

**Chat started on 16 Mar 2020, 08:40 PM (GMT+0)**

(08:40:39)

\*\*\* RENATA MAZIAK joined the chat \*\*\*

(08:40:39)

**RENATA MAZIAK:** Please read full transcript. My blog has disappeared entirely. Please also see screenshot of error message. i am literally crying right now. (07:35:10) \*\*\* Renata Maziak Barnes joined the chat \*\*\* (07:35:10) Renata Maziak Barnes: I am having problems posting on my wordpress blog I am also having probelms deleting comments & replying. I have an open ticket and have debugged the site and it is getting worse by the day. The ticket is <https://www.one.com/support.do?code=SjtMKyQuninJtcer#message7> The blog is <https://marketingagency.cymrumarketing.com> I am also getting a window come up saying site unreachable please can you rectify this today as I rely on this site to run my business from. I want to speak to a human. (07:35:13) \*\*\* Support Robot joined the chat \*\*\* (07:35:15) Support Robot: Hi Renata! Welcome to One.com Customer Support. (07:35:16) Support Robot: Alright, I will now transfer you to a human supporter who will help you further. (07:35:19) Support Robot: Please stay here on the chat. Wait time is approximately 2 min. (07:35:20) \*\*\* Support Robot has transferred chat to English \*\*\* (07:35:24) \*\*\* Gefil joined the chat \*\*\* (07:35:24) \*\*\* Support Robot left the chat \*\*\* (07:35:26) Gefil: Hi there. Thank you for the information you have provided. Please bear with me while I go through it quickly and I will be with you shortly. (07:35:31) Renata Maziak Barnes: hi (07:36:53) Gefil: Please provide with us on how to replicate the issue. (07:37:08) Renata Maziak Barnes: what do you mean (07:37:29) Renata Maziak Barnes: hello (07:37:37) Renata Maziak Barnes: ?? (07:37:51) Gefil: How we can get the error you are getting. (07:38:19) Renata Maziak Barnes: by trying to post on the site within the dashboard (07:40:29) Renata Maziak Barnes: are you there? (07:40:49) Gefil: I will be transferring our chat session to another Supporter who will assist you further with your issue. Please stay online while the new Supporter reviews the chat transcript. Thank you. (07:40:56) \*\*\* Erika joined the chat \*\*\* (07:40:57) \*\*\* Gefil left the chat \*\*\* (07:40:59) Renata Maziak Barnes: ok (07:41:06) Erika: Hi there. Please bear with me while I go through it quickly and I will be with you shortly. (07:41:10) Renata Maziak Barnes: ok (07:42:39) Renata Maziak Barnes: Visitor uploaded: ERROR.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumndEncVEYdAyWdGx/39469d6ea26392d061e68f4159990db1ef485ef7.jpg> Type: image/jpeg Size: 173226 (07:43:17) Renata Maziak Barnes: sorry wrong attachment (07:44:35) Erika: Please hold on while I check. (07:44:36) Renata Maziak Barnes: Visitor uploaded: ERROR-2.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumndEncVEYdAyWdGx/640eb92317001a2ade1b164188607d2453e30b1d.jpg> Type: image/jpeg Size: 186513 (07:44:45) Renata Maziak Barnes: ok (07:49:45) Erika: Thank you for waiting, Renata. (07:49:50) Renata Maziak Barnes: ok (07:50:26) Erika: It seems like the problem is with the version of your WordPress. (07:51:02) Erika: Please try to update it. You can refer to the link below on how to update it: <https://help.one.com/hc/en-us/articles/115005585989-Update-WordPress-manually> (07:51:05) Renata Maziak Barnes: yes and i tried updating it yesterday and it would not let me (07:51:50) Renata Maziak Barnes: i do not see why i have to mess bout doing technical stuff, what do i pay you for? (07:52:02) Erika: You will just need to follow the guide I sent on how to manually upgrade it, Renata. (07:52:22) Renata Maziak Barnes: i tried doing that yesterday and it did not work

(07:52:30) Erika: You are paying for the domain and hosting of your domain here on One.com, Renata. (07:53:44) Renata Maziak Barnes: hosting means a site should work correctly and it is not for the consumer to fix. I reiterate i tried updating yesterday and I had an error message. Are you going to help me or not? (07:54:09) Erika: You will need to update the files on your end, Renata. (07:54:24) Erika: We are not allowed to touch any files of the customer. (07:54:26) Renata Maziak Barnes: i tried doing that yesterday (07:55:00) Renata Maziak Barnes: again i tried doing that yesterday and i got an erro message (07:55:12) Renata Maziak Barnes: are you going to help me (07:55:46) Erika: Can you please try again while I am here on chat so that when you can received an error I can help you with it? (07:56:00) Renata Maziak Barnes: ok (07:56:26) Erika: If you received any error message or difficulties, please inform me. (07:57:23) Renata Maziak Barnes: Visitor uploaded: update.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/ea03f9512c3e6ba4f51b8711c1a7020fe5679834.jpg> Type: image/jpeg Size: 146630 (07:58:33) Renata Maziak Barnes: have just doneit and this happened (07:58:47) Renata Maziak Barnes: are you there (07:59:39) Erika: You will need to update it manually, Renata. (07:59:47) Erika: Please follow the guide that I sent. (08:00:21) Renata Maziak Barnes: I have done that but i cannot download the wordpress files it will not let me (08:01:36) Erika: What is the error message when downloading the file? (08:02:20) Renata Maziak Barnes: i cannot access the download i cannot access the dashboard it will not let me (08:03:00) Renata Maziak Barnes: I cannot access wordpress now period (08:03:04) Erika: You don't need to access the WordPress dashboard, you will just need to access the Control Panel. (08:03:42) Renata Maziak Barnes: ok but if i loose this site I will go mad (08:04:31) Erika: You will not lost the website, Renata. (08:04:36) Erika: Just follow the guide. (08:05:33) Renata Maziak Barnes: Visitor uploaded: wordpress.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/1a472aae3cd545f72e1c1d5317e991227360eaba.jpg> Type: image/jpeg Size: 263604 (08:05:35) Renata Maziak Barnes: here is a screenshot od the guide I need to access wordpress first please see screenshot (08:06:11) Renata Maziak Barnes: aare you there? (08:06:23) Erika: Agent uploaded: 1584389186596.png URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/fb29226aa046b8b562470e0e000198a260f09ce2.png> Type: image/png Size: 221974 (08:06:32) Erika: You will just need to click that, Renata. (08:07:18) Renata Maziak Barnes: click what exactly I do not have any access (08:07:57) Erika: Just click that and you can find an option to download the file. (08:08:17) Renata Maziak Barnes: ok got it (08:14:08) Erika: Hello, are we still online? (08:14:43) Renata Maziak Barnes: i am here but it is stressing me out and i cannot do it quickly (08:17:48) Erika: You can contact us back after, Renata. (08:17:53) Erika: So that you can check it again. (08:18:01) Renata Maziak Barnes: OK (08:18:08) Renata Maziak Barnes: bye (08:18:20) (08:18:20) \*\*\* Renata Maziak Barnes has commented: \*\*\* (08:18:20) \*\*\* Renata Maziak Barnes left the chat \*\*\* I want to speak to a human

(08:40:41) \*\*\* *Support Robot joined the chat* \*\*\*

(08:40:43) **Support Robot:** Hi Renata! Welcome to One.com Customer Support.

(08:40:50) **Support Robot:** Alright, I will now transfer you to a human supporter who will help you further.

(08:40:52) **Support Robot:** Please stay here on the chat. Wait time is approximately 2 min.

(08:40:54) \*\*\* *Support Robot has transferred chat to English* \*\*\*

(08:40:54) **RENATA MAZIAK:** Visitor uploaded: WP.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/15e38d44b91a6f8048968abf0bb52e08812dea52.jpg> Type: image/jpeg Size: 393562

(08:41:13) \*\*\* *Erika joined the chat* \*\*\*

(08:41:14) \*\*\* *Support Robot left the chat* \*\*\*

(08:41:18) **Erika:** Hi there. Thank you for the information you have provided. Please bear with me while I go through it quickly and I will be with you shortly.

(08:41:22) **RENATA MAZIAK:** hi

(08:43:31) **RENATA MAZIAK:** are you there?

(08:43:43) **RENATA MAZIAK:** hello

(08:43:59) **Erika:** Yes, I am still checking your website, please wait.

(08:46:43) **RENATA MAZIAK:** ok

(08:47:52) **Erika:** Thank you for waiting, Renata.

(08:47:57) **RENATA MAZIAK:** ok

(08:48:21) **Erika:** Can you please disable the plugins using Control Panel?

(08:48:34) **Erika:** You can follow the guide on the link below on how to do it: <https://help.one.com/hc/en-us/articles/115005593985-Disable-WordPress-plugins-in-phpMyAdmin>

(08:48:45) **RENATA MAZIAK:** please hold on

(08:49:08) **Erika:** Sure, you can take your time.

(08:49:36) **RENATA MAZIAK:** i have not got a clue waht i am doing

(08:50:22) **Erika:** You will need to disable all your plugins, Renata.

(08:50:43) **RENATA MAZIAK:** you told me but i am not a technician

(08:51:09) **Erika:** Yes, you will just need to follow the guide and inform me after.

(08:51:16) **RENATA MAZIAK:** ok

(08:54:44) **RENATA MAZIAK:** Visitor uploaded: wp-2.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/f68684caa81d38bda6b1382c796840c3eb80dd1a.jpg> Type: image/jpeg Size: 378001

(08:55:23) **RENATA MAZIAK:** i do not know what i am doing and i do not know what to click and it is stressing me out and i cannot see because of my tears

(08:55:24) **Erika:** Agent uploaded: 1584392126867.png URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/97b575758afb965027f286492dda9cf614d487c7.png> Type: image/png Size: 272819

(08:55:33) **Erika:** Please click that.

(08:55:47) **RENATA MAZIAK:** please hold on

(08:56:06) **Erika:** Sure, you can take your time, Renata.

(08:56:19) **RENATA MAZIAK:** ok don ethan now what

(08:56:32) **RENATA MAZIAK:** done that

(08:56:37) **Erika:** Please find active\_plugins

(08:58:02) **RENATA MAZIAK:** i do not know what i am looking for i know yyou say plugins but where are they please hold on for screenshot

(08:59:05) **Erika:** Please hold on while I take a screenshot.

(08:59:09) **RENATA MAZIAK:** Visitor uploaded: wp4.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/65c63526e14f7c668e5fbceccc65407230dcc02d.jpg> Type: image/jpeg Size: 355901

(09:01:03) **Erika:** Agent uploaded: 1584392466180.png URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/e0746fb88643e5a587dd81149d6e198d820175c0.png> Type: image/png Size: 232654

(09:01:16) **Erika:** Please click that for you to be move to the next page.

(09:02:26) **RENATA MAZIAK:** I clicked that arrow you pointed to and it does not do anything?

(09:03:10) **Erika:** Agent uploaded: 1584392593220.png URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/616eb2260e62082f68caff54339c3264ee140ae5.png> Type: image/png Size: 256615

(09:03:19) **Erika:** Can you please click that and send a screenshot after?

(09:03:45) **RENATA MAZIAK:** please hold on

(09:04:46) **Erika:** Sure, take your time.

(09:05:02) **RENATA MAZIAK:** Visitor uploaded: wp5.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/5ccd36f4cab8aeaf9ece1b1aa53e3a2678085529.jpg> Type: image/jpeg Size: 340890

(09:05:53) **Erika:** Agent uploaded: 1584392757494.png URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/899747e8ad9ea59d4005b3a6e0f99b618b34999d.png> Type: image/png Size: 36320

(09:06:01) **Erika:** Here, please type active\_plugin

(09:07:35) **RENATA MAZIAK:** Visitor uploaded: wp6.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/701bfd2fe97cc08a19c109171c7c3cd47ac30176.jpg> Type: image/jpeg Size: 285547

(09:07:58) **RENATA MAZIAK:** you told me i would not loose my site, i trusted you.

(09:08:56) **Erika:** Yes, the site was not deleted or something, Renata.

(09:09:09) **Erika:** That is why we are fixing the issue so that you can access it again

(09:09:19) **RENATA MAZIAK:** ok

(09:09:31) **RENATA MAZIAK:** no what?

(09:09:40) **RENATA MAZIAK:** now what?

(09:10:16) **Erika:** Can you now see the active\_plugins?

(09:10:48) **RENATA MAZIAK:** i just sent you a screenshot it say i have no plugins

(09:11:11) **RENATA MAZIAK:** Visitor uploaded: wp6.jpg URL: <https://v2uploads.zopim.io/4/E/b/4EbicaBNYydh7CqumnDEncVEYdAyWdgx/c7cf4d33c6ddb81f8e7f6830d0b895fe1aa680f.jpg> Type: image/jpeg Size: 285547

(09:11:29) **Erika:** Please hold on while I check.

(09:11:39) **RENATA MAZIAK:** ok

(09:16:25) **RENATA MAZIAK:** are you there?

(09:17:02) **Erika:** Yes, please bear with me for a few more minutes, Renata

(09:17:17) **RENATA MAZIAK:** ok im going to the bathroom.

(09:20:27) **Erika:** Thank you for waiting, Renata.

(09:21:07) **Erika:** Can you please update also the files that is outside the folder of wp-content, wp-admin, and wp-includes.

(09:21:45) **Erika:** Like index.php, wp-config.php, or wp-cron.php.

(09:22:11) **RENATA MAZIAK:** i do not know what they are or how to do this

(09:23:12) **Erika:** You will just need to do just how you did with updating the Files inside the File Manager.

(09:24:18) **RENATA MAZIAK:** please hold on i am so depressed and anxious now my hands are trembling

(09:24:25) **RENATA MAZIAK:** trembling

(09:24:49) **Erika:** Sure, you can take your time.

(09:29:48) **Erika:** Hello, are we still online?

(09:30:03) **RENATA MAZIAK:** I do not have wp-config.php i have wp-config-sample.php

(09:30:16) **RENATA MAZIAK:** i cannot do this

(09:30:53) **RENATA MAZIAK:** do i use this file or not?

(09:31:15) **Erika:** You will need to update all that file, Renata

(09:31:31) **RENATA MAZIAK:** ok

(09:34:39) **RENATA MAZIAK:** i have done it

(09:35:34) **RENATA MAZIAK:** now what?

(09:35:50) **Erika:** Please hold on while I check.

(09:35:56) **RENATA MAZIAK:** nothing has change my blog is missing

(09:36:03) **RENATA MAZIAK:** changed

(09:36:48) **Erika:** Please hold on while I check.

(09:36:53) **RENATA MAZIAK:** ok

(09:40:16) **Erika:** Please bear with me I am check this with our Technicians.

(09:40:21) **RENATA MAZIAK:** ok

(09:44:39) **Erika:** Thank you for waiting, Renata.

(09:44:47) **RENATA MAZIAK:** ok

(09:45:10) **Erika:** I will need to escalate this through email and check it further with our Technical Team.

(09:47:00) **RENATA MAZIAK:** I am now loosing business because of this as I have a store on that blog and I sell domain names so who is going to compenste me for loss of business? Also I have not received a ticket yet?

(09:48:20) **Erika:** I have not created any ticket yet, I will still need to create i.

(09:48:22) **Erika:** \*it

(09:48:39) **RENATA MAZIAK:** ok I will wait.

(09:49:21) **RENATA MAZIAK:** You told me my site would not disappear and it has and I am not happy.

(09:50:03) **Erika:** That is why we will check it with our Technical Team for them to see the error and for you to access your website again.

(09:50:48) **RENATA MAZIAK:** I loose money for every hour that site is not running.

(09:52:06) **Erika:** Yes, I understand but since the website version is not up to date that is why you receiving errors and this to be updated.

(09:55:19) **RENATA MAZIAK:** that is not my fault that the website is not up to date I pay for hosting hence I expect it to be up to date and for me not to fiddle with coding and php. Your competitor [www.ionos.co.uk](http://www.ionos.co.uk) sorts these issues out on behalf of the customer and they have over 100 domains that I have registered with them because one.com lost a blog of one of my clients last year, so loosing blogs should not come as a great suprise to me.

(09:56:17) **RENATA MAZIAK:** i still have not got the ticket.

(09:56:24) **Erika:** You will need to update the website yourself, Renata.

(09:56:56) **Erika:** The updating of the website, plugins, and theme are done by the creator of the website.

(09:58:29) **RENATA MAZIAK:** updating is a tech issue which should not be left to the consumer to do is it is technical. I am not happy and can you please tell me how long you are going to be with the ticket.

(09:59:36) **Erika:** We will update you within 24 hours.

(10:00:34) **RENATA MAZIAK:** thats not good enough i need it sorting sooner and i need a confirmation of the ticket please in my inbox now.

(10:01:35) **Erika:** Yes, we will priority your ticket, Renata. You don't have to worry,

(10:02:14) **RENATA MAZIAK:** ok but where is the ticket it normally comes into my email immediately.

(10:02:47) **Erika:** I will create it now.

(10:02:54) **Erika:** What email address I will use to send the update?

(10:03:19) **RENATA MAZIAK:** [renatamaziak@msn.com](mailto:renatamaziak@msn.com)

(10:04:06) **Erika:** Sure, we will send you the update on that email address.

(10:04:07) **Erika:** Is there anything else I can help you with?

(10:04:27) **RENATA MAZIAK:** no thats it thanks bye.

(10:04:36)

(10:04:36) **\*\*\* RENATA MAZIAK has commented: \*\*\***

(10:04:36) **\*\*\* RENATA MAZIAK left the chat \*\*\***