WP VR Tour Not Displaying on Review and On the Published Webpage

Troubleshooting - Solve Common Issues · https://rextheme.com/docs/wp-vr-tour-not-displaying/

Are you facing the frustrating issue where your **WP VR virtual tour is not displaying** on your WordPress site, showing an error message like **"file could not be accessed"**? This common problem with the **WP VR plugin** (the leading 360° panorama and virtual tour builder for WordPress) often prevents your immersive 360-degree tours from loading properly, leaving a blank space or error in the browser console.

Don't worry – this is usually caused by a **mixed content issue**, and it's completely fixable! In this detailed troubleshooting guide, we'll explain the problem and provide step-by-step solutions to get your WP VR 360 virtual tours working perfectly again on HTTPS sites.



Identifying the Problem: What Causes "File Could Not Be Accessed" in WP VR Tours?

The error typically stems from a **mixed content issue**. This happens when:

- Your website is loaded securely over **HTTPS** (which is standard for modern sites with an SSL certificate).
- But some resources in your panorama tour – such as panorama images, scene files, or other assets – are still loaded over insecure **HTTP**.

Modern browsers (like Chrome, Firefox, and Safari) block these mixed content resources for security reasons. As a result, WP VR's Pannellum viewer can't access the files, leading to the "file could not be accessed" error and preventing the 360° virtual tour from displaying.

- This issue is especially common when:
- The site recently switched to HTTPS without updating all internal links.
- Tours are created or tested on HTTP and then moved to an HTTPS site.
- Images are uploaded or linked from external sources using HTTP URLs.

Solution

To resolve the issue, follow these steps:

1. **Check Resource URLs:**
   - Verify the URLs of the images and files used in your panorama tour.
   - Ensure that all resources are using HTTPS if your website is loaded over HTTPS.
2. **Update Resource Links:**
   - If any resources are loaded over HTTP, update their links to use HTTPS instead.
   - You can typically do this by editing the URLs in your WordPress site.
   - Reupload your tour images
3. **Test the Tour:**
   - Reload your website and test the panorama tour to see if the issue is resolved.
4. **Use a Plugin for Mixed Content Issues:**
   - If you’re facing mixed content issues across your site, consider using plugins specifically designed to fix these problems site-wide. These plugins are especially helpful if your tours were transferred from a different environment. One recommended plugin is SSL Insecure Content Fixer, which can automatically update HTTP links to HTTPS where needed.

Additional Tips to Prevent and Fix WP VR Tour Loading Problems

- **Clear Cache**: After updates, always clear your website cache (via plugins like WP Rocket, LiteSpeed, or W3 Total Cache) and browser cache to ensure changes load fresh.
- **Check Hosting Settings**: Confirm your hosting provider fully supports HTTPS and that your SSL certificate is valid and properly installed (use tools like Why No Padlock? or SSL Checker).
- **Browser Console Check**: Look for mixed content warnings in the console to pinpoint exact problematic URLs.
- **Best Practice**: Always create and test WP VR tours on an HTTPS-enabled site to avoid these issues from the start.

Need More Help With WP VR Errors?

If you've followed these steps and the "file could not be accessed" issue persists, reach out to the RexTheme support team with:

- A detailed description of the problem.
- Screenshots of the error message (console errors are especially helpful).
- Information about your website’s setup (e.g., SSL configuration, hosting provider).

WP VR by RexTheme remains one of the best WordPress plugins for creating stunning 360° virtual tours – get yours loading perfectly today!

Related Guides:

- WP VR Virtual Tour Not Showing Up (General Fix)
- Create Your First 360 Virtual Tour
- Embed WP VR Tours Securely

By addressing mixed content issues, you can ensure your WP VR tours load smoothly and provide an excellent user experience.