Restoring a cPanel Account from Backup in WHM: from Server Backups or a cpmove File

WHM/cPanel · https://www.hyyat.com/en/knowledgebase/restore-full-backup-whm/

Which tool to use If the backup came from the server's automatic backups, use **Backup, then Backup Restoration**: pick the account and date, then **Restore**. If it is a `cpmove` file or a full cPanel backup, use **Transfers, then Transfer or Restore a cPanel Account**. Make sure free space is at least twice the file size.

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

A restore is when you find out how good your backup settings were. WHM has two tools for full restores, each with a different source, and mixing them up is a common reason for "I cannot find the backup". Start by identifying where your backup came from:

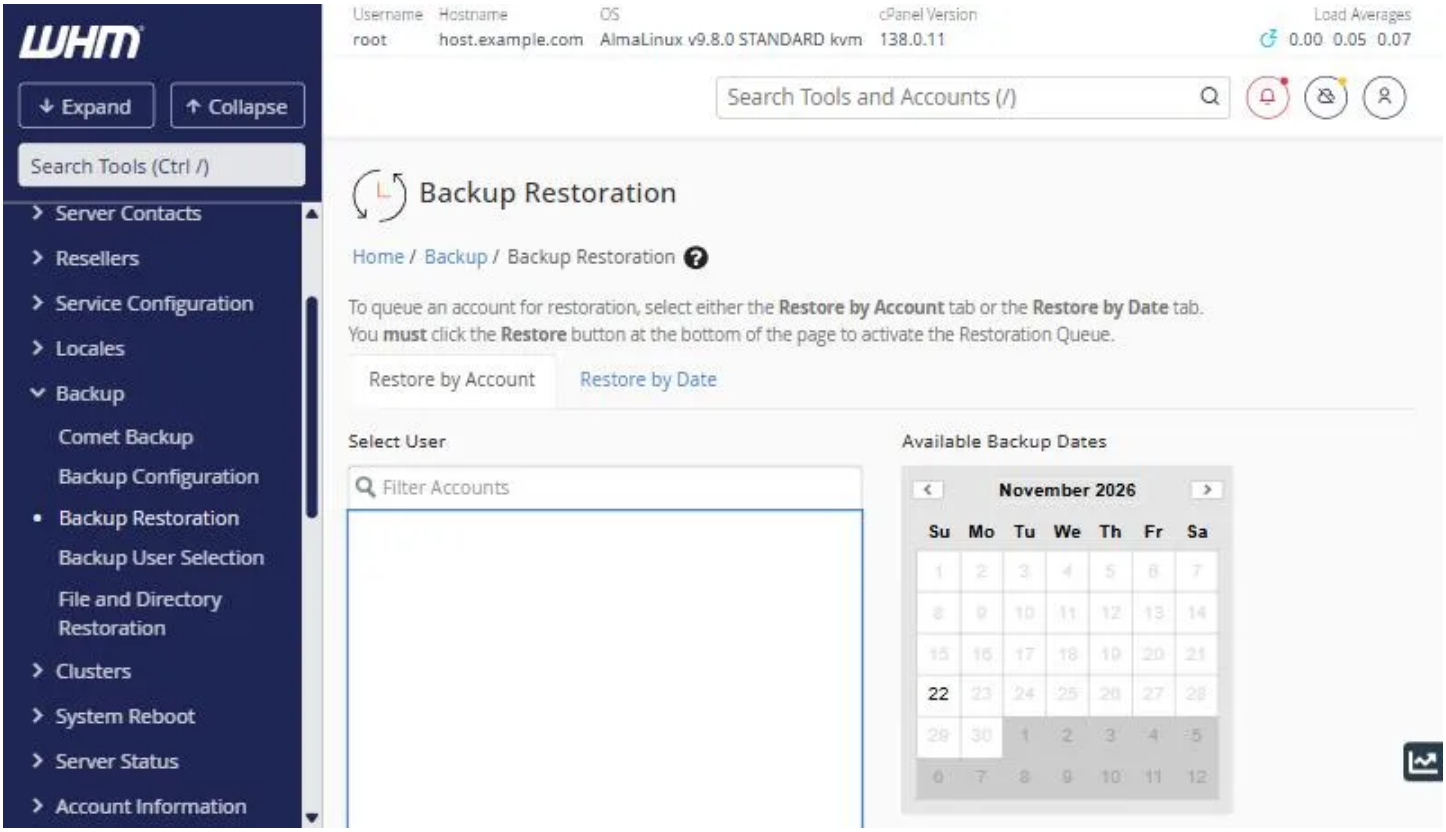
Backup source	Tool	Example
WHM's automatic backups on the server	**Backup Restoration**	A site was hacked yesterday and you want last week's copy
A `cpmove-user.tar.gz` or `backup-...tar.gz` file	**Transfer or Restore a cPanel Account**	A full backup the customer downloaded from cPanel, or a move from another server
Another cPanel server that is still running	**Transfer Tool**	Moving several accounts directly between servers

Before you start

- Access to WHM as **root** at `https://your-server-hostname:2087` (or the server IP on port 2087). Avoid the old port 2086: it is not encrypted.
- Free space on the server of at least twice the backup file size, because the server unpacks it during the restore.
- A decision up front: are you replacing an existing account, or bringing back a deleted one?

Method one: from the server's automatic backups

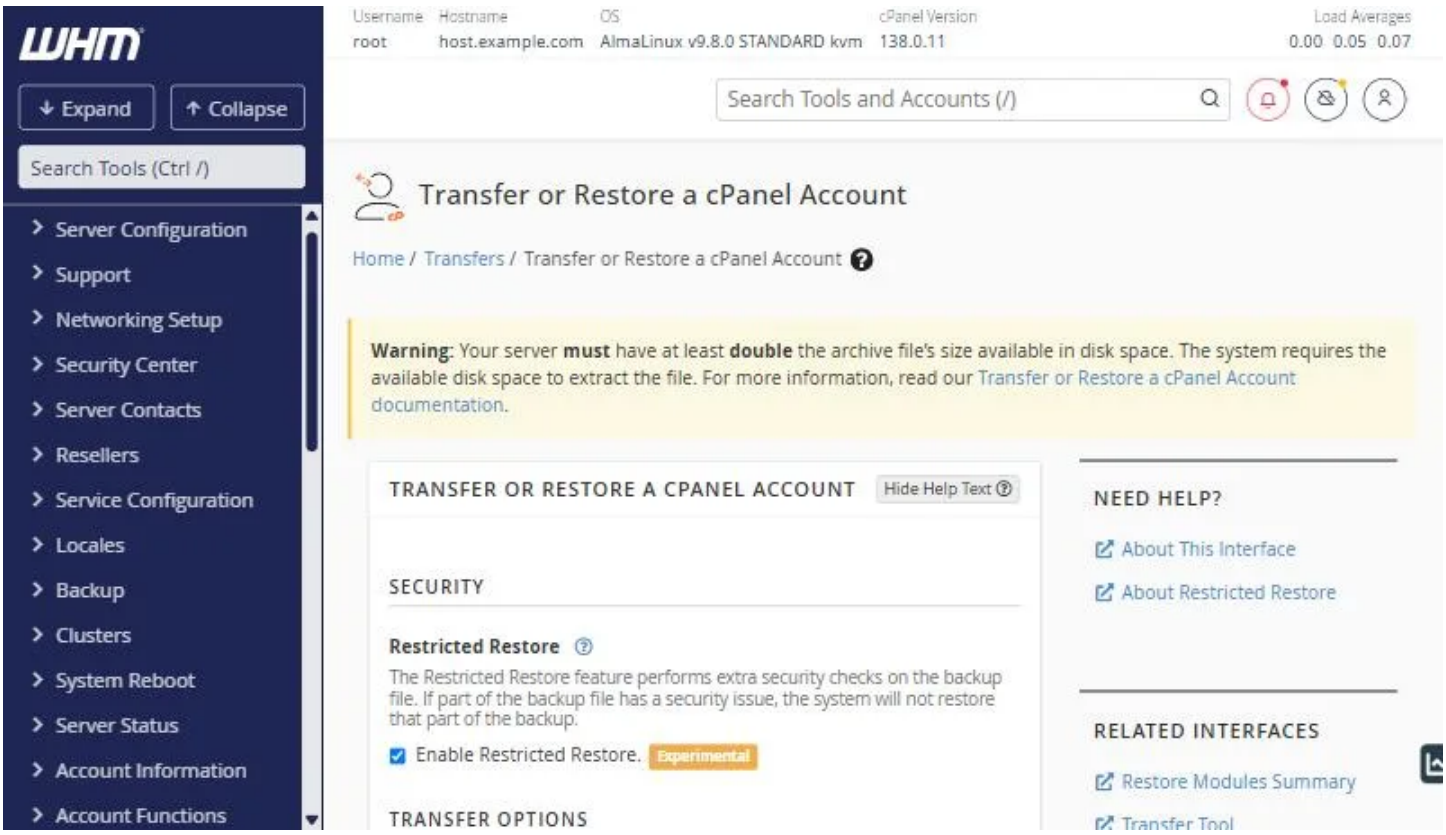
`WHM › Backup › Backup Restoration`



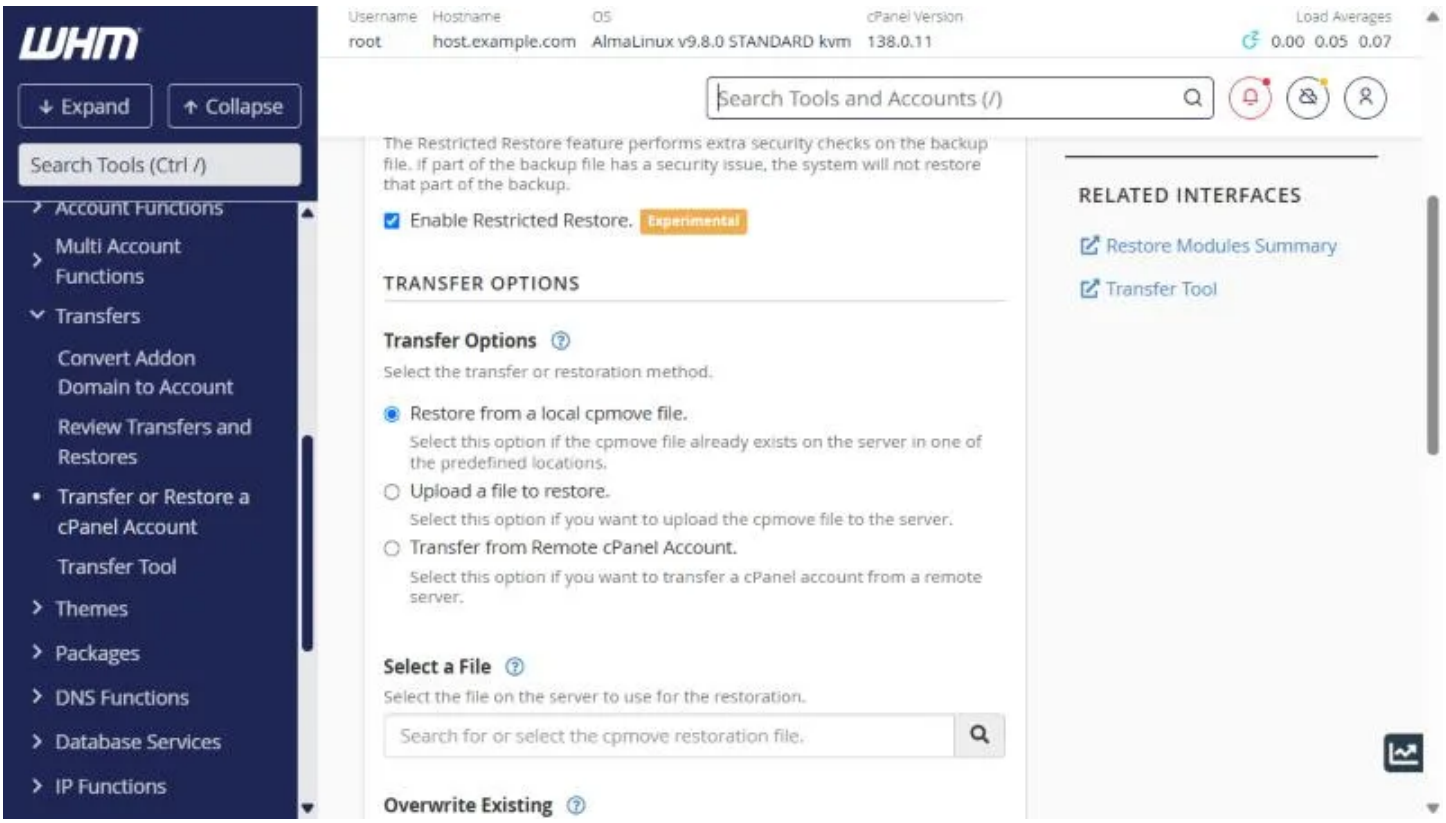
1. **Choose a view Restore by Account** to start from the account and see its dates, or **Restore by Date** to start from a date and see its accounts.
2. **Pick the account and date** available dates are highlighted in the calendar.
3. **Choose what to restore** from **Restore Subdomains**, **Restore Mail Configuration** and **Restore Databases**, plus **Give Dedicated IP Address** if the account had its own IP.
4. **Add it to the queue** with **Add Account to Queue**. You can queue several accounts.
5. **Click Restore** at the bottom of the page. Without it nothing starts; the queue just waits.

Method two: from a cpmove file

`WHM › Transfers › Transfer or Restore a cPanel Account`



This tool replaced the old Restore a Full Backup/cpmove File. At the top is a plain warning: free disk space must be at least double the backup file's size.



Option	What it means
Restricted Restore	Extra security checks that skip any suspicious part of the backup. Useful for backups from a source you do not fully trust, but it is experimental and may skip good parts
Restore from a local cpmove file	The file is already on the server in a known location such as `/home` or `/root`
Upload a file to restore	Upload it straight from your computer. Fine for small and medium files
Transfer from Remote cPanel Account	Pulls the account from another cPanel server with its login details
Overwrite if the cPanel user already exists	Replaces an existing account with the same username. Careful: the current account's content is replaced
Replace All Matching A Records	Swaps the old server IP for the new one in all of the account's DNS records. The default and right for moves
Dedicated IP Address	Gives the restored account its own IP, if one is free

1. **Choose the file source** and find it in **Select a File** if it is on the server.
2. **Set the overwrite and A record options** as in the table.
3. **Click Restore** a live log shows each stage: files, databases, mail, then DNS.

Over SSH, the equivalent for a file already on the server is `/scripts/restorepkg /home/cpmove-user.tar.gz`.

Common restore errors

Message or problem	Fix
The file does not appear in Select a File	Move it to `/home` or `/root` and make sure its name follows the standard pattern, such as `cpmove-user.tar.gz`
The account already exists	Tick Overwrite, or terminate the current account first after backing it up
Not enough disk space	Free space until it is twice the file size

Message or problem	Fix
The domain is in use by another account	Remove the domain from the other account first
The restore finished but the site does not work	Check the account’s PHP version and the database details in the site’s config file

Restoring over an existing account replaces its content. If you only need one file or one database, use **File and Directory Restoration** under Backup, or restore it from the account’s cPanel, instead of replacing the whole account.

Check afterwards

- The account is in List Accounts with the right package.
- The site loads with data from the right date.
- Mail works and databases connect.
- DNS records point to this server’s IP.

Restore questions

Can I restore a single file instead of the whole account?
Yes, from Backup, then File and Directory Restoration, or the customer can restore it from cPanel if backups are available to them.

What is the difference between a cpmove file and a full cPanel backup?
Both are complete account archives in nearly the same format and are restored with the same tool.

Are mailbox and database passwords restored?
Yes. A full backup carries mail settings and database users with their passwords.

How long does a restore take?
It depends on the account size, file count and disk speed. Large accounts can take a while, so do not interrupt it.

Backup guides

- Automatic Backups in WHM (Backup Configuration): Daily, Weekly and an Off-Server Copy
- A Full Backup of Your Website from cPanel: Files, Databases and Email

- Terminating One or Several cPanel Accounts in WHM: The Safe Way Before You Click Remove
- Creating a New cPanel Account in WHM: Every Field in Create a New Account Explained
- cPanel and WHM on a VPS — The Complete 2026 Guide: What They Are, Licensing, and When to Choose Them

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