

Inaccessible domain

Here you'll find all parameters that you need to check when your domain is inaccessible.

### Checking WHOIS

You may find more information about your domain in Whois database. Here is an extract about .com domain:

Domain Name: DOMAIN.COM  
Registrar: OVH  
Whois Server: whois.ovh.co.uk  
Referral URL: http://www.ovh.co.uk  
Name Server: ns11.ovh.net  
Name Server: dns11.ovh.net  
Status: REGISTRAR-LOCK  
Updated Date: 21-jan-2004  
Creation Date: 07-feb-1997  
Expiration Date: 08-feb-2005

- 1. Has my domain expired ?

Expiration date

In the example above, the expiry date is 8th February 2005.  
=> Expiration Date: 08-feb-2005

STATUS of domain

– Correct Status:

**REGISTRAR-LOCK : Protection against the theft.**  
**ACTIVE : Transfer is possible.**  
**OK : Transfer is possible.**

– Status that may cause problems:

**REGISTRAR-HOLD:** Domain expired, DNS are blocked.

**REDEMPTIONPERIOD:** Domain expired more than 15 days ago. For ?150 +VAT, you have the possibility to change the status.

**PENDING-DELETE:** Domain will be deleted within 15 days.

**INACTIVE:** Dns are inactive..org and .biz domains: minimum 2 DNS are required.

**REDEMPTION:** Your .be domain has expired more than 30 days ago. For ?24.80 +VAT, you have the possibility to change status if your domain is hosted at OVH.

TradeTransmission

- 2. Is my DNS configuration correct?

In our example, the domain has OVH's Dns:

**Name Server: ns11.ovh.net**  
**Name Server: dns11.ovh.net**

The modification date must have more than 48 hours in order to make sure that the domain has all the DNS displayed.

=> Updated Date: 21-jan-2004

### 3. Is my domain responding to ping?

Open a terminal and use **ping** command to check if domain responds:

```
ping domain.com
PING domain.com (213.186.33.24): 56 data bytes
64 bytes from 213.186.33.24: icmp_seq=0 ttl=59 time=6.3 ms
```

=> The domain responds, and its IP is 213.186.33.24 (IP of hosting service).

ping: unknown host domain.com => DNS are inactive.

ping : Request timed out => This is a network problem.

### Checking DIG

You may use dig command to receive technical data of your domain. Here is the link to the script using this command : <http://www.kloth.net/services/dig.php>

An example for Domain.com

```
dig domain.com A
;; ANSWER SECTION:
domain.com. 83111 IN A 213.186.33.34 ;;
```

```
AUTHORITY SECTION:
__domain.com. 83111 IN NS dns.ovh.net.
domain.com. 83111 IN NS ns.ovh.net.
```

There are two DNS and IP (type "A")

If you have a domain at OVH, hosted on a shared hosting, go to step 5, otherwise go to step 6 if your domain is hosted on a dedicated server.

### 5. My DNS configuration is correct and my domain hasn't expired. What shall I do?

Log into Manager, choose section 'Domains&DNS' , 'DNS zone' and check all fields:

**domain.com MX 1 mx3.ovh.net.** => First MX server

## OVH

**domain.com MX 5 mx4.ovh.net.** => Second MX server (it may be mx0.ovh.net, mx1.ovh.net, mx2.ovh.net, redirect.ovh.net or other, if POP accounts are not managed in OVH)

**domain.com A 213.186.33.18** => your hosting IP address (it cannot be 213.186.33.102 or 213.186.33.99 or 212.27.32.132 – IP of DNS)

**www.domain.com CNAME domain.com.** => Redirection of www.domain.com to domain.com

If those fields are missing, you, you won't have access to www.domain.com

**ftp.domain.com CNAME rallye-nord.com.**

**ftp2.domain.com CNAME anonymous.ftp.ovh.net.**

**mail.domain.com CNAME ns0.ovh.net.**

**pop3.domain.com CNAME ns0.ovh.net.**

**smtp.domain.com CNAME ns0.ovh.net.**

**irc.domain.com CNAME irc.ovh.net.**

**news.domain.com CNAME news.ovh.net.**

**cgi.domain.com CNAME ns1.ovh.net.**

**audio.domain.com CNAME audio.ovh.net.**

imp.domain.com CNAME imp.ovh.net.

squirrel.domain.com CNAME squirrel.ovh.net.

sqwebmail.domain.com CNAME sqwebmail.ovh.net.

2. Your domain is registered on dedicated server:

To check DNS configuration use Zone Check Afnic. This tool works also for other domains than .fr:

<http://www.afnic.fr/outils/zonecheck/form>.

Enter your domain and required DNS, the program will inform you about any problems with configuration.