

Unable to login into cpanel/whm with one click

54 admin October 1, 2024 [Common Errors & Troubleshooting](#), [Features & Functionalities](#)
18056

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 with a menu where 'Servers' is highlighted. The main content area is titled 'Password Management' and contains several configuration fields. The 'Advanced' tab is selected, and within it, the 'Control Panel User' and 'Control Panel Password' fields are highlighted with green arrows. Other visible fields include 'RDP Port' (3389), 'Windows Domain', 'Control Panel' (set to '-- None --'), 'Description', 'Server Group' (Linux Servers), 'RDP' (disabled), 'Datacenter' (set to '-- None --'), 'First Prompt', 'Control Panel Host', 'Switch User', 'Switch User Password', 'Password Prompt' (ssword), 'Privilege Escalation', and 'Root Prompt'. 'Cancel' and 'Save' buttons are at the bottom right of the form.

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>