Track Website Errors and Logs in cPanel: the Errors and Raw Access Tools

cPanel Guides · https://www.hyyat.com/en/knowledgebase/cpanel-errors-raw-access-logs/

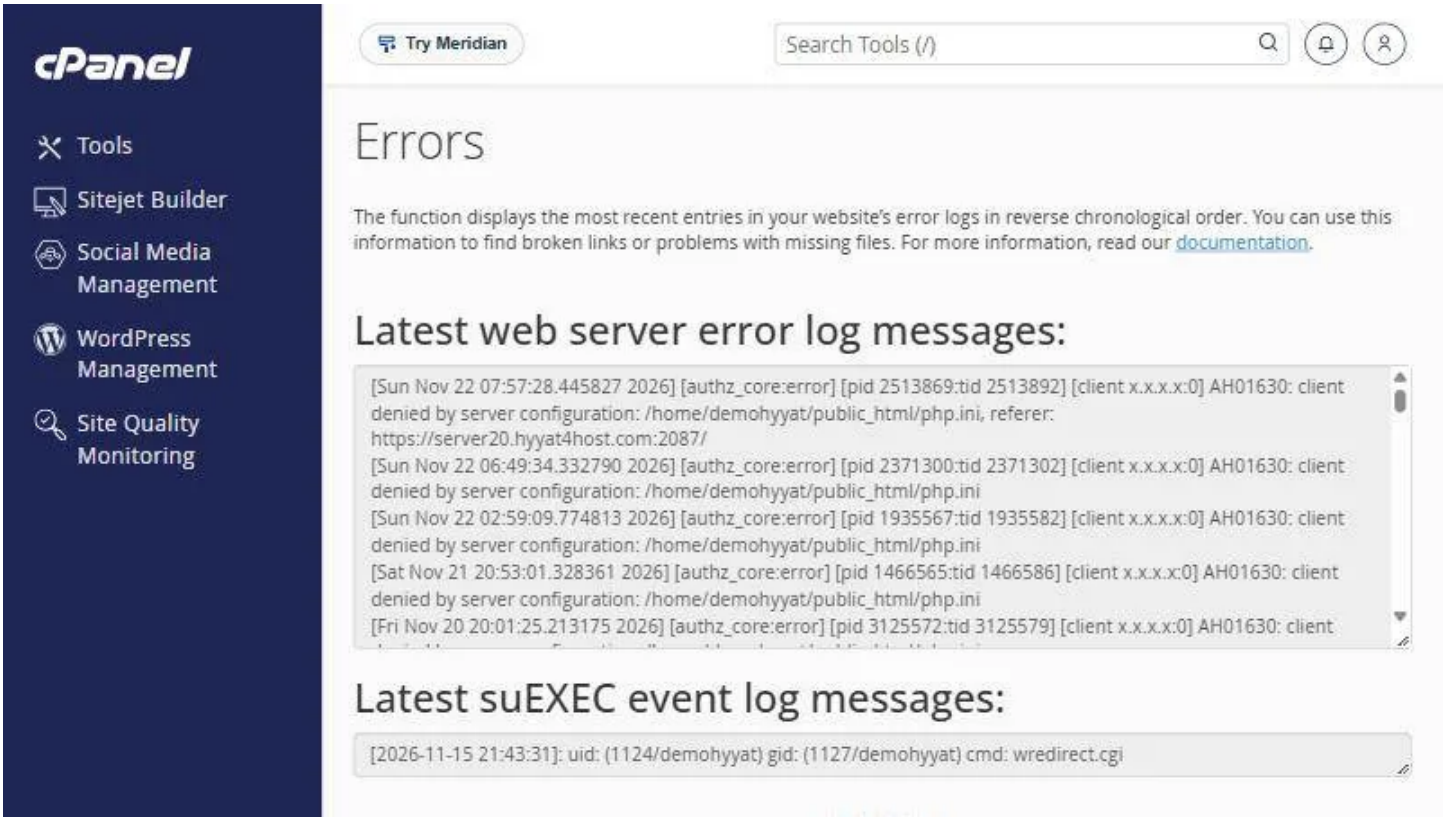
Quick answer To find the cause of a blank page or a 500 error, open **Errors** in the Metrics section and read the latest errors the server logged, with the path of the file responsible. For a full log of every visit, open **Raw Access** and download the domain's compressed log.

Embedded media: https://www.hyyat.com/wp-content/uploads/2026/11/hyyat-cpanel-errors-en.mp4?_=1

When visitors see a 500 error or a blank page, the page hides the cause to protect your site. The cause is written to the server error log, and cPanel shows it in two tools: Errors for problems, and Raw Access for the full visit log.

Tool one: Errors

1. **Open Errors** in the Metrics section of cPanel.
2. **Read from the top** the newest errors come first, with the time and file path.
3. **Reload the broken page, then refresh the tool** the new error that appears is most likely your problem.



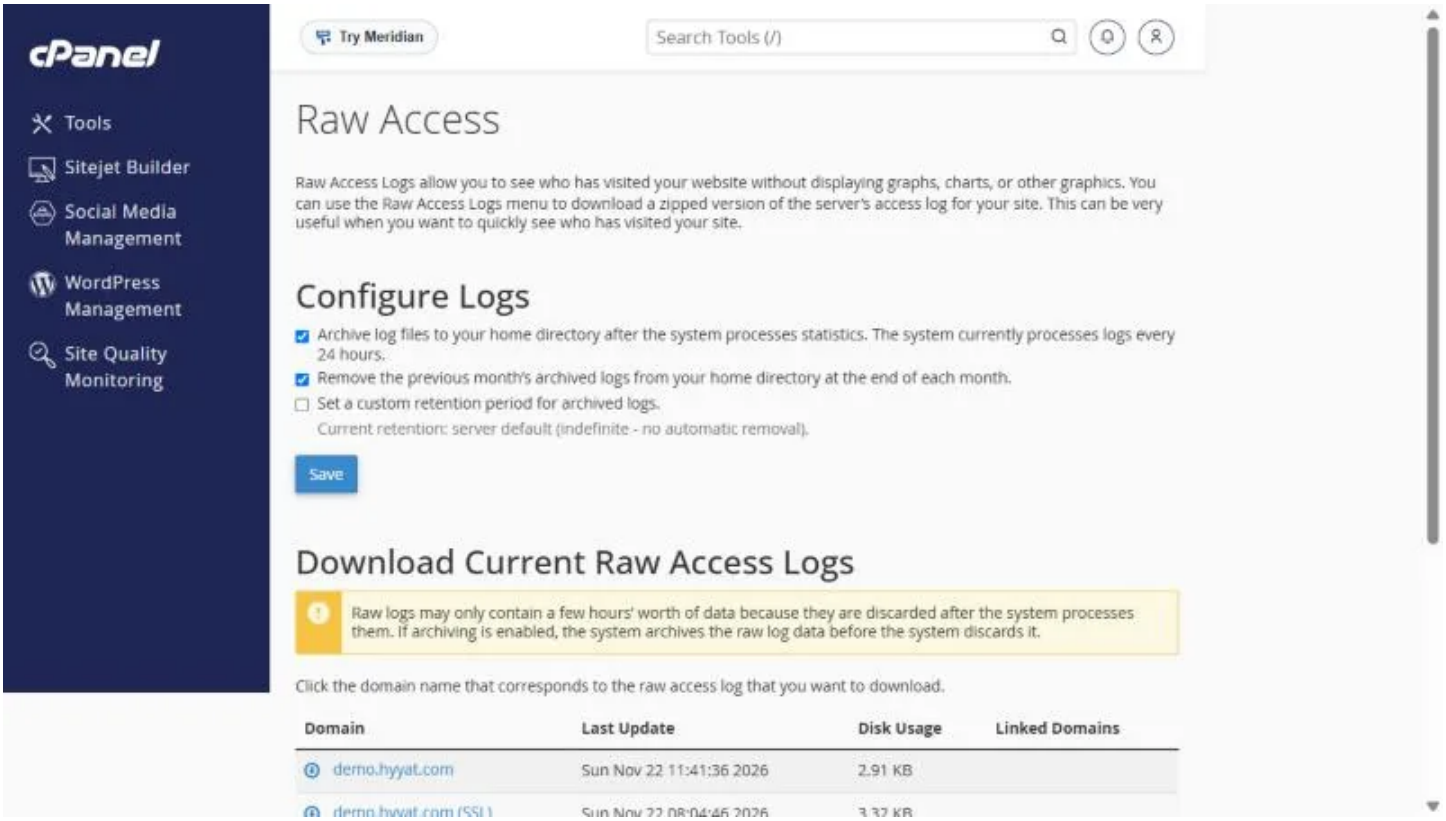
Common messages and what they mean

Part of the message	Meaning	What to do
File does not exist	A request for a missing file	Often an old link; add a redirect if it repeats
client denied by server configuration	A rule in .htaccess blocks access	Check .htaccess or folder protection
PHP Fatal error ... in /home/.../plugins/...	A code error in a plugin or theme	Disable the plugin named in the path
Allowed memory size exhausted	The script ran out of PHP memory	Raise memory_limit in PHP settings or fix the plugin
Permission denied	Wrong permissions on a file or folder	Use 644 for files and 755 for folders
ModSecurity: Access denied	The firewall blocked a request it suspected	Send the line to support if the request was legitimate

The file path in the message is the key clue: if it sits inside a plugin folder, that plugin is the cause. On WordPress, the debugging tools help too.

Tool two: Raw Access

The access log records every request to your site. Raw Access lets you download it to analyse with software, or to send to support when investigating a problem.



1. **Open Raw Access** in the Metrics section.
2. **Set Configure Logs** turn on archiving to your home directory if you want to keep logs, and choose to remove the previous month's archive to save space.
3. **Click Save** to keep the settings.
4. **Download the current log** click the domain name in the table and a compressed file downloads.

The current logs may hold only a few hours, because the server processes and discards them. Turn on archiving if you need longer history, and watch its effect on space in Disk Usage.

Frequently asked questions

Why is the Errors tool empty?

No recent errors were logged. Reload the broken page and refresh the tool.

What is the difference between Errors and Visitors?

Visitors shows requests; Errors shows problems the server logged and their causes.

Where are archived logs stored?

In the logs folder in your home directory.

Do archived logs use disk space?

Yes, so turn on removing the previous month's archive if you do not need it.

Related guides

- View the Latest Visitors to Your Site in cPanel: Who Came, When and What They Asked For
- How to Debug WordPress with WP Toolkit in cPanel
- How to Monitor Your Website Resource Usage in cPanel
- Redirect a Page or Domain in cPanel: 301 vs 302 and the www Options
- Statistics and the Metrics Section in cPanel: Track Disk Space, Bandwidth, Errors and Resources

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