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Namecheap: where the nameservers are and where the zone is

Nameservers & Pointing

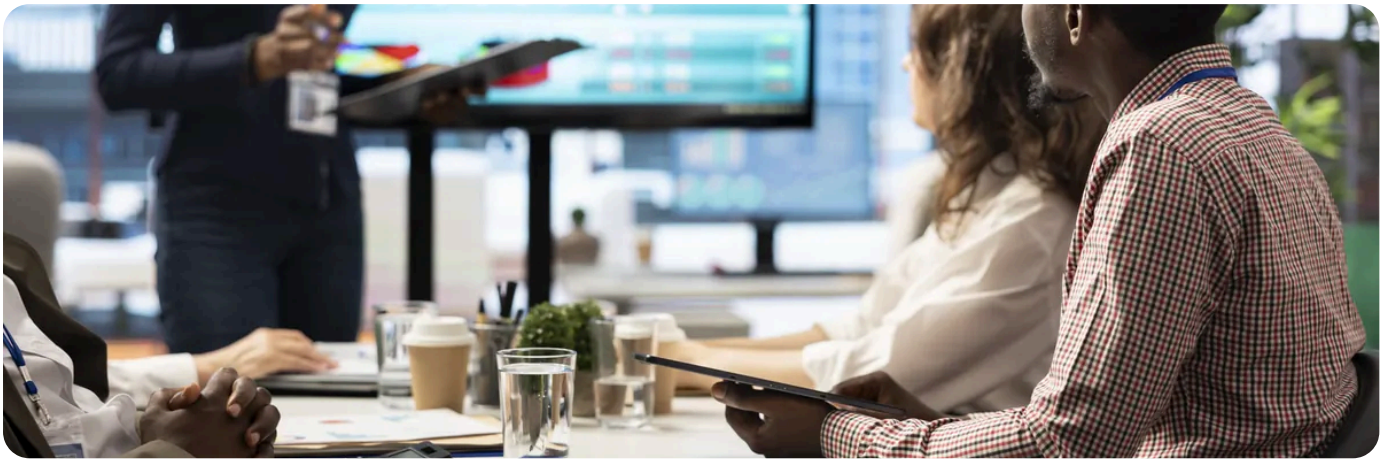
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Namecheap: where the nameservers are and where the zone is

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Namecheap is a registrar widely used by people buying international domains. This article tells you what to look for in their panel in order to point the domain at hosting with us.

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 do not describe screens.
We hold no account there, and a click path that no longer exists is worse than none at all. What we give you are the **words to look for** and the **proof from outside**, neither of which depends on how the panel looks this month.

What is particular to this one

Particular	What it means for you
Their own DNS has a name	Their DNS service is called **BasicDNS** and its nameservers end in `registrar-servers.com`. If a `dig NS` returns that, the zone is being read at Namecheap.
There is a switch before the field	While their own DNS is selected, **there is nowhere to type our names**. The words to look for are **Custom DNS**. This is the number one reason people say "the field does not appear".

Particular	What it means for you
The zone editor only counts while the DNS is theirs	The moment the nameservers become ours, the records still written there **stop being read by anyone**. They are not deleted; they are ignored. Editing them afterwards is writing on a page nobody opens.
They sell mailboxes too	If you bought e-mail there, the MX records are theirs. Switching nameservers leaves those mailboxes with no MX.

One typing mistake is expensive.
We fix the same one too often: the switch is set to *Custom DNS* and the fields are left **empty**, because whoever filled them saved before typing, or deleted one without adding another. A domain with no nameservers at all raises no error: it simply goes off the air.

Route A: everything moves here (nameservers)

1. **First confirm the e-mail can move.** If the mailboxes are there or with another service, jump to route B, or move the e-mail on purpose and at a planned hour.
2. **Open the domain and look for the word *Nameservers*.** You will see a choice between their own DNS and another provider's nameservers.
3. **Pick *Custom DNS*.** Only then do the fields to type in appear.
4. **Type ours in and delete the old ones.** They are: `dns1.interweb.ao` `dns2.interweb.ao` `dns3.interweb.ao` `dns4.interweb.ao`
5. **Save, then check from outside** with `dig NS asuaempresa.ao`. Until the answer is ours, it is not done.

What happens next on our side is in **pointing your domain to us**.

Route B: only the site moves, the e-mail stays (zone)

You leave their DNS in charge and change one record inside it. The words to look for are **Advanced DNS**, or simply **DNS**, and what appears is the domain's record list.

1. **Ask us for your hosting IP address**, or read it in cPanel. Do not copy it from an article or from another domain.

2 **Change the A record for the bare domain** (the name is written `@`) to that address.

3 **Change `www` as well**, either as an A record with the same address or as a CNAME to the bare domain.

4 **Do not touch the MX or the TXT records.** Those are what hold your mail and your domain verifications. See **SPF, DKIM and DMARC**.

5 **Delete whatever is left pointing at the old host.** One forgotten record pointing at the previous provider makes the site look right on some machines and wrong on others.

Many registrars, this one included, create a **parking** or **redirect** record by default, pointing at a page of their own. While that record is there it beats yours. Look through the list for anything pointing at an address you do not recognise, and remove it.

Checking, which is the step nobody takes

Three commands give you the whole story: `dig NS asuaempresa.ao` says who is in charge, `dig A asuaempresa.ao` says where the site goes, `dig MX asuaempresa.ao` says where the mail goes. On Windows the equivalent is `nslookup -type=ns asuaempresa.ao` and so on.

To skip every cache and see our side of the truth straight away: `dig @dns1.interweb.ao A asuaempresa.ao`. The rest of the waiting is explained in **how long DNS changes take to propagate** and in **how to check a domain DNS**.

NEED A HAND?

If you would rather we checked it with you before you save, tell us the domain and what you want to move.

Open a support ticket →

SEE ALSO

- Domain transfer →
- Hosting plans and what each one includes →
- Frequently asked questions →

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