Chat ID:14781921. Question: My email address works for some people, but not for others - some emails do not go through.

(5:53:51pm) System: Customer has entered chat and is waiting for an agent.

(5:56:46pm) Robert R.: Welcome to HostGator Live Chat. My name is Robert, I'll be helping you with your email issues. How are you doing today?

(5:57:14pm) Charlene: Hi Robert! So right now, the email address I have set up (mail@alvinhew.com) only works for some people

(5:57:26pm) Charlene: When some people try to send emails to that address, it doesn't go through

(5:57:30pm) Charlene: However, it works for other people

(5:58:46pm) Robert R.: So it's when people send to -you- ?

(5:58:54pm) Robert R.: Their email does not go through to you>?

(5:59:13pm) Charlene: Yes, when people send emails to mail@alvinhew.com, their emails do not go through

(5:59:46pm) Charlene: I'm not sure if this matters, but the emails being sent to mail@alvinhew.com are currently being forwarded to the client's (Alvin's) main gmail account

(6:00:49pm) Robert R.: Ah yes, that's the issue.

(6:01:03pm) Robert R.: Google is very quick to block forwarded emails from domain email if they start seeing even a small amount of spam.

(6:01:11pm) Robert R.: We urge customers to use Google Fetch instead.

(6:01:14pm) Robert R.: Let me get you the guide.

(6:01:38pm) Robert R.: This is how we suggest customer's use gmail to get their domain email: https://support.hostgator.com/articles/specialized-help/email/google-mail-fetcher

(6:03:10pm) Charlene: I will try that. Thank you for your time!

(6:03:18pm) Robert R.: You're very welcome!

(6:03:20pm) Robert R.: Was there anything else I could help you with today?

(6:04:42pm) Charlene: I actually had one more question... I logged into my Webmail today via the cPanel, and found in my inbox several emails from "Cron Daemon". The content of these messages are very cryptic and I have no idea why I am receiving these emails... could you explain?

(6:05:04pm) Robert R.: Can you paste the contents into chat from one of these emails?

(6:05:28pm) Charlene: Can't locate IO/CloseFDs.pm in @INC (@INC contains: /usr/local/cpanel /usr/local/lib/perl5/5.8.8/x86_64-linux /usr/local/lib/perl5/5.8.8 /usr/local/lib/perl5/site_perl/5.8.8/x86_64-linux /usr/local/lib/perl5/site_perl/5.8.8 /usr/local/lib/perl5/site_perl . /usr/local/lib/perl5/5.8.8/x86_64-linux /usr/local/lib/perl5/5.8.8 /usr/local/lib/perl5/site_perl/5.8.8/x86_64-linux /usr/local/lib/perl5/site_perl/5.8.8 /usr/local/lib/perl5/site_perl .) at /usr/local/cpanel/Cpanel/Daemonizer/Tiny.pm line 14.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/Daemonizer/Tiny.pm line 14.
Compilation failed in require at /usr/local/cpanel/Cpanel/iContact/Class.pm line 22.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/iContact/Class.pm line 22.
Compilation failed in require at (eval 23) line 3.
...propagated at /usr/local/lib/perl5/5.8.8/base.pm line 85.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/iContact/Class/FromUserAction.pm line 22.
Compilation failed in require at (eval 22) line 3.
...propagated at /usr/local/lib/perl5/5.8.8/base.pm line 85.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/iContact/Class/ContactInfo/Change.pm line 13.
Compilation failed in require at /usr/local/cpanel/Cpanel/ContactInfo/Sync.pm line 11.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/ContactInfo/Sync.pm line 11.
Compilation failed in require at /usr/local/cpanel/Cpanel/ContactInfo.pm line 16.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/ContactInfo.pm line 16.

Compilation failed in require at /usr/local/cpanel/Cpanel/QuickInstall.pm line 25.
BEGIN failed--compilation aborted at /usr/local/cpanel/Cpanel/QuickInstall.pm line 25.
Compilation failed in require at /usr/local/cpanel/3rdparty/quickinstall/scripts/checkupdates.pl line 8.
BEGIN failed--compilation aborted at /usr/local/cpanel/3rdparty/quickinstall/scripts/checkupdates.pl line 8.

(6:07:06pm) Robert R.: How old is the newest one of these and how long between them were they delivered?

(6:08:21pm) Charlene: There are 6 of them emailed daily from June 25th to June 29th

(6:08:45pm) Charlene: Sorry - there are 5 emails, not 6

(6:08:48pm) Robert R.: But none since correct?

(6:08:53pm) Robert R.: Nothing in the last few days?

(6:08:54pm) Charlene: None since, that is correct

(6:10:57pm) Robert R.: Ok, I think we should be fine. This is a cron job reporting a failure - cron (chronological) is a timed script - it does things like updating your software on the server.

(6:11:06pm) Robert R.: It looks like it was having some issues updating QuickInstall

(6:11:12pm) Robert R.: But that has been corrected since then.

(6:11:19pm) Robert R.: So you can disregard those messages!

(6:11:26pm) Charlene: That's great, thank you!

(6:11:46pm) Charlene: Those were all the questions I had. Thanks again for your time

(6:13:04pm) Robert R.: Ok Charlene!

(6:13:11pm) Robert R.: If you think of any others, we are here 24 hours!

(6:13:20pm) Robert R.: So don't hesitate to stop back by!

(6:13:27pm) Charlene: Perfect! Thank you very much.

(6:13:30pm) Robert R.: Otherwise, have a great day!

(6:13:34pm) Robert R.: You're very welcome!

(6:13:34pm) Charlene: You too.

(6:13:38pm) Robert R.: Thanks!

(6:13:40pm) Robert R.: Thank you for using HostGator Live Chat. If you could take a minute to let us know if your questions and/or support request was resolved, it would help us to improve our customer service. To do that, just click the button that says Rate and Exit in the upper right hand corner. The survey takes less than a minute to fill out.