Mozout

Generated on 15/11/2026 00:38

KNOWLEDGE BASE · PUBLIC DOCUMENT

Letting an outside address reach your MySQL: Remote MySQL in cPanel

Remote Access & Code

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-2376	v2026.10.18	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/2376

Letting an outside address reach your MySQL: Remote MySQL in cPanel

Remote Access & Code Created on **October 10, 2026** Updated on **October 18, 2026** 3 min read



cPanel has a tool called **Remote MySQL**, where you type the IP address of whoever may connect to your database. There is one thing the screen does not say: **port 3306 on the server is not open from outside.** Authorising the address in cPanel, on its own, **does not** make the connection work. The route that works is an SSH tunnel.

What each piece does

Piece	What it does	Enough to connect from outside?
Remote MySQL (cPanel)	Tells MariaDB that a user may come from a given address.	No. The port still has to be reachable.
Port 3306 on the server	The port the database listens on. It listens on the server, but **is not open to the internet**.	No, while closed.
SSH tunnel	Carries the connection inside the SSH port, and the database sees it as local.	**Yes.** The recommended route.

The route that works

1. Every shared hosting plan has SSH access (Terminal and SSH Access appear in cPanel). The port is 2299. See **your cPanel access details**.

2. Open a tunnel and connect through it. The step-by-step is in **reaching MySQL or PostgreSQL through an SSH tunnel**.

3 In MySQL Workbench, DBeaver or another client, use `127.0.0.1` and the local port of the tunnel. See **MySQL Workbench**.

Never authorise `%` (any address).
That leaves the database at the mercy of anyone who can guess the password, from anywhere in the world. If you use Remote MySQL, type the exact address of whoever needs it. And bear in mind that most home connections change IP from time to time.

What if your application, on another server, really needs a direct connection? That is a decision about the server's firewall, not about your account. Open a ticket, tell us the source address and why, and we will tell you what is possible. We do not promise the port will be opened. In many cases the right answer is to move the database next to the application, or to use the tunnel.

Alternatives that avoid a remote connection

Before insisting on a direct connection, ask whether the other side really needs the whole database. Often a **small endpoint on your account** that returns only the data the other side needs, protected by a key, is enough. Other times it is enough to **export the data** from time to time. The tunnel is left for administration. Exposing a database to the internet is the most common way data leaks, and a narrow access gives only what is needed and nothing more.

Quick diagnosis:
If connecting to the server IP times out (instead of saying *Access denied*), the packet never reached the database. It is the closed port, not the password. See **which ports are open**.

NEED A HAND?

Need an outside connection and the tunnel will not do? Tell us the source address and the reason and we will tell you what is possible.

Open a support ticket →

In our plans

The route that works here, the SSH tunnel, is open on every shared hosting plan, because all of them include SSH access. Every plan also has PostgreSQL as well as MySQL, and an unlimited number of databases. To confirm on your own account, look for Terminal or SSH Access in cPanel: if either appears, you can open the tunnel. If neither does, or the login is refused, open a ticket and we will check the account. Authorising an address under Remote MySQL does not change this: the tunnel is the way in, whichever plan you have.

SEE ALSO

- Reaching MySQL or PostgreSQL through an SSH tunnel, step by step
- Connecting to your MySQL database with MySQL Workbench
- Which ports are open, and why your integration hangs without an error

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-2376 · v2026.10.18 · Generated on 15/11/2026 00:38