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CREATORS
B O O T C A M P



**Website
downtime
recovery**

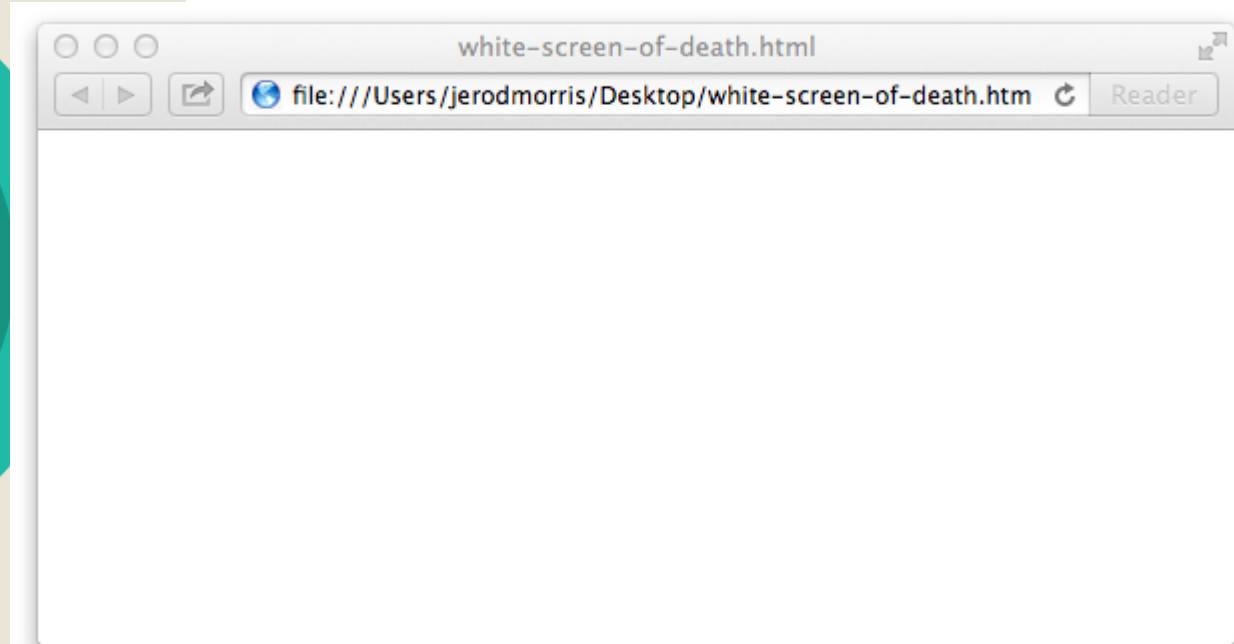
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WHITE SCREEN



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Something is wrong with your site, and more than likely you possess the power to identify and possibly even fix it. You just need to ask yourself these questions and follow these steps.

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Question #1:

Are You A Synthesis Customer?

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Troubleshooting step: Log into your Customer Portal and view recent errors.

Synthesis provides you with an easily accessible log of recent errors that your site has experienced. This often allows you to immediately diagnose the source of your white screen issue.

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Just read through the errors and see if you see a URL **that ends in or contains the following:**

- functions.php
- “plugins” – the URL will point to a specific plugin path, which may be the one causing the issue.
- “themes” – the URL will point to a specific path within the theme, possibly the file causing the issue.

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**Troubleshooting step:
Deactivate the plugin you were
just working with.**

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Simple right? If that plugin was indeed the issue, then your site should come right back up. Whew. At that point, you can then figure out what the issue with the plugin might be:

- If you were editing the plugin, revert to the original code.
- If you updated the plugin and it caused an issue, contact the plugin developer.
- If you were installing the plugin for the first time, check to see if it is compatible with your version of WordPress (which is hopefully the most current one).

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Question #3:

Were you recently working with your active theme's functions.php file?

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**Troubleshooting step:
Revert to the pre-edit (or original)
functions.php file.**

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Question #4:

Did you answer “No” to questions 1, 2, and 3?

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Is It a Plugin Issue?

Troubleshooting step: Rename your plugins folder to “_plugins” and then check your site.

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Is It a Theme Issue?

Troubleshooting step: Rename your themes folder to “_themes” and then check your site.

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Question #5:

Is your site still white screening after all of this?

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Recovering from back-up files

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Full Back-Up

Back up your entire WordPress installation. Widgets, themes, plugins, files and SQL database - the entire package! Just like your laptop or desktop computer, you should be doing regular backups of your website.

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Restore

Restore your WordPress site fast.

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