

This transcript is machine generated and may contain text conversion errors.

System at 09:47 am, 27 October

VENKATESH RADHAKRISHNAN has joined the chat.

System at 09:47 am, 27 October

GoDaddy does not accept or ask for payment data over chat. Do not include any payment card information or payment details in this chat.

System at 09:47 am, 27 October

AI Assistant has joined the chat.

AI Assistant at 09:47 am, 27 October

Hi, this is our virtual assistant! Tell us how we can help.

You at 09:47 am, 27 October

Both my domains worldtamilacademy.com and kooracademy.com are unreachable (ERR\_CONNECTION\_TIMED\_OUT). Could you please check if my hosting server is down or suspended?

AI Assistant at 09:47 am, 27 October

Hi VENKATESH! I'm GoDaddy's AI Assistant. I'd be happy to help you with your unreachable domains.

I notice you're seeing connection timeout errors for worldtamilacademy.com and kooracademy.com. This could be related to your hosting service.

Are you able to access your cPanel dashboard for either of these domains right now?

You at 09:48 am, 27 October

I'm unable to access both of my websites (worldtamilacademy.com and kooracademy.com). Both show ERR\_CONNECTION\_TIMED\_OUT. I also confirmed they are down globally. Can you please check if my hosting server is down or suspended?

AI Assistant at 09:48 am, 27 October

I understand both your websites are down globally with timeout errors. Unfortunately, I can't directly check your specific server status or account details.

Since you're already in your cPanel account view, can you see any error messages or notifications on your dashboard that might indicate server issues or suspension?

You at 09:54 am, 27 October

Yes, I can access cPanel, but both domains time out globally. Could you please check if my hosting IP is reachable and if the Apache service or DNS zone is correctly configured for these domains?

AI Assistant at 09:54 am, 27 October

I'm glad you can access cPanel. That's a good sign as it means your hosting account is active and not suspended.

If your websites are timing out but cPanel is accessible, this could indicate an issue with your website configuration rather than server-wide problems.

Have you made any recent changes to your website files, .htaccess, or DNS settings before noticing these issues?

You at 10:33 am, 27 October

image.png

You at 10:45 am, 27 October

hello

AI Assistant at 10:45 am, 27 October

Hi VENKATESH! I'm still here to help with your website connection issues.

Since you can access cPanel but your websites are timing out globally, I'm wondering if there might be an issue with your website files or configuration.

Have you recently made any changes to your websites or noticed any error messages in your cPanel logs?

You at 10:45 am, 27 October

My hosting exceeded disk quota earlier. I've freed space now, but my sites are still timing out. Please restart Apache/MySQL on my hosting account.

AI Assistant at 10:45 am, 27 October

I understand - your hosting exceeded disk quota and even though you've freed up space, your sites are still timing out.

Unfortunately, I can't directly restart Apache/MySQL services on your account. Since you've already addressed the disk quota issue, the services might need a manual restart by GoDaddy support.

Would you like me to transfer you to a technical specialist who can help restart these services for you?

You at 10:46 am, 27 October

yes

AI Assistant at 10:46 am, 27 October

I'll transfer you to a specialist who can help restart Apache/MySQL services on your hosting account.

System at 10:46 am, 27 October

AI Assistant has left the chat.

System at 10:46 am, 27 October

Transferring to a guide...

System at 10:46 am, 27 October

Your estimated wait time is less than a minute.

System at 10:46 am, 27 October

Imtiyaz has joined the chat.

You at 10:46 am, 27 October

My hosting exceeded disk quota earlier. I've freed space now, but my sites are still timing out. Please restart Apache/MySQL on my hosting account.

Imtiyaz at 10:47 am, 27 October

Hey! Thank you for reaching out to us today.

May i know are you getting issues with domains ?

You at 10:49 am, 27 October

actually i do not know that if the problem is in domain or in anywhere else. i came to know that my site was can't be reached earlier and i checked in cpanel and it said database and disk usage issue. so i cleared some files and error log files and old backups. now i want you to restart the server

Imtiyaz at 10:51 am, 27 October

Noted! Could you please share the exact website issues along with a screenshot of the error you're seeing? Additionally, I'd like to know which hosting plan you're currently using. :)

You at 10:52 am, 27 October

Grow - Web Hosting Plus (AutoSSL) - 3 months

You at 10:53 am, 27 October

image.png

You at 10:53 am, 27 October

image.png

You at 10:54 am, 27 October

do u need any other details about our issues?

Imtiyaz at 10:54 am, 27 October

Thanks for sharing the screenshot with. Let me check this first on my end to assist you in the best possible way. Could you please share your customer number of your GoDaddy account to validate it ?

You at 10:55 am, 27 October

Customer #: 25593568

You at 10:56 am, 27 October

do u need pin?

Imtiyaz at 10:56 am, 27 October

We have sent a one-time code to your registered email address or phone number. Could you please check and share that one time code to validate the account ?

You at 10:57 am, 27 October

867558

Imtiyaz at 10:57 am, 27 October

Thank you for sharing the valid details. I really appreciate your help with validation of account. We have successfully validated the account. Could you please allow me a moment to review your account and to help you out ?

You at 10:58 am, 27 October

yes please. we are in hurry

Imtiyaz at 11:01 am, 27 October

Kindly check the attached screenshots the websites are now working fine. If you're still experiencing issues, please try switching your mobile network's ISP and clearing your browser's cache and history f your browser and tehn try again.

Imtiyaz at 11:01 am, 27 October

Screenshot 2025-10-27 105922.png

Imtiyaz at 11:02 am, 27 October

Kindly check this website as well. :)

Imtiyaz at 11:02 am, 27 October

Screenshot 2025-10-27 105930.png

System at 11:03 am, 27 October

Imtiyaz has left the chat.

System at 11:03 am, 27 October

Looks like you may have stepped away. No problem, let us know when you are ready to get started and we'll be here to help when you respond.

You at 11:03 am, 27 October

thank you for the screenshot. pl

System at 11:03 am, 27 October

One moment, connecting you to a guide...

You at 11:03 am, 27 October

wait

System at 11:03 am, 27 October

Vaishnavi has joined the chat.

You at 11:03 am, 27 October

can you explain this switching your mobile network's ISP

You at 11:04 am, 27 October

sites are not opening from our sidew

Vaishnavi at 11:04 am, 27 October

Thanks for responding. As you have got connected again I am your new guide I will be assisting you further, please allow me a moment to go through this conversation.

You at 11:04 am, 27 October

please go ahead

You at 11:06 am, 27 October

image.png

You at 11:07 am, 27 October

image.png

You at 11:08 am, 27 October

have you gone through our issue?

You at 11:09 am, 27 October

can you explain this? what do u mean by saying switching your mobile network's ISP?

Vaishnavi at 11:09 am, 27 October

So please use mobile data to check the website.

You at 11:10 am, 27 October

we checked that too. it does not opening

You at 11:10 am, 27 October

and also we tried to open the sites from our staff mobiles too. it still does not opening

Vaishnavi at 11:11 am, 27 October

Can you please help me with the domain name?

Vaishnavi at 11:11 am, 27 October

Let me check from my end again.

You at 11:12 am, 27 October

**worldtamilacademy.com**

You at 11:12 am, 27 October

**kooracademy.com**

You at 11:13 am, 27 October

**can u open those sites?**

Vaishnavi at 11:14 am, 27 October

**Yes i can open the 2 sites from my end.**

You at 11:15 am, 27 October

**what might be issue from my end?**

You at 11:16 am, 27 October

**still we cant open the sites**

Vaishnavi at 11:16 am, 27 October

**I can see your 2 sites are live from my end.**

Vaishnavi at 11:17 am, 27 October

**Are you trying to access the website in any office environment ?**

You at 11:17 am, 27 October

**yes**

You at 11:21 am, 27 October

**is that the issue?**

You at 11:23 am, 27 October

**heloo**

Vaishnavi at 11:23 am, 27 October

**Please check with another INTERNET SERVICE PROVIDER and check once.**

You at 11:25 am, 27 October

ok

Vaishnavi at 11:26 am, 27 October

Yes please.

You at 11:29 am, 27 October

still not opening in other ISP

Vaishnavi at 11:30 am, 27 October

**Clear Cache and Cookies:** Please clear your browser's cache and cookies. Sometimes, stored data can cause the system to not recognize recent changes. Try a Different Browser or Incognito Mode: attempt to sign in using a different browser or an incognito/private window. This can help bypass any local storage issues that might be causing the problem.

You at 11:32 am, 27 October

Already tried incognito its not open

Vaishnavi at 11:35 am, 27 October

I request you to try in any other device which is not interlinked with your office environment.

System at 11:42 am, 27 October

Vaishnavi has left the chat.

System at 11:42 am, 27 October

Looks like you may have stepped away. No problem, let us know when you are ready to get started and we'll be here to help when you respond.

System at 03:43 pm, 27 October

Chat ended.

System at 08:48 am, 28 October

VENKATESH RADHAKRISHNAN has joined the chat.

System at 08:48 am, 28 October

GoDaddy does not accept or ask for payment data over chat. Do not include any payment card information or payment details in this chat.

System at 08:48 am, 28 October

AI Assistant has joined the chat.

AI Assistant at 08:48 am, 28 October

Hi, this is our virtual assistant! Tell us how we can help.

System at 12:48 pm, 28 October

Oops, something went wrong. Let's get you to someone who can help.

System at 12:48 pm, 28 October

AI Assistant has left the chat.

System at 12:48 pm, 28 October

In order to get you to the right team - are you here for sales, billing, or account support?

System at 01:03 pm, 28 October

This form has timed out due to inactivity, and the chat will now close. Please start a new chat if you still need help.

System at 01:05 pm, 28 October

Chat ended.

System at 07:02 am, 31 October

VENKATESH RADHAKRISHNAN has joined the chat.

System at 07:03 am, 31 October

GoDaddy does not accept or ask for payment data over chat. Do not include any payment card information or payment details in this chat.

System at 07:03 am, 31 October

AI Assistant has joined the chat.

AI Assistant at 07:03 am, 31 October

Hi, this is our virtual assistant! Tell us how we can help.

You at 07:03 am, 31 October

Hi

AI Assistant at 07:03 am, 31 October

Hi VENKATESH, I'm GoDaddy's AI Assistant. How can I help you today with your GoDaddy products or services?

You at 07:03 am, 31 October

I want to chat with agent

AI Assistant at 07:04 am, 31 October

I'll connect you with a human agent right away.

System at 07:04 am, 31 October

AI Assistant has left the chat.

System at 07:04 am, 31 October

Transferring to a guide...

System at 07:04 am, 31 October

Your estimated wait time is less than a minute.

System at 07:04 am, 31 October

Mahesh Chandra has joined the chat.

Mahesh Chandra at 07:05 am, 31 October

Hi there, I hope you are doing great. How may I help you today?

You at 07:05 am, 31 October

My sites are not working

You at 07:05 am, 31 October

In drobonics.com all sites

You at 07:05 am, 31 October

worldtamilacademy.com

You at 07:05 am, 31 October

kooracademy.com

Mahesh Chandra at 07:06 am, 31 October

May i please know from when you are facing this issue ?

You at 07:06 am, 31 October

already we have raised a complaint regarding this 2 days before. and you acknowledged this issues because of your end. after raised a complaint 24 hours solved that issues. now again same issue

You at 07:07 am, 31 October

image.png

You at 07:07 am, 31 October

image.png

Mahesh Chandra at 07:09 am, 31 October

I understand how frustrating it must be to experience the same issue again after it was previously resolved. I'm really sorry for the inconvenience this is causing you. Let's work together to get this sorted out as quickly as possible. I'm here to help and will do my best to ensure a lasting solution for your websites.

You at 07:10 am, 31 October

ok

Mahesh Chandra at 07:11 am, 31 October

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

You at 07:12 am, 31 October

ok

You at 07:17 am, 31 October

yes

Mahesh Chandra at 07:17 am, 31 October

I am checking the IP addresses of your websites could you please stay connected . it's taking more time please stay connected .

You at 07:17 am, 31 October

ok

Mahesh Chandra at 07:19 am, 31 October

<https://worldtamilacademy.com/>  
could you please check your site is running .

You at 07:20 am, 31 October

image.png

You at 07:20 am, 31 October

Still not working

Mahesh Chandra at 07:20 am, 31 October

<https://kooracademy> Please access the below link . your site is running fine .

You at 07:21 am, 31 October

Not working

Mahesh Chandra at 07:21 am, 31 October

I request you to please clear the cache cookies and try once again .

You at 07:21 am, 31 October

image.png

You at 07:21 am, 31 October

tried both sites in incognito mode

You at 07:21 am, 31 October

same result. not working

Mahesh Chandra at 07:22 am, 31 October

I request you to please try it from incognito and let me know if you face any issues .

You at 07:22 am, 31 October

tried that method also

You at 07:23 am, 31 October

image.png

Mahesh Chandra at 07:27 am, 31 October

I please request you to clear the cache cookies and try it from incognito window .

You at 07:29 am, 31 October

checking. but still same issue

Mahesh Chandra at 07:29 am, 31 October

Could you please share me screenshot of the incognito window .

You at 07:29 am, 31 October

and tried in different ISP too

Mahesh Chandra at 07:30 am, 31 October

Could you please share me screenshot of the incognito window .

You at 07:31 am, 31 October

shared image.jpeg

You at 07:32 am, 31 October

image.png

Mahesh Chandra at 07:34 am, 31 October

Thank you for sharing the screenshot . i will check with my team to help you with the best possible resolution . please stay connected .

You at 07:34 am, 31 October

ok

You at 07:40 am, 31 October

yes

Mahesh Chandra at 07:41 am, 31 October

I request you to please try it from different browser and different Internet Service Provider provider . could you please try and let me know if you face any issues .

You at 07:45 am, 31 October

checking

Mahesh Chandra at 07:47 am, 31 October

Please Take your time , we are connected .

You at 07:49 am, 31 October

shared image (1).jpeg

You at 07:49 am, 31 October

tried different ISP, different browser, different country, tried from US also, and all in incognito mode

Mahesh Chandra at 07:51 am, 31 October

Please stay connected iam checking .

You at 07:51 am, 31 October

ok

You at 07:51 am, 31 October

Image (2).jpeg

Mahesh Chandra at 07:57 am, 31 October

I request you to please check in geopeeker.com . it will work as per geographical locations . you can change the region as per details provided in the geopeeker.com .

System at 08:02 am, 31 October

Mahesh Chandra has left the chat.

You at 08:05 am, 31 October

yes

System at 08:05 am, 31 October

One moment, connecting you to a guide...

System at 08:05 am, 31 October

Tharun has joined the chat.

Tharun at 08:07 am, 31 October

Greeting of the day from GoDaddy, Hi there, Hope you are doing well, How may I help you today?

You at 08:09 am, 31 October

please check previous conversation

Tharun at 08:14 am, 31 October

<https://worldtamilacademy.com/>

I am really sorry to see this. We would request to kindly clear once your browser history, cache, and cookies. Then try to access your website in a New Incognito Window/Private browser. I will stay connected on chat for your help. Kindly confirm with me if it is working or not.

You at 08:14 am, 31 October

ok

You at 08:15 am, 31 October

not working

Tharun at 08:19 am, 31 October

please try to use different Internet Service Provider and clear your caches as it was working from our end!

You at 08:20 am, 31 October

Noi Sir. It's not working in 4 different ISP, different country (India & USA), different browser (Chrome & Firefox), Different Device and al tried in incognito mode.

Tharun at 08:22 am, 31 October

As i see that your website it about The World Tamil Academy, stands as a dedicated centre for Tamil language education and cultural enrichment. We specialize in providing focused One-on-One classes tailored to children, nurturing their abilities in Reading, Writing, and Speaking Tamil. With experienced instructors and a supportive learning environment, the academy is committed to fostering a deep appreciation for the rich heritage of the Tamil language, serving as a valuable resource for young learners

You at 08:23 am, 31 October

yes. but as per my statement already provided all screenshots regarding that

You at 08:23 am, 31 October

it's not working

You at 08:23 am, 31 October

2 days before same issue happened

You at 08:24 am, 31 October

and it's resolved by you end

You at 08:24 am, 31 October

but now its happening again

Tharun at 08:24 am, 31 October

Could you please send us the INTERNET SERVICE PROVIDER that you are and IP address that you are using from your end?

You at 08:25 am, 31 October

image.png

You at 08:30 am, 31 October

yes

Tharun at 08:33 am, 31 October

please try to restart your wifi and system and try to check if there is an issue with your website then how come it will work from our end!

You at 08:34 am, 31 October

2 days before also you said same statement. that means it works from your end. but not worked in rest of others

You at 08:34 am, 31 October

after that fixed that issue from your end

Tharun at 08:37 am, 31 October

I need some additional information to solve this issue. It would be a great help if you could share the full page screenshot of that error with me. Is that okay?

You at 08:37 am, 31 October

ok

You at 08:38 am, 31 October

image.png

Tharun at 08:39 am, 31 October

- please try to restart your wifi and system and try to check if there is an issue with your website then how come it will work from our end and even it is working in my mobile else

You at 08:43 am, 31 October

yes

You at 08:43 am, 31 October

can you reset DNS settings from your end?

Tharun at 08:44 am, 31 October

Could you please help me with the domain name?

You at 08:44 am, 31 October

worldtamilacademy.com

Tharun at 08:45 am, 31 October

<https://www.godaddy.com/en-in/help/manage-dns-records-680?msocid=1b08b58488fc6b3c3c21a3128cfc60ae>

please check with the above link and try to add the DNS records Please check and revert back to us once you have done following the article.

You at 08:47 am, 31 October

there is no option to simply reset DNS setting in one step right?

Tharun at 08:48 am, 31 October

No it is not possible you need to re add it frpm your end if you want to add!

You at 08:48 am, 31 October

but how to know that settings

You at 08:49 am, 31 October

let me know is there any other option

You at 08:49 am, 31 October

please check with your backend team

You at 08:49 am, 31 October

we are tried all possible ways to access our site. but nothing is works

Tharun at 08:50 am, 31 October

As i already said you there is not option to reset the DNS you need to add it manually from your end!

You at 08:50 am, 31 October

that fine. but why this issue was happening. due to DNS or any other reason? how to know

Tharun at 08:54 am, 31 October

As it is cache issue from your end so please try to check with your Internet Service Provider.

System at 09:00 am, 31 October

Tharun has left the chat.

System at 01:00 pm, 31 October

Chat ended.

System at 02:12 pm, 31 October

VENKATESH RADHAKRISHNAN has joined the chat.

System at 02:12 pm, 31 October

GoDaddy does not accept or ask for payment data over chat. Do not include any payment card information or payment details in this chat.

System at 02:12 pm, 31 October

AI Assistant has joined the chat.

AI Assistant at 02:12 pm, 31 October

Hi, this is our virtual assistant! Tell us how we can help.

You at 02:13 pm, 31 October

Our IP 59.98.53.161 is being blocked by GoDaddy Website Firewall (WAF).

Block ID: XSS014

This is a false positive while uploading materials in admin panel.

Please whitelist our IP and allow access.

AI Assistant at 02:13 pm, 31 October

Hi there! I'm GoDaddy's AI Assistant. I understand your IP address 59.98.53.161 is being blocked by our Website Firewall (WAF) with Block ID XSS014, and you believe it's a false positive.

Unfortunately, I don't have direct access to modify firewall settings or whitelist IPs. This requires human assistance from our security team.

Would you like me to connect you with a support specialist who can help with this WAF issue?

You at 02:13 pm, 31 October

image (9).png

You at 02:13 pm, 31 October

yes

AI Assistant at 02:13 pm, 31 October

Connecting you with a specialist who can help whitelist your IP address from our Website Firewall.

System at 02:13 pm, 31 October

AI Assistant has left the chat.

System at 02:14 pm, 31 October

Transferring to a guide...

System at 02:14 pm, 31 October

Your estimated wait time is less than a minute.

System at 02:14 pm, 31 October

Pooja has joined the chat.

Pooja at 02:14 pm, 31 October

Hi there, I hope you are doing great. How may I help you today?

You at 02:14 pm, 31 October

Our IP 59.98.53.161 is being blocked by GoDaddy Website Firewall (WAF).  
Block ID: XSS014  
This is a false positive while uploading materials in admin panel.  
Please whitelist our IP and allow access.

You at 02:14 pm, 31 October

image (9).png

Pooja at 02:15 pm, 31 October

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

You at 02:15 pm, 31 October

okay

Pooja at 02:18 pm, 31 October

<https://www.godaddy.com/help/allow-or-block-website-access-27422>

Please go through the link and follow the steps accordingly.

System at 02:25 pm, 31 October

Pooja has left the chat.

System at 06:25 pm, 31 October

Chat ended.

System at 06:25 pm, 31 October

Chat ended.

System at 10:19 am, 1 November

Arunkumar Rengasamy has joined the chat.

System at 10:19 am, 1 November

GoDaddy does not accept or ask for payment data over chat. Do not include any payment card information or payment details in this chat.

System at 10:19 am, 1 November

AI Assistant has joined the chat.

AI Assistant at 10:19 am, 1 November

Hi, this is our virtual assistant! Tell us how we can help.

You at 10:19 am, 1 November

My website's firewall is blocking legitimate file uploads for all my users. The Block ID is SQLi17. This is a 'false positive' and is preventing my teachers from uploading materials. Please investigate this specific rule (SQLi17) and create a permanent exception for my website so that it no longer blocks these legitimate uploads. Whitelisting individual IPs is not a solution for me as I have many users.

AI Assistant at 10:19 am, 1 November

Hi VENKATESH! I'm GoDaddy's AI Assistant.

I understand you're experiencing issues with your website's firewall blocking legitimate file uploads with a Block ID of SQLi17. This appears to be a false positive that's affecting your teachers.

Could you tell me which specific website security product you're using with GoDaddy (Website Security, Web Application Firewall, etc.)?

You at 10:20 am, 1 November

i want u to connect me to the human support

AI Assistant at 10:20 am, 1 November

I'll connect you with a human support specialist right away who can help with your website firewall issue.

System at 10:20 am, 1 November

AI Assistant has left the chat.

System at 10:20 am, 1 November

Transferring to a guide...

System at 10:20 am, 1 November

Your estimated wait time is less than a minute.

System at 10:20 am, 1 November

Sai Rithima has joined the chat.

You at 10:20 am, 1 November

My website's firewall is blocking legitimate file uploads for all my users. The Block ID is SQLi17. This is a 'false positive' and is preventing my teachers from uploading materials. Please investigate this specific rule (SQLi17) and create a permanent exception for my website so that it no longer blocks these legitimate uploads. Whitelisting individual IPs is not a solution for me as I have many users.

Sai Rithima at 10:23 am, 1 November

Hi there, I hope you are doing great. Could you please allow me 2-3 minutes while I check with your account and let you know what is the issue causing.

You at 10:23 am, 1 November

ok i will wait

You at 10:23 am, 1 November

get back to me as soon as possible

You at 10:24 am, 1 November

dont quit the chat

Sai Rithima at 10:24 am, 1 November

Sure, please allow me 3-5 minutes to check with my tools and resources in order to provide you the best possible resolution?

You at 10:24 am, 1 November

sure

Sai Rithima at 10:27 am, 1 November

<https://supportx.sucuri.net/support/new-support-ticket/>

Please raise a ticket here and they will reach you out.

You at 10:28 am, 1 November

403 forbidden

You at 10:28 am, 1 November

image.png

Sai Rithima at 10:29 am, 1 November

Do not worry I will help you with steps.

Sai Rithima at 10:31 am, 1 November

Please go to your products page > go to website security and backup> click on manage > top right corner you will be able to see request support. then you will be able to see the page, please raise a ticket there.

You at 10:33 am, 1 November

its forbidden there too

You at 10:33 am, 1 November

is it due to that we use delegate access?

You at 10:35 am, 1 November

why can't you resolve the issue from here?

Sai Rithima at 10:37 am, 1 November

Unfortunately we are not trained technically. this has to be done from the customer end itself.

You at 10:39 am, 1 November

i don't understand. if you are not in technical support then change our support into technical personality

You at 10:39 am, 1 November

how can it be done by customer end itself?