Unable to access Control Panel Error: Error occurred while communicating with the server

96 admin October 3, 2024 Common Errors & Troubleshooting 8651

How to solve Error: Error occurred while communicating with the server while accessing Control Panel/ Cpanel/WHM?

Overview: This article explains how to troubleshoot the "**Error occurred while communicating with the server**" issue while accessing Control Panel, cPanel, or WHM by verifying if the required outbound ports are open.

Ensure that the outbound ports for the control panel are open in the firewall. For cPanel/WHM, verify that ports 2086 and 2087 are open on the gateway server to the target server. You can use a simple telnet command to check if the outbound ports are open.

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

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