Limiting FTP Connections from a Single IP on a cPanel Server: Pure-FTPd and ProFTPD

WHM/cPanel · https://www.hyyat.com/en/knowledgebase/determining-the-number-of-connection-from-a-single-ip-in-ftp-from-whm/

Short version Open **Service Configuration, then FTP Server Configuration** in WHM, change **Maximum Connections Per IP Address** and save. If the tool is missing, the Pure-FTPd setting is `MaxClientsPerIP`. On the customer's side, lowering simultaneous connections in FileZilla is usually enough.

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

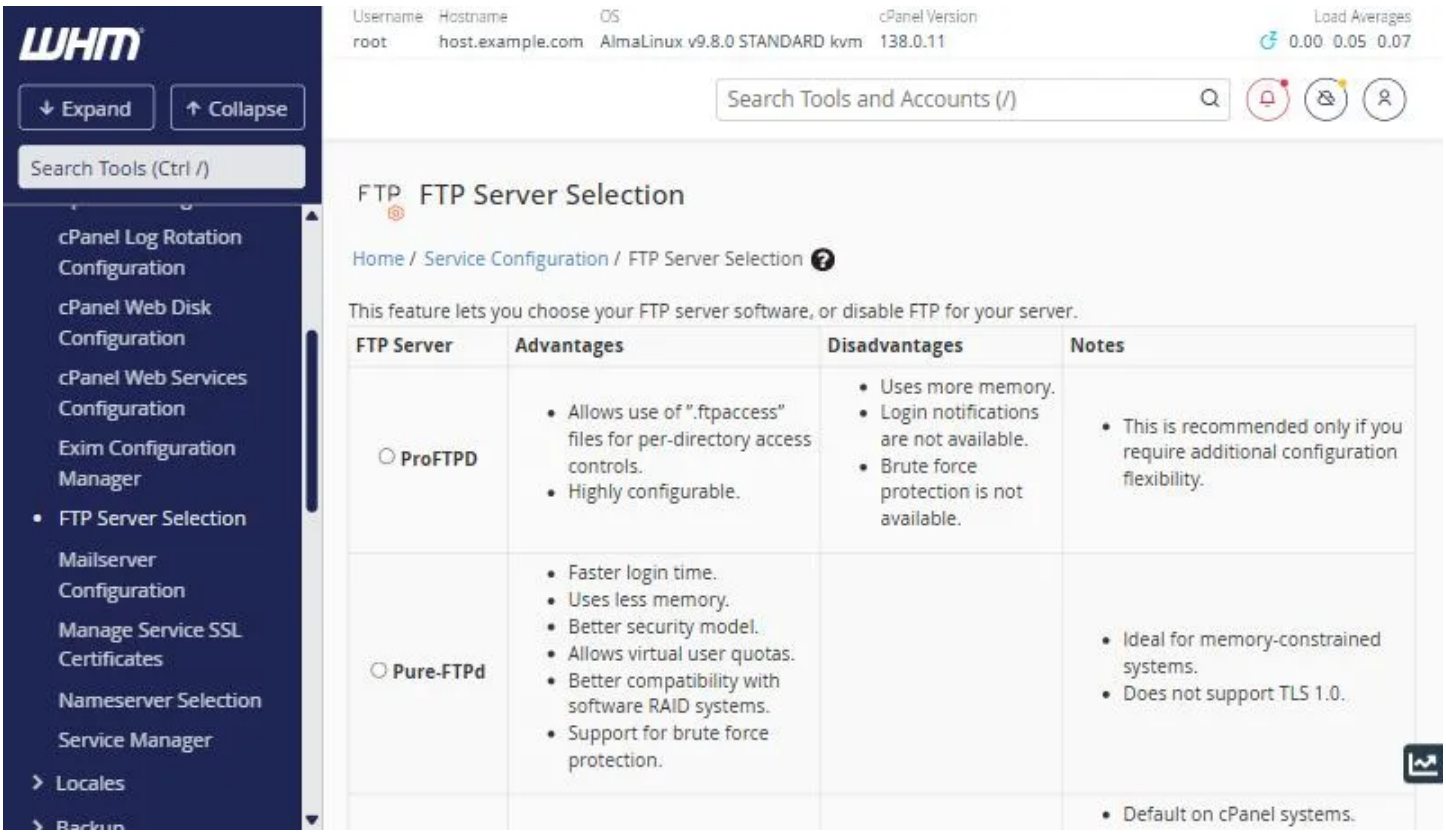
FileZilla opens several connections at once by default to speed up uploads. If the server's per-IP limit is lower, or several staff in one office upload from the same address, a message such as `421 Too many connections from your IP` appears.

Quick steps

1. Open FTP Server Configuration under Service Configuration.
2. Change Maximum Connections Per IP Address.
3. Click Save; WHM restarts the FTP service.

Which FTP server do you run?

`WHM › Service Configuration › FTP Server Selection`



cPanel supports two servers: **Pure-FTPd**, the default and lighter on memory, and **ProFTPD**, more configurable. The page lists each one's pros and cons, plus an option to disable FTP entirely if customers only use SFTP.

Setting the limit

Server	Setting in WHM	Setting in the file
Pure-FTPd	FTP Server Configuration: Maximum Connections Per IP Address	`MaxClientsPerIP` in the Pure-FTPd config
ProFTPD	FTP Server Configuration	`MaxClientsPerHost` in `/etc/proftpd.conf`

After editing the file by hand, restart the service: `/scripts/restartsrv_ftpserver`. Editing in WHM is better, as cPanel may rewrite the file during updates.

Small or large?

Limit	Effect

Too small	Too many connections errors for customers and offices
Too large	One address can wear the service down with many connections

Choose a limit that allows several connections for a normal FTP client with room for a small office. Protection against password guessing comes not from this limit but from CSF and lfd.

A fix on the customer’s side

1. **Open FileZilla** then Edit, then Settings.
2. **Transfers** and lower Maximum simultaneous transfers, for example to 2.
3. **Reconnect** the message usually goes away without any server change.

If it does not work

Symptom	What to check
FTP Server Configuration is missing	FTP may be disabled in FTP Server Selection
The error remains after raising the limit	The cause may be CSF (the CONNLIMIT setting) rather than the FTP server
The customer cannot connect at all	Check port 21 and the passive ports in the firewall, as in opening a port in CSF

Connecting over FTP from the customer’s side is covered in uploading files via FTP.

How many connections does FileZilla open?

FileZilla uses one connection for commands, then a separate one for each file transferring at the same time. With its defaults it can open several connections at once, and two people in an office working together double that. That is why offices hit the problem more than individuals.

While diagnosing a complaint, count the customer’s current FTP connections with `ss -tn state established "( sport = :21 )" | grep CUSTOMER-IP`, to see whether they really reached the limit.

FTP questions

Does this limit apply to SFTP?

No. SFTP runs over SSH with its own settings.

Should I turn plain FTP off?

If every customer uses SFTP, yes, it is safer. Choose Disabled in FTP Server Selection.

Does switching between Pure-FTPd and ProFTPD delete FTP accounts?

No. FTP accounts in cPanel stay as they are.

Can I limit FTP connections per account instead of per IP?

Pure-FTPd limits connections per IP and for the whole service; a per-account limit is not a direct WHM option.

Related guides

- Upload Files to Your Hosting over FTP with FileZilla: Details, Steps and Error Fixes
- Opening a Port in the CSF Firewall: From WHM or csf.conf, Plus the Common cPanel Ports
- The CSF Firewall on a cPanel Server: What It Does, Installing It from Manage Plugins, and the First Settings
- Restarting Services in WHM: Apache, Database, Mail and DNS Without Rebooting the Server

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