



# BestWebSoft

Support Issues

System Status

**WordPress version:**

**3.8 \***

**BWS interface:**

**Captcha 3.9.4 \***

\* When using other versions some differences are possible to occur

---

# 1. Introduction

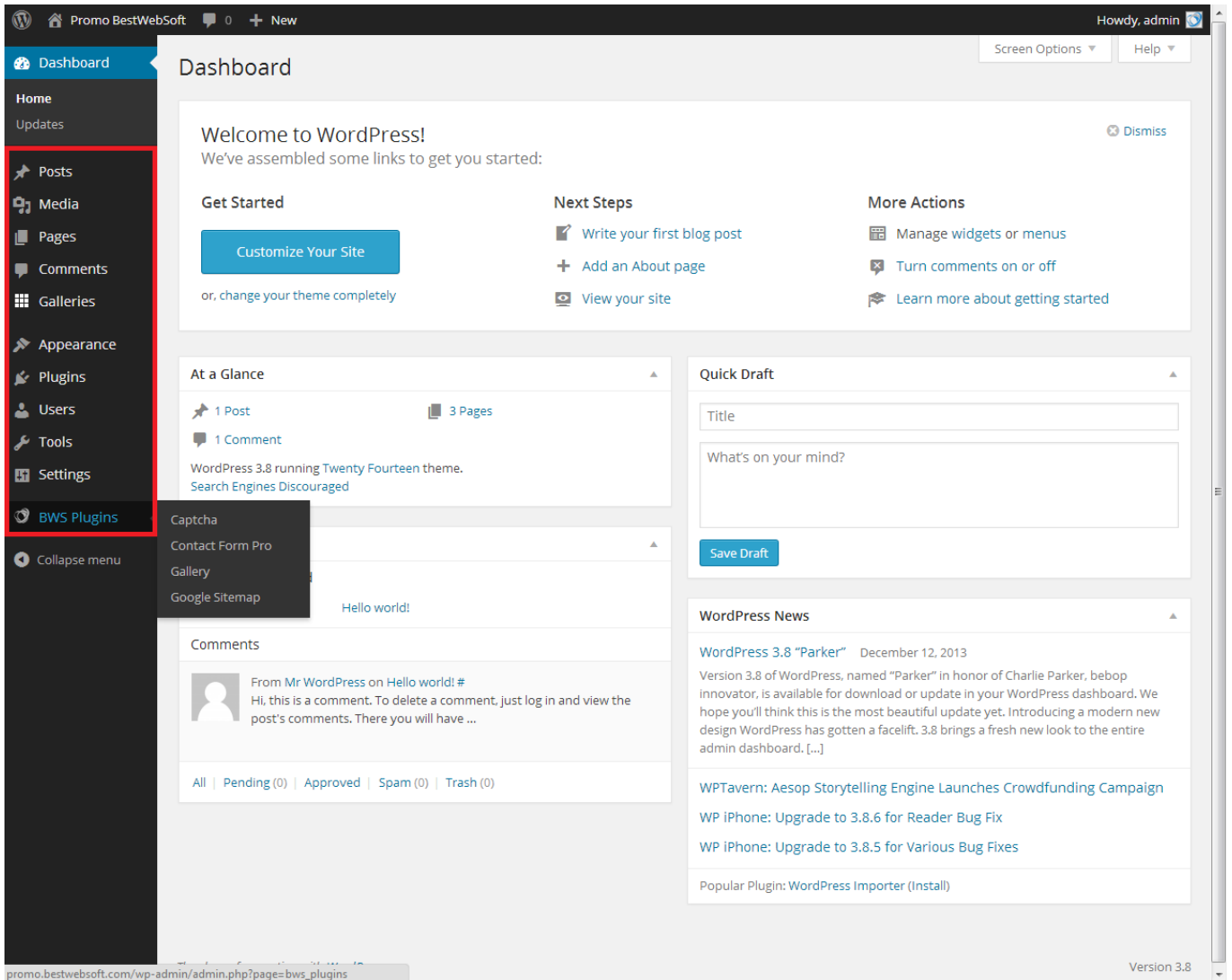
The aim of the given instruction is to provide our customers with the information about System Status report that may help our support team work in a more efficient way and save time to provide you with solutions to the occurring problems.

The thing is that a lot of problems are caused by the conflict between our product either with your current theme or with some other installed plugins. All our products undergo the procedure of scrupulous testing, nevertheless it is impossible to test our products' compatibility with all the existing themes and plugins.

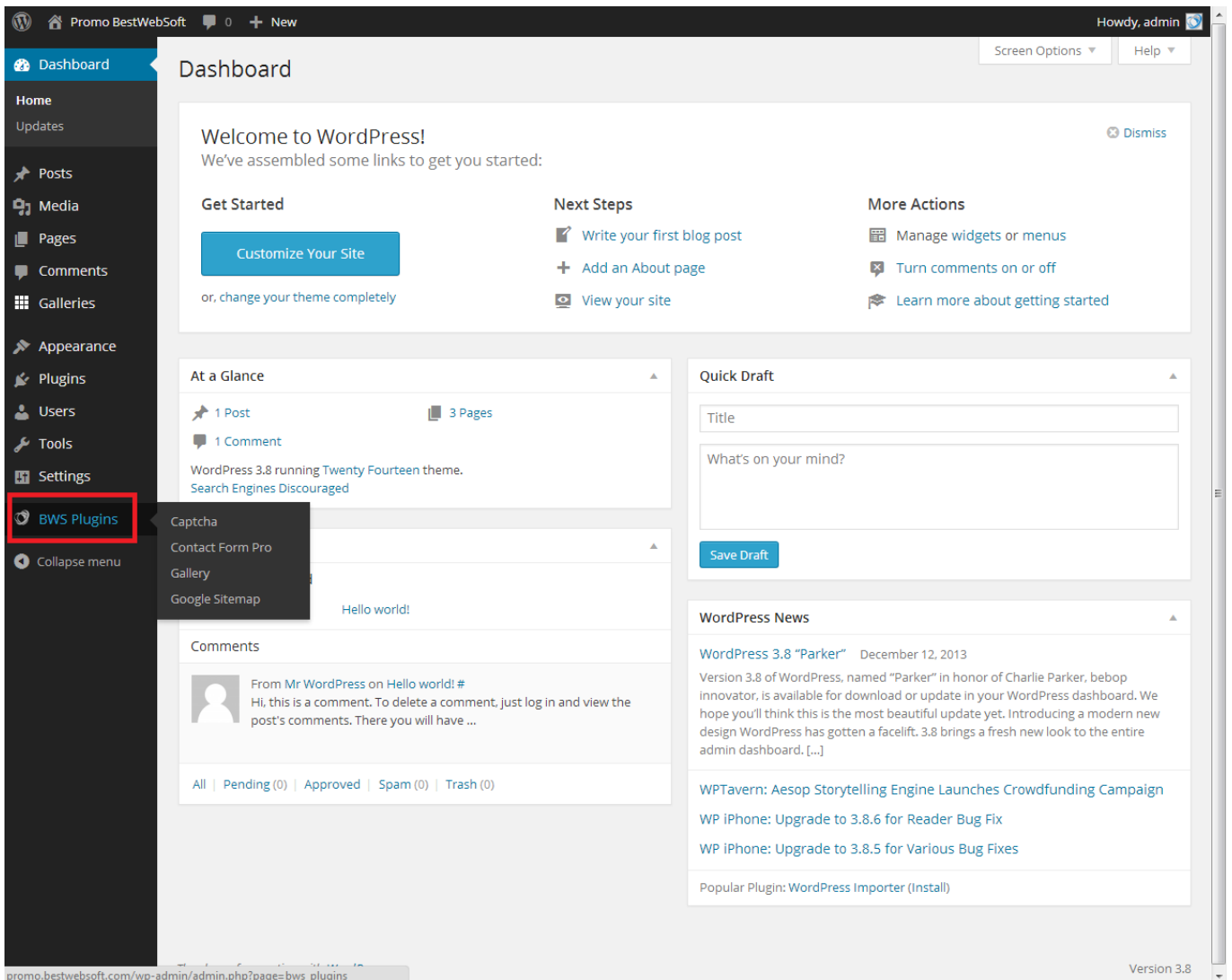
System Status report contains all the necessary information for our support team, and namely, the information on your active theme, active and inactive plugins, their versions and the version of WordPress that you are using. Please be so kind and read the instruction below carefully. We strongly recommend you to include this information when contacting our support team.

## 2. How to get the System Status report

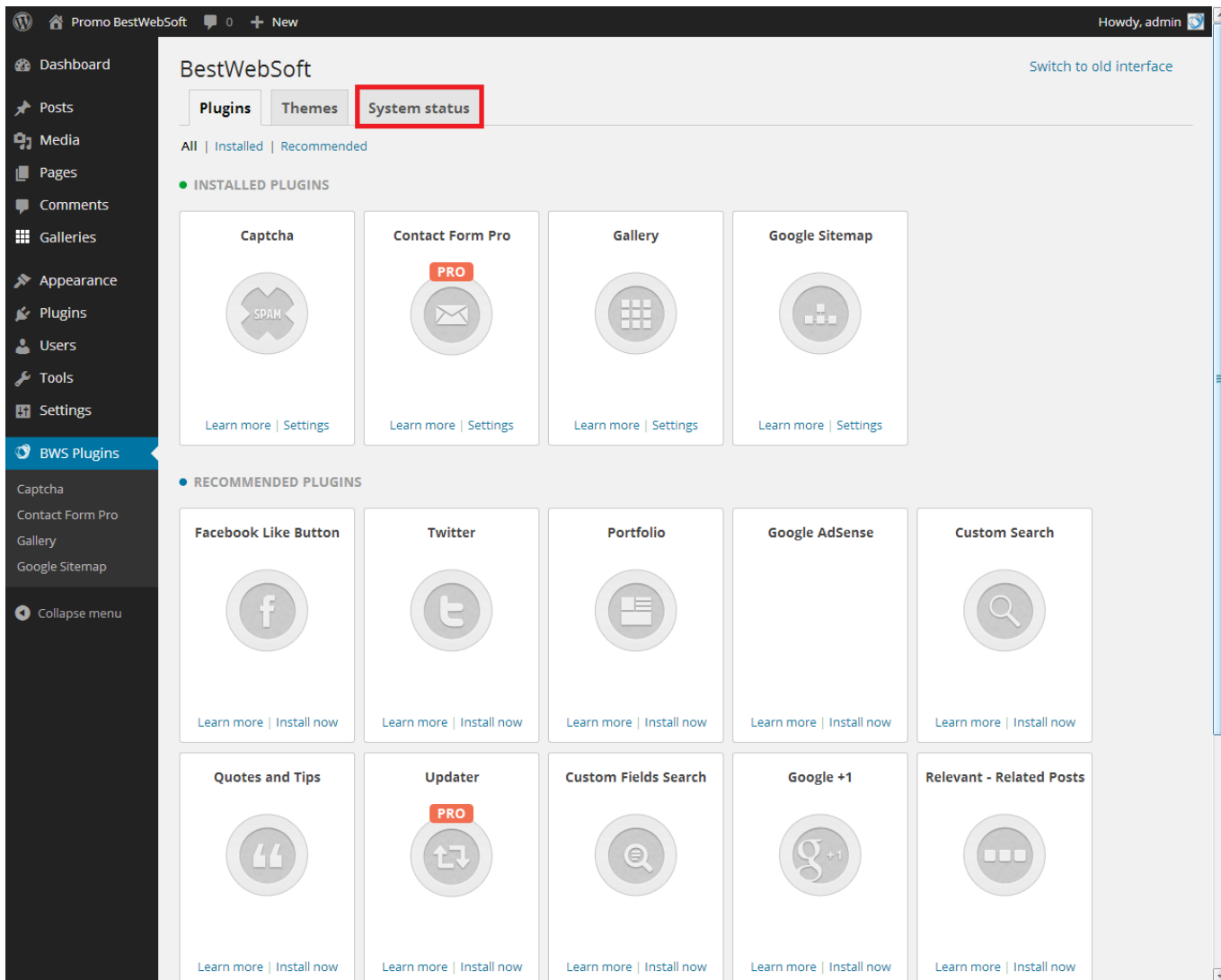
1. Go to **Dashboard** and find the menu on the left.



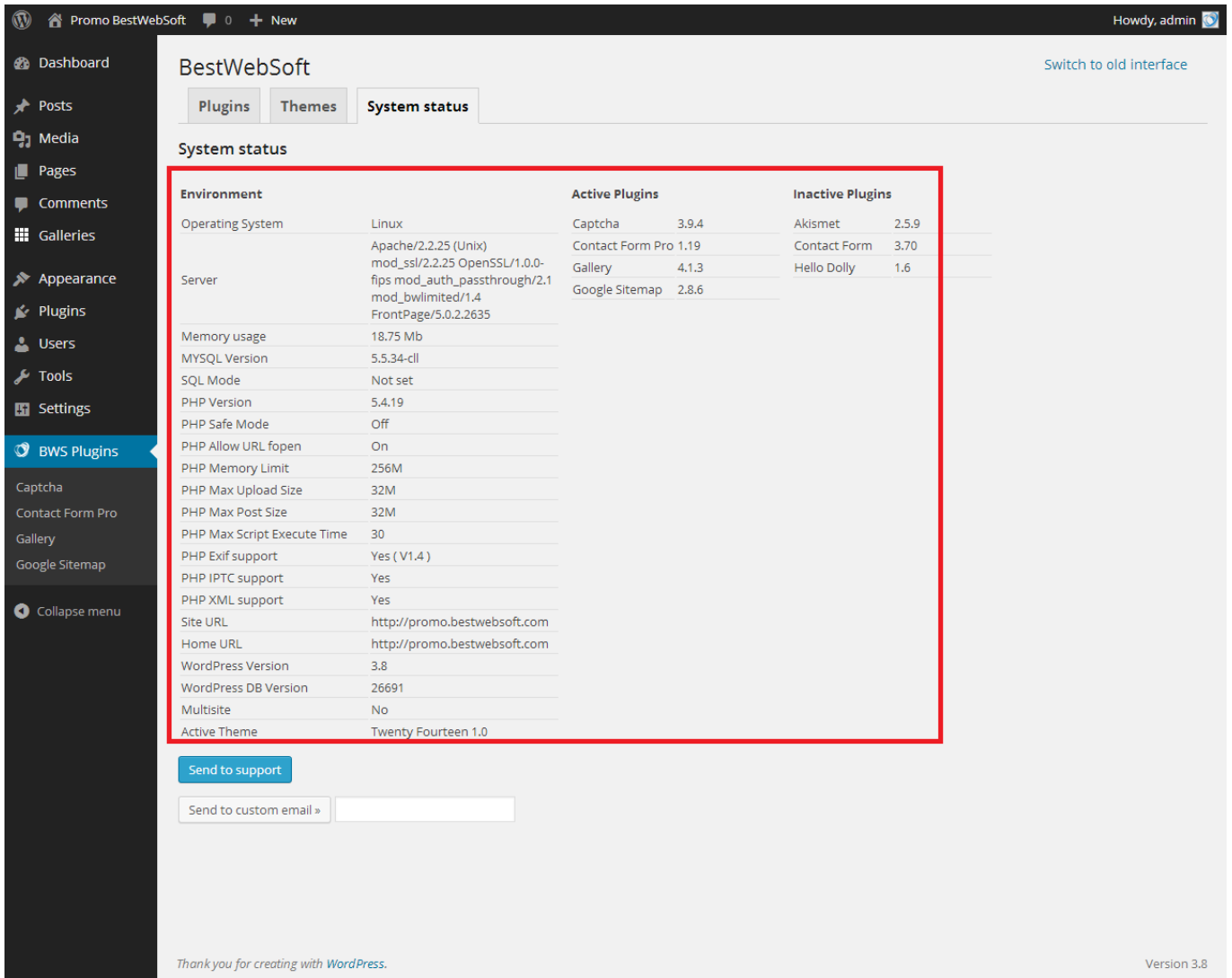
### 2. Click "BWS Plugins" tab.



### 3. Go to **System status** tab.



4. You will see your system status information.

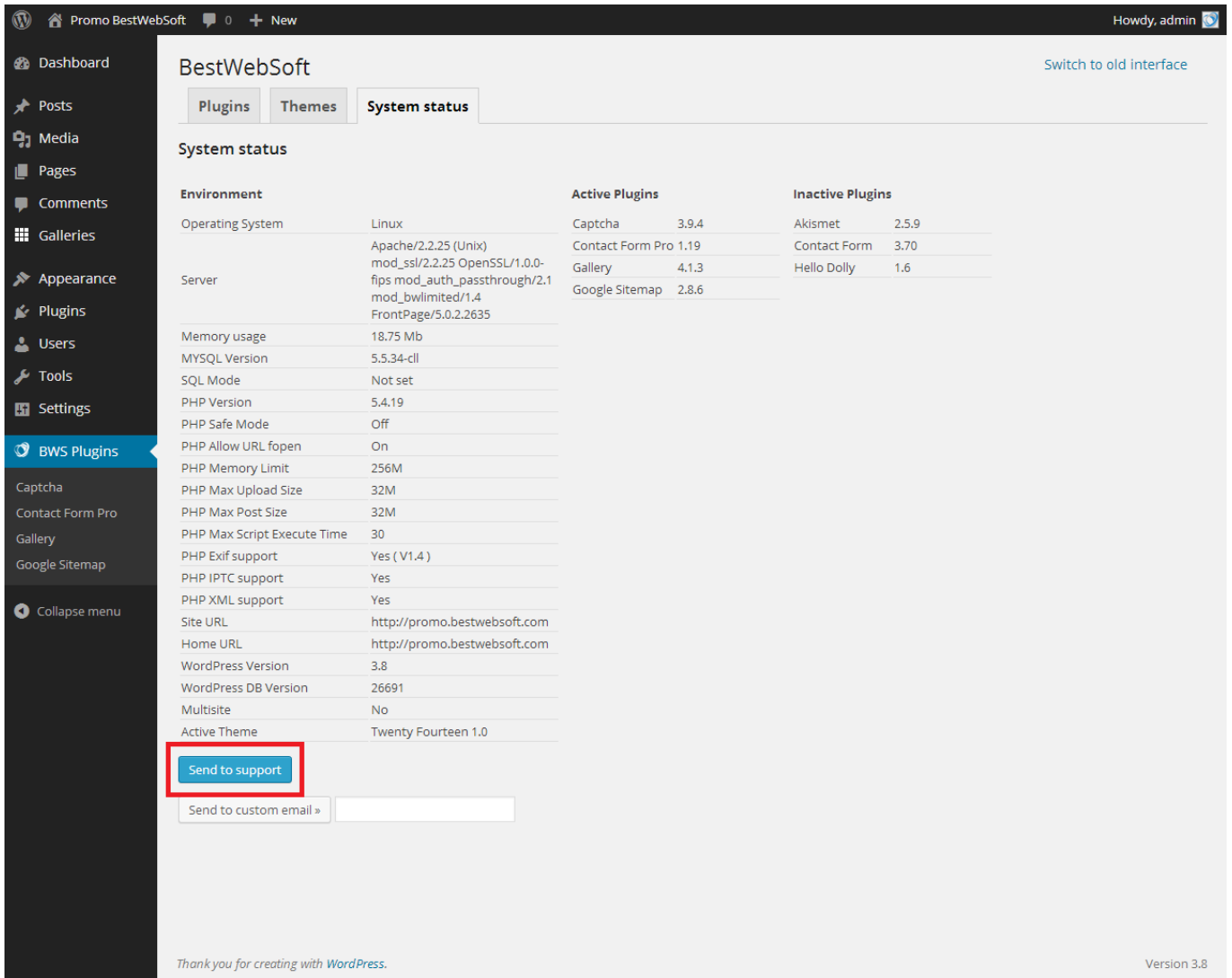


The screenshot shows the BestWebSoft dashboard with the 'System status' tab selected. A red box highlights the system status information, which is organized into three columns: Environment, Active Plugins, and Inactive Plugins.

Environment		Active Plugins		Inactive Plugins	
Operating System	Linux	Captcha	3.9.4	Akismet	2.5.9
Server	Apache/2.2.25 (Unix) mod_ssl/2.2.25 OpenSSL/1.0.0-fips mod_auth_passthrough/2.1 mod_bwlimited/1.4 FrontPage/5.0.2.2635	Contact Form Pro	1.19	Contact Form	3.70
Memory usage	18.75 Mb	Gallery	4.1.3	Hello Dolly	1.6
MYSQL Version	5.5.34-cll	Google Sitemap	2.8.6		
SQL Mode	Not set				
PHP Version	5.4.19				
PHP Safe Mode	Off				
PHP Allow URL fopen	On				
PHP Memory Limit	256M				
PHP Max Upload Size	32M				
PHP Max Post Size	32M				
PHP Max Script Execute Time	30				
PHP Exif support	Yes (V1.4)				
PHP IPTC support	Yes				
PHP XML support	Yes				
Site URL	http://promo.bestwebsoft.com				
Home URL	http://promo.bestwebsoft.com				
WordPress Version	3.8				
WordPress DB Version	26691				
Multisite	No				
Active Theme	Twenty Fourteen 1.0				

Below the system status information, there are two buttons: 'Send to support' and 'Send to custom email »' with an adjacent input field.

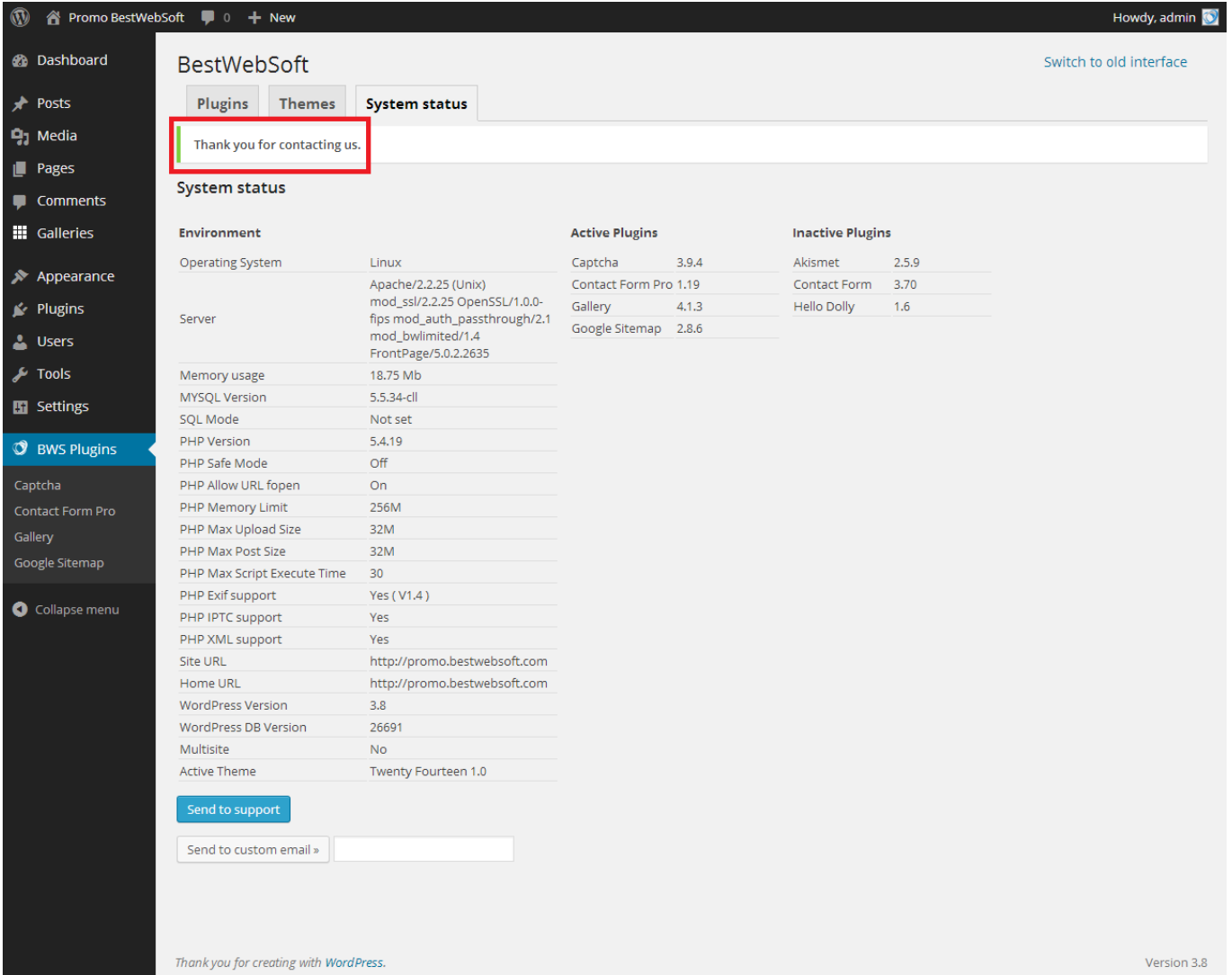
5. Click “Send to support”.



The screenshot shows the BestWebSoft System Status page. The left sidebar contains navigation options: Dashboard, Posts, Media, Pages, Comments, Galleries, Appearance, Plugins, Users, Tools, Settings, BWS Plugins (highlighted), and Collapse menu. The main content area is titled 'System status' and has three tabs: Plugins, Themes, and System status. The System status tab is active and displays two tables: 'Active Plugins' and 'Inactive Plugins'. Below these tables is a 'System status' section with various system details. At the bottom of this section, a blue button labeled 'Send to support' is highlighted with a red box. Below the button is a text input field with the placeholder 'Send to custom email »'. The footer of the page includes the text 'Thank you for creating with WordPress.' and 'Version 3.8'.

Environment		Active Plugins		Inactive Plugins	
Operating System	Linux	Captcha	3.9.4	Akismet	2.5.9
Server	Apache/2.2.25 (Unix) mod_ssl/2.2.25 OpenSSL/1.0.0-fips mod_auth_passthrough/2.1 mod_bwlimited/1.4 FrontPage/5.0.2.2635	Contact Form Pro	1.19	Contact Form	3.70
Memory usage	18.75 Mb	Gallery	4.1.3	Hello Dolly	1.6
MYSQL Version	5.5.34-cll	Google Sitemap	2.8.6		
SQL Mode	Not set				
PHP Version	5.4.19				
PHP Safe Mode	Off				
PHP Allow URL fopen	On				
PHP Memory Limit	256M				
PHP Max Upload Size	32M				
PHP Max Post Size	32M				
PHP Max Script Execute Time	30				
PHP Exif support	Yes (V1.4)				
PHP IPTC support	Yes				
PHP XML support	Yes				
Site URL	http://promo.bestwebsoft.com				
Home URL	http://promo.bestwebsoft.com				
WordPress Version	3.8				
WordPress DB Version	26691				
Multisite	No				
Active Theme	Twenty Fourteen 1.0				

6. If your report has been sent successfully, you will see a confirming message **“Thank you for contacting us”** at the top of the page.



The screenshot shows the BestWebSoft System Status page. At the top, there are tabs for 'Plugins', 'Themes', and 'System status'. A red box highlights a message that says 'Thank you for contacting us.' Below this, the 'System status' section is divided into three columns: 'Environment', 'Active Plugins', and 'Inactive Plugins'. The 'Environment' column lists various system details like Operating System, Server, Memory usage, etc. The 'Active Plugins' column lists plugins like Captcha, Contact Form Pro, Gallery, and Google Sitemap. The 'Inactive Plugins' column lists plugins like Akismet, Contact Form, and Hello Dolly. At the bottom, there is a 'Send to support' button and a 'Send to custom email' input field. The footer of the page includes the text 'Thank you for creating with WordPress.' and 'Version 3.8'.

Environment		Active Plugins		Inactive Plugins	
Operating System	Linux	Captcha	3.9.4	Akismet	2.5.9
Server	Apache/2.2.25 (Unix) mod_ssl/2.2.25 OpenSSL/1.0.0-fips mod_auth_passthrough/2.1 mod_bwlimited/1.4 FrontPage/5.0.2.2635	Contact Form Pro	1.19	Contact Form	3.70
Memory usage	18.75 Mb	Gallery	4.1.3	Hello Dolly	1.6
MYSQL Version	5.5.34-cll	Google Sitemap	2.8.6		
SQL Mode	Not set				
PHP Version	5.4.19				
PHP Safe Mode	Off				
PHP Allow URL fopen	On				
PHP Memory Limit	256M				
PHP Max Upload Size	32M				
PHP Max Post Size	32M				
PHP Max Script Execute Time	30				
PHP Exif support	Yes ( V1.4 )				
PHP IPTC support	Yes				
PHP XML support	Yes				
Site URL	http://promo.bestwebsoft.com				
Home URL	http://promo.bestwebsoft.com				
WordPress Version	3.8				
WordPress DB Version	26691				
Multisite	No				
Active Theme	Twenty Fourteen 1.0				



7. Our Support Team will receive the following message:

### Environment

Operating System	Linux
Server	Apache/2.2.25 (Unix) mod_ssl/2.2.25 OpenSSL/1.0.0-fips mod_auth_passthrough/2.1 mod_bwlimited/1.4 FrontPage/5.0.2.2635
Memory usage	18.75 Mb
MYSQL Version	5.5.34-cll
SQL Mode	Not set
PHP Version	5.4.19
PHP Safe Mode	Off
PHP Allow url fopen	On
PHP Memory Limit	256M
PHP Max Upload Size	32M
PHP Max Post Size	32M
PHP Max Script Execute Time	30
PHP Exif support	Yes ( V1.4 )
PHP IPTC support	Yes
PHP XML support	Yes
Site URL	<a href="http://promo.bestwebsoft.com">http://promo.bestwebsoft.com</a>
Home URL	<a href="http://promo.bestwebsoft.com">http://promo.bestwebsoft.com</a>
WordPress Version	3.8
WordPress Version DB	26691
Multisite	No
Active Theme	Twenty Fourteen 1.0

### Active Plugins

Captcha	3.9.4
Contact Form Pro	1.19
Gallery	4.1.3
Google Sitemap	2.8.6

### Inactive Plugins

Akismet	2.5.9
Contact Form	3.70
Hello Dolly	1.6

# Thank you!

Want to hire a programmer or designer? Read the information below.

Our team provide custom design and programming services. Make sure you attach a detailed description of your requirements to get a quote from our specialists.

Feel free to submit your request via [contact form](#) on our official website:

<http://bestwebsoft.com/contacts/contact-us/>