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Thread: [Basic Webmaster Troubleshooting](#)

Exemplification - April 23, 2014, 1:52 pm

I keep getting PMs asking for assistance on issues that are easily resolved with a bit of basic troubleshooting, this thread is mostly to be able to link said people to save my lazy self typing.

General Webmaster Troubleshooting

My Domain won't work! Have you set your domain to point toward the correct nameservers and set your domain in your host? Check in your registrar's control panel to ensure that you have set nameservers.

Do your set nameservers match those given to you by your host?

Changing nameservers isn't instant; have you waited at least 3 days from the change of nameservers?

Have you added your domain to your host? Using cPanel Look on the left side of your cPanel under "Stats", is your domain there?

If your domain isn't there, is it under "Addon Domains"? If not Add it.

Using Plesk Scroll down on the first page, look for your domain

If your domain isn't there, click "Add domain"

My nameservers are set but it still doesn't work! Have you tried to flush your DNS? Flush your DNS on Windows 8/7 by using Command Prompt and entering: ipconfig /flushdns

Flush your DNS on Windows XP/Vista by using Run and entering: ipconfig /flushdns

Flush your DNS on MacOS 10.7/8 by opening Terminal and entering: sudo killall -HUP mDNSResponder

Flush your DNS on MacOS 10.5/6 by opening Terminal and entering: sudo dscacheutil -flushcache

If your domain still isn't working, contact your registrar and/or your host to ensure there are no problems with the setup

Why can't I connect with FTP? Does your domain point to your host? If not, view the above

Are you trying to use a user that exists? Sometimes default FTP details do not match your control login. Finding FTP Details in cPanel Search "FTP Accounts"

Finding FTP details in Plesk Click "FTP Access" on the initial page

Displaying Content

Why is this HTML element not displaying correctly? Is your HTML valid? Many problems can be solved with a simple validation Validate your HTML here: <http://validator.w3.org/>

Is your HTML compatible with your browser? Some elements have iffy support in each browser. Check compatibility of elements here: <http://caniuse.com/>

Is the element you're trying to use the right element? Just because it sometimes works doesn't mean it is the right way. View the proper uses of your troublesome element: HTML5->

<http://www.w3.org/TR/html5/> HTML 4.01-> <http://www.w3.org/TR/html401/>

Why isn't my CSS working? Is your CSS properly linked in your HTML documentation? Learn the methods of using CSS:

<http://matthewjamestaylor.com/blog/adding-css-to-html-with-link-embed-inline-and-import>

Have you properly defined element id and class?

Is your CSS being overwritten by another CSS file? Import each CSS file once and only use each ID, class, or element in one CSS file unless you desire another to be overwritten

CSS is overwritten from the top-down, so the last CSS file you import is the one that has most effect.

Is your CSS valid? Again, having valid content is important to having a successful CSS document
Validate your CSS here: <http://jigsaw.w3.org/css-validator/>

These are the majority of the messages I've gotten asking for help, and most of them have been solved with the solutions above. As more come I will add them to the thread.

And yes, the thread is a listception.

HueyTheGod - April 23, 2014, 1:56 pm

Nice thread man! I sometimes think someone should maintain a wiki of popular questions about stuff like this.