

KNOWLEDGE BASE · PUBLIC DOCUMENT

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

cPanel & WHM

CODE

**RLX-AO-KB-32**

VERSION

**v2026.10.04**

COUNTRY · LANGUAGE

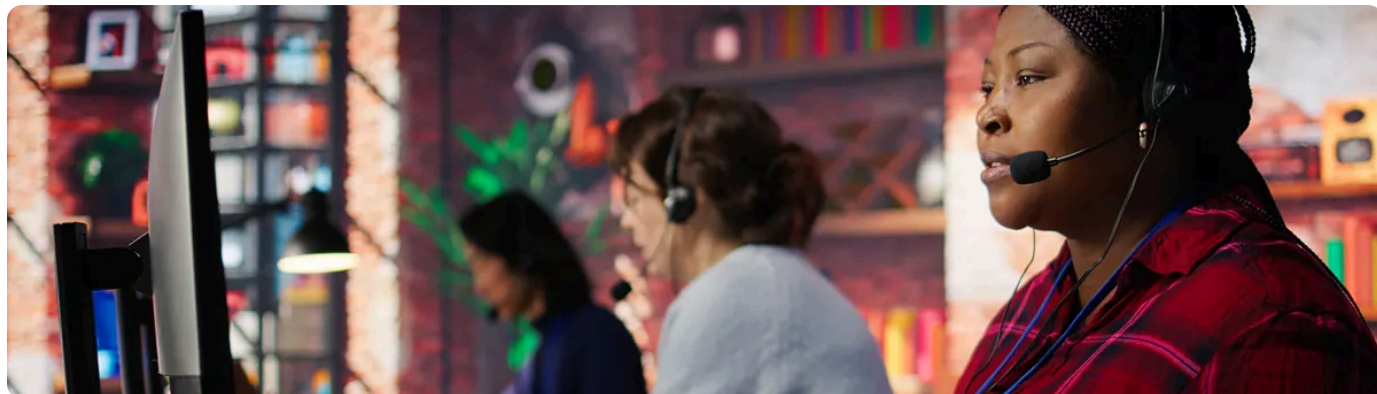
**Angola · English**

## Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

<https://www.meu.interweb.ao/knowledgebase/32>



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                                             |
|--------------------------------------------------------------|-----------------------------------------------------|
| <b>index.php</b> or <b>index.html</b> , plus several folders | There is a site installed                           |
| <b>wp-config.php</b> , <b>wp-content</b> , <b>wp-admin</b>   | It is a WordPress site                              |
| Only <i>cgi-bin</i> and <i>.well-known</i> , 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.

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.](#)

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[See hosting plans](#)

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