

Chat ID: 40544605 Initial Question: Dedicated - Tech Support - Website Issues

4:06:08 PM **System** Lawrence C has joined the chat!

4:06:23 PM **Lawrence C** Hello and welcome to Live Chat! My name is Lawrence. I am absolutely happy that I have the chance to assist you today! How may I help you today?

4:09:26 PM **Lawrence C** Are you still with me?

4:10:26 PM **krishvenki** Hi Lawrence

4:10:46 PM **krishvenki** I need some help from your end, please assist

4:11:13 PM **krishvenki** Are you there?

4:11:43 PM **Lawrence C** What do you need help with Krishvenki?

4:13:46 PM **krishvenki** My domain name is www.imadeufamous.com, i bought two server, one is dedicated and another is shared server, this domain name need to DNS with dedicated server but still the DNS is pointing the Shared Sever IP, Please look at this

4:14:33 PM **krishvenki** My Dedicated server IP is -192.254.207.109

4:14:59 PM **krishvenki** Shared server IP is - 192.57.180.204

4:15:32 PM **krishvenki** imadeufamous.com Please point out the DNS to Dedicated server - 92.254.207.109

4:15:32 PM **krishvenki**

4:22:50 PM **krishvenki** Are you there?

4:24:24 PM **Lawrence C** You need the domain .imadeufamous.com to point towards your Dedicated server correct?

4:25:36 PM **krishvenki** Yes

4:26:44 PM **krishvenki** you want to point out imadeufamous.com to this IP -192.254.207.109

4:28:59 PM **Lawrence C** At this time I will be passing you over to our senior agents so that they can take care of this for you.

Please understand that there may be a wait, however I have left notes so that the senior agent can pick up where I left off.

4:29:58 PM **krishvenki** Okay, Please soon as possible, its very urgent, i hope, you are understood our problem.

4:43:23 PM **System** Aaron A has joined the chat!

4:43:34 PM **Aaron A** Hello Krishvenki, my name is Aaron A. Please allow me a few moments to read through the past conversation and the notes left to me by the previous agent.

4:45:01 PM **Aaron A** So you just want me to update it's A record from 192.57.180.204 to 192.254.207.109?

4:46:22 PM **krishvenki** yes, before do please confirm the 192.57.180.204 (Shared Server) and (192.254.207.109 is Dedicated server) Correct, Please check and let me know

4:48:06 PM **Aaron A** Im not seeing an IP 192.57.180.204 in either servers. I am uncertain where you were given it, it's where your site is currently pointed.

4:48:18 PM **Aaron A** I can point your site to 192.254.207.109 without any issues however.

4:49:10 PM **krishvenki** Aaron, 192.254.207.109 this IP Address server is Dedicated Server. Correct?

4:49:24 PM **Aaron A** 192.254.207.109 is your Dedicated servers IP yes.

4:49:41 PM **Aaron A** Aaron A : - \$host 192.254.207.109 109.207.254.192.in-addr.arpa domain name pointer  
ima.imadeufamous.com.

4:50:57 PM **krishvenki** Aaron, can you please let me know the currently the Imadeufamous.com where is point out?

4:51:53 PM **Aaron A** imadeufamous.com currently resolves to 192.57.180.204 which appears to be a non pinging IP: Aaron A :  
- \$ping 192.57.180.204 PING 192.57.180.204 (192.57.180.204) 56(84) bytes of data. ^C --- 192.57.180.204 ping statistics --- 2  
packets transmitted, 0 received, 100% packet loss, time 1008ms

4:53:20 PM **krishvenki** So you are telling, the currently imadeufamous.com is pinging on this Ip address - 192.57.180.204

4:54:50 PM **Aaron A** Im saying it resolves to 192.57.180.204

4:54:53 PM **Aaron A** 192.57.180.204 does not ping.

4:57:55 PM **Aaron A** Just checking in with you Krishvenki, to make sure you're still with me.

4:58:02 PM **krishvenki** Aaron, i have two server details in my hand, One for dedicated server <https://192.254.207.109:2087/>  
and another for Shared server <https://gator3192.hostgator.com:2083>

4:58:41 PM **krishvenki** but i dont know, currently the imadeufamous is running from which server. Please first confirm to me

4:59:05 PM **krishvenki** i want to know, currently imadeufamous.com running from which server

4:59:07 PM **krishvenki** ?

5:01:45 PM **Aaron A** 192.57.180.204 isn't an IP for either of them Krishvenki that is what i'm trying to tell you. 192.254.189.62 is the shared 192.254.207.109 is the dedicated.

5:01:52 PM **krishvenki** are you checking my question?

5:02:28 PM **Aaron A** Yes Krishvenki, I answered your question.

5:03:20 PM **krishvenki** Now the imadeufamous.com DNSs point out is Shared IP. Correct?

5:03:35 PM **krishvenki** Currently

5:04:26 PM **Aaron A** No, currently it points to 192.57.180.204 which does not resolve on either of the two packages you have with us.

5:05:38 PM **krishvenki** this IP- 192.57.180.204 is Shared Server or Dedicated server?

5:05:49 PM **Aaron A** As i've told you multiple times now Krishvenki, it points to neither.

5:05:51 PM **Aaron A** That IP is not ours.

5:05:59 PM **Aaron A** It is not related to either of your two servers with us.

5:06:32 PM **Aaron A** Your shared servers IP is 192.254.189.62 Your Dedicated servers IP is 192.254.207.109 Your site is pointing to a third IP unrelated to either 192.57.180.204

5:06:36 PM **krishvenki** So you are telling, the Imadeufamous.com is not running in your server?

5:08:49 PM **krishvenki** Aaron, i am not a technical person, so please explain deeply with your patient.

5:08:55 PM **Aaron A** Not currently, no. The Nameservers are hosted by your Dedicated server but the sites A record is pointing to some third IP not related to either of them.

5:10:45 PM **krishvenki** Can you backup the database and files of currently running imadeufamous.com?

5:11:26 PM **Aaron A** Just a moment somethings odd about the IP listed.

5:12:09 PM **Aaron A** Ok sorry for the confusion 198.57.180.204 is an IP on your dedicated server. I did not notice at first because it's not accepting PING requests.

5:12:31 PM **Aaron A** So to put simply imadeufamous.com is pointed to your dedicated server, we would be able to make a backup for you.

5:14:26 PM **Aaron A** Did you want me to generate a backup for you?

5:15:03 PM **krishvenki** Yes,

5:15:30 PM **krishvenki** www.imadeufamous.com is currently point out the dedicated server?

5:15:43 PM **Aaron A** Alright looks like the account is around 23.11 GB big. I can start the backup for you now but due to the amount of time this is going to take I will have to make a ticket to have you emailed when it finishes.

5:15:51 PM **Aaron A** Yes, it's pointed to your dedicated server.

5:17:05 PM **krishvenki** i am changing the files in dedicated server, but its affecting that why i am asking again and again

5:17:20 PM **krishvenki** \*its not

5:17:30 PM **krishvenki** i am changing the files in dedicated server, but its not affecting that why i am asking again and again

5:18:58 PM **Aaron A** Well it's pointing to the dedicated server but not the right IP on the dedicated server. The A record should still be adjusted to 192.254.207.109 to match what apache is looking for.

5:20:49 PM **krishvenki** Please be wait aaron.

5:21:01 PM **Aaron A** Sure, I can wait.

5:27:43 PM **Aaron A** Just checking in to make sure we're still connected.

5:27:58 PM **krishvenki** yes aaron

5:29:35 PM **krishvenki** can you give the clear path of file location? because i am logged in Cpanel and going to public\_html path, i am changing the files but not affection in imadeufamous.com website

5:29:36 PM **Aaron A** Alright, just making sure because while I can wait a little while I cannot remain idle forever.

5:30:17 PM **krishvenki** I am going in server with the details

5:30:21 PM **krishvenki** url : <https://192.254.207.109:2087/> user root : root

5:30:33 PM **krishvenki** if you want password also?

5:31:08 PM **Aaron A** /home/gpaper/public\_html/ is your file path Krishvenki.

5:33:27 PM **krishvenki** Aaron, if you are telling is correct mean, please go with this uRL - <http://www.imadeufamous.com/test.php>

5:34:23 PM **Aaron A** Im telling you it is correct, I have also told you that its still pointing to the wrong IP on your dedicated server.

5:34:29 PM **krishvenki** this page not running but test.php is available in that location. that why i am asking where is running imadeufamous.com

5:34:43 PM **Aaron A** I have updated my hosts file to point to the right IP on the dedicated server and when I go there I see: Dedicated Server\*\*\*\*\*

5:36:20 PM **krishvenki** yes, that is i need, but when i am running currently imadeufamous.com/test.php, page not working

5:36:43 PM **krishvenki** please do that result i want to in that page

5:37:11 PM **Aaron A** As I've told you Krishvenki, you need to update your sites IP to 192.254.207.109

5:38:16 PM **krishvenki** where i want to update. could not do yourself?

5:38:40 PM **Aaron A** You've never told me to do it in all the times i've told you it was the issue. Do you want me to change the IP?

5:38:48 PM **Aaron A** Once I change it, it will take 2-8 hours to propagate.

5:39:46 PM **krishvenki** Okay please do ASAP then please backup the database and files for our security.

5:41:54 PM **krishvenki** Aaron, one more thing, Please enable the FFMPEG extension in server side

5:42:40 PM **Aaron A** FFMPEG is not an extension it's a third party software. IF you wish we install it for you it will have to go to a ticket for review and most likely there will be a fee for the installation.

5:44:59 PM **krishvenki** Please check in server, its raised already ticket and installed in our server, Please check onceagain. now we just enable the extension only

5:45:38 PM **Aaron A** We have already answered you queries regarding the installation in the provided ticket Krishvenki.

5:46:00 PM **Aaron A** Asking questions we've already answered in a ticket again in live support will render the same response.

5:48:29 PM **Aaron A** The IP has now been changed. I am starting the backup now of your account.

5:48:49 PM **krishvenki** Okay thanks

5:48:49 PM **krishvenki**

5:49:14 PM **krishvenki** I am understood Aaron, but the extension is not shown in phpinfo, you can see - [www.imadeufamous.com/info.php](http://www.imadeufamous.com/info.php)

5:51:06 PM **krishvenki** you can see this ticket ID MJC-48010477 for reference

5:53:19 PM **Aaron A** I did see that ticket, I see the ticket where we installed it correctly for you already. I can note and open the ticket to have it looked at again but this wont be processed live. I have dealt with the IP and will start the backup. All questions regarding ffmpeg will have to be directed to the ticket.

5:53:32 PM **Aaron A** So in the future, if you have questions regarding ffmpeg please reply to the ticket instead.

5:54:18 PM **Aaron A** Also just so you're aware this cPanel is 25 GB and 230 thousand inodes there is a small change it could get corrupted.

5:57:21 PM **krishvenki** you are telling regarding FFMPEG or backup the imadeufamous.com. We can contact via the phone call regarding the FFMPEG, i hope, the New IP address will be affected after the some hours

5:58:36 PM **Aaron A** Im telling you the backup has started. I am making a new ticket to email you when it completes. I have noted and opened the ffmpeg ticket to have it reviewed and informed you that the quickest method to get information regarding the ffmpeg install would be to reply to the ticket as it's not something I would be able to process.

5:58:55 PM **krishvenki** Aaron, i will raise the ticket regarding FFMPEG, you are telling installation done but my pointview need to show the FFMPEG in the vision view like <https://www.electricianology.com/info.php>

5:59:48 PM **Aaron A** Well I just read over part of the ticket where we explicitly told you that the ffmpeg extension would not work: The ffmpeg PHP module is outdated and no longer supported. We are unable to install the ffmpeg PHP module as it will fail to compile due to utilizing old libraries which no longer exist. Here are the paths to the binaries which were installed with ffmpeg: /usr/bin/ffmpeg /usr/bin/mencoder /usr/bin/mplayer /usr/bin/flvtool2 /usr/bin/MP4Box

6:00:02 PM **krishvenki** you can search the FFMPEG word in this page, you can see the extension like this we could not see in our [www.imadeufamouse.com](http://www.imadeufamouse.com)

6:00:19 PM **Aaron A** Yes, I just explained why above. Could you please read it.

6:01:19 PM **krishvenki** Yes, understood, for this what i need to enable the FFMPEG in my website?

6:02:02 PM **Aaron A** Thats not something we would be able to assist you with. As we cannot make the php extension compiled. We have installed ffmpeg for you already and provided you the paths of its install files. We do not provide post install support.

6:02:05 PM **krishvenki** we need to upgarde php version or any other in server side?

6:02:26 PM **Aaron A** I have generated a ticket for your backup however: 49690366

6:02:41 PM **krishvenki** Okay

6:04:39 PM **Aaron A** Do you have any other questions or concerns I can assist you with?

6:05:13 PM **krishvenki**