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Evolution API instance stuck on “connecting”: the usual causes

Evolution API

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-3060	v2026.10.10	International · English

MozOut International
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https://www.my.mozout.com/knowledgebase/3060

Evolution API instance stuck on “connecting”: the usual causes

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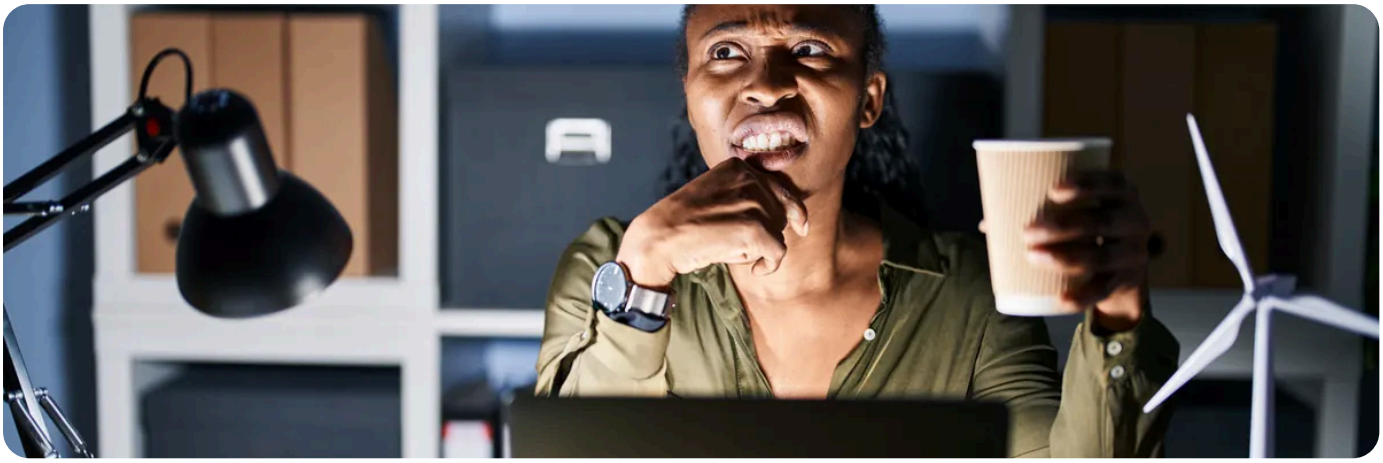

An instance stuck on **“connecting”** means Evolution API is trying to reach WhatsApp and cannot, or that the service restarts before it finishes. The most common cause, according to people who install it, is a **Baileys version** that does not fit what WhatsApp is doing at the moment. But there are others, and the logs tell you which. **Always read them first**.

Read the logs first

1. **See whether the service is up.** `docker compose ps` shows whether the API is running or restarting non-stop. Restarts in a row are the clearest clue.

2. **Follow the logs.** `docker compose logs -f`, in the project folder, while you ask for the connection. Look for the first error line, not the last: the rest are consequences.

3. **Note the image version** you are running. You will need it to read the release notes and the project’s known issues.

The causes, most likely first

Cause	How to recognise it	What to do
Incompatible Baileys version	The connection closes right after the QR is scanned, or the service restarts in a loop, with no network error.	Read the release notes and open issues in the project’s repository. Move to the version they name as correct, or go back to the last one that worked. Pin the image version.
Old or damaged session	The instance existed, stopped connecting, and the QR does not appear or does not work.	Delete the instance and create it again, scanning a new QR. See **connecting with the QR and reconnecting**.

Cause	How to recognise it	What to do
The server cannot reach WhatsApp	The logs show network or name-resolution errors.	Test outbound traffic, for example with `curl -I https://web.whatsapp.com`, and check the outbound firewall and DNS.
Wrong server clock	Certificate or secure-connection errors with no other cause.	Check the server date and time with `timedatectl` and turn on synchronisation.
Out of memory	The container vanishes with no application error. See **common VPS errors**.	Cut what runs beside it, or add memory.
Database or Redis unreachable	The API complains about the database connection and restarts.	Check passwords and service names. See **PostgreSQL and Redis**.
The number was restricted or banned	The phone shows a WhatsApp notice. No QR works.	It is the Baileys risk. See **the risk and the rules**. Do not keep retrying.

Do not update blindly.
Moving to the newest image may fix the problem, but it may also bring another and touch your data. Make a copy first (see **updating and backing up**) and change one thing at a time.

A sequence that saves time

1. **Logs and service state**, as above.
2. **Network and clock** of the server, which are quick to rule out.
3. **Image version** against the project’s notes.
4. **A new instance** with a new QR, to rule out a damaged session.
5. **Another test number**, to learn whether the problem is the server or the number.

If you ask a community or the project for help, bring the image version, the log lines of the first error and what you have already tried. Remove anything secret (the API key, tokens, numbers). MozOut support looks after the VPS and the network, but does not install or repair Evolution API: see the **Support Policy**.

RECOMMENDED

Is the server short of memory or disk? See which VPS gives you room.

See VPS servers →

SEE ALSO

- **Connecting with the QR code and reconnecting** →
- **Updating and backing up Evolution API** →
- **Common VPS errors** →

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