

## ADMIN\_MANUAL

### **Section 0: Installation Guide (New Section - Add before Section 1)**

#### **0.1 System Requirements**

##### **Server Requirements:**

- **Operating System:** Linux (Ubuntu 20.04+ recommended) or Windows Server 2019+
- **Web Server:** Apache 2.4+ with mod\_rewrite or Nginx 1.18+
- **PHP:** Version 8.0 or higher with extensions:
  - mysqli/pdo\_mysql
  - gd/imagemagick
  - mbstring
  - json
  - xml
  - zip
  - openssl
  - curl
  - fileinfo
- **Database:** MySQL 8.0+ or MariaDB 10.5+
- **Storage:** Minimum 10GB free space (50GB+ recommended for game assets)
- **Memory:** 4GB RAM minimum (8GB+ recommended)
- **SSL Certificate:** Required for production (Let's Encrypt acceptable)

## **Client Requirements:**

- Modern web browser (Chrome 90+, Firefox 88+, Safari 14+, Edge 90+)
- JavaScript enabled
- Cookies enabled

## **0.2 Pre-Installation Checklist**

Before beginning installation:

- [ ] Domain name registered and DNS pointed to server
- [ ] Server access credentials (SSH/FTP)
- [ ] Database credentials (root or user with CREATE DATABASE privileges)
- [ ] SMTP server details (for email notifications)
- [ ] Payment gateway credentials (Stripe/PayPal - if applicable)
- [ ] CDN account (optional but recommended - CloudFlare/AWS CloudFront)

## **0.3 Installation Methods**

### **Method A: Automated Installation (Recommended)**

**Using Installation Wizard:**

#### **1. Upload Files:**

- Download latest GameHub release from repository
- Extract to web root directory (e.g., /var/www/html/ or public\_html/)

- Set permissions: chmod -R 755 /var/www/html/ and chown -R www-data:www-data /var/www/html/

## 2. Create Database:

- Log into MySQL: mysql -u root -p
- Create database: CREATE DATABASE gamehub CHARACTER SET utf8mb4 COLLATE utf8mb4\_unicode\_ci;
- Create user: CREATE USER 'gamehub\_user'@'localhost' IDENTIFIED BY 'secure\_password';
- Grant privileges: GRANT ALL PRIVILEGES ON gamehub.\* TO 'gamehub\_user'@'localhost';
- Exit: FLUSH PRIVILEGES; EXIT;

## 3. Run Web Installer:

- Navigate to <https://yourdomain.com/install/>
- Follow wizard steps:
  - **Step 1:** Environment check (PHP extensions, permissions)
  - **Step 2:** Database configuration (host, database name, user, password)
  - **Step 3:** Admin account creation (username, email, password)
  - **Step 4:** Site configuration (site name, URL, timezone, currency)

- **Step 5:** Email configuration (SMTP host, port, username, password)
- **Step 6:** Installation confirmation and cleanup

#### **4. Post-Installation Security:**

- Delete /install/ directory immediately
- Change default admin URL (optional but recommended)
- Update config.php permissions to 640

### **Method B: Manual Installation**

#### **For advanced users or custom server configurations:**

##### **1. Database Setup:**

- Import schema: mysql -u gamehub\_user -p gamehub < database/schema.sql
- Import initial data: mysql -u gamehub\_user -p gamehub < database/seed\_data.sql

##### **2. Configuration File:**

- Copy config.example.php to config.php
- Edit with your settings:

**php**

```
define('DB_HOST', 'localhost');

define('DB_NAME', 'gamehub');

define('DB_USER', 'gamehub_user');

define('DB_PASS', 'your_secure_password');
```

```
define('SITE_URL', 'https://yourdomain.com');

define('ADMIN_EMAIL', 'admin@yourdomain.com');

define('SECRET_KEY', 'random_32_character_string');
```

### 3. Directory Permissions:

**bash**

```
chmod 755 uploads/
chmod 755 uploads/games/
chmod 755 uploads/avatars/
chmod 755 cache/
chmod 755 logs/
```

### 4. Web Server Configuration:

**For Apache (.htaccess should exist):**

- Ensure AllowOverride All is set in virtual host configuration
- Enable mod\_rewrite: a2enmod rewrite

**For Nginx:** Add to server block:

**nginx**

```
location / {
    try_files $uri $uri/ /index.php?$query_string;
}

location ~ \.php$ {
```

```
fastcgi_pass unix:/var/run/php/php8.0-fpm.sock;  
  
fastcgi_index index.php;  
  
include fastcgi_params;  
  
}
```

## 0.4 Post-Installation Configuration

### Essential Settings (Configure Before Going Live)

#### 1. Security Hardening:

- Change default admin panel URL from /admin/ to custom path (e.g., /manage/ or /controlpanel/)
- Enable two-factor authentication for admin accounts
- Set up IP whitelisting for admin access
- Configure automated security scans

#### 2. Email Configuration:

- Test email delivery (registration, password reset, order confirmations)
- Set up SPF and DKIM records for domain
- Configure SMTP fallback for high-volume periods

#### 3. Payment Processing:

- Enable test mode initially
- Configure Stripe/PayPal API keys
- Set up webhook endpoints for payment notifications
- Test complete purchase flow with test credentials

#### **4. Content Delivery Network (CDN):**

- Configure CloudFlare or alternative CDN
- Set up caching rules for static assets
- Enable image optimization
- Configure SSL/TLS settings

#### **5. Backup Configuration:**

- Set up automated daily database backups
- Configure off-site backup storage (AWS S3, Google Cloud Storage)
- Test backup restoration procedure
- Set up backup failure alerts

#### **0.5 Verification Checklist**

Before declaring installation complete:

##### **Functionality Testing:**

- [ ] User registration and login
- [ ] Game browsing and search
- [ ] Shopping cart and checkout process
- [ ] Payment processing (test mode)
- [ ] Email notifications (registration, order confirmation)
- [ ] Admin panel access and all sections
- [ ] Forum creation and posting
- [ ] File uploads (game images, avatars)

##### **Security Verification:**

- [ ] SSL certificate valid and auto-renewing
- [ ] Admin panel accessible only via HTTPS
- [ ] SQL injection protection tested
- [ ] XSS protection verified
- [ ] File upload restrictions working
- [ ] Rate limiting active on login forms

### **Performance Checks:**

- [ ] Page load times under 3 seconds
- [ ] Database queries optimized
- [ ] Image compression enabled
- [ ] Browser caching configured
- [ ] Gzip compression enabled

## **0.6 Troubleshooting Installation Issues**

### **"500 Internal Server Error" during installation:**

- Check PHP error logs: /var/log/apache2/error.log or /var/log/nginx/error.log
- Verify .htaccess file exists and is readable
- Check PHP version compatibility: php -v
- Increase PHP memory limit in php.ini: memory\_limit = 256M

### **"Database connection failed":**

- Verify database credentials in config.php
- Test connection manually: mysql -u gamehub\_user -p -h localhost

- Check if MySQL is running: `sudo systemctl status mysql`
- Verify database exists: `SHOW DATABASES;` in MySQL

#### **"Permission denied" on file uploads:**

- Check directory ownership: `ls -la uploads/`
- Set correct ownership: `sudo chown -R www-data:www-data uploads/`
- Verify PHP running as correct user

#### **"Unable to send email":**

- Test SMTP settings with external tool (e.g., Mailtrap)
- Check firewall rules for outbound port 587/465
- Verify DNS records (SPF, DKIM, DMARC)
- Check email logs in `logs/mail.log`

#### **White screen after installation:**

- Enable PHP error display temporarily in `php.ini`: `display_errors = On`
- Check for missing PHP extensions: `php -m`
- Verify config.php syntax: `php -l config.php`

## **0.7 Updating from Previous Versions**

#### **Before Updating:**

- Create full backup (database + files)
- Put site in maintenance mode
- Check release notes for breaking changes

## **Update Procedure:**

1. Download update package
2. Extract to temporary directory
3. Run database migrations: `php migrate.php`
4. Replace core files (preserve `config.php` and `uploads/` directory)
5. Clear cache directory
6. Test critical functionality
7. Remove maintenance mode

## **Rollback Plan:**

- Keep previous version backup for 48 hours
- Document database schema changes
- Test rollback procedure on staging environment

## **1. Introduction & Access Control**

This guide is for authorized administrators of the GameHub website. It covers all backend management operations including product management, user administration, order processing, forum moderation, and website maintenance.

### **Responsibilities:**

Manage game inventory and pricing  
Process customer orders  
Moderate forum discussions  
Update website content  
Manage user accounts  
Ensure website security and performance

#### **Access Control:**

Only authorized administrators can access the management panel using unique admin credentials.

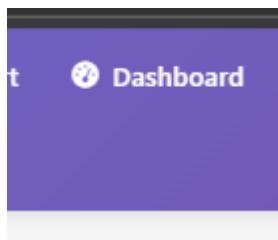
## **2. Login & Dashboard Overview**

#### **Access the Admin Panel:**

Navigate to the login page

Enter admin credentials

Access the dashboard



#### **Dashboard Features:**

Quick statistics overview

Navigation to all management sections

Recent activity monitoring

System status indicators

## **3. Managing Game Products**

### **3.1 Access Product Management**

Log in to admin panel

Navigate to "Product Management" or equivalent section

### **3.2 Add New Game**

Click "Add New Product"

Fill in game details:

Game name and description

Price and discount

Category and platform information

Developer and publisher details

Game features

Upload game images

Save the new product

### + Add New Product

---

Product Name \*

Price (\$) \*

---

Discount (%)

Category \*

---

Short Description

Brief description

---

Initial Stock

---

+ Add Product

### 3.3 Edit Existing Games

From the product list, select the game to edit

Update any information as needed

Save changes

## ☰ Product Inventory

| ID  | PRODUCT  | PRICE                               | STOCK | SALES | ACTIONS |
|-----|--|-------------------------------------|-------|-------|---------|
| #75 | <b>Animal Crossing: New Horizons</b><br>Simulation | \$59.99                             | 200   | 1600  |         |
| #74 | <b>Street Fighter 6</b><br>Sports                  | \$59.99<br><del>15.00%</del><br>off | 120   | 700   |         |
| #73 | <b>Diablo IV</b><br>RPG                            | \$69.99<br><del>10.00%</del><br>off | 140   | 950   |         |
| #72 | <b>Marvel's Spider-Man 2</b><br>Action             | \$69.99<br><del>5.00%</del><br>off  | 150   | 1100  |         |
|     | <b>Baldur's Gate</b>                               |                                     |       |       |         |

### 3.4 Delete Games

Locate the game in the product list

Click "Delete" or equivalent action

Confirm deletion

## ☰ Product Inventory

| ID  | PRODUCT  | PRICE                        | STOCK | SALES | ACTIONS |
|-----|--|------------------------------|-------|-------|---------|
| #75 | <b>Animal Crossing: New Horizons</b><br>Simulation | \$59.99                      | 200   | 1600  |         |
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| #72 | <b>Marvel's Spider-Man 2</b><br>Action             | \$69.99<br><b>5.00% off</b>  | 150   | 1100  |         |
|     | <b>Baldur's Gate</b>                               |                              |       |       |         |

### 3.5 View All Products

The product management interface displays:

- Game ID and name
- Current price and discount
- Stock status
- Category information
- Action buttons for editing/deleting

| ID  | PRODUCT  | PRICE                        | STOCK | SALES | ACTIONS |
|-----|--|------------------------------|-------|-------|---------|
| #75 | <b>Animal Crossing: New Horizons</b><br>Simulation | \$59.99                      | 200   | 1600  |         |
| #74 | <b>Street Fighter 6</b><br>Sports                  | \$59.99<br><b>15.00% off</b> | 120   | 700   |         |
| #73 | <b>Diablo IV</b><br>RPG                            | \$69.99<br><b>10.00% off</b> | 140   | 950   |         |
| #72 | <b>Marvel's Spider-Man 2</b><br>Action             | \$69.99<br><b>5.00% off</b>  | 150   | 1100  |         |
|     | <b>Baldur's Gate</b>                               |                              |       |       |         |

## 4. Managing Users

### 4.1 View User List

Navigate to "User Management"

View all registered users with details including:

Username and email

Registration date

Account status

User role

### 4.1 View User List

*[Existing content remains]*

### 4.2 Edit User Accounts

To edit a user account:

Navigate to "User Management" → Select user from list → Click "Edit"

#### **Editable fields:**

- **Profile Information:** Username, display name, avatar, bio
- **Contact Details:** Email address, phone number, location
- **Account Settings:** Email verification status, newsletter preferences
- **Security:** Force password reset on next login, revoke active sessions

**Important:** Changes to email addresses require re-verification. System sends confirmation email automatically.

### **4.3 Suspend/Ban Users**

#### **Temporary Suspension:**

- Select user → Click "Suspend" → Set duration (1-30 days) → Provide reason
- User cannot log in during suspension period
- Automatic reactivation after duration expires

#### **Permanent Ban:**

- Select user → Click "Ban Permanently" → Confirm with admin password
- Banned users cannot register new accounts with same email
- Option to "Ban IP" to prevent re-registration

#### **Unban User:**

- Navigate to "Banned Users" tab → Select user → Click "Reinstate"
- User regains full access immediately

### **4.4 Reset User Passwords**

- Select user → Click "Reset Password" → Generate secure temporary password
- System emails temporary password to user
- User forced to change password on next login
- **Audit Log:** All password resets logged with admin ID and timestamp

## 4.5 Manage User Roles

### Available Roles:

- **User:** Standard access, can purchase games, post in forums
- **VIP:** Early access to sales, exclusive forum badge, priority support
- **Moderator:** Can moderate forum posts, view reported content
- **Super Moderator:** Can ban users, manage forum categories, edit any post
- **Admin:** Full system access (cannot be assigned through this interface)

**To change role:** Select user → "Change Role" → Select new role → Confirm

- Role changes take effect immediately
- Previous permissions revoked, new permissions granted

| ID | User ID | Hash | Contact Owner | Company ID | Prefix | First Name | Last Name | Email  | Time |
|----|---------|------|---------------|------------|--------|------------|-----------|--|------|
| 57 | —       | —    | —             | —          | —      | Stephanie  | Rodriguez | <a href="mailto:stephanie.rodriguez2@email.com">stephanie.rodriguez2@email.com</a> | —    |
| 56 | —       | —    | —             | —          | —      | Charles    | Clark     | <a href="mailto:charles.clark2@email.com">charles.clark2@email.com</a>             | —    |
| 55 | —       | —    | —             | —          | —      | Michelle   | Robinson  | <a href="mailto:michelle.robinson2@email.com">michelle.robinson2@email.com</a>     | —    |
| 54 | —       | —    | —             | —          | —      | Richard    | Martinez  | <a href="mailto:richard.martinez2@email.com">richard.martinez2@email.com</a>       | —    |
| 53 | —       | —    | —             | —          | —      | Ashley     | Garcia    | <a href="mailto:ashley.garcia2@email.com">ashley.garcia2@email.com</a>             | —    |
| 52 | —       | —    | —             | —          | —      | Kevin      | Thompson  | <a href="mailto:kevin.thompson2@email.com">kevin.thompson2@email.com</a>           | —    |

## 5. Managing the Forum

## **5.1 Content Moderation**

Review forum posts for compliance with guidelines

Remove inappropriate content

Manage user permissions for posting

Pin important announcements

## **5.1 Content Moderation**

*[Existing content remains]*

## **5.2 Create/Delete Forum Categories**

**Create New Category:** Navigate to "Forum Management" → "Categories" → "Add Category"

### **Required fields:**

- **Category Name:** Display name (e.g., "Action Games Discussion")
- **Slug:** URL-friendly identifier (auto-generated)
- **Description:** Brief description shown on forum index
- **Parent Category:** Optional - for subcategories
- **Icon:** FontAwesome icon class or custom image
- **Permissions:** Which user roles can view/post
- **Moderators:** Assign specific moderators to this category

### **Delete Category:**

- Click "Delete" next to category
- **Option A:** Move all threads to another category
- **Option B:** Delete all threads permanently
- Requires confirmation with admin password

## **5.3 Manage Forum Threads and Replies**

### **Thread Actions:**

- **Pin Thread:** Stays at top of category, "Unpin" to remove
- **Lock Thread:** Prevents new replies, "Unlock" to reopen
- **Move Thread:** Transfer to different category with redirect notice
- **Merge Threads:** Combine duplicate discussions
- **Delete Thread:** Remove permanently or soft delete (recoverable for 30 days)

**Bulk Actions:** Select multiple threads → Apply action: Pin/Lock/Move/Delete/Spam

### **Reply Management:**

- Edit any reply (shows "Edited by Admin" notice)
- Delete individual replies
- Hide replies (visible only to moderators)
- Mark as "Best Answer" for support forums

## **5.4 User Reporting System**

**Access Reports:** "Forum Management" → "Reports"

### **Report Types:**

- Spam
- Harassment
- Off-topic
- Duplicate content
- Other (with description)

### **Processing Reports:**

1. View reported content
2. **Actions Available:**
  - Dismiss Report (no action taken)
  - Remove Content (delete post/thread)
  - Warn User (sends warning, logged on account)
  - Ban User (immediate ban)
3. Mark as "Resolved" with resolution note

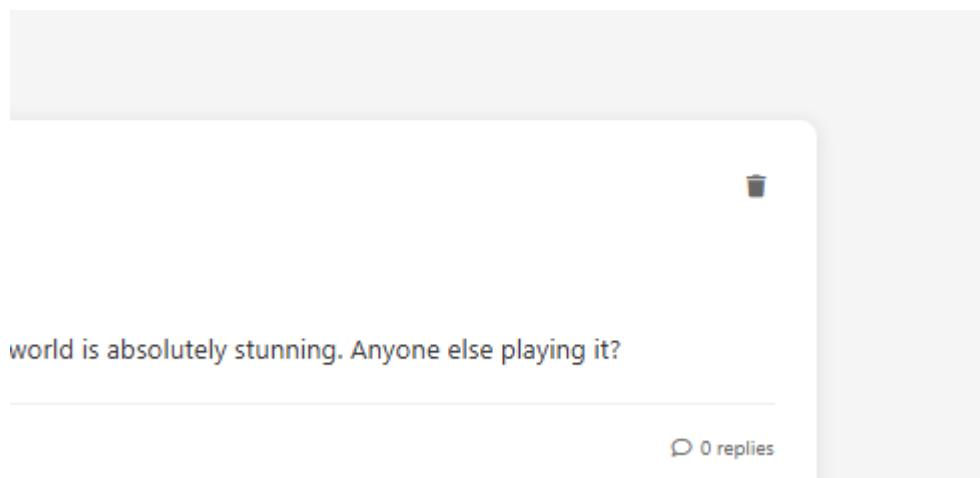
### **Auto-moderation Settings:**

- Auto-hide posts after X reports (pending review)
- Auto-ban users after X warnings
- Keyword filter for automatic flagging

## **5.5 Forum Statistics and Analytics**

### **Dashboard Metrics:**

- New threads/replies (daily/weekly/monthly)
- Most active categories
- Top contributors
- Report resolution time
- User growth in forum section



## **6. Managing Website Content**

### **6.1 Update Static Pages**

*[Existing content remains, expanded with procedures]*

**Homepage Management: Navigate to "Content" → "Homepage"**

#### **Hero Banner Section:**

- **Upload background image** (recommended: 1920x600px, <500KB)
- **Set headline text and subheadline**
- **Configure CTA button text and link** (e.g., "Explore Games" → /games)
- **Set display duration for rotating banners (if multiple)**
- **Schedule banner start/end dates for time-limited promotions**

#### **Featured Games Section:**

- **Select "Add Featured Game"**
- **Search and select from product database**
- **Set display order (drag to reorder)**
- **Add custom tagline (optional, overrides default game description)**
- **Maximum 6 featured games recommended**

#### **Promotional Banners:**

- **Sidebar promotional slots (3 available)**
- **Set image, link, and alt text**
- **Track click-through rates**

### **6.2 Content Editor Usage**

#### **Rich Text Editor Features:**

- **Formatting: Bold, italic, headings, lists, quotes**
- **Media Insertion: Images (drag-drop or URL), videos (YouTube/Vimeo embed)**
- **Tables: Create comparison tables for game features**
- **HTML Mode: Direct HTML editing for advanced customization**
- **Preview: Live preview before publishing**

#### **SEO Fields (per page):**

- **Meta Title: 50-60 characters (browser tab + search results)**
- **Meta Description: 150-160 characters (search result snippet)**
- **URL Slug: Edit permalink structure**
- **Open Graph Image: Social media sharing image (1200x630px)**

### **6.3 Media Library Management**

**Access:** "Content" → "Media Library"

**Upload Guidelines:**

- **Images:** JPG/PNG/WebP, max 5MB per file, auto-optimized on upload
- **Videos:** MP4 only, max 100MB (larger files: use external hosting)
- **Documents:** PDF only (for press kits, manuals)

**Organization:**

- **Create folders by category (Games/2024, Marketing/Banners, etc.)**
- **Bulk upload (up to 20 files simultaneously)**
- **Automatic alt-text generation (editable)**
- **Unused media cleanup tool (shows files not linked in any content)**

## 6.4 Content Scheduling

**Schedule New Content:**

- **Create content as draft**
- **Set "Publish Date" and time**
- **Select timezone (defaults to server timezone)**
- **System auto-publishes at scheduled time**

**Content Calendar View:**

- **Monthly calendar showing all scheduled posts**
- **Drag to reschedule**
- **Bulk schedule multiple updates**

## 7. Subscribers Management

### 7.1 Access Subscribers List

Log in as administrator

Navigate to "Subscribers" section

View all registered subscribers

| Id | User Id | Hash | Contact Owner | Company Id | Prefix | First Name | Last Name | Email  | Time |
|----|---------|------|---------------|------------|--------|------------|-----------|--|------|
|    |         |      |               |            |        |            |           |  |      |
| 57 | —       | —    | —             | —          | —      | Stephanie  | Rodriguez | <a href="#">stephanie.rodriguez2@email.com</a> | —    |
| 56 | —       | —    | —             | —          | —      | Charles    | Clark     | <a href="#">charles.clark2@email.com</a>       | —    |
| 55 | —       | —    | —             | —          | —      | Michelle   | Robinson  | <a href="#">michelle.robinson2@email.com</a>   | —    |
| 54 | —       | —    | —             | —          | —      | Richard    | Martinez  | <a href="#">richard.martinez2@email.com</a>    | —    |
| 53 | —       | —    | —             | —          | —      | Ashley     | Garcia    | <a href="#">ashley.garcia2@email.com</a>       | —    |

## 7.2 Subscriber Management Features

View complete subscriber list with details

Search and filter subscribers

Export subscriber data to CSV

Monitor subscriber growth and trends



## 8. Website Maintenance

### 8.1 Regular Maintenance Tasks

**Database Backups:** Regular backup of website database

**File Backups:** Backup critical directories and files

**Updates:** Check for system and software updates monthly

**Performance Monitoring:** Regular checks of server performance

### 8.2 Backup Process

#### Database Backup:

Export database through phpMyAdmin or similar tool

Store backups in secure location  
Test backup restoration periodically

#### **File Backup:**

Backup website files including:  
PHP files  
Configuration files  
Uploaded images and content  
Theme and template files

### **8.3 Update Procedures**

#### **Always backup before updating**

Test updates in staging environment first  
Apply updates during low-traffic periods  
Monitor website after updates for issues

## **9. Security & Best Practices**

### **Section 9.1 Security Measures (Enhanced)**

#### **IP Whitelisting for Admin Panel**

**Configuration:** "Settings" → "Security" → "Admin Access"

#### **Options:**

- **Disabled:** Access from any IP (not recommended)
- **Specific IPs:** Comma-separated list (e.g., 203.0.113.0, 203.0.113.1)
- **IP Range:** CIDR notation (e.g., 203.0.113.0/24)
- **Geographic:** Allow only from specific countries

#### **Emergency Access:**

- **Backup method via email verification if IP changes unexpectedly**
- **Log all blocked access attempts with IP and timestamp**

#### **Login Attempt Limiting**

### **Brute Force Protection:**

- **Max Attempts:** 5 failed logins per IP per 15 minutes
- **Lockout Duration:** 30 minutes temporary block
- **Permanent Ban:** Auto-ban IP after 3 lockouts in 24 hours
- **Account Lock:** Lock specific account after 10 failed attempts (requires admin unlock)

### **CAPTCHA Integration:**

- **Enable after 2 failed attempts**
- **Options:** Google reCAPTCHA v2/v3, hCaptcha, Cloudflare Turnstile

### **SSL Certificate Management**

#### **Auto-SSL (Let's Encrypt):**

- **Automatic renewal 30 days before expiration**
- **Email alert 7 days before expiry if auto-renewal fails**
- **Force HTTPS redirect (recommended: enabled)**

#### **Custom SSL:**

- **Upload certificate and private key**
- **Intermediate certificate chain support**
- **Certificate expiration monitoring**

### **Security Incident Response**

#### **Incident Classification:**

- **Low:** Suspicious login attempt blocked
- **Medium:** Successful unauthorized access to non-critical data
- **High:** Admin account compromise, database breach, payment data access

#### **Response Procedures:**

1. **Immediate:** Isolate affected systems, preserve logs
2. **Assessment:** Determine scope of breach, affected data
3. **Containment:** Reset compromised credentials, patch vulnerability
4. **Notification:** User notification if PII exposed (per GDPR/CCPA requirements)
5. **Recovery:** Restore from clean backup if necessary

## **6. Post-Incident: Security audit, policy updates**

### **Security Log Retention:**

- **Admin actions: 2 years**
- **Failed logins: 1 year**
- **System access: 90 days**

## **10. Troubleshooting (Administrators)**

### **10.1 Common Issues and Solutions**

#### **500 Internal Server Error:**

Check server error logs  
Verify .htaccess configuration  
Check PHP version compatibility  
Review recent changes to code

#### **404 Page Not Found:**

Verify file paths and permissions  
Check .htaccess rewrite rules  
Ensure files exist in correct locations

#### **Database Connection Errors:**

Verify database credentials in configuration files  
Check if database server is running  
Test database connection separately  
Check for firewall restrictions

#### **Form Submission Issues:**

Check PHP settings (max\_input\_vars, post\_max\_size)  
Verify form action URLs  
Check browser console for JavaScript errors  
Review server error logs

#### **Performance Issues:**

- Optimize images and media files
- Enable caching mechanisms
- Reduce unnecessary database queries
- Monitor server resources
- Optimize code and reduce redirects

## **10.2 Contacting Hosting Support**

If issues persist, contact your hosting provider with:

- Detailed error messages
- Steps to reproduce the issue
- Recent changes made to the website
- Server logs if available