

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.

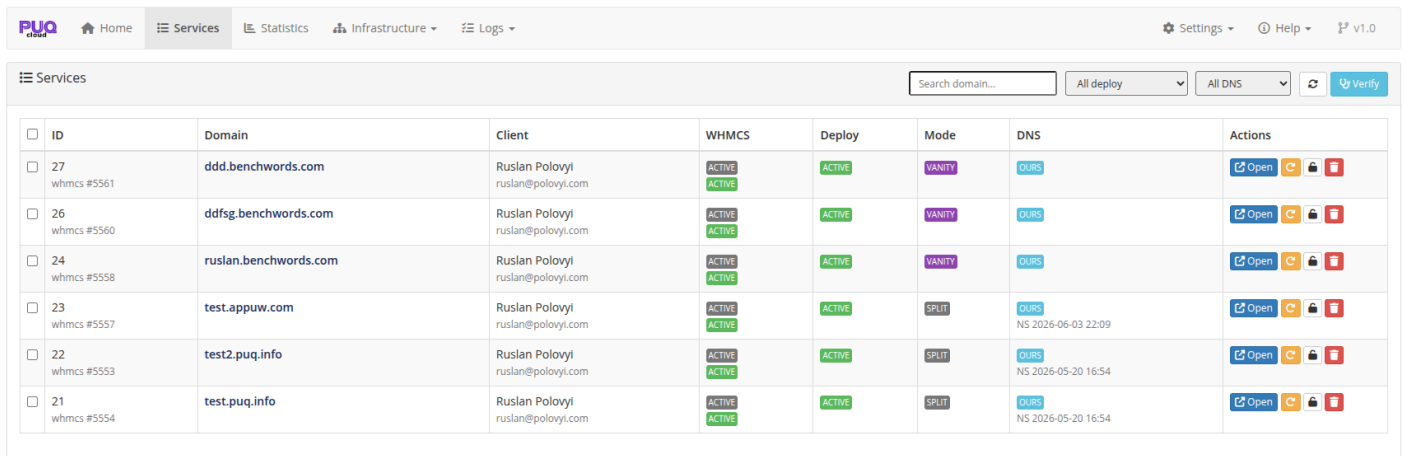
Deployment stuck or failed

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	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							

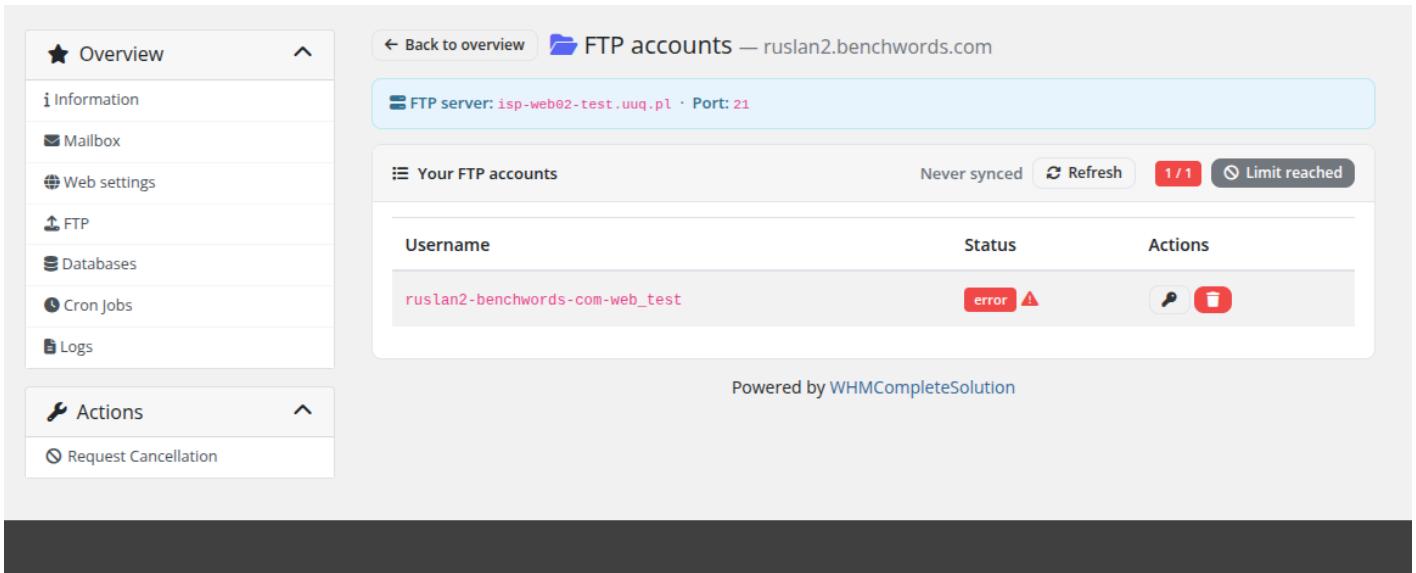
Showing 1 to 10 of 12 entries

Showing 1 to 8 of 8 entries

Previous 1 2 Next

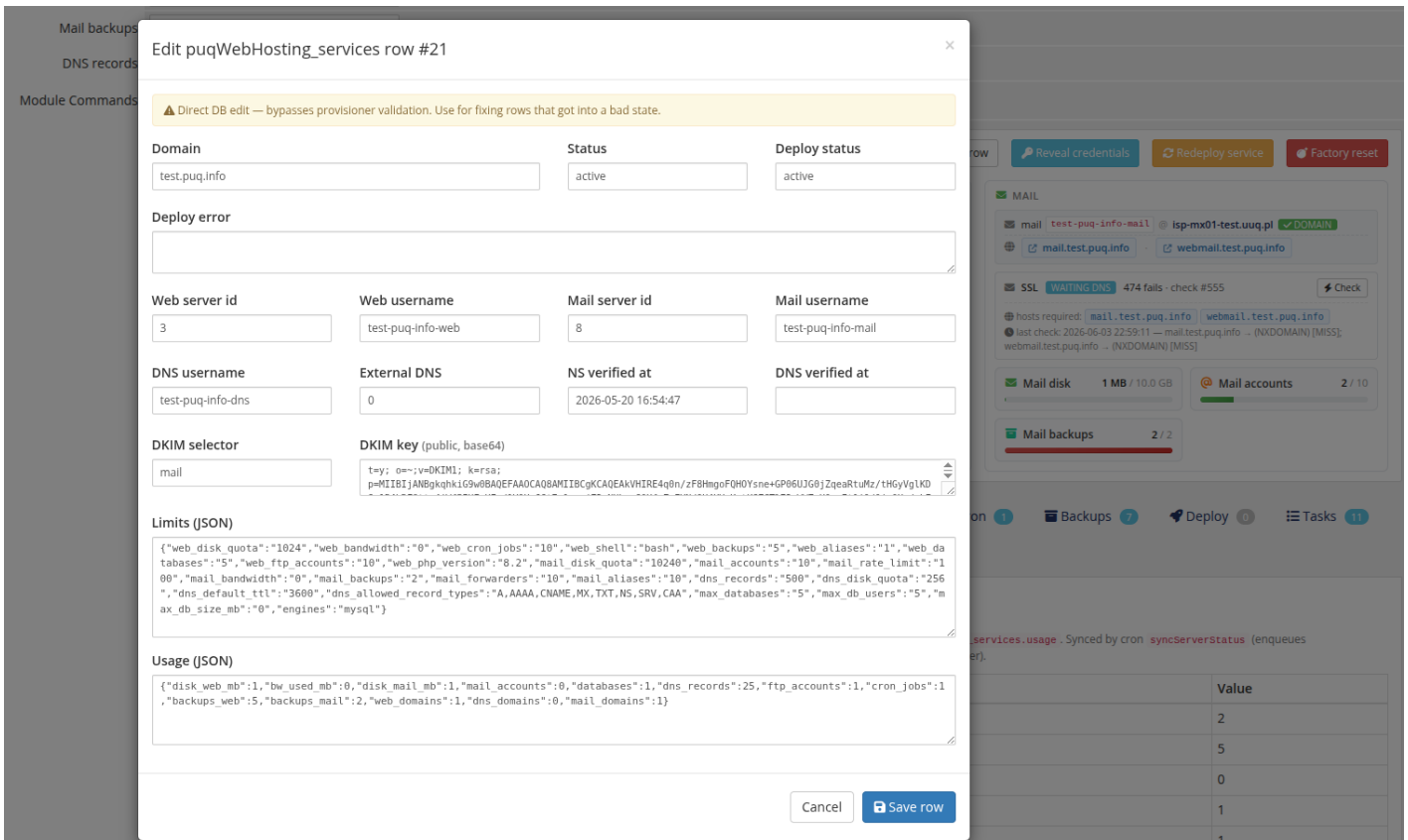
FTP / DB account won't create (Vanity)

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. The background shows a dashboard with various status indicators: 'MAIL' section with a 'test-puq-info-mail' account, 'SSL' section with a 'WAITING DNS' status and a '474 fails - check #555' message, and 'Usage' section with a table of metrics.

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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