

14:26, May 21

You: hello

14:26, May 21

AI Assistant: Hello! How can I assist you today?

14:26, May 21

You: my website not working

14:26, May 21

AI Assistant: I'm here to help! Could you please provide me with your website's URL so I can take a closer look?

14:27, May 21

You: <http://mrrmmetals.com/>

14:27, May 21

AI Assistant: Thank you for sharing your website's URL. First, let's check if the domain is properly connected to your hosting account. Are you able to access your GoDaddy account and the hosting or domain settings?

14:27, May 21

You: yes

14:28, May 21

AI Assistant: Great! Please go to your GoDaddy account and navigate to your DNS settings for mrrmmetals.com. Check if the A record points to your hosting provider's IP address. Can you confirm if it's set correctly?

14:28, May 21

You: i waNT to talk customer care

14:29, May 21

AI Assistant: I understand you'd like to speak with customer care. I'll arrange for a Guide to reach out to you for further assistance.

14:29, May 21

You: yes

14:29, May 21

AI Assistant: I'm transferring you to customer care for further assistance.

Info: Thank you for chatting with GoDaddy. We're experiencing higher than normal volumes. Hang in there. Your estimated wait time is 1 minute.

14:30, May 21

Mamatha B: Hi, I hope you're doing well. May I ask if you have made any recent changes on the website?

14:31, May 21

You: <http://mrrmmetals.com/> isn ot working it shows diffrent website

14:32, May 21

Mamatha B: Let me check and assist you. Before we proceed further, could you please provide your customer ID and the 4-digit PIN from the secure forms?

14:32, May 21

Mamatha B: Please share the customer id?

14:32, May 21

You: 438005483

14:33, May 21

Mamatha B: Could you also provide me the one time code that you have just received on your registered email?

14:34, May 21

You: i did not get

14:34, May 21

You: 394950

14:35, May 21

Mamatha B: Thank you for the validation, I'll be doing a thorough review of your account to ensure everything is in order. If it turns out that the issue falls outside of my expertise, I'll do my best to find a solution or point you in the right direction to get it resolved. Meanwhile, I may ask a couple of questions about your business. Does it sound good?

14:36, May 21

You: sure

14:37, May 21

You: why my website is directing to other website?

14:38, May 21

Mamatha B: <https://dcc.godaddy.com/control/dnsmanagement?domainName=mrrmmetals.com&subtab=dns-records> Please access the link and check domain is not pointing to hosting IP address please check ad add as below:

14:38, May 21

Mamatha B: I have check domain is not pointing to the hosting IP address please check and update record in the in the DNS as below: TYPE-A NAME -@ VALUE - 208.109.67.238 TTL - 1HOUR save it

14:41, May 21

You: before it was working

14:41, May 21

Mamatha B: I see that it is showing an invalid IP address. Please check and update it, and also review the instructions.

14:43, May 21

You: i have added

14:44, May 21

Mamatha B: Thank you for adding the DNS record. Please allow some time for the changes to propagate. Additionally, could you confirm if you have set up the redirection in your hosting plan? Thank you!

14:44, May 21

You: [PNG] why showing this website

14:44, May 21

You: what re direction?

14:45, May 21

Mamatha B: Please allow 24-48 hours for the changes to propagate globally. DNS changes typically take this amount of time to fully take effect. This period, known as propagation, is the estimated duration required for root name servers and cache records across the internet to be updated with your website's DNS information. Regarding redirection, it is a setting that forwards visitors from one URL to another. This can be configured through your hosting settings.

14:46, May 21

You: No i did not redirect any website

14:48, May 21

Mamatha B: Could you please check the websites now?

14:49, May 21

You: it is showing other website it is not mine

14:49, May 21

You: [PNG]

14:50, May 21

You: this is not my webiste

14:51, May 21

You: my website is not this at all

14:52, May 21

Mamatha B: Thank you for the screenshot. From my end, the test script is working, and there doesn't seem to be any issue with the hosting. Please check the link <http://mrrmmetals.com/test.php>, and I recommend reviewing the configuration files you have added.

14:53, May 21

You: see what i have added first time what iam getting this completely differnt

14:53, May 21

You: how my index.php file hasbeen changed?

14:55, May 21

Mamatha B: As we don't have access to your content files we have only read access please check with content files.

14:55, May 21

You: i have entered cpanel

14:55, May 21

You: i was downloading index.php

14:55, May 21

You: but what i have found is my index file hasbeen changed

14:59, May 21

You: [JPEG] this was my actual webiste

15:02, May 21

You: how come?

15:02, May 21

Mamatha B: Thank you for the screenshot. Let me check with my team on this. In order to troubleshoot further, I will need to place this conversation on hold for about 3-5 minutes. We appreciate your patience as we work on your concern. Is that okay?

15:02, May 21

You: okay

15:08, May 21

Mamatha B: Thank you so much for staying connected, we really appreciate your time and patience. I am really sorry, it is taking more time than expected. I am still checking with my tools and resources. Could you please allow me more 5-7 minutes?

15:08, May 21

You: okay

15:14, May 21

Mamatha B: I appreciate your time and patience. I am working on your issue with my team. Kindly stay connected.

15:14, May 21

You: but how come my files are changed

15:14, May 21

You: where is my data?

15:14, May 21

You: and what the hell is this

15:16, May 21

Mamatha B: As we do not have access to make content changes from our end due to security reasons, may I ask if you have provided your login credentials to anyone?

15:16, May 21

You: no

15:16, May 21

You: not at all

15:17, May 21

You: its log in from my gmail access only

15:19, May 21

You: some one hacked my website?

15:21, May 21

Mamatha B: The team is currently looking into this matter. I will keep you updated, so please stay connected.

15:22, May 21

You: [PNG] yesterday only some one changed

15:24, May 21

You: [PNG] 17th may some body hasbeen changed

15:28, May 21

Mamatha B: Thank you for the screenshot. May I ask if you are viewing the website in mobile version?

15:28, May 21

You: no

15:28, May 21

You: i cant view

15:29, May 21

You: what i have shared old screen shot from website

15:29, May 21

You: for safety purpose i have stopped index file. temprory

15:33, May 21

You: i need my old website is back

15:33, May 21

You: i dont have backup files also

15:34, May 21

Mamatha B: May I know when was the last time you viewed your site with the correct content?

15:35, May 21

You: 23rd september 2024

15:35, May 21

You: after that i couldnot open

15:36, May 21

You: i renewed in august

15:37, May 21

Mamatha B: Please check now

15:37, May 21

You: what?

15:42, May 21

Mamatha B: I have checked with my team, and it appears that the site is missing some core WordPress files, such as index.php. If you have a backup of the website, please check and upload it. Otherwise, you may want to review the content files with the help of a developer to restore the backup locally.

15:43, May 21

You: no i do not have backup

15:43, May 21

You: and developer not working with no more

15:44, May 21

You: but how it happened?

15:45, May 21

Mamatha B: I completely understand that the issue is not with the hosting but rather with the website content, which appears to have been compromised. It seems there is currently no security plan in place to protect your website files. I can assist you with a paid restoration and help you set up a website security plan. Would that be acceptable for you? This way, we can restore the last 30 days of backups, and in the future, you can avoid similar issues by implementing a security plan that helps keep your site secure from unauthorized access.

15:46, May 21

You: why i shouyld pay

15:46, May 21

You: security is your concern

15:47, May 21

You: for what you are charging ?

15:47, May 21

You: i need my old data now

15:50, May 21

Mamatha B: Please check the following link: <https://cart.godaddy.com/go/checkout?#/>. I have added the paid restoration plan to restore the available backup from the last 30 days of your hosting plan. To avoid these issues in the future, I also recommend using the website security plan, which keeps your site secure from unauthorized hacks.

15:51, May 21

You: why should ipay?

15:51, May 21

You: i am using other providers as well

15:52, May 21

You: godaday is the worst provider

15:53, May 21

Mamatha B: Thank you for purchasing the hosting plan to host your domain with GoDaddy. I have checked the hosting service, and I can confirm that there are no issues. Our test script is working without any errors. Could you please share how you have tried to protect your website files?

15:54, May 21

You: see some one enter my c panel and he changed

15:54, May 21

You: who is the responsible for this?

15:56, May 21

Mamatha B: GoDaddy provides the hosting environment, but the security and content management of your website are your responsibility. We recommend using strong passwords and implementing security measures

to protect your site.

15:56, May 21

You: iam authorising via google

15:57, May 21

You: how by pass without google and they have been changed?

15:57, May 21

You: if i want purchas ssl?

15:57, May 21

You: howmuch

15:59, May 21

Mamatha B: The SSL plan and website security plan are different. To avoid issues, I recommend using the website security plan. For restoring your website content, you can check with Lock Backup or use the API restoration option.

15:59, May 21

Mamatha B: paid*

15:59, May 21

You: price is too high

16:01, May 21

Mamatha B: Please take a moment to review the plans we offer at the following link:

<https://www.godaddy.com/web-security/website-security>. Let me know if you have any questions or need further assistance.

16:02, May 21

You: now how much total

16:02, May 21

You: sorry you have to back up upo

16:02, May 21

You: only i will purchase Security

16:05, May 21

Mamatha B: Please access the following link to check our free backup service for the last 24 hours: [Backup Link](<https://host.godaddy.com/webhosting/cpanel/account/d465b76f-4007-11ee-833d-3417ebe73f23/backups>). Additionally, I recommend considering our website security plan to help prevent future unauthorized access. This plan includes features such as: - Keeping your website secure with HTTPS encryption and an SSL certificate - A firewall and daily scans to detect and prevent malware - Improved site performance with load times that can be up to 50% faster*

16:07, May 21

You: ok

16:08, May 21

You: what should i do

16:08, May 21

You: now

16:09, May 21

Mamatha B: May I ask if you are looking to proceed with the hosting restore?

16:09, May 21

You: yes

16:10, May 21

You: i got today backup

16:12, May 21

Mamatha B: I understand that you have restored the backup. May I ask if you are looking to proceed with the website security plan to keep your website active, live, and secure?

16:13, May 21

You: yes

16:13, May 21

You: but prices are too high more than website cost

16:15, May 21

You: give me free backup i will buy security

16:16, May 21

Mamatha B: I have already provided the URL where you can access the free backup for the last 24 hours that we offer.

16:19, May 21

You: you mean i have to purchase?

16:20, May 21

You: [PNG]

16:21, May 21

You: if i purchase will get 30days back up?