Bluehost Support

RATE AND EXIT

D
Tech Support: Website Issues

www host not working for site

10:34 pm

R
ReneeRomerosa joined

Thank you for contacting Live Support. My name is Renee and I will be your web advisor for today.

10:34 pm

D
hi

10:34 pm

R
Hi David, how are you?

10:34 pm

D
im good
and you?

10:35 pm

R
doing good as well thank you

understand you are having issues with your site is that correct?

10:36 pm

D yeah

10:38 pm

R To get started, Lets validate your account. Kindly provide me your primary domain name or email address, along with the token that can be generated in the account.

10:38 pm

D ████████████

10:40 pm

R I have sent the token to your gmail email, please check your inbox
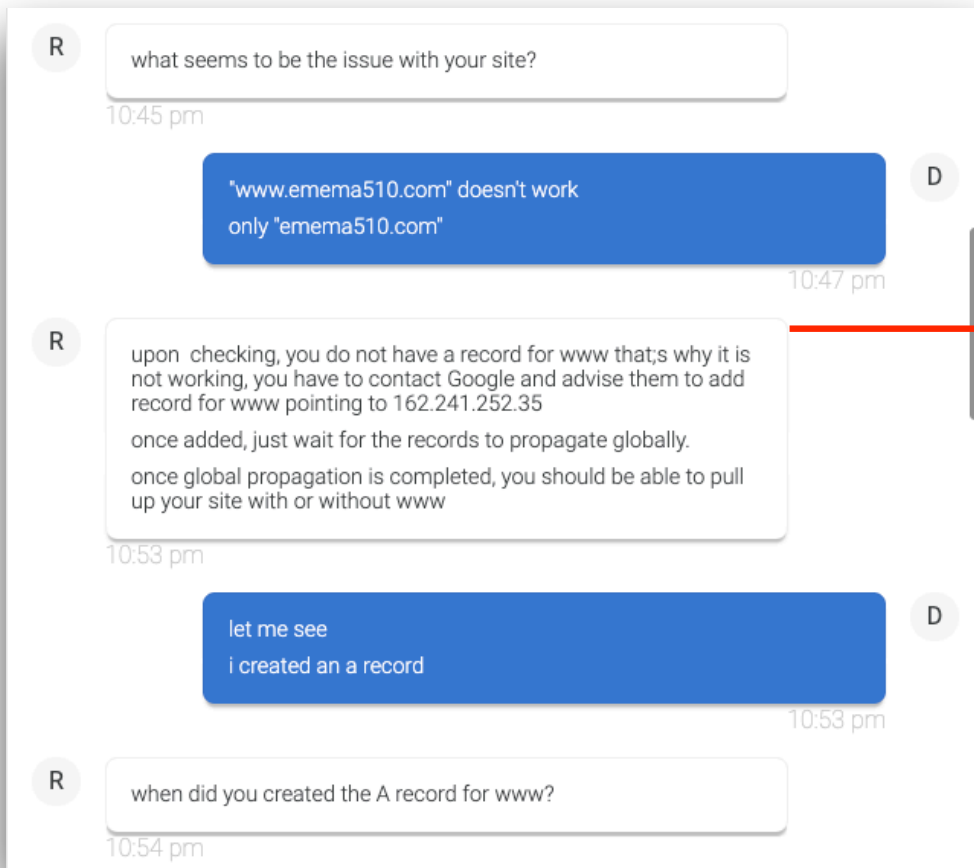
10:41 pm

D ███

10:41 pm

R Thank you validating your account.

the website experiencing the issue is emema510.com, is that correct?

10:43 pm

D yes

10:43 pm

R: what seems to be the issue with your site?
10:45 pm

D: "www.emema510.com" doesn't work only "emema510.com"
10:47 pm

R: upon checking, you do not have a record for www that;s why it is not working, you have to contact Google and advise them to add record for www pointing to 162.241.252.35

once added, just wait for the records to propagate globally.

once global propagation is completed, you should be able to pull up your site with or without www
10:53 pm

D: let me see
i created an a record
10:53 pm

R: when did you created the A record for www?
10:54 pm

"… have to contact Google…" She knows that an A record was created for "emem510.com" but not "www.emema510.com" by no one other than me, so why would she continue to insist that I contact Google when all I had to do was create another A record for "www"? It's because she's knows I'm not on good terms with Google and stalker harassers want me to contact Google, probably so they can "check" me LOL

D

a couple of days ago
here is the a record information
Name: @
Type: A
TTL: 4h
Data: 162.241.252.35

10:56 pm

R

that's just for the non www record or for emema510.com
you have to add another A record and put www on the name
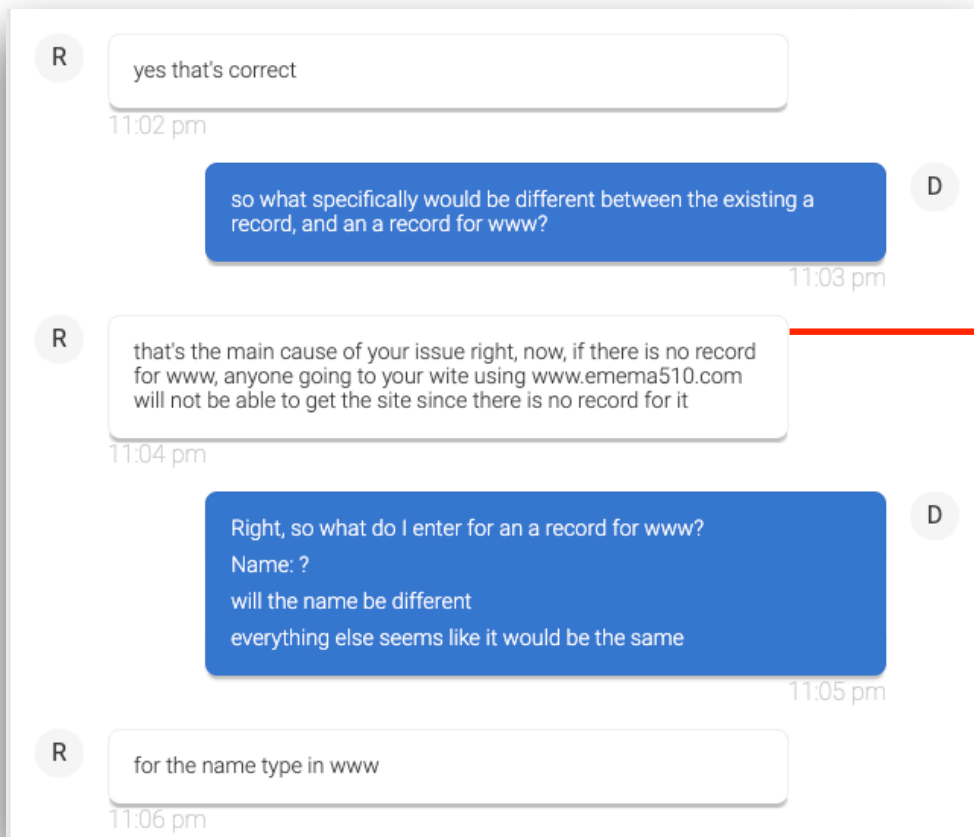
10:58 pm

D

how do i do that?

10:58 pm

R

the same way that you did the A record a couple of days ago

10:59 pm

D

specifically for www?

11:00 pm

R yes that's correct
11:02 pm

so what specifically would be different between the existing a record, and an a record for www? D
11:03 pm

R that's the main cause of your issue right, now, if there is no record for www, anyone going to your wite using www.emema510.com will not be able to get the site since there is no record for it
11:04 pm

Right, so what do I enter for an a record for www?
Name: ?
will the name be different
everything else seems like it would be the same D
11:05 pm

R for the name type in www
11:06 pm

I might be reading into this too much, but I don't think so… You see how she wrote "your wite" instead of "your site," I think she's trying to write "you're white" because lately I've been kind of discriminated based on my skin color/ethnicity/race, which I'll talk about in a later post.

D ok
im going to do some reading, and then add the new a record for www

11:07 pm

R alright,
 Is there anything else I could help you with today?

11:08 pm

D that's all for now
thanks for your help

11:08 pm

R It's my pleasure to assist you. Is there anything else I could help you with today?

11:08 pm

D nope :)

11:08 pm

R

Thank you for using Live Chat. If you could take a minute to let us know if your questions were answered and/or your support request was resolved, it would help us to improve our customer service. To do that, just click the button that says "Rate and Exit" in the upper right hand corner. The survey takes less than a minute to fill out.

ReneeRomerosa left

11:09 pm

So after this chat with BlueHost, I created another A record for "www" the next day. Per my annotations in Conversation #2, I mentioned that the technician was trying to get me to visit the following website: www.whatsmydns.net

I can't recall exactly what was displayed on that site, but I vaguely recall something with my website name not being propagated to servers in China.

Anyway, so I ended this conversation with BlueHost and created the A record for "www" and the website was propagated globally within the same hour. However, when I visited whatsmydns.net to check the propagation status, the website name was successfully propagated globally except for one location, and I doubt the location is by random coincidence and was definitely intentionally to send some kind of message to me. As you can see on the next page, the only location where my website name wasn't propagated was Boston, MA. So what's the significance of this location. Well, as I mention in a blog post, which was posted on Blogger, regarding cyberstalking, I mentioned that I worked for a startup and the day I quit was a day after Aaron Swartz committed suicide, and that I wasn't aware of this until more than a year

after… well, I thought he was from Boston, but per Wikipedia he's not. However, he did attend Harvard University, which is in Boston, which is also where MIT is, which is where he "hacked" servers. So now I'm definitely convinced that when that BlueHost technician in Conversation #2 was acting like he could change my domain name settings on my behalf, which in hindsight seems like a security flaw and not possible and could have been alluding to his "ability to hack," was definitely alluding to hacking.

Now why would this technician allude to hacking. Is it because Apple has allowed people to cyber stalk my electronics and I've talked about how my electronic devices are hacked on my blogs? Is it because my current cyberstalkers don't want me to write about my current situation and how they are cyberstalking me? Probably because he did write "stay safe."

Now why would my domain name not propagate to servers in Boston, MA or appear so on whatsmydns.net website? Are they trying to tell me to commit suicide (eww super gross)? Are they trying to tell me that I'm making them look bad? I don't know.

www.emema510.com

A

Q Search

Donate

DNS Propagation Checker

whatsmydns.net lets you instantly perform a DNS lookup to check a domain name's current IP address and DNS record information against multiple name servers located in different parts of the world.

This allows you to check the current state of DNS propagation after having made changes to your domain's records.

Location		IP
Boston MA, United States	Speakeasy	✖
Reston VA, United States	Sprint	162.241.252.35 ✔
Ashburn VA, United States	Cloudflare	162.241.252.35 ✔
Mountain View CA, United States	Google	162.241.252.35 ✔
New York NY, United States	Speakeasy	162.241.252.35 ✔
Beaconsfield QC, Canada	PubNIX	162.241.252.35 ✔
Sao Paulo, Brazil	Universo Online	162.241.252.35 ✔
London, United Kingdom	Verizon	162.241.252.35 ✔
Paris, France	France Telecom	162.241.252.35 ✔
Berlin, Germany	Strato	162.241.252.35 ✔
Empoli, Italy	Leonet	162.241.252.35 ✔
Yeditepe, Turkey	Yeditepe University	162.241.252.35 ✔
Yekaterinburg, Russia	CSJS Ural	162.241.252.35 ✔
Peshawar, Pakistan	PTCL	162.241.252.35 ✔
Mumbai, India	Reliance Communications	162.241.252.35 ✔
Bangkok, Thailand	Loxley	162.241.252.35 ✔
Kota Kinabalu, Malaysia	TPMNet	162.241.252.35 ✔
Nanjing, China	NanJing XinFeng IT	162.241.252.35 ✔
Meerschaum Vale NSW, Australia	TPG Internet	162.241.252.35 ✔
Melton South VIC, Australia	Unknown	162.241.252.35 ✔
Wellington, New Zealand	Xtreme Networks	162.241.252.35 ✔