GMail
by Google

Cristian Weiser <webmaster@bai-visas.com>

Chat transcript

LiveChat <support@livechatinc.com>   Thu, Oct 20, 2016 at 3:43 PM
Reply-To: cristian@bai-visas.com
To: cristian@bai-visas.com

LiveChat

Chat transcript

Carrie	Thu, 10/20/16 03:04:56 pm America/New_York

Hey there, I saw you were you looking in to our Professional Web Design services,

what questions can I answer for you today?

Visitor	03:04:56 pm

I need domain support

Im already a customer   03:05:03 pm

Carrie	03:05:17 pm

Okay, I will get you over to our domain support team.

Visitor	03:05:22 pm

thank you

hello   03:06:50 pm

James Dee	03:06:57 pm

Hi.

Visitor	03:07:13 pm

my customer number is 106493920

pin 2304

i have issues with my domain aticotools.xyz

i called Godaddy yesterday about it

and you guys told me everything was set

then I contacted my hosting

look what they told me please   03:08:00 pm

Hello,

Thank you for the update.

The domain name still returns no IP address when being pinged and you are also able to check that using the following tool:

> http://ping.eu/ping/

This can be cause either by propagation or an issue with the resolve servers of your domain registrar. I have checked the whois information of the domain name and it confirms that it is pointed, however it is still not showing the nameservers when being tested using a DNS resolve tool such as digwebinterface:

> http://digwebinterface.com/

That being said, I would recommend you to either allow some additional time for the propagation to pass or check this with your domain registrar once again. As my colleague mentioned, note that your website is fully accessible when pointed to the DNS manually via the hosts file:

69.164.192.62 aticotools.xyz www.aticotools.xyz

In case you need any further assistance, please don't hesitate to contact us again.

Regards,

Nick M.
Technical Support Team
FastComet.com

James Dee	03:09:54 pm

Upon reading, it is saying that you need for the propagation to finish. And the propagation time normally is 48 hours.

Visitor	03:10:18 pm

there is something wrong on Godaddy side
my domain is not working, dns issues, and it was working 48hours ago

it was working last entire month	03:11:28 pm

why suddenly stopped?

James Dee	03:13:07 pm

For which domain is this?

Visitor	03:13:47 pm

aticotools.xyz

James Dee   03:15:22 pm

Upon checking, your DNS is not with us. NS1.TX4.FCOMET.COM

This is your nameserver.

NS2.TX4.FCOMET.COM

We have no control over your DNS records.

Visitor   03:16:34 pm

i know

but it is not arriving there

https://www.whatsmydns.net/#NS/ATICOTOOLS.XYZ

James Dee   03:17:50 pm

It means that your hosting does not have the records yet.

Visitor   03:17:56 pm

The domain name still returns no IP address when being pinged and you are also able
to check that using the following tool:

> http://ping.eu/ping/

James Dee   03:18:01 pm

And they clearly said it on the message they sent you.

You need to wait up to 48 hours to complete the propagation.

Visitor   03:19:41 pm

It has been more than that

James Dee   03:19:59 pm

You said that you just set this up yesterday.

Visitor   03:20:10 pm

no

Visitor

there is something wrong on Godaddy side

my domain is not working, dns issues, and it was working 48hours ago

it was working last entire month

that is what i said

IT WAS WORKING LAST ENTIRE MONTH

domain is not new

dns is not fresh

it should be working

48hours ago it was working

yesterday it was off

today it is off   03:21:02 pm

James Dee   03:22:04 pm

Then it is a problem with your hosting. We do not have your DNS. If there are changes that you made in your hosting then it will not be reflected to us since your nameservers are not with us. The only thing that we can change on our side is your nameservers.

https://dcc.godaddy.com/manage/aticotools.xyz/dns?shopper_id=106493920&mstk=obrahiibnbudggdagbbdcbgeofihwcsaujkfcavghitftbpjgfqeudphbewcifviufdbgjbbfgkdvapbxcagffuitgkeqgyd

Kindly check the page that I sent and you can see that the only thing that is with us is your domain. Even your DNS is with your hosting.
So there is nothing on our end that we can change to make your website not work.

Visitor   03:24:49 pm

when i run
https://www.whatsmydns.net/#NS/ATICOTOOLS.XYZ
i should be seeing the info
NS1.TX4.FCOMET.COM   03:25:03 pm
NS2.TX4.FCOMET.COM
and it is not showing that, shows red X error

James Dee   03:25:23 pm

It only means that your hosting is down.

Visitor   03:25:40 pm

if you see my other domain
same hosting
https://www.whatsmydns.net/#NS/eb5greencard.net
it is correct

James Dee   03:25:46 pm

Or the DNS is still propagating.

Visitor   03:25:52 pm

it is not down sir
the other domain is under same cpanel account   03:26:01 pm
and it is working
I need someone to look deeper inside this. I am a web developer for 8 years and I know something is wrong here
i need something better than standard answers
with all the respect
please
eb5greencard.net is working   03:27:04 pm
https://www.whatsmydns.net/#NS/eb5greencard.net

same cpanel account

and aticotools.xyz is not

and both were working 2 days ago

aticotools.xyz just suddenly stopped

why ?

something is wrong on domain side

not hosting side

?   03:32:47 pm

James Dee   03:34:35 pm

Why would it be on the domain part when your DNS is not with GoDaddy. This
domain is basically just registered to GoDaddy with just the NAMESERVER
information. DNS is in your hosting.

Visitor   03:35:32 pm

so if nameserver is right, and they were working 48hours ago, no changes made in
hosting, why only one stopped working? why the propagation tool does not show
correct nameservers propagated?

James Dee   03:35:40 pm

What are the things you did to the DNS?

There is an update made today to it.   03:36:11 pm

Nameservers

Last updated 10/20/2016 9:27 PM

Visitor   03:36:18 pm

none, same settings entire month

James Dee   03:36:31 pm

There is an update made today to the nameservers.

Visitor   03:37:02 pm

nameservers set to fastcomet

same setting as before

James Dee   03:37:27 pm

Then it will still propagate. Since that is a change made to it.

Even though it is the same settings, it is still a change made.

Visitor   03:38:04 pm

ok. I will do the following then

i will wait till tomorrow. Then it is not going to work. Then i will change nameservers to 03:39:08 pm
Godaddy and wait another 48hours. And then i will call you James there, so then
you`ll see the issue is not on hosting. Because i already did that and even with

nameservers set to Godaddy, when you go to whatsmydns.net to check, it does not
show.

you are just making me wait 4 more days to repeat same issue

James Dee	03:39:48 pm

I am not.

Visitor	03:39:51 pm

because nobody keeps track of what i said on call 2 days ago with godaddy

exactly same thing

James Dee	03:40:10 pm

I am telling you that we do not have your nameservers.

Visitor	03:40:10 pm

over the phone

James Dee	03:40:29 pm

We cannot do anything to the DNS without the nameservers.

Visitor	03:40:35 pm

nameservers are set to ns1.tx4.fcomet.com
ns2.tx4.fcomet.com correct?

for aticotools.xyz ?

rigt ?

right ?

James Dee	03:41:04 pm

NS1.TX4.FCOMET.COM
NS2.TX4.FCOMET.COM

Visitor	03:41:13 pm

ok

ok, so tomorrow it should show up here https://www.whatsmydns.net/#
NS/aticotools.xyz right? when 48h propagation is over

James Dee	03:42:04 pm

The update you made is today.

It is 2 days propagation time.

Visitor	03:42:33 pm

ok

that is all then

i`ll call in sat morning | 03:43:01 pm |

thank you

James Dee   03:43:07 pm
Have a great day.

Duration: 38m 12s

Chat started on: https://www.godaddy.com/websites/web-design

E-mail from LiveChat