

Another Hostmonster Issue

On Wednesday May 13th I received an email from Hostmonster, our website service provider, that there would be a scheduled maintenance downtime on Friday May 15th starting at 8 p.m. PDT. I posted the information to the Latest Museum News column. On Saturday morning, I had received the agenda and reports for the May FRRS Board Meeting. About 5:30 a.m. I processed them as usual on my home UNIX system and tried to upload them to Hostmonster. The file transfer failed. I tried to login at Hostmonster, it also failed. The website was up, but I could not update it. I contacted Hostmonster technical support and after an hour of work convinced the front line support person there was a Hostmonster problem from the maintenance done Friday night. An escalation ticket, #22594257, was opened. I had to wait until the issue was resolved before I could update the website.