

## Unable to login into cpanel/whm with one click

54 admin September 29, 2023 [Common Errors & Troubleshooting](#), [Features & Functionalities](#)  
12862

### Unable to login into cpanel/whm with one click access

- 
- Make sure that you are able to login manually with the root password shown in the ezsh backend interface.
  - Edit the server having problems, and go to advanced settings and ensure that the fields 'Control panel user' and 'Control panel password' is unset.  
This field is not required for Cpanel/Whm logins as the WHM login uses the root password, hence this needs to be unset.
  - Ensure that outbound firewall ports 2087 / 2086 are open on the gateway server and inbound ports 2086/2087 is open on the target servers.
  - If you have an error {"status":"success"} while login, please [refer this article](#) to resolve the issue

Online URL:

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