

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 <code>WebPort</code> in <code>/etc/puqvpncp/puqvpncp.conf</code> , or stop the conflicting service
SSL certificate error	Verify that <code>Domain</code> resolves to this server's IP and port 443 is not in use

Problem	Solution
Permission denied	Ensure the binary is at <code>/usr/sbin/puqvpncp</code> 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: <code>iptables -I INPUT -p tcp --dport 8098 -j ACCEPT</code>
Wrong listen address	Check <code>WebIP</code> in <code>/etc/puqvpncp/puqvpncp.conf</code> (default: <code>0.0.0.0</code>)
IP restriction active	Check <code>AllowedWebIP</code> — set to <code>0.0.0.0</code> to allow all IPs
SSL enabled but accessing HTTP	With <code>LetsEncryptSSL=yes</code> , use <code>https://</code> 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 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. Missing repository or packages

Debian (11 / 12 / 13):

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

4. 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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