

[an error occurred at this directive]

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Introduction

- Hello, My name is Billy
- We will be covering the [an error occurred at this directive] message that can appear in cPanel®

Main Topics

- Why does this happen?
- How to locate the logs for the error
- Common troubleshooting practices
- Usual causes

Why does this happen?

- [an error occurred at this directive] is caused by calling a function that errors out.

Causes for errors

- Usual causes for error
 - /var/cpanel/users/<username> file is corrupted, incorrect, or missing
- Please note that the error_log will never show the domain the error is for, you will have to see this first hand in the cPanel

Correct users file for an example domain

```
DNS=example.com
FEATURELIST=default
IP=192.168.0.1
MAXADDON=0
MAXPARK=0
OWNER=username
PLAN=undefined
RS=x
STARTDATE=1140559490
DNS2=subdomain.example.com
XDNS=oldsubdomain.example.com
```

Error Log Location

The cPanel error_log is located at /usr/local/cpanel/logs

Typical Error Message

This error is caused by removing the **DNS=** entry from the users file:

```
(internal warning) Mon May 29 11:37:54 2006 [29169] warn: isdedicatedip() requires one argument at /usr/local/cpanel/Cpanel/DIp.pm line 38
```

```
  Cpanel::DIp::isdedicatedip(undef) called at cpanel.pl line 3052
```

```
  main::expvar('$isallowedssl') called at cpanel.pl line 731
```

```
  main::execiftag('<cpanelif $isallowedssl>') called at cpanel.pl line 3607
```

```
  main::dotag(undef) called at cpanel.pl line 3497
```

```
  main::parsehtml('GLOB(0x8c18500)') called at cpanel.pl line 368
```

```
  Carp::cluck('isdedicatedip() requires one argument') called at /usr/local/cpanel/Cpanel/DIp.pm line 38
```

```
  Cpanel::DIp::isdedicatedip(undef) called at cpanel.pl line 3052
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```
  main::parsehtml('GLOB(0x8c18500)') called at cpanel.pl line 368
```



It's a simple fix

Make sure that the users file is present and complete

Questions / Comments

Ask Away!