Error occured. Please contact the administrator - Permission Denied - creation failed

95 admin September 4, 2024 Common Errors & Troubleshooting 10211

Unable to access Control Panel/ Cpanel/WHM and I am getting Error: Error occurred while communicating with the server

Overview: This article provides troubleshooting steps for resolving access issues to Control Panel/Cpanel/WHM, emphasizing the importance of ensuring outbound ports like 2086/2087 are open using telnet for verification.

Make sure that the outbound ports for the control panel are open in the firewall. For Cpanel/WHM, ensure that outbound 2086/2087 ports are open on the SSH gateway server to the target server. A simple telnet would let you know if the outbound ports are open or not.

```
root@gateway:~# telnet <remote_node_ip> <port number>
```

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