

• J

Tech Support: Website Issues Mod\_Security error.

• R

Rathan joined

• J

Please note the following error: <http://itsof.me/out2.mp4>

• R

Hello . Welcome to Live chat. My name is Rathan. I will be assisting you today

I will go through the above Url , please be on hold for 3-4 minutes.

• J

Surely.

• R

Thank you, I would see that Url is blocked at the server end to prevent any attacks on the server.

I will generate the logs of the Urls which are blocked so I would whitelist those URIs.

I would see that, Urls are blocked due to the description: [\*] Description: Wordpress and Joomla Brute RBL: testwprbl.websitewelcome.com

I will initiate to whitelist it, it will be taking around one hour and after that, you would able to publish the changes.

It's been a few minutes since I've heard from you. Are we still connected?

• J

Yes

• R

Urls are already whitelisted so please wait for it's completion so you would publish the updates at the website.

• J

Let me test it ok?

• R

Whitelist of the Urls will be taking our an hour so you would wait for the time and test it after an hour.

Is there anything else I could assist you with today?

• J

The problem persists.

• R

Urls were blocked at the mod\_security and they are initiated with whitelist now So it will take around hour to get whitelisted so please wait for an hour.

• J

Are you sure?

• R

Yes, I'm sure. If you still have the issue, You can contact us and ask for me. Case Id is: 14082562

It's been a few minutes since I've heard from you. Are we still connected?

• J

I hope it gets fixed.

Thanks

• R

I assure you on it because I have whitelisted those Urls from backend.

If you should need further assistance, please do not hesitate to open another chat, call, or email with us. Thank you for reaching out, and have a great day

• R

Rathan left