

# **Module 5: Support and Troubleshooting**

## **Support and Troubleshooting**

# 1. Truehost Support Channels and Resources

## **Overview of Truehost Support:**

- The importance of effective support in hosting services and how Truehost ensures customer satisfaction through various support channels.

## **Truehost Support Channels:**

- **Live Chat Support:** Instant assistance through the website's live chat feature, ideal for quick queries and immediate troubleshooting.

# 1. Truehost Support Channels and Resources

- **Email Support([support@truehost.cloud](mailto:support@truehost.cloud)):** For more detailed inquiries or issues that require in-depth analysis; provides a trackable way to document and escalate issues.
- **Phone Support:** Direct communication for urgent or complex issues needing real-time interaction.
- **Support Tickets:** Detailed support requests through the Truehost client area, allowing for tracking and prioritization of issues.

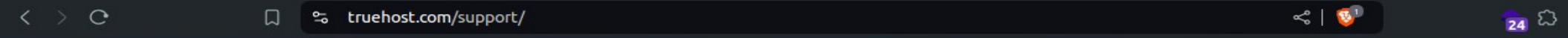
# 1. Truehost Support Channels and Resources

## **Self-Help Resources:**

- **Knowledge Base:** Access to a comprehensive library of articles, guides, and tutorials on common hosting tasks and troubleshooting steps.

<https://truehost.com/support>

# 1. Truehost Support Channels and Resources



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Welcome to the support center. A Knowledge for beginners and experts a like!

## Truehost Knowledgebase



**Business Email**

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- How to set a recovery email address in Cloudoon Mail
- Truehost Business Email Limitations

How To Create A Forwarder In Truehost Business Email



**Cloud**

1

- How to resize a VPS Disk space

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**Cloud servers in Kenya**

5

- How to Access A Server via SSH/Terminal
- How to create a domain and subdomain on Cyberpanel
- How to Configure Cyberpanel server for Email use



Chat with us

# 1. Truehost Support Channels and Resources

- **Video Tutorials:** Step-by-step video guides on setting up services, managing hosting accounts, and solving common issues. Available at Truehost Academy Youtube Channel.
- <https://www.youtube.com/@TruehostAcademy>

# 1. Truehost Support Channels and Resources

The image shows a screenshot of a web browser displaying the YouTube channel page for Truehost Academy. The browser's address bar shows the URL `youtube.com/@TruehostAcademy`. The YouTube interface includes a left-hand navigation menu with options like Home, Shorts, Subscriptions, History, Playlists, Watch later, and Liked videos. The main content area features the channel's banner with the text "TRUEHOST ACADEMY" and "EASY TUTORIALS EVERY MONTH", along with a "SUBSCRIBE" button and the handle "@TruehostAcademy". Below the banner is the channel's profile picture, which is a circular logo with a cloud and the text "TrueHost". The channel name "Truehost Academy" is displayed, followed by the handle "@TruehostAcademy", subscriber count "83 subscribers", and video count "226 videos". A welcome message reads "Welcome to Truehost Academy, your go-to channel for comprehensive content on web ho...more" with a link to `truehost.com`. A "Subscribed" button with a dropdown arrow is visible. At the bottom, there are navigation tabs for "Home", "Videos", and "Playlists", and a "For You" section with video thumbnails.

youtube.com/@TruehostAcademy

Search

Home

Shorts

Subscriptions

You >

History

Playlists

Watch later

Liked videos

Subscriptions

Truehost Academy

Dynamic Technolog...

QI ITT

TRUEHOST ACADEMY

EASY TUTORIALS EVERY MONTH

SUBSCRIBE

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TrueHost

Truehost Academy

@TruehostAcademy · 83 subscribers · 226 videos

Welcome to Truehost Academy, your go-to channel for comprehensive content on web ho...more

truehost.com

Subscribed

Home Videos Playlists

For You

## 2. Common Hosting Issues and Resolutions

### **Website Downtime:**

- Possible Causes: Server maintenance, DNS misconfiguration, exceeded resource limits, or website misconfiguration.
- Resolutions: Checking server status, verifying DNS settings, upgrading hosting plan for more resources, and reviewing website code.

## 2. Common Hosting Issues and Resolutions

### **Email Issues:**

- Common Problems: Email delivery failures, spam filtering issues, incorrect SMTP settings, and quota exceeded.
- Resolutions: Checking email client settings, ensuring correct MX records, monitoring email quotas, and using spam protection tools.

## 2. Common Hosting Issues and Resolutions

### **Performance Bottlenecks:**

- Symptoms: Slow website loading times, frequent timeouts, or errors due to resource limitations.
- Resolutions: Optimizing website content, enabling caching, upgrading hosting plan, and analyzing server performance metrics.

## 2. Common Hosting Issues and Resolutions

### **Security Concerns:**

- **Issues:** Website hacking, malware infections, unauthorized access, and SSL certificate errors.
- **Resolutions:** Regularly updating software/application code, enabling WAF (mod security) and malware scanning, securing accounts with strong passwords, and renewing SSL certificates.

## 2. Common Hosting Issues and Resolutions

### **DNS Problems:**

- Common Issues: Incorrect DNS records, propagation delays, and domain not resolving.
- Resolutions: Correcting DNS records, flushing DNS cache, and waiting for DNS propagation to complete.

# 3. Using Live Chat Support (Chatwoot Integration)

## Introduction to Chatwoot Integration:

- **What is Chatwoot?:** An open-source live chat platform used by Truehost to provide real-time support.
- **Benefits of Live Chat:** Immediate assistance, easy access to support agents, and quick resolution of common issues.

# 3. Using Live Chat Support (Chatwoot Integration)

## Navigating Chatwoot Live Chat:

- Accessing Chat: How to start a live chat session from the Truehost website or client portal.
- You can visit any of Truehost website and click on the **Blue Chat Icon**.
- Best Practices: Clearly describing issues, providing relevant account details, and following up on instructions provided by support agents.

# 3. Using Live Chat Support (Chatwoot Integration)

## **Features of Chatwoot:**

- **Multi-Channel Support:** Chatwoot integrates support across various platforms including web, social media, and mobile apps.
- **Automated & Canned Responses:** Utilizing automated responses for common queries to reduce wait times and streamline support.
- **Feedback and Ratings:** Providing feedback on support interactions to help Truehost improve service quality.

# 4. Advanced Troubleshooting Techniques

## 1. Diagnostic Tools:

- Using **Ping and Traceroute**: Diagnosing network connectivity issues by testing the path packets take to reach the server.
- **nslookup and dig** Commands: Checking DNS records and identifying misconfigurations in domain settings.
- **cURL and Telnet**: Testing connectivity to services like HTTP, SMTP, and FTP from the command line.
- Sample : `curl https://truehost.com/` Output in next slide.

# 4. Advanced Troubleshooting Techniques

## 1. Diagnostic Tools: Using Curl Command.


```
dann@home1ab:/home$ curl https://truehost.com/
<!DOCTYPE html>
<html lang="en-US">
<head><style>img.lazy{min-height:1px}</style><link rel="preload" href="https://truehost-com.b-cdn.net
ipt">
<meta charset="UTF-8">
<meta name="viewport" content="width=device-width, initial-scale=1, shrink-to-fit=no">
<link rel="profile" href="https://gmpg.org/xfn/11">

<meta name="robots" content="index, follow, max-image-preview:large, max-snippet:-1, max-video-previe
<script data-no-defer="1" data-ezscrex="false" data-cfasync="false" data-pagespeed-no-defer data-cook
var ctPublicFunctions = { "_ajax_nonce": "4ea6e6dd7b", "_rest_nonce": "b2c0d30dcc", "_ajax
.com\/wp-json\/", "data__cookies_type": "none", "data__ajax_type": "rest", "text__wait_for_decoding": "Deco
y CleanTalk", "cookiePrefix": "", "wprocket_detected": false}
</script>
<script data-no-defer="1" data-ezscrex="false" data-cfasync="false" data-pagespeed-no-defer data-cook
var ctPublic = { " ajax nonce": "4ea6e6dd7b", "settings forms check internal": "0", "set
```

Website content is displayed Here.

# 4. Advanced Troubleshooting Techniques

## 1. Diagnostic Tools: Using traceroute Command.

```
dann@home1ab:/home$ traceroute truehost.com   
traceroute to truehost.com (172.67.194.233), 64 hops max  
 1  192.168.1.1  1.493ms  1.306ms  2.691ms  
 2  100.64.0.1  277.255ms  313.295ms  *  
 3  172.16.251.104  266.283ms  234.512ms  281.656ms  
 4  * * *  
 5  206.224.65.190  209.747ms  198.766ms  204.739ms  
 6  206.214.226.9  174.518ms  173.548ms  176.749ms  
 7  162.158.84.147  347.737ms  272.653ms  200.122ms  
 8  172.67.194.233  304.442ms  303.375ms  365.664ms  
dann@home1ab:/home$
```

# 4. Advanced Troubleshooting Techniques

## 1. Diagnostic Tools: Using nslookup Command.

```
dann@home1ab:/home$ nslookup truehost.com ←  
Server:          127.0.0.53  
Address:         127.0.0.53#53  
  
Non-authoritative answer:  
Name:   truehost.com  
Address: 104.21.12.143  
Name:   truehost.com  
Address: 172.67.194.233  
Name:   truehost.com  
Address: 2606:4700:3033::ac43:c2e9  
Name:   truehost.com  
Address: 2606:4700:3032::6815:c8f
```

# 4. Advanced Troubleshooting Techniques

## 2. Error Logs and Monitoring:

- **Accessing Server Logs:** Using control panels to view error logs for web servers, email services, and other applications.
- **Analyzing Error Messages:** Identifying common error codes and their meanings, such as 404, 500, and 503 errors.

# 4. Advanced Troubleshooting Techniques

## 3. Performance Monitoring:

- Resource Usage Analysis: Checking CPU, memory, and disk usage to identify overconsumption or resource exhaustion.
- Monitoring Tools: Utilizing tools like UptimeRobot, GTmetrix, to track performance.

# 4. Advanced Troubleshooting Techniques

## 4. Security Audits:

- Scanning for Vulnerabilities: Regularly scanning websites and servers for potential security threats and vulnerabilities.
- Reviewing Access Logs: Checking access logs for unusual activity, such as repeated failed login attempts or access from unfamiliar IP addresses.

# 4. Advanced Troubleshooting Techniques

## 5. Backup and Recovery:

- Restoring from Backups: This involves restoring websites, databases, and emails from backups when issues arise.
- Data Integrity Checks: Verifying data integrity after recovery to ensure files and databases are correctly restored.

**End of Module 5.**