

Current problems that you may encounter with your domain

### **Password change for a nic-handle**

1. If you forgot your password, you can request a new one via: Manager v3
2. Then click on 'Forgot your password?'
3. Enter your Nic-handle and click on Confirm
4. Within 5 minutes, you will receive an email giving you a link
5. Once you click on this link, enter your Nic-handle and click on Confirm.

The password will display on the next page.

6. If you want to modify the password of your nic-handle, log into your Manager, then click on 'My Settings', then on 'Password'.

In password section, enter your password, check it and click on 'confirm'.

Warning!

This will be sent to your e-mail address that you submitted during your registration.

### **EMAIL TO BE CHANGED**

– You want to change the e-mail address of your nic handle : proprio, tech, billing, admin or contacts.

Here is the link for the pdf document that you may need to print and resend:

### **Force my domain to appear in "DNS zone"**

You have ordered a domain name with OVH and also handle the purchase order. You use the following OVH servers, **dns11.ovh.net** and **ns11.ovh.net**, as a primary and secondary DNS. Meanwhile, your domain name appears in the **Domain** section of your manager but is not available in the **DNS zone** section.

To manage the WEB (ORT) redirections, the Dynhost or the DNS Expert fields, you can "force" the activation of DNS zones. For this, connect to your manager in the **DNS zone** section and click on the **Create DNS zone** link in the left menu.

Any particular problems that may occur should immediately appear in the **DNS zone** section.  
**ATTENTION:** If your domain is hosted on a dedicated server, you won't be able to use this form.

### **Recover www**

If it has been less than 48 hours since you set up your domain, the DNS registration is not yet complete. You may sometimes have problems accessing your domain with www, but without www it works. All you can do is wait until the DNS zones reload and register on the internet. We cannot accelerate this registration process.

Even if www still does not work at all, then the dns configuration must not be correct. If you have DNS with OVH, you can easily fix this problem.

You can fix the problem via: Manager v3

Click on DNS zone,  
Select Cname Type

In sub-domain enter www and in destination indicate the domain name

You need to create CNAME field. Use our manual concerning CNAMEField  
This takes effect 24 hours after its creation.

### **Recover the A field**

To put back the code online, you can go to your manager via: Manager v3

Click on DNS zone ,  
Select A Type

The 'sub-domain ' remains empty. In 'Select an IP choose the one you want to point this domain to.

You need to create A field. Use our manual concerning AField  
This takes 24 hours to take effect.

domain => 213.186.33.5  
mailplan => 213.186.33.3  
20GP => 213.186.33.24  
60GP => 213.186.33.19  
240GP => 213.186.33.40  
240Plan => 213.186.33.4  
720Plan => 213.186.33.16  
Mediaplan => 213.186.33.17  
XXPlan => 213.186.33.18

### **Configure a domain on a Dedicated Server**

Use our manual InstallDomainOnDedicated

## Create a Subdomain

To create a sub domain: SubDomain

## Web Redirection for a site

To create a web redirection: FreeRedirection

Manager v3

'hosting' section , sub-domains , and New

Create the field:

sub\_domain.domainname VHOST sub\_domain

The creation takes about 24h.

Source:

## E-mail Redirection with my domain name

If you only have a domain name, you can still benefit from having e-mail redirections.

To create the desired e-mail addresses: CreateEmailRedirection

## Using the Multi Domain option

This option serves to host several domains on the same offer. It is uniquely available for the 720, Media, and XXL plans. You can check the manual and setup for this option at: MultiDomain

## I'm in the manager, but I don't see my domain ! Why ?

There are several possibilities:

- 1. Your domain is with another service provider. In this case, you won't be able to see your domain in the "domain name" section. But if the DNS is with OVH, you can view the domain in the "DNS zone" section.
- 2. Your domain is not yet created. You've paid for it, but your domain does not show up at all. For a .com, .net, .org or .be, you have to wait for at least half a day. For a .fr you must wait 4 to 5 days.
- 3. You can't connect with the proper nichandle. You can recover your account information by entering your e-mail address in the "lost information" section of the manager. For this to work your e-mail address must be registered in our database.

**I can't view my website statistics !**

To view your statistics, you can enter your nichandle and password ("What's a nichandle ?") NicHandle

If you can't gain access, the problem is that it has been too recent since the creation of your account. You must wait until the statistics are established in order to create your directory. Take into account 3–4 days after the creation of your site/hosting.