# Failed to Connect to IP: Permission Denied cPanel / WHM login

65 admin September 3, 2024 Common Errors & Troubleshooting 9618

## Unable to login into Cpanel/WHM. Getting the error Failed to Connect to IP: Permission Denied

**Overview:** This article describes steps to resolve the "*Unable to login into cPanel/WHM: Failed to Connect to IP: Permission Denied*" error by checking php.ini for restrictions, and ensuring SELinux is disabled.

**Step 1:** Ensure there are **no restrictions** set in the **php.ini** file that could prevent connections to the server. Specifically, look for settings related to network connections or IP restrictions that might be impacting cPanel/WHM access.

**Step 2:** 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):** 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:** Attempt to log in to cPanel/WHM again after completing the above steps.

**Step 4:** Monitor for any error messages or logs that may indicate ongoing issues with connectivity or permissions.

### Related Articles:

Error logs and configuration files.

Unable to log in to CPanel with a single click.

ERROR: Token not found.

Add your CPanel as WebPortal.

Online URL: https://www.ezeelogin.com/kb/article/failed-to-connect-to-ip-permission-denied-cpanel-whm-login-65.html