Suspending and Unsuspending a cPanel Account in WHM: Manage Account Suspension

WHM/cPanel · https://www.hyyat.com/en/knowledgebase/suspend-unsuspend-cpanel-account-whm/

In short In **WHM, Account Functions, Manage Account Suspension**, choose the account, enter the reason and click **Suspend**. The site, email and cPanel login stop, and all data stays. To bring it back, open the same page and click **Unsuspend**.



This guide is for server owners if you have a VPS or dedicated server with WHM. If you would rather not manage the server yourself, our server management service can do it for you.

When to suspend an account

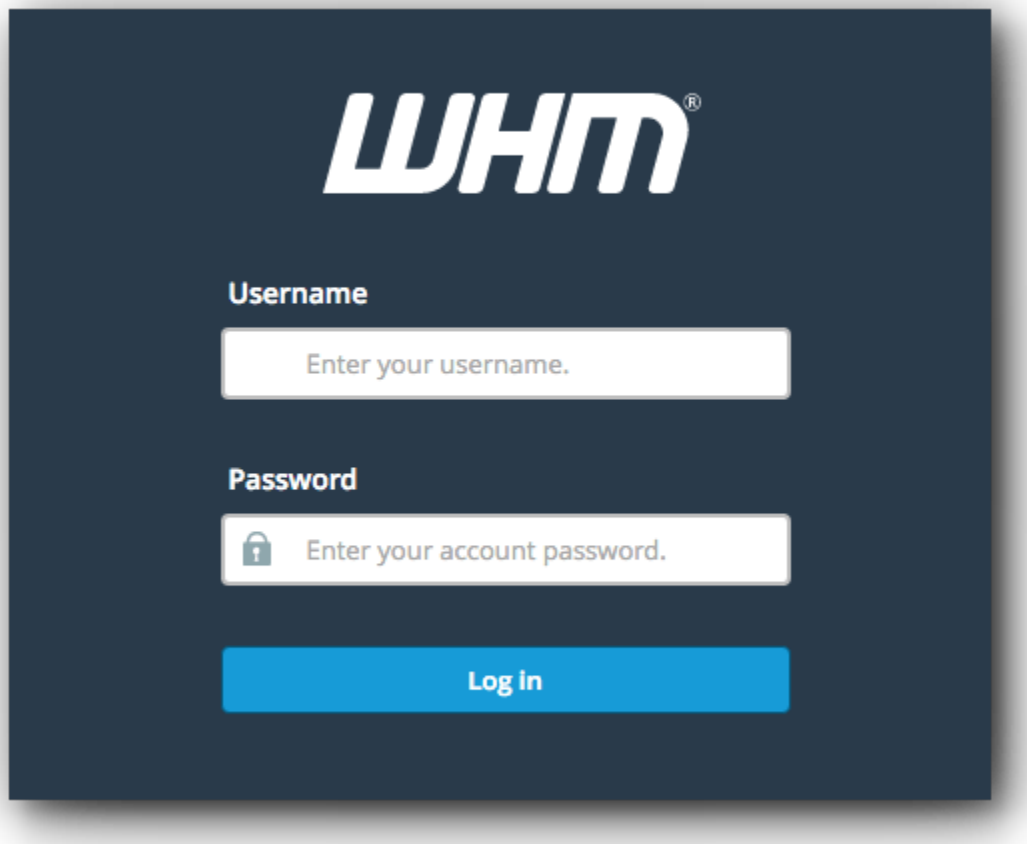
- An unpaid invoice past its due date.
- A hacked site sending spam or overloading the server.

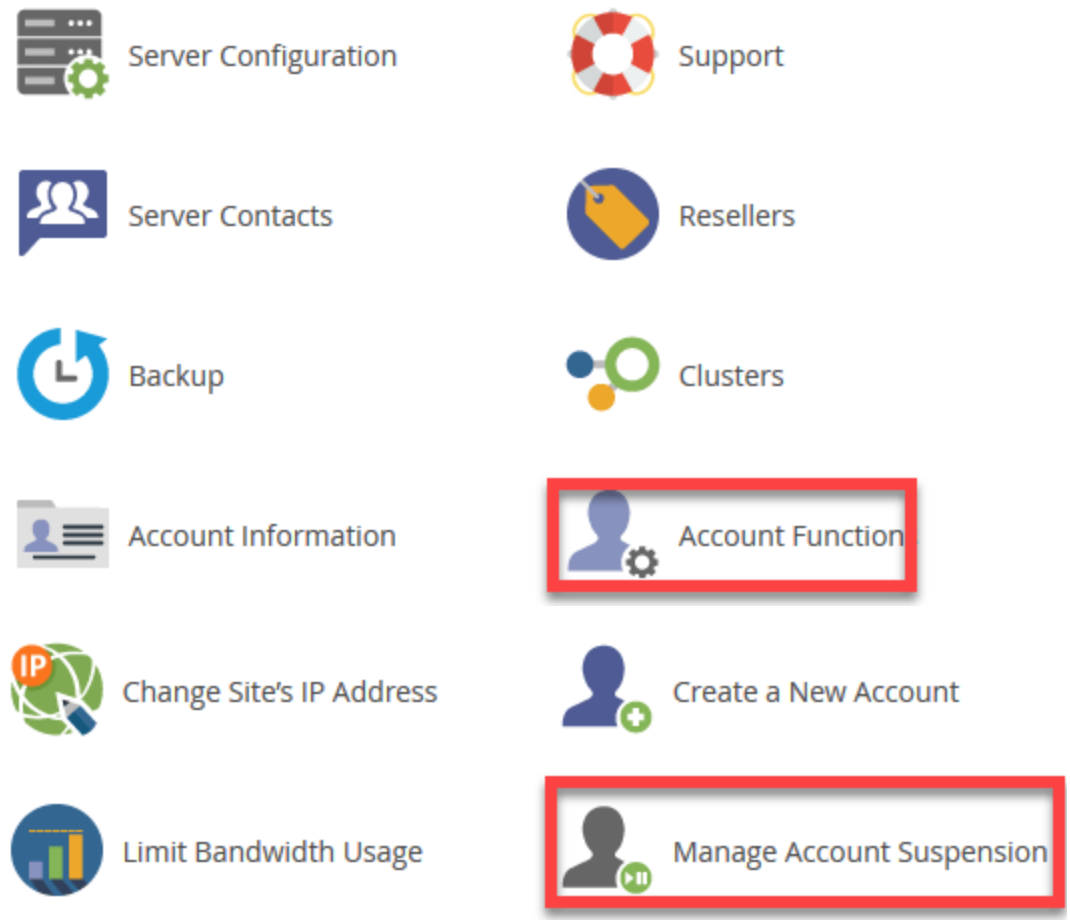
- A breach of the terms of service.
- The customer asking for a temporary suspension.

Suspending deletes nothing: files, databases and email stay, and the account returns exactly as it was when unsuspended.

Steps

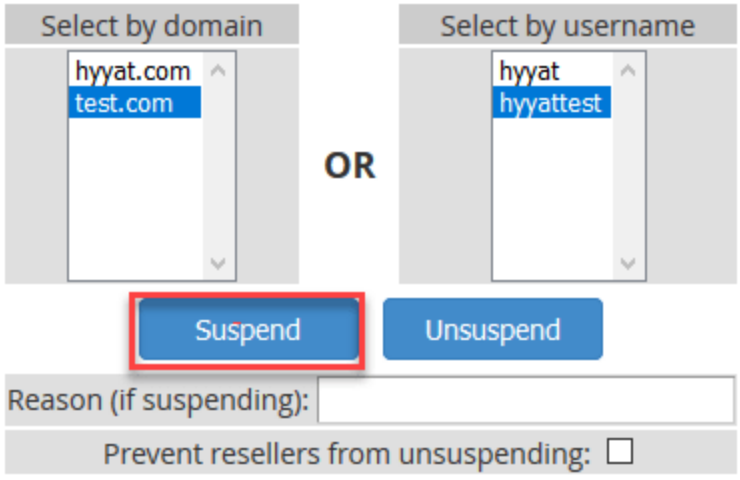
1. **Log in to WHM** in your browser at `https://server-IP:2087` or `https://server-hostname:2087` as root.
2. **Open Account Functions,** then **Manage Account Suspension**.
3. **Choose the account** and click **Modify**.
4. **Enter the reason** so you and your colleagues can see it later.
5. **Click Suspend** to suspend the account, or **Unsuspend** to bring it back.

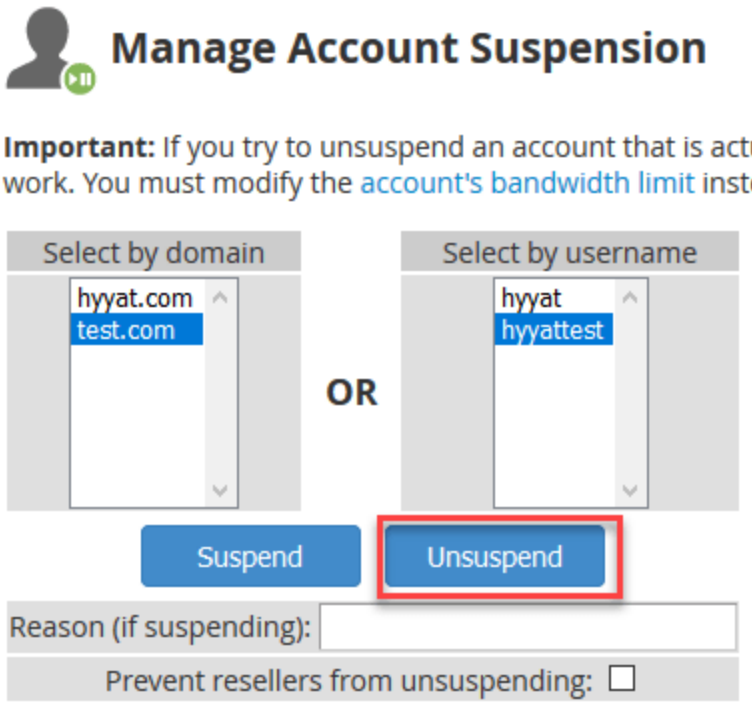




Manage Account Suspension

Important: If you try to unsuspend an account that is actually bandwidth limited, the unsuspension will not work. You must modify the account's bandwidth limit instead.





Using WHMCS? Suspend and unsuspend from WHMCS instead, so the service status matches in both systems.

Summary

- Manage Account Suspension stops an account without deleting data.
- Always record the reason.
- Unsuspend brings it back as it was.

Need a server with cPanel and WHM? See VPS servers and the cPanel and WHM on VPS guide.

Frequently asked questions

Does suspending an account delete its files?

No. All data stays, and the account returns as it was when unsuspended.

Does email stop as well as the site?

Yes, the site, email and cPanel login all stop while suspended.

Related guides

- cPanel and WHM on a VPS — The Complete 2026 Guide: What They Are, Licensing, and When to Choose Them
- How to Install cPanel and WHM on Your Server
- How to Enable AutoSSL in WHM for Free Automatic SSL
- How to Increase the phpMyAdmin Upload Size on a cPanel Server

All guides in this section →

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