Fix the cgi-sys/defaultwebpage.cgi Page Instead of Your Site: Causes and Fixes

cPanel Guides · https://www.hyyat.com/en/knowledgebase/fix-cgi-sys-defaultwebpage-cgi/

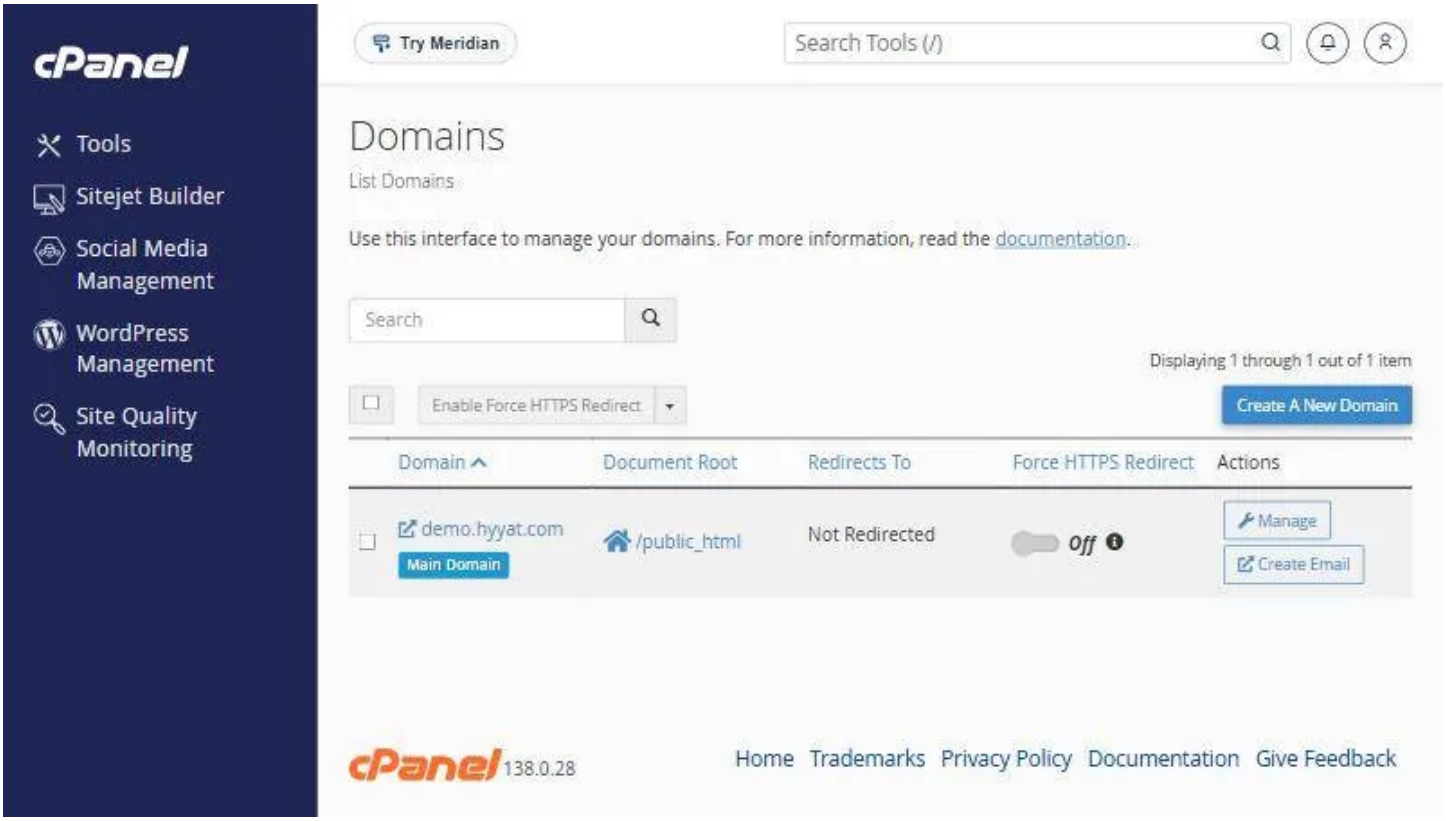
Quick diagnosis This page means the request reached the server, but the server does not know which account the domain belongs to. Usually the domain is **not added on the Domains page** in cPanel, or its **A record** points to a server other than yours.

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

You open your site and get a grey page with the cPanel logo, and the address ends in `cgi-sys/defaultwebpage.cgi`. Your files are almost certainly fine; the problem is the route between the domain and the account.

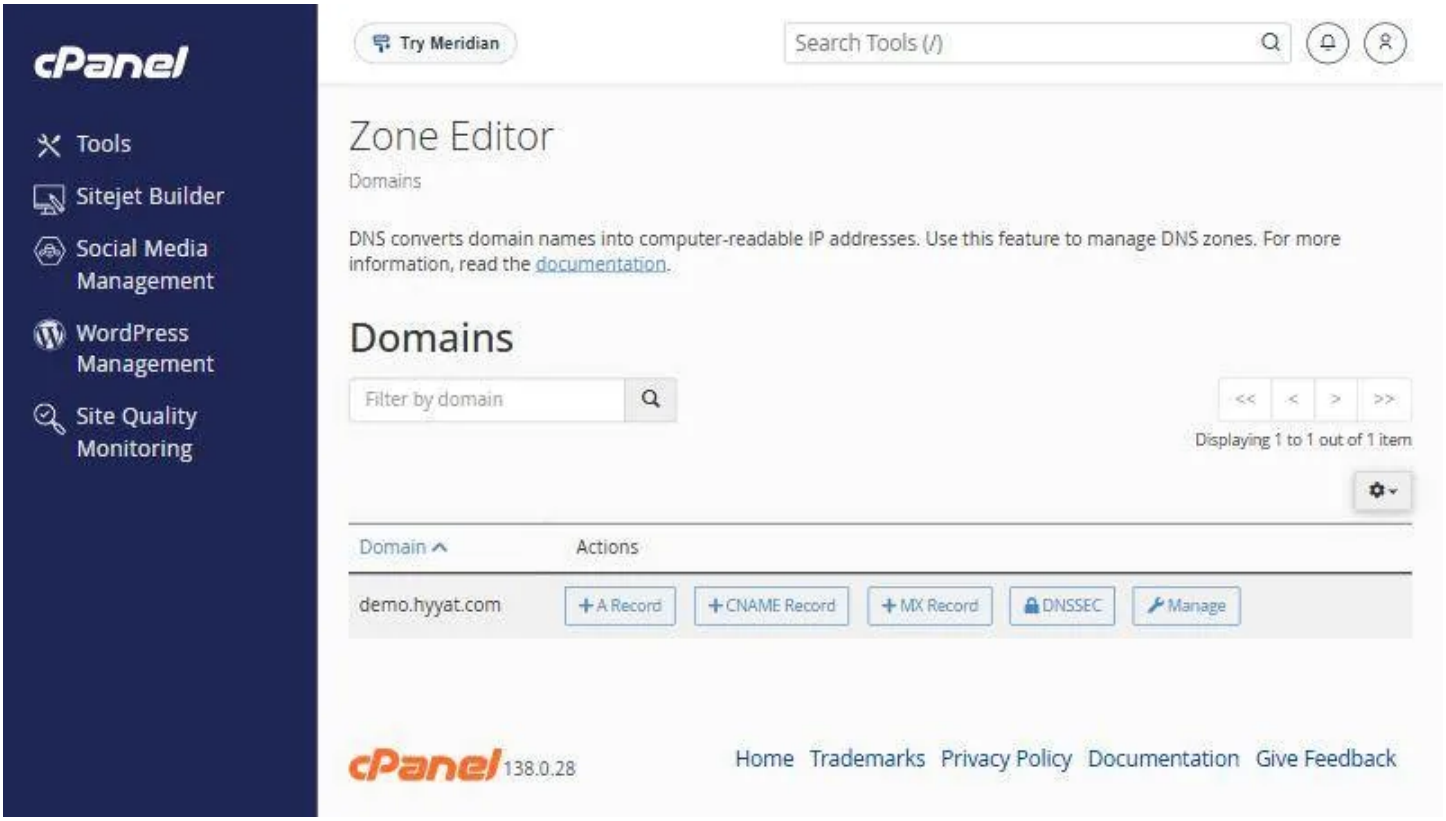
Find the cause, in order

Cause	How to check	Fix
The domain is not in your account	Open Domains in cPanel and look for it	Add it with Create A New Domain, see adding a domain
The A record points to another server	Compare the domain's IP with the server IP in the cPanel statistics panel	Update the A record or nameservers to point to your server
You moved to a new server	The domain still points to the old one	Update DNS and wait for propagation
You are opening the site by IP	The browser address is a number, not a domain	Open it with the domain
An old cache	Only you see it; it works from another network	Clear the browser and Cloudflare cache and try again later



Check the A record

1. **Find your server address** in the statistics panel on the cPanel home page, the shared IP address line.
2. **Find where your domain points** with an online DNS checker, or `nslookup yourdomain.com` on your computer.
3. **Compare the two** if they differ, edit the record wherever your domain DNS is managed.



If your domain uses our nameservers, its records are in the cPanel Zone Editor. If it is on Cloudflare, edit them there. To switch nameservers without downtime, read moving DNS step by step.

After the fix

- DNS changes take time to spread, and some visitors may see the old page for a few hours.
- If you use Cloudflare, purge its cache.
- Make sure the site files are in the domain's correct document root, not `public_html` for an addon domain.

Seeing a Cloudflare error such as 521 or 522 instead of this page? That is a different problem; see common Cloudflare errors.

Frequently asked questions

Are my files lost?
No, the page means the domain is not linked to your account; the files are where they were.

I added the domain and still see the page. Why?
Usually DNS points elsewhere or a cache. Wait and clear caches.

It only happens on www. Why?

The www record differs from the main record. Point both to the same server.

How long should I wait after a DNS change?

Usually minutes to hours, and in a few cases up to a day.

Related guides

- Add More Than One Domain to One Hosting Account in cPanel: A Separate Site per Domain
- How to Migrate DNS and Change Nameservers Without Downtime
- Common Cloudflare Errors and How to Fix Them: 520, 521, 522, 525 and Too Many Redirects
- DNS Records Explained: A, CNAME, MX, NS and TXT
- The Domains and Software Sections in cPanel: Domains, HTTPS Redirect, Zone Editor and PHP Version

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