

# Module 5: Troubleshooting Common Issues

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## 1. Debugging Common Issues in CWP

CWP provides logs and diagnostic tools to help troubleshoot issues. Here's how to approach troubleshooting common problems:

- **Identifying the Problem Area:**
    - Determine whether the issue lies in the **DNS**, **web server**, **email**, or **networking** to narrow down the scope.
  - **Using CWP's Built-In Tools:**
    - The **Service Status** page under **Dashboard** provides an overview of all services, helping you see if any critical service is down (e.g., Apache, MySQL, or DNS Server).
    - Restart services as necessary via **Service Management** to resolve temporary issues or refresh service configurations.
  - **PHP and Web Server Error Logs:**
    - Errors related to web applications are often recorded in **Apache** or **Nginx logs** and **PHP error logs**. Use these logs to debug issues like misconfigurations or script errors.
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## 2. Resolving DNS and Network-Related Issues

DNS and network problems can prevent your websites from loading correctly. Below are steps for resolving common DNS and networking issues.

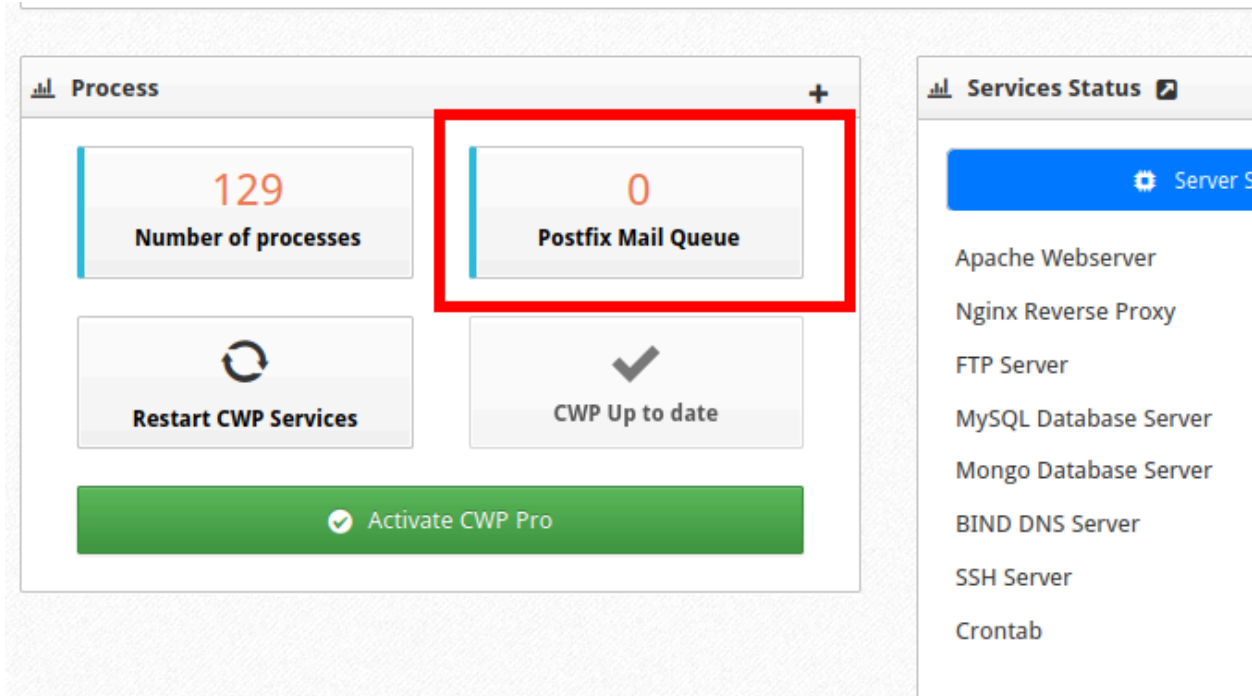
- **DNS Troubleshooting:**
  - Verify DNS settings in **DNS Functions** to ensure domains and subdomains point to the correct IP addresses.

- Check the **DNS Zone Editor** in CWP to ensure that **A, CNAME, MX, and NS records** are correctly configured.
  - Use online tools like **DNS Checker** or **dig** commands in the terminal to verify DNS propagation and resolution.
  - If using External DNS manager, verify the DNS records are correctly setup and nameservers for your domain have been updated correctly.
  - **Name Server Issues:**
    - Ensure that the correct name servers are set up for domains. If using custom name servers, confirm they point to your server's IP.
    - Restart **BIND** if DNS resolution issues persist.
  - **Network Troubleshooting:**
    - Test the server's network connectivity using tools like **ping** and **traceroute** to identify any potential network disruptions.
    - Check firewall settings in **CSF Firewall** to ensure that ports required by services (e.g., 80, 443 for web and 53 for DNS) are open and accessible.
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### 3. Troubleshooting Email Delivery Problems

Email issues are common in hosting environments and can often arise from DNS misconfigurations, server settings, or blacklisting.

- **Common Email Issues:**
  - **Emails Not Sending:** Check the **Mail Queue** in CWP to see if emails are stuck and review errors in the mail logs.



- **Emails Going to Spam:** Verify SPF, DKIM, and DMARC records to improve email deliverability. These records can be set in **DNS Functions** or **From the DNS manager your domain is currently using** such as OLITT or Cloudflare.

User Defined Records				
<input type="text"/>			Show <input type="text" value="25"/> entries	
Name	Type	TTL	Value	Actions
lintsawa.com.	NS	86400	ns1.centos-webpanel.com.	
lintsawa.com.	NS	86400	ns2.centos-webpanel.com.	
lintsawa.com.	A		151.80.93.107	
localhost.lintsawa.com.	A		127.0.0.1	
lintsawa.com.	MX	0	lintsawa.com.	
mail	CNAME		lintsawa.com.	
www	CNAME		lintsawa.com.	
ftp	CNAME		lintsawa.com.	
_dmarc	TXT	14400	v=DMARC1; p=none	

- **Diagnosing SMTP Issues:**
  - Ensure SMTP ports (usually 25, 465, and 587) are open in the firewall settings.
  - Review the **Postfix logs** (mail server) to identify any SMTP-related errors.
- **Blacklisting and Reputation Management:**
  - Check if the server's IP address is blacklisted using online tools like **MXToolbox**. If blacklisted, follow procedures to remove the IP from blacklists.
  - Monitor email traffic to prevent spammy behavior, and configure **rate limiting** if necessary.
- **Webmail and IMAP/POP3 Issues:**
  - Verify that Dovecot Imap/Pop server is active and running well.
  - Ensure that IMAP and POP3 ports are open in the firewall for external email clients.

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#### 4. Resources for Help and Further Support

When troubleshooting complex issues, additional resources can be invaluable for finding solutions and best practices.

- **Official CWP Documentation:**
  - The Control Web Panel Documentation provides detailed instructions and configuration guides.
  - <https://wiki.centos-webpanel.com/> - For Admin
  - Full Docs : <https://docs.control-webpanel.com/>
- **CWP Community Forum:**
  - The CWP Forum is a valuable resource where users share solutions to common issues, tips, and troubleshooting steps.
  - <https://forum.centos-webpanel.com/>