Checking cPanel Server Health in WHM: Load, Memory, Processes and Services in Five Screens

WHM/cPanel · https://www.hyyat.com/en/knowledgebase/whm-system-health/

Where to start Start with the **Load Averages** figures at the top right of WHM, then open **Server Status, then Service Status** to see whether every service is up. If the server is slow, open **System Health, then Process Manager** to find the process eating CPU or memory and stop it.

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

When a customer says their site is slow, you need to know within a minute whether the whole server is struggling or just their site. WHM answers that across five screens, and this guide lists them in the order we use them in support.

Before you start

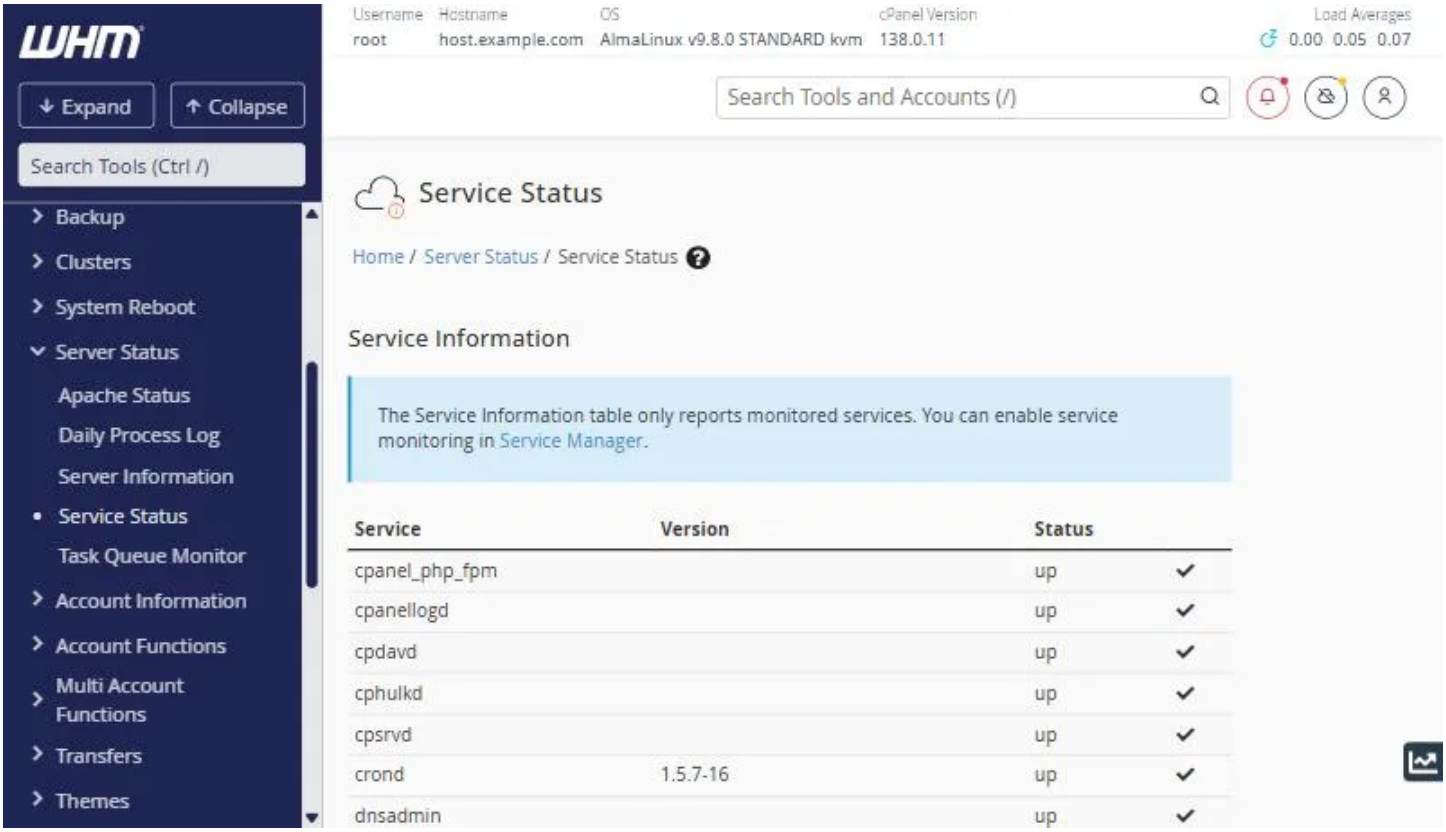
- Access to WHM as **root** at `https://your-server-hostname:2087` (or the server IP on port 2087). Avoid the old port 2086: it is not encrypted.

1. First look: Load Averages

The top bar of every WHM page shows three numbers under **Load Averages**: the average load over the last minute, 5 minutes and 15 minutes. The simple rule: compare them with the number of CPU cores. Below that, the server is comfortable; consistently above it, something is under pressure and worth investigating.

2. Are services running? Service Status

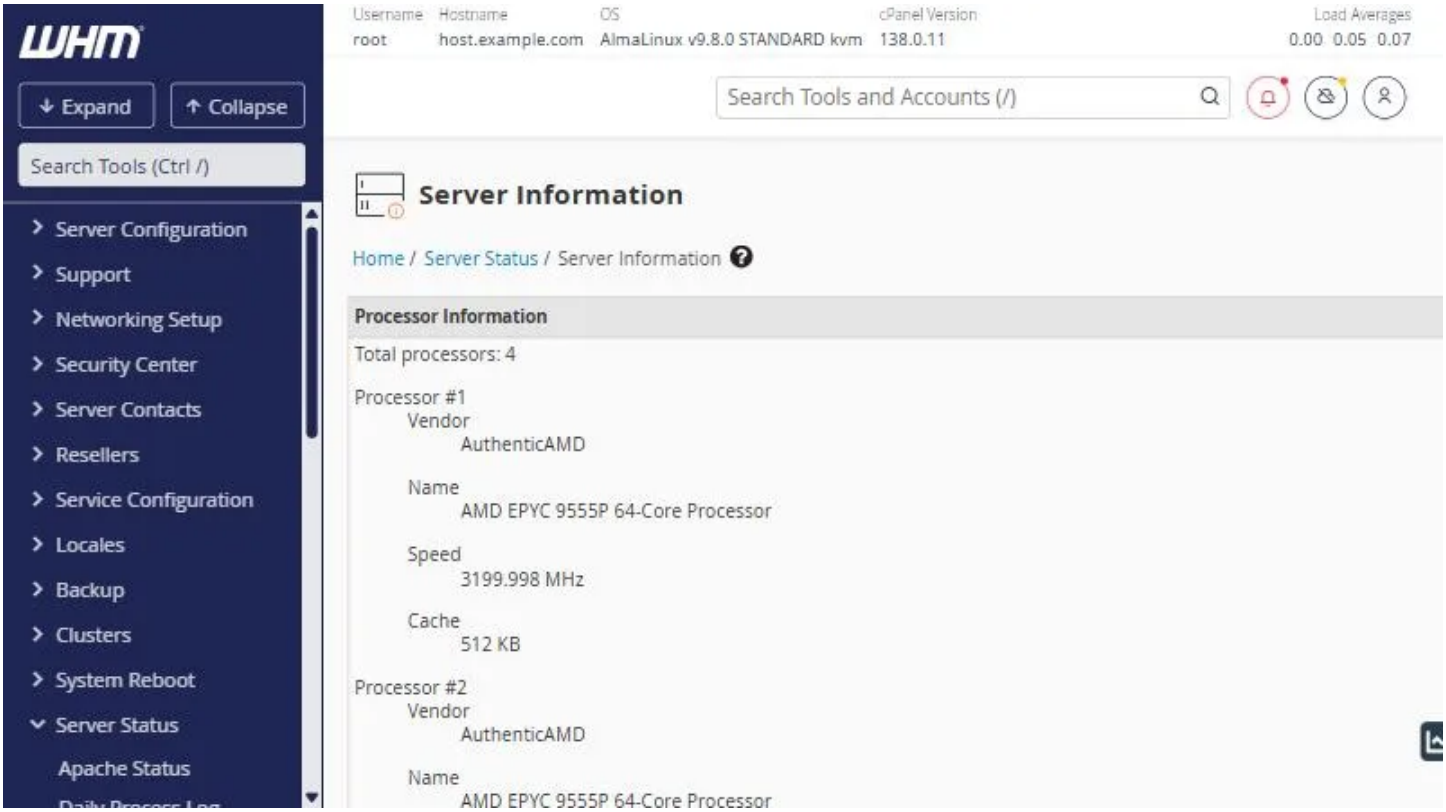
`WHM › Server Status › Service Status`



A table of every monitored service with its version and state. All should be **up** with a tick. Any service **down** is the first thing to fix, usually by restarting it. The bottom of the same page summarises CPU load, memory and disk use.

3. Server specs: Server Information

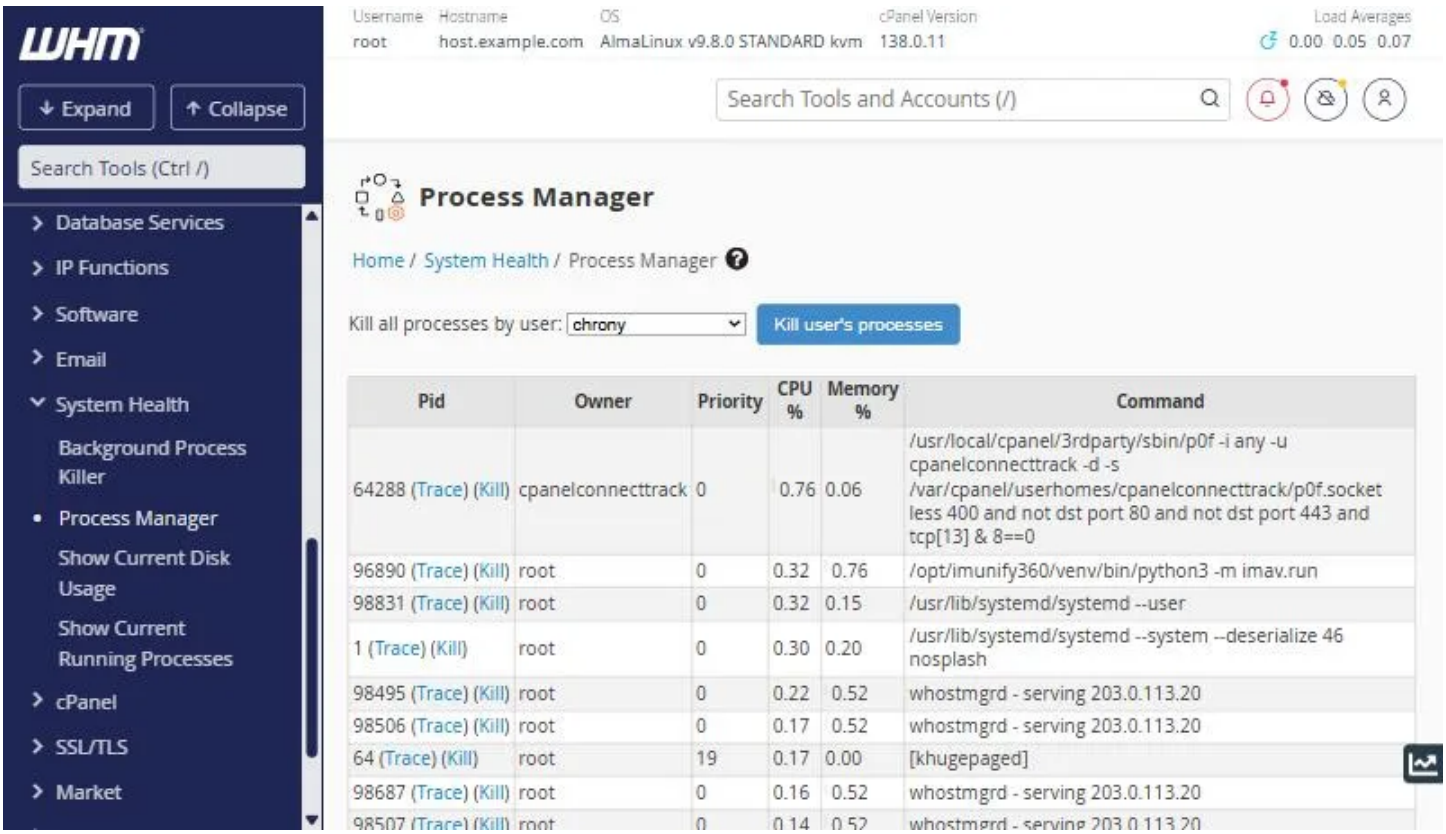
`WHM › Server Status › Server Information`



Shows the number and type of processors, total and used memory, and disks and partitions. Useful for knowing the core count to compare Load Averages against, and for confirming specs after an upgrade.

4. Who is using the resources? Process Manager

`WHM › System Health › Process Manager`



A live list of processes sorted by CPU, each with its Pid, Owner, CPU and memory share, and full command. The **Owner** column matters most: if one account's username keeps appearing at the top, the problem is that site.

Button	What it does	When to use it
Trace	Shows what the process is doing right now	To understand why a process hangs before stopping it
Kill	Stops one process	A stuck PHP process for one site
Kill user's processes	Stops every process of one user	A site is swamping the server and needs calming immediately

Do not kill root or system processes such as systemd, whostmgrd or mysqld here; it can bring the whole server down. For services, use Restart Services instead of Kill.

5. Space: Show Current Disk Usage

Under **System Health, then Show Current Disk Usage** you see each disk partition and how full it is. A full root or `/home` partition causes strange faults: services that will not start, mail that is not received, backups that fail. Moving an account to another disk is covered in Rearrange an Account.

Other tools in the same section

- **Show Current Running Processes**: a plain-text snapshot of every process right now.
- **Background Process Killer**: a list of known-bad programs (such as IRC tools) for the server to stop automatically.
- **Daily Process Log** under Server Status: average use per user across the day, better than Process Manager for spotting a site that strains the server all the time rather than for a moment.

A support scenario

A customer says their site is slow. Load Averages are high. Process Manager shows dozens of PHP processes for one user. Daily Process Log has the same user at the top for days. Conclusion: their site is the problem, often a heavy plugin or an attack on the login page, and the fix is in the site rather than the server.

Check afterwards

- Every service is up.
- Load is within the core count.
- No partition is above 90%.
- You know the heaviest user, if there is one.

Server monitoring questions

What Load Average figure is worrying?
There is no single number. Compare it with the cores shown in Server Information: staying above that for long means requests are queueing.

Can the server alert me when a service stops?
Yes. chkservd emails the contact address set under Server Contacts when a monitored service fails.

Does Kill delete files or data?

No, it only stops the process. If it was writing to a file or database, that write may stop halfway.

Related guides

- Restarting Services in WHM: Apache, Database, Mail and DNS Without Rebooting the Server
- Rebooting Your Server from WHM: Graceful or Forceful, and What to Do If It Does Not Come Back
- Moving a cPanel Account to Another Disk (home2) in WHM with Rearrange an Account
- The most common problems faced by WHM / cPanel users
- cPanel and WHM on a VPS — The Complete 2026 Guide: What They Are, Licensing, and When to Choose Them

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