

20:08, Dec 30

Info: Hello! We're one step closer to connecting you and a guide. Please tell us your first name to get started:

20:08, Dec 30

You: hello

Info: Thank you for chatting with GoDaddy. We're experiencing higher than normal volumes. Hang in there. Your estimated wait time is 8 minutes.

20:17, Dec 30

Laxmi M: Hi there. We apologize for the delay in our reply since there was a heavy chat flow, there was a delayed response from our end. How may I help you today?

20:17, Dec 30

You: hello

20:18, Dec 30

You: Actually I want to reopen my case Issue Key: ATS-273208

20:19, Dec 30

Laxmi M: May I know when the ticket has been raised ?

20:19, Dec 30

You: It was raised and is closed but I received mail that with the help of support team I can reopen that

20:20, Dec 30

You: You may still include this Issue Key for reference when contacting our Customer Care teams: ATS-273208

It is important to us to fully resolve your issue and we look forward to assisting you. Regards, Advanced Technical Support

20:22, Dec 30

Laxmi M: May I know when have you received that mail ?

20:22, Dec 30

You: 29 mins ago

20:24, Dec 30

Laxmi M: Let me check allow me 2-3 minutes .

20:24, Dec 30

You: ok

20:27, Dec 30

Laxmi M: May I know is the ticket is been raised from our end ?

20:27, Dec 30

You: yes

20:27, Dec 30

You: its obvious that ticket can be raised from your side only

20:29, Dec 30

Laxmi M: Once could you please help me with the whole email you got for the ticket update so that I can check with my team once .

20:30, Dec 30

You: it was regarding my cpanel issue which is not opening

20:31, Dec 30

You: so they guided me the steps but those not worked

20:31, Dec 30

Laxmi M: May I know are you still facing the cpanel issue ?

20:34, Dec 30

You: yes the server is upgraded and cpanel is not showing

20:36, Dec 30

Laxmi M: Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?

20:37, Dec 30

You: okay but once reopen the ticket

20:37, Dec 30

Laxmi M: You can try logging to cpanel from the below link and check . <https://107.180.105.103:2083>

20:38, Dec 30

You: it is redirecting to https://andweknow.tv/

20:39, Dec 30

Laxmi M: Okay please allow me 5=7 minutes , I will check with my team .

20:42, Dec 30

You: [PNG]

20:42, Dec 30

You: this is what I am getting

20:46, Dec 30

Laxmi M: Yes checking on the issue .

20:46, Dec 30

You: ok

20:51, Dec 30

Laxmi M: Thankyou for staying connected. We cannot reopen the ticket as it is been closed alreidy and our team has already sent you the mail regarding what steps needs to be done . We understand that you've been experiencing an HTTP error 401 while attempting to access your WHM cPanel. After investigating the issue, we recommend checking the error log for additional insights. You can find the error log at the following path: - /usr/local/cpanel/logs/error_log To resolve the access issue, we suggest updating your `host.deny` and `host.allow` files. You can perform this action through SSH by following the steps below: 1. Connect to your server using SSH. Recovery Console is accessible Please review the article attached to access the server through recovery console 2. Open the `host.deny` file located in the `/etc` directory and ensure the following lines are added: cpanel: ALL whostmgrd: ALL webmail: ALL 3. Save the changes to the `host.deny` file. 4. Similarly, open the `host.allow` file in the `/etc` directory and add the same lines: cpanel: ALL whostmgrd: ALL webmail: ALL 5. Save the changes to the `host.allow` file. After making these adjustments, please attempt to access WHM cPanel again. If you encounter any further issues or require additional assistance, feel free to reach out to our support team. Thank you for your cooperation and understanding. <https://www.godaddy.com/help/use-the-recovery-console-for-my-gen-4-vps-32064> Best regards, Hosting Support

20:51, Dec 30

You: this we received previously but we couldnt able to do that

20:52, Dec 30

You: our website designer could nit able to open cpanel

20:53, Dec 30

Laxmi M: The issue is because of your security configurations , so this is something which needs to be done from your end through SSH .

20:53, Dec 30

You: but it is not opening I need solution for this

20:54, Dec 30

You: I gave access to everything before creating ticket

20:58, Dec 30

Laxmi M: I completely understand your concern , but I am really sorry we will not have any access to do from our end for this , this is something which needs to be done from your end with help of your server admin so please check with your server admin once .

20:59, Dec 30

You: Can you reopen the ticket

20:59, Dec 30

You: It is clearly written that through customer support we can reopen the ticket

21:00, Dec 30

Laxmi M: I understand but that would not be possible as the ticket was closed and the resolution was provided to you already .

21:00, Dec 30

You: is there any paid support who can help me with this

21:01, Dec 30

You: Else create another ticket for my issue

21:02, Dec 30

Laxmi M: I am really sorry there is no paid support also for this . So if there is any issue from our server end or something which we have access to do from our end means we will raise the ticket , we have already helped you with the details what can be done for this right , so please take help of your server admin and check .

21:05, Dec 30

You: but it is not working dear what should I do now

21:08, Dec 30

Laxmi M: Please follow the steps which I have shared above and check .

21:19, Dec 30

Assistant: Looks like you may have stepped away. No problem, we'll be here to help when you respond.

21:20, Dec 30

You: thank you

Info: Thank you for chatting with GoDaddy. We're experiencing higher than normal volumes. Hang in there. Your estimated wait time is 6 minutes.