Troubleshooting cPanel
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Troubleshooting cPanel

- **cPanel – Overview**
- General Diagnostics
- The Accounting System
- Bandwidth and Statistics

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Troubleshooting cPanel
cPanel Overview – The File System

>> cPanel is comprised mostly of Perl

>> cPanel places itself in three key locations:

- – /usr/local/cpanel

- – /var/cpanel

- – /scripts

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Troubleshooting cPanel
The File System - /usr/local/cpanel

>> The cPanel application directory.

>> Houses the document root for both WHM/cPanel

>> Contains all third party applications accessible in WHM/cPanel

Notable Examples

- /usr/local/cpanel/cpsrvd   The daemon which handles all cPanel/WHM requests
- /usr/local/cpanel/base/   The document root for all cPanel and Webmail requests
- /usr/local/cpanel/bin/   Proprietary scripts and binaries used by cPanel/WHM
- /usr/local/cpanel/3rdparty/   Third party scripts and binaries used by cPanel/WHM

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Troubleshooting cPanel
The File System - /var/cpanel

➤➤ The cPanel configuration directory.

➤➤ Contains all cPanel specific configurations

Notable Examples

- /var/cpanel/cpanel.config   One of most influential configuration files
- /var/cpanel/reseller*   Multiple files containing reseller definitions and ACL's
- /var/cpanel/users/   cPanel User definitions. Files are named accord to user
- /var/cpanel/bandwidth/   Bandwidth statistics. Named according to user and protocol

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Troubleshooting cPanel
The File System - /scripts

cPanel

⟫ The cPanel utility directory.

⟫ Contains scripts which offer functionality available in cPanel/WHM

Notable Examples

- /scripts/wwwacct   Account creation script. Execute without arguments for usage
- /scripts/killacct   Kills cPanel accounts. Usage: /scripts/killacct username
- /scripts/easyapache   A menu based Apache/PHP build system.
- /scripts/restartsrv_*   Scripts that handle the restarting of cPanel managed services.
- /scripts/upcp   Handles the execution of all cPanel updates.

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Troubleshooting cPanel
The Update System - /scripts/upcp

- Called nightly by the root crontab at 2:47 AM
- Can be executed via:
  - WHM -> cPanel -> Upgrade to Latest Version
  - Direct Execution. Optional argument of –force
- Logs to time stamped file names in /var/cpanel/updatelogs/
  - View last log: vi $(ls -t /var/cpanel/updatelogs/*.log | head -1)

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Troubleshooting cPanel
The Update System – The configuration of

▶▶ Behaves according to the configuration of /etc/cpupdate.conf

– WHM -> Server Configuration -> Update Config

Example Configurations

CPANEL=release	CPANEL=manual-release	CPANEL=current
RPMUP=daily	RPMUP=never	RPMUP=manual
SYSUP=daily	SYSUP=manual	SYSUP=never

Available Build Branches

• STABLE   • RELEASE   • CURRENT   • EDGE

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The Update System – The components of

Components of /scripts/upcp:

Script Path	Optional Arguments	Responsibilities
/scripts/updatenow	--force	Updates the /scripts directory
/scripts/sysup	none	Updates cPanel provided RPM's
/scripts/rpmup	none	Updates via system package manager

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Troubleshooting cPanel
The Update System – /scripts/cpanelsync

- Retrieves updates from http://layer1.cpanel.net/cpanelsync/
- /scripts/cpanelsync
  - Compare MD5 checksums between local files and the update server
  - Checksums are stored in the .cpanelsync file of each directory

Usage Example:

```
/scripts/cpanelsync 'httpupdate.cpanel.net' '/cpanelsync/RELEASE/scripts' '/scripts'
```

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Troubleshooting cPanel
The Update System – The customization of

➤➤ Custom post-install routines can be scripted in /scripts/postupcp

➤➤ Other available post-update scripts

- /scripts/postcourierinstall

- /scripts/postexim4install

- /scripts/postftpinstall

- /scripts/postmysqlinstall

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Troubleshooting cPanel
The Update System – Troubleshooting

≫ Host lookup failures.

– Check your resolvers!

≫ Indefinite periods of ....

– Pinpoint the problem with the update logs or pstree

• pstree -p | grep upcp

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Troubleshooting cPanel
Request Handling – cpsrvd

- One daemon handles all cPanel, WHM, and Webmail requests
  - /usr/local/cpanel/cpsrvd-ssl or /usr/local/cpanel/cpsrvd
- cpsrvd-ssl establishes and routes all requests
- Listens on six ports:

service	encrypted	plain text
WHM	2087	2086
cPanel	2083	2082
Webmail	2096	2095

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Troubleshooting cPanel
Request Handling – cpsrvd Configuration

▶ /var/cpanel/cpanel.config is the most influential configuration file

▶ Most of these settings are managed in WHM -> Tweak Settings

▶ Easy to remember syntax. var_name=value

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Troubleshooting cPanel
Request Handling – Starting cpsrvd

- cPanel is started via /etc/init.d/cpanel
  - Can be restarted in one shot by executing /usr/local/cpanel/startup
- Later builds use native SSL support (cpsrvd-ssl), earlier use stunnel
- SSL certificates are managed in WHM -> Manage Service Certificates
- SSL certificates are located at:
  - /var/cpanel/ssl/cpanel/cpanel.pem (self-signed)
  - /var/cpanel/ssl/cpanel/mycpanel.pem (signed)

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Advanced Troubleshooting
Request Handling – Error Logs

>> Receives all STDERR output from cpsrvd's children

>> Provides Perl trace backs for failed method calls

Wed May 16 14:20:29 2007 trace [ExpVar]: Deprecated used of DOMAIN as a variable in DOMAIN :
/usr/local/cpanel/base/frontend/x/index.html at /usr/local/cpanel/cpanel/ExpVar.pm line 155
        Cpanel::ExpVar::expvar('DOMAIN') called at cpanel.pl line 3709
        main::doprint('DOMAIN', 0) called at cpanel.pl line 1305
        main::exectag('<cpanel print="DOMAIN">') called at cpanel.pl line 4236
        main::dotag(undef) called at cpanel.pl line 4144
        main::cpanel_parseblock('SCALAR(0x8e64160)') called at cpanel.pl line 4119
        main::cpanel_parse('GLOB(0x905e078)') called at cpanel.pl line 955

Troubleshooting cPanel Request Handling – Access Logs

>> Located at /usr/local/cpanel/logs/access_log

>> Uses a format similar to Apache's 'combined' LogFormat:

> 192.168.1.1 – cpaneluser [15/Apr/2007:18:28:16 -0500] "GET /frontend/x/main.html HTTP/1.1" 304 0 "https://example.com:2083/frontend/x/index.html" "Mozilla/5.0 (X11; U; Linux i686; en-US; rv:1.8.1) Gecko/20061010 Firefox/2.0"

Tip: You can easily parse the request URLs with the following:

- **tail -f /usr/local/cpanel/logs/access_log | awk '{ print $2 }' FS=\"**
- **grep 'POST.*username' access_log | awk '{ print $2 }' FS=\"**

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Troubleshooting cPanel
Request Handling – cPanel Requests

▶▶ cPanel and Webmail requests are passed to /usr/local/cpanel/cpanel

– Useful for retrieving current version

• /usr/local/cpanel/cpanel -V

– Handles the parsing of cPanel markup

Usage Example

```
echo '<cpanel langprint="INDXWelcome"> to cPanel' > test.file
/usr/local/cpanel/cpanel test.file
```

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Troubleshooting cPanel
Request Handling – Manual Execution

cPanel

>> REMOTE_USER environment variable determines user
>> Full document path must be specified for cPanel requests

cPanel Request

REMOTE_USER=stephen /usr/local/cpanel/cpanel /usr/local/cpanel/base/frontend/x/main.html

WHM Request

REMOTE_USER=stephen /usr/local/cpanel/whostmgr/bin/whostmgr2 ./lllllllllllistaccts

Common Issues – Unable to connect to WHM

Symptom

Unable to establish a connection with WHM

Possible Causes

⟩⟩ Check the error log!

⟩⟩ Is cpsrvd running: ps auxww | grep cpsrvd

⟩⟩ Are the required ports open, and bound by cpsrvd?

  – netstat -lnp | grep :208

  – iptables -L -n

⟩⟩ Is the traffic reaching the server: tcpdump -n dst port 2087

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Troubleshooting cPanel
Common Issues – /whm redirects are failing

Symptom

Unable to establish a WHM connection via http://hostname/whm

Possible Causes

⏩ Is the ScriptAlias directive defined for /whm in httpd.conf?

– grep /whm /usr/local/apache/conf/httpd.conf

⏩ Does the host name of cpsrvd's SSL certificate resolve?

– openssl x509 -in /var/cpanel/ssl/cpanel/cpanel.pem -subject -noout

⏩ Are there any relevant errors in /usr/local/apache/logs/error_log?

⏩ Are there any errors reported in /usr/local/apache/logs/suexec_log?

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Troubleshooting cPanel
Common Issues – License errors upon login

Symptom

Access to cPanel/WHM is denied because of reported license errors.

Possible Causes

- Is the license active? Check at http://verify.cpanel.net
- If the license is active:
    - tail -f /usr/local/cpanel/logs/license_log &
    - /usr/local/cpanel/cpkeyclt
- Can you telnet to the license server? telnet auth.cpanel.net 2089

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Troubleshooting cPanel
Common Issues – Missing Perl Modules

<u>Symptom</u>

Perl modules are reported as missing in the error_log

<u>Possible Causes</u>

- /usr/local/cpanel/bin/checkperlmodules
- Is the module installed? perl -MModule::Name -e1;
- If it is installed,check for it in /usr/local/cpanel/perl
    - cd /usr/local/cpanel/src/3rdparty/perl && make && make install
- If it is not installed, /scripts/realperlinstaller Module::Name
    - If CPAN fails: cd /home/cpan/build/Module-Directory && make

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Troubleshooting cPanel

>> cPanel – Overview

>> **The Accounting System**

>> General Diagnostics

>> Bandwidth and Statistics

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Troubleshooting cPanel
The Accounting System – List Accounts

- WHM -> Account Information -> List Accounts
- Flexible search options
- Allows login to user's cPanel without knowledge of login information
- Settings can be modified via associated pencil icons

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Troubleshooting cPanel
The Accounting System – How it works

>> Domains are defined for users in their cPanel configuration file

```
root@localhost [~]# grep DNS /var/cpanel/users/example
DNS=exampleaccount.com
DNS1=parkdomain.com
DNS2=subdomain.exampleaccount.com
XDNS1=parkedexample.com
root@localhost [~]#
```

>> These DNS entries are used to populate the user domains databases

– /etc/userdomains

– /etc/trueuserdomains

>> OWNER entries are used to populate /etc/trueuserowners

>> /scripts/updateuserdomains generates these entries

Troubleshooting cPanel
Common issues with account listings

▶ In order for the account to list, it must be configured in the following:

- /etc/trueuserdomains

- /etc/userdomains

- /usr/local/apache/conf/httpd.conf

▶ Domain conflicts can be determined from /scripts/updateuserdomains

```
root@localhost [~]# /scripts/updateuserdomains
[userdomains] domain conflict: /var/cpanel/users/subuser contains a domain already
owned by example at /scripts/updateuserdomains line 174, <F> line 4.
root@localhost [~]#
```

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Troubleshooting cPanel
The Accounting System – Quota System

>> Uses the system quota utilities (edquota, quota, repquota)

>> The kernel must have quota support enabled

>> File systems must be mounted with quota support

>> Quota definitions for cPanel users are stored in /etc/quota.conf

>> Quotas are initialized with /scripts/initquotas

```
root@localhost [~]# cat /etc/quota.conf
myuser=100
reseller=unlimited
subuser=10
root@localhost [~]#
```

Troubleshooting cPanel
The Accounting System – Quota Management

▶ Post-creation management is done via:

– WHM -> Account Functions -> Quota Modification

– /scripts/editquota (/scripts/editquota myuser 100M)

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Troubleshooting cPanel
Troubleshooting Quota Issues

Symptoms

▶▶ All quotas are listing as unlimited for all users!

Steps to diagnose

▶▶ Confirm quota reports are failing with repquota (repquota -ua)

– If quotas are reported right, rm -f /home/*/.cpanel/datastore/quota*

▶▶ Verify that quota support is enabled.

– Determine quota enabled file systems with `mount` or `quota -v`

– mount -o remount,usrquota /mount/point

▶▶ Reinitialize quotas with /scripts/initquotas

▶▶ Completely rebuild all quota databases with /scripts/fixquotas

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Troubleshooting cPanel
The Accounting System – The Mail System

>> Virtual mail accounts are created via /scripts/addpop
  – /scripts/addpop user@domain.com password
>> Login credentials are stored in:
  – /etc/exim/authtab (SMTP Authentication)
  – /home/user/etc/domain.com/{passwd,shadow} (POP/IMAP)
>> Mail account data is stored in /home/user/mail/domain.com/mailuser/

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Troubleshooting cPanel
The Accounting System – Mail Accounts

>> New build of cPanel use a Maildir format with Courier mail services
  – Older builds use Mbox with UWIMAP and cppop
  – Use /scripts/convert2maildir to update old configurations

>> Exim is used as the MTA

>> Antirelayd is used to implement POP before SMTP
  – Places users in /etc/relayhosts and /etc/relayhostsusers

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Troubleshooting cPanel
Troubleshooting Mail Accounts

Symptoms

▶▶ joe@domain.com Is not receiving any e-mail!

Steps to diagnose

▶▶ Is the account over quota? `/scripts/quotacheck` and/or `repquota -ua`

▶▶ Is the transaction being completed in the exim_mainlog?

```
tail -f /var/log/exim_mainlog | egrep -A1 '=>.*user@domain.com'
2007-05-17 09:34:44 1Hoh40-0002Xf-I2 => John Q. Public
<user@domain.com> R=virtual_user T=virtual_userdelivery
2007-05-17 09:34:44 1Hoh40-0002Xf-I2 Completed
```

▶▶ /scripts/mailperm will repair any potential permissions issues

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Troubleshooting cPanel
The Accounting System – The FTP System

The Basics

▶ cPanel will manage PureFTPd or ProFTPd (default: PureFTPd)

▶ Passwords are stored in /etc/proftpd/cpanel_user

▶ Logs to /var/log/secure and /var/log/xferlog

▶ Both can be restarted via /scripts/restartsrv_ftpserver

Update Scripts

▶ WHM -> Service Configuration -> FTP Configuration

▶ /scripts/ftpup updates the configured FTP daemon

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Troubleshooting cPanel
The Accounting System – MySQL

The Basics

▶▶ cPanel provisioned MySQL RPM's are installed via /scripts/mysqlup

– Accepts several arguments: --force, --source, --verbose

– Updates to version specified by mysql-version in cpanel.config

▶▶ MySQL version is defined in WHM -> Tweak Settings

▶▶ /scripts/mysqlconnectioncheck resets the root MySQL password

▶▶ If you're incurring errors with MySQL, check the logs:

– tail -f /var/lib/mysql/$(hostname).err

– tail -f /var/log/mysqld.log

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Troubleshooting cPanel
Common MySQL Issues

Symptoms

》》 MySQL refuses to start

Steps to diagnose

》》 Check the logs! `tail -f /var/lib/mysql/$(hostname).err`

》》 Correct the permissions on /tmp. `chmod 1777 /tmp`

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Troubleshooting cPanel

>> cPanel – Overview

>> The Accounting System

>> **General Diagnostics**

>> Bandwidth and Statistics

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Troubleshooting cPanel
Apache Status and Show MySQL Processes

- WHM -> Server Status -> Apache Status
- Uses the ExtendedStatus feature of Apache
  - http://httpd.apache.org/docs/1.3/mod/mod_status.html
- Useful with WHM -> SQL Services -> Show MySQL Processes
  - Shows output of 'SHOW PROCESSLIST;' MySQL query

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Troubleshooting cPanel Processes – CPU/Memory/MySQL Usage

- Provides historical resource usage statistics
- Problematic processes will be color coded by severity
- Useful for isolating problematic scripts/applications

User	Domain	%CPU	%MEM	Mysql Processes
root		0.38	45.69	2.0
Top Process	%CPU 2.0	crond		
Top Process	%CPU 1.2	sshd: root [priv]		
Top Process	%CPU 1.0	crond		
mailman		0.03	22.73	0.0

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Troubleshooting cPanel Processes – dcpumon

≫ Executed once every 5 minutes from root crontab

≫ Current statistics are stored in /var/log/dcpumon/

– Prior statistics are stored in year/month/day subdirectory

≫ Statistics may also be viewed by executing:

– /usr/local/cpanel/bin/dcpumonview

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Troubleshooting cPanel Processes – Current Running Processes

cPanel

- System Health > Show Current Running Processes
- Lists active processes on the server
- Eases the determination of resource intensive processes
- Allows tracing and killing of processes, via PID link

PID	OWNER	PRIORITY	CPU % ↑	MEM %	COMMAND
3901	root	0	79.9	0.6	sshd: root@pts/0
16208	root	0	18.6	0.2	yes
316	root	0	0.3	0.0	[kjournald]
16211	root	0	0.3	0.4	top -n 2 -b -c
3282	root	0	0.0	0.1	/sbin/mingetty tty1

Troubleshooting cPanel
Service Monitoring - Overview

- Service monitoring is provided by chkservd
  - /usr/local/cpanel/libexec/chkservd
- Provides statistics used by WHM -> Server Status -> Service Status
- Configured via WHM -> Service Configuration -> Service Manager
- Monitors the following by default:
  - The cPanel service (cpsrvd)
  - CPU, Memory, and Disk usage

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Troubleshooting cPanel
Service Monitoring - Execution and Logging

▶ Executes a service scan once every eight minutes

▶ Logs to /var/log/chkservd.log

▶ Service status is indicated by either a plus or minus sign

▶ Service status is stored in /var/run/chkservd/{servicename}

Example of a /var/log/chkservd.log entry

```
[Mon Apr 16 10:48:10 2007] Service check ....cpsrvd [+]...Done
```

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Troubleshooting cPanel
Service Monitoring – Service Configuration

⟫ Services are configured in /etc/chkserv.d/

⟫ Files are named after the service they represent

⟫ Offers process auditing or TCP based monitoring options

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Troubleshooting cPanel
Service Monitoring – TCP Monitoring

Configuration file syntax (required options in bold red, italicized are unused):

```
service[SERVICENAME]=PORT,SEND,RESPONSE,RESTART,command,owner
```

Working TCP based example:

```
service[ftpd]=21,QUIT,220,/scripts/restartsrv_ftpserver
```

- Service must listen on loop back interface (127.0.0.1)
- Response can be any valid Perl regular expression
- Nothing should follow the 'restart' field
- If /scripts/restartsrv_servicename exists, it is executed instead

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Troubleshooting cPanel
Service Monitoring – Command Monitoring

Configuration file syntax (required options in bold red, italicized are unused):

```
service[SERVICENAME]=port,send,response,RESTART,COMMAND,OWNER
```

Working Process based example:

```
service[named]=x,x,x,/scripts/restartsrv_bind,named,named|bind
```

- ➤➤ 'x' should be specified as a place holder for TCP options
- ➤➤ Command may also be any valid Perl regular expression
- ➤➤ Owner can be specified as a pipe '|' delimited list of users

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Troubleshooting cPanel
Service Monitoring – Enable Your Service

➤ Service must have /etc/chkserv.d/chkservd.conf entry.

➤ Each line contains service:(0|1)

➤ chkservd must be restarted for changes to take effect

➤ Once enabled, status will be accessible in Service Status

Example of /etc/chkserv.d/chkservd.conf

```
cpsrvd:1
exim:0
named:1
```

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Troubleshooting cPanel
Using chkservd to diagnose failures

»» Determine the frequency of the reported failures

- – egrep 'service_name \[-' /var/log/chkservd.log
- – Cross reference failure times with the service's log files

»» Edit the /scripts restart script to take snapshots of the environment

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Troubleshooting cPanel

- cPanel – Overview
- The Accounting System
- General Diagnostics
- **Bandwidth and Statistics**

Simplify.

Troubleshooting cPanel
Bandwidth Accounting – How it works

▷▷ WHM -> Account Information -> Bandwidth Usage

▷▷ cPanel accumulates bandwidth statistics for:

– FTP, HTTP, EXIM, POP, and IMAP

▷▷ Statistics are formulated for cPanel by /usr/local/cpanel/cpanellogd

▷▷ Bandwidth data is stored for parsing in /usr/local/apache/domlogs/

– The bytes_logs utilize the format 'TIMESTAMP BYTES .':

```
1178720864 1343 .
1178720954 436 .
1178725290 275 .
1178725492 302 .
```

Troubleshooting cPanel
Bandwidth Accounting – POP/IMAP

▶ Bandwidth data is logged by /usr/local/cpanel/bin/cpbandwd
  – Logs POP/IMAP transactions by watching /var/log/maillog
  – Logs information to domlogs/www.domain.com-{protocol}bytes_log
▶ cppop and uwimap daemons handle logging for non-maildir systems

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Troubleshooting cPanel Bandwidth Accounting – HTTP

>> HTTP bandwidth is logged via Apache's bytes log module

– /usr/local/apache/libexec/mod_log_bytes.so

– LoadModule bytes_log_module   libexec/mod_log_bytes.so
AddModule mod_log_bytes.c

– Each domain should have a bytes log configured

• BytesLog domlogs/domain.com-bytes_log

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Troubleshooting cPanel Bandwidth Accounting – FTP

▶ cpanellogd parses FTP bandwidth from /var/log/xferlog

– Is typically a symlink to /usr/local/apache/domlogs/ftpxferlog

– Only downloads from server are counted against user's bandwidth

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Troubleshooting cPanel
Bandwidth Accounting – eximstats

- /usr/local/cpanel/bin/eximstats
- Monitors the exim_mainlog for all outgoing SMTP transactions
- Stores bandwidth data in the 'eximstats' MySQL database
  - Database is made up of two tables: 'sends' and 'smtp'
  - SMTP data is stored for 15 days
  - WHM -> Email -> View Mail Statistics and View Relayers

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Troubleshooting cPanel eximstats – Common Issues

▷▷ MySQL database corruption

- **Execute myisamchk -r /var/lib/mysql/eximstats/*.MYI**

- **mysqladmin drop eximstats && /usr/local/cpanel/bin/updateeximstats**

▷▷ Unable to authenticate 'eximstats' MySQL user

- **mysql mysql -e "update user set password=password('$(cat /var/cpanel/eximstatspass)') where user='eximstats'; flush privileges;"**

- **/scripts/realperlinstaller –force DBD::mysql**

- **Enable support for old-passwords in Tweak Settings or /etc/my.cnf**

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Troubleshooting cPanel
Bandwidth Accounting – cpanellogd

≫ Handles the parsing of bandwidth data and routing of web statistics

≫ Configurable in WHM via

- WHM -> Server Configuration -> Tweak Settings
  - **Stats Programs – Enable/Disable statistics generators**
  - **The load average above the number of cpus …**
- WHM -> Server Configuration -> Statistics Software Configuration

≫ Logs output for all child processes to /usr/local/cpanel/logs/stats_log

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Troubleshooting cPanel
Executing cpanellogd

Can be called in the following fashion:

- **/usr/local/cpanel/cpanellogd username**
- **/scripts/runweblogs username**
- **/scripts/runlogsnow**

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Troubleshooting cPanel
Configuring cpanellogd

>> WHM -> Server Configuration -> Statistics Software Configuration
  - Configures which statistics generators are executed
  - Determines if log processing is behind schedule
  - Allows configuration of time constraints for log processing
  - Allows assignment of individual user configurations
    - Individual configurations are stored in ~/etc/stats.conf
>> Values are stored in /etc/stats.conf, cpanel.config, or cPanel user file

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Configuring cpanellogd – Time Constraints

▷▷▷ Statistics Processing Configuration Summary

- Adjust intervals cpanellogd executes log runs (Default: 24 hours)
    - Defined in cpanel.config as 'cycle'
        - The number of hours divided by 24
- Configure Statistics Process Time Schedule
    - Adjust the hours which statistics may be parsed
    - Schedule defined as BLACKHOURS in /etc/stats.conf

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Troubleshooting cPanel
Configuring cpanellogd – Resource Limits

» Statistics generators are called through /usr/local/cpanel/bin/logrunner

- Limits the load average which statistics may be processed
- Limits are defined in
  - **WHM -> Tweak Settings -> The load average above the number of cpus ...**
  - **The 'extracpus' variable in /var/cpanel/cpanel.config**

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Troubleshooting cPanel
Common issues with cpanellogd

Symptoms

Logs are not processing for all users on the system

Steps to diagnose

- Execute a stats run for a specific user, does it appear to hang?
  - Check the system's load average. Does it exceed extracpus?
  - Check the BLACKHOURS configuration in /etc/stats.conf.
  - Check the stats_log. Adjust statsloglevel to 3 in cpanel.config
  - Execute the statistics software directly

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Troubleshooting cPanel
Common issues with cpanellogd

Symptoms

Awstats is not processing for a specific user

Steps to diagnose

- Execute a stats run for that user. Follow prior steps if it hangs.
- Check the users quotas:
  - repquota -ua | grep username OR quota -v username
- Is awstats enabled on the system?
  - Check Tweak Settings or Statistics Software Configuration in WHM
  - Check STATGENS variable in cPanel user file

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Troubleshooting cPanel
Q & A