

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.

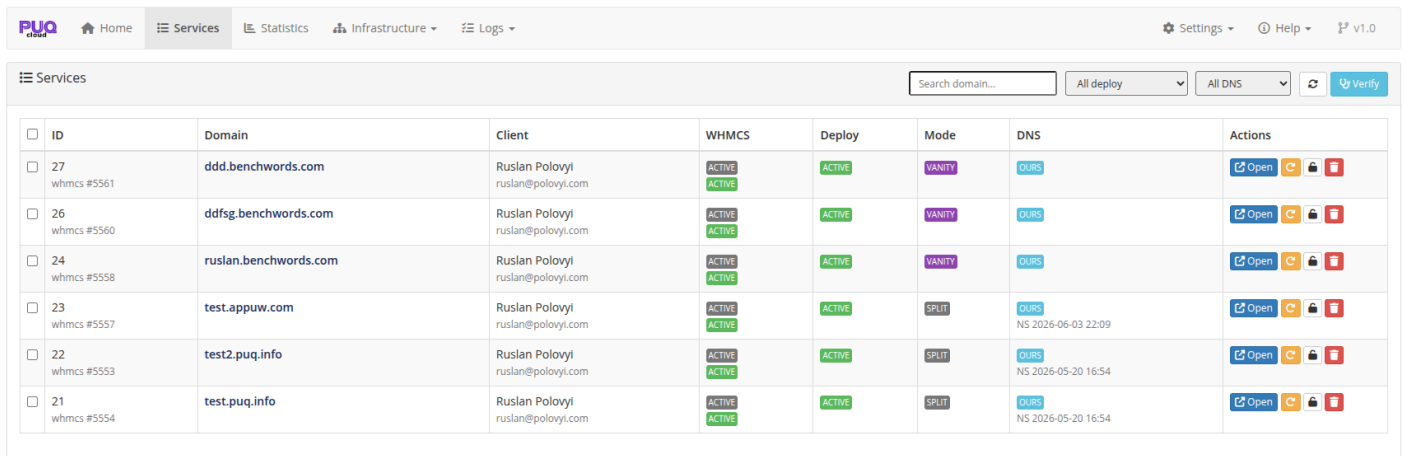
Deployment stuck or failed

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



The screenshot shows the PUQ Web Hosting interface. At the top, there is a navigation bar with 'Home', 'Services', 'Statistics', 'Infrastructure', and 'Logs'. On the right, there are 'Settings', 'Help', and 'v1.0'. Below the navigation bar, there is a 'Services' section with a search bar and filters for 'All deploy' and 'All DNS'. A 'Verify' button is also present. The main content is a table with the following columns: ID, Domain, Client, WHMCS, Deploy, Mode, DNS, and Actions. The table contains 7 rows of service data.

| ID | Domain | Client | WHMCS | Deploy | Mode | DNS | Actions |
|-------------------|-----------------------|--------------------------------------|--------|--------|--------|-----------------------------|-----------------------------|
| 27 whmcs #5561 | ddd.benchwords.com | Ruslan Polovyi ruslan@polovyi.com | ACTIVE | ACTIVE | VANITY | DURS | Open, Refresh, Lock, Delete |
| 26 whmcs #5560 | ddfsg.benchwords.com | Ruslan Polovyi ruslan@polovyi.com | ACTIVE | ACTIVE | VANITY | DURS | Open, Refresh, Lock, Delete |
| 24 whmcs #5558 | ruslan.benchwords.com | Ruslan Polovyi ruslan@polovyi.com | ACTIVE | ACTIVE | VANITY | DURS | Open, Refresh, Lock, Delete |
| 23 whmcs #5557 | test.appuw.com | Ruslan Polovyi ruslan@polovyi.com | 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 | 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 | 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.2026-05-29_05-10-08.tar | 1.00 MB | ACTIVE | 2026-06-01 23:56:26 |   | 31 | test-puq-info-mail.2026-05-28_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.2026-05-28_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 |  | | | | | | |
| 18 | test-puq-info-web.2026-05-18_05-11-04.tar | 2.21 GB | ERROR | 2026-05-18 23:46:19 |  | | | | | | |

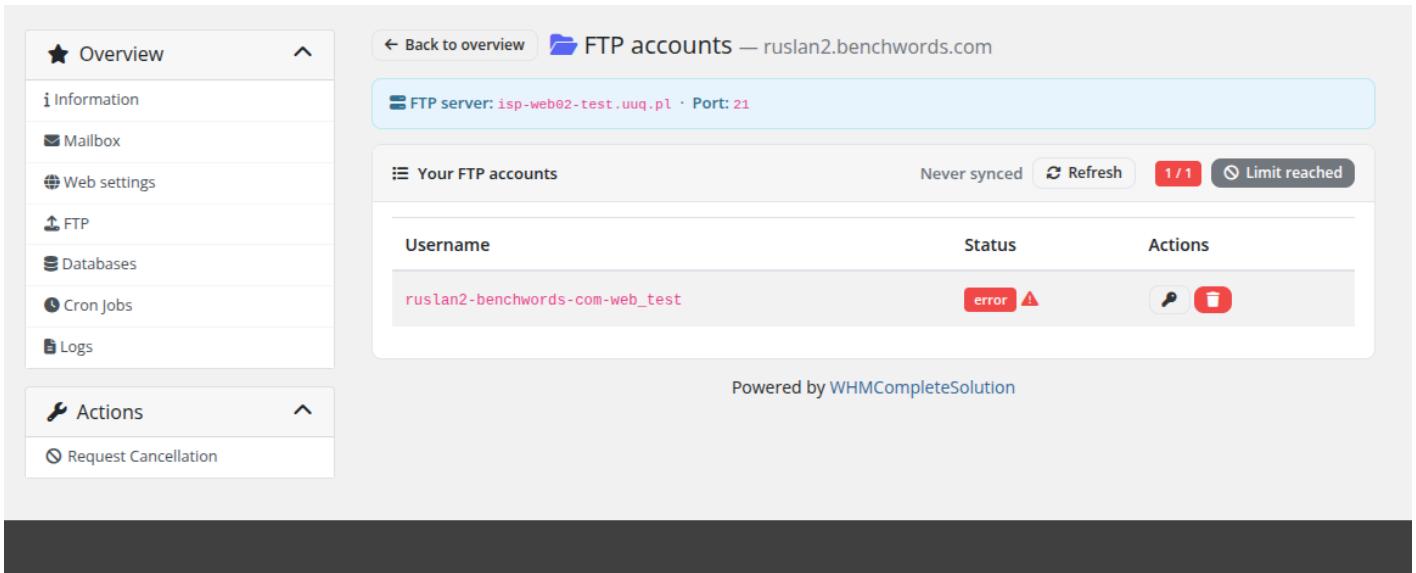
Showing 1 to 10 of 12 entries

Showing 1 to 8 of 8 entries

Previous 1 2 Next

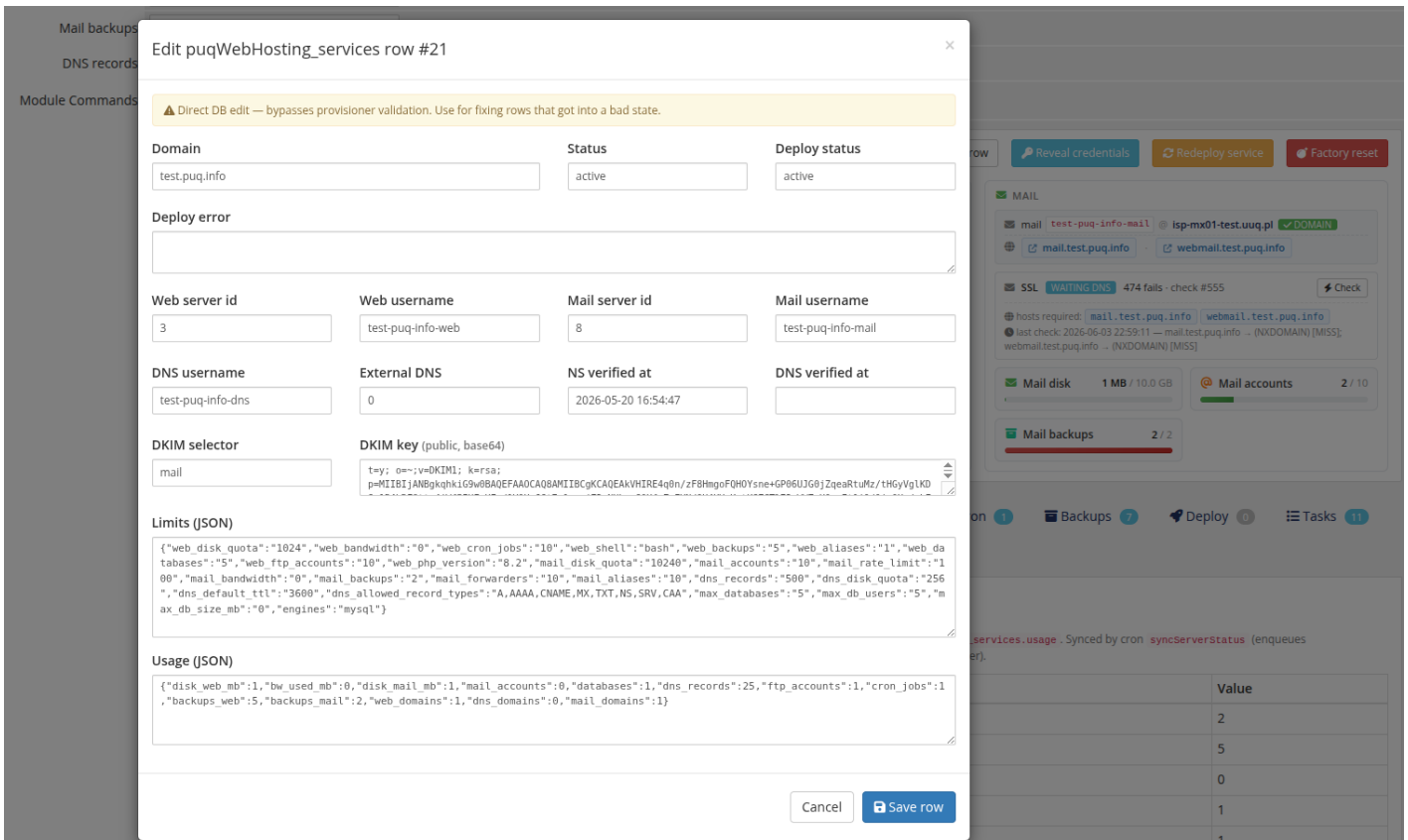
FTP / DB account won't create (Vanity)

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.



The screenshot shows a control panel interface. A 'Service credentials' dialog box is open, displaying three sections: WEB (FTP / PANEL / UNIX), MAIL (SEPARATE HESTIA USER), and DNS (SEPARATE HESTIA USER). Each section lists a Login and a Password. Below the dialog, the 'Resolved limits' table is visible, and the 'Usage' table shows metrics for backups, bandwidth, cron jobs, and databases.

Service credentials

These are the unix/FTP/panel passwords stored encrypted in `puqwebHosting_services.*_password_enc`. The Hestia user account has the SAME password (set via `v-add-user`), so this is also the customer's FTP login.

WEB (FTP / PANEL / UNIX)

Login: `test-puq-info-web`
Password: `LgA4QQAS38TuvuVpqjXU`

MAIL (SEPARATE HESTIA USER)

Login: `test-puq-info-mail`
Password: `7au6Q9gaNsFbrgsSUgV3`

DNS (SEPARATE HESTIA USER)

Login: `test-puq-info-dns`
Password: `NgqtFgEcyKgTkmYmkENq`

Resolved limits

| Key | Value |
|---------------------------------------|--------------------------------|
| <code>dns_allowed_record_types</code> | A,AAAA,CNAME,MX,TXT,NS,SRV,CAA |
| <code>dns_default_ttl</code> | 3600 |
| <code>dns_disk_quota</code> | 256 |
| <code>dns_records</code> | 500 |
| <code>engines</code> | mysql |

Usage

| Metric | Value |
|---------------------------|-------|
| <code>backups_mail</code> | 2 |
| <code>backups_web</code> | 5 |
| <code>bw_used_mb</code> | 0 |
| <code>cron_jobs</code> | 1 |
| <code>databases</code> | 1 |

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.

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