Try Gutenberg Hosting Support Best Practices Documentation

The goal of this document is to prepare you to handle support requests relating to Gutenberg. In reading this fully, you should have a good sense of what Gutenberg is and how to handle questions, bug reports, and general WordPress user feedback.

What is Gutenberg?

Gutenberg is the redesigned WordPress editor made to improve the experience of creating Posts, Pages and custom content such as products or courses.

Gutenberg helps users organize freeform content into single-purpose units called Blocks for elements like Headings, Paragraphs, Lists, Media, Embeds and complex layouts. Each Block has special settings that appear when editing to adjust display and functionality.

Try Gutenberg [on the Frontenberg website](#), [download the plugin](#) to test it on your site and expect it to come with [the WordPress 5.0 software update](#).

Gutenberg is the upcoming WordPress editor and aims to provide a new, simpler, more enjoyable post and page editing experience. Gutenberg organizes page content using [blocks](#), which are standalone, single-purpose units of organization.

[Frontenberg](#) lets you try Gutenberg without installing the Gutenberg plugin to your WordPress site.
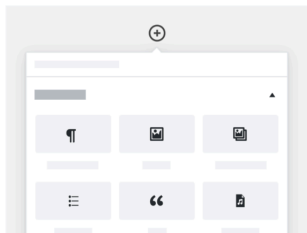
Gutenberg will launch with WordPress 5.0.

What is the "Try Gutenberg" campaign?

"Try Gutenberg" is an opportunity for WordPress users to try out Gutenberg before it is released in WordPress 5.0. Upon launch, WordPress users will see an invitation to try Gutenberg on their WordPress Admin Dashboard:

Users who opt-in will get the Gutenberg plugin installed and will be able to provide feedback on the new editing experience prior to official release in WordPress 5.0.

What can I expect when the "Try Gutenberg" campaign launches?

If we're extremely lucky, everything will work perfectly and there won't be additional support tickets. In all likelihood though, there will be some amount of user confusion, bug reports, plugin conflicts, etc. The more you prepare for these in advance, the smoother the experience will be.

What's the benefit of using Gutenberg? What's different from the Classic Editor?

Gutenberg gives site creators an improved balance between simplicity and fine-grained control. Where many different, less-predictable workflows existed in the Classic Editor, Gutenberg has simpler workflows and interfaces that should feel increasingly familiar and uniform. Once you're comfortable in Gutenberg, the learning curve should be lower when adding new Plugins that extend or change the editing experience.

Overall, Gutenberg is more visual than the Classic Editor and less overwhelming, by surfacing the tools and info you need when you need it.

Common questions

- Why do I need to know how to support Gutenberg?
  - Gutenberg will be the main content editor for WordPress.
  - Users will be encouraged to use Gutenberg over the Classic Editor.
  - Hosting Companies' support teams are often the first place WordPress users turn for help with using WordPress

Samples Responses for Common Support Tickets and Requests

Known common bugs

`Basing some of these off of` [#7147](#7147)

When switching between Gutenberg & Classic Editor, lots of extra space/paragraphs are created!

This is an unfortunate bug WordPress Developers are working hard to resolve. In the interim, try to stay within one editor — Gutenberg or Classic — when working on content. As much as possible, try to use Gutenberg to future-proof your content.

When I clicked "Convert to Blocks" on content created in the Classic Editor, it broke my content and/or I see "This block appears to have been modified externally"

This feature works pretty well on simple content, but occasionally struggles to convert tables, galleries and more complex layouts with HTML tables and markup. It may be best to edit this content in the Classic Editor or copy in pieces into new Blocks.

My Classic Editor was customized and that don't show up in Gutenberg / important tools I had in the Classic Editor aren't working!

Gutenberg is designed to be highly compatible with content created in the Classic Editor, but it's possible custom tools may be broken or disappear entirely.

If you don't see boxes from your Classic Editor (also called Meta Boxes) in Gutenberg's right pane, try looking below the Block area.

However, if a developer or web agency deeply customized your Classic Editor experience, it's possible you may need to consult with them or a new developer to update those tools for Gutenberg.

No data should be lost, even if it doesn't appear in Gutenberg and the Classic Editor will continue to work unchanged for some time.

How do you file a bug report?
1. Search for existing bug reports for the issue
    a. [Gutenberg GitHub Issues/Bugs Tracker](#)

[Bug Report Template](#)

How to reproduce an issue?

Reproducing an issue is extremely important for identifying and understanding the issue. Hosting support teams likely can follow their existing practices for replicating and reproducing reported issues; however, hosting support teams should aim to provide the following information:
1. Brief description of the issue
    a. Example descriptions:
        i. When attempting to save a draft of a post, I receive an error that says the post could not be saved.
        ii. When I try to go to the Gutenberg page editor, the page for the page editor does not load.
2. Detailed steps to experience the issue
    a. Example steps:
        i. Navigate to the Gutenberg editor
        ii. Click on the Add Block button
        iii. Click on the Paragraph block
        iv. Click on the Save Draft button
        v. Error message shows up in center of page
3. Any steps taken to fix the issue
    a. Example resolutions:
        i. Changed PHP version in use
        ii. Disabled a specific plugin
4. Details about the WordPress environment

a. Installed plugins
       b. WordPress version in use
       c. Types of caching in use
   5. Any other error output or unusual behavior
       a. Additional error output can often be obtained from PHP error logs or from the web browser's developer console.
       b. JavaScript errors are logged to the web browser developer console.
           i. Instructions for accessing the web browser developer console:
               1. [Users of Chrome-based browsers (Chrome, Chromium, Vivaldi)](#)
               2. [Users of Firefox-based browsers (Firefox, Iceweasel)](#)

The WordPress Support team's handbook also has some [useful tips for what makes a good bug report](#).

Looking for plugin conflicts

Plugins that modify the post or page editor pages may not be completely compatible with Gutenberg, especially if those plugins have not been updated to meet Gutenberg's compatibility requirements.

One of the simplest ways to identify a plugin conflict is to disable the WordPress website's plugins to see if the issue disappears. If the issue does not occur when all plugins are disabled, there likely is a conflict with one or more plugins. If the issue appears to be a plugin conflict, re-enable each plugin one at a time to identify which plugin is causing the issue.

As mentioned before, plugins that modify the editor interface have been observed to be more likely to have conflicts with Gutenberg than other plugins. Consider disabling these plugins individually first before disabling all of a WordPress website's plugins.

Plugin compatibility database

The WordPress.org Hosting Community team has been working on tracking the compatibility of popular plugins with Gutenberg. Plugins that modify the editor or the editor page may not be completely compatible with Gutenberg until their developers update them to meet Gutenberg's requirements. Incompatible plugins may not function properly or may cause Gutenberg to not function properly. The plugin compatibility database project aims to track incompatible plugins so plugin developers, hosting companies, and WordPress users can know if a plugin has been reported to be incompatible with Gutenberg.

More information about the plugin compatibility database can be found at the [GitHub project for the plugin compatibility database](#).