# DirectAdmin Troubleshooting

DirectAdmin Troubleshooting focuses on resolving issues specifically related to the DirectAdmin web control panel. It provides in-depth guidance for handling common DirectAdmin errors, configuration challenges, and management tasks for reseller accounts, user accounts, and system settings. With detailed explanations and practical solutions, this resource aims to help users navigate and effectively manage their DirectAdmin environment, ensuring a smooth and efficient experience.

- Resolve DirectAdmin File Manager errors with a Reseller account *

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As a reseller, you may encounter errors in DirectAdmin's File Manager when you open the File Explorer as a specific user, switch users in another browser tab, and then return to the File Explorer tab to make changes.

To resolve this issue, close the File Explorer tab where the error occurred, log back into the user account where you want to make changes, and reopen the File Explorer for that account. While you're making changes via the File Explorer for that account, avoid switching to another user in the same browser.

If you need to make changes to multiple user accounts simultaneously, there are several solutions. You can use the incognito mode in your browser to create an additional session. For even more sessions, you can create and use different profiles within the same browser or open multiple browsers.

Please note that this issue is not a bug within DirectAdmin. It is a result of how the system manages sessions to identify which user is logged in within a given browser. Similar issues can occur in other web control panels (e.g., cPanel) when you have a reseller account and attempt to manage multiple user accounts in the same browser.

If you have any further questions or need assistance, please don't hesitate to contact us. We're here to help!