen.

NOTE: If you are unfamiliar with server security, please seek help from a trained security professional.

### Troubleshooting

You may see [FAILED] next to one or more tests when you run the scan. This usually indicates that the service was shut down normally prior to the scan, and does not normally indicate that there has been a security breach.

## Scan for Trojan Horses

### Overview

WebHost Manager includes a function that enables you to scan your server for Trojan Horses. A Trojan Horse is a malicious, security-breaking program that is disguised as something benign, such as a directory list, archive, or game. Like all viruses Trojan Horses can hide inside files for long periods of time.

NOTE: All files found during this search are only suspected Trojan Horses. This scan only denotes the possibility of a virus in the file.

### Steps

- 1** To access the Security Menu, click on *Security*, on the main screen of your WebHost Manager interface.
- 2** Click on *Scan for Trojan Horses*.
- 3** A list of files that could contain Trojan Horses will be displayed. If any of these files are not supposed to be on your sever or have not been updated recently, you should investigate those files for viruses.

## Shell Fork Bomb Protection

### Overview

WebHost Manager is installed with Shell Fork Bomb Protection against Telnet/SSH users using all of the server resources and causing a system crash. This protection can be disabled or re-enabled as required.

### Steps

- 1 To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Shell Fork Bomb Protection*.
- 3 Click on *Disable Protection* or *Enable Protection* as required.

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## **Tweak Security**

### **Tweak Security**

#### **Overview**

This menu allows you to configure certain security settings as to protect your server from exploits.

To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface. Then, click on *Tweak Security*.

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## Php open\_basedir Tweak

### Overview

Php's open\_basedir protection prevents users from opening files outside of their home directory with php. You can use this function to select which accounts cannot open files outside of their home directory when using php.

### Steps

- 1** To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface. Then, click on *Tweak Security*.
- 2** Click on *Configure* in the Php's open\_basedir section.
- 3** Click on the check box next to *Enable php open\_basedir Protection* to enable Enable php open\_basedir Protection.
- 4** Click on a check box next to a domain's name to allow them to open files outside of their home directory with php, if necessary.
- 5** Click on *Save*.

cPanel

## **mod\_userdir Tweak**

### **Overview**

Apache's mod\_userdir allows users to view their sites by entering a tilde(~) and their username as the URL on a specific host. For example *http://test.cpanel.net/~fred* will bring up the user Fred's domain. The disadvantage of this feature is that any bandwidth usage used by this site will be put on the domain it is accessed under (in this case test.cpanel.net). Mod\_userdir protection prevents this from happening. You may however want to disable it on specific virtual hosts (generally shared SSL hosts).

### **Steps**

- 1** To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface. Then, click on *Tweak Security*.
- 2** Click on *Configure* in the mod\_userdir Tweak section.
- 3** Click on the check box next to *Enable mod\_userdir Protection* to enable Enable mod\_userdir Protection.
- 4** Click on a check box next to a domain's name to allow them to access their domain using ~username, if necessary.
- 5** Enter the name of any user you wish to be able access the domain using ~username, other than the domain's owner, in the blank field next to the domain's name, if necessary.
- 6** Click on *Save*.

## Compilers Tweak

### Overview

This tweak will disable the system's c and c++ compilers for unprivileged users. Many canned exploits require a working c on the system. You can also choose to allow some users to use the compilers while they remain disabled by default.

### Steps

- 1 To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface. Then, click on *Tweak Security*.
- 2 Click on *Configure* in the Compilers Tweak section.
- 3 Click on *Enable Compilers* to enable all users to use c and c++ compilers.
- 4 To allow specific users to be able to use compilers:
  - I. Click on *Allow specific users to use the compilers*.
  - II. Click on the name of a user in the menu.
  - III. Click on *Add to Group*.
  - IV. Repeat for all necessary users.

## Traceroute Tweak

### Overview

This tweak will disable the system's traceroute utility.

### Steps

- 1 To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface. Then, click on *Tweak Security*.
- 2 Click on *Configure* in the Traceroute Tweak section.
- 3 Click on *Disable* or *Enable* to disable or enable traceroute.

cPanel

## SMTP Tweak

### Overview

The SMTP tweak will prevent users from bypassing the mail server to send mail (this is a common practice used by spammers). It will only allow the MTA (mail transport agent), mailman, and root to connect to remote SMTP servers.

### Steps

- 1** To access the Server Setup Menu, click on *Server Setup*, on the main screen of your WebHost Manager interface. Then, click on *Tweak Security*.
- 2** Click on *Configure* in the SMTP Tweak section.
- 3** Click on the check box next to *Allow connections to localhost on port 25* to allow users to connect to localhost on port 25.
- 4** Click on *Enable* to enable the SMTP tweak.

cPanel



# Server Contacts

## Change System Mail Preferences

### Overview

The Mail Manager area enables you to forward system mail to specific locations, if required. You can set forwarding rules on three separate system users:

- root
- nobody
- mailman

### Steps

**1** To access the Server Contacts Menu, click on *Server Contacts*, on the main screen of your WebHost Manager interface.

**2** Click on *Change System Mail Preferences*.

**3** Enter the forwarding mail address for a system user in the available field.

**4** Click on *Change*.

**5** Repeat steps 3 and 4 if necessary.

### Troubleshooting

Remove the address in a field and click on the Change button to disable mail forwarding for that user.

## Contact Manager

### Overview

The Contact Manager enables you to set priority levels on which alerts are sent to you and when. You can set the priority rating on each contact method, which indicates what level of priority is sent to that contact method. For example, if you set pager a rating of 3, each alert with a priority of 1-3 will be sent to your pager. You can also set the priority rating of each alert type.

### Steps

- 1 To access the Server Contacts Menu, click on *Server Contacts*, on the main screen of your WebHost Manager interface.
- 2 Click on *Contact Manager*.
- 3 Enter the priority level of each of the contact methods in the top fields.
- 4 Change the priority level of the alerts in the fields listed, if required.

### Troubleshooting

If you set the priority level of an alert higher than the priority level of any contact method, you will not be contacted when that alert occurs.


# Resellers

## Reseller Center

## Reseller Center

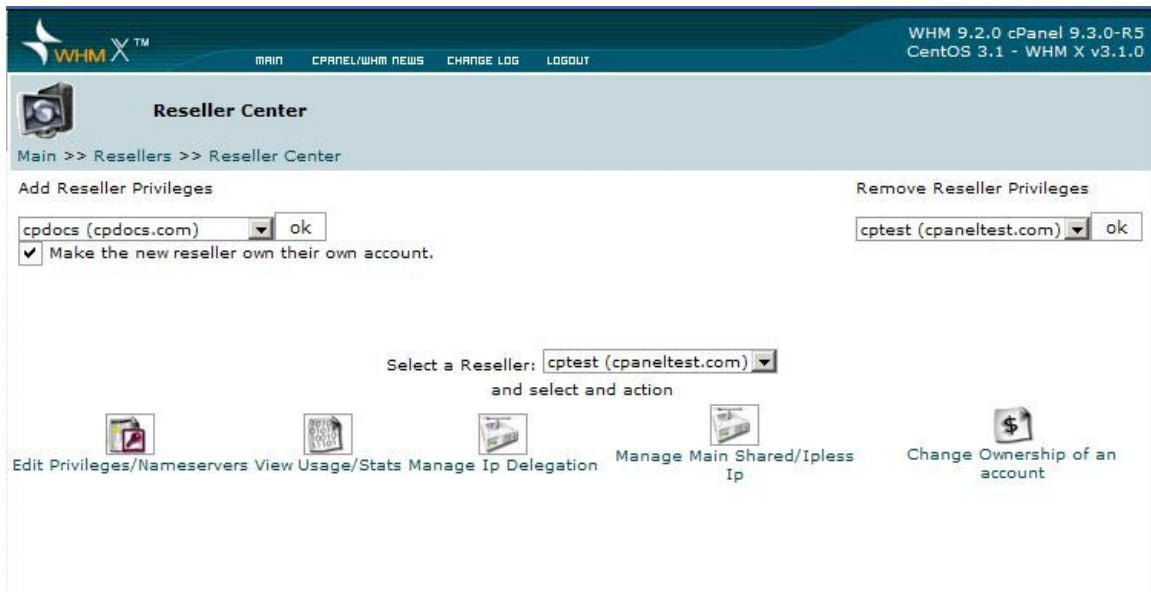
The WebHost Manager Reseller Center allows you to give reseller privileges to users, control their reselling abilities, and more. Within the Reseller Center, you can perform a variety of tasks involving your resellers.

A reseller is an account other than the root account that has the ability to create other accounts that will be owned by the reseller account. The reseller only has access to the accounts that it has created, unless you specify otherwise.

To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.

To learn more about the different tasks you can perform using the Reseller Center, click on a subsection in the contents window.

The Reseller Center appears as follows in the X theme:



## Giving an account reseller privileges


### Overview

To "create" a reseller, you must first create the reseller as a basic account using the Account Functions Menu. After you have created the account using the Account Functions Menu, you can use the Reseller Center to add reseller privileges to this account.

A reseller account will have the ability to create other accounts. These accounts created by the reseller will be owned by the reseller and the reseller will be able to modify these accounts.

It is important to make sure that your resellers have only the amount of access that they need, and only the ability to create the types of accounts they need. Reseller access is one step away from root access and should be treated with care.

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to give reseller privileges to from the drop box below *Add Reseller Privileges*.

NOTE: If you wish to give the reseller the ability to modify their own account, make sure the box next to *Make the new reseller own their own account* is checked. If you do not wish for the reseller to have the ability to modify their account, make sure the box is not checked.

- 3 Click *Ok* to give the account reseller privileges.

NOTE: The following will appear (except user will be the reseller's username) :

*Added reseller user*

## **Troubleshooting**

You can only add reseller privileges to an account that is already created. To create an account, you will need to use the Account Functions Menu.


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## Removing reseller privileges from an account

### Overview

If you no longer wish for an account to have reseller privileges, you can use the Reseller Center to remove the reseller privileges from that account.

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to remove reseller privileges from from the drop box below *Remove Reseller Privileges*.
- 3 Click *Ok* to remove the account's reseller privileges.

NOTE: The following will appear (except user will be the reseller's username) :

*Removed reseller user*

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## Edit reseller privileges or nameservers



### Edit reseller privileges or nameservers

#### Overview

You can use this function to modify the abilities that a reseller has, or to change the nameservers that the resellers' accounts will be set up with.

This function allows you to control the resellers' access to create types of accounts, the amount of disk space and bandwidth they can use, and more. It is important to make sure that the resellers' privileges are set up properly to control their access to the server, and ability to use server resources.

#### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to modify the privileges for from the drop box next to *Select a Reseller*
- 3 Click on *Edit Privileges / Nameservers* below the  icon.
- 4 Select the options and limits that you wish to give the reseller from the page that appears. To learn about a reseller option or limit click on that option below:

#### [Account Creation Limits](#)

Limit the amount of accounts user can create by number to \_\_\_ accounts.

Limit account creation to pre-assigned packages.

Limit the amount of each package that user can create.

Limit Accounts that user can create by Resource Usage.

## [Account Limits](#)

### [Resource Usage Limits \(if enabled above\)](#)

## **Feature Limits**

## [ACL Lists](#)

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## **Account Management**

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**Privileges**

Allow Creation of Packages with Shell Access

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Allow Creation of Packages with Unlimited Diskspace

Allow Creation of Packages with Unlimited Features

Allow Creation of Packages with a Dedicated IP

Allow creation of packages with Addon Domains

Allow creation of packages with Parked Domains

Disallow creation of accounts with packages that are not global or not owned by this user

Never allow creation of accounts with shell access

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**Nameservers**

Primary Nameserver

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## **Account creation limits**

### **Account Creation Limits**

#### **Overview**

The functions under Account Creation Limits allow you to control how many accounts and what types of accounts a reseller can create.

#### **Tasks**

Limit the amount of accounts a user can create by number to \_\_\_ accounts.

Limit account creation to pre-assigned packages.

Limit the amount of each package that a user can create.

Limit Accounts that cptest can create by Resource Usage.

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**Limit the amount of accounts user can create by number to \_\_ accounts**

**Overview**

This function allows you to limit the amount of accounts that a reseller can create to a specific number.

**Steps**

- 1** Check the box next to *Limit the amount of accounts user can create by number to \_\_ accounts*.
- 2** Enter the number of accounts you wish to allow the reseller to create in the blank field between *to* and *accounts*.

cPanel

## Limit account creation to pre-assigned packages

### Overview

This function will limit the reseller to creating only the packages that you select under Account Limits. Any packages that are created by the reseller will need to be added through Account Limits before the reseller can use them.

### Steps

- 1 Check the box next to *Limit account creation to pre-assigned packages* to enable this feature.
- 2 Set the packages that you wish the reseller to be able to use under Account Limits.

cPanel

## Limit the amount of each package that a user can create

### Overview

This feature allows you to limit the amount of accounts that a reseller can create with each package that they are allowed to use.

### Steps

- 1 Check the box next to *Limit the amount of each package that a user can create* to enable this function.
- 2 Set the number of accounts that the reseller can create with each package under Account Limits.

cPanel

## Limit Accounts that a user can create by Resource Usage

### Overview

This feature allows you to limit the reseller to creating accounts with a certain total amount of disk space usage, and bandwidth usage. All of the accounts that the reseller creates cannot use more bandwidth or disk space than the limits set by using this feature.

NOTE: This only includes space and bandwidth used by the reseller's account if the reseller owns their own account.

### Steps

- 1 Check the box next to *Limit Accounts that cptest can create by **Resource Usage*** to enable this feature.
- 2 Set the amount of resources the reseller is allowed to use under **Resource Usage Limits**.

cPanel

## Account Limits

### Overview

Account Limits allow you to limit the number of accounts a reseller can create and limit the packages that a reseller can use when creating accounts.

Your Account Limits Menu should look similar to the following:

Account Limits

| Account Type | Current | Creation Allowed         | Number Allowed | Resource Limit Compatible |
|--------------|---------|--------------------------|----------------|---------------------------|
| package1     | 0       | <input type="checkbox"/> | 0              | *                         |
| package2     | 0       | <input type="checkbox"/> | 0              | *                         |
| package3     | 0       | <input type="checkbox"/> | 0              | *                         |

Unlimited is an acceptable input for number allowed. Accounts that have an unlimited bandwidth quota or unlimited disk quota are not resource limit compatible.

### Steps

- 1 To allow the reseller to use a package when creating accounts make sure the box is checked under *Creation Allowed* for that package. Repeat this for all packages that you wish the reseller to be able to use.
- 2 To limit the number of accounts that the reseller can create with a package, replace the 0 with the number of accounts you wish for them to be able to create in the field under *Number Allowed* for that package. Repeat this for all packages that you have given the reseller the ability to use.

NOTE: The current number displays how many accounts the reseller is able to create with a specific package. If there is a \* in the field under *Resource Limit*

*Compatible* for a package, that means that the package can be used if you are limiting the amount of resources that the reseller can use to create accounts.

cPanel

## Resource Usage Limits

### Overview

This feature allows you to limit the total amount of bandwidth and disk space that a reseller can use when creating accounts.

The Resource Usage Limits Menu should appear similar to the following:

**Resource Usage Limits** (if enabled above)

| Resource   | Max Allowed        | Overselling Allowed      |
|------------|--------------------|--------------------------|
| Disk Space | 500<br>Megabytes   | <input type="checkbox"/> |
| Bandwidth  | 20000<br>Megabytes | <input type="checkbox"/> |

Unlimited is not acceptable here. If you wish to only limit one of these, just set the other limit to a very large number.

### Steps

- 1 To limit the amount of disk space a reseller can use in total when creating accounts, replace the number in the field next to *Disk Space* with the number of megabytes you wish to let the reseller use.
- 2 To limit the amount of bandwidth a reseller can use in total when creating accounts, replace the number in the field next to *Bandwidth* with the number of megabytes you wish to let the reseller use.

NOTE: If the *Overselling Allowed* box is checked for either bandwidth or disk space, the reseller will be able to use more bandwidth or disk space than that allowed by the limit you have set in the field next to each of the two.

You cannot give a reseller unlimited bandwidth or disk space through this option. If you wish for them to have a lot of space or bandwidth, place a very larger number in the field next to limit you wish to make "unlimited."

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## Feature Limits

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## **ACL Lists**

### **ACL Lists**

#### **Overview**

ACL Lists allow you to save and recall a set of Feature Limits for a reseller. These lists work in the same way that packages work for normal accounts. Saving ACL lists allows you to create resellers with complex options quickly.

The following tasks can be accomplished with ACL Lists:

[Creating an ACL List](#)

[Loading an ACL List](#)



cPanel

## Creating an ACL List

### Overview

ACL Lists allow you to save and recall a set of Feature Limits for a reseller. These lists work in the same way that packages work for normal accounts. Saving ACL lists allows you to create resellers with complex options quickly.

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to modify the privileges for from the drop box next to *Select a Reseller*.
- 3 Click on *Edit Privileges / Nameservers* below the  icon.
- 4 Check the options that you wish to save for the ACL list under Feature Limits.
- 5 Enter the name of the ACL List in the blank field next to *Save as ACL List* (*optional, leave blank to not save*): or choose the ACL List you wish to overwrite from the drop box next to that field.
- 6 Click on *Save* at the bottom of the screen.

### Troubleshooting



Selecting a list from the drop box when saving will overwrite all the settings that the list previously had.

## Loading an ACL List

### Overview

ACL Lists allow you to save and recall a set of Feature Limits for a reseller. These lists work in the same way that packages work for normal accounts. Loading ACL lists allows you to create resellers with complex options quickly.

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to modify the privileges for from the drop box next to *Select a Reseller*.
- 3 Click on *Edit Privileges / Nameservers* below the  icon.
- 4 Select the ACL list you wish to use from the drop box next to *Load an ACL List*.

cPanel

## Account Information

### List Accounts

#### Overview

Enabling this feature will allow a reseller to view a list of the accounts that they own in their WebHost Manager interface.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## **View account bandwidth usage**

### Overview

Enabling this feature will allow the reseller to view the bandwidth usage of the accounts that they own.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Account Management

### Account Creation

#### Overview

This feature allows a reseller create new accounts. The rules for creating these accounts will be based on the other features and limits you set in the Reseller Center.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Account Modification

### Overview

This feature allows a reseller to modify accounts that they own.

**WARNING:** This will allow resellers to set account details even if they are prohibited by other settings in the Reseller Center. For example, if you deny the reseller the ability to create accounts with Shell Access, they can add Shell Access by modifying the account.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Account Suspension

### Overview

This feature allows a reseller to suspend any accounts that they own.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

# WebHost Manager User Manual

## Account Termination

### Overview

This feature allows a reseller to terminate any accounts that they own.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Account Upgrades

### Overview

This feature allows a reseller to upgrade or downgrade an account by changing the package that the account uses.

### Steps

- 1 Check the box next to this option to enable it.

## **Bandwidth Limiting Modification**

### Overview

This feature allows the reseller to modify the bandwidth limit for any accounts they own.

**NOTE:** This means that the reseller can bypass account creation limits unless you have set resource usage limits for the reseller.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Edit MX Entries

### Overview

This feature allows the reseller to edit the MX (mail exchanger) entries for any of the accounts that they own.

### Steps

- 1 Check the box next to this option to enable it.

## Enabling / Disabling FrontPage Extensions

### Overview

Enabling this feature will allow the reseller to enable or disable FrontPage extensions on their accounts. FrontPage extensions allow users to publish their site directly from the FrontPage program.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

### Enabling / Disabling Subdomains

#### Overview

Enabling this feature will allow the reseller to create accounts that have subdomains, or specify that an account cannot have subdomains.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Password Modification

### Overview

Enabling this feature will allow accounts that the reseller creates to be able to change their main login password.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Quota Modification

### Overview

Enabling this feature will allow the reseller to modify an account's disk space quota after it has been created.

**WARNING:** If you do not limit the amount of resources a reseller can use using Resource Limits, they will be able to modify accounts to use more disk space than provided in their packages. This means that they can use more disk space than what you have limited them to by setting what and how many accounts they can create.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Reset Shopping Cart

### Overview

Enabling this feature will allow the reseller to reset a client's shopping cart if it is not functioning properly.

**WARNING:** Resetting a shopping cart may result in the loss of all of the cart's information.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## SSL CSR / CRT Generator

### Overview

Enabling this feature will allow the reseller to generate SSL certificates from the WebHost Manager interface.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

# WebHost Manager User Manual

## SSL Site Management

### Overview

Enabling this feature will allow the reseller to manage the SSL certificates, CSR files, and KEY files for their sites.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

**Turn an account into a demo account**

**Overview**

Enabling this feature will give the reseller the ability to turn an existing account into a demo account (limit access and features to be used for demonstration purposes).

**WARNING:** Any anonymous access to your server should be considered a possible security problem. This feature will allow the reseller to provide anonymous access to your server.

**Steps**

- 1 Check the box next to this option to enable it.

cPanel

## **Advanced Account Management**

### **Rearrange Accounts**

#### Overview

Enabling this feature will allow the reseller to use the Rearrange Accounts function. This function will move their accounts around to the partition which has the most space and is designated for account creation.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Clustering

### Clustering

#### Overview

Enabling this feature will allow the reseller to enable server clustering. (Using separate servers for DNS, mail, etc, or using multiple servers to hold accounts).

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Dns

### Add DNS Zones

#### Overview

Enabling this function will allow the reseller to add DNS zone files to the server.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Edit DNS Entries

### Overview

This feature allows the reseller to edit the DNS entries for any of the accounts that they own.

### Steps

- 1 Check the box next to this option to enable it.

# WebHost Manager User Manual

## Park Domains

### Overview

Enabling this feature allows the reseller to park domains.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Remove DNS Zone Files

### Overview

Enabling this option allows the reseller to delete DNS zone files from the server.

### Steps

- 1 Check the box next to this option to enable it.

## Packages

### Add/Remove Packages

#### Overview

This feature allows a reseller to create or delete packages.

**NOTE:** The packages that the reseller creates are owned by the reseller. The reseller can only delete packages they own.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

### Allow Package Edits

#### Overview

This feature allows a reseller to edit any packages that they own. This means that they can change the features, disk space, bandwidth, and more for all of the packages that they own.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Privileges

### Allow Creation of Packages with Shell Access

#### Overview

This feature allows the reseller to create packages that give Shell Access to accounts.

**WARNING:** This means that a reseller can give someone Shell Access who you may not approve to have direct access to your server.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

### **Allow Creation of Packages with Unlimited Diskspace**

#### **Overview**

This feature allows the reseller to create packages that give an account unlimited disk space. Unless you have limited the reseller to a specific amount of disk space, this feature can be harmful as it will allow the reseller to use all of your server's empty disk space.

#### **Steps**

- 1** Check the box next to this option to enable it.

cPanel

## **Allow Creation of Packages with Unlimited Features**

### Overview

This feature allows the reseller to create packages which give an account unlimited features. This means that a reseller can create an account with unlimited ftp accounts, mail accounts, etc.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

**Allow Creation of Packages with a Dedicated IP**

**Overview**

This feature allows the reseller to create packages that have a dedicated IP address.

**Steps**

- 1 Check the box next to this option to enable it.

# WebHost Manager User Manual

## **Allow creation of packages with Addon Domains**

### Overview

This feature allows the reseller to create packages that let the user create addon domains for their account.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

**Allow creation of packages with Parked Domains**

**Overview**

This feature allows the reseller to create packages that let the user create parked domains for their account.

**Steps**

- 1 Check the box next to this option to enable it.

## WebHost Manager User Manual

**Disallow creation of accounts with packages that are not global or not owned by this user**

### Overview

This feature prevents the reseller from using packages that are not set to be used universally, or are not owned by the reseller.

**NOTE:** This will need to be enabled to limit the reseller to using only their own packages if you do not specify which packages the reseller can use.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

**Never allow creation of accounts with Shell Access**

**Overview**

Enabling this feature will prevent the reseller from creating any accounts that have Shell / SSH Access.

**Steps**

- 1 Check the box next to this option to enable it.

cPanel

## Root Access

### All Features

#### Overview

This feature gives a reseller the ability to use every feature that is offered with WebHost Manager.

**WARNING:** Enabling this option will give the reseller root access. **DO NOT** enable this option unless you are sure that you can trust the reseller with complete access to your server.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Server Information

### View Account Statistics

#### Overview

Enabling this feature allows the reseller to create accounts that can view their usage statistics (disk space, bandwidth, etc).

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## View Server Status

### Overview

Enabling this feature allows the reseller to create accounts that can view the server's status (what services are currently running).

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Services

### Restart Services

#### Overview

Enabling this function will allow the reseller to restart services (FTP, mail, Apache, etc).

**WARNING:** Allowing the reseller to restart services could result in downtime for a service.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Troubleshooting

### Mail Trouble Shooter

#### Overview

Enabling this function will allow the reseller to use the Mail Troubleshooter to track down problems with email delivery.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel

## Resync Ftp Passwords

### Overview

Enabling this feature will allow the reseller to resync all FTP passwords in the case that a user is unable to login to FTP after changing their password.

### Steps

- 1 Check the box next to this option to enable it.

cPanel

## **cPanel Management**

### **News Modification**

#### Overview

Enabling this feature will allow the reseller to modify the WHM news shown in their account and to any resellers they may have.

#### Steps

- 1 Check the box next to this option to enable it.

cPanel



## Nameservers

### Primary Nameserver

#### Overview

Here, you can set the Primary Nameserver that the reseller will use when creating new accounts.

#### Steps



- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to modify the privileges for from the drop box next to *Select a Reseller*
- 3 Click on *Edit Privileges / Nameservers* below the  icon.
- 4 Scroll down to the bottom of the screen and enter the name of the nameserver you wish the reseller to use in the blank field next to *Primary Nameserver:*
- 5 If the nameserver does not currently have an IP address, click on *Assign IP Address* to automatically assign an IP address to this nameserver.
- 6 Click on *Add an A entry for this nameserver* to add a DNS A Entry for this nameserver.
- 7 Click on *Save* to save the nameserver you have added.

## Secondary Nameserver

### Overview

Here you can add any secondary nameservers that the reseller will use when creating accounts.

### Steps


- 1** To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2** Select the account you wish to modify the privileges for from the drop box next to *Select a Reseller*
- 3** Click on *Edit Privileges / Nameservers* below the  icon.
- 4** Scroll down to the bottom of the screen and enter the name of the nameserver you wish the reseller to use in the blank field next to *Secondary Nameserver:*
- 5** If the nameserver does not currently have an IP address, click on *Assign IP Address* to automatically assign an IP address to this nameserver.
- 6** Click on *Add an A entry for this nameserver* to add a DNS A Entry for this nameserver.
- 7** Repeat this process in the next blank field if you have more than one secondary nameserver
- 8** Click on *Save* to save the nameserver(s) you have added.

## View Usage / Stats

### Overview

This function can be used to view disk space usage, bandwidth usage, etc for all of the resellers' accounts. It can also be used to suspend, terminate, or unsuspend all of the resellers' accounts (in case they do not pay).

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to view statistics for from the drop box next to *Select a Reseller*, and click on *View Usage / Stats*

*NOTE: A screen will appear with the usage statistics for all of the resellers' accounts. Scroll down to see all of their accounts' statistics.*

- 3 To suspend, terminate, or unsuspend all of the resellers' accounts, click on the name of the function you wish to use.

NOTE: You can uncheck the box next to the function's name in order to not perform this function on the reseller's main account.

When terminating all the resellers' accounts, you must copy the phrase shown into the field above the button for terminating their accounts.


cPanel

## Manage IP Delegation

### Overview

This function allows you to control what ip addresses the reseller can use when creating or modifying accounts.

### Steps


- 1** To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2** Select the account you wish to limit the IP addresses available for account creation for from the drop box next to *Select a Reseller* and click on *Manage IP Delegation*.
- 3** To restrict what IP addresses the reseller can use when creating / modifying accounts, make sure the button next to *Restrict ips .....* is selected.
- 4** To give the reseller access to certain IPs, check the boxes next to the IP addresses you wish the reseller to be able to use.

## Manage Main Shared / Iplless Ip

### Overview

This function allows you to change what IP address the reseller will use when creating shared / iplless accounts. Please note the information about FTP accounts in WebHost Manager when using this function.

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the account you wish to change the main shared IP for from the drop box next to *Select a Reseller* and click on *Manage Main Shared / Iplless IP*.
- 3 Use the drop box to select the IP address that you wish the reseller to use when creating shared / iplless accounts.
- 4 Click on *Save* to save the new IP address settings.


cPanel

## Change Ownership of an account

### Overview

You can use this function to change what reseller owns a specific account. This can be used to transfer accounts between resellers, transfer an account owned by root to a reseller, or make the root account own an account that was previously owned by a reseller.

### Steps

- 1 To access the Reseller Center click on the words *Reseller Center* below the  icon on the main screen of your WebHost Manager interface.
- 2 Select the reseller account which owns the account you wish to change ownership of from the drop box next to *Select a Reseller* and click on *Change Ownership of an account*.
- 3 Select the account you wish to change the ownership of and click on *Change*.
- 4 Select the new owner of the account from the drop box, and click on *Ok*.

### Troubleshooting

You can only use this function to change what reseller owns an account, not the specific account's owner. That must be changed under Account Functions in WebHost Manager.

## Show Reseller Accounts

### Overview

The Show Reseller Accounts function displays a list of reseller and non-reseller accounts on your server.

### Steps

- 1** To access the Resellers Menu, click on *Resellers*, on the left side of your WebHost Manager interface.
- 2** Click on *Show Reseller Accounts*.
- 3** A list of reseller (labeled Resold) and non-reseller (labeled Non-Resold) accounts is now displayed.

cPanel

# Service Configuration

## Bandmin Password

### Overview

This function allows you to change the Bandmin Password for a specific user.

### Steps

- 1 To access the Service Configuration Menu, click on *Service Configuration*, on the main screen of your WebHost Manager interface.
- 2 Click on *Bandmin Password*.
- 3 Enter the username of the user you wish to switch the password of in the blank field below *Username*.
- 4 Enter the new password for the user you wish to switch the password of in the blank field below *Password*.
- 5 Click on *Change* to change the user's password.

## Enable/Disable SuExec

### Overview

SuExec is an Apache feature that gives users the ability to run CGI and SSI programs using user IDs that are different from the user ID of the calling web server. This effectively means that CGI and SSI programs will not have access to the root account or have root permissions.

### Steps

- 1 To access the Service Configuration Menu, click on *Service Configuration Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Enable/Disable SuExec*.
- 3 Click on *Enable* to enable SuExec or click on *Disable* to disable SuExec.

cPanel

## Exim Configuration Editor

### Overview

This function allows you to modify the behavior of exim by changing certain exim configuration settings.

NOTE: You can edit the exim configuration file by clicking on *Switch to Advanced Mode*.

### Steps

- 1 To access the Service Configuration Menu, click on *Service Configuration Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Exim Configuration Editor*.
- 3 Click on the check boxes next to the features you wish to enable or disable.
- 4 Click on *Save*.

cPanel

## FTP Configuration

### Overview

You can change between two different FTP servers, Proftpd and Pure-ftpd, as required. The advantages and disadvantages of both servers are shown in the displayed screen capture.

You can also enable or disable anonymous FTP for the entire machine, if required.

### Steps

- 1** To access the Service Configuration Menu, click on *Service Configuration Setup*, on the main screen of your WebHost Manager interface.
- 2** Click on *FTP Configuration*.
- 3** Click on *Switch to Pure-ftpd* or *Switch to Proftpd*.
- 4** If you need to enable or disable anonymous FTP, click on the *Disable Anonymous FTP* button.

cPanel

## Nameserver Setup

### Overview

This function enables you to set up your own nameservers. If you chose to add your own nameservers during the installation of WebHost Manager, your nameserver information is already listed here.

NOTE: It is recommended that you do not enable nameservers unless you are going to use them. You can turn off a nameserver using Service Manager.

### Steps

- 1 To access the Service Configuration Menu, click on *Service Configuration Setup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Nameserver Setup*.
- 3 Read the warning information and then click on *Ok*.

cPanel

## Service Manager

### Overview

The Service Manager area enables you to start and stop available services on your server. The following services are available:

- cpop - POP3 server
- entropychat - CPanel's HTML-based chat server
- exim - SMTP server
- httpd - web server
- interchange - shopping cart server
- melange - Java-based chat server
- mysql - database server
- named - name server (BIND)
- proftpd - FTP server
- spamd - SpamAssassin server

NOTE: If you choose to disable this, you need to disable the SpamAssassin option from all customers as well. Refer to *Tweaking Settings* for more information on disabling this setting.

- exim on another port - Run another copy of exim on a different port number, as some providers block 25, the standard port number.

### Steps

- 1** To access the Service Configuration Menu, click on *Service Configuration Setup*, on the main screen of your WebHost Manager interface.
- 2** Click on *Service Manager*.
- 3** Click on the tick boxes next to the required services to start or stop them.
- 4** Click on *Save*.

### **Troubleshooting**

A service with a tick in the box next to it will start, and one without a tick will be stopped.



# Languages

## Languages

The Languages area enables you to create, alter, and upload/download language configuration files for cPanel. These configuration files accept HTML code and allow you to alter all the words in cPanel to conform to the native language of your customers.

NOTE: You will need to do some translating in this area if you do not have already translated language files to use.

To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.

cPanel

## Additional Language Configuration

### Overview

Several of the existing scripts used by cPanel have pre-configured language files already installed. You can choose which language file you want to use for your customers at any time.

### Steps

- 1 To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Additional Language Configuration*.
- 3 Click on the required language from the drop-down list for each script.
- 4 Click on *Save*.

cPanel

## Clone/Create a New Language

### Overview

In order to create a new language file you need to clone or copy one of the existing language files. You can then download the file for manual editing (refer to [Downloading a language file](#)) or edit the file online (refer to [Editing a language file](#)).

### Steps

- 1** To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.
- 2** Click on *Clone/Create a New Language*.
- 3** Click on the language file that you want to clone.
- 4** Enter the name for the language file in the *Please enter a name for the new language* field and click on *Do It*.
- 5** You can now download the file for manual editing (refer to [Downloading a language file](#)) or edit the file online (refer to [Editing a language file](#)).

## Delete a Language File

### Overview

If you no longer need to use a specific language file, this function allows you to remove it from your server. Make sure that no users are using the language file before you delete it, or they will be unable to use the language.

### Steps

**1** To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.

**2** Click on *Delete a Language File*.

**3** Click on the name of the language file you wish to delete.

NOTE: If the language file was removed successfully, you will see a message saying: *Removed <language file name>!*

cPanel

## Download a Language File

### Overview

You can download a language file for offline editing. This is most useful when you have copied an existing file which you are going to change to a new language (refer to [Cloning a language file](#) for more information).

### Steps

- 1 To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Download a Language File*.
- 3 Click on the language file that you want to download.
- 4 Copy and paste the displayed text to a text file which you can edit later.

cPanel

## Edit a Language File

### Overview

You can edit the words used in any language file. You can use this to make small changes in the currently active language file or completely change a cloned language file to a new language.

### Steps

- 1 To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Edit a Language File*.
- 3 Click on the language file that you want to edit.
- 4 Alter the text in any of the available fields. You can use HTML code if required.
- 5 Click on *Save*.

cPanel

### Troubleshooting

Most third-party themes or skins do not have the ability to change based on language files. Please contact the creator of your theme for more information.

## Upload a Language File

### Overview

You can upload a new language file once you have finished altering a downloaded file (refer to [Downloading a language file](#) for more information).

### Steps

**1** To access the Languages Menu, click on *Languages*, on the main screen of your WebHost Manager interface.

**2** Click on *Upload a Language File*.

**3** Use the *Browse...* button to select the language file that you want to upload.

This can be any plain text file.

**4** Click on *Upload*.

cPanel



# Backup

## Backup

The Backup area deals with configuring and restoring backup files and versions of key files (such as httpd.conf).

To access the Backup Menu, click on *Backup*, on the main screen of your WebHost Manager interface.

NOTE: It is very important to backup your accounts and key files frequently so that if something happens to your server, you will be able to restore it and fix the problem with very little downtime.

cPanel

## Configuration File Rollback

### Overview

WebHost Manager automatically saves a backup version of the following three files whenever they are changed:

- httpd.conf
- named.conf
- proftpd.conf

You can revert to any of the previously saved versions whenever required. The restored version becomes the latest version, and does not delete other versions.

### Steps

- 1 To access the Backup Menu, click on *Backup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Configuration File Rollback*.
- 3 Click on one of the following buttons:
  - [path]/httpd.conf button
  - [path]/named.conf
  - [path]/proftpd.conf
- 4 Click on the < button to review previous versions. As you change files, the Date field will update and the display area will update with the contents of the different file.
- 5 Click on *Restore* to roll back to the displayed version of the file.

## Configure Backup

### Overview

You can specify how often backups occur and where backups are placed - either on the same server or on a separate backup drive. You can also specify the specific parts of the backup process that are enabled.

NOTE: The backup interval options work in the following fashion:

- Daily - WebHost Manager performs separate daily, weekly, and monthly backups.
- Weekly - WebHost Manager performs separate weekly and monthly backups.
- Monthly - WebHost Manager performs only monthly backups.

### Steps

**1** To access the Backup Menu, click on *Backup*, on the main screen of your WebHost Manager interface.

**2** Click on *Configure Backup*.

**3** Click on the radio button next to the following items to enable or disable the specified functionality:

- Backup Status - Turns the automatic backup function on or off. The Restore Only radio button allows site restoration from old backups to occur, but does not create new backups.
- Backup Interval - Specify the interval used by the backup process.
- Days to run backup - Click on the tick boxes of the days on which you want to run backups.

- Remount/Unmount backup drive - Mounts and unmounts the backup drive when a backup is created. This requires a separate drive mount to operate.
- Bail out if the backup drive cannot be mounted - Stops the backup if the drive can not be mounted. Recommended if the Remount/Unmount backup drive option is enabled.
- Incremental Backup - Backup process only copies what has changed since the last backup. This creates a much smaller backup file, but changes are gradual and the backup files are not compressed.
- Backup Accounts - Backup process copies all account information for your customers.
- Backup Config Files - Includes config files in the backup process.
- SQL Databases - Includes MySQL databases in the backup process. You can choose to backup up databases in separate accounts, the master MySQL directory, or both.
- Backup Raw Access Logs - Includes the Apache raw access logs in the backup.
- Backup Type - Select what type of backup you need.
- FTP Backup Host - Enter the domain name of the FTP backup host (only required if Remote FTP Server is enabled).
- FTP Backup User - Enter the user name to use on the FTP backup host (only required if Remote FTP Server is enabled).
- FTP Backup Pass - Enter the password to use on the FTP backup host (only required if Remote FTP Server is enabled).

- Backup Destination - Enter the location of backups in the available field.  
This should be a dir/NFS/coda mount with at least twice the space of all your /home\* partitions.

WARNING: Do not set this to your /home directory.

**4** Click on *Save*.

cPanel

## Restore Backups

### Overview

You can restore all backup files that you have created using WebHost Manager.

NOTE: WebHost Manager copies over each previous backup with the latest backup. For example, each daily backup copies over the previous daily backup, and each weekly backup copies over the previous weekly backup

### Steps

**1** To access the Backup Menu, click on *Backup*, on the main screen of your

WebHost Manager interface.

**2** Click on *Restore Backups*.

**3** Click on one of the following buttons:

- Daily
- Weekly
- Monthly

**4** Click on the user name from the available list that you want to backup.

**5** Click on the following tick boxes as required:

- **Recreate Account** - Recreate the account entirely as part of the restore, rather than just overwriting existing files.
- **Give IP address** - Give the account an IP address as part of the restore.
- **Restore Subdomain Entries** - Restore the accounts subdomains as part of the restore.
- **Restore Mail Config** - Restore the accounts mail configuration as part of the restore.

- Restore MySQL Dbs - Restore any MySQL databases as part of the restore.

**6** Click on *Start Restore*.

cPanel

## Restore multiple backups

### Overview

You can restore multiple backups at one time. You can only restore multiple backups of the same type: daily, weekly, or monthly.

### Steps

- 1 To access the Backup Menu, click on *Backup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Restore multiple backups*.
- 3 Click on the Daily, Weekly, or Monthly button to select the type of backup you want to restore.
- 4 Click on the tick boxes next to the backup files that you want to restore, or click on *Select All*.
- 5 Click on *Start Restore*.

cPanel

## Restore a full Backup / cpmove file

### Overview

This feature allows you to restore full backups, cPanel backups and cPanel move files. You can use this feature to restore a single account that has been backed up, or a cpmove file from another server that has been transferred to your server.

The files will need to be in the following form(s): cpmove-user.tar.gz, user.tar.gz, or backup-date\_time\_user.tar.gz

### Steps

- 1 To access the Backup Menu, click on *Backup*, on the main screen of your WebHost Manager interface.
- 2 Click on *Restore a full Backup / cpmove file*.
- 3 Type the username of the account you wish to restore in the blank field next to *Enter the username for the account you wish to restore:*
- 4 Click *Restore*.

### Troubleshooting

Make sure the backup file is located on the server in /home,/usr/home,/web,/home2,/home3,/root, or /usr



# Cluster / Remote Access

## Configure Cluster

### Overview

DNS Clustering allows you to keep DNS records synchronized across multiple servers.

### Steps

- 1** To access the Cluster / Remote Access Menu, click on *Cluster / Remote Access*, on the main screen of your WebHost Manager interface.
- 2** Click on *Configure Cluster*
- 3** To enable DNS clustering, click the tick box next to *Enable Dns Clustering*, and then click on *Change*.
- 4** Then type the IP address of a server you wish to add to the cluster in the blank field next to *Server IP Address*:
- 5** Click on *Configure*.
- 6** Repeat steps 4 and 5 as necessary.

## Setup Remote Access Key

### Overview

A Remote Access Key is used for automatic account creation scripts, external billing software, and various other applications that need to call WebHost Manager to create, remove, or modify accounts. A Perl and a PHP module are both available for applications using those technologies.

### Steps

- 1 To access the Cluster / Remote Access Menu, click on *Cluster / Remote Access*, on the main screen of your WebHost Manager interface.
- 2 Click on *Setup Remote Access Key*.
- 3 To generate a new key, click on *Generate New Key*. Otherwise, you can copy and paste the current key, if that is what you need.

cPanel

# System Reboot

## System Reboot

### Overview

The System Reboot Menu allows you to check on the status of your server and display a lot of valuable information about your server.

To access the System Reboot Menu, click on *System Reboot*, on the main screen of your WebHost Manager interface.

cPanel

## Forceful Server Reboot

### Overview

A Forceful Server Reboot forces the system to restart and may not always shutdown all running processes. This process should not be used unless a Graceful Server Reboot does not work.

### Steps

- 1 To access the System Reboot Menu, click on *System Reboot*, on the main screen of your WebHost Manager interface.
- 2 Click on *Forceful Server Reboot*.
- 3 Click on *Ok*.

cPanel

## Graceful Server Reboot

### Overview

A Graceful Server Reboot attempts to shutdown all processes on your server and then reboot the system. This is a similar process to the reboot command.

### Steps

- 1 To access the System Reboot Menu, click on *System Reboot*, on the main screen of your WebHost Manager interface.
- 2 Click on *Graceful Server Reboot*.
- 3 Click on *Ok*.

cPanel



# Server Status

## Apache Status

### Overview

This function displays information about Apache. Most of the information is displayed in a table with a key to the symbols used underneath the table.

### Steps

- 1 To access the Server Status Menu, click on *Server Status*, on the main screen of your WebHost Manager interface.
- 2 Click on *Apache Status*.
- 3 Valuable information about Apache will be displayed.

cPanel

## CPU/Memory/MySQL Usage

### Overview

This function displays a table of the processes that use CPU, memory, and MySQL. The table displays who is using the process, CPU usage %, Memory usage %, and MySQL usage.

### Steps

- 1** To access the Server Status Menu, click on *Server Status*, on the main screen of your WebHost Manager interface.
- 2** Click on *CPU/Memory/MySQL Usage*.
- 3** Information about the CPU, Memory, and MySQL usage on your server will be displayed.

cPanel

## Server Information

### Overview

This function displays information about the hardware and software configuration on your server. This includes processor type and speed, memory information, system software, drive information, memory usage, and drive space usage.

### Steps

- 1 To access the Server Status Menu, click on *Server Status*, on the main screen of your WebHost Manager interface.
- 2 Click on *Server Information*.
- 3 Information about your server's software and hardware will be displayed.

cPanel

## Service Status

### Overview

This function displays what services are running on your server, as well as server load, memory usage, swap usage, and hard drive space usage. Running services have a green circle next to them, while failed services have a red circle next to them.

### Steps

- 1 To access the Server Status Menu, click on *Server Status*, on the main screen of your WebHost Manager interface.
- 2 Click on *Service Status*.
- 3 Information about what services are running on your server will be displayed.

cPanel

# Account Information

## List Accounts

### Overview

The List Account function displays all of the accounts on your server. It displays a variety of detailed information including the account's domain name, IP address, user name, contact email, partition location, and disk space quota. At the bottom of the list is the total number of accounts and a search function that enables you to search for specific types of accounts.

### Steps

**1** To access the Account Information Menu, click on *Account Information*, on the main screen of your WebHost Manager interface.

**2** Click on *List Accounts* to list all of the accounts on your server.

NOTE: To search for a specific account, click on a radio button specifying your search type, enter the keyword for your search in the blank field, and click on *Find*.

### Troubleshooting

If you have virtual servers, the List Accounts Function will only list the accounts on one virtual server, not all of them.

## List Parked Domains

### Overview

This function displays all domains that are parked on top of another domain. For more information about parking a domain, refer to [Park or Point a Domain](#).

### Steps

- 1** To access the Account Information Menu, click on *Account Information*, on the main screen of your WebHost Manager interface.
- 2** Click on *List Parked Domains*.
- 3** A list of parked domains will now appear.

cPanel

## List Subdomains

### Overview

WebHost Manager enables you to list all subdomains on your server. This function will display all subdomains and parked domains, sorted by domain name.

### Steps

- 1 To access the Account Information Menu, click on *Account Information*, on the main screen of your WebHost Manager interface.
- 2 Click on *List Subdomains*.
- 3 A list of subdomains and parked domains, sorted by domain name, will be displayed.

cPanel

## List Suspended Accounts

### Overview

This function allows you to list all the accounts that have been suspended on your server.

### Steps

- 1 To access the Account Information Menu, click on *Account Information*, on the main screen of your WebHost Manager interface.
- 2 Click on *List Suspended Accounts*.

### Troubleshooting

If you do not see an account here that you believe should be suspended, use the [Suspend an Account](#) function to suspend it.

## Show Accounts over Quota

### Overview

This function allows you to list all of the accounts on your server that have exceeded their disk space quota.

### Steps

- 1 To access the Account Information Menu, click on *Account Information*, on the main screen of your WebHost Manager interface.
- 2 Click on *Show Accounts over Quota*.
- 3 The list of accounts that have exceeded their disk space quota will now appear.

cPanel

## View bandwidth usage

### Overview

This function allows you to view the total amount of bandwidth used on your server per month. Bandwidth usage is shown in total and also broken down per account.

NOTE: Only HTTP, POP mail, and FTP traffic statistics are currently monitored for bandwidth.

### Steps

**1** To access the Account Information Menu, click on *Account Information*, on the main screen of your WebHost Manager interface.

**2** Click on *View Bandwidth Usage*.

### Troubleshooting

Not all types of bandwidth usage are monitored. A third party program may be necessary to monitor certain types of bandwidth usage.

cPanel

# Account Functions

## Account Functions

### Overview

The Account Functions Menu allows you to control many aspects of end-user accounts on your system. Using this menu, you can create domain accounts, modify accounts, suspend accounts, change an account's owner, and more.

To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.

cPanel

## Change Site's IP Address

### Overview

This function allows you to change the IP address associated with a domain name.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Change Site's IP Address*.
- 3 Click on the domain name that you want to manage and click on *Change Password*.
- 4 Click on the new IP address from the New Address drop-down list.
- 5 Click on *Change*.

cPanel

### Troubleshooting

It may take up to 48 hours for DNS servers to register the change and the site may not be associated with the new IP address during that time period.

## Create a New Account

### Overview

WebHost Manager enables you to quickly add new accounts. To do this, you simply fill in the fields to specify the account details. Using packages will speed up this process considerably - refer to Packages for more information.

### Steps

- 1** To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Create a New Account*.
- 3** Enter the domain name and username of the account in the Domain and UserName fields. The UserName field will automatically populate with the first eight characters of the domain name, but you can change this to whatever you want.
- 4** Enter the password and disk space quota for the account in the Password and Quota fields.
- 5** Indicate whether this account is an IP address or not in the IP tick box. If ticked, all accounts created with this package cannot use a domain name.
- 6** Indicate whether CGI access, Shell access, and FrontPage Extensions are allowed in the CGI Access, Shell Access, and FrontPage Extensions tick boxes.
- 7** Enter the maximum number of items allowed in the Max FTP Accounts, Max Email Accounts, Max Email Lists, Max SQL Databases, Max Subdomains, Max Park Domains, and Max Addon Domains fields.

NOTE: Enter the word unlimited if you do not want to place a limit on any particular item.

**8** Enter the maximum bandwidth in megabytes allowed by the account in the Bandwidth Limit field.

**9** Click on the default cPanel theme for the account in the cpanel Theme field.

**10** If this is an IP account, you can choose what available IP address is used from the IP Address drop-down list.

**11** Click on the *Create*.

## Troubleshooting

You cannot create an account that already exists on the system. If an account does not exist and WHM says it does, make sure no entries of the old account are still in `/etc/named.conf` or `/usr/local/apache/conf/httpd.conf`. Also make sure that the old account's home directory does not exist.

cPanel

## Disable or Enable Demo Mode

### Overview

You can use WebHost Manager's demo mode feature to turn any account into a demo account. A demo account restricts a user's ability to alter files and folders, but still appears to be fully functional. Demo mode is usually used as a sales tool for prospective clients.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Disable or Enable Demo Mode*.
- 3 Click on the required domain or user name in the displayed list and click on *Modify*.
- 4 Click on *Enable* to enable demo mode or click on *Disable* to disable demo mode.

cPanel

### Troubleshooting

If a demo account is not secure enough for your needs, you can edit a theme so as to take out all the links to buttons that perform functions in the account.

## Email All Users

### Overview

WebHost Manager enables you to send an email to all users on your server at any time. By default this email only goes to direct account holders, but you can specify that the email should be sent to all reseller accounts as well.

### Steps

- 1** To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Email all users*.
- 3** Click on the *Click Here to Attempt to Guess...* link at the top of the window to have WebHost Manager guess the e-mail addresses of accounts that have not entered an email address, if required.
- 4** Enter the name, email address, and subject of the email in the From Name, From Email, and Subject fields.
- 5** Enter the body of the email in the main blank field.
- 6** Click on the *Send Email to Reseller's Customers* tick box if you want to send this email to your resellers' clients as well as your own clients.
- 7** Click on *Send*.

## Install Servlets

### Overview

This function allows you to install Tomcat on a specific hosting account. For more information about Tomcat, please see: [Apache Tomcat](#)

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Install Servlets*.
- 3 Select the user name or domain name you wish to install servlets for from the scrolling list that appears.
- 4 Click on *Install* to install Tomcat servlets for that domain.
- 5 Repeat steps 2 through 4 as necessary.

cPanel

## Limit Bandwidth Usage

### Overview

This function allows you to limit the bandwidth an account may use per month. You can also limit the total bandwidth that a user may use per month.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Limit Bandwidth Usage*.
- 3 Click on the domain or user name you wish to limit the bandwidth for, and click on *Limit*.
- 4 Enter the bandwidth limit for the account in the field next to *Bandwidth Limit* and click on *Change*.

cPanel

### Troubleshooting

Bandwidth usage is only checked once a day, between midnight and 6am server time.

## Manage Shell Access

### Overview

Shell Access allows an account holder to log into the web server using SSH. You can specify what particular shell each account uses when they log in.

**WARNING:** Shell Access provides a level of access above that of normal cPanel access and should only be given to responsible and trustworthy customers.

### Steps

**1** To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.

**2** Click on *Manage Shell Access*.

**3** Click on *Enable Normal Shell*, *Enable Jailed Shell*, or *Disable* next to the required account. You can also click on the *Jail All Users* button to enable the Jail Shell on all accounts.

cPanel

## Modify Suspended Account Page

### Overview

The Suspended Account page is the HTML page that account holders will see when they attempt to log into a suspended account. You can modify the default page to contain your specific contact information and branding, if required.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Modify Suspended Account Page*.
- 3 Copy and paste the HTML code of your modified page over the content of the default Suspended Account page, or modify the displayed HTML code to suit your needs.
- 4 Click on *Save*.

cPanel

### Troubleshooting

Make sure your HTML code is correct, or the page will display improperly, or not at all.

## Modify an Account

### Overview

If you need to change the attributes of an account you have already created, you can do so by modifying the account rather than deleting it and creating a new account. By modifying an account, you can change the account's cPanel theme, FTP limits, SQL limits, etc. You can also modify an account by changing its package through the *Upgrade/Downgrade an Account Function*.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Modify an Account*.
- 3 Click on the domain name or user name you wish to modify and then click on *Edit*.
- 4 Enter the new account attributes as you did when creating an account.
- 5 Click on *Save* to save the changes to the account.

### Troubleshooting

To change an account's disk space quota or bandwidth quota, use the *Upgrade/Downgrade an Account Function*.

## Password Modification

### Overview

You can change an account holder's password, if required. This is usually only necessary when an account holder cannot remember their password as they can change their password if they know their current password.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Password Modification*.
- 3 Click on the required domain or user name in the displayed list.
- 4 Click on *Change Password*.

### Troubleshooting

Make sure the password is a valid unix-based password.

cPanel

## Quota Modification

### Overview

The Quota Editor allows you to alter how much disk space an account is allowed.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Quota Modification*.
- 3 Enter the new quota amount next to the required account in the field next to *Quota*.
- 4 Click on *Change* to modify the account's quota.

### Troubleshooting

If all of your account's quota amounts are listed as zero, which you know is incorrect, then your `quota.user` file is probably corrupt. Run `/scripts/fixquotas` from the command line to solve this problem.

## Download a Raw Apache Log

### Overview

A Raw Apache Log is a server log that details every command that the Apache server processed over a specific time period. This is a useful diagnostic tool when you are not quite sure what the problem is with a specific account.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Raw Apache Log Download*.
- 3 Click on the required domain or user name from the displayed list and click on *Download Log*.
- 4 Save the log file to disk.

cPanel

## Download a Raw Ftp Log

### Overview

A Raw Ftp Log is a server log that details every command that the ftp server processed for a specific account over a specific time period. This is a useful diagnostic tool when you are not quite sure what the problem is with a specific account or if you wish to track what files are being transferred on an account.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Raw Ftp Log Download*.
- 3 Click on the required domain or user name from the displayed list and click on *Download Log*.
- 4 Save the log file to disk.

cPanel

## Rearrange Accounts

### Overview

WebHost Manager enables you to change the location of an account at any time. This is usually used when the available disk space on a server is low and you need to move accounts to another partition or drive.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Rearrange Accounts*.
- 3 Click on the name of the domain you wish to move, and click on *Rearrange*.
- 4 Select the drive you wish to move the account to from the drop-box.
- 5 Click on *Move Account* to move the account.

### Troubleshooting

Make sure there is enough space on the drive you wish to move the account to or you will not be able to move the account.

cPanel

## Reset Package Bandwidth

### Overview

WebHost Manager enables you to view a list of all accounts that have had their bandwidth limit changed from the original package limit when the account was first created. You can reset any of the changed bandwidth limits back to the original amount.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Reset Package Bandwidth*.
- 3 Click on *Reset to Package Bandwidth Limit* next to the required account.

cPanel

## Show Active and Inactive Accounts

### Overview

WebHost Manager can display a summary list of active and inactive accounts at any time. Inactive accounts are by definition suspended; active accounts are by definition not suspended.

### Steps

**1** To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.

**2** Click on *Show Active and Inactive Accounts*.

**3** A list of all active and inactive accounts is now displayed. You can make all inactive accounts active again by clicking on the *Make Inactive Domains Active* link.

NOTE: This function can be used to unsuspend all suspended accounts.

## Skeleton Directory

### Overview

The Skeleton Directory is the directory template that is used to create all new accounts. Any files that are placed in the skeleton directory are automatically copied into new accounts. For example, if you place an `index.html` file in the `/public_html/` folder in your skeleton directory, all new accounts will automatically include that file in their `/public_html/` folder.

### Steps

- 1** To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Skeleton Directory*.
- 3** Place any files in the listed directory that you wish to be copied to each new account automatically.

cPanel

## Suspending or Unsuspending Accounts

### Overview

WebHost Manager enables you to suspend problematic accounts. Suspension simply means that no web site pages are served to accounts, no FTP connections are accepted, and all e-mail is blocked. Suspension is the first step in dealing with problematic accounts. If the problems can not be resolved, the account may need to be [terminated](#).

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Suspend/Unsuspend an Account*.
- 3 Click on the required domain or user name in the displayed list.
- 4 If you are suspending an account, enter a brief description of why the account is being suspended in the field next to *Reason*.
- 5 If you do not wish for the Reseller who owns the account you are suspending to be able to unsuspend it, click on the *Disallow resellers from unsuspending* tick box.
- 6 Click on the *Suspend* button to suspend the account or the *UnSuspend* button to unsuspend the account.

### Troubleshooting

If you no longer need to keep an account, you can use the [Terminate an Account](#) function to terminate it.

cPanel

## Terminate an Account

### Overview

WebHost Manager enables you to quickly delete an account and all files associated with that account. However, you can always just suspend an account if you wish for it to be inactive but not removed.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Terminate an Account*.
- 3 Click on the domain name of the account you wish to delete.
- 4 If you wish to keep the DNS Zone for this account, click on the box next to *Keep DNS Zone*.
- 5 Click on *Terminate* to delete the account.

### Troubleshooting

You can delete all the accounts that a user owns by clicking on their user name rather than the domain name of the account you wish to delete.

## Unsuspend Bandwidth Exceeders

### Overview

All accounts that exceed their specified bandwidth maximum will receive a Bandwidth Exceeded message whenever they try to log on to their account. You can unsuspend all accounts that exceed bandwidth until the next bandwidth check (bandwidth checks occur once per day).

### Steps

- 1** To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Unsuspend Bandwidth Exceeders*.
- 3** Read the message and click on *Ok*.

cPanel

## Upgrade / Downgrade an Account

### Overview

You can modify an account by upgrading or downgrading the package used for the account. This enables you to make wide-ranging changes quickly and consistently according to your pricing and package structure.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Upgrade/Downgrade an Account*.
- 3 Click on the domain or user name in the displayed list and click on *Modify*.
- 4 Click on the new plan in the displayed list and click on *Change*.

NOTE: Upgrading/Downgrading an account will not give an IP-less account a dedicated IP address, or take a dedicated IP address away from an account.

# Multi-Account Functions

## Change Multiple Sites' IP Addresses

### Overview

This function allows you to change the IP address associated with multiple accounts. You can use this function to change a group of accounts to be associated with one specific IP address.

### Steps

- 1 To access the Multi-Account Functions Menu, click on *Multi-Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Check the box to the left of the name of the domain(s) you wish to modify.
- 3 Click on *Change IPs of Selected Accounts*.
- 4 Select the IP address you wish to now associate the accounts with from the drop box next to *New Address*.
- 5 Click on *Change IPs*.

cPanel

## Modify/Upgrade Multiple Accounts

### Overview

This function allows you to change certain attributes of many accounts at a time. These attributes include: The owner of the account (reseller), the theme the account is using, the date the account was created, the default language used for the account, and the account's package. See [Create a New Account](#) for more information on these attributes.

### Steps

- 1** To access the Multi-Account Functions Menu, click on *Multi-Account Functions*, on the main screen of your WebHost Manager interface.
- 2** Check the box to the left of the name of the domain(s) you wish to modify.
- 3** Select the options from the drop boxes that you wish to change for the selected accounts. (You only need to select values that you wish to change, not all of the values, unless necessary).
- 4** Click on *Change*.

cPanel

## Terminate Multiple Accounts

### Overview

This function allows you to remove multiple accounts from your server at the same time. This can be useful when a reseller has defaulted on payment, or switched to another provider. Please note that this will permanently remove the accounts and they can only be easily restored if you have the accounts backed up.

### Steps

- 1** To access the Multi-Account Functions Menu, click on *Multi-Account Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Terminate Multiple Accounts*.
- 3** Check the box to the left of the name of the domain(s) you wish to terminate.
- 4** Check the box to the right of the name of any domain that you wish to keep the DNS zone for even though you are terminating the account. (You do not need to check this box if you are not terminating the account.
- 5** Copy the sentence shown into the rest of the field above *Destroy Selected Accounts*.
- 6** Click on *Destroy Selected Accounts*.



# FrontPage

## FrontPage

FrontPage is an extremely popular web site design tool. In order to support clients who use FrontPage, you need to install FrontPage extensions on their site so that the FrontPage's "quirks" will work correctly on a Linux server.

If you need to reinstall FrontPage extensions for an account, uninstall the current extensions first before reinstalling.

To access the FrontPage Menu, click on *FrontPage*, on the main screen of your WebHost Manager interface.

NOTE: cPanel does not encourage the use of FrontPage nor does it take responsibility for any of the things that FrontPage, or any other Microsoft product, does to your server.

cPanel

## Install FrontPage Extentions

### Overview

FrontPage is an extremely popular web site design tool. In order to support clients who use FrontPage, you need to install FrontPage extensions on their site so that the FrontPage's "quirks" will work correctly on a Linux server.

### Steps

- 1 To access the FrontPage Menu, click on *FrontPage*, on the main screen of your WebHost Manager interface.
- 2 Click on *Install FrontPage Extensions*.
- 3 Click on the required domain name or user name in the displayed lists.
- 4 Click on *Install*.

### Troubleshooting

Try uninstalling extensions before installing them if you are having problems.

## Install FrontPage Mail Extensions

### Overview

Some clients may need FrontPage mail extensions installed. This function will find all accounts that do not have any mail extensions installed and will install FrontPage mail extensions.

### Steps

- 1 To access the FrontPage Menu, click on *FrontPage*, on the main screen of your WebHost Manager interface.
- 2 Click on *Install FrontPage Mail Extensions*.
- 3 A status list of the search and installation process will be displayed.

cPanel

## Uninstall FrontPage Extensions

### Overview

If FrontPage is not working on a site or you are no longer using FrontPage on a site, you should uninstall the FrontPage extensions on that site.

### Steps

- 1 To access the FrontPage Menu, click on *FrontPage*, on the main screen of your WebHost Manager interface.
- 2 Click on *Uninstall FrontPage* Extensions.
- 3 Click on the required domain name or user name in the displayed lists.
- 4 Click on *Uninstall*.

### Troubleshooting

Try uninstalling extensions before installing them if you are having problems.

cPanel

# Transfers

## Transfers

Assuming you are running WebHost Manager on two servers, you can move domains from one server to another. You can also do special transfers with certain other software programs. You can do these transfers one account at a time using this procedure, or you can transfer multiple domains at once - refer to [Transferring Multiple Accounts from another server](#) for more information.

When transferring accounts, you should note that there may be some downtime for the site(s) being transferred. To minimize downtime, you can use DNS clustering to update the DNS zone files automatically. You will need to make sure that everything is properly set up before the account(s) is(are) moved. By properly setting up the server that will hold the transferred account(s) beforehand, you will have less problems and can minimize any chance of downtime.

To access the Transfers Menu, click on *Transfers*, on the main screen of your WebHost Manager interface.

NOTE: To transfer one account from a WebHost Manager server with a username and password, refer to [Transferring one account from a WebHost Manager Server with a Password](#) for more information.

cPanel

## Copy an account from another server

### Overview

This function allows you to copy an account from another server without that account's password. You will need the root password of the server that the account resides on.

### Steps

- 1 To access the Transfers Menu, click on *Transfers*, on the main screen of your WebHost Manager interface.
- 2 Enter the IP address or domain name and server root password in the *Server to copy from* and *Server root password* fields.
- 3 Enter the username of the account that you want to copy in the *Username to copy* field.
- 4 Click on the *Give new account an IP address* tick box if you wish to give the transferred account its own dedicated IP address.
- 5 Click on the required radio button to indicate what type of control panel software the remote server is using.
- 6 Click on *Setup*.

### Troubleshooting

If SSH is disabled for the root user, you need to enter the user name and password of a user who is part of the Wheel group (su) in the *User with su access* and *User with su access password* field.

cPanel

## Copy an account from another server with account password

### Overview

You can quickly transfer one account from a WebHost Manager server if you have the username and password for that account. You do not need the WebHost Manager password for the server you wish to transfer the account from.

### Steps

- 1 To access the Transfers Menu, click on *Transfers*, on the main screen of your WebHost Manager interface.
- 2 Click on *Copy an account from another server with account password*.
- 3 Enter the IP address or domain name of the server to copy from in the *Server to copy from* field.
- 4 Enter the username and password for the account in the *Username to copy* and *User's password* fields.
- 5 Click on the *Give new account an IP address* tick box to give the transferred account its own dedicated IP address.
- 6 Click on *Setup*.

### Troubleshooting

You can also transfer an account without the username and password. Refer to [Copy an account from another server](#) for more information.

## Copy multiple accounts from an Alab\*nza server

### Overview

This function allows you to copy multiple accounts from a server using Alab\*nza to your server running WebHost Manager.

### Steps

- 1 To access the Transfers Menu, click on *Transfers*, on the main screen of your WebHost Manager interface.
- 2 Click on *Copy multiple accounts from an Alab\*nza server*.
- 3 Enter the IP address of the server you wish to copy the accounts from in the blank field next to *Server to copy from (IP or FQDN)*:
- 4 Enter the root password of the server you wish to copy the accounts from in the blank field next to *Server root password*:
- 5 If the server requires a su user for access, enter that user's username in the blank field next to *Access username*:
- 6 If you completed step 5, enter the password for that username in the blank field next to *Access user's password*:
- 7 Click on *Grab Account List*.
- 8 Click on the tick boxes next to the accounts that you want to copy or, click on *Select All* to select all of the accounts on the remote server.
- 9 Click on *Copy*.

## Troubleshooting

For this to work, you must be running `ala-cp` on the remote server, the access user must have `su` access to root, and the server must accept SSH connections from your server.

cPanel

## Copy multiple accounts from another server

### Overview

Assuming you are running WebHost Manager on two servers, you can transfer multiple domains from one server to another. You do not need to know the exact details of each account on the other server as WebHost Manager will create a list of available accounts for you to transfer.

### Steps

- 1 To access the Transfers Menu, click on *Transfers*, on the main screen of your WebHost Manager interface.
- 2 Click on *Copy multiple accounts from another server*.
- 3 Enter the IP address or domain name and server root password in the *Server to copy from* and *Server root password* fields.
- 4 Click on the required radio button to indicate what type of control panel software the remote server is using.
- 5 Click on *Grab Account List*.
- 6 Click on the tick boxes next to the accounts that you want to copy or, click on *Select All* to select all of the accounts on the remote server.
- 7 Click on *Copy*.

### Notes

When copying many accounts (100+), it is best to split up the transfers into smaller groups (<60) as the transfers will increase the server's CPU load greatly. This will also allow you to deal with any issues that arise more efficiently. You may also want to set up a DNS cluster between the 2 servers when copying

accounts so that DNS zone files are automatically updated and there is no down time for the sites being transferred.

If you are changing the DNS servers used for these sites, (if the sites' dns servers have new IP addresses) you need to make sure that this information is updated with each transferred domain's registrar or the sites will not work. Changing DNS servers can cause down time for the sites while the DNS information is updated.

## Troubleshooting

If SSH is disabled for the root user, you need to enter the user name and password of a user who is part of the Wheel group (su) in the *User with su access* and *User with su access password* fields.

cPanel

## Review Copied Accounts

### Overview

This function allows you to review all the accounts that have been recently copied to or from your server.

### Steps

- 1** To access the Transfers Menu, click on *Transfers*, on the main screen of your WebHost Manager interface.
- 2** Click on *Review Copied Accounts*.
- 3** A list of all of the accounts that were recently transferred to or from your server will appear.
- 4** Click on *View Log* next to an account to get more information about the transfer.

cPanel



# Themes

## Themes

### Overview

Themes are the GUI (Graphic User Interface) of WebHost Manager and cPanel. They control the "look and feel" of these applications. Both WebHost Manager and cPanel can have their own distinct themes, which can range from a change of background color and logo (such as the default WebHost Manager themes) right through to a complete re-write of what the application looks like and how to use it. Several companies have designed their own custom themes for cPanel which are completely different from the default and iconic themes that come with the software. These changes are usually made for branding and usability purposes.

To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.

cPanel

## Addon WebHost Manager (WHM) Themes

### Overview

You can install and update WebHost Manager (WHM) themes that are not automatically installed with WebHost Manager. These will automatically update each time you update WebHost Manager.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Addon WHM Themes*.
- 3 Click on the *Install and Keep Updated* tick box next to the themes that you want to install.
- 4 Click on *Save*.

cPanel

## Addon cPanel Themes

### Overview

You can install and update cPanel themes that are not automatically installed with cPanel. These will automatically update each time you update cPanel.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Addon cPanel Themes*.
- 3 Click on the *Install and Keep Updated* tick box next to the themes that you want to install.
- 4 Click on *Save*.

cPanel

## Change WHM Theme

### Overview

You can select a theme for WebHost Manager from the themes that you have installed. This theme only applies to the user name with which you logged in.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Change WHM Theme*.
- 3 Click on the WebHost Manager theme you wish to switch to.

cPanel

## Clone a cPanel Theme

### Overview

WebHost Manager enables you to clone an existing theme, which you can then download and alter as you require. This is usually done for branding purposes. For example: you only want to add your logo and do not want to create a new theme from scratch.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Clone a cPanel Theme*.
- 3 Click on the link associated with the theme that you want to clone.
- 4 Enter the name for the new theme in the available field.
- 5 Click on *Do it*.

cPanel

## Delete a cPanel Theme

### Overview

You can delete a cPanel theme when it is no longer required. Make sure that no users are using this theme before you delete it.

NOTE: If any users have themes that are automatically updated, they will reappear on this list. To successfully delete these themes, you need to remove the following script: `/scripts/postupcp`

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Delete a cPanel Theme*.
- 3 Click on the link to the theme that you want to delete.

cPanel

## Download a WHM Themeball

### Overview

You can download installed themes for WHM as a themeball. A themeball is a tarred group of all the files required for a theme. You can use this to brand the downloaded theme with your company's logo or use it as an example of how to create a brand new theme.

### Steps

- 1** To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2** Click on *Download a WHM Themeball*.
- 3** Click on the link to the theme that you want to download.
- 4** Save the themeball to a specific location.

cPanel

## Download a cPanel Themeball

### Overview

You can download installed themes for cPanel as a themeball. A themeball is a tarred group of all the files required for a theme. You can use this to brand the downloaded theme with your company's logo or use it as an example of how to create a brand new theme.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Download a cPanel Themeball*.
- 3 Click on the link to the theme that you want to download.
- 4 Save the themeball to a specific location.

cPanel

## Install a New WHM Theme

### Overview

This function allows you to install a new WHM theme to be used with the accounts in WHM on your server. This gives you the capability to create and use your own themes on WebHost Manager. New themes need to be archived with tar, using the directory structure shown in WebHost Manager, and must have a file extension of *.whmtheme*.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Install a New WHM Theme*.
- 3 Make sure your tarred theme conforms to the displayed directory structure.
- 4 Use the *Browse...* button to select the theme that you want to upload.
- 5 Click on *Upload*.

cPanel

## Install a New cPanel Theme

### Overview

This function allows you to install a new cPanel theme to be used with the accounts in cPanel on your server. This gives you the capability to create and use your own themes on cPanel. New themes need to be archived with tar, using the directory structure shown in WebHost Manager, and must have a file extension of *.cptheme*.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Install a New cPanel Theme*.
- 3 Make sure your tarred theme conforms to the displayed directory structure.
- 4 Use the *Browse...* button to select the theme that you want to upload.
- 5 Click on *Upload*.

cPanel

## List Installed WHM Themes

### Overview

This function allows you to view all currently installed WHM themes.

### Steps

- 1** To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2** Click on *List Installed WHM Themes*.
- 3** The list of all installed WHM themes will be displayed.

cPanel

## List Installed cPanel Themes

### Overview

This function allows you to view all currently installed cPanel themes.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *List Installed cPanel Themes*.
- 3 The list of all installed cPanel themes will be displayed.

cPanel

## Set Default WHM Theme

### Overview

This function allows you to set a default WebHost Manager theme for all users who do not have chosen a specific WebHost Manager theme.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *Set Default WHM Theme*.
- 3 Click on the required WebHost Manager theme.

cPanel

## x Skin Migration Wizard

### Overview

This function allows you to migrate any users who are not using the new x series themes to x series themes. These themes add functionality to cPanel and we recommend upgrading your users to the x series of themes.

### Steps

- 1 To access the Themes Menu, click on *Themes*, on the main screen of your WebHost Manager interface.
- 2 Click on *x Skin Migration Wizard*.
- 3 Select a group or package to migrate your users to. If there are no groups or packages listed, all of your clients are up to date.

cPanel

# Packages

## Packages

Packages enable you to create your own custom web hosting packages and are a critical function in WebHost Manager. These packages form the core service of your web hosting business, and your pricing structure needs to be carefully thought out. WebHost Manager helps you in this process by allowing you to customize a large number of parameters, from disk space and bandwidth to the number of sub-domains and MySQL databases, as well as specifying whether CGI and shell access are allowed, and what cPanel default theme are provided.

To access the Packages Menu, click on *Packages*, on the main screen of your WebHost Manager interface.

cPanel

## Add Packages

### Overview

Packages allow you to create accounts with a preset amount of disk space, bandwidth, email accounts, etc, and are very useful for your business. With packages, you can cut precious minutes off the time it takes to create a new account.

### Steps

- 1 To access the Packages Menu, click on *Packages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Add Packages*.
- 3 Enter the name of the package and the maximum disk space the account can occupy in the *Package Name* and *Quota* fields.
- 4 Indicate whether SSL access is allowed in the *Shell Access* tick box.
- 5 Enter the maximum number of items allowed in the *Max FTP Accounts*, *Max Email Accounts*, *Max Email Lists*, *Max SQL Databases*, *Max Sub Domains*, *Max Park Domains*, and *Max Addon Domains* fields.
- 6 Indicate whether this account is an IP address or not in the IP tick box. If ticked, all accounts created with this package cannot use a domain name.
- 7 Indicate whether CGI access and FrontPage Extensions are allowed in the *CGI Access* and *FrontPage Extensions* tick boxes.
- 8 Enter the maximum bandwidth in megabytes allowed by the account in the *Bandwidth Limit* field.
- 9 Click on the default cPanel theme for the account in the *cPanel Theme* field.

**10** Click on the default feature list for the account in the *Feature List* field.

**11** Click on *Create*.

## **Troubleshooting**

If you do not wish to put a specific limit on a feature, type *unlimited* in the field next to that feature.

## Delete Packages

### Overview

If you no longer wish to offer a certain account package, you can delete it from your package list. This will not affect customers who are currently using this package.

### Steps

- 1 To access the Packages Menu, click on *Packages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Delete Packages*.
- 3 Click on the package name you wish to delete, and then click on *Kill*.

### Troubleshooting

Deleting a package will not delete or modify accounts currently using that package.

## Edit Packages

### Overview

You can alter all aspects of a package whenever you need to change the package. These changes will not affect accounts that were created with the changed package, however it will affect new accounts using this package.

### Steps

- 1 To access the Packages Menu, click on *Packages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Edit Packages*.
- 3 Click on the required package and click on *Edit*.
- 4 Alter the fields as required. Refer to [Packages](#) for a description of each field.
- 5 Click on *Edit* when you have finished editing the package.

cPanel

## Feature Manager

### Overview

The Feature Manager enables you to control the functions that are available in your customer's cPanel. You can create one or more feature lists, each with their own functionality, which you then can assign to each new customer when you create the account.

### Steps

- 1 To access the Packages Menu, click on *Packages*, on the main screen of your WebHost Manager interface.
- 2 Click on *Feature Manager*.
- 3 Enter the name of the feature list that you need to add in the Feature List Name field and click on *Add*.
- 4 Click on the required tick boxes to enable or disable various features.
- 5 Click on *Save* when you have finished editing the feature list.

### Troubleshooting

Click *Edit* to edit a feature list, or *Delete* to delete one.

# DNS Functions

## DNS Functions

### Overview

The DNS Functions area manages all aspects of DNS, from parking a domain to adding a DNS zone.

**WARNING:** Modifying a site's DNS information may cause it to be unable to be seen for a short period of time, and can cause it to not resolve at all.

To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.

cPanel

## Add a DNS Zone

### Overview

A DNS zone is a part of your domain name but it may contain different DNS information. For example, if you added the DNS zone `training.business.co.nz` to `business.co.nz`, you could edit the properties of the `training.business.co.nz` DNS zone to be whatever you wanted.

**WARNING:** Do not add a DNS zone unless you know what you are doing.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Add a DNS Zone*.
- 3 Enter the IP address or domain name of the DNS zone in the *IP or Domain* field.
- 4 Click on *Do it*.

cPanel

### Troubleshooting

You will need to wait a few hours for the DNS zone to propagate.

## Add an A Entry for your Hostname

### Overview

An A entry is an Address entry, and can be entered at any time for your hostnames.

WARNING: Do not add an A Entry unless you know what you are doing.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Add an A Entry for your Hostname*.
- 3 Click on *Add the entry* if the displayed information looks correct.

cPanel

## Delete a DNS Zone

### Overview

You can delete a DNS zone when you no longer need to that particular DNS information.

**WARNING:** Do not delete a DNS zone unless you know what you are doing.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Delete a DNS Zone*.
- 3 Click on the required DNS zone from the displayed list and click on *Delete*.

cPanel

## Edit a DNS Zone

### Overview

WebHost Manager enables you to change a wide variety of DNS information at any time. Refer to the [ISC's Bind web page](#) for more information about DNS zones.

**WARNING:** Do not edit a DNS zone unless you know what you are doing.

### Steps

- 1** To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Edit a DNS Zone*.
- 3** Enter the DNS zone that you want to edit in the Zone to Edit field and click on *Do it*.
- 4** Alter the DNS fields as you require, and click on *Save* when you have finished.

## Edit an MX Entry

### Overview

WebHost Manager enables you to alter MX (Mail Exchange Record) Entries at any time. By altering an MX Entry you can point the email for a particular domain to another mail server, if required.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Edit an MX Entry*.
- 3 Click on the required domain in the list and click on *Edit*.
- 4 Enter the new domain that e-mail will be sent to and click on *Save*.

cPanel

## Edit Zone Templates

### Overview

The Zone Template Editor will allow you to edit the default zones that are used when creating DNS entries. Unless you have a custom setup, you do not need to edit these.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Edit Zone Templates*.
- 3 Click on the type of editing you require.
- 4 Edit the zone template in the field that appears.
- 5 Click on *Save*.

cPanel

## Establish A Trust Relationship With a Primary Nameserver

### Overview

You can establish a master/primary nameserver relationship at your server setup level. Refer to [Editing your server setup](#) for more information. If you do set up a primary nameserver, you need to establish a trust relationship between the two servers so that you can add all DNS entries from the primary nameserver. This saves you from having to log on to multiple servers to set up various DNS entries.

### Steps

- 1** To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Establish A Trust Relationship With a Primary Nameserver*.
- 3** Enter the root password for the trusted nameserver in the Master Server Root Password field.
- 4** Click on *Do it*.

cPanel

## Park or Point a Domain

### Overview

WebHost Manager enables you to park a domain on top of another domain, which effectively points all HTTP and email traffic from the parked domain to the domain it is parked on top of.

### Steps

- 1** To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Park or Point a Domain*.
- 3** Enter the domain that you want traffic pointed to in the available field or click on the available domain from the *Domain to Park on Top of* list.
- 4** Enter the domain that you want to park in the *Domain to Park* field.  
Example: You want to point all HTTP and email traffic from innovation.org.nz to business.org.nz. Enter business.org.nz in the available field and innovation.org.nz in the Domain to park field.
- 5** Click on *Do it*.

## Perform a DNS Cleanup

### Overview

WebHost Manager enables you to clean up your nameserver configuration file whenever required.

NOTE: Make sure you are not editing any nameserver configuration files during the clean up.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Perform a DNS Cleanup*.
- 3 Read the warning.
- 4 Click on *Ok* when you are ready.

cPanel

## Setup/Edit Domain Forwarding

### Overview

WebHost Manager enables you to forward all traffic from your current domain to another domain. You can only forward the top level domain to another location, not to any specific folders of subdomains of the domain.

### Steps

- 1** To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Setup/Edit Domain Forwarding*.
- 3** Enter the domain that you want to forward in the Domain field, and the forwarding URL address in the Redirection URL field. Repeat as required.
- 4** Click on *Save Map*.

cPanel

## Synchronize DNS Records with Primary Nameserver

### Overview

If you have established a trust relationship with a primary nameserver, you will need to synchronize the DNS records between the primary and secondary nameservers after you have added new DNS entries.

### Steps

- 1 To access the DNS Functions Menu, click on *DNS Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Synchronize DNS Records with Primary Nameserver*.
- 3 A status list will be displayed.

cPanel

# SQL Services

## SQL Services

### Overview

The SQL Services area enables you to repair a database, change passwords, and show what SQL processes are in use.

To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.

cPanel

## Additional MySQL Access Hosts

### Overview

You can add additional hosts that are able to access MySQL databases on this server. You can also specify a remote MySQL server, as long as you provide the proper user name and password.

### Steps

**1** To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.

**2** Click on *Additional MySQL Access Hosts*.

**3** Enter the additional host information, one per line. For example:

66.96.192.%

**4** Click on *Save*.

### Troubleshooting

These hosts will only become active on a user's machine after they have logged on to CPanel and entered the MySQL databases area. If you want all users to be updated automatically, click on *Click Here!* (not *Save*).

## Change a User or Database Password

### Overview

You can use WebHost Manager to change the password of any MySQL user or database on your server.

### Steps

- 1** To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2** Click on *Change a User or Database Password*.
- 3** Click on the required database or user name in the list.
- 4** Enter the new password in the New Password field and click on *Change Password*.

cPanel

## MySQL Root Password

### Overview

You should change your MySQL root password occasionally to maximize your site security. You should always change this password if you think someone else has access to your WebHost Manager account

### Steps

- 1 To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2 Click on *MySQL Root Password*.
- 3 Enter the new MySQL password in the New Password field.
- 4 Click on *Change Password*.

### Troubleshooting

Do not make your MySQL and server root passwords the same.

## Postgres Config

### Overview

This utility will install a Postgres authentication configuration file that uses md5 passwords that work with cPanel. If you already have a working Postgres setup this will overwrite your current `pg_hba.conf`. You should not use this unless you are installing Postgres for the first time.

You can also change your Postgres password with this function.

### Steps

- 1 To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2 Click on *Postgres Config*.
- 3 Click on *Install Config* to install the Postgres configuration file.

### Troubleshooting

To change your Postgres password, enter the new password in the field below *Enter New Password*, and click on *Change Password*.

## Repair a Database

### Overview

You can attempt to repair a MySQL database using WebHost Manager. This function checks each table for errors and attempts to fix them.

### Steps

- 1** To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2** Click on *Repair a Database*.
- 3** Click on the database that you want to repair in the displayed list and click on *Repair Database*.
- 4** A status list will be displayed, stating which tables have been checked and the result.

cPanel

## Reset Local MySQL Root Password

### Overview

You can reset your MySQL root password using WebHost Manager. This function should only be used if you are unable to change the password and have received a *permission denied* error.

Try to reset the password using the Set MySQL Root Password function first before following this procedure. Refer to [Setting the MySQL root password](#) for more information.

### Steps

- 1 To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2 Click on *Reset Local MySQL Root Password*.
- 3 Enter the new password in the field provided and click on *Change Password*.

cPanel

## Setup Remote MySQL server

### Overview

You can change the MySQL server from the local server ("localhost") to point to a remote server. This allows MySQL functions to be performed by another computer.

### Steps

**1** To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.

**2** Click on *Setup Remote MySQL server*.

**3** Enter the name of the remote server in the Remote MySQL Host field and its password in the Remote Mysql Host's Root Password field.

NOTE: Do not enter the root password for the remote MySQL server in the Remote MySQL Host's Root Password field.

**4** Click on *Setup*.

cPanel

## Show MySQL Processes

### Overview

WebHost Manager can create a list of all of the currently active MySQL processes on your server, including the user name, command being used, its state, and general information.

Refer to [Server Status](#) for more information about viewing general server and system processes.

### Steps

- 1** To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2** Click on *Show MySQL Processes*.
- 3** A list of currently used processes will be displayed.

cPanel

## phpMyAdmin

### Overview

This function allows you to use phpMyAdmin to administrate your MySQL databases. For more information on how to use phpMyAdmin, refer to [phpMyAdmin documentation](#)

### Steps

- 1 To access the SQL Services Menu, click on *SQL Services*, on the main screen of your WebHost Manager interface.
- 2 Click on *phpMyAdmin*.

cPanel

# IP Functions

## IP Functions

### Overview

The IP Functions area enables you to add and manage IP addresses, including adding and reserving addresses and displaying IP usage.

To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.

cPanel

## Add a New IP Address

### Overview

WebHost Manager enables you to add a new IP address at any time, along with the address's required subnet mask.

NOTE: You must use Class C CIDR format when adding multiple IP addresses. Refer to this [Overview of CIDR](#) for more information.

### Steps

- 1 To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Add a New IP Address*.
- 3 Enter the IP address in the IP(s) to add field.
- 4 Alter the subnet mask default values for this IP address in the Subnet Mask field, if required.
- 5 Click on *Do it*.

cPanel

## Change Site's IP Address

### Overview

This function allows you to change the IP address associated with a domain name.

### Steps

- 1 To access the Account Functions Menu, click on *Account Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Change Site's IP Address*.
- 3 Click on the domain name that you want to manage and click on *Change Password*.
- 4 Click on the new IP address from the New Address drop-down list.
- 5 Click on *Change*.

cPanel

### Troubleshooting

It may take up to 48 hours for DNS servers to register the change and the site may not be associated with the new IP address during that time period.

## IP Migration Wizard (RC2)

### Overview

This function allows you to migrate your server to a new set of IP addresses. However, this tool will not bind the new IP addresses for you.

### Steps

- 1 To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *IP Migration Wizard (RC2)*.
- 3 Enter the new IP addresses that the server will use in the blank field. Only one IP address per line.
- 4 Click on *continue* to continue the process.

### Troubleshooting

To bind the IP addresses to the server, click on *here* on the main page of the IP Migration Wizard. Then, enter a new IP address, and click on *Do It*.

## Rebuild the IP Address Pool

### Overview

Rebuilding the IP Address Pool frees up IP addresses and updates /etc/ipaddrpool.

### Steps

- 1 To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Rebuild the IP Address Pool*.
- 3 A status list will be displayed.

cPanel

## Show IP Address Usage

### Overview

This function allows you to display a list of all of the IP addresses on your server and what domain names they point to.

### Steps

- 1 To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Show IP Address Usage*.
- 3 A list of IP addresses and associated domains will be displayed.

cPanel

## Show or Delete Current IP Addresses

### Overview

You can display a list of all of the IP addresses that are linked to your server. You can delete IP addresses from this list, except for your server's dedicated IP address.

### Steps

- 1** To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.
- 2** Click on *Show or Delete Current IP Addresses*.
- 3** A list of current IP addresses will be displayed. Click on *Remove* to delete a particular IP address.

cPanel

## Show/Edit Reserved IPs

### Overview

WebHost Manager enables you to reserve IP addresses so that they will not be used when automatically assigning IP addresses to new accounts. (This only applies to new accounts that are created using the IP tick box - refer to [Creating a new account](#) for more information.)

### Steps

- 1 To access the IP Functions Menu, click on *IP Functions*, on the main screen of your WebHost Manager interface.
- 2 Click on *Show/Edit Reserved IPs*.
- 3 A list of current IP addresses will be displayed. Reserved IP addresses have a tick in the tick box next to the address.
- 4 Click on the tick box next to the address to reserve or unreserve the address and click on *Save*.

cPanel

# Disk Drives

## Disk Drives

You can format or mount a new hard drive at any time using WebHost Manager. You can also optimize an EIDE hard drive (refer to [Optimizing an EIDE hard drive](#) for more information).

To access the Disk Drives Menu, click on *Disk Drives*, on the main screen of your WebHost Manager interface.

NOTE: Formatting a hard drive will delete all information on that hard drive.

cPanel

## Format/Mount a new Hard Drive

### Overview

When adding a new hard drive to your server, you will want to format, and then mount that drive. Also, if you wish to remove all of the information from a current drive, you can format that drive.

NOTE: Formatting a hard drive will delete **all** information on that hard drive.

### Steps

- 1 To access the Disk Drives Menu, click on *Disk Drives*, on the main screen of your WebHost Manager interface.
- 2 Click on *Format/Mount a new Hard Drive*.
- 3 Follow the on screen instructions to complete this task.

cPanel

## Optimize EIDE Hard Drives

### Overview

WebHost Manager allows you to optimize EIDE (Enhanced Integrated Drive Electronics) drives for significant performance speed and performance increases.

**WARNING:** This function may cause your server to lock up or crash when performed on older chip sets. Use at your own risk.

### Steps

- 1** To access the Disk Drives Menu, click on *Disk Drives*, on the main screen of your WebHost Manager interface.
- 2** Click on *Optimize EIDE Hard Drives*.
- 3** Read the displayed warning.
- 4** Click on *Ok* if you wish to proceed.

cPanel



# Software

## Software

The Software area deals with installing and updating server and system software on your server. Updating software is important as it can fix security holes and other bugs that may cause adverse effects to your system.

To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.

cPanel

## Update Apache

### Overview

You can upgrade Apache by using this interface. The options checked on your screen reflect the default options, and not the currently active ones. Dynamic modules that were previously compiled into Apache will not be removed. If you wish to remove any Apache module you should remove it from httpd.conf and restart Apache.

### Steps

- 1 To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2 Click on *Update Apache*.
- 3 Select any options you require Apache to be compiled with by selecting the check box next to the option you need.
- 4 Click on *Start Build*.

cPanel

### Troubleshooting

If you have installed third party modules that are not listed below, you will probably need to recompile them after Apache is rebuilt. You may experience an unusable Apache that produces segmentation faults until the old modules are recompiled or removed.

## Check / Repair a Perl Script

### Overview

This feature will check a Perl script for modules that are missing from the server and attempt to install them as needed.

### Steps

- 1 To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2 Click on *Check/Repair a Perl Script*.
- 3 Enter the full path to the Perl script in the blank field.
- 4 Click on *Check*.

cPanel

## Install a Perl Module

### Overview

Perl modules are a collection of Perl scripts that allow you to perform one or more functions. WebHost Manager enables you to install a number of Perl modules if and when you require them. If you are unfamiliar with Perl, try using a search engine to search for Perl and you will find a lot of information about what Perl is and what the benefits of Perl Modules are.

### Steps

- 1** To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2** Click on *Install a Perl Module*.
- 3** Enter the name of the Perl module that you want to install in the available field and click on *Search*.
- 4** Click on the link to install the required Perl module.

## Install a RPM

### Overview

RPM (Red Hat Package Manager) is a common way of installing software on Red Hat Linux systems. WebHost Manager enables you to install a large number of different packages, if and when required, and re-install them if a problem occurs.

### Steps

- 1** To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2** Click on *Install a RPM*.
- 3** Click on the package that you want to (re)install.
- 4** Click on the *Ignore Dependencies* tick box if you want WebHost Manager to ignore any dependencies that may occur during installation.
- 5** Click on the *Force Install* tick box if you are reinstalling a package.
- 6** Click on *Install*.

## Rebuild RPM Database

### Overview

The database that keeps track of your RPM (Red Hat Package Manager) installations can become corrupt. You should only perform this function when technical support advises you that it is the correct course of action.

### Steps

**1** To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.

**2** Click on *Rebuild RPM Database*.

**3** Click on *Ok*.

NOTE: This procedure may take 1-30 minutes, depending on the speed of your machine.

cPanel

## Update Backend Scripts

### Overview

WebHost Manager provides you with the ability to update your server, system software or backend scripts at any time. When activated, WebHost Manager will compare the current server and system software and backend scripts against its list of upgrades kept on its upgrade server, and upgrades any older versions automatically.

### Steps

- 1** To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2** Click on *Update Backend Scripts*.
- 3** A software status list is now displayed with any updates performed, if any.

cPanel

## Update Server Software

### Overview

WebHost Manager provides you with the ability to update your server, system software or backend scripts at any time. When activated, WebHost Manager will compare the current server and system software and backend scripts against its list of upgrades kept on its upgrade server, and upgrades any older versions automatically.

### Steps

- 1** To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2** Click on *Update Server Software*.
- 3** A software status list is now displayed with any updates performed, if any.

cPanel

## Update System Software

### Overview

WebHost Manager provides you with the ability to update your server, system software or backend scripts at any time. When activated, WebHost Manager will compare the current server and system software and backend scripts against its list of upgrades kept on its upgrade server, and upgrades any older versions automatically.

### Steps

- 1** To access the Software Menu, click on *Software*, on the main screen of your WebHost Manager interface.
- 2** Click on *Update System Software* .
- 3** A software status list is now displayed with any updates performed, if any.

cPanel



# Email

## Email

The Email area allows you troubleshoot problematic email addresses, manage your mail queue, and view email statistics for your server.

To access the Email Menu, click on *Email*, on the main screen of your WebHost Manager interface.

cPanel

## Manage Mail Queue

### Overview

The Exim Mail Queue area enables you to view all waiting messages in the mail queue, as well as attempt to deliver or delete all the messages in the queue. The Mail Queue contains all messages that have been sent, but have not yet left your server for one reason or another. Refer to [exim.org](http://exim.org) for more information on the mail queue.

### Steps

- 1** To access the Email Menu, click on *Email*, on the main screen of your WebHost Manager interface.
- 2** Click on *Manage Mail Queue*.
- 3** View the email as required. Click on the *Delete* link next to an email if you need to delete it, or click on the *Deliver Now* link next to an email to deliver it now.
- 4** Click on the *Delete all messages in Queue* link if you need to delete the mail that is currently in the queue.
- 5** Click on the *Attempt to Deliver all Messages in Queue* link if you need to send the email now. This is a good method of testing if something is functioning incorrectly with Exim.

## Mail Troubleshooter

### Overview

The Mail Troubleshooter function enables you to send a test email to a problematic address to determine what is wrong. This process will track down the vast majority of email problems that can occur on your server.

### Steps

- 1 To access the Email Menu, click on *Email*, on the main screen of your WebHost Manager interface.
- 2 Click on *Mail Troubleshooter*.
- 3 Enter the problematic e-mail address in the *Email to trace* field.
- 4 Click on *Do It*.

### Troubleshooting

If the Mail Troubleshooter does not show the source of the problem, you may need to check the mail logs on your server, or the returned messages to the account, if any.

cPanel

## Repair Mailbox permissions

### Overview

This function rebuilds mail databases and fixes permission problems on mail databases and mailboxes.

### Steps

- 1 To access the Email Menu, click on *Email*, on the main screen of your WebHost Manager interface.
- 2 Click on *Repair Mailbox permissions*.
- 3 Your mail boxes and databases should now be fixed. *Complete!* will be displayed.

cPanel

## View Mail Statistics

### Overview

The View Mail Statistics function displays a wide variety of information about email on your server, including total volumes, how many messages were sent and delivered per hour, the top 50 accounts in terms of mail sent and received, and a list of error messages.

### Steps

- 1 To access the Email Menu, click on *Email*, on the main screen of your WebHost Manager interface.
- 2 Click on *View Mail Statistics*.
- 3 Mail Statistics will now be displayed.

cPanel

## View Relayers

### Overview

This function allows you to see who is relaying mail on your server. For more information on relaying and how to prevent it, refer to: [exim help](#).

### Steps

- 1 To access the Email Menu, click on *Email*, on the main screen of your WebHost Manager interface.
- 2 Click on *View Relayers*.
- 3 The users that are relaying mail on your server will be listed in order of messages sent through relaying.
- 4 Click on a user or domain name to see where the messages are being relayed to.

cPanel

# System Health

## System Health

### Overview

WebHost Manager can display a variety of system information that indicates the current health of the system:

**Current Disk Usage** - Displays the current amount of disk space being used on each hard drive and partition.

**Current CPU Usage** - Displays the current CPU usage divided by process. More information about each process is available by clicking on each process's PID (Process ID).

**Current Running Processes** - Displays all currently running processes and their location.

To access the System Health Menu, click on *System Health*, on the main screen of your WebHost Manager interface.

cPanel

## Background Process Killer

### Overview

You can set WebHost Manager to automatically detect and kill any one of the following processes (if a process is killed, you will be emailed with information about that process):

- BitchX
- bnc
- eggdrop
- generic-sniffers
- guardservices
- ircd
- psyBNC
- ptlink
- services

It is recommended that you do not allow any of these processes to run on your servers. You can also add trusted users who will not have these processes killed.

### Steps

**1** To access the System Health Menu, click on *System Health*, on the main screen of your WebHost Manager interface.

**2** Click on *Background Process Killer*.

**3** Click on the tick boxes next to the processes that you want to automatically kill.

It is recommended that you do not allow any of these processes to run on your servers.

**4** Enter the name of any trusted users in the available field, if required. Enter one user per line. All users with an uid of less than 99 (including root, mysql, named, and cpanel) are automatically trusted.

5 Click on Save.

cPanel

## Show Current CPU Usage

### Overview

This function displays the current CPU usage divided by process. More information about each process is available by clicking on each process's PID (Process ID).

### Steps

- 1 To access the System Health Menu, click on *System Health*, on the main screen of your WebHost Manager interface.
- 2 Click on *Show Current CPU Usage*.
- 3 You can display more detailed information about each process by clicking on the PID of that process.

cPanel

## Show Current Disk Usage

### Overview

This function displays the current amount of disk space being used on each hard drive and partition.

### Steps

- 1 To access the System Health Menu, click on *System Health*, on the main screen of your WebHost Manager interface.
- 2 Click on *Show Current Disk Usage*.
- 3 The disk space used on each drive and partition will be displayed.

cPanel

## Show Current Running Processes

### Overview

This function displays all currently running processes and their actual location on your server.

### Steps

- 1 To access the System Health Menu, click on *System Health*, on the main screen of your WebHost Manager interface.
- 2 Click on *Show Current Running Processes*.
- 3 The current running processes on your server will be displayed.

cPanel

# cPanel

## cPanel 6

### Overview

The cPanel 6 area contains a variety of miscellaneous features that help you to manage cPanel accounts.

To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.

cPanel

## Addon Modules

### Overview

This function allows you to add different modules that are not automatically installed with cPanel and WebHost Manager.

### Steps

- 1 To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.
- 2 Click on *Addon Modules*.
- 3 To install a module, click on the tick box in a module's box and then click on *Install and Keep Updated*.
- 4 To uninstall a module, click on *Uninstall addonupdates*.

### Troubleshooting

Each module's box contains a description of what the module is used for.

## Addon Scripts

### Overview

WebHost Manager provides a number of script packages that you can pass on to your cPanel customers. You can quickly install and uninstall these addon scripts as required, and if installed each script will be automatically updated as part of the WebHost Manager update.

### Steps

- 1 To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.
- 2 Click on *Addon Scripts*.
- 3 Click on the *Install and Keep Updated* tick box next to the packages that you want to install.
- 4 Click on *Save*.

cPanel

## Branding

### Overview

Branding allows you to modify images within a cPanel theme so that you can add your company logo or another image to a customer's interface. This can be very useful when you are dealing with multiple levels of customers.

### Steps

**1** To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.

**2** Click on *Branding* to activate Branding.

NOTE: You can now upload images/text for themes that support branding to `/var/cpanel/cpanelbranding/themename`. You can also alter branding options by clicking on a theme's name.

cPanel

## Enable/Disable Outlook AutoConfig

### Overview

WebHost Manager can enable or disable Outlook Express autoconfiguration files. These allow cPanel users to simply click on a link next to an email address and your server will install Outlook Express registry settings on their computer. This function prevents a lot of support requests, as configuring email clients is a common problem for users.

### Steps

- 1 To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.
- 2 Click on *Enable/Disable Outlook AutoConfig*.
- 3 Click on *Enable* to enable Outlook Express autoconfiguration files or click on *Disable* to disable Outlook Express autoconfiguration files.

### Troubleshooting

This feature only works for users who are using Microsoft Windows.

## Modify cPanel/WHM News

### Overview

You can display a customized version of the cPanel or WebHost Manager news, rather than use the default news script. You can modify the following areas:

- Global cPanel News - Displays on the home page of all cPannels that you can effect, including your own, your resellers', and your resellers' customers' cPannels.
- Global WHM News - Displays in the News area of all resellers' WebHost Managers.
- Resold Customer News - Displays on the home page of all your resellers' customers' cPannels.
- CPannel News - Displays on the home page of all your customers' cPannels (not your resellers' customers).

### Steps

**1** To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.

**2** Click on *Modify CPannel/WHM News*.

**3** Enter or copy and paste the HTML code that you want to use into the relevant work areas.

**4** Click on *Save News*.

### Troubleshooting

The News page is coded in HTML so you need to use HTML code when creating your own news content.

## Reset a Mailman Password

### Overview

You can change the password for any Mailman mailing list on your server, usually when a user has forgotten their own Mailman password.

### Steps

- 1 To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.
- 2 Click on *Reset a Mailman Password*.
- 3 Click on the Mailman user from the available list.
- 4 Enter the new Mailman password in the *New Password* field and click on the *Change Password*.

cPanel

## Reset a Shopping Cart

### Overview

You can refresh a shopping cart that is not resetting by itself. This command is only designed to be used with the shopping cart scripts that come pre-installed with cPanel.

### Steps

- 1 To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.
- 2 Click on *Reset a Shopping Cart*.
- 3 Click on the domain name with the problem shopping cart and click on *Reset*.

cPanel

## Synchronize FTP Passwords

### Overview

You need to synchronize FTP password files when you reinstall proftpd.

### Steps

**1** To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.

**2** Click on *Synchronize FTP Passwords*.

cPanel

## Upgrade to Latest Version

### Overview

You can upgrade to the latest version of cPanel automatically using WebHost Manager. WebHost Manager will check for updates, and download and apply any changes as required.

### Steps

- 1 To access the cPanel 6 Menu, click on *cPanel 6*, on the main screen of your WebHost Manager interface.
- 2 Click on *Upgrade to Latest Version*.
- 3 Click on *Do it*.

cPanel

# Web SSL / TLS

## Web SSL / TLS

### Overview

The Web SSL/TLS area enables you to manage all areas of SSL certificates, from generating new certificates to installing and changing them.

To access the Web SSL/TLS Menu, click on *Web SSL/TLS*, on the main screen of your WebHost Manager interface.

cPanel

## Delete a SSL Host

### Overview

Delete a SSL host when you no longer need that SSL certificate.

### Steps

**1** To access the Web SSL/TLS Menu, click on *Web SSL/TLS*, on the main screen of your WebHost Manager interface.

**2** Click on *Delete a SSL Host*.

**3** Click on the tick box next to the SSL host that you want to delete and click on *Delete*.

cPanel

## Generate an SSL certificate and Signing Request

### Overview

You can generate an SSL certificate, consisting of an RSA private key and certificate, for any domain using WebHost Manager. An SSL (Secure Sockets Layer) certificate is a public key which is verified by a trusted organization (in this case [RSA Data Security, Inc.](#), a recognized world leader in cryptography and the global de facto standard for public key cryptography and digital signatures). This will allow viewers of an SSL site to verify the identity of the web site by its public key.

### Steps

- 1** To access the Web SSL/TLS Menu, click on *Web SSL/TLS*, on the main screen of your WebHost Manager interface.
- 2** Click on *Generate an SSL certificate and Signing Request*.
- 3** Enter the email address to send the certificate to in the *Email Address the Cert will be sent to* field.
- 4** Enter the domain that the domain is being created for in the *Host to make cert for* field.
- 5** Enter the administration details of the certificate in the *Country, State, City, Company Name, Company Division, and Email* fields.
- 6** Enter the password for the certificate in the *Password* field.

## Install an SSL Certificate and Setup the Domain

### Overview

Once you have generated or received an SSL certificate (refer to [Generating an SSL certificate](#) for more information), you can install the certificate using WebHost Manager. You need both the certificate and key files to install the certificate.

### Steps

**1** To access the Web SSL/TLS Menu, click on *Web SSL/TLS*, on the main screen of your WebHost Manager interface.

**2** Click on the Install an SSL Certificate and Setup the Domain link in the SSL/TLS menu.

**3** Enter the domain name, user name, and IP address for the certificate in the Domain, User, and IP Address fields.

**4** Click on *Fetch* to paste the .key and .crt files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the .key and .crt files into the available display areas.

NOTE: If you generated the certificate using WebHost Manager, the certificate files will be available. Refer to [Generating an SSL certificate](#) for more information.

**5** Paste the ca bundle for the certificate in the bottom display area, if required.

**6** Click on *Do it*.

## List SSL Hosts

### Overview

You can display a list of all the SSL hosts installed on your server at any time.

### Steps

- 1** To access the Web SSL/TLS Menu, click on *Web SSL/TLS*, on the main screen of your WebHost Manager interface.
- 2** Click on *List SSL Hosts*.
- 3** The list of installed SSL hosts will be displayed.

cPanel

## Purchase & Install SSL Certificate

### Overview

You need to purchase an SSL certificate to provide secure access for your customers to their web server. You can purchase and install an SSL certificate from an online vendor through WebHost Manager.

### Steps

- 1 To access the Web SSL/TLS Menu, click on *Web SSL/TLS*, on the main screen of your WebHost Manager interface.
- 2 Click on the Purchase & Install SSL Certificate link in the SSL/TLS menu.
- 3 Click on the graphic of the company from which you want to purchase an SSL certificate.
- 4 Enter the host's domain name in the Certificate Hostname field.
- 5 Enter the principal contact's first and last name and email address in the Full Name and Email Address fields.
- 6 Enter the name of the company the certificate is for, the company division, and the company's mailing address in the Company Name, Company Division, and Mailing Address fields.
- 7 Enter the city, state, and country code in the City, State, and Country fields.
- 8 Enter the postal code and phone number for the contact in the Postal Code and Phone Number fields.
- 9 Click on the type of certificate that you want to purchase from the Certificate Type drop-down list. The current price list is available underneath the form.

- 10** Click on the Standard Trust Logo and/or Credit Card Trust Logo tick boxes, as required.
- 11** Click on the radio button for the number of servers you want and the number of years for which you want the certificate to be valid.
- 12** Enter the password for the certificate owner in the Challenge Password field.
- 13** Click on *Continue*.
- 14** Copy the RSA Private Key and Certificate Request values to a separate file for safe keeping.
- 15** Click on *Continue*.
- 16** Pay the online vendor for the certificate that you have ordered.



# SSL / TLS

## Change cPanel/WHM Certificate

### Overview

WebHost Manager enables you to change your cPanel and WebHost Manager certificate automatically, without having to manually find and replace the certificate files. Refer to [Generating an SSL certificate](#) for more information about generating a certificate.

NOTE: The cPanel certificate is used in the `https://www.yourdomain.com:2083` address and the WebHost Manager certificate is used in the `https://www.yourdomain.com:2087` address.

### Steps

- 1 To access the SSL/TLS Menu, click on *SSL/TLS*, on the main screen of your WebHost Manager interface.
- 2 Click on *Change CPanel/WHM Certificate*.
- 3 Enter the domain for the certificate *in the Domain this CRT is for* field.
- 4 Click on *Fetch* to paste the `.key` and `.crt` files for the domain into the available display spaces, if they are currently on your server. Otherwise, copy and paste the `.key` and `.crt` files into the available display areas.

Note: If you generated the certificate using WebHost Manager, the certificate files will be available. Refer to [Generating an SSL certificate](#) for more information.

- 5 Click on *Do it*.

## Reset cPanel/WHM Certificate

### Overview

You can reset the cPanel/WHM certificate, if required.

### Steps

- 1 To access the SSL/TLS Menu, on the main screen of your WebHost Manager interface.
- 2 Click on *Reset CPanel/WHM Certificate*.
- 3 Click on *Generate a new Certificate*.

cPanel

## SSL Manager



### Overview

The SSL Manager enables you to view and download currently available keys, certificates, and certificate request files. This enables you to keep track of certificates that you have generated with WebHost Manager.

### Steps

**1** To access the SSL/TLS Menu, click on *SSL/TLS*, on the main screen of your WebHost Manager interface.

**2** Click on *SSL Manager*.

**3** Click on the  button to view the text of a file or the  button to view the binary form of the file.

cPanel



# Restart Services

## Overview

You can restart any of the available services on the web server at any time. You can restart the following services:

- Mail Server (Exim)
- DNS/Name Server (BIND)
- FTP Server (ProFTPd)
- SQL Server (MySQL)
- SSH Server (OpenSSH)
- HTTP/Web Server (Apache)
- POP3 Server (cpop)
- IMAP Server (uwimap)
- E-Commerce Server (interchange)
- Postgresql Server
- Servlet Server (tomcat)

Refer to the [Service Manager](#) if you need to start or stop a service.

To access the Restart Services Menu, click on *Restart Services*, on the main screen of your WebHost Manager interface.

Click on the required link in the Restart Services menu. This immediately attempts to restart the service and displays that service's status.



# Add-ons

## Configure cPanel Cron Times

### Overview

This function allows you to control when `/scripts/upcp` and `/scripts/cpbackup` are run. `upcp` is the script that updates cPanel and other parts of your system. `cpbackup` is the script that backs up accounts on your system. If you do not choose when you would like these scripts to be run, they will be at the default times as stated on the page.

### Steps

- 1 To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2 Click on *Configure cPanel Cron Times*.
- 3 Enter the times you wish for `upcp` to be run and click on *Commit* next to the times.
- 4 Enter the times you wish for `cpbackup` to be run and click on *Commit* next to the times.

### Troubleshooting

More information about cron jobs can be found by using a search engine to search for cron tab.

## Setup Spamd Startup Configuration

### Overview

This function allows you to setup which options the Spamd Daemon will be run with when started.

These options are:

**PID File** - The location of the spamd PID file (*defaults to /var/run/spamd.pid when blank*)

**Maximum Children** - The number of spamd child processes spawned upon startup

**Allowed IPs** - Restrict connections to spamd to a specific IP address (*i.e. 127.0.0.1*)

**Maximum Connections Per Child** - Number of connections to a spamd child before abandoning the process

### Steps

- 1 To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2 Click on *Setup Spamd Startup Configuration*.
- 3 Set the available options by entering information in the blank fields.
- 4 Click on *Submit*.

## Control Gameserver Limits

### Overview

This function allows you set what game servers can be run on your server, as well as the number of users allowed to connect to each server.

### Steps

- 1** To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2** Click on *Control Gameserver Limits*.
- 3** To allow a gameserver, click on the circle next to *Allowed* for the user and game type you wish to allow.
- 4** Set the number of users who can access this server by entering a number in the field next to *Max Users* for this user and game type.
- 5** Click on *Save*.

cPanel

## Configure cPsupport

### Overview

This function allows you to control which users are able to install cPsupport.

### Steps

- 1 To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2 Click on *Configure cPsupport*.
- 3 To allow a user to install cPsupport, click on the user's name and then click on *Add*.
- 4 To remove a user's privileges to install cPsupport, click on the user's name and then click on *Remove*.

### Troubleshooting

You can allow all users to install cPsupport by clicking on *Add All*. To remove all privileged users, click on *Remove All*.

cPanel

## Configure Support Request Submission

### Overview

This function allows you to configure where support requests that are submitted through cPanel will go, and how they will appear.

### Steps

- 1** To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2** Click on *Configure Support Request Submission*.
- 3** Here, you can select where a support request will be sent by email, whether or not a support request will direct the user to a web site, or to disable support requests all together.
- 4** After you have selected which method to use and which options to use with it, click on *Save*.

cPanel

### Troubleshooting

Make sure that support requests are submitted to a valid email address, or redirected to a valid URL.

## Configure ClamAV Scanner

### Overview

ClamAV is an anti-virus toolkit for UNIX based operating system. It can detect over 39000 viruses, worms, and trojans. This feature allows you to configure the level of virus scanning you wish clamAV to complete on your server.

For more information on ClamAV, please see the [ClamAV Website](#).

### Steps

- 1 To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2 Click on *Configure ClamAV Scanner*.
- 3 Select which areas you wish ClamAV to scan by placing a check in the box next to each area.
- 4 Click on *Save*.

NOTE: You can also select which areas you wish to scan for a specific user by clicking on *User Configuration*.

## Mod\_Security

### Overview

Mod\_Security allows you to view security violations on your server. This includes access denied errors for web pages as well as other security violations. You should check into these violations regularly to make sure that someone is not trying to compromise your system.

### Steps

- 1 To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2 Click on Mod\_Security.
- 3 The list of security violations will be shown.

### Troubleshooting

You can search for specific violations by date, time ip, etc. More information about the violations can be found by using a search engine to search for the violation name and number.

## Addon Script Manager

### Overview

This function allows you to install and update addon scripts. These are all external scripts to cPanel which may be of use to you and your customers.

### Steps

- 1 To access the Add-ons Menu, click on *Add-ons*, on the main screen of your WebHost Manager interface.
- 2 Click on *Addon Script Manager*.
- 3 To locate a script, click on *Find Installed*.
- 4 To Install, or update a script, click on *Update All Installs*.

### Troubleshooting

To find any outdated installs, click on *Highlight Packages that have outdated installations*.

# Scripts

## Overview

WebHost Manager has a large number of predefined scripts available in the /scripts folder. The available scripts are as follows:

- adddns - Adds a DNS zone.
- addfpmail - Add frontpage mail extensions to all domains without them.
- addfpmail2 -Add frontpage mail extensions to all domains without them.
- addnetmaskips - Add the netmask 255.255.255.0 to all IPs that have no netmask.
- addnobodygrp - Adds the group nobody and activates security.
- addpop - Add a Pop Account.
- addservlets - Add JSP support to an account (requires tomcat).
- addstatus - (Internal use never called by user).
- adduser - Add a user to the system.
- admin - Run WHM Lite.
- apachelimits - Add rlimits to Apache.
- bandwidth - (OLD)
- betaexim - Installs the latest version of exim.
- biglogcheck - looks for logs nearing 2 gigabytes in size
- bitstest -
- bsdcryptoinstall - Installs crypto on FreeBSD.
- bsddconfig - Configures the proper lib directories in FreeBSD.
- bsdpkgpingtest - Tests the connection speed for downloading FreeBSD packages.
- buildbsdexpect - Install expect on FreeBSD.
- builddomainaddr - (OLD)
- buildeximconf - Rebuilds exim.conf.
- buildpostgrebsd-dev - Installs postgresql on FreeBSD.
- buildpureftproot -
- bupcp - (OLD)
- chcpass - (Internal use)
- checkallowoverride -
- checkbadconf - Checks /usr/local/apache/conf/httpd.conf for bad users.
- checkbashshell -
- checkbsdgroups - Checks and repairs proftpd ownership on FreeBSD.
- checkccompiler - Checks to make sure the C compiler works on your system.
- checkdeadperlso -
- checkerrorlogsafe -
- checkfpkey - Checks for the FrontPage suid key

- checkgd - Checks to see if GD is built.
- checkgentoousers -
- checkhttpd -
- checkinterchange - (Internal use).
- checklibssl - Checks to make sure the proper libssl symlinks exist.
- checklink -
- checklog - (OLD)
- checkmakeconf -
- checkmaxclients - Checks to see if apache has reached the maximum clients allowed.
- checkoldperl - Checks to see if the version of Perl on your system is old.
- checkoldrpm -
- checkrsync - Checks to make sure rsync is up to date.
- checksuexecpatch - Checks to see if mailman has been patched for suexec.
- checksuspendpages - Checks to see if suspend pages are properly named.
- checkswup - (OLD)
- checkup2date - Makes sure up2date is set up properly (RedHat)
- checkyum - Makes sure yum is set up properly.
- chkpaths - Makes sure /usr/sbin/chown has a symlink to /bin/chown
- chownpublichtmls - Change ownership of all users web space to them, which is useful for converting to suexec. Files owned by nobody are deleted.
- chpass - Change password.
- killall - Allows you to kill a process (used like killall).
- killall2 - Allows you to kill a process.
- cleanandmailformmaillog -
- cleanbw - Cleans up old bandwidth logs.
- cleandns - (OLD)
- cleandns8 - Clean up named.conf.
- cleangd - Cleans up old GD installs and reinstalls GD
- cleanmd5 - Fix CPAN md5 problems.
- cleanmsglog - cleans exim's msglog
- cleanopenwebmail - (OLD)
- cleanupcheck -
- cleanupmysqlprivs - Cleans up improper mySQL privileges.
- compilers - Disables the usage of compilers for unprivileged users.
- configips - (OLD)
- \*.cgi - (INTERNAL)
- \*.c - (INTERNAL)
- convert2maildir - Converts mail from mbox to maildir format and installs courier impap and pop (cpimap is removed).
- convertemails -
- convertemails2 - (INTERNAL)
- convertemails5 - (INTERNAL)

- courierup - Updates/Installs Courier
- cpanelsync -
- cpbackup - Runs backups.
- cpbackup2 - (INTERNAL)
- cptheme - (NOT USED)
- dialog\* - (NOT USED)
- distupgrade - Upgrades RedHat to the newest version (for testing only)
- dnscluster - Enables DNS clustering.
- dnsqueuecron - Adds a cron job to dump the DNS queue.
- dns\_setup - (OLD)
- dnstransfer - Only if the server has a DNS master (sync with DNS master).
- doomhttpd -
- dotbuffer - (INTERNAL)
- downgradeftp - Downgrades FrontPage Extensions (to 5.0-0)
- dropmysqldb - Drops a mySQL database.
- easyapache - Upgrade Apache
- editquota - Change a users quota.
- enablechkservdwebmail - Enable service checking of webmaild.
- enablefileprotect - Protects home directories if file protection is built in apache.
- ensurepkg - Installs a FreeBSD package.
- ensurerpm - Installs a rpm.
- ensurerpm2 - (INTERNAL)
- exchangeacctdb - (OLD)
- exim3 - Installs exim 3.
- exim4 - Installs exim 4.
- exim4-rh73test - Installs exim release #260. (RedHat only)
- eximcron - Creates a cron job for exim\_tidy\_db.
- eximlocalsend - Enables/Disables exim local sending.
- exim\_tidydb - Cleans the exim message log.
- eximup - Installs/Updates exim.
- eximup~ - (INTERNAL)
- expectperlinstaller - (INTERNAL)
- fetchfile - (INTERNAL)
- fetchfpexec -
- fetchgd - Includes libg.so.
- finddev - (INTERNAL)
- findhacks - Search for common Trojan Horses.
- findoddrootprocesses - Lists root processes that may need to be checked out.
- findphpversion - Check to see if your php version file is up to date.
- findtrojans - Exhaustive Trojan Horse search.
- fixadmin - (OLD)
- fixallcartswithsuexec - Fixes permissions on carts when using suexec.
- fixallinterchangeperm - Fixes permissions on all users' Interchange Shopping Carts.

- `fixbinpath` - Makes sure all bin file paths are correct.
- `fixbuggyname` - Updates bind to solve any problems with bugs.
- `fixcartwithsuexec` - (INTERNAL) - Can be used to fix a cart with suexec.
- `fixcgiwrap` - (OLD)
- `fixcommonproblems` - Attempt to fix the most common problems.
- `fixetchosts` - Fixes problems with `/etc/hosts`
- `fixeverything` - Fix common problems and quotas.
- `fixfpwml` - Fix for `.wml` errors with frontpage.
- `fixheaders` - Run if nothing compiles errors with `.h` files on compile.
- `fixhome` - (NOT USED) - Unsymlink items.
- `fixinterchange` - Reinstall interchange Perl modules.
- `fixinterchangeperm` - fix permissions on a user's interchange cart.
- `fixipsnm` - Same as `addnetmask ips`, but Perl though.
- `fixlibnet` - Reinstall `Bundle::libnet` (Perl).
- `fixlocalhostwithphp` - Change `/etc/hosts` to work better with PHP 4.2.0 + MySQL.
- `fixmailandakopia` - (NOT USED)
- `fixmailman` - Updates and restarts mailman.
- `fixmailmanwithsuexec` -
- `fixmuse` - Reinstalls muse.
- `fixmysql` - Fixes problems with mySQL.
- `fixmysqlbsd` - Fixes problems with mySQL on FreeBSD.
- `fixnamed` - Updates bind to handle many DNS zones (more than 512).
- `fixndc` - Repair redhat's broken `named.conf` on 7.2.
- `fixndc.new` - (INTERNAL)
- `fixoldlistswithsuexec` - Run after enabling suexec on the server to change the URLs that Mailman gives out to ones that don't give a 500 internal server error.
- `fixperl` - Symlink `/usr/local/bin/perl` `/usr/bin/perl`.
- `fixperlscript` - Makes sure a `perlscript` includes all corresponding modules.
- `fixpop` - Fix a POP account and reset password.
- `fixproftpdconf` - Fixes problems with `/usr/local/etc/proftpd.conf`
- `fixproftpdconf~` - (INTERNAL)
- `fixproftpddupes` - Updates proftpd.
- `fixquotas` - Fix quotas.
- `fixrelayd` - (OLD)
- `fixrh72ndckey` - (INTERNAL)
- `fixrndc` - Fixes `named.conf` to prevent `rndc status` failed.
- `fixspamassassinfailedupdate` - Reinstalls a failed spamassassin update.
- `fixsubconf` -
- `fixsubdomainlogs` - Run if subdomain logs don't show up in cPanel.
- `fixsuexeccgiscripts` - Fix CGI scripts that are broken after suexec installed.
- `fixtrojans` - (NOT USED)
- `fixvaliases` - Fix permissions on valiasess.
- `fixwebalizer` - Repair a Webalizer that has stopped updating.
- `fixwebmail` - (OLD)

- fixwwwdir - (OLD)
- fp3 - Updates the fpexe3 patch.
- fpanonuserpatch - Updates FrontPage extensions to include the anonymous user patch.
- fp-auth -
- fpbtr - (OLD)
- fpsuexec - (INTERNAL)
- fpsuexec2 - (INTERNAL)
- fpsuexec3 - (INTERNAL)
- fpupgrade - (INTERNAL)
- ftpcheck - Checks for FTPSSL.
- ftpfetch - (INTERNAL)
- ftpput - (INTERNAL)
- ftpquotaotcheck - Runs quota checking for all ftp users.
- ftpsfetch - (INTERNAL)
- ftpup - Updates your ftp server.
- ftpupdate - (INTERNAL)
- fullhordereset - Resets Horde and displays the current Horde password.
- futexfix - Fixes problems with futex.
- futexstartup - Starts futex.
- gcc3 - Installs gcc-3.3.3
- gencrt - Generate a .crt and .csr file.
- gencrt2 - (NOT USED)
- gentomcatlist - (INTERNAL)
- gentoportsup -
- gethomedir - (INTERNAL)
- getpasswd - (INTERNAL)
- getremotecpmove - (INTERNAL)
- getrpmfor -
- grabemails - (INTERNAL)
- grabhttp - (INTERNAL)
- grabhttp2 - (INTERNAL)
- grabmysqlprivs - (INTERNAL)
- grpck - Checks to see if grpck is working properly.
- hackcheck - (INTERNAL)
- hdparmify - Enable dma/irq/32bit HD access, which speeds up IDE drives.
- hdparmon - Turns on hdparm.
- HTTPreq.pm - (INTERNAL)
- httpspamdetect -
- icpanel - (OLD)
- initacls - Mounts your file systems with ACL support (make sure your kernel supports ACLs)
- initbyteslog - (INTERNAL)
- initfpsuexec - Enable FrontPage suexec support.
- initquotas - Turn on quota support on new drives.
- initsslhttpd - Make sure HTTP starts with SSL.

- initsuexec - Turn on suexec support if suexec is installed.
- installaimicq - (INTERNAL)
- installcgipm - Installs CGI.pm
- installcpbsdpgk -
- installcpgentoopkg -
- installdbi - Install Bundle::DBD::mysql.
- installfpfreebsd - Installs FrontPage 5 Extensions on FreeBSD.
- installfpgentoo - Installs FrontPage on Gentoo.
- installgd - Builds GD.
- installipc - (INTERNAL)
- installpkg - Installs a FreeBSD package.
- installpostgres - Installs PostgreSQL.
- installrmmods - (OLD)
- installrpm - Installs a rpm.
- installrpm2 - (INTERNAL)
- installspam - Install SpamAssassin.
- installssl - Add a SSL vhost.
- installtree -
- installzendopt - Install zend optimizer.
- installzendopt-freebsd - Install zend optimizer on a freebsd machine.
- ipcheck - (INTERNAL)
- ipusage - (INTERNAL)
- isdedicatedip - Checks an ip to see if it is dedicated.
- kernelcheck - (INTERNAL)
- killacct - Delete an account.
- killbadrpms - Security script that kills insecure RPMs from the server.
- killdns - Delete a DNS zone.
- killdns-dnsadmin -
- killdrrootvhost - Removes the document root for a virtual host.
- killndbm - Remove the broken NDBM\_File module from 7.2.
- killpvhost - Removes a virtual host from proftpd.conf.
- killspamkeys - Removes a spam key.
- killsslvhost - Removes a SSL entry for a virtual host.
- killvhost - Delete a vhost.
- listcheck - Checks mailing lists for issues.
- listproblems - Lists common problems.
- listsubdomains - List subdomains.
- mailadmin - (DEAD, OLD)
- maildirmenu - (INTERNAL)
- mailman212 - (INTERNAL)
- mailperm - Fix almost any mail permission problem.
- mailsscannerupdate - Updates MailScanner
- mailtroubleshoot - Guided mail fix.
- makecphp - Installs php.
- makesecondary - Part of DNS transfer.
- manualupcp - Updates cPanel manually.

- md5crypt - Encrypts a password into MD5.
- mkquotas - OLD
- mkwwwacctconf - (INTERNAL)
- mrusersscpcmd -
- mseclocal - Sets up Mandrake's msec to allow exim to run as mailnull.
- mysqladduserdb - Create a MySQL database and user.
- mysqlconnectioncheck - Attempts to connect to MySQL, restarts SQL if necessary.
- mysqldeluserdb - Delete a MySQL database and user.
- mysqlinfo - (OLD)
- mysqlpasswd - Change MySQL password.
- mysqlrpmptest - Checks your connection speed for downloading MySQL rpms.
- mysqlup - Updates MySQL.
- mysqlup~ - (INTERNAL)
- ndbcheck - Checks to see if the ndbm module is loaded (kills in RedHat 7.2)
- netftpslpatch - Patches FTPSSL.pm.
- newdomains - (OLD)
- newdomains-sendmail - (OLD)
- newexim - Installs the latest version of exim.
- newftpuser - (NOT USED)
- newpop - (NOT USED)
- nofsck - Make fsck always use -y
- nomodattach - Removes mod\_attach from httpd.conf.
- nomodauthmysql - Removes mod\_auth\_mysql from httpd.conf.
- nomodbwprotect - Removes mod\_bwprotect from httpd.conf.
- nomodgzipconfmods - Removes mod\_gzip from httpd.conf.
- nomodperl - Removes mod\_perl from httpd.conf.
- oldaddoncgi2addon - Updates old addons to X addons.
- oldaddonconverter-(INTERNAL)
- oopcheck - (INTERNAL)
- park - Parks a domain.
- patcheximconf - Fixes exim.conf.
- patchposixtypes -
- patchtypes -
- patchtypesizes -
- pedquota - (INTERNAL) - Part of editquota (for editing quota).
- perlinstaller - Installs perl.
- phpini - Create a php.ini file.
- phpopenbasectl -
- pingtest - Checks your download time from cPanel mirrors.
- pkgacct - (INTERNAL)
- pkgacct~ - (INTERNAL)
- pkgacct2 - (INTERNAL)
- pkgaccount-ala - backs up an Alab\*nza account for transfer.

- pkgacct-ciXost - backs up a ci\*ost account for transfer.
- pkgacct-dXm - backs up a d\*m account for transfer.
- pkgacct-enXim - backs up an en\*im account for transfer.
- pkgacct-ng -
- pkgacctn-ng.orig -
- pkgacct-pXa - backs up a p\*a account for transfer.
- popftpuse - (OLD)
- portsup - (FREEBSD BETA)
- postsuexecinstall - (INTERNAL)
- proftpd128 - Installs proftpd-1.2.8.
- pscan - (OLD)
- ptycheck - Fixes permissoins on /dev/ptmx.
- pwck -Verifies the integrity of system authentication information.
- quickfixmysqlbsd - (NOT USED)
- quickkernel - Updates your kernel.
- quicksecure - Quickly kill useless services.
- quotacheck - (INTERNAL)
- rasetup - (OLD)
- rawchpass - (INTERNAL)
- realadduser - (INTERNAL)
- realchpass - (INTERNAL)
- realperlinstaller - (INTERNAL)
- realrawchpass - (INTERNAL)
- rebuildcpanelsslcr - Rebuilds the cPanel SSL Certificate.
- rebuildcpusers - Rebuilds /var/cpanel/users.
- rebuildetcpasswd - Rebuilds /etc/passwd.
- rebuildeximbsd - Rebuilds exim on FreeBSD.
- rebuildhttpdconffromproftpd - Rebuild httpd.conf from the proftpd.conf file.
- rebuildinterchangeconfig - Used after moving a domain with Interchange to the server.
- rebuildippool - (INTERNAL)
- rebuildnamedconf - Restore named.conf from files in /var/named.
- rebuildproftpd - Restore proftpd.conf from httpd.conf.
- reinstallmailman - Reinstalls mailman.
- relocatevartousr - Relocates files from /var to /usr in case of disk space issues.
- remdefssl - Remove default SSL vhost.
- reseteximtodefaults - Resets exim's default settings.
- resethorde -
- resetimappasswds - Resets all imap passwords.
- resetmailmanurls -
- resetquotas - Change quotas to what they should be .
- restartsrv - Restart a service.
- restartsrv\_apache - Restart apache.
- restartsrv\_bind - Restart bind.
- restartsrv\_clamd - Restart clamd.

- restartsrv\_courier - Restart courier imap.
- restartsrv\_cppop - Restart cppop.
- restartsrv\_entropychat - Restart entropy chat.
- restartsrv\_exim - Restart exim.
- restartsrv\_eximstats - Restart exim statistics.
- restartsrv\_ftpserver - Restart your ftp server.
- restartsrv\_ftpserver~ - (INTERNAL)
- restartsrv\_httpd - Restart httpd.
- restartsrv\_imap - Restart imapd.
- restartsrv\_inetd - Restart inetd.
- restartsrv\_interchange - Restart Interchange Shopping Cart.
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- restartsrv\_sshd - Restart sshd.
- restartsrv\_syslogd - Restart syslogd.
- restartsrv\_tomcat - Restart tomcat.
- restartsrv\_xinetd - Restart xinetd.
- restoremail - Restores a user's mail.
- restorepkg -
- reswhostmgr - Restart whostmgr.
- rhlupdate - (OLD)
- rpmpreinstall - (INTERNAL)
- rpmup - Upgrade redhat/mandrake errata/security.
- rpmup2 - (INTERNAL)
- rpmup3 - (INTERNAL)
- rrdtoolinstall - Installs RRD Tool.
- rscpmd -
- runlogsnow - (OLD)
- runstatsonce - Runs statistics (should be used from the crontab).
- runweblogs - Run analog/webalizer/etc. for a user.
- userssscpmd - (INTERNAL)
- saferperlinstaller - Installs perl safely.
- safeup2date - Runs up2date safely.
- safeyum - Runs yum safely.
- scpcmd - (INTERNAL)
- searchbadgroups -
- searchreplace - (NOT USED)
- secureit - Remove unnecessary suid binaries.
- securemysql - Attempts to secure the MySQL configuration.
- securetmp - Adds securetmp to system startup.

- selinux\_custom\_contexts -
- selinuxsetup -
- sendaim - (INTERNAL)
- sendicq - (INTERNAL)
- setupfp - Install FrontPage 3 on an account.
- setupfp4 - Install FrontPage 4 (2000) installer on an account.
- setupfp5 - Install FrontPage 5 (2002) installer on an account.
- setupfp5.nosuexec - Install FrontPage 5 (2002) installer on an account when not using suexec.
- setupmakeconf -
- showexelist - Shows exe processes.
- simpleps - Display the process list.
- simplesshcmd - (INTERNAL)
- smartcheck - Checks hard drive integrity.
- smtpmailgdionly - Enables SMTP Mail Protection.
- snarf - (INTERNAL)
- spamassassin-cpanel - (NOT USED)
- spamboxdisable - Disables SpamAssassin's spambox delivery for all accounts.
- sscpcmd - (INTERNAL)
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- supportvoidcheck -
- suspendacct - Suspends an account.
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- sysup - update cPanel RPMs.
- telentcrt - (OLD)
- testinf - (OLD)
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- unlimitnamed - Installs the latest version of bind patched to support greater than 512 ips on the server.
- unblockip - Unblocks an IP blocked by portsentry.
- unpkgacct - (INTERNAL)
- unsetupfp4 - Removes FrontPage 4 or 5 from an account.
- unslavenamedconf - If the user accidentally sets a DNS master as local server, this will repair named.conf after the loop.
- unsuspendacct - Unsuspends an account.
- upcp - Updates cPanel.
- updated - Updates /scripts.
- updatedomainips - (INTERNAL)
- updatefrontpage - Updates FrontPage

- updatemysqlquota -
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- updatephpconf - Updates PHP configuration files.
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- whoowns - Finds out who owns a domain.
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