



Time Zone - GMT (UTC +00)

12 March, 2024

[07:24:14] **Joseph Gbudu** : Hello

hosting technical

[07:24:19] [Varruniq S. joined the chat]

[07:24:22] **Varruniq S.** : Hello! Thank you for contacting our Live Chat Support!

[07:24:24] **Varruniq S.** : How may I help you today?

[07:24:36] **Joseph Gbudu** :
[Screenshot 2024-03-12 at 8.21.18 AM.png]

[07:24:43] **Joseph Gbudu** : This is the problem

[07:24:52] **Joseph Gbudu** : I can't even access my site in peace

[07:25:13] **Joseph Gbudu** : Our SEO ranking drastically dropped ever since we migrated to Namecheap

[07:25:18] **Joseph Gbudu** : What's all these?

[07:25:53] **Varruniq S.** : I apologize for the inconvenience this may have caused. I am checking the screenshot, please wait.

[07:26:09] **Joseph Gbudu** : frontviewafrica.com

[07:26:15] **Joseph Gbudu** : That's the domain

[07:28:45] **Varruniq S.** : Thank you. Please let me transfer our chat session to the representative who will assist you better with your particular request. I will inform them of the necessary details.

[07:28:59] **Joseph Gbudu** : k

[07:29:25] [Uliana Y. joined the chat]

[07:29:25] [Varruniq S. left the chat]

[07:30:02] **Uliana Y.** : Hello, Joseph! My name is Uliana and I will assist you further! Please allow me 7-10 minutes to look through the chat to understand the case.

[07:30:50] **Joseph Gbudu** : k

[07:34:32] **Uliana Y.** : Thank you!

[07:35:22] **Uliana Y.** : Allow me 10-15 minutes to investigate this issue, please.

[07:35:34] **Joseph Gbudu** : k

[07:44:32] **Uliana Y.** : The CPU usage was high. According to the Resource usage cPanel menu > Snapshot option, there were the following requests:

lsphp:/home/frontvie/public_html/index.php

Many requests are sent to the index.php page, such a load can be caused by high traffic to the website (e.g. by visitors or bots). Per the Awstats cPanel menu > Robots/Spiders visitors > Last visit section, there are a lot of requests from the following crawling bots to your frontviewafrica.com website:

[07:44:39] **Uliana Y.** : SemrushBot,
Googlebot,
feed,
AhrefsBot,
nbot,
Barkrowler,
MJ12bot,
facebookexternalhit,
Applebot,
bingbot.

[07:44:45] **Uliana Y.** : We recommend blocking these bots if you do not use them for SEO purposes. Here is how to do it:
<https://www.namecheap.com/support/knowledgebase/article.aspx/9463/2225/what-is-a-robotstxt-file-and-how-to-use-it/> ;
<https://www.seoblog.com/block-bots-spiders-htaccess/>

[07:47:06] **Uliana Y.** : If you want, it is possible to block all bots at once with the help of this rule:

User-agent: *
Disallow: /

You will need to add this rule to the robots.txt file and it will block all bots.

[07:47:14] **Joseph Gbudu** : Okay. Though I did block these bots in htaccess file under the instruction of one of your colleagues

[07:47:45] **Joseph Gbudu** : In the Wordpress admin

[07:48:08] **Joseph Gbudu** : I need Googlebot, bing and other ones for SEO

[07:48:54] **Uliana Y.** : You have added only this rule to the robots.txt file:

User-agent: *
Disallow: /wp-admin/
Allow: /wp-admin/admin-ajax.php

[07:50:00] **Joseph Gbudu** : I don't understand

[07:51:26] **Uliana Y.** : You mentioned that 'Though I did block these bots in htaccess file under the instruction of one of your colleagues'. The .htaccess file doesn't contain block rules for bots. As for the robots.txt file, it has only the rules I sent above.

[07:51:53] **Joseph Gbudu** : Ok

[07:52:36] **Joseph Gbudu** : Please give me the code snippet for disallowing all bots excepts Google and Bing

[07:54:12] **Uliana Y.** : Googlebot 'eats' 525.77 MB of bandwidth, and SemrushBot 'eats' 1.59 GB of bandwidth:
<https://img.namecheap.com/6JVmLsEvMghJCNPzZcCU2M.png>

If it is not okay for you to disable these bots, we can suggest overall website optimization:
<https://www.namecheap.com/support/knowledgebase/article.aspx/9399/2187/how-to-speed-up-and-optimize-a-wordpress-website/> , and optimization of the database.

[07:54:36] **Uliana Y.** : This is because the CPU load is also caused by heavy MySQL usage. We'd suggest you consider the database optimization, namely ensuring proper indexing, absence of unused rows and columns, and finally choosing the best suited MySQL table driver. MySQL load might be caused by complex long-running queries generated by specific plugins. So disabling such MySQL-intensive plugins might work.

[07:54:42] **Uliana Y.** : Also, feel free to check this article about how to optimize a website database:
<https://www.namecheap.com/support/knowledgebase/article.aspx/9791/2180/how-to-optimize-website-database/>

[07:55:21] **Joseph Gbudu** : Okay.

[07:55:47] **Joseph Gbudu** : I'm going through these articles at the moment. I'll work on them and revert

[07:56:48] **Joseph Gbudu** : But again, how do I enable only Google and Bing bots for SEO?

[07:57:47] **Joseph Gbudu** : Is it possible for me to get a view of the various bots accessing the site in cpanel?

[07:59:14] **Uliana Y.** : In this case, I can disable the other bots mentioned in the list above, but leave the ones you need (Googlebot and Bingbot). This will n disable all bots except the ones you need for SEO, but it will reduce the impact of other bots that consume a lot of bandwidth.

[07:59:47] **Joseph Gbudu** : Ok

[08:00:55] **Uliana Y.** : Unfortunately, I am not aware of the rule to disable all bots except certain bots. However, you can check whether there is such a rule with an SEO expert.

[08:01:26] **Uliana Y.** : Allow me 10 minutes, please. I will disable these bots:

feed,
AhrefsBot,
nbot,
Barkrowler,
MJ12bot,
facebookexternalhit,
Applebot.

[08:01:39] **Joseph Gbudu** : Ok

[08:05:40] **Uliana Y.** : Regarding your last question ("Is it possible for me to get a view of the various bots accessing the site in cpanel?"), you can use the Awstats cPanel menu > frontviewafrica.com (SSL) > Robots/Spiders visitors > Last visit section for that.

Also, to determine what is being opened by the bot, you can use the Visitors cPanel menu > frontviewafrica.com (SSL): <https://img.namecheap.com/eVxJi5xW8hwT6oM5iCvHsD.png>

There will be a list of IPs and corresponding URLs. It could be the IP address that belongs to bot or to some visitors of the website.