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Switching the CDN off, and confirming it really is off

CDN Basics

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There are three ways to switch a CDN off, and they are very different from one another. Picking the wrong one gets you one of two results: either nothing is switched off, or your whole DNS zone disappears. This article says which is which, and it is the mirror of **putting a CDN in front of your site**.

Never delete the zone at the CDN before the change is finished.

While the CDN nameservers are still at the registrar, they are the ones answering for your domain. Deleting the zone there at that moment leaves the domain with no answers at all: the site vanishes, mail stops, and there is nothing left to revert. Change the nameservers first and wait; delete afterwards.

The three ways, and what each is for

What it does	When to use it
Take one record out of the proxy	The CDN keeps answering for DNS, but that record now points straight at the server. The surgical option: for when one subdomain is misbehaving.
Pause the CDN on the whole domain	The CDN stays your DNS but stops sitting in front of anything. It answers the question "is it the CDN?" in five minutes, and undoes itself in another five.
Go back to our nameservers	The real exit. The CDN stops answering for the domain and DNS comes back here. The only one that needs preparation.

Always start with the pause.

If the problem goes away with the CDN paused, you know it is the CDN, and you can switch it back on and hunt the guilty option. If it does not go away, you have saved yourself a nameserver change that would have fixed nothing.

The real exit: back to our nameservers

> **The step people skip, and it is expensive: copy the zone out before you leave.**
> While the domain lived at the CDN, every record you created was created *there*. The zone left behind here stopped on the day you left, and holds nothing you added since. Change the nameservers without copying and you lose all of it at once: service verifications, subdomains, third-party mail records.

1. **Take the complete list of records at the CDN.** Type, name, value, priority. All of them, including the ones you think you do not use. The list of families that usually go missing is in **taking the whole zone across without losing records**, and it serves the return journey just as well.
2. **Open Zone Editor in cPanel** and compare. Add here whatever exists there and not here, and correct whatever is out of date.
3. **Confirm the essentials:** the site record pointing at the hosting, the mail records, SPF, DKIM and the verifications. See **SPF, DKIM and DMARC** and **TXT verification records**.
4. **Change the nameservers** in the panel of whoever registered the domain, putting ours in: `dns1.interweb.ao` `dns2.interweb.ao` `dns3.interweb.ao` `dns4.interweb.ao`. If the domain is with us, the step by step is in **pointing your domain to us**.
5. **Wait for propagation** and check. See **how long it takes**.
6. **Only once everything checks out**, delete the zone at the CDN if you want to. There is no hurry on this step at all.

How to confirm it really is off

Seeing the site open proves nothing: it opened with the CDN too. There are three proofs, and they are quick.

Proof	It is off when
The nameservers	A lookup on the domain returns our names and none of the CDN ones. See **how to check a domain DNS**.
The site address	It is your hosting address again, the same one you see in cPanel.
What the server says about itself	The site responses stop carrying the CDN markings in their headers. It is the finest proof, and the one that catches DNS having changed while your browser still holds the old connection.

When in doubt, try another network.
Mobile data, or ask somebody somewhere else. Your machine keeps DNS answers for a while and may be showing you the past.

What goes wrong straight afterwards, and what to do

Symptom	Usual cause
The padlock has gone	The certificate visitors saw was the CDN one. Ours issues itself, but it takes its time once the domain points back here. See **no padlock: the causes, in order**.
The site lands on an old page	Browser cache, or the CDN still answering from a DNS server that has not caught up. Try a private window and wait.
A subdomain stopped opening	It existed only at the CDN and was not copied. Create it here. See **how to add another domain or a subdomain**.
E-mail stopped	The mail records did not come across. See **why your e-mail is not sending or receiving**.
A service verification failed	A TXT record is missing. See **TXT verification records**.

NEED A HAND?

Leaving the CDN and want us to check the zone first? Send us the record list.

Open a support ticket →

SEE ALSO

- **Domain transfer** →
- **SSL certificates** →
- **Support Policy** →

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