

Info: Hello! We're one step closer to connecting you and a guide. Please tell us your first name to get started:

7:41, Feb 24

Mohamed Musthafa Rayamarakkar: Hello

7:41, Feb 24

Assistant: << Sent Rich Content >>

7:41, Feb 24

Mohamed Musthafa Rayamarakkar: Email

7:41, Feb 24

Assistant: 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 chatting with GoDaddy. We're experiencing higher than normal volumes. Hang in there. Your estimated wait time is 19 minutes.If you prefer we are also available on WhatsApp at <https://wa.me/97145081542>

7:41, Feb 24

Mohamed Musthafa Rayamarakkar: Hi


7:42, Feb 24

Mohamed Musthafa Rayamarakkar: We have noticed that some of the emails were blocked or failed - did not reach us.

7:42, Feb 24

Mohamed Musthafa Rayamarakkar: Kindly let us know the reason for the failure -

7:42, Feb 24

Mohamed Musthafa Rayamarakkar: Email Address Trace secgen@aar.u.edu.jo  Send via SMTP MX: sg2nlshrout-v02.shr.prod.sin2.secureserver.net (182.50.132.241)

7:43, Feb 24

Mohamed Musthafa Rayamarakkar: This is something very serious matter that very important mails are not reaching us

7:44, Feb 24

Mohamed Musthafa Rayamarakkar: Kindly do provide the reason for failure of above mail thread. thanks

7:59, Feb 24

Mohamed Musthafa Rayamarakkar: Hello

7:59, Feb 24

Mohamed Musthafa Rayamarakkar: Somebody there to assist

8:18, Feb 24

Mohamed Musthafa Rayamarakkar: hello.

8:26, Feb 24

Mohamed Musthafa Rayamarakkar: Hello

8:26, Feb 24

Mohamed Musthafa Rayamarakkar: Is there anyone around

8:28, Feb 24

Sushmitha B: Hi. My name is Sushmitha. How may I help you today?

8:28, Feb 24

Mohamed Musthafa Rayamarakkar: Thank you Sushmitha

8:28, Feb 24

Mohamed Musthafa Rayamarakkar: Finally I got someone


8:29, Feb 24

Mohamed Musthafa Rayamarakkar: Please note that we have some issue on emails intermittently not reaching to our server - failure or block

8:29, Feb 24

Mohamed Musthafa Rayamarakkar: Below is one example -

8:29, Feb 24

Mohamed Musthafa Rayamarakkar: Email Address Trace secgen@aaruu.edu.jo  Send via SMTP MX: sg2nlshrout-v02.shr.prod.sin2.secureserver.net (182.50.132.241)

8:29, Feb 24

Mohamed Musthafa Rayamarakkar: We want to know the reason for failure / block

8:30, Feb 24

Sushmitha B: We are really sorry for the inconvenience caused. Please do not worry let me check once and let you know.

8:30, Feb 24

Mohamed Musthafa Rayamarakkar: Thanks

8:31, Feb 24

Sushmitha B: Could you please help us with the email id which you are facing issue with?

8:31, Feb 24

Mohamed Musthafa Rayamarakkar: ayman.ghoneim@arabfde.org

8:31, Feb 24

Mohamed Musthafa Rayamarakkar: Above email was sent to ayman.ghoneim@arabfde.org

8:32, Feb 24

Sushmitha B: Thank you for providing the email id.

8:32, Feb 24

Sushmitha B: Before we proceed further, could you please provide your customer ID and 4 digit pin the secure forms?

8:33, Feb 24

Sushmitha B: Sharath R has sent you a Secure Form: PIN and Customer Number

8:33, Feb 24

Mohamed Musthafa Rayamarakkar: From Secgen on 2023-02-21 01:25 - was successfully delivered -- but after that one email failed

8:34, Feb 24

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

8:34, Feb 24

Mohamed Musthafa Rayamarakkar: 724901

8:35, Feb 24

Sushmitha B: Thank you for the validation.

8:35, Feb 24

Mohamed Musthafa Rayamarakkar: 903910

8:35, Feb 24

Mohamed Musthafa Rayamarakkar: 2FA

8:38, Feb 24

Sushmitha B: Just to confirm have you created the emails on cPanel?

8:38, Feb 24

Mohamed Musthafa Rayamarakkar: What

8:39, Feb 24

Mohamed Musthafa Rayamarakkar: All emails are created in CPanel - \

8:39, Feb 24

Sushmitha B: That is what we have asked you for.


8:39, Feb 24

Sushmitha B: Thank you for the confirmation.

8:39, Feb 24

Mohamed Musthafa Rayamarakkar: I wanted to know why this particular email was failed to delivery

8:39, Feb 24

Mohamed Musthafa Rayamarakkar: Email Address Trace secgen@aaruu.edu.jo  Send via SMTP MX: sg2nlshrout-v02.shr.prod.sin2.secureserver.net (182.50.132.241)

8:40, Feb 24

Sushmitha B: We need some additional information to solve this issue. It would be a great help if you could share the screenshot with me. Is that okay?
8:40, Feb 24
Mohamed Musthafa Rayamarakkar: [JPEG]
8:41, Feb 24
Sushmitha B: Thank you for sharing the screenshot.
8:41, Feb 24
Mohamed Musthafa Rayamarakkar: Find the SS - need to know the reason for failure -we used to get emails from mentioned emails before...
8:41, Feb 24
Sushmitha B: Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?
8:42, Feb 24
Mohamed Musthafa Rayamarakkar: ok
8:45, Feb 24
Sushmitha B: Thank you so much for staying connected. We appreciate your time and patience. Apologies for the inconvenience caused. Please do not worry, I am going to transfer your chat to the advanced team, who have more privileges to assist you better. They should be with you soon, please stay connected.
Info: Thank you for chatting with GoDaddy. We're experiencing higher than normal volumes. Hang in there. Your estimated wait time is 2 minutes.
8:48, Feb 24
Mohamed Musthafa Rayamarakkar: Hello
8:48, Feb 24
Mohamed Musthafa Rayamarakkar: Hello
8:49, Feb 24
Mohamed Musthafa Rayamarakkar: Hello
8:51, Feb 24
Mohamed Musthafa Rayamarakkar: Hello
8:54, Feb 24
Mohamed Musthafa Rayamarakkar: Hello
8:54, Feb 24
Mohamed Musthafa Rayamarakkar: Much disappointed on your support
8:56, Feb 24
Sharath R: Hi Mohamed Musthafa. My name is Sharath Reddy. I hope you are well. I appreciate your time and patience in reaching out to us. I apologize for the long delay caused due to the high customer traffic we are experiencing from our end. Thank you for spending your valuable time here.
8:56, Feb 24
Sharath R: I see that you are facing an issue with your emails. Please do not worry you have connected to a hosting expert. I am incredibly sorry to hear about your emails. I will definitely help you.
8:57, Feb 24
Sharath R: Before we proceed further, could you please provide your customer ID and 4 digit pin the secure forms?
8:57, Feb 24
Sharath R: Sharath R has sent you a Secure Form: PIN and Customer Number
9:06, Feb 24
Sharath R: The following Secure Form has been submitted: PIN and Customer Number
9:07, Feb 24
Mohamed Musthafa Rayamarakkar: 697028 2fa
9:08, Feb 24
Mohamed Musthafa Rayamarakkar: Hello
9:08, Feb 24

Sharath R: Yes, I see that the pin is incorrect. Please share the correct pin.

9:10, Feb 24

Mohamed Musthafa Rayamarakkar: Sorry - can I re submit

9:11, Feb 24

Mohamed Musthafa Rayamarakkar: Hello

9:11, Feb 24

Sharath R: Yes, please share the details in the below form.

9:11, Feb 24

Sharath R: Sharath R has sent you a Secure Form: PIN and Customer Number

9:11, Feb 24

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

9:12, Feb 24

Sharath R: Thank you for the validation. Thank you for the validation. Could you also provide me the two-step authentication code you just received on your app authenticator?

9:12, Feb 24

Sharath R: Sharath R has sent you a Secure Form: Temporary Access Code (TAC)

9:13, Feb 24

Sharath R: The following Secure Form has been submitted: Temporary Access Code (TAC)

9:13, Feb 24

Mohamed Musthafa Rayamarakkar: Done499229

9:14, Feb 24

Sharath R: Thank you for the validation. Please allow a quick 2 minutes to pull out the information.

9:14, Feb 24

Mohamed Musthafa Rayamarakkar: Yes please

9:14, Feb 24

Sharath R: May I know which application you are trying to send emails?

9:15, Feb 24

Mohamed Musthafa Rayamarakkar: It is not about sending email - but receiving

9:15, Feb 24

Sharath R: Okay, I am sorry. May I know the senders and receivers email addresses?

9:15, Feb 24

Mohamed Musthafa Rayamarakkar: We used to get emails from secgen@aar.edu.jo

9:16, Feb 24

Mohamed Musthafa Rayamarakkar: But last day one of the email from above id was blocked or failed to deliver - to ayman.ghoneim@arabfde.org

9:16, Feb 24

Mohamed Musthafa Rayamarakkar: when I check email tracker report it shows failure

9:16, Feb 24

Mohamed Musthafa Rayamarakkar: [JPEG]

9:17, Feb 24

Mohamed Musthafa Rayamarakkar: I WANTED TO KNOW THE REASON FOR THIS FAILURE

9:17, Feb 24

Mohamed Musthafa Rayamarakkar: WHY IT WAS FAILED

9:18, Feb 24

Mohamed Musthafa Rayamarakkar: Are you there Sharath

9:19, Feb 24

Sharath R: Thank you for providing the screenshot. I will check your email settings and I will try to send a test email to ayman.ghoneim@arabfde.org.

9:19, Feb 24

Mohamed Musthafa Rayamarakkar: Yes -

9:22, Feb 24

Sharath R: Thank you so much for staying connected. We appreciate your time and patience. I have sent a test email to ayman.ghoneim@arabfde.org from sharath5027@godaddy.com and they have ben received successfully. Please check your email ayman.ghoneim@arabfde.org and let me know whether you can see it or not.

9:24, Feb 24

Mohamed Musthafa Rayamarakkar: Ok

9:24, Feb 24

Mohamed Musthafa Rayamarakkar: Please understand what I asked for

9:25, Feb 24

Mohamed Musthafa Rayamarakkar: I wanted to know about the mail which was failed

9:25, Feb 24

Mohamed Musthafa Rayamarakkar: Please let me know the reason for failure

9:25, Feb 24

Sharath R: Yes, I have understood your issue that you are not able to receive emails to ayman.ghoneim@arabfde.org from secgen@aaruu.edu.jo.

9:25, Feb 24

Mohamed Musthafa Rayamarakkar: Yes - exactly


9:25, Feb 24

Sharath R: I will check the email fail delivery and let you know the reason.

9:26, Feb 24

Mohamed Musthafa Rayamarakkar: Thank you for your kind understanding and I appreciate it

9:27, Feb 24

Mohamed Musthafa Rayamarakkar: Email Address Trace secgen@aaruu.edu.jo  Send via SMTP MX: sg2nlshrout-v02.shr.prod.sin2.secureserver.net (182.50.132.241)

9:29, Feb 24

Sharath R: Thank you so much for staying connected. We appreciate your time and patience. I have checked the email failure from our end and it was due to the SMTP settings of the email secgen@aaruu.edu.jo. Please check the receiver's SMTP settings and

9:29, Feb 24

Mohamed Musthafa Rayamarakkar: Is there any way to get the detailed report of such blocked /failure emails

9:30, Feb 24

Mohamed Musthafa Rayamarakkar: SMTP settings of secgen@aaruu.edu.jo ???

9:31, Feb 24

Mohamed Musthafa Rayamarakkar: There is no change in SMTP settings at our end

9:31, Feb 24

Sharath R: Yes, you have to reach where the secgen@aaruu.edu.jo has added. They will see that SMTP settings which has to be added and it will be fix your issue.

9:32, Feb 24

Mohamed Musthafa Rayamarakkar: We used to get emails from mentioned email

9:34, Feb 24

Sharath R: Yes, I do understand that emails are working fine but it might be an issue with the SMTP settings or MX records of that email only. If the email is with us I would have definitely checked the SMTP settings and MX records for you and I would have fixed it.

9:34, Feb 24

Mohamed Musthafa Rayamarakkar: hello

9:35, Feb 24

Sharath R: Yes, please go ahead and I will help you.

9:37, Feb 24

Mohamed Musthafa Rayamarakkar: what setup we have to do SMTP

9:38, Feb 24

Mohamed Musthafa Rayamarakkar: YESTERDAY ALSO THEY SEND EMAILS BUT DID NOT

RECEIVE

9:39, Feb 24

Sharath R: Yes, ask the aaru.edu.jo site owner to use NON-SSL SMTP settings so that emails will be working.

9:39, Feb 24

Sharath R: Yes, it was an issue from senders' emails only. They are using the wrong SMTP settings.

9:41, Feb 24

Mohamed Musthafa Rayamarakkar: BUT WE USED TO GET EMAILS FROM THAT EMAIL ADDRESS

9:41, Feb 24

Mohamed Musthafa Rayamarakkar: I WILL SHARE THE EMAILS

9:42, Feb 24

Mohamed Musthafa Rayamarakkar: [JPEG]

9:43, Feb 24

Sharath R: Yes, I do understand that emails are working fine. You have also seen that issue is from the receiver's end and your emails are working fine. As, the emails are not with GoDaddy I am extremely sorry I cannot help you with any settings. They have to contact the hosting provider and update their SMTP settings.

9:44, Feb 24

Mohamed Musthafa Rayamarakkar: This is very much embarrassing

9:45, Feb 24

Sharath R: I am extremely sorry Mohamed. I have tried my best to help you. Let me know what is the exact help I can do for you.

9:45, Feb 24

Mohamed Musthafa Rayamarakkar: All of the sudden one particular email stopped from one email

9:49, Feb 24

Mohamed Musthafa Rayamarakkar: What shall we do -

9:49, Feb 24

Mohamed Musthafa Rayamarakkar: How we will find the reason

9:50, Feb 24

Sharath R: Yes, I have checked the reason behind the failure and it is due to SMTP settings. It might be due to the email size they are sending. Ask them to send a simple test email to check whether the issue is with all emails or only a particular email.

9:53, Feb 24

Mohamed Musthafa Rayamarakkar: now we are much concern about important emails must have blocked

9:55, Feb 24

Sharath R: I am really sorry, Mohamed. May I know from whose side the emails are blocked?

10:00, Feb 24

Mohamed Musthafa Rayamarakkar: This is what I'm asking

10:00, Feb 24

Mohamed Musthafa Rayamarakkar: strange

10:02, Feb 24

Mohamed Musthafa Rayamarakkar: We need clear answer from you

10:02, Feb 24

Sharath R: Yes, Mohamed. Please, do not worry your emails are working fine. the issue is with the receiver emails only. You can ask secgen@aaruedu.jo now to send the same email to you.

10:03, Feb 24

Sharath R: Yes, Mohamed. I am clearing your doubts. The issue is with the receiver's email only. They do not have updated SMTP or the issue might be with the email which they have sent.

10:04, Feb 24

Mohamed Musthafa Rayamarakkar: But just now one email sent did not receive

10:04, Feb 24

Mohamed Musthafa Rayamarakkar: can you please check the email of Ayman

10:04, Feb 24

Mohamed Musthafa Rayamarakkar: He send one email and I did not receive - instead he received as spam

10:05, Feb 24

Sharath R: Okay, can you please ask them to send any simple test email so that we can find out was it issue with one particular email or all emails?

10:06, Feb 24

Sharath R: Yes, the server might have detected the emails as SPAM content. That's why you are not able to receive emails. The sender has problem wth emails. Your emails are working fine.

10:06, Feb 24

Mohamed Musthafa Rayamarakkar: [JPEG]

10:06, Feb 24

Mohamed Musthafa Rayamarakkar: He just forwarded one email what he received - if it was spam - at first he should not receive

10:06, Feb 24

Sharath R: Thank you for sharing the screenshot but can you please send the error screenshot in English so that I can understand it better?

10:07, Feb 24

Mohamed Musthafa Rayamarakkar: This is the email he received and forwarded to me - that email filtered as SPAM -

10:08, Feb 24

Mohamed Musthafa Rayamarakkar: please check his email box - both send and inbox

10:08, Feb 24

Sharath R: Yes, I have understood the issue. I can help you easily if the screenshot was in English. I am sorry, I cannot understand the screenshot language.

10:08, Feb 24

Mohamed Musthafa Rayamarakkar: you will have better idea

10:08, Feb 24

Sharath R: May I know the email ID which I have to check the inbox/

10:08, Feb 24

Mohamed Musthafa Rayamarakkar: ayman.ghoneim@arabfde.org

10:12, Feb 24

Mohamed Musthafa Rayamarakkar: [JPEG]

10:12, Feb 24

Sharath R: Thank you for providing the email ID. I have checked the inbox but I see that the forwarded email is in another language. I really wanted to help you Mohamed, I would have definitely helped you if the error screenshot is in English. I request you to please provide the screenshot in English so that I can help you in fixing the SPAM error.

10:12, Feb 24

Mohamed Musthafa Rayamarakkar: Please find email

10:13, Feb 24

Mohamed Musthafa Rayamarakkar: Error screen shot is in english only

10:13, Feb 24

Mohamed Musthafa Rayamarakkar: The arabic is email content

10:14, Feb 24

Sharath R: Okay, I have checked the email now and I am checking with my backend team to help you in fixing the issue with SPAM errors. Please, do not worry I am here to help you and I will definitely do it for you.

10:16, Feb 24

Mohamed Musthafa Rayamarakkar: Your message did not reach some or all of the intended recipients.

Subject: FW: draft Sent: 02/24/2023 09:46 AM The following recipient(s) cannot be reached: 'Mohamed Musthafa' on The recipient has been deleted or has no email address.

10:16, Feb 24

Mohamed Musthafa Rayamarakkar: This is our CEO's mail box and they are eating my brain

10:17, Feb 24

Mohamed Musthafa Rayamarakkar: Please do something as it is escalated to top level

10:17, Feb 24

Mohamed Musthafa Rayamarakkar: Please understand our IT Department isssee

10:18, Feb 24

Mohamed Musthafa Rayamarakkar: Why This is happening - these are very important mails -

10:18, Feb 24

Sharath R: Yes, I do understand your situation Mohamed. I will save you from this issue and I have checked the error from your emails. The issue is due to recipient's email address being missing. I have fixed the SPAM issue and please ask the senders to send the same email to you now.

10:18, Feb 24

Sharath R: Please ask them to add a subject linealso.

10:18, Feb 24

Mohamed Musthafa Rayamarakkar: How come genuine emails marked and filtered as SPAM

10:20, Feb 24

Sharath R: Yes, I do agree the email is genuine but the serve will check the email depend on the type of content we sent. Please, do not worry the issue is fixed from our end and please ask them to send the emails.

10:20, Feb 24

Mohamed Musthafa Rayamarakkar: ok

10:21, Feb 24

Mohamed Musthafa Rayamarakkar: i SEND THE SAME EMAIL FROM HIS MAILBOX TO ME AND LET ME CHECK

10:22, Feb 24

Mohamed Musthafa Rayamarakkar: Yes - now I received the email

10:23, Feb 24

Sharath R: Great, I am very happy that the emails are working fine now.

10:24, Feb 24

Mohamed Musthafa Rayamarakkar: Please update your SPAM FILTER RULES AS WE USED TO RECEIVE MAILS IN DIFFERENT LANGUAGE - SPECIALLY IN ARABIC

10:25, Feb 24

Sharath R: Yes, I wil make your emails issue as high priority and I will activate SPAM filters for you so that you will not face the SPAM issue in the future.

10:26, Feb 24

Sharath R: Thank you. I have activated the SPAM filters for you so that you can send the emails in any language and the server will not mark it as SPAM.

10:26, Feb 24

Mohamed Musthafa Rayamarakkar: OK THANKS FOR THAT - IN CASE OF SPAM FILTER PLEASE PROVED AN OPTION TO INFORM THE SENDER THE REASON FOR BLOCKING

10:27, Feb 24

Mohamed Musthafa Rayamarakkar: BUT MAIN ISSUE IS ABOUT RECEIVING MAILS - IN CASE OF SPAM FILTER PLEASE PROVED AN OPTION TO INFORM THE SENDER THE REASON FOR BLOCKING

10:27, Feb 24

Mohamed Musthafa Rayamarakkar: AND ALSO KINDLY PROVIDE OPTION TO KNOW KNOW THE DETAILS OF THE EMAIL FAILURE RESAON

10:29, Feb 24

Sharath R: Yes, I have noted your issue and I will inform my team to inform the sender the reason for the blocking and we wil make sure that the senders will not receive any blockings from now.

10:31, Feb 24

Mohamed Musthafa Rayamarakkar: OK Thanks

10:31, Feb 24

Mohamed Musthafa Rayamarakkar: I've added the email as white list w

10:31, Feb 24

Mohamed Musthafa Rayamarakkar: will t work properly

10:32, Feb 24

Mohamed Musthafa Rayamarakkar: *@aaru.edu.jo

10:32, Feb 24

Sharath R: Yes, it will work. Please, do not worry. We have noted your issue and I assure you wil not face the SPAM issue again in future.

10:33, Feb 24

Mohamed Musthafa Rayamarakkar: ok thanks for that