Terminating One or Several cPanel Accounts in WHM: The Safe Way Before You Click Remove

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

Before you delete In **Account Functions, then Terminate Accounts**, click **Remove** next to an account, or tick several and click **Remove selected accounts**, then confirm. Termination is permanent and covers files, databases and mail, so take a backup first, and consider suspending if you are not sure.

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

Terminating an account in WHM is not like moving a file to the bin. As soon as you confirm, the server removes everything that belongs to the account, and there is no undo. That is why this guide starts with what to do **before** deleting, then the steps themselves, whether it is one account or several at once.

Do you really need to delete it?

Situation	Better action
A customer has not paid	Suspend the account: everything is kept and one click restores it
A site you are moving to another server	Move it first, confirm it works there, then delete it here
An account that is finished for good	Take a full backup, keep it off the server, then delete
A test or duplicate account	Delete it directly

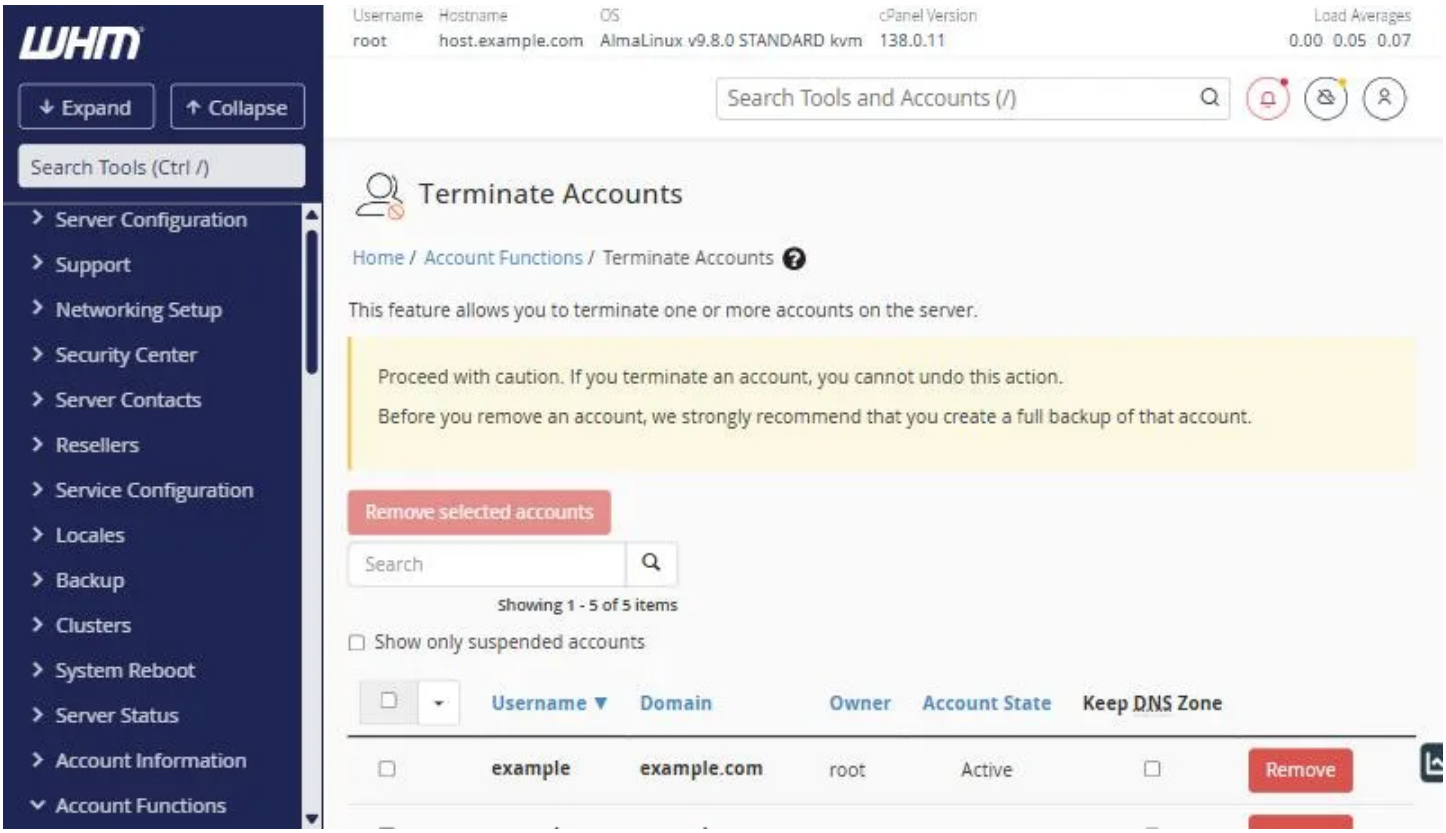
Before you start

- 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.

- A full backup of the account stored off the server. Easiest is from the account's own cPanel with a full cPanel backup, or from the command line with `/scripts/pkgacct username`.
- Confirmation that nobody is still using the domain for email.

Opening the tool

`WHM › Account Functions › Terminate Accounts`



The page lists every account in a table: username, domain, owner, account state, a **Keep DNS Zone** checkbox and a **Remove** button on each row. Above it is an explicit warning that termination cannot be undone, with a recommendation to back up first.

Terminating a single account

1. **Find the account** with the **Search** box above the table.
2. **Decide about the DNS zone** tick **Keep DNS Zone** if this server will still serve the domain's DNS, for example because its mail is at Google. Otherwise leave it clear.
3. **Click Remove** on that row.

4. **Confirm** a confirmation dialog appears; after you accept, WHM shows the log until it finishes.

Terminating several accounts at once

1. **Tick each account** in the first column, or use the header checkbox to select everything shown.
2. **Use the filter Show only suspended accounts** lists suspended accounts only, handy for clearing out lapsed customers.
3. **Review the list twice** the counter above the table shows how many you selected.
4. **Click Remove selected accounts** then confirm. Accounts are removed one after another with a status for each.

What exactly gets removed?

- The whole account directory `/home/username` with every site file.
- Its databases and database users.
- Mailboxes and their messages, forwarders and filters.
- Addon and subdomains and their web server configuration.
- The domain’s DNS zone, unless you ticked Keep DNS Zone.
- The system user, its logs and its cron jobs.

Termination does not wipe existing backups in the server’s backup directory (usually `/backup`), so you can restore from them later if automatic backups are on. See backup configuration in WHM and restoring an account.

Problems you may hit

Problem	Cause and fix
The account is not in the list	You are logged in as a reseller who does not own it. Log in as root
The process stopped halfway	Usually a very large account. Let the log finish, then reload and check
The domain still shows a page after deletion	DNS or browser cache, or the domain points to another server. Check its A record

Check afterwards

- The account is gone from List Accounts.
- The backup is stored off the server and you know where.
- If you use billing software such as WHMCS, the service is marked terminated there too, so it is not recreated.

Questions before deleting

Can I get an account back after terminating it?
Not from the termination tool. The only way back is restoring from an earlier backup.

What is Keep DNS Zone for?
It keeps the domain’s DNS records on the server after the account is gone, so mail or external services that rely on them keep working if this server is the domain’s nameserver.

Does termination free up a slot on the cPanel licence?
Yes. Terminated accounts no longer count towards the licence’s account total.

How many accounts can I terminate in one go?
The interface sets no practical limit, but accounts are removed one by one, so large batches take longer.

Related guides

- Suspending and Unsuspending a cPanel Account in WHM: Manage Account Suspension
- How to Enable Automatic Backups in WHM (Backup Configuration)
- How to Restore a Full cPanel Backup (cpmove) in WHM
- 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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