

## Troubleshooting Your Site

So, you made this fantastic Web page, Uploaded it up to the Web, but when you load it in a browser, some strange things are happening. Below are some steps to help you troubleshoot problems like empty links or missing images.

1. Did you Refresh your browser?
2. Did you upload newly saved files to your Web site in the appropriate folder? Are the folders on your Web site named the same as the folders on your disk?
3. Look at the address (URL) line in the browser. Is the file located locally (disk or hard drive) with "file:/" at the beginning of the address or is it being served from your Web site (with http://) at the beginning. From where did you think you were loading it?
4. If a link is missing, go back to the page with the link on it and take the mouse and put it over the missing link reference. What is the address that is shown for the link? Is that where you put the file?
5. You can also go directly into the HTML source (View, Source) to check the link reference in the code (i.e. `<a href="links.html">Links</a>`). Be careful to check the directory structure. Use relative link references for all files local to your site.
6. When checking the source, is the tag closed properly (i.e. `</a>`)? Check for any other problems with your tags (misspelled tags or attributes, missing values, missing quotations marks, etc.)
7. Now that you know where the link is pointing, use Fetch to check the Web folder to see that a file of that name is in that folder (check for any inconsistencies in the filename like misspellings, capital letters, spaces, different extensions). If not, you need to upload the file to the proper folder or change the link reference in the original file. Any time you make a change to a file, you must re-upload it.
8. If an image is missing, you can either check the properties of the image by holding down the mouse button on the image or you can go directly in to View, Page Source to look at the HTML code. What directory is the file in according to the IMG tag? Is that where you put it? Check your Web site to see if there is a file with that name in that directory (check for inconsistencies in filenames like misspellings, capital letters, spaces, different extensions).
9. Did you save the image with the Save for Web feature in Photoshop as either a gif or a jpg? These are the only types of images that can be viewed on the Web. Was your original psd file created in the RGB mode? If not, you may experience trouble with your gifs and jpps.
10. Does your image show up, but it looks funny or distorted? You probably resized it in the Web Editor (Dreamweaver). You should first resize the image in Photoshop and resave it. Delete the image from the file in Dreamweaver and re-insert it. DW has a new feature that allows you to restore the image to its original dimensions.
11. When saving pay careful attention to the location to which you are saving, Zip, proper folder, desktop, etc.
12. When uploading, pay careful attention to the folder that you are currently in. The box at the top of the window in Fetch will always indicate which folder you are in.

Remember, the browser only shows what the code is telling it to show, so you either have a problem in your code or you don't have the file in the right place on your Web site. Keep searching. The truth is out there.