



Ticket 2081804 for account indianbloggers.org

Posted: 27 Jan, 2017 12:07 CST **Status:** Resolved

Ticket Subject: Change username

Ticket Messages:



You

Posted On 27 Jan, 2017 12:07 CST

My default username is set as indianbl - I would like to change that to labnol
1 file attached [Show](#)



Serge Polishchuk

Support Guru Posts: 3170 Posted On 27 Jan, 2017 12:13 CST

Hello Amit,

Thank you for contacting our support team today.

You can changed your account username from **WHM** control panel => **Modify an Account**

Best Regards,

Serge Polishchuk
Technical Support Team



You

Posted On 27 Jan, 2017 12:14 CST



You

Posted On 27 Jan, 2017 12:18 CST

This is the URL it tries to open but it never opens.

<https://usm1107.sgded.com:2087/cpsess0074500487/login/?session=indianbl%3aO34HakzcaUMaWJfA%2c215a945404a9679c8e460761a18d57do>



Serge Polishchuk

Support Guru Posts: 3170 Posted On 27 Jan, 2017 13:02 CST

Hello Amit

Thanks for your reply.

I've checked this for you from my side and I am unable to replicate that behavior.

I'm able to access your WHM control panel from **User Area => My Accounts** tab without any problem.

Could you please give it another try using the way I listed above?

Please be sure to clean cache and cookies from your web-browser first and try to refresh pages by hitting together CTRL+F5 buttons on your keyboard.

An information on the page below can also help you to flush web-browser's cache properly:

https://www.siteground.com/kb/how_to_clear_cache_in_firefox_internetexplorer_safari_opera/
(https://www.siteground.com/kb/how_to_clear_cache_in_firefox_internetexplorer_safari_opera/)

I can also recommend you to try check that up using a different web-browser since the connection may fail for you because of some internal settings/restrictions of your current web-browser.

Best Regards,

Serge Polishchuk
Technical Support Team



You

Posted On 27 Jan, 2017 13:12 CST



Serge Polishchuk

Support Guru Posts: 3170 Posted On 27 Jan, 2017 13:25 CST

Hi Amit,

I've gone ahead and forced the password reset for your account and verify that login details listed below are working fine:

cPANEL link: <https://usm1107.sgded.com:2083/> (<https://usm1107.sgded.com:2083/>)
WHM link: https://usm1107.sgded.com:2087 (https://usm1107.sgded.com:2087)

Username: **indianbl**
Password: **SCJDkISb-pM6mY5OA-GiVESjLL**

Those login details are working fine for me from 3 different web-browsers on different computers with different operating systems.

Please give it another and be sure to restart your web-browser as well as be sure that security exception is added to the web-browser settings for the self-signed SSL certificate.

Please be sure to change your account password to the new password once you are logged in.

Best Regards,

Serge Polishchuk
Technical Support Team



You

Posted On 27 Jan, 2017 13:29 CST



Serge Polishchuk

Support Guru Posts: 3170 Posted On 27 Jan, 2017 13:43 CST

Hello Amit,

I can confirm that **cPANEL** and WHM ports i.e. 2082, 2083, 2086, 2087, 2095, 2096 are **open** on our side.

As I mentioned earlier, I've tested connection prior to update you in this ticket and was able to access cPANEL and WHM control panels without any problem.

That means that the connection through the cPANEL and WHM ports are not blocked on our side.

I would recommend you to check this up with your ISP support team and be sure that port 2087 is not blocked on their side.

Moreover, it can be blocked on your network router side and you would want to check its settings/configuration too.

Furthermore, connection through that specific port can be blocked by antivirus or firewall software configured on your computer and you would need to check your computer settings as well as try to test connection when the antivirus and firewall software installed on your computer is fully disabled.

I can also recommend you to be sure that your internet connection is not under the proxy and that WHM port is not blocked in that proxy server settings.

I'd like to note once again that there are no blocks related to the cPANEL or WHM ports on our side and there are no blocks related to your computer WAN IP address in server's configuration what means that you should be able to establish connection to the server without any problem.

Best Regards,

Serge Polishchuk
Technical Support Team

 Screen Shot 2017-01-28 at 12.40.25 AM.png

Uploaded Jan 27, 2017