

Troubleshooting Installation

If page edits are not saving or you can't install..

In the rare case you have some difficulty, this troubleshooting guide will help.

General issues

Here is a short video that shows the install process: Pulse 5.0 Installation (https://youtu.be/IYVcn8Py4_4).

Content not saving

If you have trouble saving content or settings, check permissions on the content folder and the config.php file. As a general rule, permissions for folders should be set as 755 and files 644.

Content not appearing

Add a line to your .htaccess file

Some web hosts (1&1 etc) require the following line to be uncommented in your .htaccess file for your Pulse site to work correctly:

```
RewriteBase /
```

And some others will require an extra line on line 1 of your .htaccess file instead of the above:

```
Options +SymLinksIfOwnerMatch
```

In most cases, even the majority of shared hosting servers, these steps are not necessary.

.htaccess file is missing

Some Mac computers hide files that start with "." so the .htaccess file may not have been uploaded when you installed. In this case upload the sample.htaccess then rename to just .htaccess on your server. See the installation video (https://youtu.be/IYVcn8Py4_4) on how to find this if not appearing in your download package.

Installing in sub-folders

You will need to change the path in settings to /sub. If you run /admin/install.php this will happen automatically. But if not, you can login and edit the path in the settings panel.

However also it should also be noted that if the web hosts (such as 1&1 etc) require changes in the .htaccess as also mentioned above, then the "RewriteBase /" line must also be in this case:

```
RewriteBase /sub/
```

Installing on Nginx

in the "server" section in the Nginx configuration file, add the following (instead of using the .htaccess file):

```
location /
{ index index.php;

rewrite ^/blog-page-([^-]*)$ /?page=$1&p=blog break;
rewrite ^/blog-([^-]*)+? /?d=$1&p=blog break;

if (!-e $request_filename){
rewrite ^(.*)$ /index.php?p=$1 last;
}
}
```

Installing on Amazon EC2

To install the necessary middleware for your EC2 instance, use:

```
# yum install httpd php php-gd -y
```

For further troubleshooting

If problems persist, check the built-in Pulse Diagnostics Install and Requirements Check Tool by going to yoursite.com/admin/install.php to see if the system requirements match, session handling is on, permissions are set correctly and so on.

For any other issues, try searching the community forums (<https://forums.pulsecms.com>) or getting in touch with us (<mailto:help@pulsecms.com>).



Pulse is easy to setup and install, but *some* shared hosting make it difficult (out-of-date PHP, upload restrictions and so on). If you run into that, let us know and we'll try and sort it.

Hired help

If you are struggling and need some hired help, login to your dashboard (<https://www.pulsecms.com/dashboard.php>) and order our install service.

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