



Basic cPanel Troubleshooting

When submitting a support request, you should include the following information:

1. An outline of all steps and information required to establish root SSH/WHM access with the affected server.
2. A detailed description of the problem you're incurring, accompanied with any relevant log file entries, paths to any available trace output, and any steps you've already taken to investigate the issue.
3. An outline of all steps and information required to replicate the problem you're incurring. This should include the login credentials for an affected user, if applicable.

When investigating any issue, the first thing you should always do is check the log files, as they generally provide insight as to what's causing the erroneous behavior.

The following is a break down of the most commonly accessed log files, for cPanel and cPanel managed services:

cPanel

cPanel/WHM Initial Installation Errors:

» `/var/log/cpanel*install*`

These log files contain verbose logs of the cPanel installation, and should be the first point of reference for any issues which might occur 'out of the box' with new cPanel installations

cPanel/WHM Requests and Errors:

» `/usr/local/cpanel/logs/error_log`

cPanel logs any error it incurs here. This should always be the first place you look when you encounter errors or strange behavior in cPanel/WHM.

» `/usr/local/cpanel/logs/license_log`

All license update attempts are logged here. If you run into any license errors when logging in, check here.

» `/usr/local/cpanel/logs/stats_log`

The stats daemon (cpanellogd) logs the output from all stats generators (Awstats, Webalizer, Analog) here.

Simplify.

» `/usr/local/cpanel/logs/access_log`

General information pertaining to cPanel requests is logged here (Client Information, Request URI)

cPanel/WHM Update Logs

» `/var/cpanel/updates/logs/update-[TIMESTAMP].log`

Contains all output from each upcp. Named with the timestamp from which the upcp process was executed.

Service Status Logs

» `/var/log/chkserverd.log`

The service monitoring daemon (chkserverd) logs all service checks here. Failed services are represented with a [-], and active are represented with [+].

Apache

General Error and Auditing Logs

» `/usr/local/apache/logs/error_log`

All exceptions caught by httpd, along with standard error output from CGI applications are logged here. The first place you should look when httpd crashes, or you incur errors when accessing a website.

» `/usr/local/apache/logs/suexec_log`

Contains auditing information reported by suexec each time a CGI application is executed. If you receive an internal server error, with no relevant information being reported to the Apache error_log, check here for potential suexec policy violations.

Domain Access Logs

» `/usr/local/apache/domlogs/domain.com`

The general access log for each domain configured with cPanel.

Exim

Message Reception and Delivery

» `/var/log/exim_mainlog` (Linux)

» `/var/log/exim/mainlog` (FreeBSD)

Receives an entry every time a message is received or delivered

Rejections based on ACLs/Policies

» `/var/log/exim_rejectlog` (Linux)

» `/var/log/exim/rejectlog` (FreeBSD)

Receives an entry every time a message is rejected based on either ACLs or other policies (for example, aliases configured to :fail:)

Simplify.

Unexpected or Fatal Errors

- » `/var/log/exim_paniclog` (Linux)
- » `/var/log/exim/paniclog` (FreeBSD)

Receives all entries exim doesn't know how to handle. It's generally a really bad thing when log entries are being written here, and they should be thoroughly investigated.

General Information and Configuration for Exim Logs:

http://exim.org/exim-html-current/doc/html/spec_html/ch49.html

IMAP/POP/SpamAssassin

General Logging and Errors

- » `/var/log/maillog`
- » `/var/log/messages`

The IMAP, POP, and SpamAssassin services all log here. This includes all general logging information (login attempts, transactions, spam scoring), along with fatal errors.

FTP

Logins and General Errors

- » `/var/log/messages`

General information and login attempts are logged here

FTP Transactions

- » `/var/log/xferlog`

Is a symbolic link in most cases to `/usr/local/apache/domlogs/ftpxferlog`, which contains a history of the transactions made by FTP users.

MySQL

General Information and Errors

- » `/var/lib/mysql/$(hostname).err`

This path could vary, but is generally located in `/var/lib/mysql`. Could also be located at `/var/log/mysql.log`

Simplify.