

## cPanel Account Transfer Tutorial - Version 1.0

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This tutorial provides a general overview of the process of moving accounts between servers, including servers owned by different hosting providers. Although it is not meant to be exhaustive in terms of the information it covers, it should be ample for most situations. If you have any additional questions, please contact our support department at [support@netlogistics.com.au](mailto:support@netlogistics.com.au).

### Step 1 - DNS Preparation.

In order to ensure that the accounts can be transferred efficiently to the new server, it is first necessary to adjust the TTL ('time-to-live') values on each domain you wish to move. This ensures that once the move is complete, the IP address switch associated with that move will occur quickly. It is important that you conduct this step at least four hours prior to proceeding to Step 2, so that all cached records have an opportunity to expire.

This step is quite easy to accomplish, although the procedure differs based on whether you perform the task in cPanel/WHM, or using root access on the source server.

**Step 1a** - If you wish to perform this task via cPanel/WHM. If you wish to use your root access on the source server, skip this step.

- 1.) Log into WHM on your source server as you normally would.
- 2.) Click on the Edit DNS option.
- 3.) Select the first domain to move.
- 4.) Replace all instances of 14,400 (the default TTL value) with 600.
- 5.) Repeat Step 2 to Step 4 for all domains that must be moved.

**Step 1b** - If you have already updated DNS TTL values via cPanel/WHM, skip this step. Otherwise:

*Note: This step assumes you are moving all domains on the source server.*

- 1.) Log into your source server via SSH as you normally would.
- 2.) If you do not log in as root, issue the command su, and enter the root password when prompted.
- 3.) Issue the following commands:

```
# cd /var/named  
# perl -pi.bak -e "s/14400/600/g" *.db
```

The second command will create a backup of all domain settings, and create them as .bak files. Next, it will modify the original files replacing all old TTLs (14400 seconds) with their new values (600 seconds).

### Step 1c - Wait!

Once you have updated TTL values using either cPanel/WHM or root access, you must wait for at least four hours, so that all cached records have an opportunity to expire. Once that time has elapsed, records will be cached for no longer than 600 seconds.

### Step 2 - Packaging Accounts

The next step is to package all user accounts, so that they may be moved to their new servers. Again, the procedure differs depending on if you use cPanel/WHM, or if you perform the task directly on the server using your root access.

**Step 2a - If you wish to perform this task via cPanel/WHM. If you wish to use your root access on the source server, skip this step.**

- 1.) Note that this step will have to be repeated for each account you wish to transfer.
- 2.) Log into the **destination** server using SSH. If you do not log in as root, issue the *su* command and enter your root password when prompted.
- 3.) Using a list of accounts on the **source** server, start with the first account on the list and:
- 4.) Log into cPanel for that account.
- 5.) Click Backup.
- 6.) Click Generate a Full Backup and fill in the details. Select the home directory, and start the backup.
- 7.) Wait.
- 8.) Once the backup is finished packaging, it will give you a link. **Copy that link to the clipboard.**
- 9.) On the **destination** server, issue the following commands:

```
# cd /home  
# wget <paste> - where <paste> signifies to paste the contents of the clipboard
```

- 10.) Mark the list to indicate you have completed that account
- 11.) Move onto the next account, and repeat the process from Step 4, until no accounts remain to be moved.
- 12.) Proceed to **Step 3a.**

**Step 2b - If you have already moved accounts using cPanel, as indicated above, skip this step. Otherwise:**

*Note: This step assumes you are moving all domains on the source server.*

- 1.) Log into your server via SSH as you normally would.
- 2.) If you do not log in as root, issue the command `su`, and enter the root password when prompted.

- 3.) Issue the following command:

```
# for i in /var/cpanel/users; /scripts/pkgacct $i; done
```

- 4.) Once that has completed, use SCP to move the accounts to the destination server:

```
# scp /home/cpmove*.tar.gz root@<destination server>:/home/
```

- where <destination server> is replaced by the hostname of the new server

### Step 3 - Restoring Accounts

The next step involves restoring the packaged accounts to the destination server. This is accomplished by performing the following:

**Step 3a - Only if you used the method in Step 2a (otherwise skip to Step 3b):**

- 1.) Once you have completed all the sub-steps to Step 2a, run the following command from the destination server /home directory:

```
# for i in `ls | grep tar.gz | cut -d_ -f3 | cut -d. -f1` ; do /scripts/restorepkg $i ; done
```

- 2.) Once this is done, you can verify that the restoration process worked by running `ls`, and checking some of the sub-directories.
- 3.) Skip to **Step 4a**.

**Step 3b - Only if you used the method in Step 2b:**

- 1.) You should still be logged in as root on the **destination server**. If not, log in a root.
- 2.) Issue the following commands on the **destination server**:

```
# cd /home  
# ls cpmove*.tar.gz | cut -d\ -f2- | cut -d\ -f1 | while read line ; do  
/scripts/restorepkg $line ; done
```

- 3.) Once this is done, you can verify that the restoration process worked by running ls, and checking some of the sub-directories.
- 4.) Skip to **Step 4b**.

#### **Step 4 - Pointing DNS entries to new IPs**

In order to complete the account transfers, you must properly modify the DNS settings on the **original** server.

**Step 4a** - Only if you used the method in **Step 2a** and **Step 3a** (otherwise skip to Step 4b):

- 1.) Log into cPanel/WHM on the **original** (source) server, as you normally would.
- 2.) Click DNS.
- 3.) Click Edit.
- 4.) Select the first domain for which you wish to change the IP address. Manually change the old IP address to the new one.
- 5.) Repeat Step 4 for each domain that has been moved.
- 6.) Congratulations! You have completed the server transition. Don't forget to modify domain nameservers at the domain registrar!

**Step 4b** - Only if you used the method in **Step 2b** and **Step 3b**:

*Note: This step assumes you are moving all domains on the source server.*

- 1.) Log in as root on the **original** (source) server, as you normally would.
- 2.) Run the following commands:

```
# cd /var/named  
# perl -pi.bak -e "s/<old ip>/<new ip>/g" *.db - where <old ip> and <new ip> are the  
old and new server ip addresses
```

- 3.) Cheers - you're done! Be sure not to forget to modify domain nameservers at the domain registrar!