

Testing Your Website

In this chapter, we will learn how to do some small troubleshooting of a website.

Scenario – The scenario is simple – When trying to open a website there is an error which is popping up – **Page cannot be displayed.**

Answer – This issue can be addressed by following the troubleshooting steps given below.

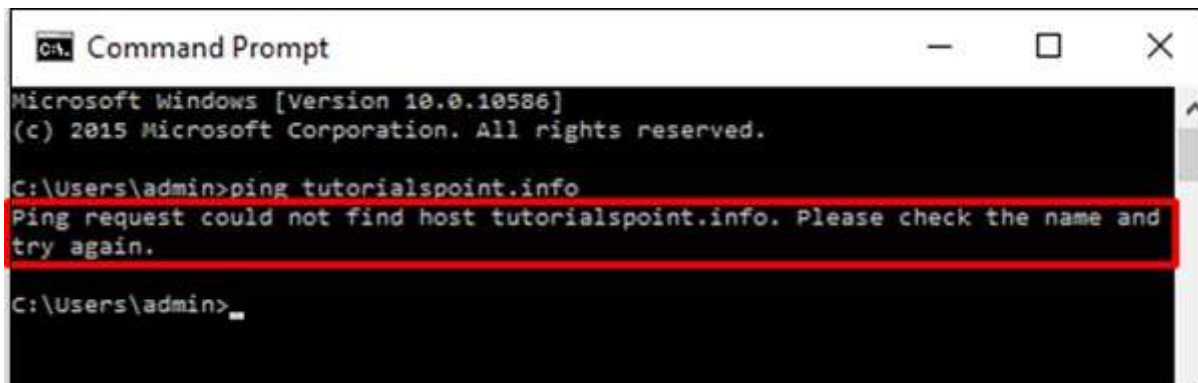
Step 1 – Firstly, you must ensure that you don't have an internet connection problem. You can check it by just simply trying to open another website and see if you get the same result or not.

Step 2 – You have internet in your computer but the website is still not opening.

- You should check with the hosting provider, if your hosting plan has expired or not (maybe you forgot to pay it).
- You should also check with your domain registrar, if your Domain Name is still valid and it has not expired too.

Step 3 – After you are done with checking the above-mentioned steps, you should check your DNS records if they are ok or not. Sometimes Hosting Providers change the DNS servers and forget to update the records. You can check this by opening CMD, type **ping yourdomainname.com** and if you get the following response, please check further.

Ping request could not find host yourdomainname.com. Please check the name and try again.

A screenshot of a Windows Command Prompt window. The title bar says "Command Prompt". The text inside shows the Windows version and copyright information. The user has entered the command "ping tutorialspoint.info". The output of the command is "Ping request could not find host tutorialspoint.info. Please check the name and try again." This output line is highlighted with a red rectangular box. The prompt is currently at "C:\Users\admin>".

```
Microsoft Windows [Version 10.0.10586]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\Users\admin>ping tutorialspoint.info
Ping request could not find host tutorialspoint.info. Please check the name and
try again.

C:\Users\admin>
```

If you get the following result, then the DNS records and the server are healthy.

```
C:\Users\admin>ping tutorialspoint.com

Pinging tutorialspoint.com [93.184.220.20] with 32 bytes of data:
Reply from 93.184.220.20: bytes=32 time=43ms TTL=54
Reply from 93.184.220.20: bytes=32 time=43ms TTL=54
Reply from 93.184.220.20: bytes=32 time=44ms TTL=54
```

Step 4 – Check for any database connection errors, if you are having similar errors like the screenshots shown below.



Database connection error (3): Could not connect to database

To check if the database is functioning in the backend, you should have confirmation that the username, file permissions, passwords and ports of the database did not change.

Step 5 – If you have a the Error **404 Not Found** as shown in the following screenshot, then while opening www.yourdomainname.com , you should check if your directory structure has not changed and it is pointing on the **Public_html** folder.

404 Not Found

The page /asdf/fdsa was not found on this server

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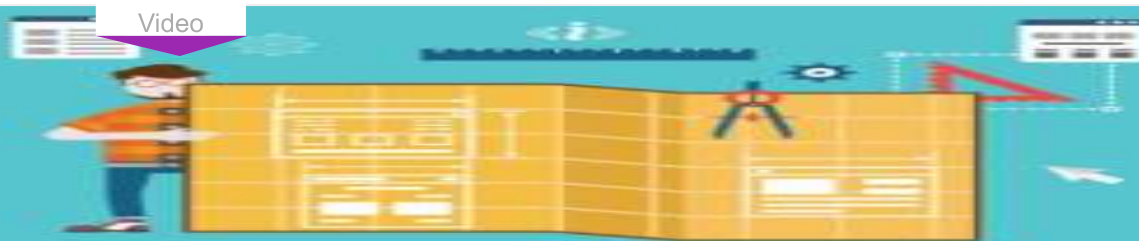
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