

KNOWLEDGE BASE · PUBLIC DOCUMENT

What DNS propagation really is: caches that expire, not a change that travels

Domains & DNS

CODE

RLX-AO-KB-2092

VERSION

v2026.10.16

COUNTRY · LANGUAGE

Angola · English

Interweb Angola

RLX Angola, Lda. · Group RLX Holdings

Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

<https://www.meu.interweb.ao/knowledgebase/2092>



The short answer: when you save a DNS record, the change takes effect **at once** on the servers that hold the zone (the authoritative ones). Nothing “travels” across the internet from there. What people call propagation is something else: many servers around the world stored the **old** answer in a cache, each from the moment it asked, and they only ask again when the **TTL** that came with that answer runs out. Nobody pushes the change; every cache forgets the old answer when its own time is up.

The links in the chain, and who controls the time of each

Link	What it keeps	How long, and who decides
The registry for the extension (the delegation)	The list of nameservers for the domain.	A TTL of its own, set by the registry, not by you. It only matters when you change nameservers .
The authoritative nameservers	The zone itself: this is the source , and it keeps no copies of anyone else’s answers.	They change when you save. If the zone has secondary servers, they copy it when the SOA serial number goes up.
The recursive resolver (your internet provider’s, your company’s, or a public one)	Answers it has already given to someone.	The record’s TTL , counted from the moment it asked. Some resolvers apply limits of their own, up or down.
The operating system and the router	Their own copy of names already looked up.	Usually the TTL, though not always to the letter.
The browser and the apps	A name cache of their own, and connections already open to the old address.	Until the program closes or the connection drops. This is the layer ipconfig does not reach .

Why one person sees the new site and another the old one: each resolver stored the answer at a different moment, so each forgets it at a different moment. A phone on mobile data uses the carrier's resolver; the office computer uses the company's or the internet provider's. They are separate caches with separate clocks, and none of them is "broken".

How to think after a change

1

Tell the two cases apart. Did you change a record inside the zone (A, MX, TXT)? Then that record's TTL counts. Did you change the nameservers? Then the delegation's TTL counts too, and you do not control it; it is usually the longer one.

2

Check the source first. Find the nameservers with `dig NS asuaempresa.ao +short` and ask one of them, for example `dig @dns1.interweb.ao A asuaempresa.ao` if the zone is with us. If the source is wrong, waiting will fix nothing.

3

Remember the TTL that was there before the change. It is the longest time a cache that asked just before the change can keep handing out the old answer. That number, in seconds, is what rules, not the one you set afterwards.

4

Whoever never asked sees the new value straight away. A resolver with nothing stored goes to the source and gets the new value. That is why one colleague sees the new site and another the old one, at the same moment.

5

Once the old TTL has passed, it is no longer propagation. If someone still sees the old value, it is a local cache or a mistake: follow **the four places to check**.

There is no button that speeds up propagation for the world. A service promising to “force propagation” can only clear the caches it controls. And lowering the TTL **after** the change shortens nothing: whoever stored the old answer stored it with the old TTL.

The only way to shorten the wait is to prepare beforehand: lower the TTL on the records that will change, wait for the old TTL to pass, and only then make the change. The step by step is in **lowering the TTL before a migration**.

Not sure whether what you see is still a cache or already a mistake? Tell us the domain, what you changed and when.

[Open a support ticket](#)

SEE ALSO

[Lowering the TTL before a migration: the timeline that keeps the switch short](#)

[Asking different DNS resolvers: how to read a propagation checker without panic](#)

[A new record that still does not exist for some people: negative caching and the SOA](#)

[Flushing DNS on phones, browsers and routers: the caches ipconfig does not reach](#)

[I changed the DNS and nothing shows yet: TTL, cache, and the four places to check](#)

[DNS records explained: A, CNAME, MX, TXT and TTL](#)



Online version of this document

Interweb is a leading internet services company, with a mission to help businesses to be born and prosper through technology.

2020

FOUNDED

37,000+

CLIENTS

130+

SIGN-UPS A DAY

Interweb Angola

RLX Angola, Lda. • Group RLX Holdings

TAX ID (NIF)

500 260 5724

COMMERCIAL
REGISTRATION NO.

26464-25/250724

REGISTERED OFFICE

Rua Direita do Patriota, Bairro Dangereux
Belas, Luanda, Angola

CONTACT

info@interweb.ao • +244 942 011 191 • www.interweb.ao

OPENING HOURS

Monday to Friday - 08 AM to 04 PM
Saturday & Sunday - Closed