

**Subject:** Your Chat Transcript  
**From:** no\_reply@webhostinghub.com  
**Date:** 6/5/19, 4:06 PM  
**To:** roy@nws-sa.com

General Info	
<b>Chat Start Time:</b>	06/05/2019 09:12:08 AM
<b>Chat End Time:</b>	06/05/2019 10:04:33 AM
<b>Chat URL:</b>	<a href="https://secure.webhostinghub.com/amp/chat/amp-pre-chat?department=sales&amp;url=https://www.webhostinghub.com/hosting-plans">https://secure.webhostinghub.com/amp/chat/amp-pre-chat?department=sales&amp;url=https://www.webhostinghub.com/hosting-plans</a>
<b>Referer URL:</b>	<a href="https://secure.webhostinghub.com/amp/chat/amp-pre-chat?department=sales&amp;url=https://www.webhostinghub.com/hosting-plans">https://secure.webhostinghub.com/amp/chat/amp-pre-chat?department=sales&amp;url=https://www.webhostinghub.com/hosting-plans</a>
<b>Name:</b>	Roy
<b>Email:</b>	roy@nws-sa.com
<b>Phone:</b>	
<b>Initial Question:</b>	EMAIL: roy@nws-sa.com DOMAIN: www.nws-sa.com VERIFICATION: QUESTION: Hi, I am looking ot change service providers, and webhostinghub covers many of my requirements. I have a couple of questions.

Chat Transcript
<p>09:12:08 AM [Roy]  EMAIL: roy@nws-sa.com  DOMAIN: www.nws-sa.com  VERIFICATION:-----  QUESTION:-----  Hi,  I am looking ot change service providers, and webhostinghub covers many of my requirements. I have a couple of questions.  -----</p> <p>09:12:21 AM [Adam B] Hello Roy, my name is Adam B. Thanks for contacting Sales today!  -----</p> <p>09:12:44 AM [Roy] Hello Adam,  -----</p> <p>09:12:48 AM [Roy] When I contacted you previously, your sales representative confirmed that MySQL event-scheduling is permitted with your Spark and Nitro shared hosting packages. Is that still true?  -----</p> <p>You offer free SSL in both Spark and Nitro shared hosting packages. Does this apply to coding using PHP, or is it limited to HTML.  -----</p> <p>I will need to access the MySQL databases remotely, using MySQLWorkbench. Does the control panel include the necessary tools allowing me to set up the security parameters do permit the remote access.  -----</p> <p>09:13:39 AM [Adam B] When did you previously contact us and do you remember with whom you were speaking?  -----</p> <p>09:14:07 AM [Roy] It was over a year ago.  -----</p>

09:14:58 AM [Roy] And the person I spoke to was Matthew Walton  
09:15:24 AM [Adam B] Oh, ok. New year, new chat. Also, he's no longer with us.  
09:15:45 AM [Adam B] RemoteMySQL is available via cPanel. Will this work for you?  
09:15:50 AM [Roy] He did a great job, it's a pity that he left  
09:16:11 AM [Roy] Yes, that's answers that question  
09:17:29 AM [Adam B] Ok, super. I'll be sure to honor the best rates for you, as well.  
09:18:11 AM [Roy] Thanks, can you answer the questions about event-scheduling, and SSL please  
09:18:51 AM [Adam B] I do not see any about MySQL event in our chat channel so I'll look in or Wiki.  
09:19:07 AM [Adam B] Yes, the FREE SSL feature is available via the AMP dashboard on all of our plans.  
09:19:40 AM [Adam B] It's not in the Wiki either, so I will ask our technicians. Please hold 3-5 minutes while I look into this for you.  
09:20:11 AM [Roy] I can see that the Free SSL is available, but other service providers do not provide it for PHP coded sites  
09:20:13 AM [Roy] Thanks  
09:21:47 AM [Adam B] We don't have a limit on what type of site you use the SSL for.  
09:21:55 AM [Adam B] I just asked the technicians. I'll be right back./  
09:21:58 AM [Adam B] back.\*  
09:22:02 AM [Roy] Thanks  
09:31:54 AM [Adam B] We confirmed it's available.  
09:32:14 AM [Adam B] It's available via phpMyAdmin in the Event tab.  
09:32:20 AM [Roy] Is that for the event scheduling  
09:32:30 AM [Adam B] Yes.  
09:32:59 AM [Roy] I need to be able to schedule events in my code, not using phpMyAdmin  
09:34:17 AM [Adam B] Ok, be right back.  
09:34:25 AM [Roy] Thanks  
09:37:21 AM [Adam B] Their reply: "They could create a MySQL event using the command line. You could then write code that will create MySQL events using that information." --- Does that work?  
09:39:20 AM [Roy] No, I have already created the SQL code running in stored procedures and that runs fine on my development server. My service provider does not permit event scheduling, so the code does not work on their servers. I need to make sure that stored procedures that create events will work on your service.  
09:40:31 AM [Roy] And I call the stored procedures using code written in PHP.  
09:41:24 AM [Adam B] Oh, I'll be honest. This is my first time hearing this in my 8 years here, so I need to go back to the technicians again to help me. I'll be right back, again.  
09:41:36 AM [Roy] No problem  
09:49:00 AM [Adam B] Ok, their reply:  
09:49:44 AM [Adam B] "As long as they are not causing Quality of Service issues for other customers, I don't see an issue. Also please clear something with them, that our Shared hosting environment is using MariaDB 10.2 and if their testing environment was using specifically MySQL 5.6 or 5.7 that they should test the code with MariaDB 10.2 to ensure there isn't any performance changes." --- Can you confirm?  
09:51:32 AM [Roy] I have not run the code with MariaDB. The code is running on MySQL 5.7

09:52:00 AM [Roy] Sorry, 5.6.43

09:53:36 AM [Roy] I will need to test whether all the code runs with MariaDB, as a significant portion of the coding is at the DB level.

09:54:43 AM [Roy] Adam, we have a simple solution:

09:55:33 AM [Roy] You offer a money back guarantee. If the systems don't work, then that's the simple way to solve it.

09:58:54 AM [Adam B] Ok, sounds a little like setting us up to fail if its not tested with what we run, but you are certainly free to try and yes we do offer up to a 90 day 100% money back guarantee, so there's no risk.

10:01:53 AM [Roy] The other option is to install MariaDB on the development server. That may create other problems, and I'd prefer not to test that yet. Let me do some research and I'll come back to you. Thanks for being so patient and helpful.

10:02:38 AM [Adam B] Ok, sure. Whatever works best for you. I will email you now from [adamb1@webhostinghub.com](mailto:adamb1@webhostinghub.com). When ready, signing up with me or my link will allow me to enable your account for auto-approval, as well as credit me for assisting you. I would like to be your direct point of contact, from this point forward.

10:03:14 AM [Roy] Happy to do that. I'd like for you to get the credit.

10:03:20 AM [Adam B] Sent. Can you confirm that you have received the email?

10:03:48 AM [Roy] Got it

10:03:53 AM [Roy] Thanks again

10:04:15 AM [Roy] Have a great day.