



Odoo AWS Troubleshooting Guide

Quick solutions to common problems



Emergency Quick Fixes

Server Not Responding?

```
# Restart everything
ssh -i MyTestApp-KeyPair.pem ec2-user@56.228.2.47
sudo systemctl restart postgresql
sudo systemctl restart odoo
```

Odoo Won't Start?

```
# Check what's wrong
sudo journalctl -u odoo -n 50

# Common fix: Clear lock file
sudo rm -f /home/ec2-user/odoo18/.odoo.pid

# Try starting again
sudo systemctl start odoo
```

Can't Connect to Server?

1. Check AWS Security Group allows your IP
 2. Verify SSH key permissions
 3. Try alternate connection: `ssh -i key.pem ec2-user@56.228.2.47`
-



Diagnostic Commands

Check Everything is Running

```
# Odoo status
sudo systemctl status odoo

# PostgreSQL status
sudo systemctl status postgresql

# Check Odoo process
ps aux | grep odoo

# Check port 8069 is listening
sudo netstat -tlnp | grep 8069
```

View Logs

```
# Last 100 lines of Odoo logs
tail -n 100 /home/ec2-user/.odoo/odoo-server.log

# Follow logs in real-time
tail -f /home/ec2-user/.odoo/odoo-server.log

# System logs for Odoo service
sudo journalctl -u odoo -n 100

# PostgreSQL logs
sudo tail /var/lib/pgsql/data/log/postgresql-*.log
```

Check System Resources

```
# CPU and memory usage
top
# Press 'q' to exit

# Memory details
free -h

# Disk space
df -h

# Who's logged in
who
```

✖ Common Problems & Solutions

1. "Connection Refused" on Port 8069

Symptoms:

- Browser shows "Connection refused"
- Can't access <http://56.228.2.47:8069>

Diagnosis:

```
# Check if Odoo is running
sudo systemctl status odoo

# Check if port 8069 is open
sudo netstat -tlnp | grep 8069
```

Solutions:

A. Odoo not running:

```
sudo systemctl start odoo
sudo systemctl status odoo
```

B. Port in use by another process:

```
# Find process using port 8069
sudo lsof -i :8069

# Kill that process
sudo kill -9 PROCESS_ID

# Start Odoo
sudo systemctl start odoo
```

C. AWS Security Group:

- Go to AWS Console → EC2 → Security Groups
- Find "launch-wizard-1"
- Verify port 8069 is open for your IP

2. "Permission Denied" SSH Connection

Symptoms:

- Can't connect via SSH
- "Permission denied (publickey)" error

Solutions:

A. Key file permissions (Windows):

1. Right-click `MyTestApp-KeyPair.pem`
2. Properties → Security → Advanced
3. Disable inheritance
4. Remove all users except your account
5. Give yourself Full Control

B. Wrong key path:

```
# Verify file exists
dir "C:\path\to\MyTestApp-KeyPair.pem"

# Use full path in SSH command
ssh -i "C:\full\path\to\MyTestApp-KeyPair.pem" ec2-user@56.228.2.47
```

C. Security Group doesn't allow your IP:

- AWS Console → EC2 → Security Groups
- Edit "launch-wizard-1"
- Add your IP to port 22 (SSH)

3. Odoo Shows "500 Internal Server Error"

Symptoms:

- Browser shows generic error page
- Odoo loaded but crashed on request

Diagnosis:

```
# Check recent errors in log
tail -n 100 /home/ec2-user/.odoo/odoo-server.log | grep -i error
```

Common Causes:

A. Database not initialized:

```
# Stop Odoo
sudo systemctl stop odoo

# Initialize database
cd /home/ec2-user/odoo18
/usr/bin/python3.11 odoo-bin -c /home/ec2-user/.odoo/odoo.conf -d odoo18 -i base --stop-
after-init

# Start Odoo
sudo systemctl start odoo
```

B. Python error in code:

```
# Check logs for traceback
tail -n 200 /home/ec2-user/.odoo/odoo-server.log

# Fix the Python error in code
# Then restart
sudo systemctl restart odoo
```

C. Missing Python dependency:

```
# Install missing package (example)
sudo pip3.11 install package-name

# Restart Odoo
sudo systemctl restart odoo
```

4. "Module Not Found" Error

Symptoms:

- Odoo logs show "ModuleNotFoundError"
- Custom module won't load

Solutions:**A. Module path not correct:**

```
# Verify module exists  
ls -la /home/ec2-user/odoo18/addons/module_name  
  
# Check addons path in config  
cat /home/ec2-user/.odoo/odoo.conf | grep addons_path
```

B. Module not properly structured:

```
# Module must have __manifest__.py  
ls -la /home/ec2-user/odoo18/addons/module_name/__manifest__.py  
  
# Check manifest syntax  
python3.11 -c "import ast; ast.parse(open('/home/ec2-  
user/odoo18/addons/module_name/__manifest__.py').read())"
```

C. Module needs upgrade:

- Go to Odoo UI → Apps
- Search for module
- Click "Upgrade" button

5. Git Push Failed - Authentication**Symptoms:**

- git push fails with authentication error
- "Authentication failed for GitHub"

Solutions:**A. Token expired:**

```
# Generate new token at: https://github.com/settings/tokens  
# Update remote URL with new token  
cd /home/ec2-user/odoo18  
git remote set-url origin https://NEW_TOKEN@github.com/karem505/odoo.git  
  
# Test  
git push origin development
```

B. Wrong remote URL:

```
# Check current remote  
git remote -v  
  
# Should show token in URL
```

```
# If not, set it:  
git remote set-url origin https://TOKEN@github.com/karem505/odoo.git
```

6. Database Connection Error

Symptoms:

- Odoo logs show "psycopg2.OperationalError"
- Can't connect to database

Diagnosis:

```
# Check PostgreSQL is running  
sudo systemctl status postgresql  
  
# Try connecting manually  
psql -U ec2-user -d odoo18 -c "SELECT version();"
```

Solutions:

A. PostgreSQL not running:

```
sudo systemctl start postgresql  
sudo systemctl restart odoo
```

B. Authentication issue:

```
# Check pg_hba.conf  
sudo cat /var/lib/pgsql/data/pg_hba.conf  
  
# Should have lines with "trust" for local connections  
# If not, fix it:  
sudo sed -i 's/ident/trust/g' /var/lib/pgsql/data/pg_hba.conf  
  
# Restart PostgreSQL  
sudo systemctl restart postgresql  
sudo systemctl restart odoo
```

C. Database doesn't exist:

```
# List databases  
sudo -u postgres psql -c "\l"  
  
# Create if missing  
sudo -u postgres createdb odoo18 -O ec2-user
```

7. Merge Conflicts in Git

Symptoms:

- `git pull` fails with "CONFLICT"
- Can't merge branches

Solution:

```
# Pull with conflicts
git pull origin development

# Git will mark conflict files
# Open conflicting files in VS Code

# Look for conflict markers:
# <<<<< HEAD
# Your changes
# =====
# Their changes
# >>>>> branch-name

# Edit file to resolve
# Remove markers, keep desired code

# Mark as resolved
git add filename

# Complete merge
git commit -m "fix: resolve merge conflicts"

# Push
git push origin branch-name
```

Alternative - Accept theirs:

```
git pull origin development --strategy-option theirs
```

Alternative - Start over:

```
# Abort merge
git merge --abort

# Reset to remote
git fetch origin
git reset --hard origin/development
```

8. VS Code Can't Connect via Remote SSH

Symptoms:

- VS Code Remote SSH fails
- "Could not establish connection"

Solutions:

A. SSH works from terminal but not VS Code:

1. Close VS Code completely
2. Delete: C:\Users\USERNAME\.ssh\known_hosts
3. Restart VS Code
4. Try connecting again

B. Fix SSH config: Press Ctrl+Shift+P → "Remote-SSH: Open SSH Configuration File"

Verify config:

```
Host odoo-aws
  HostName ec2-56-228-2-47.eu-north-1.compute.amazonaws.com
  User ec2-user
  IdentityFile C:\path\to\MyTestApp-KeyPair.pem
  StrictHostKeyChecking no
```

C. Reset Remote SSH:

Ctrl+Shift+P → "Remote-SSH: Kill VS Code Server on Host"

Then reconnect.

9. Out of Disk Space

Symptoms:

- "No space left on device"
- Odoo won't start
- Can't write files

Diagnosis:

```
# Check disk usage
df -h

# Find large directories
du -sh /home/ec2-user/* | sort -h

# Find large files
find /home/ec2-user -type f -size +100M -exec ls -lh {} \;
```

Solutions:

A. Clean log files:

```
# Check log size
ls -lh /home/ec2-user/.odoo/odoo-server.log

# Truncate log (keep last 1000 lines)
tail -n 1000 /home/ec2-user/.odoo/odoo-server.log > /tmp/odoo.log
sudo mv /tmp/odoo.log /home/ec2-user/.odoo/odoo-server.log
```

```
# Or rotate logs  
sudo logrotate -f /etc/logrotate.conf
```

B. Clean old backups:

```
# List backups  
ls -lh /tmp/odoo18_backup_*  
  
# Remove old backups (keep last 5)  
ls -t /tmp/odoo18_backup_* | tail -n +6 | xargs rm -f
```

C. Clean Docker/temp files (if any):

```
# Clean yum cache  
sudo yum clean all  
  
# Clean tmp  
sudo rm -rf /tmp/*
```

10. Module Update Failed

Symptoms:

- Module won't update
- Changes don't appear
- Odoo shows old version

Solutions:

A. Update via command line:

```
cd /home/ec2-user/odoo18  
sudo systemctl stop odoo  
  
# Update specific module  
/usr/bin/python3.11 odoo-bin -c /home/ec2-user/.odoo/odoo.conf -d odoo18 -u module_name --  
stop-after-init  
  
sudo systemctl start odoo
```

B. Update via UI:

1. Odoo → Apps → Remove "Apps" filter
2. Search module name
3. Click "Upgrade"

C. Force full update:

```
cd /home/ec2-user/odoo18  
sudo systemctl stop odoo
```

```
# Update all modules  
/usr/bin/python3.11 odoo-bin -c /home/ec2-user/.odoo/odoo.conf -d odoo18 -u all --stop-after-init  
  
sudo systemctl start odoo
```

Advanced Debugging

Enable Debug Mode in Odoo

Method 1: URL Add `?debug=1` to URL:

```
http://56.228.2.47:8069/web?debug=1
```

Method 2: Activate Developer Mode Settings → Activate Developer Mode

Debug Features:

- View technical information
- Edit views
- See Python code
- Access developer menu

Verbose Logging

Edit config for more logs:

```
nano /home/ec2-user/.odoo/odoo.conf  
  
# Add these lines:  
log_level = debug  
log_db = True  
log_db_level = debug  
  
# Restart  
sudo systemctl restart odoo
```

Python Debugger (pdb)

Add to Python code:

```
import pdb; pdb.set_trace()
```

Then run Odoo in foreground:

```
sudo systemctl stop odoo  
cd /home/ec2-user/odoo18  
/usr/bin/python3.11 odoo-bin -c /home/ec2-user/.odoo/odoo.conf
```

Database Query Analysis

```
# Connect to database
psql -U ec2-user -d odoo18

# List tables
\dt

# Check table structure
\d tablename

# View slow queries
SELECT * FROM pg_stat_statements ORDER BY total_time DESC LIMIT 10;

# Exit
\q
```

Performance Issues

Odoo is Slow

Check System Resources:

```
top
free -m
df -h
```

Check Database:

```
# Database size
sudo -u postgres psql odoo18 -c "SELECT pg_size_pretty(pg_database_size('odoo18'));""

# Vacuum database
sudo -u postgres psql odoo18 -c "VACUUM ANALYZE;"
```

Optimize:

```
# Restart services
sudo systemctl restart postgresql
sudo systemctl restart odoo

# Clear browser cache
# Check network speed
ping 56.228.2.47
```

Critical Issues

Complete System Recovery

If everything is broken:

```

# 1. Stop services
sudo systemctl stop odoo
sudo systemctl stop postgresql

# 2. Check system resources
df -h # Disk space
free -m # Memory
top # CPU

# 3. Check logs
journalctl -xe

# 4. Restart PostgreSQL
sudo systemctl start postgresql
sudo systemctl status postgresql

# 5. Start Odoo
sudo systemctl start odoo

# 6. Monitor logs
tail -f /home/ec2-user/.odoo/odoo-server.log

```

Database Recovery

If database is corrupted:

```

# Stop Odoo
sudo systemctl stop odoo

# Backup current database
sudo -u postgres pg_dump odoo18 > /tmp/odoo18_broken_$(date +%Y%m%d).sql

# Try repair
sudo -u postgres psql odoo18 -c "REINDEX DATABASE odoo18;"
sudo -u postgres psql odoo18 -c "VACUUM FULL;"

# If needed, restore from backup
# sudo -u postgres dropdb odoo18
# sudo -u postgres createdb odoo18 -O ec2-user
# sudo -u postgres psql odoo18 < /tmp/odoo18_backup_YYYYMMDD_HHMMSS.sql

# Start Odoo
sudo systemctl start odoo

```

When to Ask for Help

Ask for help if:

- Issue persists after trying solutions
- Data loss risk

- Security concern
- Unfamiliar with solution steps
- Need production rollback

Contact:

- Team Lead: @karem505
- Check documentation first
- Prepare error messages and logs

Reporting Issues

When reporting issues, include:

```
**Problem**: Brief description  
**When**: Date/time it started  
**Impact**: Users affected / features broken  
**What I tried**: Steps you already took  
**Error messages**: Copy from logs  
**Screenshots**: If helpful  
  
**System Info**:  
- Odoo version: 18.0  
- Recent changes: Deployment, config change, etc.  
- Logs: (attach relevant log snippet)
```

Prevention Checklist

Prevent issues by:

- Regular backups (daily)
- Monitor disk space (weekly)
- Review logs (daily)
- Test before deploying
- Follow deployment checklist
- Keep documentation updated
- Rotate credentials (quarterly)
- Update system packages (monthly)

Learning Resources

- **Odoo Forum:** <https://www.odoo.com/forum>
- **PostgreSQL Docs:** <https://www.postgresql.org/docs/>
- **Git Documentation:** <https://git-scm.com/doc>
- **AWS EC2 Troubleshooting:** <https://docs.aws.amazon.com/AWSEC2/>

Remember: Most issues can be solved by:

1. Checking logs
2. Restarting services

3. Verifying configuration
4. Testing step by step

Stay calm, debug systematically, and document what you learn!

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