interweb

Generated on 26/10/2026 13:16

KNOWLEDGE BASE · PUBLIC DOCUMENT

# How to check if the site files are on the hosting

cPanel & WHM

| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
| RLX-MZ-KB-32 | v2026.10.04 | Mozambique · English |

**Interweb Mozambique**
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/32

# How to check if the site files are on the hosting

cPanel & WHM Created on **August 14, 2026** Updated on **October 4, 2026** 2 min read



Before pointing a domain, asking for help, or concluding that “the site has disappeared”, it is worth checking one simple thing: **are the site files actually on the hosting?** It takes under a minute.

## Where the files should be

Everything a visitor sees on your main domain lives in a folder called **public_html**. That is the site root.

1. Log in to cPanel - see **how to access it**
2. Open **File Manager**, in the *Files* section
3. Click the **public_html** folder in the left-hand column

## Reading what you see

| What appears | Meaning |
|---|---|
| **index.php** or **index.html**, plus several folders | There is a site installed |
| **wp-config.php**, **wp-content**, **wp-admin** | It is a WordPress site |
| Only *cgi-bin* and *.well-known*, or nothing | Empty account - no site here |
| Just a welcome page | Account created, but the site has not been uploaded |

**An even quicker shortcut:**
In cPanel, open **Disk Usage**. If the space used is only a few MB, the account is essentially empty - no need to open any folder.

## If you have more than one domain

Only the main domain uses **public_html** directly. Addon domains and subdomains have their own folders, usually named after the domain, inside *public_html* or beside it. If you cannot find a secondary site’s files, check under **Domains** in cPanel which folder is assigned - the document root column tells you exactly where to look.

## Files are there but the site will not open

**The domain does not point here yet**

The files are fine, but the domain is serving another server. Check with **how to check a domain's DNS**.

**The files are inside a subfolder**

If the site was uploaded to *public_html/site*, the address only works with */site* on the end. Move the contents to the root of *public_html*.

**The entry file is missing**

Without an *index.php* or *index.html* in the root, the server does not know which page to show.

NEED A HAND?

Not sure what you are looking at? Send us a screenshot of the folder.

Open a support ticket →

SEE ALSO

- How to monitor your site performance in cPanel →
- Your cPanel access details →
- What can you do in cPanel? →
- Need hosting? See the plans. →

WEB HOSTING

## Looking for hosting that stays out of your way?

cPanel, a free SSL certificate, backups every night before dawn kept for a year, and support that answers in your language.

See hosting plans →

Free migration of your current site · no lock-in

interweb

## Interweb Mozambique

**RLX Holdings, S.A. · Group RLX Holdings**

| | |
|---|---|
| TAX ID (NUIT) | 401 191 607 |
| LEGAL ENTITY NO. (NUEL) | 105 045 974 |
| ECONOMIC ACTIVITY CODE (CAE) | 62022 |
| REGISTERED OFFICE | Bairro 7 de Setembro<br>Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique |
| CONTACT | info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz |
| OPENING HOURS | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed |

Online version of this document

RLX-MZ-KB-32 · v2026.10.04 · Generated on 26/10/2026 13:16