



ANNUAL SCREENING SURVEY · 2025

cPanel & WHM 2025 Survey Results

What you told us, and what we are building next.

3,300 completed responses · December 2025 to April 2026



The largest cPanel survey to date

Our second annual screening survey, answered by an experienced community of hosting professionals.

We asked where cPanel & WHM is serving you well and where it needs to improve. The response was substantial, and most of you answered from years of daily, hands-on experience. That depth shaped every conclusion in this report.

3,300

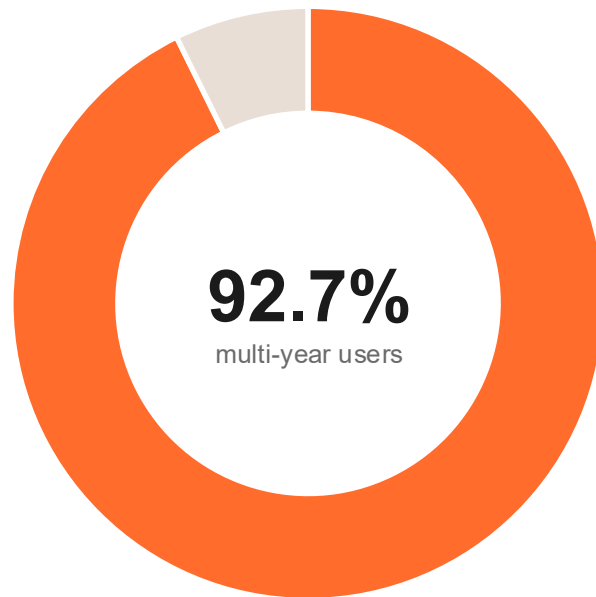
completed responses

5,415

total survey starts

2nd

annual screening survey

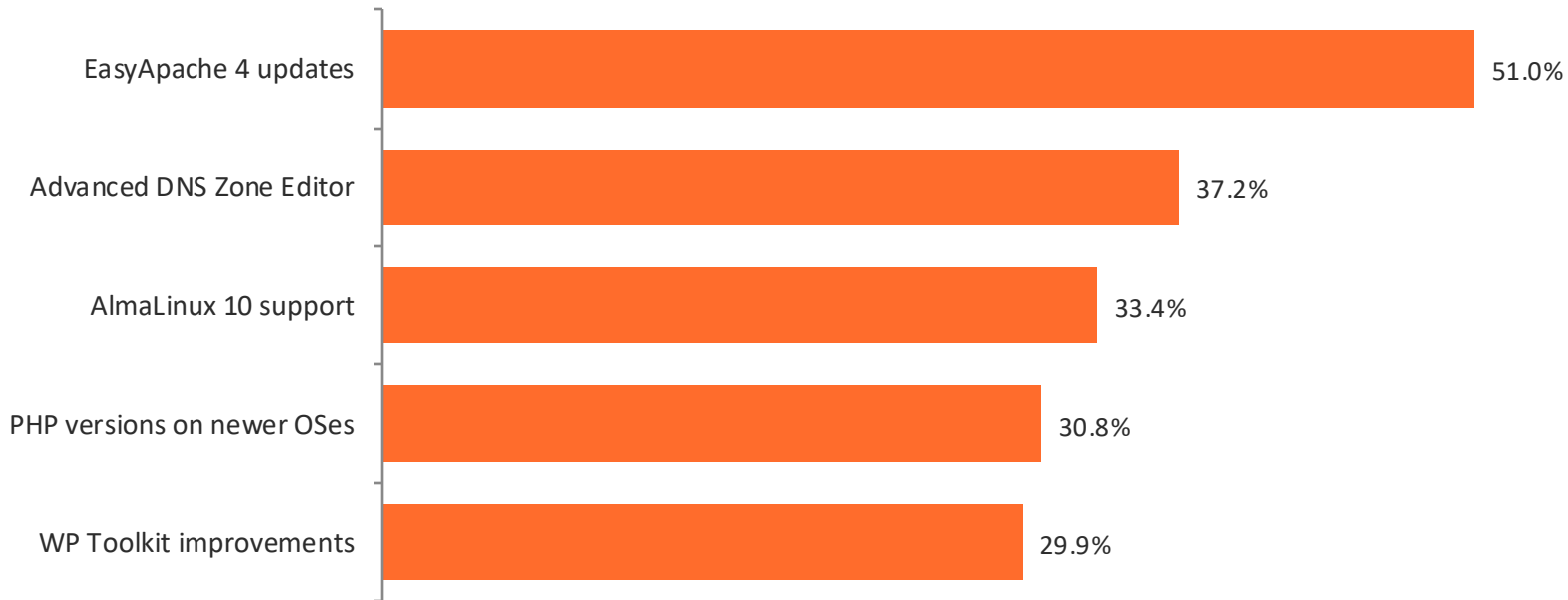


Share of respondents using cPanel & WHM for multiple years



What you valued most in 2025

Of last year's releases, platform currency and stack updates mattered most to your operations.

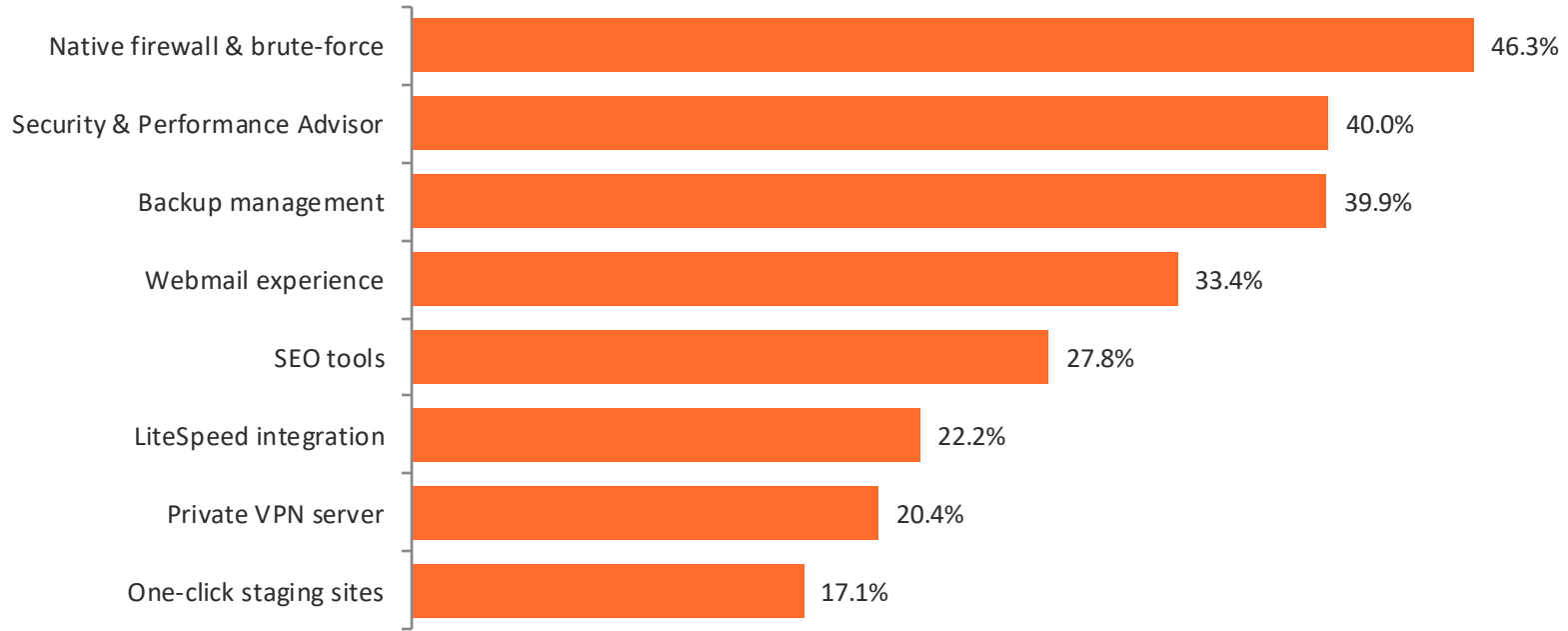


Percentage of respondents selecting each 2025 delivery as most valuable.



What you asked us to build

Security and reliability led the most-requested capabilities by a wide margin.



Percentage of respondents requesting each capability (top eight of twenty).



Customer requests by category

Every theme from your open-text feedback, with how each is being addressed.

AI-powered assistance

1,500+ mentions

Server-aware help for logs, resource use, and security, with opt-in design.

Committed for 2026

Pricing & licensing model

~860 mentions

Annual increases and per-account pricing stretch smaller hosts.

With our commercial teams

Native security & firewall

~430 mentions

A managed firewall and brute-force protection inside WHM.

Committed for 2026

UI/UX & interface modernisation

~400 mentions

A more modern interface, dark mode, and fewer clicks per task.

In progress

Performance, monitoring & analytics

~370 mentions

A clear view of what drives CPU and memory on each account.

Under evaluation

API, automation & integrations

~215 mentions

A consistent API across tools, with smoother automation.

Under evaluation



Customer requests by category

Continued, in order of how often each theme was raised.

Email & webmail overhaul

~200 mentions

Modern webmail and clearer DMARC, DKIM, and SPF controls.

Committed for 2026

Support quality & documentation

~185 mentions

Faster responses, in-product help, and current docs.

Ongoing improvement

Bloat, upsells & core focus

~100 mentions

Keep WHM centered on hosting, security, and performance.

Ongoing commitment

Backup & disaster recovery

~65 mentions

Flexible native backups with clearer retention and restore.

Committed for 2026

Licensing model reform

~35 mentions

More tiers for smaller operators and long-tenure customers.

With our commercial teams

Clustering, HA & scalability

~20 mentions

Stronger multi-server management and high-availability options.

Longer-term focus



OUR RESPONSE

Here is what we are going to do about it.

Most of your highest-ranked requests are already in active development for 2026. The slides ahead map your top priorities to the work we have committed to, grouped by theme.

[Follow delivery on the public roadmap →](#)



Security, built into WHM

Your top two requests both center on protecting servers and sites from the panel itself.

REQUEST #1 46.3% of respondents

Native Firewall Manager & Brute-Force Protection

A managed firewall and brute-force protection that administrators configure directly from within WHM, giving every server a clear, supported baseline for network protection.

TARGET **2026**

REQUEST #2 40.0% of respondents

Improved Security & Performance Advisor

Prioritised, actionable guidance on hardening and performance, with recommended steps surfaced in the interface so issues are easy to find and resolve.

TARGET **Second half 2026**

[View the public roadmap →](#)



Simpler backups and recovery

Your #3 request was clearer, more reliable backup and restore across servers and accounts.

39.9%

of respondents asked for
improved backup management

Improved Backup Management (Request #3)

- ✓ Backup workflow improvements that span both server-wide and individual end-user scopes.
- ✓ Clearer scheduling and retention controls, so backup policy is easy to set and verify.
- ✓ A faster, more predictable restore path for recovering accounts and data when it matters.

TARGET **First half 2026**

[View the public roadmap →](#)



Email and webmail, modernised

Webmail and deliverability came through clearly across both rankings and open feedback.

REQUEST #4 · 33.4%

Refreshed webmail experience

A cleaner, faster webmail interface that gives your end-users a familiar, modern way to manage their mail.

REQUEST #10 · 15.8%

SaaS mail client for end-users

A modern hosted mail option, giving you a contemporary client to offer alongside the standard experience.

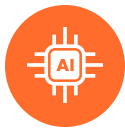
FROM YOUR FEEDBACK

Clearer deliverability

More approachable DMARC, DKIM, and SPF handling, plus spam controls that take less command-line work.

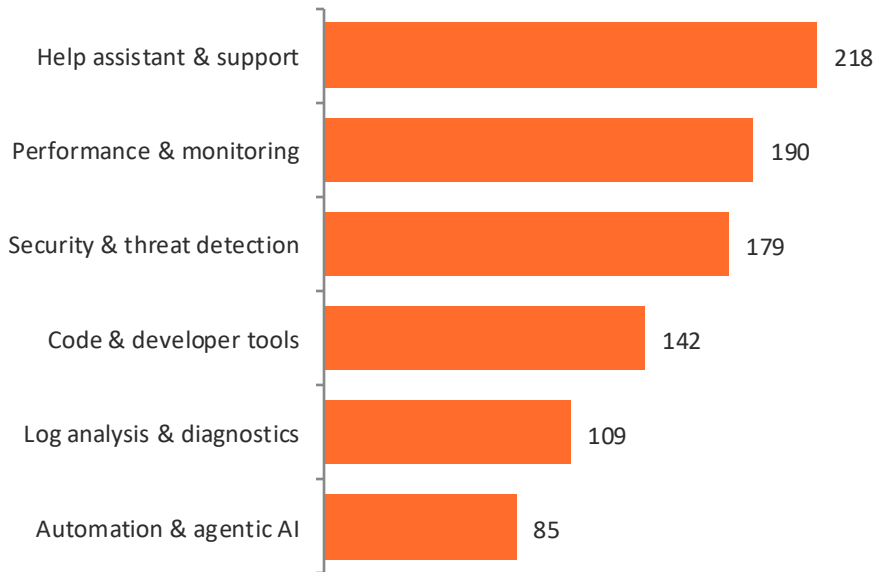
TARGET: Webmail and mail client in 2026, with deliverability improvements alongside.

[View the public roadmap →](#)



AI you actually asked for

Your AI feedback was specific: server-aware help that solves real operational problems.



Our approach

- ✓ Server-aware help that reads logs and explains errors in plain language.
- ✓ Diagnostics that pinpoint which account or process is using CPU and memory.
- ✓ Bring your own API key (OpenAI, Anthropic, or Gemini).
- ✓ Opt-in by design: AI stays off until you switch it on.

Most-mentioned AI use cases in open feedback (by number of mentions).

AI Application Builder (Nova) is already available. AI support assistance and MCP server support are in development.



Experience and platform updates

Alongside the headline work, a set of practical improvements you raised are on the way.



Meridian interface + dark mode

Ships opt-in alongside Jupiter, with dark mode and adaptive onboarding included

In progress



Slack and Telegram alerts

Notification center integrations that route server events to the channels your team already uses.

Late 2026



Short-lived SSL certificates

Native support for short-lived certificates as the wider ecosystem moves toward them.

Early 2026



Built-in domain registration

Register and manage domains inside the panel, with fewer external steps to complete a setup.

Mid 2026



Ubuntu 26.04 LTS support

Platform support that keeps your fleet current with the latest long-term-support release.

Mid 2026



MCP server support

A foundation for agentic and tool-based AI workflows that connect to your hosting environment.

Early 2026



Your priorities, mapped to our roadmap

What you asked for	What is coming	Target window
Native firewall & brute-force protection	Firewall manager built into WHM	2026
Security & Performance Advisor	Prioritised, actionable guidance	Second half 2026
Backup management	Server-wide and account backup improvements	First half 2026
Webmail and end-user mail	Refreshed webmail and SaaS mail client	Mid 2026
AI assistance	Server-aware assistant, BYO key, opt-in	Throughout 2026
Short-lived SSL certificates	Native certificate support	Early 2026
Built-in domain registration	In-panel domain registration	Mid 2026
Slack / Telegram notifications	Notification center integrations	Late 2026
Ubuntu 26.04 LTS	Platform support	Late 2026
Cyber Resilience Act readiness	Compliance updates	Late 2026

Targets reflect current planning and may change as work progresses.

[Track every item on the public roadmap →](#)



TWO THEMES WE HEARD CLEARLY

Beyond the feature list



Value

You spoke plainly about pricing and the value you expect for it. That feedback is with our commercial teams, and our priority through 2026 is to deliver releases that make the value of cPanel & WHM clear in your daily operations.



Focus

You asked us to keep WHM centered on reliable hosting, security, and performance. We are committed to keeping the administrative experience clean and focused on the core platform.

Thank you for the detail and candour. Keep the feedback coming, and follow what ships next.

[cPanel public roadmap →](#)