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Ticket Information | Company ▾ | Affiliates ▾ | Support ▾

Ticket ID 092129	**Subject** This site can't be reached
Priority High	**Department** Support Center

👤 **Mohammad Arifur Rahman Arif** [Owner]   Saturday, April 2nd, 2022 (09:41)
   iarifbd@gmail.com

I am still in trouble as 5 days long, how to remove the IP block. Still, now I getting "This site can't be reached" with
my home page
my cPanel
my file manager

👤 **MD Noyon Ali** [Operator]   Saturday, April 2nd, 2022 (07:10)
   Staff

There is no issue from both side. The issue is because of IP block by your system. If it happened again let us know.

Highest Regards,
MD Noyon Ali
Administrator

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👤 **System** [Operator]   Friday, April 1st, 2022 (07:00)
   Staff

Hello Mohammad Arifur Rahman Arif,

Thank you for contacting support. I'm actively reviewing your support request and will get back to you as quickly as possible with more details.

☆ ☆ ☆ ☆ ☆

Mohammad Arifur Rahman Arif [Owner]
iarifbd@gmail.com

Friday, April 1st, 2022 (05:51)

Decimal: 1744626194

Hostname: 103.252.226.18

ASN: 134971

ISP: DolyIT Corner

Assignment: Likely Static IP

Country: Bangladesh

State/Region: Dhaka

City: Dhaka

Protocol: 802.11g
Security type: WPA2-Personal
Network band: 2.4 GHz
Network channel: 1
Link speed (Receive/Transmit): 54/54 (Mbps)
Link-local IPv6 address: fe80::8535:a5e5:82bf:4015%6
IPv4 address: 192.168.2.11
IPv4 DNS servers: 8.8.8.8
1.1.1.1
Manufacturer: Intel Corporation
Description: Intel(R) Dual Band Wireless-AC 8265
Driver version: 20.70.19.1

MD Noyon Ali [Operator]
Staff

Thursday, March 31st, 2022 (17:29)

What is your ip address? We need your IP to find the actual reason.

N.B: According to trace report there is no connection error.

Highest Regards,
MD Noyon Ali
Administrator

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MD Noyon Ali [Operator]
Staff

Thursday, March 31st, 2022 (16:31)

Thanks for your cooperation. I have already forwarded this issue to our concern team. I will let you know with more information.

Highest Regards,
MD Noyon Ali
Administrator

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Mohammad Arifur Rahman Arif [Owner]
iarifbd@gmail.com

Thursday, March 31st, 2022 (15:57)

tracert -d doctorslabbd.com

Tracing route to doctorslabbd.com [104.161.21.131]
over a maximum of 30 hops:

1 1 ms 1 ms 1 ms 192.168.2.1
2 2 ms 2 ms 2 ms 10.111.121.1
3 3 ms 2 ms 3 ms 172.16.16.9
4 * * * Request timed out.
5 3 ms 2 ms 3 ms 163.47.159.93
6 50 ms 53 ms 49 ms 184.104.216.149
7 85 ms 84 ms 83 ms 184.105.222.101
8 227 ms 226 ms 227 ms 184.105.64.125
9 219 ms 219 ms 224 ms 184.104.197.61
10 * 231 ms * 184.104.196.185
11 235 ms 235 ms 235 ms 184.105.140.178
12 230 ms 230 ms 230 ms 148.163.87.58
13 * * * Request timed out.
14 * * * Request timed out.
15 * * * Request timed out.
16 * * * Request timed out.
17 * * * Request timed out.
18 * * * Request timed out.
19 * * * Request timed out.
20 * * * Request timed out.
21 * * * Request timed out.
22 * * * Request timed out.
23 * * * Request timed out.
24 * * * Request timed out.
25 * * * Request timed out.
26 * * * Request timed out.
27 * * * Request timed out.
28 * * * Request timed out.
29 * * * Request timed out.
30 * * * Request timed out.

Trace complete.

MD Noyon Ali [Operator]
Staff

Thursday, March 31st, 2022 (15:50)

Thank for your report.
Now please sent another report on your domain
Command: tracert -d doctorslabbd.com

Highest Regards,
MD Noyon Ali
Administrator

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Mohammad Arifur Rahman Arif [Owner]
iarifbd@gmail.com

Thursday, March 31st, 2022 (15:43)

tracert -d mohaname.com

Tracing route to mohaname.com [104.161.21.131]
over a maximum of 30 hops:

1 1 ms 1 ms 1 ms 192.168.2.1
2 2 ms 2 ms 2 ms 10.111.121.1
3 2 ms 3 ms 4 ms 172.16.16.9
4 * * * Request timed out.
5 3 ms 3 ms 13 ms 163.47.159.93
6 50 ms 50 ms 50 ms 184.104.216.149
7 84 ms 84 ms 87 ms 184.105.222.101
8 226 ms 225 ms 225 ms 184.105.64.125
9 219 ms 220 ms 220 ms 184.104.197.61
10 * * * Request timed out.
11 240 ms 237 ms 234 ms 184.105.140.178
12 230 ms 230 ms 259 ms 148.163.87.58
13 * * * Request timed out.
14 * * * Request timed out.
15 * * * Request timed out.
16 * * * Request timed out.
17 * * * Request timed out.
18 * * * Request timed out.
19 * * * Request timed out.
20 * * * Request timed out.
21 * * * Request timed out.
22 * * * Request timed out.
23 * * * Request timed out.
24 * * * Request timed out.
25 * * * Request timed out.
26 * * * Request timed out.
27 * * * Request timed out.
28 * * * Request timed out.
29 * * * Request timed out.
30 * * * Request timed out.

Trace complete.

MD Noyon Ali `Operator`
Staff   Thursday, March 31st, 2022 (15:14)

Hello,

We need trace report to find the actual cause. You can run the following command from your computer.

Command: tracert -d mohaname.com

Highest Regards,
MD Noyon Ali
Administrator

Need Help?
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Mohammad Arifur Rahman Arif `Owner`
iarifbd@gmail.com   Thursday, March 31st, 2022 (15:12)

page not working as you suggested to log "login url: https://107.167.82.131:2087/"

Attachments (1)
📄 login_url.png

MD Noyon Ali `Operator`
Staff   Thursday, March 31st, 2022 (07:48)

Please let us know are still seen any issue?

Highest Regards,
MD Noyon Ali
Administrator

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MD Noyon Ali `Operator`
Staff   Tuesday, March 29th, 2022 (19:16)

Can you please share your error full page screen shot to understand the issue.

I have already enable your old cpanel access to login. You can login your old cpanel using your old access to download your old backups.

login url: https://107.167.82.131:2087/

Highest Regards,
MD Noyon Ali
Administrator

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https://www.hostseba.com

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Mohammad Arifur Rahman Arif Owner
iarifbd@gmail.com

Sir, believe me, I have no word to explain my situation due to the site being down for the last 4 days. I just need to get a chance to access my cPanel to copy my DB and files so that I can host them on another dedicated server.

I learned a lot with our local hosting server.

Please help me, if possible, send our cPanel direct access link with our login credentials information at our register email.

Thank you in advance.

MD Noyon Ali Operator   Tuesday, March 29th, 2022 (18:50)
Staff

I think something misunderstanding. Our concern team will call you office time.

Highest Regards,
MD Noyon Ali
Administrator

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Mohammad Arifur Rahman Arif Owner   Tuesday, March 29th, 2022 (18:44)
iarifbd@gmail.com

"We can't provide any content support"- who asked you for that?
We did not purchase or developed any content from you. If you don't get our point ask what we are looking for without replying off the tropics.

Your User Admin Dashboard is not working to do many things with Cpanel or file manager. at the main time, the main page is down due to the server not responding.
is all of these issues have to solve by us?
ok, we will give your server admin control to us we will do it all by ourselves.

If you don't realize the issue please don't reply and ask for clarification about the difficulties.

send us a screenshot as is our page is life, our cPanel working fine with the reference link.

MD Noyon Ali [Operator]
Staff

Tuesday, March 29th, 2022 (15:31)

Please solve this issue your self. We can't provide any content support. You can take the backup from old server. Use your same old username and password to login.

Login: https://107.167.82.131:2087/

Highest Regards,
MD Noyon Ali
Administrator

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Need Help?
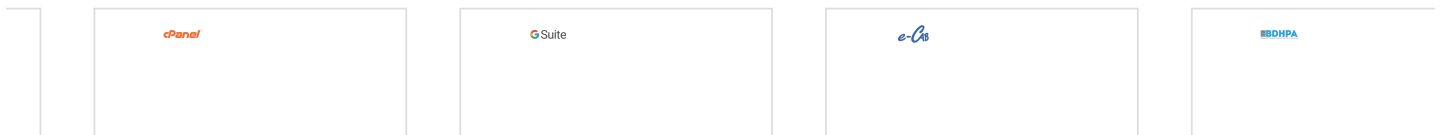Speak to us here!

Online
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★ ★ ★ ★ ★

Mohammad Arifur Rahman Arif [Owner]
iarifbd@gmail.com

Tuesday, March 29th, 2022 (15:24)

please be informed my page and user daShboard file manager not working

IP Address: 103.252.226.18

>

cPanel   G Suite   e-C/s   BDHPA

Contact Us

📍 Address: Satgari Road
   Puraton jhenidha Busstand,
   Chuadanga, Bangladesh

📞 Phone: +88 01762 396387

✉ Email: **support[at]hostseba.com**

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