

1.

## Troubleshoot theme errors in WordPress

Article Number: 1293 | Rating: Unrated | Last Updated: Wed, Nov 18, 2020 at 10:29 PM

WordPress theme errors can result in error messages or blank white pages, which is commonly referred to as a white screen of death. You can use the steps below to diagnose potential WordPress theme errors.

**Prepare your WordPress site for troubleshooting:** You should alwaysÂ backup your siteÂ before performing any troubleshooting. [Disable all plugins](#), especially anyÂ caching plugins. If your site uses wp\_cache, you will need toÂ disable WP\_CACHE. **Look for a theme related error** [Enable WordPress debug mode](#). Visit your site and check to see if there is aÂ [PHP error](#). If there is a PHP error, check to see if theÂ **themes**Â directory is in the file path. Below is an example:

```
Fatal error: Call to undefined function functionName() in  
/home/wp-content/themes/twentyeleven/functions.php on line 1
```

If the file path containsÂ **themes**, then this confirms the issue is with the theme, and you can move on toÂ [fixing the error](#). If the error is not visible on your website, then you will need to expose the error via the error logs. If the detailed errors or logs show a PHP error, then you canÂ begin fixing it. **Determine if the error only occurs with your currently active theme** Connect to your hosting withÂ FTP to upload files. Navigate to the directory containing your WordPress site. Then open theÂ **wp-content/themes**Â directory. Make note of the latest default theme that is installed. **Note:**Â Default WordPress themes are named after the year they were released. For instance, the default theme that came out in 2017 is namedÂ **twentyseventeen**. Update your WordPress site toÂ [use a default theme in the database](#). Check your site. If the issue is no longer persisting, then you have successfully determined the issue is with your non-default theme.

Posted - Tue, Nov 17, 2020 at 8:41 PM.

Online URL: <https://www.heartinternet.uk/support/article/troubleshoot-theme-errors-in-wordpress.html>