



BestWebSoft

Support Issues System Status

WordPress version:

BWS interface:

* When using other versions some differences are possible to occur

Official website: <u>http://bestwebsoft.com/</u> Support forum: <u>http://support.bestwebsoft.com/</u> 3.8 *

Captcha 3.9.4 *



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.

🚯 🖀 Promo BestWeb	Soft 📕 0 🕂 New		Howdy, admin 🔯
Dashboard	Dashboard		Screen Options 🔻 Help 🔻
Updates	Welcome to WordPress!	d•	C Dismiss
🖈 Posts	we ve assembled some links to get you started	u.	
් ටු Media	Get Started	Next Steps	More Actions
Pages	Customize Your Site	Write your first	blog post 🔀 Manage widgets or menus
Comments		+ Add an About p	page 🛛 🖗 Turn comments on or off
Galleries	or, change your theme completely	View your site	🞓 Learn more about getting started
🔊 Appearance			
💅 Plugins	At a Glance		Quick Draft
🕹 Users	📌 1 Post 📕 3 Pages		Title
🗲 Tools	👎 1 Comment		What's on your mind?
🖬 Settings	WordPress 3.8 running Twenty Fourteen theme. Search Engines Discouraged		whats on your minu?
🛇 BWS Plugins	Captcha		
 Collapse menu 	Contact Form Pro	A	Save Draft
	Google Sitemap Hello world!		WordPress News
	Comments		WordPress 3.8 "Parker" December 12, 2013
	From Mr WordPress on Hello world! # Hi, this is a comment. To delete a comment, just lo post's comments. There you will have	og in and view the	Version 3.8 of WordPress, named "Parker" in honor of Charlie Parker, bebop innovator, is available for download or update in your WordPress dashboard. We hope you'll think this is the most beautiful update yet. Introducing a modern new design WordPress has gotten a facelift. 3.8 brings a fresh new look to the entire admin dashboard. []
	All Pending (0) Approved Spam (0) Trash (0)		WPTavern: Aesop Storytelling Engine Launches Crowdfunding Campaign
			WP iPhone: Upgrade to 3.8.6 for Reader Bug Fix
			WP iPhone: Upgrade to 3.8.5 for Various Bug Fixes
			Popular Plugin: WordPress Importer (Install)
			Version 3.8
promo.bestwebsoft.com/wp-ac	Imin/admin.php?page=bws_plugins		(CONTOR



2. Click "BWS Plugins" tab.



lmin/admin.php?page=bws_plugins

Version 3.8

BESTWEBSOFT

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



System Status



4. You will see your system status information.

bashadi bas	🚯 🕈 Promo BestWe	bSoft 투 0 🕂 New						Howdy, admin 💈
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Send to custom email »		Active Theme	NO Twenty Fourtoon 1.0					
		Send to support Send to custom email »						

System Status



5. Click "Send to support".

🚯 📸 Promo BestWe	bSoft 🛡 0 🕂 New						Howdy, admin 🕥
2 Dashboard	BestWebSoft						Switch to old interface
🖈 Posts	Plugins Themes	System status					
9 Media	System status						
Pages	System status						
	Environment		Active Plugins		Inactive Plugir	ıs	
	Operating System	Linux	Captcha	3.9.4	Akismet	2.5.9	
Galleries	operating system	Apache/2.2.25 (Unix)	Contact Form Pro	5.511	Contact Form	3.70	
A	_	mod_ssl/2.2.25 OpenSSL/1.0.0-	Gallery	4.1.3	Hello Dolly	1.6	
> Appearance	Server	fips mod_auth_passthrough/2.1 mod_bwlimited/1.4	Google Sitemap	2.8.6			
😰 Plugins		FrontPage/5.0.2.2635					
👗 Users	Memory usage	18.75 Mb					
	MYSQL Version	5.5.34-cll					
<i>~</i> 10015	SQL Mode	Not set					
Settings	PHP Version PHP Safe Mode	0ff					
	PHP Allow URL fopen	On					
	PHP Memory Limit	256M					
Captcha	PHP Max Upload Size	32M					
Contact Form Pro	PHP Max Post Size	32M					
Gallery	PHP Max Script Execute Time	30					
Google Sitemap	PHP Exif support	Yes (V1.4)					
	PHP IPTC support	Yes					
Collapse menu	PHP XML support	Yes					
	Site URL	http://promo.bestwebsoft.com					
	Home UKL	nttp://promo.bestwebsort.com					
	WordPress DB Version	26601					
	Multisite	No					
	Active Theme	Twenty Fourteen 1.0					
	Send to support Send to custom email >						
	Thank you for creating with Word	IPress.					Version 3.8

System Status



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.

🔞 🕈 Promo Bes	stWebSoft 🛡 0 🕂 New						Howdy, admin 🕥
🚯 Dashboard	BestWebSoft						Switch to old interface
🖈 Posts	Plugins Themes	System status					
93 Media	Thank you for contacting us						
📕 Pages							
Comments	System status						
Galleries	Environment		Active Plugins		Inactive Plugin	15	
	Operating System	Linux	Captcha	3.9.4	Akismet	2.5.9	
		Apache/2.2.25 (Unix)	Contact Form Pro	1.19	Contact Form	3.70	
😰 Plugins	Server	fips mod auth passthrough/2.1	Gallery	4.1.3	Hello Dolly	1.6	
👗 Users		mod_bwlimited/1.4 FrontPage/5.0.2.2635	Google Sitemap	2.8.6			
🖋 Tools	Memory usage	18.75 Mb					
	MYSQL Version	5.5.34-cll					
E Settings	SQL Mode	Not set					
RWS Plugins	PHP Version	5.4.19					
S Sub Hagins	PHP Safe Mode	Off					
Captcha	PHP Allow URL fopen	On					
Contact Form Pro	PHP Memory Limit	256M					
Gallerv	PHP Max Upload Size	32M					
Google Siteman	PHP Max Post Size	32M					
Google Sitemap	PHP Max Script Execute Time	30					
	PHP Exif support	Yes (V1.4)					
Conapse menu	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					
	Send to support						
	Send to custom email »						
	Thank you for creating with Word	Dress					Version 3.8
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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	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						

System Status



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 **<u>contact form</u>** on our official website:

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