

A common error in WordPress is a HTTP 500 error and will look something like the image below. This is not descriptive and will not help narrow down the cause of the issue. In production sites it is best practice to show a generic error such as this one, but for the purposes of troubleshooting we need more information.

Internal Server Error

The server encountered an internal error or misconfiguration and was unable to complete your request.

Please contact the server administrator, support@supportwebsite.com and inform them of the time the error occurred, and anything you might have done that may have caused the error.

More information about this error may be available in the server error log.

Apache/1.3.33 Server at

Port 80

For most users getting more information is easy.

1. FTP into your website
2. Open the file named **wp-config.php**
3. Find the line where you see `define('WP_DEBUG', false);`
4. Change `false` to `true` and save the file

```
76
77  /**
78   * For developers: WordPress debugging mode.
79   *
80   * Change this to true to enable the display of notices during development.
81   * It is strongly recommended that plugin and theme developers use WP_DEBUG
82   * in their development environments.
83   */
84  define('WP_DEBUG', false);
85
```

The next time you refresh the page you were getting an error on you should now see more descriptive error messages which will help in troubleshooting. If the line is already set to `true` you may have another plugin or server configuration which is suppressing the error output.