

Dedi/VPS: VPS Support is matching process for our ip address and domain still working ?9:12 pmHHarshitha joined9:12 pmJI don't see any change for hanslimo.com and ozshuttle.com and ihanatour.com 9:12 pmHHello, Jiyoon. I'm Harshitha. Welcome to Chat Support. I'll definitely assist you with your issue. I have sent a token number to your registered email address. Please authenticate with the token number for me to get going with this right away. 9:13 pmJ585511 9:13 pmHThank you for authenticating. May I know the name of the domain which is not working?9:14 pmJozshuttle.com hanslimo.com ihanatour.com 9:15 pmHThank you for the information. I will check this for you. Could you please be on hold for 3-5 minutes? 9:15 pmJpkay okay 9:15 pmHThank you for being on hold. I could see that the wordpress files of skystub.com are pointing to a separate folder. you need to move the website files outside of it.9:25 pmJskystub.com affects ozshuttle.com and hanslimo.com and ihanatour.com? Is that the reason ? 9:27 pmHNo, It will not affect ozshuttle.com and hanslimo.co9:27 pmJWe are changing IP address for ozshuttle hanslimo ihanatour.com dgabbyandi.com and skystub.com ip address was changed I checked it but ozshuttle hanslimo ihanatour.com there was no change so I'm checking it 9:29 pmHYes, I could see that the you have updated the A record to somewhere. May I know when exactly you have updated the A record?9:29 pmJIIs the process stoped ? around 10 to 11 in this morning they said it will take 4-12 hours 9:30 pmHThe records are still propagating.9:30 pmJhow long does it take from now ? 9:30 pmHIt may take few hours. Please wait for the propagation to complete.9:31 pmJ ozshuttle hanslimo ihanatour.com Are they in the queue ?? We really have to use website tomorrow 9:31 pmHYes, they are propagating.I totally understand your concern, Jiyoon. Please wait for few hours. If you face any further issues, please get back to us, We will help you.9:34 pmJokay Thank you