

Ticket

Last Update:	27 Jul 2017 07:47 AM
Last Replier:	Eliot Bernstein
Status:	Open
Department:	Technical Support
Created On:	23 Jul 2017 05:06 PM

Index Pages messed up

close

printable version

post reply

Author	Contents
Eliot Bernstein <div style="border: 1px solid black; padding: 2px; display: inline-block;">customer</div>	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p> Posted on 23 Jul 2017 05:06 PM</p> </div> <p>Name: Eliot Bernstein</p> <p>E-Mail: iviewit@gmail.com</p> <p>Website: iviewit.tv</p> <p>Example URL:</p> <p>Hi, when I go to my site index pages for various folders there is a new formatted page that truncates the file names and puts a > for an extension but it cannot be expanded to see the whole link as before. Can you please change this back or tell me how to.</p>
Canaca-Com Inc. Support <div style="border: 1px solid black; padding: 2px; display: inline-block;">staff</div>	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p> Posted on 23 Jul 2017 11:15 PM</p> </div> <p>Hello,</p> <p>Unfortunately code debugging cannot be investigated by our support team and needs to be done by the programmer. Please check and inform us the exact server-side issue so that we can help.</p> <p>Best Regards, Canaca-Com Inc. Please mail us about the quality of your experience at feedback@canaca.com</p> <p>- - - - -</p> <p>We highly recommend backing up your data at least twice a month. For more information on backups please contact us at support@canaca.com</p>
Eliot Ivan Bernstein <div style="border: 1px solid black; padding: 2px; display: inline-block;">customer</div>	<div style="border-bottom: 1px solid black; padding-bottom: 5px;"> <p> Posted on 24 Jul 2017 06:39 AM</p> </div> <p>I have attached a pdf with a screen shot of the index report page, as you can see the file names are being truncated and cannot be expanded. This just</p>

started in the last week or so. Please advise. Thanks

From: Canaca-Com Inc. Support [mailto:support@canaca.com]
Sent: Sunday, July 23, 2017 11:15 PM
To: iviewit@gmail.com
Subject: [IPN-98380]: Index Pages messed up

Index Pages messed up

Hello,

Unfortunately code debugging cannot be investigated by our support team and needs to be done by the programmer. Please check and inform us the exact server-side issue so that we can help.

Best Regards,
Canaca-Com Inc.
Please mail us about the quality of your experience at feedback@canaca.com

- - - - -

We highly recommend backing up your data at least twice a month. For more information on backups please contact us at support@canaca.com

Rate this ticket:
380&rate=1&dorate=yes&email=iviewit@gmail.com&ticketkey=71008a1c> Image removed by sender.Helpful
380&rate=1&dorate=yes&email=iviewit@gmail.com&ticketkey=71008a1c>
380&rate=1&dorate=no&email=iviewit@gmail.com&ticketkey=71008a1c> Image removed by sender.Not Helpful
380&rate=1&dorate=no&email=iviewit@gmail.com&ticketkey=71008a1c>

Ticket ID:

IPN-98380

Tracking URL:

Click Here
viewit@gmail.com&ticketkeyre=71008a1c&_i=IPN-98380>

Department:

Technical Support

Created On:

23 Jul 2017 05:06 PM

Last Update:

23 Jul 2017 05:06 PM

Status:

Closed



 [\(0.44KB\) - None](#)

 [Index error.pdf \(248.66KB\) - None](#)

Canaca-Com Inc. Support

 Posted on 24 Jul 2017 10:29 AM

staff

Hello,

Sorry this is not something we can check or fix, you need to contact a web programmer to help you find the source of problem.

Best Regards,
Canaca-Com Inc.
Please mail us about the quality of your experience at feedback@canaca.com

- - - - -

	We highly recommend backing up your data at least twice a month. For more information on backups please contact us at support@canaca.com
Eliot Bernstein customer	<p> Posted on 25 Jul 2017 08:17 AM</p> <hr/> <p>I am unclear as to this answer. The index page appears to generate from your server and I have had no changes to my site since this has happened and no code was changed on anything we host. I am not sure how the code was changed or where it was changed and by whom but please advise a bit more on this. Thanks</p>
Canaca-Com Inc. Support staff	<p> Posted on 26 Jul 2017 04:06 AM</p> <hr/> <p>Hello,</p> <p>I'm sorry but we can't help you in this regard. You need to consult the issue with a web programmer.</p> <p>Best Regards, Canaca-Com Inc. Please mail us about the quality of your experience at feedback@canaca.com</p> <p>-----</p> <p>We highly recommend backing up your data at least twice a month. For more information on backups please contact us at support@canaca.com</p>
Eliot Bernstein customer	<p> Posted on 27 Jul 2017 07:47 AM</p> <hr/> <p>From my understanding the directory index page is generated by your server software, not my website and I am not sure how to reprogram that nor are other coders I spoke with. If this is not the case that your server generates the page screenshot I sent and since I have not made any changes to code in my site that could have altered the page, I will now report this to FBI and others as a hacking that is interfering with state and federal persons using the site and its information for ongoing civil and criminal cases. Therefore, if you could please direct me to any log files that will show who has logged into my website and made any changes, IP addresses of such persons, etc. and made any changes to the site, zeroing in on that page and the mail issues from the other week for the last 120 days this would be great. Or can I direct investigations to a department or your legal counsel for the company for further information, if so please provide name and contact information. Thank you for your cooperation. Also, have there been any changes in ownership of Canaca in the last two years?</p>

Rate this ticket:  [Helpful](#)  [Not Helpful](#) (★★★★★)

Thank you for rating this ticket, your input is appreciated.

Post Reply	
Subject:	Index Pages messed up
Message: *	

Rating:	Was the staff reply helpful? <input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Dont Rate
* Required	<input type="button" value="Reply"/>