



I would like to chat with: HG - Support

Name: Dhaval

Email: komal.g.jain@gmail.com

Your Question:

Operator: Abhishek V

08:48:1484902133 **Your Question:**

08:48:1484902133 **We're finding the best person to connect you with. Please stay online.**

08:59:1484902783 **Vivina M has joined the Chat.**

08:59:1484902784 **Vivina M:** Hello, How may I assist you?

08:59:1484902787 **Vivina M:** Sorry that you had to wait for so long!

09:02:1484902926 **Dhaval:** Hi

09:02:1484902957 **Dhaval:** I have purchased vps server and trying to set up the my code but I got 500 Internal server error

09:02:1484902979 **Vivina M:** Kindly provide me your domain name

09:03:1484902985 **Dhaval:** My code is already working for another hosting

09:03:1484902994 **Dhaval:** theme2we.com

09:04:1484903082 **Dhaval:** Actually on home page I only have one redirect code which redirects the site on another page. But I have actual code under below url

09:04:1484903083 **Dhaval:** <http://162.214.29.43/weddingapp/>

09:04:1484903088 **Vivina M:** Please be online while I check the same

09:04:1484903092 **Dhaval:** ok

09:10:1484903446 **Vivina M:** <http://162.214.29.43/~theme2we/>

09:10:1484903455 **Vivina M:** This is your Temporary URL

09:11:1484903470 **Vivina M:** Also I am not able to see any file under public_html

09:12:1484903524 **Dhaval:** ok. I have put my code over here but I dont have temp url. So I have move my code insode /var/www/html

09:12:1484903556 **Dhaval:** Let me move my code to this directory

09:12:1484903573 **Vivina M:** Refer : <http://prntscr.com/dxzm5q>

09:12:1484903576 **Vivina M:** Sure

09:14:1484903689 **Dhaval:** Now same error

09:14:1484903689 **Dhaval:** <http://162.214.29.43/~theme2we/weddingapp/>

09:14:1484903692 **Dhaval:** Check it

09:16:1484903795 **Vivina M:** Please be online while I check the same

09:17:1484903867 **Dhaval:** ok

09:26:1484904389 **Abhishek V:** Hello Dhaval

09:26:1484904392 **Abhishek V:** how can I help ?

09:26:1484904407 **Dhaval:** <http://162.214.29.43/~theme2we/weddingapp/>

09:27:1484904432 **Dhaval:** is not working for me. My code still working on another hosting but i want move that code in here

09:27:1484904458 **Dhaval:** Please check above url I got 500 internal server error

09:29:1484904576 **Abhishek V:** LEt me check

09:29:1484904579 **Abhishek V:** Please give me few minutes

09:36:1484904985 **Dhaval:** Are you still there?

09:36:1484904998 **Abhishek V:** yes

09:36:1484905004 **Abhishek V:** I am still checking

09:36:1484905010 **Abhishek V:** Are you able to login to your cPanel

09:36:1484905010 **Abhishek V:** ?

09:38:1484905098 **Dhaval:** let me check

09:38:1484905128 **Dhaval:** I am already logged in

09:38:1484905136 **Dhaval:** Do you want me to log out and login again\

09:39:1484905199 **Abhishek V:** no

09:40:1484905205 **Abhishek V:** May I have your root password ?
09:41:1484905287 **Dhaval:** wPAGs8k}A+jd
09:41:1484905311 **Abhishek V:** thank you
09:41:1484905311 **Abhishek V:** Give me few minutes
09:45:1484905509 **Abhishek V:** Do you have any ticket id for this issue?
09:46:1484905575 **Dhaval:** No
09:46:1484905603 **Abhishek V:** Okay
09:46:1484905606 **Abhishek V:** Please give me few minutes
09:46:1484905612 **Abhishek V:** I will have to create a ticket for this issue?
09:47:1484905628 **Dhaval:** Yes please
09:47:1484905638 **Dhaval:** I need to resolved this ASAP
09:47:1484905660 **Abhishek V:** sure
09:48:1484905694 **Dhaval:** Is this a .htaccess issue?
09:48:1484905708 **Abhishek V:** It could be
09:48:1484905714 **Abhishek V:** I am also unable to disable that file
09:48:1484905726 **Abhishek V:** Can you try deleting it if its of no use
09:50:1484905801 **Dhaval:** Inside which folder I have multiple htaccess
09:50:1484905837 **Dhaval:** I have tried with many solutions for .htaccess but not wokring
09:50:1484905856 **Abhishek V:** the htaccess files under weddingapp folder
09:51:1484905873 **Dhaval:** ok Let me delete that
09:52:1484905922 **Dhaval:** Done
09:52:1484905925 **Dhaval:** Not not working
09:52:1484905970 **Abhishek V:** Okay
09:52:1484905973 **Abhishek V:** Let me raise a ticket for the same
09:59:1484906389 **Abhishek V:** Please make a note of your ticket id YHI-457-45648
09:59:1484906398 **Abhishek V:** I have escalated your ticket to the concerned team
10:00:1484906408 **Abhishek V:** they will check and will update you on the ticket
10:00:1484906456 **Dhaval:** So you can not help me here
10:01:1484906483 **Dhaval:** Actually I need this ASAP. Can you please let me know what is the issue could be
10:04:1484906644 **Abhishek V:** I have escalated it to the server admin
10:04:1484906654 **Abhishek V:** we will need to check for error logs for the same
10:05:1484906711 **Abhishek V:** can you check the ilnk now
10:05:1484906720 **Abhishek V:** the issue was due to permission
10:06:1484906811 **Dhaval:** Which folder permission
10:08:1484906885 **Abhishek V:** all files under public_html
10:12:1484907170 **Dhaval:** ok. Which permission needs to given to all files 755/
10:12:1484907173 **Dhaval:** ?
10:13:1484907223 **Abhishek V:** 750 is for folder and for files it is 644
10:17:1484907446 **Dhaval:** ok
10:22:1484907761 **Abhishek V:** Is there anything else I may assist you with?
10:26:1484907962 **Dhaval:** Yes. Just a min please
10:26:1484907969 **Abhishek V:** sure
10:32:1484908327 **Abhishek V:** Are you there?
10:35:1484908506 **Dhaval:** Yes Sorry. 1 Min please let me give permission to all pages as my api is not working
10:37:1484908642 **Dhaval:** http://162.214.29.43/~theme2we/weddingapp/api/ws_getAlbums
10:37:1484908656 **Dhaval:** when you call this it will show me same error
10:38:1484908698 **Abhishek V:** What error are you getting?
10:40:1484908801 **Dhaval:** Done now I have resolved it
10:40:1484908842 **Dhaval:** Many thanks to be with me
10:40:1484908848 **Abhishek V:** welcome
10:40:1484908851 **Abhishek V:** Is there anything else I may assist you with?
10:42:1484908951 **Dhaval:** How can I point this directory to my domain
10:43:1484909005 **Abhishek V:** you will have to update the name servers at your domain provider end
10:44:1484909044 **Abhishek V:** for that you need to first contact your domain provider and ask them to create child name servers as
ns1.theme2we.com and ns2.theme2we.com pointing to 162.214.29.43

10:44:1484909059 **Abhishek V:** and then you need to change the name servers of the domain to ns1.theme2we.com and ns2.theme2we.com

10:47:1484909222 **Abhishek V:** Is there anything else I may assist you with?

10:48:1484909320 **Dhaval:** No. Thats it for me.

10:48:1484909323 **Dhaval:** Thanks

10:49:1484909369 **Abhishek V:** Would appreciate if you could take a moment and rate your experience on chat today.

It will take you no more than few seconds. The link will appear right after I leave this chat.

Appreciate your time. Thank you.

10:49:1484909372 **Abhishek V:** Please do rate me at the end of the chat

10:49:1484909381 **Abhishek V:** Kindly do rate me with 10

10:49:1484909390 **Abhishek V:** you will get the link after I leave the chat

10:50:1484909416 **Dhaval:** ok

Helpdesk: <https://desk.hostgator.in/chats/>