

Token not found in Cpanel/WHM

58 admin October 1, 2024 [Common Errors & Troubleshooting](#) 11431

Getting Token not found error or Session Not found when accessing Cpanel/WHM

Overview: This article describes the troubleshooting steps for resolving cPanel/WHM login issues by ensuring the correct date & time, disabling SELinux, resetting the root password, testing telnet to port 2087, verifying DNS resolution, ensuring empty control panel credentials and flushing browser cache.

Step 1: Ensure Correct Date & Time (Check the Date & Time on the Target cPanel/WHM Server.)

It's crucial to have the correct date and time on the SSH gateway server and remote servers to avoid authentication issues. Use the following command to synchronize the server's date and time with an NTP server on the remote cpanel server.

```
root@gateway:~# ntpdate pool.ntp.org
```

Step 2: Ensure SELinux is Disabled (Check SELinux Status on Both Servers)

SELinux can sometimes cause issues with cPanel/WHM access. It is advisable to disable it on both the gateway server and the remote servers.

To check the status of SELinux, use the following command.

```
root@gateway:~# sestatus

SELinux status:      disabled
```

Step 2(A): Disable SELinux if Necessary

If SELinux is not disabled, you can disable it by editing the configuration file. Open the SELinux configuration file using a text editor.

```
root@gateway:~# nano /etc/selinux/config
```

Set SELINUX=disabled in the configuration file:

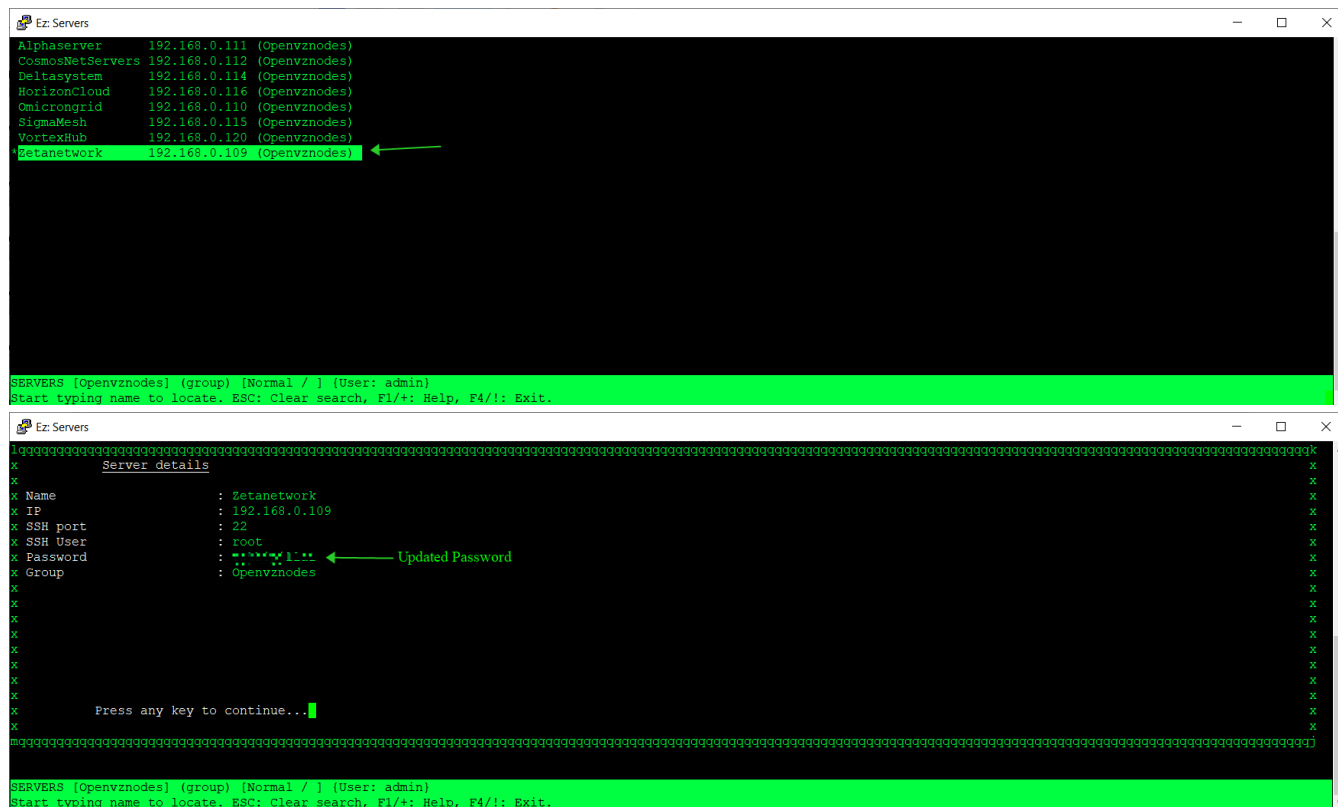
```
SELINUX=disabled
```

Save the file and reboot the server to apply the changes and check by running the "sestatus" command again. It should return as 'disabled'.

Step 3: Reset the root password.

You need to [change the target remote server's root password](#). After resetting the password, ensure that you can manually log in to the target server directly (outside of the SSH gateway) using the new root password.

To view the current server password, press the 'tab' key.



The screenshot shows two terminal windows from the 'Ez: Servers' application. The top window displays a list of servers with 'Zetanetwork' highlighted. The bottom window shows the details for 'Zetanetwork', including its IP (192.168.0.109), SSH port (22), and SSH user (root). The password field is masked with asterisks, and a green arrow points to it with the text 'Updated Password'. The terminal also shows a prompt to 'Press any key to continue...' and a status bar at the bottom indicating the current user is 'admin'.

```
Ez: Servers
Alphaserver 192.168.0.111 (Openvznodes)
CosmosNetServers 192.168.0.112 (Openvznodes)
Deltasystem 192.168.0.114 (Openvznodes)
HorizonCloud 192.168.0.116 (Openvznodes)
MicronGrid 192.168.0.110 (Openvznodes)
SigmaMesh 192.168.0.115 (Openvznodes)
VortexHub 192.168.0.120 (Openvznodes)
Zetanetwork 192.168.0.109 (Openvznodes)

SERVERS [Openvznodes] (group) [Normal / ] (User: admin)
Start typing name to locate. ESC: Clear search, F1/+: Help, F4/!: Exit.

Ez: Servers
Server details
x Name : Zetanetwork
x IP : 192.168.0.109
x SSH port : 22
x SSH User : root
x Password : *****
x Group : Openvznodes

Press any key to continue...

SERVERS [Openvznodes] (group) [Normal / ] (User: admin)
Start typing name to locate. ESC: Clear search, F1/+: Help, F4/!: Exit.
```

Step 4: Telnet to the Target Machine.(Test Telnet Connection to Port 2087.)

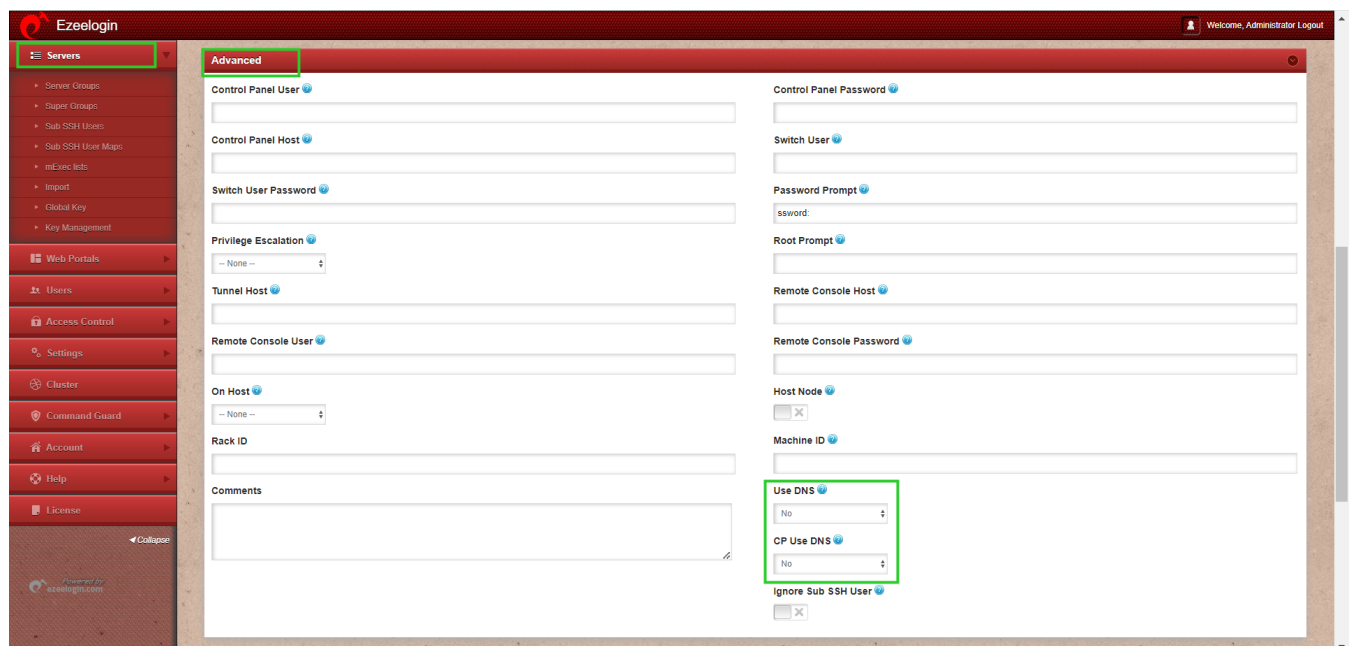
Ensure that you can establish a telnet connection to the target machine on port 2087 from the SSH gateway server. This verifies that the cPanel/WHM service is accessible.

Run the following command.

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

Step 5: Ensure DNS resolution.(Check DNS Resolution for the Remote Server.)

Ensure that the hostname of the remote server resolves correctly in DNS. If it does not, you may need to adjust the settings. If DNS resolution is not functioning properly, **edit the server settings > under the advanced options**, and set the '**Cp Use DNS**' field to '**NO**'.

The image shows a screenshot of the Ezeelogin web interface. On the left is a sidebar with a menu containing 'Servers', '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 'Advanced' and contains various configuration fields. The 'Control Panel User' and 'Control Panel Password' fields are empty. The 'Control Panel Host' field is also empty. The 'Switch User Password' field is empty. The 'Privilege Escalation' dropdown is set to 'None'. The 'Tunnel Host' field is empty. The 'Remote Console User' field is empty. The 'On Host' dropdown is set to 'None'. The 'Rack ID' field is empty. The 'Comments' field is empty. The 'Control Panel Password' field is empty. The 'Switch User' field is empty. The 'Password Prompt' dropdown is set to 'ssword'. The 'Root Prompt' field is empty. The 'Remote Console Host' field is empty. The 'Remote Console Password' field is empty. The 'Host Node' checkbox is unchecked. The 'Machine ID' field is empty. The 'Use DNS' dropdown is set to 'No'. The 'CP Use DNS' dropdown is set to 'No'. The 'Ignore Sub SSH User' checkbox is unchecked.

Step 6: Ensure Control Panel Username and Password Are Empty

In the advanced section for cPanel/WHM, make sure that the control panel username and password fields are empty. This ensures that there are no conflicting credentials preventing access.

Step 7: Flush Your Browser Cache

Clear your browser cache to ensure you are not using outdated information or cached credentials. After clearing the cache, log in again to the Ezeelogin web interface and try accessing cPanel/WHM.

Feel free to get help from [support](#) if you encounter any issues or need further assistance!

Related Articles:

[How to add CPanel as a web portal.](#)

[Unable to log in to CPanel with a single click.](#)

Online URL: <https://www.ezeelogin.com/kb/article/token-not-found-in-cpanel-whm-58.html>