Image not found or type unknown

20. Troubleshooting

Reset Admin Password

If you have lost access to the web panel or forgotten the admin password, you can reset it using the recovery mode.

Step 1: Stop the Service

```
systemctl stop puqvpncp
```

Step 2: Run Recovery

```
puqvpncp --recover
```

This will:

```
=== PUQVPNCP Recovery Mode ===
[OK] Admin group reset to full access (*)
[OK] Admin user: already in admin group
[OK] Admin password reset to 'admin' (password change will be required)

Recovery complete. Login as admin / admin.
You will be prompted to change the password on first login.
```

The recovery command performs the following:

- Resets the `admin` permission group to full access (`*`)
- If the `admin` user does not exist — creates it with password `admin`
- If the `admin` user exists — resets password to `admin` and ensures the user is in the `admin` group
- Sets the `ForcePasswordChange` flag — you will be prompted to change the password on first login
- Recreates default permission groups (`operator`, `viewer`) if they are missing

Step 3: Start the Service

```
systemctl start puqvpncp
```

Step 4: Login

Open the web panel and login with:

Field	Value
Username	`admin`
Password	`admin`

You will be prompted to set a new password immediately.

Service Won't Start

Check the service status

```
systemctl status puqvpncp
```

Check the logs

```
tail -100 /var/log/puqvpncp/puqvpncp.log
```

Common causes

Problem	Solution
Port already in use	Check `WebPort` in `/etc/puqvpncp/puqvpncp.conf`, or stop the conflicting service
SSL certificate error	Verify that `Domain` resolves to this server's IP and port 443 is not in use

Problem	Solution
Permission denied	Ensure the binary is at `/usr/sbin/puqvpncp` and has execute permissions
Missing dependencies	Run **Settings > Environment** check, or install missing packages manually

---

Web Panel Not Accessible

Check if the service is running

```
systemctl is-active puqvpncp
```

Check which port is in use

```
ss -tlnp |  grep puqvpncp
```

Common causes

Problem	Solution
Firewall blocking the port	Allow the port: `iptables -I INPUT -p tcp --dport 8098 -j ACCEPT`
Wrong listen address	Check `WebIP` in `/etc/puqvpncp/puqvpncp.conf` (default: `0.0.0.0`)
IP restriction active	Check `AllowedWebIP` — set to `0.0.0.0` to allow all IPs
SSL enabled but accessing HTTP	With `LetsEncrypSSL=yes`, use `https://` on port 443, not HTTP

Binary Cannot Be Updated

If you get "Text file busy" error when trying to copy a new binary:

```
systemctl stop puqvpncp
```

```
cp puqvpncp /usr/sbin/puqvpncp
systemctl start puqvpncp
```

> The service **must** be stopped before replacing the binary. The running process locks the file.

WireGuard Interface Not Created

Check if WireGuard kernel module is loaded

```
modprobe wireguard
lsmod | grep wireguard
```

Check WireGuard tools

```
wg --version
```

If missing, install:

```
apt install wireguard wireguard-tools
```

AmneziaWG Interface Not Created or Module Not Loaded

1. Check DKMS status and kernel module

```
```

```
# Check DKMS compilation status
dkms status
# Should show: amneziawg/..., ...: installed

# Check if the kernel module is currently loaded
lsmod | grep amneziawg

# Try loading the module manually
modprobe amneziawg
```

2. Module build failed or missing (Debian / Ubuntu)

On **Debian**, DKMS compilation fails if `linux-headers-$(uname -r)` and build tools are missing. To fix:

```
# Install kernel headers and build tools for the running kernel
apt-get update && apt-get install -y curl build-essential dkms linux-headers-$(uname -r)

# Reconfigure and recompile the DKMS module
dpkg-reconfigure amneziawg-dkms

# Load the compiled module into the kernel
modprobe amneziawg

# Verify
lsmod | grep amneziawg
```

3. Dependency error on Debian 12: `Depends: libc6 (>= 2.38)`

If `apt-get install` fails with:

```
The following packages have unmet dependencies:
 amneziawg-tools : Depends: libc6 (>= 2.38) but 2.36-... is to be installed
E: Unable to correct problems, you have held broken packages.
```

Cause: Debian 12 (Bookworm) uses `glibc 2.36`. Ubuntu 24.04 (`noble`) was added instead of

Ubuntu 22.04 (`jammy`).

Solution: Change `noble` to `jammy` in `/etc/apt/sources.list.d/amnezia.list`:

```
echo "deb [signed-by=/etc/apt/keyrings/amnezia.asc]
https://ppa.launchpadcontent.net/amnezia/ppa/ubuntu jammy main" >
/etc/apt/sources.list.d/amnezia.list
apt-get update && apt-get install -y amneziawg-dkms amneziawg-tools
modprobe amneziawg
```

4. Keyring error or `-bash: gpg: command not found`

If you encounter:

```
-bash: gpg: command not found
Error: Failed to parse keyring "/etc/apt/keyrings/amnezia.gpg"
The repository '... noble InRelease' is not signed.
```

Cause: Minimal Debian installations do not include `gpg`/`gnupg`.

Solution: Save the key in native ASCII `.asc` format directly without piping to `gpg`:

```
mkdir -p /etc/apt/keyrings
curl -fsSL
"https://keyserver.ubuntu.com/pks/lookup?op=get&search=0x75C9DD72C799870E310542E24166F2C2572908
-o /etc/apt/keyrings/amnezia.asc
```

5. Repository setup by Debian version

Debian 12 (Bookworm):

```
apt-get update && apt-get install -y curl build-essential dkms linux-headers-$(uname -r)
mkdir -p /etc/apt/keyrings
curl -fsSL
"https://keyserver.ubuntu.com/pks/lookup?op=get&search=0x75C9DD72C799870E310542E24166F2C2572908
-o /etc/apt/keyrings/amnezia.asc
echo "deb [signed-by=/etc/apt/keyrings/amnezia.asc]
https://ppa.launchpadcontent.net/amnezia/ppa/ubuntu jammy main" >
```

```
/etc/apt/sources.list.d/amnezia.list
apt-get update && apt-get install -y amneziawg-dkms amneziawg-tools
modprobe amneziawg
```

Debian 13 (Trixie):

```
apt-get update && apt-get install -y curl build-essential dkms linux-headers-$(uname -r)
mkdir -p /etc/apt/keyrings
curl -fsSL
"https://keyserver.ubuntu.com/pks/lookup?op=get&search=0x75C9DD72C799870E310542E24166F2C257290828
-o /etc/apt/keyrings/amnezia.asc
echo "deb [signed-by=/etc/apt/keyrings/amnezia.asc]
https://ppa.launchpadcontent.net/amnezia/ppa/ubuntu noble main" >
/etc/apt/sources.list.d/amnezia.list
apt-get update && apt-get install -y amneziawg-dkms amneziawg-tools
modprobe amneziawg
```

Ubuntu (22.04 / 24.04 LTS):

```
add-apt-repository -y ppa:amnezia/ppa
apt-get update && apt-get install -y amneziawg-dkms amneziawg-tools
modprobe amneziawg
```

6. Check AmneziaWG tools

```
awg --version
```

5. DNS resolution error when using awg-quick manually

If `awg-quick up awg0` fails with `resolvconf: command not found` on Debian:

```
apt-get install -y openresolv
```

Getting Help

- **Documentation**: https://puqvpncp.com/doc/
- **Community**: https://community.puqcloud.com
- **Support**: https://puqcloud.com/submitticket.php

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