**500 Errors | WSOD**

1. Where does this occur?
   1. **FRONT OF SITE** (Will a test file load?) - **CONTINUE**
      1. Loading urls to browser
   2. **WP-ADMIN - CONTINUE**
      1. url / wp-admin
      2. url / wp-login.php

**FRONT OF SITE continued**

1. Will a test file load?
   1. NO Transfer to Tier 2 – **STOP**
   2. **YES**
      1. Enable debug mode. Does it show cause of error i.e. Plugin? Theme issue?
         1. Is it MWP?
            1. YES transfer To Tier 2. - **STOP**
            2. NO – sell WPPS - **STOP**

**WP-ADMIN continued**

1. Any strange files? Malware? (use ftp)
   1. **YES** Sell Sucuri **– STOP**
   2. **NO –** Is it MWP?
      1. **YES** resubmit account, does this work?
         1. **YES** advise about corrupt files – **STOP**
         2. **NO** does wp-config have “extra” coding at top?
            1. **YES** Sell Sucuri – **STOP**
            2. **NO** Does debug mode call out plugin or theme?

**YES** sell wpps (plugin fix) – **STOP**

**NO** sell wpps (core file fix) – **STOP**

**403 | Site Errors**

1. Is there an index file?
   1. **YES** is it spelled correctly? (order of precedence)
      1. **YES –** Transfer to Tier 2 **– STOP**
      2. **NO -** correct the spelling **- STOP**
   2. **NO** 
      1. Customer needs to upload valid index file. **– STOP**

**404 | Site Errors**

1. WordPress site?
   1. **YES** – is the .htaccess file missing?
      1. **YES** – is only the home page loading?
         1. **YES** – customer has corrupt permalinks “resave” permalinks – **STOP**
         2. **NO –** transfer to Tier 2 **– STOP**
      2. **NO –** Can you load Geoff.php? **– CONTINUE**

**Can you load Geoff.php? continued**

1. **YES** – Customer needs to review coding for site – **STOP**
2. **NO –** can you load after disabling control files?
   1. **YES** – customer needs to review code – **STOP**
   2. **NO –** Transfer to Tier 2 **– STOP**

**503 | Site Errors**

1. **Linux**
   1. Is Cpanel Dash accessible?
      1. **YES** is cpu concurrent connection usage spiking?
         1. **NO** is gtmetrix showing bad results?
            1. **YES** – Offer wpps or have them contact their dev – **STOP**
            2. **NO –** Any strange files in root? **CONTINUE**
         2. **YES – Any Strange Files in Root? Continued**
            1. **YES** offer Sucuri – **STOP**
            2. **NO** Clear php processes / toggle php version.

**Resources still spiked?**

**YES** – Transfer to Tier 2 – **STOP**

**NO –** Advise to review code / upgrade hosting / wpps – **STOP**

1. **Windows**
   1. Is Plesk control panel accessible?
      1. **YES** stop & start IIS App Pool. Does site now load?
         1. **YES –** advise customer to review code – **STOP**
         2. **NO –** Disable control files. Is the site still down?
            1. **YES –** Transfer to Tier 2 – **STOP**
            2. **NO –** Advise customer to review code – **STOP**
      2. **NO –** Transfer to Tier 2 – **STOP**
2. **MWP –** does gtmetrix get any results?
   1. **YES** Did results show poorly optimized?
      1. **YES –** Advise content related issue / offer wpps – **STOP**
      2. **NO –** Transfer to Tier 2 **– STOP**
   2. **NO** Resubmit / flush cache in TZ. Did site load?
      1. **YES** advise customer to review content – **STOP**
      2. **NO** Transfer to Tier 2 **– STOP**

**Form Mail issues**

1. Form mail not working. Upload Geoff.php send email to yourself and check in Splunk. Did it Show?
   1. **YES –** What was the result?
      1. **BAD-ACCT** – transfer to Tier 2 – **STOP**
      2. **Accept / Delivered –** Mail function works. Fill out cx form. Did that show in Splunk?
         1. **NO –** Offer wpps for contact form issues in WP / else content related issue – **STOP**
         2. **YES –** what was code in Splunk?
            1. **CMAE-SPAM** transfer to Tier 2 – **STOP**
            2. **BAD-Subject** have cx update subject line if possible / offer wpps for WP.
            3. **Accepted / Delivered** Is it going to correct email?

**YES** customer needs to check junk folders.

**NO** Customer needs to update email in contact form / offer wpps for WP.