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Changing nameservers at a registrar that is not us: the map every panel follows

Nameservers & Pointing

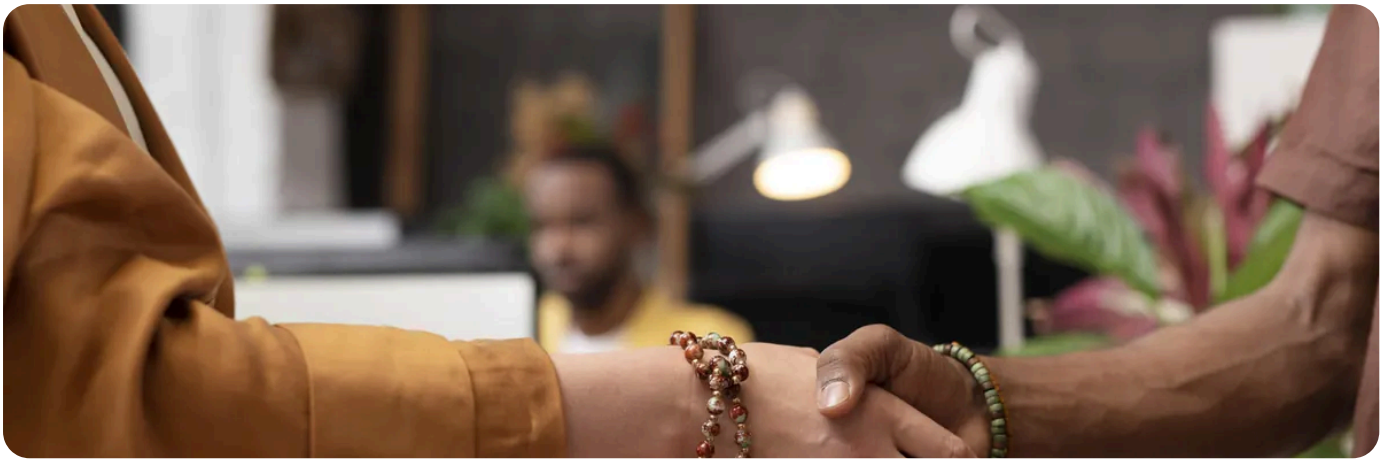
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Changing nameservers at a registrar that is not us: the map every panel follows

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The domain was bought somewhere else and the hosting is with us. For the site to open here you have to go into *their* panel and change one of two things. This article tells you which one, and what to look for in a panel we do not control.

> **Before you touch anything: your e-mail moves too.**
> Changing nameservers does not just change where the site points. It moves the **whole zone**, and mail is part of the zone. If your mailboxes live where the domain lives, or with any other service, they stop receiving a minute later. **If the e-mail is to stay where it is, do not touch the nameservers: edit the zone instead** and change only the record for the website. The difference between the two is right below.

We are not going to describe screens. We have no account in other registrars' panels, those panels are redesigned several times a year, and a wrong click path costs you half an hour and your trust in the rest of the page. What we do instead is more useful: we tell you what is **the same everywhere**, the **words to look for**, and how to **check from the outside**, which is the only proof that counts.

The two things you can change, and they are not the same

	What it is	When you use it
Nameservers	The **delegation**: it tells the world *who answers* for the domain. Four names (or two), stored at the registry for the extension.	When **everything** moves here: site, e-mail, subdomains. It is the clean route and the one we set up by default.
The zone (the records)	The **contents**: the A, CNAME, MX and TXT records that live inside the zone. Whoever holds the nameservers is who reads them.	When only **part** of it moves. The usual case: the website comes here and the e-mail stays where it is.

If the difference between A, CNAME, MX and TXT is not clear yet, read **DNS records explained** first. What nameservers are, and which ones are ours, is in **nameservers: what they are and which to use with us**.

The map: five steps that are the same in any panel

1. **Log in to the account where the domain was bought.** Not our account, and not the hosting account: the registrar's. If you do not know which one that is, the public lookup gives you the company name: see **how to check the WHOIS**.

2. **Open the domain list and pick the domain.** The usual words are *Domains*, *My domains*, *Manage*. If the account holds several domains, make sure you are in the right one before typing anything.

3. **Decide: nameservers or zone.** The table above answers that. When e-mail is involved and you are unsure, it is the zone.

4. **Type it in.** For nameservers, ours are further down. For the zone, what you need is the IP address of your hosting, which you find in cPanel; the full route is in **how to change the DNS of a domain already in use**.

5. **Check from the outside.** Their panel showing the new value proves nothing. The commands at the end of this article do.

The words to look for, and what sits behind each one

Word	What is usually behind it
Nameservers / DNS servers	The **delegation**. This is where our four names go.
Custom DNS / External DNS / Use my own	The **switch** you have to flip BEFORE the nameserver fields appear. Many panels hide the fields while their own DNS is selected. It is the number one reason someone says "it will not let me type".
DNS / Manage DNS / Zone editor / Records	The **zone**: the list of A, CNAME, MX and TXT records.
Host records	The zone again, under another name. The name field usually takes @ for the bare domain and *www* for the rest.
Forwarding / URL redirect	**This is not DNS.** It is a registrar trick that bounces the browser somewhere else. It breaks e-mail on the domain, breaks the certificate and confuses search engines. It is not a way to point a website.
Parking	**Their** advertising page. While it is on, the site visitors see is theirs, not yours.
Registrar lock / Transfer lock	Locks **transfers**, not nameservers. You do not need to switch it off to point the domain here.

Word	What is usually behind it
Glue records	They only matter when the nameservers are named after the domain itself. With ours, you do not touch this.
TTL	How long each answer is kept along the way. It sets your waiting time. See **how long DNS changes take to propagate**.

Our nameservers

These, and they are the same for every account: `dns1.interweb.ao` `dns2.interweb.ao` `dns3.interweb.ao` `dns4.interweb.ao`

Enter all four if there is room.
Some panels give you only two fields, and two are enough for the domain to work. If there are four fields, use four: that is what gives you slack when one server is under maintenance. And **delete the ones that were there**: leaving an old nameserver mixed in with ours makes the domain answer correctly sometimes and wrongly other times, which is the hardest kind of fault to diagnose.

Never copy nameservers from another company's tutorial
, and never type them from memory. One wrong letter raises no error in the panel: it just gives you a domain that does not open, and you only find out why hours later.

How you check, which is the only proof

These commands work on any computer and depend on nobody's panel. Replace `asuaempresa.ao` with your own domain.

1. **Who answers for the domain:** `dig NS asuaempresa.ao` on Linux or macOS, or `nslookup -type=ns asuaempresa.ao` on Windows. While the list is not ours, the change has either not arrived or not been saved.

2. **Where the site points:** `dig A asuaempresa.ao` or `nslookup asuaempresa.ao`. The address that comes back has to be your hosting address, which you see in cPanel.

3. **Where the mail goes:** `dig MX asuaempresa.ao`. After a nameserver change, this is the command that tells you whether something broke.

4. **The truth, with no waiting:** `dig @dns1.interweb.ao A asuaempresa.ao`. It asks our server directly, skips every cache along the way and answers immediately. If it is right here and wrong out there, it is only a matter of time.

5 **No command line?** There are public websites that run these lookups on a page. We do not recommend any one of them and we do not answer for what they show: they are good for a quick look, not for a decision.

If you would rather not touch any of this, there is a shorter route: **bring the domain here**. You then have domain, zone and hosting in one panel and one invoice. See **how to transfer a domain to us**.

The mistakes that generate the most tickets

What was done	What happens
Editing the registrar's zone after already changing the nameservers	You are writing where nobody reads. The zone that counts is the one held by whoever has the delegation. Once the nameservers are ours, records are edited in **cPanel**.
Using forwarding instead of pointing	The address changes in the browser bar, the certificate throws an error, and e-mail on the domain stops existing.
Changing nameservers while the e-mail lives there	Mailboxes stop receiving a minute later, and the messages from that window do not come back. See **e-mail in one place and site in another**.
Letting the domain expire mid-move	No DNS change rescues an expired domain. See **expired domain**.
Waiting without checking	Half of all waiting is for a change that was never saved. Check first, wait afterwards.

If the domain already points here and the site still does not open properly, the right article is **registered the domain and it still does not open**. And to see the site before you change anything, see **seeing the site before the domain points here**.

NEED A HAND?

Tell us the domain and where it is registered. We will tell you exactly what to type, and check it with you afterwards.

Open a support ticket →

SEE ALSO

- **Domain transfer**
- **Hosting plans and what each one includes**
- **Hosting migration**
- **Support Policy**

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Interweb Angola

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