

Forum:[Hack Forums](#)

Thread: [\[Help\] Error Message](#)

Limited Edition - September 4, 2014, 7:23 am

I get the following error when I try to load my webpage:

Spoiler [\(Click to View\)](#)

I have checked my name servers and everything is set up correctly. There is no answer from my hosting customer service so I thought I would see if anybody can shed some light on my problem. Thanks for any helpful replies!

Limited Edition - September 4, 2014, 7:41 am

I have checked my name servers several times. I have even given them 24 hours to 'update' since they do not link instantly.

My hosting company is ignoring my live chat attempts so I have just opened a ticket. I'm still looking for further help here if anybody has any answers.

SlightlyNuclear - September 4, 2014, 10:52 am

(Sep 4, 2014 07:41 AM)Limited Edition Wrote: [\[CITE\]](#) My hosting company is ignoring my live chat attempts so I have just opened a ticket. I'm still looking for further help here if anybody has any answers.

That's what you get for being a retard and purchasing web hosting from a non-reputable company (in this case FGG).

The issue is that there is no DNS zone file configured for that domain on the server side and assuming it uses cPanel (who doesn't these days??) then that's a sign they haven't even set-up your account yet.

Get a refund and leave; that's unacceptable.

Limited Edition - September 4, 2014, 12:15 pm

I have used FGG for almost 12 months now? I've had no problems before and they was always somebody on the live chat who would help me right away. When I purchased the hosting, I had no money, didn't know any better, it had everything I needed and was cheap.

Also, I noticed when I login to my cpanel. It is still connected to my old domain even though I changed everything around 2 days ago now.

I'll just wait on them to contact me back, my hosting ends in december so I'll use it until then. Any suggestions on a decent host? I really don't need anything special so only looking for something really cheap.

SlightlyNuclear - September 4, 2014, 1:21 pm

(Sep 4, 2014 12:15 PM)Limited Edition Wrote: [\[CITE\]](#) I have used FGG for almost 12 months now? I've had no problems before and they was always somebody on the live chat who would help me right away. When I purchased the hosting, I had no money, didn't know any better, it had everything I needed and was cheap.

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<http://internetrulebook.com/rule/121>

Need I say anymore? Yes? Oh okay then.

If they haven't set-up your account instantly after payment then there's a severe problem here.

A decent host? Probably [MediaTemple](#)

Limited Edition - September 4, 2014, 8:59 pm

(Sep 4, 2014 01:21 PM)SlightlyNuclear Wrote: [\[CITE\]](#) <http://internetrulebook.com/rule/121>

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If they haven't set-up your account instantly after payment then there's a severe problem here.

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Did you even read what I wrote? lol its not "instantly after payment" I paid on 16th jan 2014, almost a year ago. I just transferred the DNS to a new domain I purchased.

Thank you for the link to media temple. I will probably use them next.

(Sep 4, 2014 01:21 PM)SlightlyNuclear Wrote: [\[CITE\]](#) <http://internetrulebook.com/rule/121>

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SlightlyNuclear - September 5, 2014, 12:30 am

(Sep 4, 2014 08:59 PM)Limited Edition Wrote: [\[CITE\]](#) Did you even read what I wrote? lol its not "instantly after payment" I paid on 16th jan 2014, almost a year ago. I just transferred the DNS to a new domain I purchased.

Thank you for the link to media temple. I will probably use them next.
Even worse; the system is totally automatic in setup.

Limited Edition - September 5, 2014, 10:53 am

Horrible customer service. I cancelled immediately. I'm not even waiting until the end of my billing period.

SlightlyNuclear - September 5, 2014, 11:24 am

(Sep 5, 2014 10:53 AM)Limited Edition Wrote: [\[CITE\]](#) Horrible customer service. I cancelled immediately. I'm not even waiting until the end of my billing period.

Good on you, mate! Glad you finally left that shitstorm :)

Limited Edition - September 5, 2014, 11:46 am

Up until this past week, they have been a good host to me. 100% up time, responded instantly at any time, any day but this past week they have just not replied to my live chat, support tickets or even my phone calls so I got out of there.

SlightlyNuclear - September 5, 2014, 11:50 am

(Sep 5, 2014 11:46 AM)Limited Edition Wrote: [\[CITE\]](#) Up until this past week, they have been a good host to me. 100% up time, responded instantly at any time, any day but this past week they have just not replied to my live chat, support tickets or even my phone calls so I got out of there.

I highly doubt they maintained 100% but meh.

Any non-response is bad.

Limited Edition - September 5, 2014, 12:53 pm

(Sep 5, 2014 11:50 AM)SlightlyNuclear Wrote: [\[CITE\]](#) I highly doubt they maintained 100% but meh.

Any non-response is bad.

Well, I can't promise the 100% but I had zero complaints about down time and they replied instantly 100% of the time until this week. I kinda understood that their live chat may of not had an operator but when my ticket was not answered I decided to call. Not to answer my call was where I drew the line, it was a normal hour during the day also.

Its done now anyway. I am using <http://fieldhosting.net/> the owner is a member here at HF and is giving 50% off for life on hosting. \$0.99 per month is all I need and all I will be paying. ?

SlightlyNuclear - September 5, 2014, 1:38 pm

(Sep 5, 2014 12:53 PM)Limited Edition Wrote: [\[CITE\]](#) Well, I can't promise the 100% but I had zero complaints about down time and they replied instantly 100% of the time until this week. I kinda understood that their live chat may of not had an operator but when my ticket was not answered I decided to call. Not to answer my call was where I drew the line, it was a normal hour during the day also.

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I really wouldn't go with anyone on HF; 99.9% of them are skids with no idea what they're doing. Pick a reputable host over some retards around here.