

cPanel Tab

Use the **cPanel** member tab to manage a WHM server in a ServersCTL hosting pool. It brings server health, WHM accounts, account transfers, recovery actions, and cPanel service controls into one workspace for the selected server.

The cPanel tab is for WHM/cPanel servers. OpenLiteSpeed-only servers use the OpenLiteSpeed tab instead.

Free and Pro

Feature	Community	Pro
View cPanel overview and service state	Included	Included
View Operations health, metrics, logs, and WHM API status	Included	Included
View all WHM accounts and account details	Included	Included
Manual Agent Transfer between cPanel servers	Included	Included
Create, suspend, unsuspend, modify, or terminate accounts	Upgrade required	Included
One-time cPanel login links	Upgrade required	Included
cPanel account backups and AutoSSL actions	Upgrade required	Included
cPanel service restarts, config checks, hardening, and config backup	Upgrade required	Included
Automatic DNS update during Agent Transfer	Upgrade required	Included
Migrate & Recovery live WHM transfers	Upgrade required	Included
Pool Protection and scheduled replication	Upgrade required	Included

Community is enough for visibility and manual account copy workflows. Pro is for production hosting operations: account management, automated DNS cutover, recovery, live transfers,

backups, and service control.

Requirements

For the full cPanel workspace:

- The server must be enrolled as a pool member.
- The balctl agent must be checking in.
- cPanel/WHM must be detected.
- WHM must be linked for account and migration tools.
- A second compatible cPanel member is needed for transfer workflows.
- Saved DNS keys are needed for automatic DNS updates.

If the tab is visible but actions are unavailable, check the member **Status** tab, WHM link state, and plan level.

Subtabs

Subtab	What you use it for
Overview	See cPanel protection state, service badges, quick actions, WHM links, and account recovery topology.
Operations	Check cPanel service health, disk, network, WHM API status, metrics, logs, and server-level actions.
Accounts	List WHM accounts, inspect account details, create accounts, suspend, unsuspend, back up, log in, run AutoSSL, and terminate accounts.
Agent Transfer	Copy one account directly to another compatible cPanel server using the installed agents.
Migrate & Recovery	Start and monitor WHM live transfer sessions between cPanel members.

Some subtabs only appear after the server is detected as cPanel and WHM is linked for the pool.

Overview subtab

Use **Overview** as the first stop for a cPanel member.

The Overview subtab shows:

- The cPanel protection and recovery topology.
- Whether accounts are protected or have standby coverage.
- Service stack badges.
- Quick links to WHM and Webmail when available.
- Quick actions such as account creation or backup where available.
- WHM audit information when the server is linked.

Use this subtab to understand whether the selected server is acting as the live source, standby, or an unprotected cPanel host.

Operations subtab

Use **Operations** for server-level cPanel health and maintenance.

The Operations subtab shows:

- cPanel health and license state.
- Web, mail, cPanel, database, and related service state.
- Listener and network information.
- Disk usage and server metrics.
- WHM API status and DNS drift information.
- cPanel and mail log tails.

Common Pro actions:

Action	Use it when
Restart web	Apache/httpd is down or web traffic needs a controlled restart.
Restart mail	Exim or Dovecot needs a controlled restart.
Restart cPanel	WHM/cPanel services are unhealthy.
Config check	You want to check cPanel configuration health before changes.
Backup config	You want a cPanel metadata/config recovery point.
Harden ports	You want supported cPanel firewall/service hardening.
Refresh snapshot	You want the latest WHM service snapshot and DNS drift state.

Check **Cron & Jobs** after starting any action.

Accounts subtab

Use **Accounts** to work with WHM accounts on the selected server.

The Accounts subtab shows:

- All WHM accounts returned for the member.
- Domain, username, IP, plan, email, disk usage, and status where available.
- Filters for all, active, and suspended accounts.
- Account details in a drawer or modal.
- Protection and DNS hints when configured.

Community users can view the full list and inspect details. Pro users can also run account actions.

Pro account actions:

Action	What it does
Create account	Creates a WHM account with username, domain, password, plan, and contact email.
Suspend / Unsuspend	Changes whether an account can be used.
Login	Opens a one-time cPanel login session.
Backup	Creates a cPanel account backup.
Change package	Moves the account to another WHM package.
Reset password	Generates and shows a new password once.
Run AutoSSL check	Starts an AutoSSL check for accounts.
Terminate	Permanently removes the account after confirmation.

Termination is destructive. The confirmation asks you to type the domain so accidental deletion is harder.

Agent Transfer subtab

Agent Transfer is the member **cPanel** inner tab for one-shot **cPanel → cPanel** account copies between enrolled pool members. Agents package the source account, move the archive over a direct route or through user storage, restore on the destination with `restorepkg`, and optionally swing the DNS after the copy succeeds.

Direct Transfer security model

Direct Transfer is not an open file receiver and it is not general-purpose SSH access. The API acts as the control plane for a single copy operation:

1. **The authenticated operator starts a transfer.** The dashboard calls the Worker with the selected source member, destination member, cPanel username, route mode, and DNS handling choice. The Worker checks plan access, pool ownership, WHM/cPanel compatibility, account state, agent versions, destination disk, and route availability before creating the run.

2. **API creates a one-use session.** The Worker mints a random session ID, records the exact source node, destination node, account username/domain, expected byte count, destination address, source IP filter, status, and expiry. Session APIs reject unknown, expired, terminal, wrong-role, or wrong-status sessions.
3. **Only enrolled agents can advance it.** Source and destination agents call back using their normal enrolled heartbeat credentials. The Worker verifies that the calling node is the recorded source or destination for that session before accepting prepare, public-key registration, progress, transfer-complete, or restore-complete updates.
4. **The source generates an ephemeral SSH key.** The source agent creates a session-scoped keypair for this transfer. The private key stays on the source server. The public key is sent to the Worker, which queues an authorised job for the destination agent.
5. **Destination installs a restricted receiver key.** The destination agent writes the public key to root `authorized_keys` with a forced command for chunk receive only, plus `from=<source-ip>`, `no-port-forwarding`, `no-X11-forwarding`, `no-agent-forwarding`, `no-pty`, and `no-user-rc`. A matching `session.json` must exist before any chunk is accepted.
6. **Chunks are individually checked.** The source agent streams fixed-size chunks over SSH. The forced receiver accepts only `sessionId`, chunk index, and chunk SHA-256, reads the chunk from stdin, verifies the chunk hash, and writes it under that session's temporary receive directory.
7. **Archive integrity is checked before restore.** After transfer, the destination agent assembles the archive and verifies the final SHA-256 recorded on the session/run before calling `restorepkg`.
8. **Session cleanup is automatic.** On success, failure, expiry, or revoke, the destination removes the matching `authorized_keys` line and deletes the temporary session directory. The Worker will also queue `cpanel_account_sync_revoke` if the run fails before normal cleanup.

The session lifetime is time-limited. It has a 30-minute minimum and scales with package size using a conservative transfer-rate estimate, so a large package has enough time to complete without leaving a permanent receiver open.

This is the direct account transfer workspace. It is separate from scheduled Protection and separate from the WHM live transfer wizard.

To transfer an account:

1. Open **Agent Transfer** on the source cPanel member.
2. Choose or drag an active account.
3. Choose a compatible destination cPanel member.
4. Review the route preflight.
5. Choose DNS handling.
6. Start the transfer.
7. Watch the transfer spotlight until it completes.

DNS handling:

Option	Availability	What happens
Manual DNS update	Community and Pro	The account is copied. You update DNS yourself when ready.
Update A record automatically	Pro	ServersCTL uses a saved Cloudflare or cPanel DNS key after restore succeeds.

The direct route is preferred. If direct transfer cannot work and user storage is available, the transfer can use storage as the fallback route. If storage is required but unavailable, add storage or use another transfer method.

After a successful direct transfer, the temporary transfer access is cleaned up. The account archive may remain on the destination server for the user to remove when they are finished with it.

Migrate & Recovery subtab

Use **Migrate & Recovery** for live WHM transfer sessions between cPanel members.

This is a Pro workflow for native WHM transfers. It shows outgoing and incoming sessions for the selected server, including route, direction, status, DNS cutover state, and last update time.

To start a live WHM transfer:

1. Open **Migrate & Recovery**.
2. Choose **Start transfer**.
3. Pick the account.
4. Pick the target cPanel server.
5. Review preflight checks.
6. Decide whether DNS cutover should run.
7. Confirm and monitor the session.

Use the refresh button to update transfer sessions. If a completed transfer had DNS cutover enabled but DNS failed, use the retry option after fixing the DNS key or zone issue.

Agent Transfer vs Migrate & Recovery vs Protection

Tool	Best for
Agent Transfer	One-off account copy using ServersCTL agents. Community can use manual DNS; Pro can automate DNS.
Migrate & Recovery	Pro live WHM transfer sessions between cPanel members.
Pool Protection	Pro scheduled standby replication and failover readiness across protected accounts.

Use Agent Transfer when you want a direct copy now. Use Protection when you want ongoing standby coverage. Use Migrate & Recovery when you specifically want the WHM transfer workflow.

WHM Binding

Full WHM API when member matches pool `host`. Run WHM link check recipe after DNS connect.

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