

DATE: 1-13-2019 Sunday and 1-14-2019

Tried to Email TO: GoDaddy Technical Support >
GoDaddy (apparently)DOES NOT OFFER EMAIL.

GoDADDY Acct **1*8*7**4**

PiN ** :: PHONE: 480 505-8877**

GoDaddy Technical Support > GoDADDY Acct number PiN number
PHONE: 480 505-8877 questions < Googled – does NOT offer Email
support.

<https://in.godaddy.com/help>

<https://in.godaddy.com/help/linux-hosting-cpanel-1000004>

<https://in.godaddy.com/help/do-your-shared-hosting-accounts-support-streaming-video-373?>

Hello GoDaddy Technical Support.

First, THANK YOU!

I worked with Ms. Carmen Houlahan [carmen8469@godaddy.com] yesterday [1-13-2019]. Carmen is Irish. I AM AN IRISH PERSON (ALSO) – a “CassAdy”! - My original people are from Scotland (the country) also. I am an American citizen.

I am a GoDaddy customer > www.HansANDcassady.org ::
Customer No. *****

With your GoDaddy Helps – WE! have created my "personal" web site - using cPanel. WEB Site of interest: <http://hansandcassady.org/>

PROBLEM:

1. My husband (Hans) got me a Camcorder device – as a present.
2. So, I am learning to use it - AND, the related software - which (they say) can make my Video files smaller, label them, etc.
[e.g. VLS Media Player, GoPro Quik Media Editor, Windows Media Player - etc.]
3.
You may recall? I am [the] “senior” 65+ year old, USA Citizen (born in Columbus, Ohio - USA), human female [that] performs Yoga poses AND stretches – to inspire other USA Seniors. I WAS (also) an HTML guru (sort of) circa 1995 - before my stroke event (in 2012).
4. NOW – my husband used his Apple iPOD device AND “captured” me performing a “Halasana” Yoga pose – at our LOCAL YMCA.

5. My husband gave me a copy of the video file.
5. I uploaded the file (IMG_0164.mov) to my GoDaddy web site folder directories.
6. Then, my senior sister – at my request - did view the Video file (IMG_0164.mov). Carol lives in London, Ohio. I live in Dayton, Ohio Zip=45405. My sister commented – on my long hair – only. She made a nice comment. Her Email (to me) documents the fact [that] she could [YES] see the original Apple iPod video file: (IMG_0164.mov)
7. Then, I changed the iPOD Video file (IMG_0164.mov). I added a logo and some TEXT – using (the) VLC Video Player & Editor. I used “ VLC Open-Source software” [Videolan Company] <https://www.videolan.org/index.html>
8. Then, I created a video of (myself) -using my new Camcorder – (a GoPro Hero 7) I performed a Yoga "Halasana" pose - while I was singing the USA National Anthem - sort of. I forgot the words... AND ended the Video – after 1 minute and 41 seconds.
9. The resulting Video (of interest) is now size 29,472 KB. Thus, I reduced the original GOPro Camcorder video file - from 372,845 KB - using (the) VLC Open Source Software – which, I did install.
10. After gaining my husband’s “approval” – I “uploaded” the **Compressed** Camcorder Video file to my GoDaddy directory folders.

/public_html/NatANthemMistake2-attempt-GH010106.MP4
< GoDaddy CpANEL “file manager” SEARCH RESULTS.

TEST RESULTS:

A) My Windows 10 "HOME" Google Chrome and MS EDGE browsers will NOT play [the] MP4 video posted to my web site - from a URL

link, [that] I did enclose in an Email – [that] I sent to myself – for TEST purposes.

B) However, my husband's (Apple I-mac model computer) – utilizing the "Safari" browser - does play the video (of interest); When he clicks on the URL link [that] I sent to him - by Email.

Again, Hans must approve of each video – that I post. For example, Hans does NOT want me to show my bare legs – or, appear (for example) in a thin shirt – where I am cold. Test results have confirmed (that) this is how he feels.

C) Email link (that was Emailed to Hans for TEST)

[http://hansandcassady.org/NatANthemMistake2-attempt-](http://hansandcassady.org/NatANthemMistake2-attempt-GH010106.MP4)

[GH010106.MP4](http://hansandcassady.org/NatANthemMistake2-attempt-GH010106.MP4) < Video of interest was sited (in my GoDaddy Directory Structure) to appear - when "clicked" from a HOME page sited hyperlink - [that] is displayed prominently at the TOP of my “personal” web site HOME page. GODaddy employee Carmen Houlahan did have the same viewing experience – as me – on Sunday 1-13-2019. I can be heard singing (I think) but not performing the Halasana. Carmen sent me an Email, to document our results. Email: *****@hansANDcassady.org

SEE "Almost the USA National Anthem" link – at the top of my HOME page.

/public_html/NatANthemMistake2-attempt-GH010106.MP4
< GoDaddy CpANEL “file manager” SEARCH RESULTS.

BTW: I am not ashamed [that] I got mixed-up singing the song. Hans (my husband) gets the “giggles” each time he views it. And, in fact, I was approved to perform my Yoga pose routine - at our Shiloh United Church of Christ (Zip 45405) talent show. All proceeds went to local

charities. AND, the USA National Anthem is very difficult to sing; Even when the “singer” is not up-side-down performing a Yoga pose.

<https://youtu.be/cdl8p9akJJw> < If interested, please SEE Video (by Professional Singers) documenting WHY the USA National Anthem is so difficult to sing. I am a proud Democrat, so please ignore the beginning (of the You tube video)- with USA Vice President, Mike Pence speaking. HE is NOT a singer - anyway.

TEST NOTES: My browser experience - also cites a "**CODEC**" error. I recall selecting a "profile" = "**Video for Youtube HD**" related CODEC - when using (the) VLC Media Player –video file editor.

AND finally, my local [C-drive] version of the "resulting Video File (NatANthemMistake2-attempt-GH010106.MP4) plays just fine. Audio and Video – in the VLC Media Player. The Windows Media Player gives me a **Codec Error “0xc00d5212”**. I reported this error to MicroSoft – using the MS “Feedback Hub”

The cat – that strolls through the video – is my Pixie Bob - named “Merlin”.

Again, THANK YOU! I LOOK FORWARD to your suggestions - regarding HOW my problem can be corrected. There are "CassadyS" –all over the USA - who may use Windows computers. AND, I want ALL of my very extended family to know - [that] I am mostly recovered -from the stroke event (of 2012). So good, (in fact) [that] I can still perform difficult level Yoga poses! And, post videos to my GODaddy web site.

PS – I will telephone your offices [480 505-8877] – if necessary. I prefer to use Email: *****@HansANDcassady.ORG As I explained to Carmen, my speech is – sometimes - difficult to understand.