

14:29, Dec 10

Server upgrade: Server upgrade

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GoDaddy Guide: >

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Server upgrade: Yes, and I have my customer number ready

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GoDaddy Guide: >

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Server upgrade: Tech Support

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GoDaddy Guide: >

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Server upgrade: Hosting/WordPress

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GoDaddy Guide: >

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Server upgrade: Something Else

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GoDaddy Guide: >

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Server upgrade: Other Issue

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GoDaddy Guide: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

Info: Thank you for messaging GoDaddy. We are experiencing higher than normal volume. Hang in there, your estimated wait time is 11 minutes

14:40, Dec 10

Shakti: Hello and Thank you for contacting GoDaddy. My name is Shakti and i will be assisting you today with your issue. May i please know to whom i am chatting with?

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Server upgrade: Hi Shakti

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Server upgrade: Anthony

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Shakti: Hey Anthony, how are you?

14:42, Dec 10

Server upgrade: Doing well thanks and yourself?

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Shakti: I doing fine, thank you for asking.

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Server upgrade: May I ask how I could get my server updated since doing it via ssh breaks the server

14:44, Dec 10

Shakti: I need to check the details regarding it.Can you help me with your customer number and four-digit pin so that i can pull your GoDaddy Account and can look for the information?

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Server upgrade: sure

14:45, Dec 10

Shakti: Shakti has sent you a Secure Form: PIN and Customer Number

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Shakti: The following Secure Form has been submitted: PIN and Customer Number

14:46, Dec 10

Shakti: Thank you so much for the details. Let me pull your account.

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Server upgrade: k

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Shakti: Are you querying regarding Dedicated Server for vlibrary.site ?

14:49, Dec 10

Server upgrade: Yes

14:50, Dec 10

Server upgrade: The version that GoDaddy installs on the server is no longer supported and I need to move to Ubuntu 18.04 or 20.04

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Shakti: May i please know what error do you get when you try doing it with SSH?

14:54, Dec 10

Server upgrade: There isn't an error ---- just after it is finished SSH doesn't work anymore

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Shakti: Okay. Let me check the information regarding it,

14:56, Dec 10

Server upgrade: okay

15:01, Dec 10

Shakti: I have checked the details and found that you have a GEN3 Server, it can not be upgraded to latest versions.

15:02, Dec 10

Shakti: You need to purchase a GEN4 Dedicated Server to avail the latest version of ubuntu.

15:04, Dec 10

Server upgrade: Okay then please explain how new customers are going to get the newest version of Ubuntu and those that are currently using the Ubuntu 16 server I don't understand the fairness of you not offering a FREE solution for your current clients

15:12, Dec 10

Shakti: I can understand your situation here Unfortunately Generation 3 Server does not support Latest Versions and that is why we offer Generation 4 server only. Generation 3 Servers are non upgradable that is why you have to purchase Gen4 Servers.

15:18, Dec 10

Server upgrade: So knowing this -- Godaddy chose not to inform their customers before purchasing these types of servers at the beginning or for that matter chose to sell a server in which the company was aware wasn't going to be any good in 6 months just for the revenue and then cause to to be involved with an up-sale to increase on the profits. Not a really good means to doing business --- Not being honest with your clients isn't a very honest practice don't you agree??

15:21, Dec 10

Shakti: We understand the matter and highly apologize for it. The aim is not to cause any inconvenience to our customers, however, there is certain server limitations which we are trying our best to improve, however it would be taking some time unfortunately.

15:22, Dec 10

Server upgrade: Well shouldn'

15:23, Dec 10

Server upgrade: shouldn't those that have these servers get grandfathered in --- there wasn't a note or anything letting us know these servers were not going to be functional at some point.

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Shakti: We understand, however, may I please request you to also consult the matter once with our dedicated team on this number, 1 (480) 463-8389 They will check for the measures which can be taken in this regard and if there is something we can do from our end, we would definitely do it for you.

15:24, Dec 10

Server upgrade: I guess I would like to use this entire post to all the communities in which I belong that uses these types of servers

15:26, Dec 10

Shakti: We highly regard our customers and if they are dissatisfied with us, we try our best to resolve their issues. I am very sorry for the process limitations currently though :(

15:27, Dec 10

Shakti: However, I would again stress upon the fact that please consult once with the dedicated team, hopefully, they would be able to get a resolution for the problem which has arisen.

15:31, Dec 10

Server upgrade: How do I print this chat??

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Shakti: Do you see a Plus (+) Sign on the chat window? You can click there and can print your chat.