

[Nipun]

EMAIL: tridilip@gmail.com

DOMAIN: tridindia.com

Support Category: cPanel

VERIFICATION: novi

QUESTION:

At this moment website is working. Intermittent server issue. Cpanel and site goes down. This needs to be fixed urgently.

[Mariah S.]

Hello Nipun, my name is Mariah S. Thanks for contacting us today!

[Nipun] Website is going down again and again.

[Nipun] We contact you and it's fixed in minutes but what if we don't notice it.

[Nipun] it needs to be fixed urgently.

[Nipun] We are really frustrated and I need to speak with a supervisor.

[Mariah S.] So it appears your VPS is out of space which would be why your sites and cPanel are becoming unavailable

Filesystem	Size	Used	Avail	Use%	Mounted on
/dev/ploop32797p1	60G	57G	691M	99%	/

[Mariah S.] You are using 99% of your space

[Nipun] How this could be fixed.

[Mariah S.] Before I can access your account, would you please provide either the last four digits of the card on file or the AMP password for the account for verification?

[Nipun] I would have to arrange the credentials from my boss. But let me know how this vps out of space issue could be fixed.

[Mariah S.] I wouldn't be able to give you any further details without verification I'm sorry

[Nipun] Can I get a ticket number for this conversation. So I could let you the other agent know what we are doing once I have the details.

[Nipun] Are you there?

[Mariah S.] I wouldn't be able to open a ticket on this without verification. I'm sorry

[Nipun] Ok I will contact you later.

[Mariah S.] I understand. Is there anything else I can assist with today?

Mariah S. is typing