

Unable to login into cpanel/whm with one click

54 admin October 1, 2024 [Common Errors & Troubleshooting](#), [Features & Functionalities](#)
17511

How to resolve an issue while logging into cPanel/WHM with one click?

Overview: This article helps Ezeelogin gateway users resolve issues while logging into cPanel/WHM.

Step 1: Ensure that you are able to manually log into the remote server with the current root password set in the Ezeelogin gateway. To view the current server password, access the backend (ezsh) and press the [tab](#) key on the selected server.

```
Server details
Name           : Cpanel/WHM server
IP             : 192.168.1.56
SSH port      : 22
SSH User       : root
Password       : rRVTAV2DEVg.KhYCgCpBfJeuVAG
Group          : Linux Servers

Press any key to continue...|
```

Step 2: Edit the server having problems and ensure that the control panel **username** and **password** are empty in the advanced section for Cpanel/WHM. This field is not required for Cpanel/WHM logins as the WHM login uses the root password.

The screenshot shows the Ezeelogin web interface. On the left is a sidebar menu with options like Servers, Server Groups, Super Groups, Sub SSH Users, Sub SSH User Maps, mExec lists, Import, Global Key, Key Management, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The 'Servers' menu item is highlighted. The main content area is titled 'Password Management' and includes fields for 'keep server password', 'RDP Port' (3389), 'Windows Domain', 'Control Panel' (set to '-- None --'), and 'Description'. Below this is an 'Advanced' tab. In the 'Advanced' section, there are fields for 'Control Panel User', 'Control Panel Password', 'Control Panel Host', 'Switch User', 'Switch User Password', 'Password Prompt' (set to 'ssword'), and 'Root Prompt'. Green arrows point to the 'Control Panel User' and 'Control Panel Password' fields. At the top right of the main area, there are buttons for 'Cancel' and 'Save'.

Step 3: Ensure that outbound firewall ports 2087 / 2086 are open on the gateway server and inbound ports 2086/2087 are open on the target servers.

```
root@gateway:~# telnet <IP or hostname of cPanel > 2087
```

Refer article if you encounter the error {"status":"success"} while logging into cPanel/WHM.

<https://www.ezeelogin.com/kb/article/error-on-login-to-cpanel-whm-from-ezeelogin-status-success-353.html>

Related Articles:

[Token not found in Cpanel/WHM](#)

[Error on login to Cpanel/WHM from ezeelogin](#)

[Failed to Connect to IP: Permission Denied cPanel / WHM login](#)

[How to add ControlPanels?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/unable-to-login-into-cpanel-whm-with-one-click-54.html>