

14:55, Dec 12

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

14:55, Dec 12

You: .

Info: Welcome back! We are excited to offer you messaging, allowing you to respond to us in your own time.

14:55, Dec 12

Nayak S: Hey there! Thanks for getting in touch - what can we do for you today?

14:56, Dec 12

You: [PDF]

14:56, Dec 12

You: can you please go through this chat with customer executive yesterday

14:56, Dec 12

You: can you please go through this chat with customer suport executive yesterday

14:58, Dec 12

Nayak S: May I know the error you are getting now ? As I go though the chat the ip has been updated.

14:59, Dec 12

You: [PNG] so according to previous chat with customer support executive i have to replace 184.168.111.6 with 68.178.155.255 . i am right?

15:00, Dec 12

You: [PNG]

15:01, Dec 12

Nayak S: Please help me with the domain name once

15:01, Dec 12

You: anikasterilis.com

15:02, Dec 12

Nayak S: 184.168.111.6 The above ip has been updated for the domain dns .

15:03, Dec 12

You: ok?

15:03, Dec 12

You: my current plan is expiring so i have purchased new plan

15:04, Dec 12

You: and i have manually uploaded the backup file in public_html

15:04, Dec 12

You: in new hosting plan

15:05, Dec 12

Nayak S: May I know when did you updated the ip ?

15:05, Dec 12

You: for that previous support executive guided me to change the ip address in domain DNS

15:05, Dec 12

You: i didnt still update the ip after purchasing new hosting plan!!

15:09, Dec 12

Nayak S: The plan is added in the new webhosting plus plan and whose ip is 184.168.111.6. It is already added to the dns yesterday , once it get updated you can chekc the website .

15:11, Dec 12

You: [PNG]

15:11, Dec 12

You: but my new hosting plan ip is 68.178.155.255 ?

15:11, Dec 12

Nayak S: May I know which hosting plan you are using now ?

15:13, Dec 12

You: [PNG]

15:13, Dec 12

Nayak S: <https://host.godaddy.com/webhosting/cpanel/account/a0e92f33-7bbc-11ed-82b8-3417ebe7253b/view>

Please open the above link and chekc the server section.

15:18, Dec 12

You: [PNG] i want to change my primary domain to anikasterilis.com

15:18, Dec 12

You: from anikasterilis.in

15:19, Dec 12

Nayak S: <https://host.godaddy.com/webhosting/cpanel/account/a0e92f33-7bbc-11ed-82b8-3417ebe7253b/view>
from account section you can add the other domain as primary domain.

15:21, Dec 12

You: [PNG]

15:22, Dec 12

Nayak S: You are using the .in domain in other hosting plan already .

15:22, Dec 12

You: ya thats y i want to change it .com

15:26, Dec 12

Nayak S: May I know which domain you want to keep as primary domain now?

15:27, Dec 12

You: [PDF] in this u can see that support executive has said to reset the account to release the anikasterilis.com domain?

15:27, Dec 12

You: anikasterilis.com as primary domain

15:28, Dec 12

Nayak S: You have 2 plan in the account . In one plan anikasterilis.com is primary domain . In other plan anikasterilis.in is primary domain.

15:28, Dec 12

You: In other plan anikasterilis.in is primary domain.

15:29, Dec 12

You: in this plan i want to make anikasterilis.com as primary domain!

15:29, Dec 12

You: as my plan 1 is expiring !

15:31, Dec 12

Nayak S: Okay , then please remove the .com domain from that existing plan first . Then you can add the .com domain as your primary domain .

15:32, Dec 12

You: how to do it?

15:35, Dec 12

Nayak S:

<https://sg2plmcpnl492404.prod.sin2.secureserver.net:2083/cpsess3308524309/frontend/jupiter/domains/index.html#/>

Please try deleting from here , before removing , I suggest you to take the back up

15:40, Dec 12

You: [PNG]

15:42, Dec 12

Nayak S: <https://host.godaddy.com/webhosting/cpanel/account/a0e92f33-7bbc-11ed-82b8-3417ebe7253b/view>
Please try to make any other domain as primary domain.

15:53, Dec 12

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

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

16:11, Dec 12

You: .

16:12, Dec 12

You: .

16:12, Dec 12

Gundeti Archana: Greetings of the day from GoDaddy.Hi.Hope you are doing well.How may I help you today?

16:12, Dec 12

You: hello can you my previous chat

16:12, Dec 12

You: hello can you see my previous chat

16:12, Dec 12

Gundeti Archana: Please allow me 2-3minutes, let me check previous chat.

16:12, Dec 12

You: ok

16:15, Dec 12

Gundeti Archana: May I know now have you updated the IP address?

16:15, Dec 12

You: no

16:15, Dec 12

Gundeti Archana: I requets you to add the hosting IP address in your domain DNS page.

16:16, Dec 12

You: i have to replace 184.168.111.6 with 68.178.155.255 . i am right?

16:16, Dec 12

You: [PNG]

16:17, Dec 12

Gundeti Archana: Thank you for the screenshot. You need to give in name section as @ and add IP address.

16:18, Dec 12

You: done

16:19, Dec 12

Gundeti Archana: Great! Please allow me 2-3minutes,

16:19, Dec 12

You: what about remaining records with 184.168.111.6

16:19, Dec 12

Gundeti Archana: That is not run the hosting you need to add it,

16:19, Dec 12

You: should i replace it with ip 68.178.155.255

16:19, Dec 12

Gundeti Archana: Now your addec correctly Please allow me 2-3minutes,

16:19, Dec 12

You: ok

16:22, Dec 12

Gundeti Archana: DNS changes usually take 24 to 48 hours to fully start working. This period is called propagation, which is the projected length of time it takes for root name servers and cache records across the entire web to be updated with your website's DNS information.

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You: ok

16:24, Dec 12

You: but what about the records which is having ip add as 184.168.111.6

16:24, Dec 12

You: should i replace it with ip 68.178.155.255

16:25, Dec 12

You: [PDF]

16:25, Dec 12

Gundeti Archana: No need to replace as of now, now the IP address is under propagation.

16:25, Dec 12

You: [PNG]

16:26, Dec 12

Gundeti Archana: Yes, as i already mention you above message,That is not run the hosting you need to add it,

16:26, Dec 12

Gundeti Archana: I hope all your queries are resolved.

16:26, Dec 12

You: Yes, as i already mention you above message,That is not run the hosting you need to add it,

16:26, Dec 12

You: can you further explain this!

16:27, Dec 12

Gundeti Archana: That is hosting IP address for hosting connections and it will get updated as per your requirements to run the hosting site.

16:28, Dec 12

You: [PNG] one of my website

16:28, Dec 12

You: is showing this

16:30, Dec 12

Gundeti Archana: Thank you for the screenshot. Once your domain IP address is propagated your website will be work, I request you to wait for 24 hours and check, no need to worry.

16:30, Dec 12

You: ok than