HostGator Support

RATE AND EXIT

End chat and take a survey?

CLOSE AND TAKE SURVEYCANCEL

This chat has been closed due to inactivity

START NEW CHATCLOSE

The agent has requested for your authentication before they are able to assist you further with your request.

UsernamePasswordCANCELSUCCESS

STech Support: cPanel

Problem when execute ffmpeg executable file

11:38 pmPPradeep Kumar joinedThank you for contacting Live Chat Support. My name is Pradeep and I will be your Web Advisor for today.11:38 pmShello 11:38 pmPHi,

Salman. I understand how important it is to have all the required modules enabled on server. I will do my best to help you with this.

May I know the domain

khabarwala.pk

Thank you for the domain name.May I know since how long you're facing the issue

i recently use ffmpeg package in was upload this but unable to execute it

the ffmpeg modules are not available when using Shared servers.It is available only on our Dedicated servers

Ya i know so how can we resolve this i need this package

the only option is to upgrade to Dedicated server, if you wish to use ffmpeg package.

ok will let you about it thanks for your help byee

You're welcome

from the concern on ffmpeg, would there be anything else that I can assist you with today

no that it thanks

You're welcome :)Have a great day and stay safe!Thank you for using Live Chat. If you could take a minute to let us know if your questions were answered and/or your 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.Pradeep Kumar left11:47 pm