Support for your Web Apps / Scripts

GlowHost offers a hosting environment that allows you to host virtually any script that runs with PHP, MySQL, Ruby on Rails, Perl, FFmpeg and other backend software libraries.

Due to the fact that there are so many scripts out there, we suggest you use the following guidelines to improve your support response times, and to obtain more accurate answers from GlowHost.

If your script is throwing some random error, or simply not working, and you have already searched the web using your favorite search engine or GPT, searched this knowledge base, and your web site app's vendor support section on their website, and you or your programmer, web developer or webmaster still are not able to resolve the issue on your website, please make sure to include the following information in your support request at our helpdesk:

Include the following with your support request:

- Provide us with the user account or domain name se we can see the error, and usernames and passwords we might need to test your script. as well as your admin login link if you think we'll need it.
- Provide the link (URL) we need to go to to see the error or broken page.
- Provide all step-by-step instructions that we will need to perform to get the same error that you are seeing.
- If this is for a video script, and the upload or conversion process is throwing an error, we also would need a video to test with. The one you are using would be best. Please give us a link to download the raw, unconverted video, or upload it via FTP and tell us the name of the file and where to locate it. Then we can download the file and test.

PHP Apps

- Drupal
- Wordpress
- Listing of Web Apps / Scripts Common Issues
- How to import your CMS installation into Softaculous
- phpBB
- WHMCS
- ClipBucket
- B2Evolution
- Dolphin
- Joomla
- PHPMotion