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Reading the Errors and Raw Access pages in cPanel when a page fails

Site Down & Connection Errors

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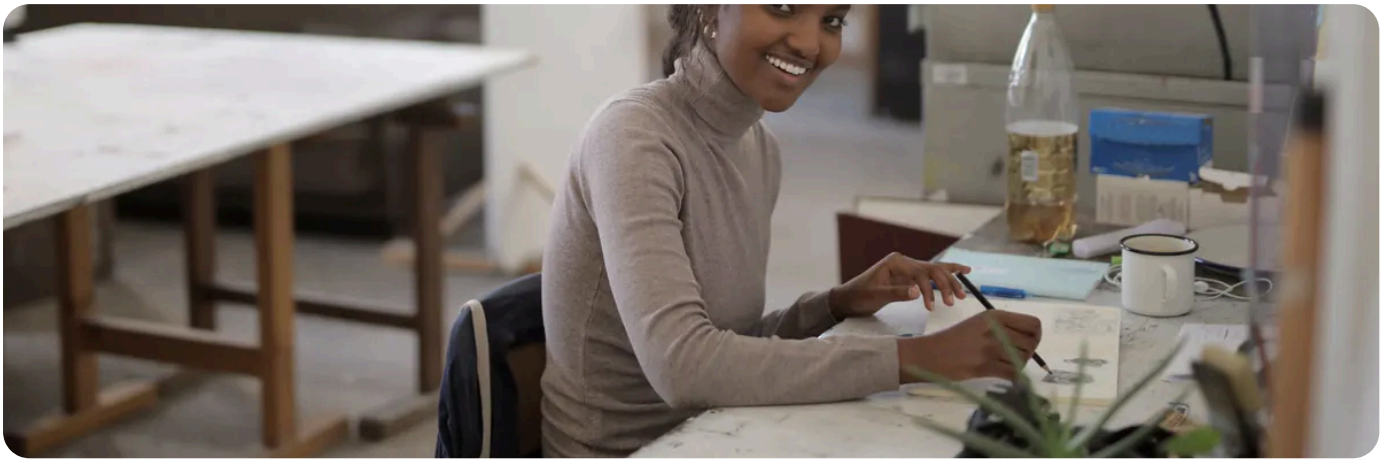

When a page fails, the server **wrote down what happened** in two places that cPanel shows you in the **Metrics** section: the **Errors** page, with the latest messages from the web server's error log, and **Raw Access**, with the raw log of every request made to your site. One tells you **why it failed**, the other tells you **what was asked and what we answered**. Together they almost always point to the guilty file or request.

The two logs, side by side

	Errors	Raw Access
What it is	The most recent entries of the web server's error log.	The access log, one line per request, which you download to read on your computer.
Answers	"Why did this error happen?"	"Who asked for what, when, and with what result?"
Good for	A 500 error, a blank page, a missing file, a `.htaccess` rule that does not work.	Checking that a page was really requested, which code it returned, and whether someone is hammering the same address.

Step by step

1. **Reproduce the error and note the time.** Open the page that fails, look at the clock and write the exact time down. Without it you are looking for a needle among many lines.

2. **Open Errors** in cPanel (the **Metrics** section) and look for the lines from that time. Each line carries the date, the address of whoever asked, the file involved and the reason. Copy the whole line.

3 **Open Raw Access**, download the log for the domain in question and open it in a text editor. Search for the page path (for example `/contact`) or the time.

4 **Read the response code.** It comes right after the request (see the table below). A 200 is success, a 404 is "does not exist", a 500 is an error in the server or in the code.

5 **Put the two clues together.** The reason from the Errors page and the request from Raw Access, at the same time, tell the story. Paste both into the support ticket, with the page address.

How to read a line of the access log

A line always has the same shape. This is an invented example, using an address reserved for documentation:

```
203.0.113.7 - - [10/Oct/2026:14:02:11 +0200] "GET /page HTTP/1.1" 500 1234 "-" "Mozilla/5.0"
```

Part	Meaning
203.0.113.7	The IP address of whoever made the request.
[10/Oct/2026:14:02:11 +0200]	The date, time and zone. It is the server's time, which may not be yours. See **what time the server is on**.
"GET /page HTTP/1.1"	The method and the page requested.
500	The response code. It is the number that matters most.
1234	The size of the response in bytes.
"Mozilla/5.0"	The program that asked (browser or robot).

These pages show what is recent.
If the error was days ago it may no longer be there. Tell us in the ticket when it happened, and also look at the `error_log` files in the site folders, where PHP writes its own errors: see **where the PHP error log is**.

Lots of requests to the same address, from the same IP,
all the time, are almost never visits: they tend to be robots. It is one cause of a slow site or a 508 error. See **error 503 and the rest of the 5xx family**. To watch the same thing live, in the Terminal, **watching your site usage in real time over SSH**.

NEED A HAND?

Got the error line and the matching request? Paste them into a ticket and we will tell you what they mean.

Open a support ticket →

SEE ALSO

- Website errors explained: 500, 403, 404, 508 and what to do →
- Where the PHP error log is →
- Watching your site usage in real time over SSH →
- What to write in a ticket, by kind of problem →

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TAX ID (NIF)	500 260 5724
COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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