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Generated on 15/11/2026 00:10

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Locaweb: pointing a domain to us

Nameservers & Pointing

CODE	VERSION	COUNTRY · LANGUAGE
RLX-AO-KB-704	v2026.10.20	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/704

Locaweb: pointing a domain to us

Nameservers & Pointing Created on **September 27, 2026** Updated on **October 20, 2026** 4 min read



This article is deliberately short. We hold no Locaweb account and we are not going to describe screens we have not seen. What we give you is what we know to be true without logging into their panel, and that is enough to get the job done.

If the domain is a `.br`, it stays where it is.

We do not register or transfer `.br` domains: no Brazilian extension is on our list. What changes is **where the domain points**, and the hosting becomes ours; the domain goes on being managed and paid for there. If the domain you hold at Locaweb is *not* a `.br`, then it can come here: see **how to transfer a domain to 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.

What is particular to this one

Particular	What it means for you
Sells domain, hosting and e-mail in one place	It is easy to change the wrong product. Before you save, confirm whether you are in the **domain** or in the **hosting**: they are separate contracts, and cancelling one does not touch the other.
Their nameservers carry their own name	We measured it: `dig NS locaweb.com.br` returns names ending in `locaweb.com.br`. If `dig NS` on your domain returns that, the zone is being read there.

Particular	What it means for you
If the domain is `.br`, the registry is what publishes	There is no intermediate registrar in `.br`: the delegation lives at the national registry, and a provider only acts on your behalf. If a change made in their panel does not show up from outside, the place to make it is the registry. See **pointing a .br domain to us**.
If the e-mail is theirs, the e-mail is the fragile part	Switching nameservers leaves those mailboxes with no MX a minute later. If the mail stays there, the nameservers stay too.

Start by asking from outside

Before you look for anything in their panel, run `dig NS asuaempresa.ao` (or `nslookup -type=ns asuaempresa.ao` on Windows). The answer tells you **where the work is done**, and saves you half an hour of searching in the wrong place.

The words to look for

To	Look for
Change the nameservers	**DNS servers**, **Nameservers**, **external DNS**, **change servers**. Type ours in and delete the ones that were there.
Edit the zone without changing nameservers	**DNS zone**, **Zone editor**, **Records**, **DNS entries**. It is the list of A, CNAME, MX and TXT.
Work out where you are	The account's product or domain list, and the **manage** button next to the right domain.

Our nameservers are: `dns1.interweb.ao` `dns2.interweb.ao` `dns3.interweb.ao` `dns4.interweb.ao`

If their panel offers an option to **point to another provider** or to use **third-party DNS**, that is the one. While their own DNS is selected, the fields for outside names are usually hidden.

If only the site moves and the e-mail stays

Leave the nameservers alone. Open the zone wherever it is being read and change two records only: the A record for the bare domain (written `@`) and the `www`. MX and TXT are not touched. We give you the IP address to type, or you read it in cPanel.

Before any change, save the current zone.
Run `dig MX asuaempresa.ao`, `dig TXT asuaempresa.ao` and `dig A asuaempresa.ao` and keep the answers in a file. If something goes wrong, that file is what lets you go back in minutes instead of days.

Checking

The panel showing the new value proves nothing. Run `dig NS asuaempresa.ao` and `dig A asuaempresa.ao` again. To see what we answer straight away, with no waiting on caches: `dig @dns1.interweb.ao A asuaempresa.ao`. The rest is in **how to check a domain DNS**.

And if none of this matches what is on your screen? Tell us. This article is honest about what it does not know, and would rather be short than send you hunting for a button that may no longer exist. Send us a photograph of the screen and we will tell you where to type.

NEED A HAND?

Send us the domain and a photograph of the screen you are stuck on. We will tell you exactly what to type.

Open a support ticket →

After you point it to us

Nothing else needs to be asked for. Once the domain uses our nameservers, the rest is automatic: the zone already exists on our side for your account, the site and e-mail answer as soon as the change spreads, and the free SSL certificate is issued by itself in the hours that follow.

SEE ALSO

- **Domain transfer** →
- **Hosting migration** →
- **Contact** →

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Interweb Angola

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RLX-AO-KB-704 · v2026.10.20 · Generated on 15/11/2026 00:10