

Hurliz Cloud Toolkit - SUPPORT_GUIDE

Support Guide — Hurliz Cloud Toolkit

Getting help

Email: **info@hurlizcloudservices.com** (set the real address in `config` and this doc before publishing)

Response time: within 1 business day for all subscription terms.

What to include in a support request

- Your instance ID (find it: `curl http://169.254.169.254/latest/meta-data/instance-id` after fetching an IMDSv2 token, or check the EC2 Console)
- Your AWS Marketplace contract term (1-month/12-month/36-month)
- What you expected vs. what happened
- Relevant log output: `sudo -u hurliz pm2 logs hurliz-cloud-toolkit --lines 100 --nostream`

Self-service: resetting the admin password

If you're locked out entirely (forgot the password you set after first login), reset it via SSH:

```
ssh -i your-key.pem ubuntu@<instance-ip>
cd /opt/hurliz-cloud-toolkit
sudo -u hurliz node -e "
const bcrypt = require('bcryptjs');
const db = require('./database/db');
const newPassword = process.argv[1];
const hash = bcrypt.hashSync(newPassword, 12);
db.prepare('UPDATE users SET password_hash = ? WHERE username = ?').run(hash, 'admin');
console.log('Password reset for admin.');
```

```
" "YourNewStrongPassword123"
```

Log in with the new password and change it again from Settings if desired.

Self-service: service won't start

```
sudo -u hurliz pm2 logs hurliz-cloud-toolkit --lines 100
sudo -u hurliz pm2 restart hurliz-cloud-toolkit
sudo systemctl status nginx
sudo nginx -t
```

Self-service: license shows “Subscription Required” but you have an active plan

1. Confirm the product code is set: `grep AWS_MARKETPLACE_PRODUCT_CODE /opt/hurliz-cloud-toolkit/.env`
2. Confirm the instance's IAM role includes `aws-marketplace:GetEntitlements`
3. Entitlement changes can take a few minutes to propagate after subscribing — wait for the next background check (default every 60 minutes) or restart the app to force an immediate check: `sudo -u hurliz pm2 restart hurliz-cloud-toolkit`

Escalation

If none of the above resolves it, email support with the details listed above. Include `sudo cat /var/log/syslog | grep hurliz` output if the app won't start at all.