

Error Codes - Linux App

Are you having trouble fixing the error codes on your Linux App? Don't worry. Here's how you can resolve them in no time.

Some exceptions may appear on your screen in case of any problem with connectivity or tunnel creation. These exceptions contain the error codes.

Find the following list where you can find the error codes, their respective descriptions and the possible solutions.

Note:

Try one solution at a time. After performing each step, try using the Linux-App again. If the problem persists, proceed to the next solution. For further help please feel free to join us on our [Live Chat](#) for real time assistance.

Error: pure-007

Description: – Distribution not verified

Solution: – Reinstall Linux-App package (latest).

Error: pure-011

Description: – Text received on purevpnd is not known

Solution: –

- 1 Restart purevpn service using 'service purevpn restart'.
- 2 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges.
- 3 Reinstall Linux-App package (latest).

Error: pure-013

Description: – Exception while calling locationList API

Solution: –

- 1 Check internet connection. Unplug your internet cable and then plug again. Restart purevpn service using 'service purevpn restart'.
- 2 Reinstall Linux-App package (latest).

Error: pure-015

Description: – Exception while calling check Update from s3

Solution: –

- 1 Check internet connection. Unplug your internet cable and then plug again. Restart purevpn service using 'service purevpn restart'.
- 2 Reinstall Linux-App package (latest).

Error: pure-021

Description: – Exception while creating client socket or connecting to daemon socket

Solution:

- 1 Restart purevpn service using 'service purevpn restart'.
- 2 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges. Restart purevpn service using 'service purevpn restart'.
- 3 Reinstall Linux-App package (latest).

Error: pure-027

Description: – Exception while sending message to daemon socket

Solution:

- 1 Restart purevpn service using 'service purevpn restart'.
- 2 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges. Restart purevpn service using 'service purevpn restart'.
- 3 Reinstall Linux-App package (latest).

Error: pure-039

Description: – Exception while calling Login API

Solution: –

- 1 Check internet connection. Unplug your internet cable and then plug again.
- 2 Restart purevpn service using 'service purevpn restart'.
- 3 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo

privileges.

4 Reinstall Linux-App package (latest).

Error: pure-040

Description: – Exception while connecting vpn

Solution:

- 1 Check internet connection. Unplug your internet cable and then plug again.
- 2 Stop purevpn service using 'service purevpn stop'. Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges. Start purevpn service using 'service purevpn start'.
- 3 Reinstall Linux-App package (latest).

Error: pure-041

Description: – Exception while connecting failover

Solution:

- 1 Check internet connection. Unplug your internet cable and then plug again.
- 2 Stop purevpn service using 'service purevpn stop'. Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges. Start purevpn service using 'service purevpn start'.
- 3 Reinstall Linux-App package (latest).

Error: pure-059

Description: – Exception while calling account Details API

Solution:

- 1 Check internet connection. Unplug your internet cable and then plug again.
- 2 Restart purevpn service using 'service purevpn restart'.
- 3 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges.
- 4 Reinstall Linux-App package (latest).

Error: pure-061

Description: – Exception while calling user_pwdAuth API

Solution:

- 1 Check internet connection. Unplug your internet cable and then plug again.
- 2 Restart purevpn service using 'service purevpn restart'.
- 3 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges.
- 4 Reinstall Linux-App package (latest).

Error: pure-063

Description: header[code] could not be verified calling user_pwdAuth API

Solution:

- 1 Restart purevpn service using 'service purevpn restart'.
- 2 Search for purevpn processes using 'ps -ef | grep purevpn'. Kill each purevpn process with sudo privileges.
- 3 Reinstall Linux-App package (latest).

Log Files

It can be categorized into two forms.

1 Application logs: Contains logs generated by Linux-App if an error is noted at client application due to any functional error.

Path: ~/.purevpn/vpn.log

2 Connection logs: Contains logs generated by Linux-App if an error is noted at Daemon during VPN tunnel creation.

Path: /var/log/purevpn.log

To print the content of log files, please refer to the commands below:

- sudo cat /var/log/purevpn.log
- sudo cat ~/.purevpn/vpn.log