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## Support Ticket #9099466 - Support Console (Beta)

This view shows the events and messages exchanged in this support request. To add a comment to this ticket, click the **Update Ticket** button.

**Tracking Number: 9099466**

**Subject: website issue**

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Date	Type
12/23/2011 1:30 PM EST	Ticket Created
12/23/2011 1:30 PM EST	Updated Ticket: Work in Progress
12/23/2011 1:30 PM EST	Maanoj Rakhit contacted FatCow <span style="float: right;">-</span>
<b>Subject:</b>	site has become inaccessible some of hours ago and it hasn't resolved itself as yet
<b>Customer Quote:</b>	<ol style="list-style-type: none"> <li>Hours ago when I first uploaded my site it was accessible and everything was fine but now it is no more accessible. I don't quite understand why? Please investigate.</li> <li>Checked Home.html and other uploaded files and things look okay, and yet, site is inaccessible. Wonder what's preventing it? Kindly examine.</li> <li>Looked at permissions in File Manager. Most have flcmdpe (0755) which probably means full control, modify, and I don't understand what's dpe in flcmdpe? Please let me know. I guess 0755 represents Read Write files?</li> </ol> <p>Fewer files have adfrw (0750) and adfrw (0644). I do not understand why adfrw has 0750 as well as 0644? While rw may stand for Read Write and f for full</p>

control but I do not understand what ad means in adfrw?

Are these permissions affecting the visibility of the site to those who are trying to access it including me? Please comment.

4. Initially I had uploaded my site with index.html and site did not show up. Then I changed it home.html and still it wasn't accessible. Finally I changed it to Home.html and site became accessible immediately. But now it is not even accessible with that. Could you help me understand What may have gone wrong?

5. Linux and Windows servers accept index.html and default.html. Is it okay to assume that Debian servers do not accept index.html or default.html or home.html but require Home.html where H is in capital? Kindly clarify.

6. I saw in Control Panel Document Root: /home/users/web/b2881/moo.hindoorasht.com and thought my files should be uploaded here but I did not succeed creating directories beyond /home/users/web/b2881/ and therefore I wonder why Control Panel tells us Document Root: /home/users/web/b2881/moo.hindoorasht.com? Please clarify.

7. Uploading Home.html under / (Root) made the site visible for couple of hours and then it became inaccessible. Hostgator servers require us to upload files in public\_html. GoDaddy server want us to upload files at the / (root). FatCow Control Panel says document root as /home/users/web/b2881/moo.hindoorasht.com but that does not work. Uploading files to FatCow server initially make site accessible and after couple of hours makes it inaccessible. Please comment so I understand the what's the real issue.


Thanks,

Maanoj Rakhit

12/23/2011 1:30 PM EST

Updated Ticket: Work in Progress

12/23/2011 1:38 PM EST

FatCow contacted Maanoj Rakhit (Resolved) 

**Comment:**

Hello,

Thank you for contacting Support.

We apologize for any inconvenience this has caused you. I have noticed that <http://hindoorasht.com> is loading fine. Here is the screenshot of the page

http://hindooraashtr.com/ws.JPG . Please refresh the browser (Ctrl+F5) or check the website after clearing the cache and cookies from the browser.

Thank you!

Sincerely,

Perry Jennings  
Customer Support

12/23/2011 2:11 PM EST

Maanoj Rakhit contacted FatCow

**Customer Quote:**

Hello, But I don't see it. Want to send you screenshots of IE9 and Firefox after refreshing browser and cache clearing but see no option here to attach jpeg files.

12/23/2011 2:16 PM EST

Maanoj Rakhit contacted FatCow

**Customer Quote:**

Uploaded following files at hindooraashtr.com

2011-12-24-firefox-after-ctrl+f5-server-not-found.jpg  
2011-12-24-ie9-after-cache-clearing-site-inaccessible.jpg  
2011-12-24-internet-connection-okay.jpg

12/23/2011 2:17 PM EST

Maanoj Rakhit contacted FatCow

**Customer Quote:**

path /english/web-hosting/fatcow-tech-support/

12/23/2011 2:19 PM EST

Maanoj Rakhit contacted FatCow

**Customer Quote:**

Updated Ticket: Work in Progress

12/23/2011 2:34 PM EST

FatCow contacted Maanoj Rakhit (Resolved)  
Uploaded to hindooraashtr.com

**Comment:**

Hi,  
english/website-hosting/fatcow-tech-support/2011-12-24-firefox-after-ctrl+f5-server-not-found.jpg  
Thank you for contacting support.

english/website-hosting/fatcow-tech-support/2011-12-24-ie9-after-cache-clearing-site-inaccessible.jpg  
We apologize for any inconvenience this may have caused you. I tried to fix your concern in my end. I run my tools to fix that issue. Please check your website again and if you still receiving an error, send us a copy of screen shot and paste it to your file manager.  
english/website-hosting/fatcow-tech-support/2011-12-24-internet-connection-okay.jpg

If you have any further questions, you can email us back or update the Support Console.

Regards,

Ian Dungca  
Fat Cow Moo Crew

12/23/2011 3:19 PM EST

Maanoj Rakhit contacted FatCow 

**Customer Quote:**

Please have a look at the following screenshots:

</english/website-hosting/attachments/2011-12-24-fatcow-site-inaccessible-4>

</english/website-hosting/attachments/2011-12-24-fatcow-site-inaccessible-5>

</english/website-hosting/attachments/2011-12-24-fatcow-site-inaccessible-6>


I met a few other issues which I shall report separately; let the main issue get resolved first

Regards

12/23/2011 3:20 PM EST

Updated Ticket: Work in Progress

12/23/2011 3:49 PM EST

FatCow contacted Maanoj Rakhit (Resolved) 

**Comment:**

Hello

Thank you for contacting Support

Please provide us the access location and perform a tracert result for the domain.

TRACERT:

a) Open up the command prompt. The way to do this is, go to the 'Start' menu, 'Run', then type 'cmd' or 'command'. This will open up a DOS window.

b) In the window, type the following: tracert domain.com

Sincerely

Carmen Bates

Customer Support

12/23/2011 3:57 PM EST

Maanoj Rakhit contacted FatCow



**Customer Quote:**

Access Location: Mumbai (Bombay), India

```
C:\Users\MaanojRakhit>tracert hindoorashtr.com
Unable to resolve target system name hindoorashtr.com.
C:\Users\MaanojRakhit>
```

12/23/2011 3:58 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:04 PM EST

FatCow contacted Maanoj Rakhit



**Subject:**

[P09099466000000000] site has become inaccessible some of hours ago and it hasn't resolved itself as yet

**Comment:**

Hello,

Thank you for contacting Support.

Could you please get back to us with the full tracert result for your website so that we can assist you further.

If you have any further questions, please update the Support Console.

Sincerely,

Damion Ackley  
Customer Support

12/23/2011 4:16 PM EST

Maanoj Rakhit contacted FatCow



**Customer Quote:**

Sorry, I do not quite understand the question because I already provided the information above. Nevertheless, let me reproduce it:

Access Location: Mumbai (Bombay), India

```
C:\Users\MaanojRakhit>tracert hindoorashtr.com
Unable to resolve target system name hindoorashtr.com.
C:\Users\MaanojRakhit>
```

Full tracert report says "Unable to resolve target system name hindoorashtr.com".

12/23/2011 4:16 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:16 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:19 PM EST

Maanoj Rakhit contacted FatCow

**Customer Quote:**

I have also uploaded the screenshot at hindoorashtr.com/english/website/hosting/fatcow-server-inaccessible-7.jpg

12/23/2011 4:19 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:19 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:25 PM EST

FatCow contacted Maanoj Rakhit

**Subject:**

[P09099466000000000] site has become inaccessible some of hours ago and it hasn't resolved itself as yet

**Comment:**

Hello

Thank you for contacting Support

We apologize for any inconvenience this may have caused you. I have asked one of our technical specialists to review your account. You should be hearing from this specialist within 2-4 hours.

Sincerely

Carmen Bates  
Customer Support

12/23/2011 4:26 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:27 PM EST

Updated Ticket: Work in Progress

12/23/2011 4:39 PM EST

FatCow contacted Maanoj Rakhit (Resolved)

**Comment:**

Hello,

I have checked and noticed that the website is working fine at

http://hindooraashtr.com . Please clear browser cache cookies and also check the website from different networks and different ISPs. Please verify from your end. If the issue persists please let us know.

If you have any further questions, please update the Support Console.

Regards,

Damaris Garza  
Technical Specialist

12/23/2011 4:56 PM EST

Maanoj Rakhit contacted FatCow 

**Customer Quote:**

I have already reported that I have cleared browser cache cookies and website from different networks.

I have, in total 6 domains and 3 servers, located in different parts of the world.

The remaining 5 domains and 2 servers are displaying my site without any interruption.

Different people from your end have stated in prior communications that they are able to see my site.

If you read my opening post, opening sentence, you would learn that I too have been able to see my site for hours and then it disappeared.


I suspect that none of you have gone through the entire correspondence and therefore, each of you are looking at the issue from a very limited perspective.

All that each of you have asked, I had already checked those aspects before even putting up the issue before you. And yet I repeated them as and when each of you asked again, and provided information as well as latest screenshots but then every time a new person comes in to respond without looking at the issue in totality.

12/23/2011 4:58 PM EST

Updated Ticket: Work in Progress

12/23/2011 5:11 PM EST

FatCow contacted Maanoj Rakhit (Resolved) 

**Comment:**

Dear Maanoj,

Thank you for contacting FatCow Technical Support. I am contacting you in regards to ticket # 9099466. Based on the trace route results you provided and the creation/updated date of the domain, the issue you are reporting appears to be a propagation issue as the domain was registered yesterday. If you are still experiencing this issue 48 hours after the name servers were set on the domain, please contact your name server provider (usually your Internet Service Provider) to see if there name servers have updated.

You can also view your content at <http://hindooraashtrcom.fatcow.com/>

If you have any further questions, please update this ticket from the Support Console.

Sincerely,  
Lyle W.  
Support Tier 2

12/23/2011 5:52 PM EST

**Customer Quote:**

Maanoj Rakhit contacted FatCow 

If it was a propagation issue how was I able to see it for many hours, and that yesterday?

And, it is not new info that I am providing. It was mentioned in the opening post, opening sentence, and was repeated in the last post to which you are now responding. And yet, you say that it's a propagation issue?

Secondly, it's strange that you are asking me to contact the provider of the name servers because that is precisely what I had done. FatCow is the name server provider in this case and name servers ns1.fatcow.com and ns2.fatcow.com were provided to me by FatCow in Getting Started at FatCow (hindooraashtrcom). I am truly surprised at your comment when you say that ISP provides the name servers.

I have dealt with a good number of Hosting Service providers from different continents over the years and it is they who have always provided name servers when they opened my accounts. And so did FatCow. It's standard Industry practice and I am surprised that you did not know it. Perhaps your trainers should know about this.

If name servers were not updated how is it that I could see my site for many hours yesterday?



12/23/2011 5:52 PM EST

Updated Ticket: Work in Progress

12/23/2011 6:04 PM EST

FatCow contacted Maanoj Rakhit (Resolved)

**Comment:**

Dear Maanoj,

Thank you for contacting FatCow Technical Support. I am contacting you in regards to ticket # 9099466. The trace route you provided:

```
C:\Users\MaanojRakhit>tracert hindoorashtr.com
Unable to resolve target system name hindoorashtr.com.
```

indicates that your local computer cannot resolve hindoorashtr.com to an IP address. I can resolve that domain from my end. See the ping test below:

```
Z:\>ping hindoorashtr.com
```

Pinging hindoorashtr.com [65.254.248.182] with 32 bytes of data:

```
Reply from 65.254.248.182: bytes=32 time=82ms TTL=244
Reply from 65.254.248.182: bytes=32 time=82ms TTL=244
Reply from 65.254.248.182: bytes=32 time=82ms TTL=244
Reply from 65.254.248.182: bytes=32 time=82ms TTL=244
```

```
Ping statistics for 65.254.248.182:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
Minimum = 82ms, Maximum = 82ms, Average = 82ms
```

If you cannot resolve the domain on your end, this would indicate that the DNS servers your local computer is using (which should not be NS1.FATCOW.COM and NS2.FATCOW.COM) cannot resolve the domain. Generally, the DNS servers are supplied by the Internet Service Provider, but you can use alternate DNS servers such as Google's. See <http://code.google.com/speed/public-dns/>

If you are using Windows, you can check the DNS servers you are using by running the following command from the command prompt:

```
ipconfig /all
```

I have queried Google's public DNS servers for your domain and there name servers contain a DNS record for your domain. See the dig test below:

dig @8.8.8.8 hindooraashtr.com a

```
; <<>> DiG 9.7.3 <<>> @8.8.8.8 hindooraashtr.com a
; (1 server found)
;; global options: +cmd
;; Got answer:
;; ->>HEADER<<- opcode: QUERY, status: NOERROR, id: 48217
;; flags: qr rd ra; QUERY: 1, ANSWER: 1, AUTHORITY: 0, ADDITIONAL: 0
```

```
;; QUESTION SECTION:
;hindooraashtr.com. IN A
```

```
;; ANSWER SECTION:
hindooraashtr.com. 3600 IN A 65.254.248.182
```

```
;; Query time: 173 msec
;; SERVER: 8.8.8.8#53(8.8.8.8)
;; WHEN: Fri Dec 23 16:01:13 2011
;; MSG SIZE rcvd: 51
```

If your DNS servers you are using do not contain an A record for hindooraashtr.com to 65.254.248.182 this would indicate a propagation issue or an issue with the DNS servers you are using.

If you have any further questions, please update this ticket from the Support Console.

Sincerely,  
Lyle W.  
Support Tier 2

12/23/2011 6:36 PM EST

Maanoj Rakhit contacted FatCow 

**Customer Quote:**

You had mentioned of NAME SERVERS in your last reply and NAME SERVERS are NS1.FATCOW.COM and NS2.FATCOW.COM

I think you had mixed up between NAME SERVERS and DNS SERVERS. But now you have put it on me as if you spoke of DNS servers and I spoke of Name Servers. That's NOT good because someone who reads only your reply will tend to think so.

12/23/2011 7:32 PM EST

Updated Ticket: Work in Progress

12/23/2011 7:34 PM EST

Maanoj Rakhit contacted FatCow



**Customer Quote:**

I am taking up DNS Server issue with my ISP.

Thanks.

12/23/2011 7:48 PM EST

FatCow contacted Maanoj Rakhit (Resolved)



**Comment:**

Hello,

Thank you for your patience.

I have checked your website <http://hindooraashtr.com/> in three different browsers. I have uploaded the screenshot for the same at:

Mozilla Firefox: <http://hindooraashtr.com/screenshot1.JPG>

Internet Explorer: <http://hindooraashtr.com/screenshot3.JPG>

Opera: <http://hindooraashtr.com/screenshot2.JPG>

Please verify this from your end. If still the issue persists please get back to us with the following information:

1. The geographical location from where the Web site is inaccessible and the ISP you are using.
2. Do a tracert for your domain name/Web site and get back to us with the results. To do this, please follow the steps given below:
  - a) Open up the command prompt. The way to do this is, go to the 'Start' menu, 'Run', the type 'cmd' or 'command'. This will open up a DOS window.
  - b) In the window, type the following: tracert domain.com

If you have any further questions, please don't hesitate to reply through Support Console. We are available 24x7.

Sincerely,

Neville Kodner  
Technical Specialist

12/24/2011 9:52 AM EST

Maanoj Rakhit contacted FatCow



**Customer Quote:**

Hello:

Thank you.

I have verified using FF8 and IE9 - no change - [hindooraashtr.com/english](http://hindooraashtr.com/english)

/website/hosting/fatcow-server-inaccessible-09.jpg and  
hindooraashtr.com/english/website/hosting/fatcow-server-inaccessible-10.jpg

I have run Tracert - hindooraashtr.com/english/website/hosting/fatcow-server-inaccessible-11.jpg

I have written to ISP Hathway - hindooraashtr.com/english/website/hosting/fatcow-server-inaccessible-12.PDF

I have written again to ISP Hathway - hindooraashtr.com/english/website/hosting/fatcow-server-inaccessible-13.PDF

Geographical Location: Mumbai (Bombay), India

ISP: Hathway - website hathway.com


Thanks again,

Maanoj Rakhit

12/24/2011 10:33 AM EST

Updated Ticket: Work in Progress

12/24/2011 10:46 AM EST

FatCow contacted Maanoj Rakhit (Resolved) 

**Comment:**

Hello Maanoj,

Thank you for getting back to us.

We apologize for any inconvenience this has caused you. I was unable to replicate the issue and I have checked the URL 'http://hindooraashtr.com/' it's loading fine without any issue. I also suggest you to check the website in different web browsers/computer/network. It's seems to be an issue with your ISP provider and I suggest you to please contact your ISP provider for further assistance.

If you have any further questions, please update the Support Console.

Sincerely,

Alwyn Burke  
Technical Specialist

12/24/2011 4:50 PM EST

Maanoj Rakhit contacted FatCow



**Customer Quote:**

I have resolved the issue myself by taking following steps:

1. Opened Network and Sharing Center on Win7 task-bar
2. Clicked at Wireless Network Connection
3. Clicked at Properties button
4. Selected TCP/IPv4 and clicked at Properties button
5. Selected Use the following DNS Server addresses
6. Entered 8.8.8.8 and checked Validate Settings upon exit box and then clicked at Ok button
7. Opened Firefox and successfully accessed hindoorashtr.com
8. Returned to TCP/IPv4 Properties window
9. Selected Obtain DNS Server address automatically (as it was before) and clicked Ok
10. Closed Wireless Network Connection Properties window
11. Closed Wireless Network Connection Status window
12. Returned to Firefox and refreshed the page
13. No change, hindoorashtr.com remained visible

Thus, the issue was resolved by following above steps.

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Comments:

Close Ticket

Please note: requests may take several minutes to appear on your [Support Console](#).



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