
Troubleshoot WordPress Website

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Things That Cause WordPress to Break

- Hosting Requirements

There are a lot of choices of website hosts. Some good and some bad. You have to know what you plan on using your website for. If it is for just a simple static website that you don't plan on a bunch of people to visit, and you are not really changing a lot or making a simple Blog then a \$2.99 a month web host is okay. These plans are known as shared hosts.

If you want to have your website as a business with ecommerce and more security then I would not choose a Shared Hosting Package. I would go with more of a managed hosting solution.

Expect to pay between \$15-30 a month.

Some Good Managed Hosts are:

GoDaddy WordPress Managed Pro Hosting

FlyWheel

WP Engine

Some Good Shared Hosting are:

SiteGround

InMotion Hosting

Name Hero

A2 Hosting

- Outdated WordPress Version

Outdated WordPress version can cause security issues. Updates also provide maintenance releases. Most releases happen automatically depending on your host.

- Plugin Conflicts

Causes 80% of the issues. Developed by 3rd party people that may not design their code to take into account every optimizations that WordPress offers. Also most developers are just a single person doing this for fun or as a hobby. They don't get paid so the developers may not check their code as thoroughly as it needs to be. Anybody can develop a plugin and submit it to the Plugin repo. And the repo team will check it for major security issues and just to see if it works.

- Plugin/Theme Updates

Updates are important. Helps to reduce any other conflicts that you may have.

- Malicious files on a Server

Malicious files can spread throughout a server, and it can even affect other websites on other servers if you are running on a shared hosting platform. That is why it is important to have a web host that practices based security practices when it comes to hosting websites.

- User Errors

- `$wp_admin_bar->add_menus();`

Before You Have a Problem

Backup Entire Site Regularly

Free

Online Backup for WordPress

Duplicator

BackWPup

UpdraftPlus

Paid

BackupBuddy

Snapshot

ManageWP

Troubleshooting Process

Warning: Cannot modify header information - headers already sent by (output started at /home/content/p3pnexwpnas01_data02/06/2929606/html/wp-content/object-cache.php:520) in /home/content/p3pnexwpnas01_data02/06/2929606/html/wp-includes/pluggable.php on line 1167

Staging Environment is a must for modern website development. Using either a hosting staging environment or using a local development environment.

Deactivate Plugins One by One if you are able to get into your website. If you are not able to get in just go to your SFTP or hosting file manager and change the folder of the plugins to something like “plugin_old”.

Deactivate Themes if deactivating Plugins don't work.

Troubleshooting WordPress Core

Last Resort

If your website has been corrupted to the point you cannot get in to make any changes or if you have gotten hacked and you want to wipe your site but keep all of your content as far as posts and content then you can do this as your last resort before completely redoing your website. This is also in absence of a backup.

Last Resort Method of Fixing your Website.

1. Download the latest WordPress zip from www.wordpress.org
2. Unzip it on your local computer.
3. Delete wp-config-sample.php.
4. You do not want to overwrite your wp-config.php or your wp-content folder on your server. So you will delete those two files and folders from the unzipped wordpress folder.
5. Now you will highlight all of those files and folders and make a new zip file.
6. Then log into your web server via sFTP and upload the newly created zip file.
7. Unzip the uploaded file and it will overwrite anything on the web server that has the same name as the files that are in the zip folder. That is why I told you earlier to delete the files from the zip folder that you do not want to overwrite on your web server.

Misc Troubleshooting Techniques

- Enable debugging in **wp-config.php**
`define('WP_DEBUG', true);`
- Try a different browser

500 Internal Error

File Size Exceeded in .htaccess

Here are the things you'll need to troubleshoot.

1. Your htaccess file may be corrupted. Try renaming it and see if that fixes the 500 error. If it does then the problem is in the htaccess file.
2. You may have reached the memory limit on your hosting account. Increase the Memory size in your php.ini file. *Memory=128MB*

3. Try replacing the wp-admin and wp-include folders with fresh versions of those folders. This one is more complicated. Basically you'd backup those two folders in your hosting account and upload those two folders from a fresh version of WordPress downloaded from WordPress.org.

Check Your Plugins

The first 500 internal server error troubleshoot is by deactivating all of your plugins.

To do this log into your site files using FTP or going through cPanel. If you go the cPanel route, click on File Manager in your cPanel. Then find your website's root folder. It is usually in the public_html folder.

Then navigate to wp-content and locate the "plugins" folder. Next rename the Plugins folder to something different like "plugins-old". This deactivates all the plugins on your site. If that fixes the problem, then you know the problem is with your plugins.

Now that you know the problem is with your plugins you can go into the Wordpress back-end and activate each plugin individually to isolate the cause. You do this by activating one plugin, then reload your website. If you do not see the 500 Internal Server Error then it's not that plugin. Then activate another plugin and do the same until one of them breaks your site.

Once you know which plugin is causing the 500 Internal Server error, you can either delete that plugin, replace it, or contact the developer for more help. If deactivating the plugins didn't fix the problem, keep on reading.

Increase Your Memory Limit

The next step in the troubleshooting process is to increase the memory limit on your website. Go cPanel and open the File Manager again. There may be a file in your website's root called php.ini. If there is not just create a file with that name. Now, open the newly created file in the code editor and type memory=128MB in the file. This should increase your memory limit.

Now refresh your website. If the error is gone, the cause was a memory problem on the server and you have identified the problem. You should now contact your host support to figure out what is draining your memory and remedy the problem with their help.

Replace wp-admin and wp-include Files

If increasing the memory limit did not clear up the error, then copy in a new “wp-admin” folder and “wp-includes” folder in your WordPress site. This can be done quite simply, but you want to follow the right process to protect yourself in case anything goes wrong.

First, go to your root folder and compress each of the current “wp-admin” and “wp-includes” folders into a zip archive. Just in case something goes wrong you’ll have a backup of those files.

Now go to wordpress.org and click on the “Download Wordpress” button. The downloaded zip file will contain the latest versions of “wp-admin” and “wp-includes”. Unzip that WordPress file. Find the “wp-admin” and “wp-includes” inside the WordPress folder on your harddrive. Highlight both of them and compress them.

Upload them into the root folder of your website using cPanel or FTP. Now go ahead delete the uncompressed versions of these folders in your website root. Next, extract the compressed folders and now you have fresh copies of them on your website. Refresh your website to see if that fixes the problem. If it does fix the problem, you can safely delete the compressed backups.