

Why has my domain transfer failed?

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There are many reasons why domain transfer can fail - with most due to missed communication or incorrect information.

gTLD Domain Names For generic top-level domains (gTLDs), a transfer will fail automatically if:

- The domain is locked
- If the administrative contact does not respond
- If the domain has less than 60 days to its renewal date
- If it was registered within the last 60 days

Before you begin the transfer, you should check the following:

- The person named as the administrative contact in the WHOIS database is expecting the email and will respond promptly.
- The domain is unlocked in your control panel.
- The domain is in a transferable state

If your current registrar is named as the administrative contact, they will probably require that you submit a transfer request on their website so that they know to authorise the transfer when the request arrives. If you are named as the administrative contact, you should make sure you have access to the email account listed.Â If you are not, you will need to change the administrative contact details through your current registrar before the transfer can proceed.

.uk Domain Names For .uk domains, a transfer will fail if the IPSTAG is not set to EXTEND or HEARTINTERNET. Please make certain you have put the correct IPSTAG in, as putting in the wrong IPSTAG could result in you losing control of your domain name. If you have a question about your domain transfer, please raise a Support Ticket with our Customer Services team.

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Online URL: <https://www.heartinternet.uk/support/article/why-has-my-domain-transfer-failed.html>