

# Troubleshooting

Common issues and the tools the module gives you to diagnose and repair them — Verify & Repair, the deploy timeline, the streamed task logs, Reveal credentials, the raw-row editor, and the per-service Factory reset.

- [Common Issues](#)

# Common Issues

## PUQ Web Hosting module **WHMCS**

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Most problems come down to one of: cron not running, a node unreachable over SSH, or DNS not yet pointing. The queue and the per-service **Verify & Repair** are your main tools.

## Deployment stuck or failed

The customer sees the error screen; the service shows **error** state.

1. Open the service → **Deploy** tab and read the timeline / `|deploy_error|`.
2. Open **Tasks** and the failed task's detail to see the raw SSH log.
3. Fix the cause (credentials, package, reachable node), then **Redeploy** or **Verify & Repair**

Common causes: SSH/sudo not set up on the node, wrong server IP, package not yet created, DNS server unreachable.

PUQ Web Hosting

ID	Domain	Client	WHMCS	Deploy	Mode	DNS	Actions
27 whmcs #5561	ddd.benchwords.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	VANITY	DURS	Open, Refresh, Lock, Delete
26 whmcs #5560	ddfg.benchwords.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	VANITY	DURS	Open, Refresh, Lock, Delete
24 whmcs #5558	ruslan.benchwords.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	VANITY	DURS	Open, Refresh, Lock, Delete
23 whmcs #5557	test.appuw.com	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	SPLIT	DURS NS 2026-06-03 22:09	Open, Refresh, Lock, Delete
22 whmcs #5553	test2.puq.info	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	SPLIT	DURS NS 2026-05-20 16:54	Open, Refresh, Lock, Delete
21 whmcs #5554	test.puq.info	Ruslan Polovyi ruslan@polovyi.com	ACTIVE ACTIVE	ACTIVE	SPLIT	DURS NS 2026-05-20 16:54	Open, Refresh, Lock, Delete





































## A node was unreachable

Tasks for that server pile up. Once it's back, they retry automatically. If a task is permanently wedged, use **Logs → Task Queue → Force-fail stuck**, then run **Verify & Repair** on the affected services to rebuild what's missing.

# Backups show errors

Backup rows can show an error when the snapshot failed on the server (disk full, Hestia busy). Use **Sync from server** to reconcile the list with reality; missing-on-server rows are pruned automatically on sync.

PUQ Web Hosting — admin panel

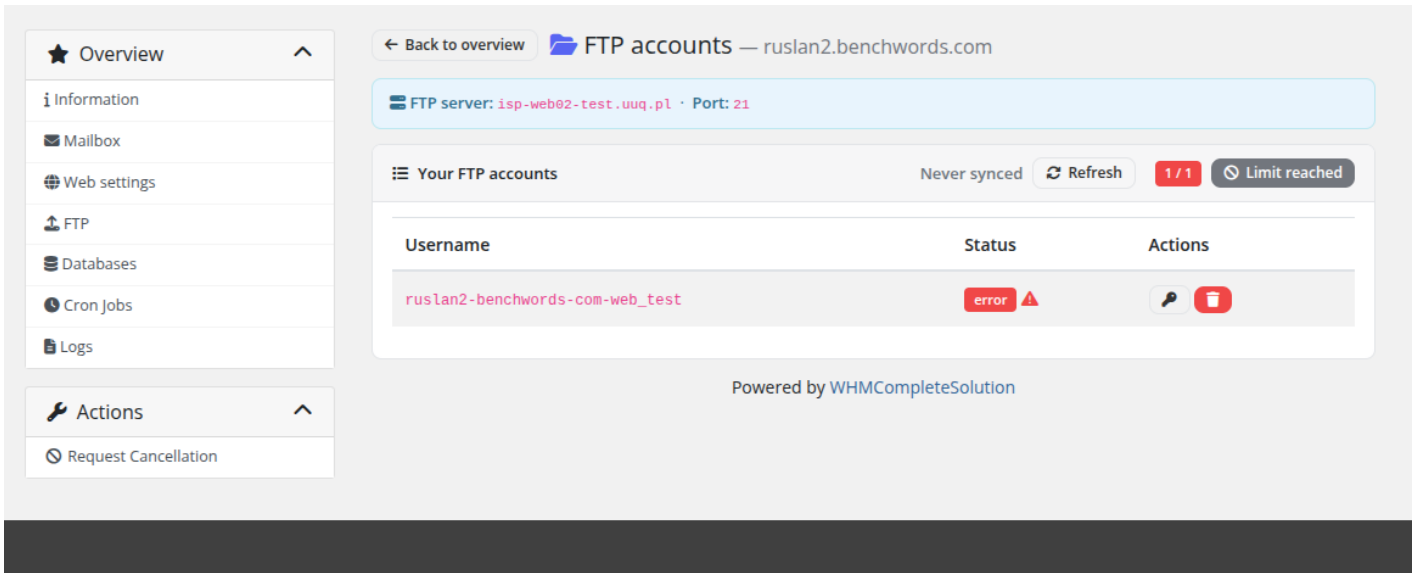
ID	Filename	Size	Status	Created	Actions	ID	Filename	Size	Status	Created	Actions
69	test-puq-info-web.2026-06-03_05-10-08.tar	1.00 MB	ACTIVE	2026-06-03 06:10:09	 	70	test-puq-info-mail.2026-06-03_05-10-08.tar	1.00 MB	ACTIVE	2026-06-03 06:10:22	 
61	test-puq-info-web.2026-06-02_05-10-08.tar	1.00 MB	ACTIVE	2026-06-02 06:02:24	 	62	test-puq-info-mail.2026-06-02_05-10-08.tar	1.00 MB	ACTIVE	2026-06-02 06:02:33	 
54	test-puq-info-web.2026-06-01_05-10-08.tar	1.00 MB	ACTIVE	2026-06-01 23:56:26	 	56	test-puq-info-mail.2026-06-01_05-10-09.tar	1.00 MB	ERROR 	2026-06-01 23:56:34	
53	test-puq-info-web.2026-05-31_05-10-08.tar	1.00 MB	ACTIVE	2026-06-01 23:56:26	 	55	test-puq-info-mail.2026-05-31_05-10-08.tar	1.00 MB	ERROR 	2026-06-01 23:56:34	
52	test-puq-info-web.2026-05-30_05-10-08.tar	1.00 MB	ACTIVE	2026-06-01 23:56:26	 	31	test-puq-info-mail.2026-05-20_05-10-04.tar	1.00 MB	ERROR 	2026-05-20 11:36:22	
51	test-puq-info-web.2026-05-29_05-10-10.tar	1.00 MB	ERROR 	2026-06-01 23:56:26		23	test-puq-info-mail.2026-05-19_05-10-04.tar	1.00 MB	ERROR 	2026-05-19 05:13:25	
50	test-puq-info-web.2026-05-28_05-10-10.tar	1.00 MB	ERROR 	2026-06-01 23:56:26		12	test-puq-info-mail.2026-05-18_05-10-05.tar	1.00 MB	ERROR 	2026-05-18 23:04:42	
30	test-puq-info-web.2026-05-20_05-10-04.tar	1.00 MB	ERROR 	2026-05-20 11:36:18		11	test-puq-info-mail.2026-05-17_05-10-03.tar	1.00 MB	ERROR 	2026-05-18 23:04:42	
22	test-puq-info-web.2026-05-19_05-10-06.tar	1.00 MB	ERROR 	2026-05-19 05:13:24		Showing 1 to 8 of 8 entries					
18	test-puq-info-web.2026-05-18_05-11-04.tar	2.21 GB	ERROR 	2026-05-18 23:46:19		Previous <b>1</b> Next					

Showing 1 to 10 of 12 entries

Previous **1** 2 Next

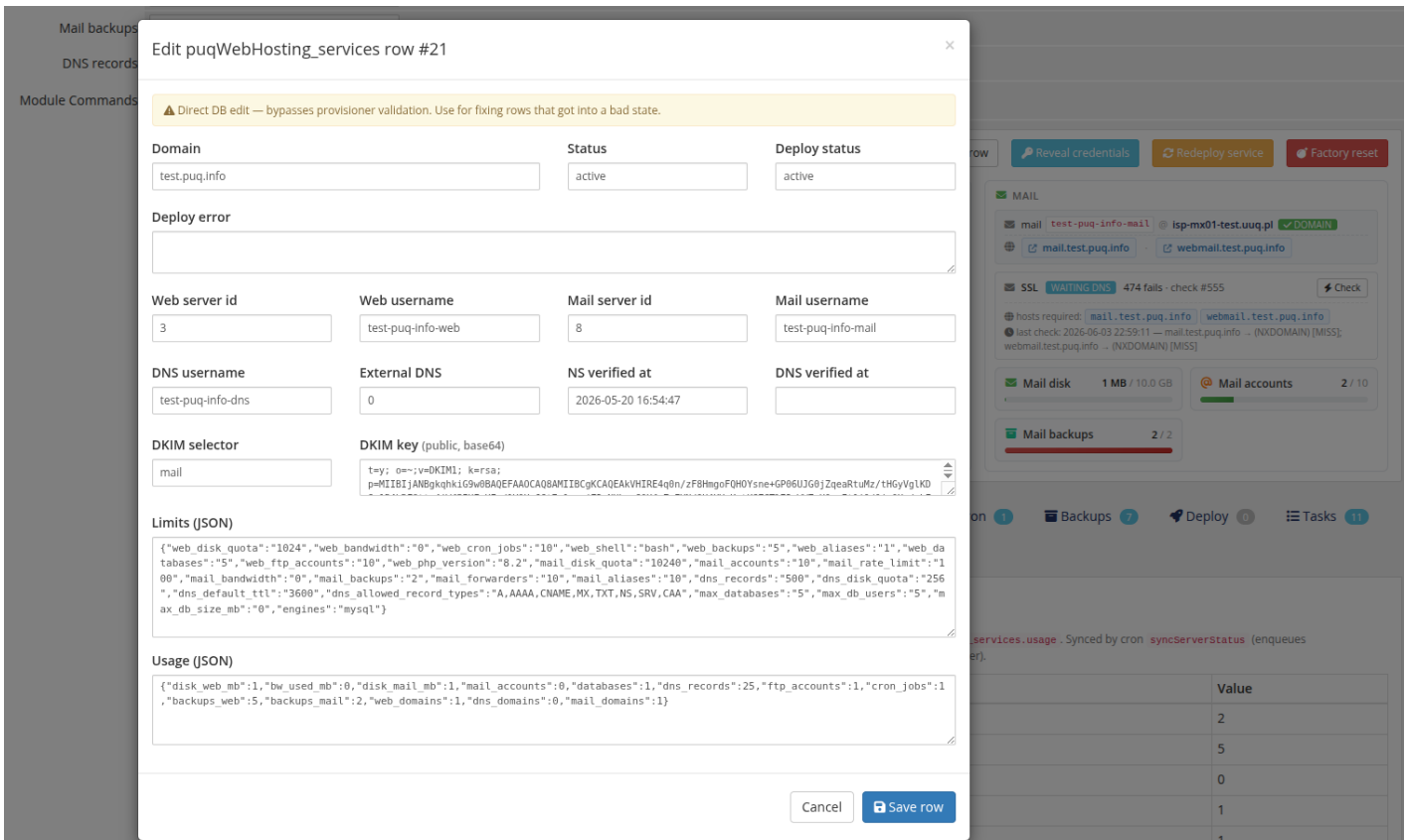
# FTP / DB account won't create (Vanity)

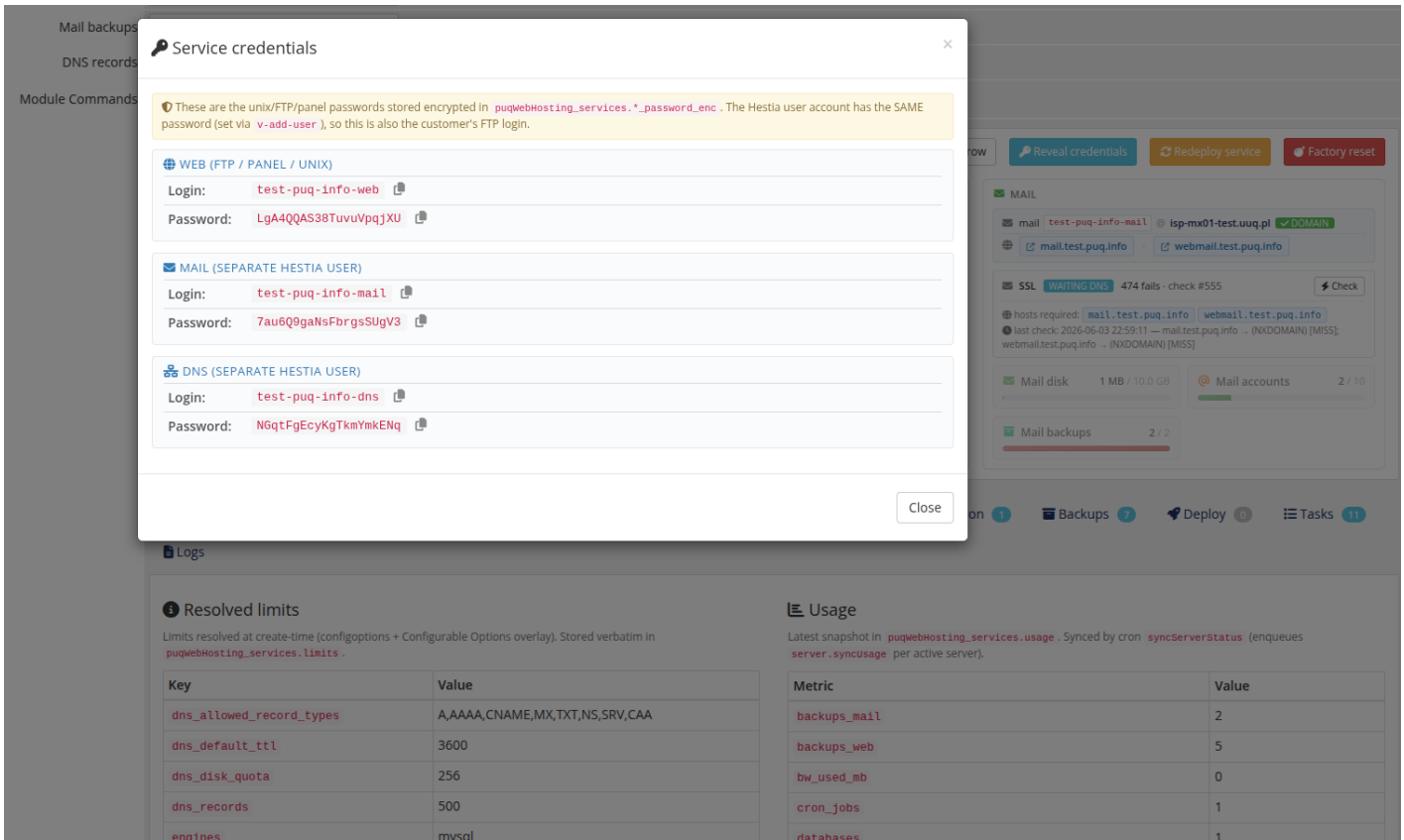
A too-long suffix on a Vanity service can overflow Hestia's username limit. The username is budget-aware now, but if you see an *invalid format* error, shorten the suffix.



# A row is in a bad state

For records that got inconsistent (e.g. a half-created resource), use the service panel's **Edit DB row** to correct the raw record, or **Reveal credentials** to log into Hestia directly and inspect.





# DNS doesn't resolve / SSL won't issue

Auto-SSL waits for DNS. Confirm the records are published (client **DNS** page → **Verify** for external DNS), give it a propagation cycle, and the fast-mode SSL worker will pick it up. Check **Settings** → **SSL** isn't in a freeze window for that domain.

“ Golden rule: **is cron running?** Almost every "nothing is happening" report is a cron that isn't firing. Verify the crontab line from **Settings** → **Cron** is installed.