

Troubleshooting

Builder does not appear in the CP

- Confirm the plugin is installed: ``php craft plugin/install builder``
- Check that your user group has permission to access the Builder CP section
- Clear Craft caches and reload the CP

Create homepage fails

- Enable Allow Admin Changes in Craft (required to create sections/fields)
- Ensure you have permission to manage sections and fields
- Check the Craft log for validation errors
- Try again from Builder → Settings → Create homepage

Template will not save

- Title may only contain letters, numbers, and spaces
- Avoid special characters in the title
- Check for JSON errors if you edited the Component tree (JSON) manually

Visual editor preview is blank or outdated

- Save the template and reopen the editor
- Hard-refresh the browser
- Clear Craft caches
- Check the browser console and Craft logs for AJAX/preview errors

Front end does not show the layout

- Confirm the entry has a Builder Layout field with a template selected
- Confirm the template is Enabled
- Confirm your front-end Twig renders the Builder field/layout
- For homepage: confirm homepage setup completed and the ``__home__`` entry is linked

Partial not listed as a preset

- Confirm Type is Partial (not Page)
- Confirm the partial is Enabled
- Add a Description so it is easier to identify when browsing
- Refresh / reopen the visual editor

License status unexpected

- Re-enter the License Key under Builder → Settings
- Confirm Enable remote license checks and License server URL if remote checks are required
- Save settings and reload

Still stuck

Collect:

- Craft CMS version
- Builder plugin version
- Steps to reproduce
- Relevant lines from `storage/logs`

Then contact support with that information.

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