interweb

Generated on 20/10/2026 08:34

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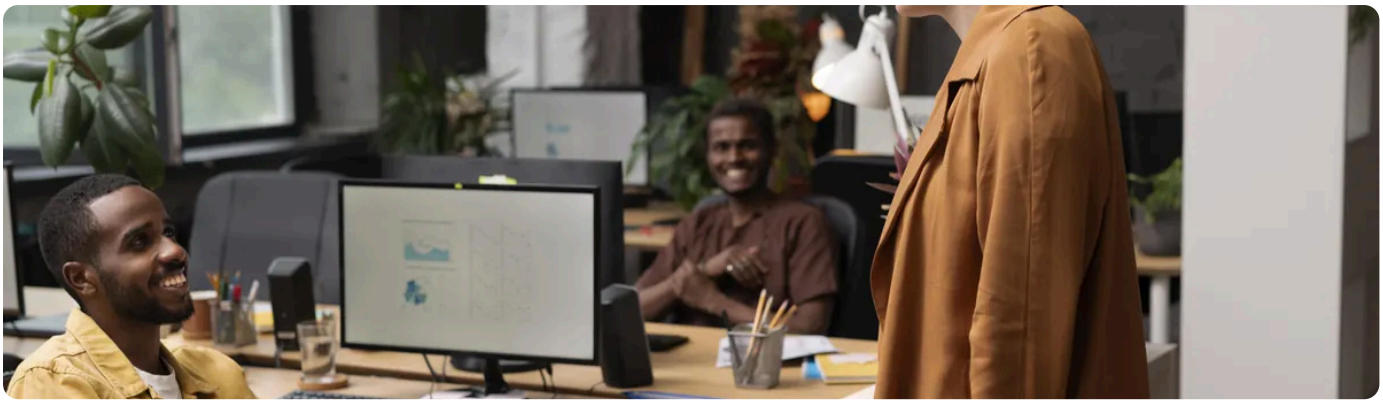
# Website errors explained: 500, 403, 404, 508 and what to do

cPanel & WHM

| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
| RLX-AO-KB-140 | v2026.10.18 | Angola · English |

**Interweb Angola**
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/140



When a site breaks, the number on screen is not decoration: it tells you which side the problem is on. Three or four of them are worth knowing how to read.

| Code | What is happening |
|---|---|
| `500` **Internal Server Error** | The server tried to run the site and something blew up. Usual suspects: a broken **.htaccess**, wrong permissions, or a plugin/theme that failed after an update. |
| `403` **Forbidden** | Access was refused. Either the folder has no index file, or permissions are wrong, or our security system blocked the request as suspicious. |
| `404` **Not Found** | The address does not exist. If it hit the whole site at once, on WordPress it is usually .htaccess - saving the permalinks again fixes it. |
| `508` **Resource Limit Reached** | Your plan **hit its resource limit** (CPU, memory or simultaneous processes). The site is not broken: it is asking for more than the plan allows. Check *Resource Usage* in cPanel. |
| `502` / `504` | The service behind it took too long to answer. Usually a heavy database query or a process that got stuck. |
| **Error establishing a database connection** | The database credentials in **wp-config.php** no longer match, or the database is not responding. |
| **Blank white screen** | A PHP error with no visible message. The **error_log** in the site folder has the exact line. |

## Error 508 deserves its own note

It is the most misunderstood one. It is not a fault on our side, and the site is not "broken": it is your site consuming more than the plan allows, and the server stopping it before it affects the neighbours. It typically shows up when the site has grown, when a new plugin is too heavy, or when someone is hammering the site with automated requests.

| | |
|---|---|
| 1 | In cPanel, under **Resource Usage**, see which limit is being hit - CPU, memory or processes. |

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| 2 | If it started suddenly, disable the last plugin you installed and test again. |

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| 3 | Install a **cache**. It is the single change that usually cuts consumption by more than half without touching the content. |

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| 4 | If the site has genuinely grown, the limit no longer fits. Then the answer is a bigger plan, not more squeezing. |

## Where to find the exact cause

In cPanel, under **Errors**, you get the server's latest messages. In the site folder, the **error_log** file holds the same with more detail. One line from those logs beats an hour of guessing - if you write to us, send it.

> **Before you change anything, keep a way back.** Rename .htaccess instead of deleting it, and keep a recent copy - see **how to restore your data with JetBackup** . Plenty of sites got worse while being fixed.

> **If the site is gone entirely** with no error at all, it may be something else - start with **what to check when your site is down** .

Give us the code, the time and the address - we will go into the server logs.

**Open a support ticket**

RLX-LIMITES

## Where to see it in your account

- Error 508 means the account reached one of its resource limits. Open **Resource Usage** in cPanel (Metrics section): it shows CPU, memory, entry processes and I/O, and when the account hit the limit.
- The limits are per account and we do not promise a single figure for every plan, so the numbers on that screen are the ones that count. The article on monitoring performance explains how to read it.
- If it only happened once, look for a heavy task at that time. If it keeps happening at ordinary traffic after you installed a cache, the plan no longer fits: you can move up a plan without losing the site, or talk to us.

/RLX-LIMITES

**SEE ALSO**

If error 508 keeps coming back, the plan is no longer enough - **Shared hosting vs VPS: which one does your project need?**.

Many 500 errors are fixed by the right PHP version: **How to change your PHP version**.

If the error mentions the database: **Creating databases and using phpMyAdmin**.

**WEB HOSTING**

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# Interweb Angola

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|---|---|
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