

Scan Not Running

What This Means

This issue occurs when the Steel Security scan does not run or does not produce results when expected.

Common Symptoms

- the scan page loads but no results appear
 - the scan does not start automatically
 - findings are not updated
 - the scan appears to hang or stall
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Possible Causes

This issue may be caused by:

- JavaScript errors in the browser
 - server timeouts or resource limits
 - plugin conflicts
 - incomplete installation or configuration
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How to Fix It

Try the following steps:

1. Refresh the Page

- reload the scan page
 - ensure the scan is triggered properly
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2. Check Browser Console

- open developer tools
 - look for JavaScript errors
 - resolve any visible issues
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3. Disable Other Plugins

- temporarily disable other plugins
 - check if the scan runs correctly
 - re-enable plugins one at a time
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4. Check Server Limits

- ensure your server has sufficient resources
 - review timeout settings
 - check PHP error logs
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5. Verify Installation

- confirm Steel Security is installed and activated correctly
 - ensure all required components are present
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What to Expect After Fixing

After resolving the issue:

- the scan should run automatically when the page loads
 - findings should be generated and displayed
 - results should reflect the current state of your site
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When to Seek Help

If the issue persists:

- gather error messages or logs
 - note recent changes to your site
 - contact support with details
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Related

- [Understanding Scan Findings](#)
 - [Reviewing Findings](#)
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