

11:44, Aug 6

You: hi

11:44, Aug 6

Assistant: << Sent Rich Content >>

11:44, Aug 6

You: This is Pradeep here

11:44, Aug 6

Assistant: << Sent Rich Content >>

11:44, Aug 6

You: Server

11:44, Aug 6

Assistant: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

11:45, Aug 6

Sai Kiran: Hi. My name is Sai kiran. How may I help you with server?

11:45, Aug 6

You: My cpanel is suspended

11:45, Aug 6

You: and domain is showing in phishing site why?

11:45, Aug 6

You: this very bad

11:46, Aug 6

Sai Kiran: There is malware in your website due to that you c panel and website are suspended.

11:46, Aug 6

You: so how it will be reactive

11:46, Aug 6

You: please scan update and reactive it

11:47, Aug 6

You: for us

11:47, Aug 6

Sai Kiran: Have you received any email from our end team on your registered email id?

11:48, Aug 6

You: may be this cpanel is related to an NGO and currently I am appointed to look what happened so no idea of emails

11:51, Aug 6

Sai Kiran: May I know are you unable to access into c panel admin dash board?

11:52, Aug 6

You: when i click it close immediately without opening the tab

11:52, Aug 6

You: unable to access cpanel

11:52, Aug 6

Sai Kiran: Okay got it. Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?

11:53, Aug 6

You: ok

11:56, Aug 6

Sai Kiran: https://safebrowsing.google.com/safebrowsing/report_error/?url=http%3A%2F%2Fdoorvaksata.org%2F&hl=en-US

Please click on the above link and submit the details in the above link and they will check and help you further.

11:58, Aug 6

You: I have submitted again

12:01, Aug 6

Sai Kiran: Okay so as you have submitted then will check and will let you know the status of your website on your registered email id.

12:02, Aug 6

You: please activate cpanel

12:02, Aug 6

You: so i can access my files and folders

12:02, Aug 6

You: and other tools

12:04, Aug 6

Sai Kiran: It was not blocked from our end it was blocked from google provider. Please check your registered email id you might received once.

12:04, Aug 6

You: I am unable to enter in cpanel

12:04, Aug 6

You: i want unsuspend cpanel

12:05, Aug 6

You: my cpanel was suspended from your side

12:05, Aug 6

You: please unsuspend it

12:08, Aug 6

Sai Kiran: No it is not suspended from our end it was suspended by the google provider as they had found some malicious content in your website due to which they had blocked. If you check your email you may receive some steps hoe to make your site live again and how to make the c panel access.

12:08, Aug 6

You: wait one minute

12:09, Aug 6

Sai Kiran: Yes please check your email.

12:10, Aug 6

You: [PNG] this is not google problem

12:10, Aug 6

You: I have reset password

12:11, Aug 6

You: many times

12:11, Aug 6

You: this is current passowrd

12:11, Aug 6

You: can you open it

12:12, Aug 6

You: indicating wrong password is not google problem

12:14, Aug 6

You: [PNG] This is not google problem

12:15, Aug 6

Sai Kiran: Okay wait.

12:16, Aug 6

Sai Kiran: Okay we have unsuspended the hosting for 24 hours. and there is issue on this path due to which is got suspended. <https://servicos.doorvaksata.org/homes/user/39093> In order to prevent future compromise, we recommend you: Ensure your computers are free of viruses, trojans, key loggers, and other malware Update all web applications, e.g. WordPress, Joomla, etc. Update all themes, plugins, and extensions Update all account passwords, e.g. FTP, applications, and databases

12:17, Aug 6

You: cna you scan server from your side as well

12:19, Aug 6

Sai Kiran: Sorry we do not have any application to scan in that plan. Or esle you can buy a website security plan Protects one website. One-time, annual site cleanup and repair. Included in all Website Security plans: Firewall helps prevent hackers. SSL certificate included in firewall. Daily malware scanning. Continuous site monitoring with daily alerts and updates.

12:19, Aug 6

You: ok let it be for future

12:20, Aug 6

You: bye thanks

12:22, Aug 6

Sai Kiran: Please check it within 24 hours after 24 hours if you do not check with that path then it will be suspended again.

12:22, Aug 6

You: yes i am checking and deleting

12:25, Aug 6

Sai Kiran: Is there anything else I can help you with?

12:27, Aug 6

You: yes

12:27, Aug 6

You: can you delete every email account

12:27, Aug 6

You: on this cpanel

12:27, Aug 6

You: they all are created by attackers

12:28, Aug 6

Sai Kiran: Sorry we cannot delete as we do not have any option to delete any customer content.

12:28, Aug 6

You: ok

12:28, Aug 6

You: let me do it myself

12:28, Aug 6

You: thank you

12:28, Aug 6

Sai Kiran: My pleasure.

Info: Conversation closed by you 12:41, Aug 6

12:41, Aug 6

Survey: Please provide your feedback on this 4 question survey.

12:41, Aug 6

Survey: How likely are you to recommend us to a friend, 10 being the best. (0-10)

12:42, Aug 6

You: 9

12:42, Aug 6

Survey: Were we able to resolve the reason for your chat? (Yes/No)

12:42, Aug 6

You: Yes

12:42, Aug 6

Survey: Please rate your satisfaction with your GoDaddy Guide, 10 being the best. (0-10)

12:42, Aug 6

You: 9

12:42, Aug 6

Survey: Please rate your satisfaction with your product experience, 10 being the best. (0-10)

12:42, Aug 6

You: 9

12:42, Aug 6

Survey: Please enter your comments here

12:42, Aug 6

You: Good

12:42, Aug 6

Survey: Thank you for chatting with us.