

Namecheap.com



FHQ-219-34227: IMPORTANT: Account 'tigegqaa' is suspended due to Resource Abuse - premium235.web-hosting.com

Department: Abuse Cases**Owner:** Unassigned**Type:** Hosting L&A**Status:** Awaiting Client Response**Priority:** Low**Created:** 27 May 2023 02:32 PM **Updated:** 28 May 2023 02:38 AM

Posts

Notification System

Hello,

(Staff)

We are writing from the Namecheap Legal and Abuse team.

It has come to our attention that the account with the username 'tigegqaa' is affecting the server performance and all accounts hosted thereon by a number of queries to the 'tigegqaa_wp6sd1' database.

We assume that the subject abusive activity may be caused by an unoptimized database assigned to your website(s). Thus, in order to resolve the matter, you should optimize it with the help of the following Namecheap KnowledgeBase article:

<https://www.namecheap.com/support/knowledgebase/article.aspx/9791>

Additionally, please perform the following steps to prevent the matter from being repeated in future:

- enable caching plugins (Note: Such plugins in conjunction with other website elements might malfunction. That is why if one of the plugins is already in use, it is required to disable the plugin temporarily and monitor the account activity.)
- revise all active plugins disabling unnecessary ones (in some cases even changing the current theme might be of use)
- make sure that all websites are well optimized and work as expected (if you are not a developer or professional in website administration, we strongly recommend use webmaster services)
- if SSH access is enabled for the account, it is possible to check which threads are being processed by the MySQL server:

Step 1 - Connect to your database using the following command: `mysql -uusername -ppassword database_name`

Step 2 - Once connected, please use the following command to see the active threads: `show full processlist`

As an option, you might consider upgrading your current hosting plan to 'VPS Pulsar'. If you decide to proceed with this route, please let us know. Once your confirmation is received, this ticket will be forwarded to our Billing Department for further assistance.

While we try to avoid disruption of services for our customers wherever possible, given the severity of the incident, we have been forced to suspend the account in order to prevent the resource abuse and its impact on other accounts located on the server. In order to have the account unsuspended, it is required to confirm that all measures necessary for the issue resolving will be taken immediately after the unsuspension.

Thank you for understanding. Please let us know if you have any questions.

=====[Please find the additional information below / attached]=====

Posted on: 27 May 2023 02:32 PM

Rizwan Hello Talha
Yousaf Please look into the matter.
Sole
proprietor Thanks and Regards,

(User) Engr. Rizwan Yousaf, (CEO)
BSc. Mech Engg, MBA Marketing
AL AZIZ Laptop Parts.
15-First Floor, 142-Lower Ground, hafeez centre Lahore, Pakistan.
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Warranties: +92-42-35879343,
Repairs +92-42-35761931,
website: www.alazisonline.com

On Sat, 27 May 2023 at 19:32, Namecheap Legal & Abuse Team <legalandabuse@namecheap.com> wrote:

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>
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> issue resolving will be taken immediately after the unsuspension.

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>

> =====[Please find the additional information below / attached

>]=====

>

> Ticket Details

> -----

> Ticket ID: FHQ-219-34227
> Department: Abuse Cases
> Type: Hosting L&A
> Status: Awaiting Client Response
> Priority: Low
>
>

Posted on: 28 May 2023 02:19 AM

Mykola I. Hello,

L&A

Representative Thank you for your response.

(Staff) Please be informed that we have been forced to suspend the account since it affected the overall server performance in a negative way.

For us to consider and arrange the unsuspension, please confirm that you agree to promptly look into the issue. You will need to address the issue immediately after the unsuspension.

A quick check by our Technical team has shown that the following actions may help ensure the stable account activity :

- enable caching plugins (Note: Such plugins in conjunction with other website elements might malfunction. That is why if one of the plugins is already in use, it is required to disable the plugin temporarily and monitor the account activity.)
- revise all active plugins disabling unnecessary ones (in some cases even changing the current theme might be of use)
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Let us know if you have any questions.

Regards,
Legal & Abuse Department
Namecheap, Inc.

Posted on: 28 May 2023 02:38 AM