

# GoDaddy Online Chat

11/14/17 — 2:19 pm - 4:13pm (2hrs.)

Info at 14:19, Nov 14:

You are number 22 in queue, with an estimated wait time of 16 Minutes and 3 seconds. Thank you for your patience, one of our experts will be with you shortly.

Info at 14:21, Nov 14:

Thank you for your continued patience, you are number 17 in queue.

Info at 14:23, Nov 14:

Thank you for your continued patience, you are number 13 in queue.

Info at 14:25, Nov 14:

Thank you for your continued patience, you are number 8 in queue.

Info at 14:27, Nov 14:

Thank you for your continued patience, you are number 6 in queue.

Info at 14:29, Nov 14:

Thank you for your continued patience, you are number 4 in queue.

Info at 14:31, Nov 14:

Thank you for your continued patience, you are number 1 in queue.

Info at 14:31, Nov 14:

You are now chatting with Joe R..

Joe R. at 14:31, Nov 14:

Great day. Thank you for chatting with us. You've reached the Hosting Support and my name is Joe. How can I make you smile today?

**Jerry Russell** at 14:32, Nov 14:

Hi Joe. I need to chat with Jhoana Almonidovar - [Almond](#)

**Joe R.** at 14:33, Nov 14:

Hi there Jerry. How are you?

**Joe R.** at 14:33, Nov 14:

Sure. I can check on her and transfer you over if she's available.

**Jerry Russell** at 14:33, Nov 14:

She's expecting me.

**Joe R.** at 14:34, Nov 14:

Kindly stay. I'm now sending you over. Have a great one.

Info at 14:35, Nov 14:

Please wait while your chat is transferred to **Almond**.

Info at 14:35, Nov 14:

You are now chatting with **Almond**.

**Almond** at 14:36, Nov 14:

Hi Jerry

**Almond** at 14:36, Nov 14:

Thanks for chatting

**Almond** at 14:36, Nov 14:

I am going to contact Tier 2 now. But I need your account number and PIN again

**Almond** at 14:36, Nov 14:

**Almond** has sent you a Secure Form: Customer Number

**Jerry Russell** at 14:36, Nov 14:

Hi **Almond**.

**Almond** at 14:36, Nov 14:

**Almond** has sent you a Secure Form: PIN

**Almond** at 14:36, Nov 14:

The following Secure Form has been submitted: PIN

**Almond** at 14:37, Nov 14:

Thanks.

**Almond** at 14:39, Nov 14:

The following Secure Form has been submitted: Customer Number

**Jerry Russell** at 14:42, Nov 14:

This explains everything: <http://fullcastaudio.com/godaddy/>

**Almond** at 14:43, Nov 14:

I am now talking to our tech lead.

**Almond** at 14:50, Nov 14:

Our Tier2 check and found that you didn't follow this from the email you received from

since November 6

**Almond** at 14:50, Nov 14:

"You will need to remove fullcastaudio.com from your original hosting account and rename new.fullcastaudio.com to fullcastaudio.com."

**Almond** at 14:51, Nov 14:

So what he is asking me for you to do, is to change the domain name fullcastaudio.com as new.fullcastaudio.com in your old linux hosting first

**Jerry Russell** at 14:57, Nov 14:

And that is part of the confusion. Asking me to change the domain name, but I don't know which menu to go through to do that. It makes sense to you, maybe, but not to me. I'm in the Domains list, but don't see a way to change the domain name here. Do I go through the Hosting menu? File manager? Domains? Domain Details?

**Jerry Russell** at 14:57, Nov 14:

And, I'm not ignorant about this stuff, but there are a LOT of menus and sub menus in your interface.

**Almond** at 14:57, Nov 14:

Let me check if I can do it

**Almond** at 14:58, Nov 14:

I know. I am sorry about the confusion.

**Almond** at 15:00, Nov 14:

I was able to change it as old.fullcastaudio.com

**Jerry Russell** at 15:01, Nov 14:

I was not able to edit it. The Actions buttons in the Hosted Domains list were disabled.

**Almond** at 15:02, Nov 14:

However there will be a propagation within few hours to 24hrs. Once completed,, we will now change the domain name unicornchronicles.com from cpanel to fullcastaudio.com and change the A record to 160.153.58.135

**Almond** at 15:02, Nov 14:

Yes we cannot edit that as of the moment because it is still propagating

**Jerry Russell** at 15:03, Nov 14:

OK

**Almond** at 15:03, Nov 14:

But I manage to change it as old.fullcastaudio.com

**Almond** at 15:03, Nov 14:  
Oh! Hang on!

**Almond** at 15:03, Nov 14:  
I think it's now completed

**Almond** at 15:04, Nov 14:  
NOW... Please go to:  
<https://dcc.godaddy.com/manage/FULLCASTAUDIO.COM/dns>

**Almond** at 15:05, Nov 14:  
Please change the A record @ from 45.40.165.15 TO 160.153.58.135

**Jerry Russell** at 15:06, Nov 14:  
Done.

**Almond** at 15:06, Nov 14:  
Thanks.

**Almond** at 15:07, Nov 14:  
The last step is to change the domain name unicornchronicles.com TO  
fullcastaudio.com in cpanel

**Jerry Russell** at 15:07, Nov 14:  
OK, but eventually, we need to use unicornchronicles.com for a 3rd website.

**Almond** at 15:08, Nov 14:  
Yes, you can do that by doing an addon domain

**Jerry Russell** at 15:08, Nov 14:  
The files for that website are in a subdirectory of fullcastaudio.com on the windows  
server.

**Almond** at 15:09, Nov 14:  
Please go to:  
<https://gateway.godaddy.com/>

**Almond** at 15:09, Nov 14:  
Then please click settings under cpanel

**Almond** at 15:09, Nov 14:  
Then please change the domain

**Jerry Russell** at 15:15, Nov 14:  
Did it, but cPanel Settings still says unicornchronicles.com and posted a message  
"unable to change domain"

**Almond** at 15:15, Nov 14:

Yeah. I just noticed that you add this new.fullcastaudio.com as an addon domain

**Almond** at 15:15, Nov 14:

Can you please remove that first and let's try again?

**Almond** at 15:16, Nov 14:

Please go to cpanel dashboard then go to addon domain

**Almond** at 15:16, Nov 14:

So you can remove new.fullcastaudio.com

**Almond** at 15:18, Nov 14:

Have you removed it?

**Jerry Russell** at 15:20, Nov 14:

Not yet. I had to find my way back to cPanel. Now, I want to make sure that by removing that add-on domain, I'm not removing anything critical.

**Almond** at 15:21, Nov 14:

When I access new.fullcastaudio.com, there is no site active on it.

**Almond** at 15:21, Nov 14:

So I think there is no files under new.fullcastaudio.com

**Almond** at 15:22, Nov 14:

And you should have not add the new.fullcastaudio.com in Addon domain in the first place because it's not a domain. It is a subdomain

**Almond** at 15:22, Nov 14:

So new.fullcastaudio.com should be in subdomains anyway.

**Jerry Russell** at 15:22, Nov 14:

I was instructed to by tech support.

**Almond** at 15:22, Nov 14:

Would you like me to remove new.fullcastaudio.com in addon domain?

**Almond** at 15:22, Nov 14:

:(

**Jerry Russell** at 15:22, Nov 14:

OK I removed it.

**Almond** at 15:22, Nov 14:

I'm sorry you've been through a lot of confusion. I hope you will not take these experience against me. I am really sorry.

**Jerry Russell** at 15:25, Nov 14:  
Now, fullcastaudio.com is loading the files from dev.brucecoville.com

**Jerry Russell** at 15:28, Nov 14:  
...

**Jerry Russell** at 15:28, Nov 14:  
Hello?

**Almond** at 15:28, Nov 14:  
Checking

**Almond** at 15:28, Nov 14:  
This site <http://dev.brucecoville.com/>, should be under fullcastaudio.com, right?

**Jerry Russell** at 15:29, Nov 14:  
Yes. The files for the fullcastaudio WordPress site are on the Windows server. They were supposed to be migrated.

**Jerry Russell** at 15:31, Nov 14:  
Three Separate Sites ... eventually. fullcastaudio.com which was up and running fine on the Windows server. bruce coville.com. which is under development, and unicornchronicles.com which I will rebuild from the old files.

**Almond** at 15:32, Nov 14:  
One moment. I would need to do some changes here.

**Almond** at 15:35, Nov 14:  
Can you check now this site: <http://fullcastaudio.com/>

**Almond** at 15:35, Nov 14:  
Please clear cache your browser first

**Almond** at 15:35, Nov 14:  
Then visit: <http://fullcastaudio.com/>

**Jerry Russell** at 15:36, Nov 14:  
Checking...

**Almond** at 15:38, Nov 14:  
Thanks

**Jerry Russell** at 15:38, Nov 14:  
Looks right.

**Jerry Russell** at 15:38, Nov 14:  
s that now loading from the cPanel server?

**Almond** at 15:38, Nov 14:  
Whew!

**Almond** at 15:39, Nov 14:  
So that site can be pulled up as old.fullcastaudio.com OR ofullcastaudio.com

**Almond** at 15:39, Nov 14:  
The old.fullcastaudio.com is loading from windows server

**Almond** at 15:39, Nov 14:  
While the fullcastaudio.com is loading from cpanel

**Almond** at 15:40, Nov 14:  
What we did is we put back unicornchronicles.com in cpanel AS PRIMARY domain

**Jerry Russell** at 15:40, Nov 14:  
OK. The objective is to migrate this site from Windows to cPanel and end the Windows Server account.

**Almond** at 15:40, Nov 14:  
Then we add the fullcastaudio.com AS ADDON DOMAIN

**Almond** at 15:41, Nov 14:  
If you want to end the windows server totally, then you will need to remove that old.fullcastaudio.com totally in windows server

**Jerry Russell** at 15:42, Nov 14:  
That was the objective. With all sites served from the cPanel server, we don't need the Windows account. That's what we set out to do 2 weeks ago, but with all the confusion, the deadline passed and my client (Bruce Coville) was billed for another term of Windows service, when that should not have happened.

**Almond** at 15:43, Nov 14:  
I see. So it was renewed?

**Almond** at 15:43, Nov 14:  
What I can do is to transfer the terms from windows to extend in cpanel.

**Jerry Russell** at 15:44, Nov 14:

Yes, but it should have been canceled after the site migration, which was not completed.

**Almond** at 15:44, Nov 14:

Or I can switch that windows server to have a website security to protect the site from malware and hackers.

**Almond** at 15:45, Nov 14:

Let me know which of the 2 options I can go

**Jerry Russell** at 15:45, Nov 14:

Just extend the cPanel service. Give me a day to make sure I back up everything from the Windows server and then I'll delete the domain.

**Jerry Russell** at 15:46, Nov 14:

Or, apply the cost of the Windows service to the current term of the cPanel service.

**Almond** at 15:47, Nov 14:

What I can do is to remain 30day in windows server (after 30days it will be auto expired and deleted from the server. It will no longer be set to auto renew, sounds good)?

**Jerry Russell** at 15:48, Nov 14:

Yes. Thanks.

**Jerry Russell** at 15:48, Nov 14:

OK, one more thing, I think...

**Almond** at 15:48, Nov 14:

Would you like me to increase the site backup storage too?

**Almond** at 15:48, Nov 14:

from 10GB to 20GB?

**Jerry Russell** at 15:48, Nov 14:

<http://unicornchronicles.com> is loading the contents of [dev.brucecoville.com](http://dev.brucecoville.com)

**Jerry Russell** at 15:49, Nov 14:

"Would you like me to increase the site backup storage too?" Not sure we need it.

**Jerry Russell** at 15:49, Nov 14:

I'll check with the client.

**Almond** at 15:49, Nov 14:

Okay. I will not increase the backup.



**Almond** at 15:49, Nov 14:

For this: <http://unicornchronicles.com> is loading the contents of [dev.brucecoville.com](http://dev.brucecoville.com)

**Almond** at 15:50, Nov 14:

I think the migration you paid is for 1 site only which is for [fullcastaudio.com](http://fullcastaudio.com)

**Jerry Russell** at 15:50, Nov 14:

Correct.

**Almond** at 15:50, Nov 14:

For that concern, you may want to add an addon domain or subdomain properly.

**Jerry Russell** at 15:51, Nov 14:

[unicornchronicles.com](http://unicornchronicles.com) was already on cPanel.

**Jerry Russell** at 15:51, Nov 14:

[dev.brucecoville.com](http://dev.brucecoville.com) is a subdirectory of [unicornchronicles.com](http://unicornchronicles.com)

**Jerry Russell** at 15:52, Nov 14:

[dev.brucecoville.com](http://dev.brucecoville.com) loads correctly. It's a temporary directory where I'm building the [brucecoville.com](http://brucecoville.com) website

**Jerry Russell** at 15:53, Nov 14:

<http://dev.brucecoville.com> <-- this is correct.

**Almond** at 15:53, Nov 14:

This is not a domain [dev.brucecoville.com](http://dev.brucecoville.com);  
It is a subdomain

**Almond** at 15:53, Nov 14:

So... [dev.brucecoville.com](http://dev.brucecoville.com) should be set in subdomains area

**Jerry Russell** at 15:53, Nov 14:

Again, I just followed tech support instructions...

**Jerry Russell** at 15:55, Nov 14:

And, I thought it WAS a subdomain. It's a subfolder of [unicornchronicles.com](http://unicornchronicles.com)

**Almond** at 15:55, Nov 14:

I will send you a guide link how to add subdomain

**Almond** at 15:56, Nov 14:

For now, let's settle the windows server to extend cpanel terms

**Jerry Russell** at 15:57, Nov 14:

OK.

**Almond** at 15:59, Nov 14:

There will be 2 process. extend for 1 year, then the other is extend for 6mos

**Almond** at 15:59, Nov 14:

As I cannot process 1

**Almond** at 15:59, Nov 14:

In order to process the order, do you agree to \$157.67 on the In-Store Credit along with the following terms:

Enrollment in our Automatic Renewal Service (can be disabled)

Universal Terms of Service

Privacy Policy

Universal Terms of Service Agreement

Privacy Policy

Hosting Agreement

Do I have your permission to proceed?

**Jerry Russell** at 16:01, Nov 14:

yes.

**Almond** at 16:02, Nov 14:

In order to process the order, do you agree to \$78.84 on the In-Store Credit along with the following terms:

Enrollment in our Automatic Renewal Service (can be disabled)

Universal Terms of Service

Privacy Policy

Universal Terms of Service Agreement

Privacy Policy

Hosting Agreement

Do I have your permission to proceed?

**Jerry Russell** at 16:03, Nov 14:

yes

**Almond** at 16:04, Nov 14:

In order to process the order, do you agree to \$13.14 on the In-Store Credit along with the following terms:

Enrollment in our Automatic Renewal Service (can be disabled)

Universal Terms of Service

Privacy Policy

Universal Terms of Service Agreement

Privacy Policy

Hosting Agreement

Do I have your permission to proceed?

**Jerry Russell** at 16:04, Nov 14:  
yes

**Almond** at 16:05, Nov 14:  
Thanks.

**Almond** at 16:06, Nov 14:  
I have extend the terms in cpanel

**Almond** at 16:06, Nov 14:  
The windows server will automatically delete on your product after dec7 2017

**Jerry Russell** at 16:06, Nov 14:  
OK. Thanks.

**Almond** at 16:06, Nov 14:  
Here's to add subdomain:  
<https://ph.godaddy.com/help/add-subdomain-19991>

**Jerry Russell** at 16:10, Nov 14:  
Thanks.

**Almond** at 16:10, Nov 14:  
If there is any hosting issue you will encounter adding a subdomain, you can email me back to have chat. Please keep my email.

**Almond** at 16:11, Nov 14:  
Please please extend my apology to your client :(

**Almond** at 16:11, Nov 14:  
I am very sorry it took so long.

**Almond** at 16:11, Nov 14:  
Still we are so thankful that you stayed with us and let us make it up to you.

**Jerry Russell** at 16:12, Nov 14:  
Thanks for your help. Hopefully, I'll figure the rest out by myself.

**Almond** at 16:12, Nov 14:  
I hope the bad experience you've been through will not be blame on me...

**Almond** at 16:12, Nov 14:  
Thank you as well.

**Jerry Russell** at 16:12, Nov 14:  
No, you've been very helpful.

**Almond** at 16:12, Nov 14:

Thank you. And I am sorry if I was not able to response immediately

**Almond** at 16:13, Nov 14:

Would there be anything else for now?

**Jerry Russell** at 16:13, Nov 14:

That's O.K. I think we got most of it done today, so that's good. Just a few loose ends to take care of, and I think I can manage those myself.

**Jerry Russell** at 16:13, Nov 14:

Gotta go. Thanks.