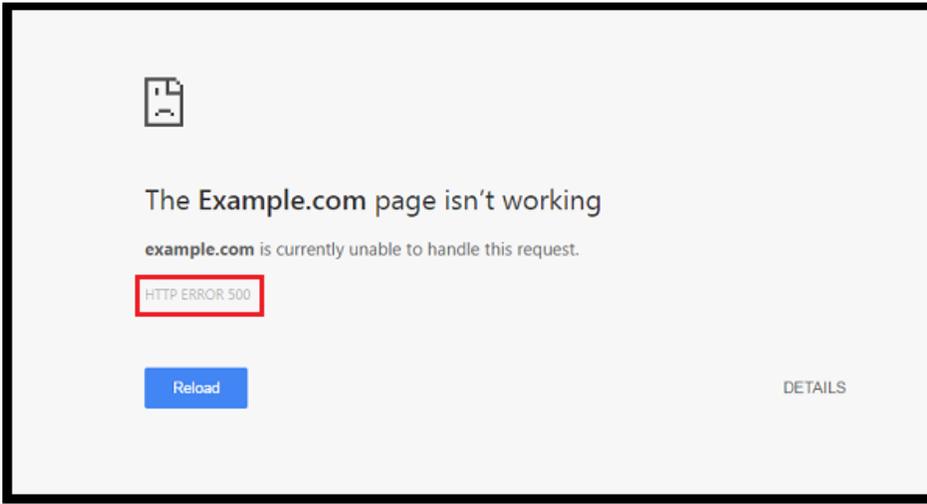


How To Resolve A 500 Server Error

A 500 Error is a generic error code used to indicate a problem with a misconfiguration on a website or server. There are many different causes for a 500 error. This guide from WestHost will take you through the basic troubleshooting steps as well as how to submit a ticket to the WestHost support team if you should need further help resolving the issue.

- [Step 1: Refresh The Webpage And Wait A Few Moments](#)
- [Step 2: Check Your Recently Installed WordPress Themes and Plugins](#)
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Occasionally you may encounter a 500 error on your website similar to the error seen in the screenshot below:



Step 1: Refresh The Webpage And Wait A Few Moments

Click the refresh/reload button or retype the website's URL and wait for the page to reload. The server error may be a temporary issue that may resolve itself. Simply refreshing the page will often resolve the error.



If the 500 Internal Server Error message appears during the checkout process from an online merchant, be aware that duplicate attempts to refresh the page and checkout may create multiple orders along with multiple charges. Most merchants have automatic protections against this sort of action but it's something to keep in mind when refreshing a page.

Step 2: Check Your Recently Installed WordPress Themes and Plugins

Some 500 errors are often caused by incompatibilities with recently installed WordPress themes or plugins. If you have recently installed a plugin or theme, disable any recent plugins or revert to previous themes to resolve the error.

Be sure that all of your themes and plugins are updated and functioning properly. This can be done by disabling all plugins and activating one at a time while checking for error.

Step 3: Check The Error Logs In cPanel

1. Log into cPanel within the "Shared Hosting" tab.



2. Click on the "Metrics" section.
3. Click the "Error" icon.

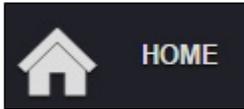
This log will display a list of error messages from your website. You will find detailed information about each error including: the date and time of the error, some information about the client receiving the error, description of the error and information about which folder or file is generating the error. From this log you can seek resolution depending on the information about the error that you receive.



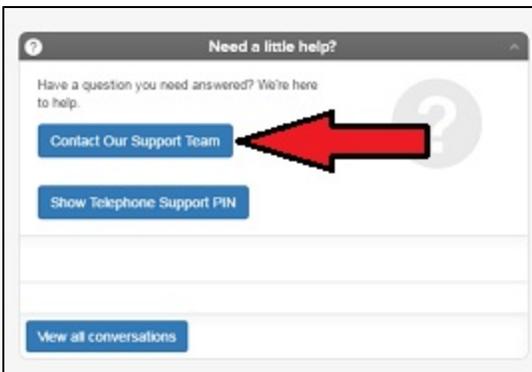
The WestHost knowledge base includes articles on how to resolve the most common of 500 errors. If you cannot find a solution to your specific error, or if the log does not display any error information concerning your specific problem, please submit a ticket to the WestHost support team.

Step 4: Submit A Support Ticket Within Your CHI Dashboard

1. Click on the "home" tab as seen below.



2. Click on the blue "Contact Our Support Team" button to be taken to a form.



3. Fill out a service ticket for the error by entering all pertinent information.

Department
Technical Support

Priority
Very Low Low Normal High Very High

Subject
500 Server Error On Page

Your Message
Hello, I encountered a 500 Server error on the following site: Example.com/example
It seems to occur when I do the following . . .
I checked the error logs in CPanel and got the following message. . .

Upload Files
Attachment size should not exceed 1 Mb
+ Attach file(s)...

Send Ticket



When filling out the ticket, please include the following information:

Set the Department to "Technical Support."

Set The Priority to "Normal."

Include the following information in the body of your message:

- The exact URL of the page that is displaying the 500 error
- Conditions surrounding the problem (our technicians will need to replicate the problem in order to solve it, so include as much information as possible)
- Any data you found when checking the error log
- Any recent changes you made to your site (including installed wordpress plugins or themes)

Please allow our technicians time to resolve the issue.

Related articles

Content by label

There is no content with the specified labels

