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Disk Usage: finding what fills your account

cPanel & WHM

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Disk Usage: finding what fills your account

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The account is filling up and you do not know why. cPanel has a screen built for this: **Disk Usage**, in the **Files** section. It shows, folder by folder, how much space each one takes, and adds what is not a folder: databases, e-mail accounts, e-mail archives and mailing lists. In five minutes you know where the weight is.

How to read the screen

1. Open `Disk Usage` in cPanel. The top shows the total space used by the account and warns when it nears the quota.
2. Sort the folders by size (the **Sort directories by** field) so the heaviest come first.
3. Click the name of a big folder to see the folders it contains, and keep going down until you find the one that weighs. All the figures are relative to the largest folder.
4. When you know which one it is, use **Open This Directory In File Manager** to look at it and decide in the File Manager.
5. Also look at the lines that are not folders: e-mail and databases count against the quota and have their own place where they are cleaned.

What usually weighs, and where to look

Suspect	Where it lives	What to do
An `error_log` file that has grown	In the folder of each script that raises errors	Read it, fix the cause and then delete it. See **where the PHP error log is**.

Suspect	Where it lives	What to do
Forgotten full backups	In the home folder, `.tar.gz` files with “backup” in the name	Download to your computer and delete from the account. See **making a full cPanel backup**.
Full mailboxes, Trash and Spam	On the e-mail accounts line	Empty Trash and Spam and delete old mail. See **your mailbox is full**.
WordPress uploads and copies	In `wp-content`, in the uploads and plugin-copy folders	Delete copies of old plugins. Do not delete the site’s uploads folder without knowing what is in it.
A database that has grown	On the databases line	See **the database has grown: what can go**.
The File Manager’s trash	In a hidden `.trash` folder in the account	What you delete in the File Manager goes to the trash and keeps taking space until you empty it.

Disk Usage figures can be out of date.
The screen warns that the values may not reflect recent changes, and that files in practice take more space than their real size. If you have just deleted something and the total has not dropped, wait and reopen the screen before concluding it did not work.

Do not delete what you do not recognise.
In particular `mail`, `etc` and the site folder (`public_html`) hold what makes the account work. If in doubt, download first and ask us.

Free space and still unable to save:
The limit may be the number of files (inodes) rather than the weight. It is explained in **the limits nobody advertises: inodes, processes and memory**.

NEED A HAND?

Cleaned up and the account is still full? Tell us what Disk Usage shows for the three biggest folders.

Open a support ticket →

Where to see it in your account

The space of your account is the one in your plan: 10 GB on Pro, 20 GB on Plus, 30 GB on Ultra, and 50, 100 or 200 GB on Business Pro, Plus and Ultra, all NVMe SSD. In cPanel, the **Statistics** panel in the sidebar shows how much of that you are using, and also the number of files (inodes), databases and e-mail accounts. Read the inode limit of your account in that same panel, since it is the figure that applies to you. If the space keeps running short after the clean-up, you can move up a plan without losing the site, or talk to us.

SEE ALSO

- **The limits nobody advertises: inodes, processes and memory**
- **Your mailbox is full: what to delete and how to stop it happening**
- **The database has grown: where to see its size, and what can go**
- **Making a full cPanel backup and downloading it**

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