

Forum:[Hack Forums](#)

Thread: [cannot see index.php](#)

Craze* - January 14, 2017, 5:58 am

Hello ,

i bought a host and domain at godaddy (never buy from godaddy they suck , support is the worst) and i have try many times to do experiments with different templates and scripts .

in this moment i have a problem that i cant find a solution

i have uploaded here

/home/*****/html

index.php and index.html they have the same thing inside but when i go and open my website i see index is blank just a white page with no words or logos .

i have no clue what is happening or what i can do to fix it . Do you know what to do in this case ?

Nerdi - January 14, 2017, 6:35 am

(Jan 14, 2017 06:58 AM)Craze* Wrote: [\[CITE\]](#) Hello ,

i bought a host and domain at godaddy (never buy from godaddy they suck , support is the worst) and i have try many times to do experiments with different templates and scripts .

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It should be:

/home/username/public_html/

Also, go to your public_html folder and look for a file called: error_log or something similar in your favorite FTP client. That will show any errors that are causing the page not to load.

Also, if index.php and index.html have the same thing inside, that doesn't make that much sense. You shouldn't be using a .html file for PHP because it doesn't work that way, and you shouldn't be using a .php file if your code is HTML because there's no point.

Can you please post the contents of index.php/html, or PM them to me? I would be happy to assist!

Craze* - January 14, 2017, 10:27 am

(Jan 14, 2017 07:35 AM)Nerdi Wrote: [\[CITE\]](#) It should be:

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Can you please post the contents of index.php/html, or PM them to me? I would be happy to assist! Thanks for your reply , i would like your help . I PMd you . The funny part is that im trying to delete file and folder inside my ftp and i cant delete them . I get access denied . i try to chmod 777 but nothing happens ,

DotGlass - January 14, 2017, 10:29 am

(Jan 14, 2017 11:27 AM)Craze* Wrote: [\[CITE\]](#) Thanks for your reply , i would like your help . I PMd you . The funny part is that im trying to delete file and folder inside my ftp and i cant delete them . I get access denied . i try to chmod 777 but nothing happens ,

Make sure when you create a FTP account it have also all rights in all folders because it sounds like a more privileged user created these folders and then you cannot delete them.

Craze* - January 14, 2017, 10:31 am

(Jan 14, 2017 11:29 AM)DotGlass Wrote: [\[CITE\]](#) Make sure when you create a FTP account it have also all rights in all folders because it sounds like a more privileged user created these folders and then you cannot delete them.

well i thought about that but the host was bought by godaddy and this company does not give you rights . if you want to change something the smallest thing ever you will have to contact with support and let them do it for you

#worstcompanyever

DotGlass - January 14, 2017, 10:33 am

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So you bought a shared hosting?

I know about goddady and i never got any of that kind of problem deleting or creating anything, maybe is some php script you runned on it?

Well you can also delete all and start by 0 pressing 1 button and maybe all will be fixed.

Craze* - January 14, 2017, 10:38 am

(Jan 14, 2017 11:33 AM)DotGlass Wrote: [\[CITE\]](#) So you bought a shared hosting?

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Well you can also delete all and start by 0 pressing 1 button and maybe all will be fixed.

As i said before this is my main problem , i want to start from 0 but im not allowed , im trying to delete all but i cant , for every file and folder i get access denied .

I dont have a cpanel coz they didnt gave me any .

ryan? - January 14, 2017, 10:41 am

(Jan 14, 2017 11:38 AM)Craze* Wrote: [\[CITE\]](#) As i said before this is my main problem , i want to start from 0 but im not allowed , im trying to delete all but i cant , for every file and folder i get access

denied .

I dont have a cpanel coz they didnt gave me any .

Any web hosting you buy from GoDaddy should come with Cpanel access. Are you sure someone didn't make an FTP account for you or something so you're not allowed to access certain things?

DotGlass - January 14, 2017, 10:41 am

(Jan 14, 2017 11:38 AM)Craze* Wrote: [\[CITE\]](#) As i said before this is my main problem , i want to start from 0 but im not allowed , im trying to delete all but i cant , for every file and folder i get access denied .

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You don't have CPanel??

Actually you can call the company and get help, you should do it because looks like a weird bug in your hosting.

Craze* - January 14, 2017, 10:49 am

(Jan 14, 2017 11:41 AM)ryan? Wrote: [\[CITE\]](#) Any web hosting you buy from GoDaddy should come with Cpanel access. Are you sure someone didn't make an FTP account for you or something so you're not allowed to access certain things?

(Jan 14, 2017 11:41 AM)DotGlass Wrote: [\[CITE\]](#) You don't have CPanel??

Actually you can call the company and get help, you should do it because looks like a weird bug in your hosting.

From the first moment i paid , i got an email with login info . i had login info for godaddy account , a pin . a FTP login info and something that has to do with web mail but for one reason or for other i cant use it .

Im not bad at this , i have done this before and im good at creating and managing websites , i also am decent at php but still there are some bugs that godaddy has and even their staff cant manage to fix .

But for one thing im sure i have no cpanel ,

one more funny fact . I can open my website only by desktop (PC laptops) i cant open my website by mobile or i pad

ryan? - January 14, 2017, 10:55 am

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Can you PM me your site? Or post it on here.

___Digital___ - January 14, 2017, 10:55 am

I would suggest you find another hosting company who you can actually have cpanel or control

panel access and can manage everything yourself... Yes godaddy is the worse place you could have purchased from in my opinion...

Craze* - January 14, 2017, 11:11 am

(Jan 14, 2017 11:55 AM)___Digital___ Wrote: [\[CITE\]](#) I would suggest you find another hosting company who you can actually have cpanel or control panel access and can manage everything yourself... Yes godaddy is the worse place you could have purchased from in my opinion... Ofc i will , but for now im forced to stay . I have paid until 07/2017

Bluffer - January 14, 2017, 12:43 pm

Its not worth staying until July 2017. Transfer to a new host asap or you will have no site.

From the sounds of it even GoDaddy's staff isn't able to help you with this problem?

Nerdi - January 14, 2017, 1:20 pm

I fixed your issue!

Your page's code loads fine in index.html, but you have some issues...

For one, your index.html starts with this: [php]<!DOCTYPE html>

and ends with: [/php]

[php] is not a tag... For PHP files you start with <?php and end with ?>

Anyways, replace [php]<!DOCTYPE html> with <html> and replace [/php] at the end with </html>

. Then save the file as index.html and upload it.

Good luck.

As you can see, your site loads fine with the fixes ?

Craze* - January 14, 2017, 3:22 pm

(Jan 14, 2017 02:20 PM)Nerdi Wrote: [\[CITE\]](#) I fixed your issue!

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As you can see, your site loads fine with the fixes ?

Hello , thanks for your time and trying to help me , the [p hp] [/php] were generated by HF when i was trying to send it via Pm but HF's firewall couldnt let me send it so i copy pasted it

there are no <php> in the index

Nerdi - January 14, 2017, 5:35 pm

(Jan 14, 2017 04:22 PM)Craze* Wrote: [\[CITE\]](#) Hello , thanks for your time and trying to help me , the [p hp] [/php] were generated by HF when i was trying to send it via Pm but HF's firewall couldnt let me send it so i copy pasted it

there are no <php> in the index

Ah, well I'm not 100% sure what your issue is then.

It seems like it's either a cache issue, a browser issue, or a hosting issue. Your code is fine. I would

change hosts if I were you.

.russo - January 14, 2017, 8:42 pm

Try making a new file called .htaccess and inside put this:

Code DirectoryIndex index.php index.html

You can also add after that if you have a 404 page.

Craze* - January 15, 2017, 1:34 pm

(Jan 14, 2017 06:35 PM)Nerdi Wrote: [\[CITE\]](#) Ah, well I'm not 100% sure what your issue is then. It seems like it's either a cache issue, a browser issue, or a hosting issue. Your code is fine. I would change hosts if I were you.

what host do you suggest ? i need a new host but i dont like a host sold in HF . I need something serious . Hostgator , is that a good company ? or any better companys that you know ?

ryan? - January 15, 2017, 1:51 pm

(Jan 15, 2017 02:34 PM)Craze* Wrote: [\[CITE\]](#) what host do you suggest ? i need a new host but i dont like a host sold in HF . I need something serious . Hostgator , is that a good company ? or any better companys that you know ?

Namecheap, Blazingfast, Hostinger (cheapaf), Hostgator is okay

Bluffer - January 15, 2017, 1:53 pm

(Jan 15, 2017 02:34 PM)Craze* Wrote: [\[CITE\]](#) what host do you suggest ? i need a new host but i dont like a host sold in HF . I need something serious . Hostgator , is that a good company ? or any better companys that you know ?

Check this: <http://b2evolution.net/web-hosting/top-quality-best-webhosting.php>

Rushax - January 16, 2017, 1:56 am

PM me the site and I can try to resolve this for you if you still need help with this.