

Virtual Nameservers End of Life information

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As part of our commitment to maintaining the highest level of service and support, we have taken proactive steps to safeguard your DNS records during this transition. Before initiating the EOL action on the virtual nameservers, we have meticulously migrated copies of all DNS records associated with your domains to our new infrastructure. **Important Notice: DNS Changes Before EOL Date (external domains only)** Any changes made to your external domain's DNS (Domain Name System) settings after this notice and before the Nameservers are updated date will not be carried forward to our new infrastructure. This means that any modifications, additions, or adjustments to your DNS records during this period will not be preserved once we complete the transition. **Steps to take:** Setting new nameservers for external domains is a crucial step in managing your website's domain and directing traffic to the appropriate hosting package. Here's a step-by-step guide you can use to explain the process to your customers: Step 1: Log into Your Domain Registrar Account

Open a web browser and go to the website of the domain registrar where your domain is registered.

Log in to your account using your username and password. Step 2: Locate Domain Management Settings

After logging in, navigate to your account dashboard or domain management section.

This might be labelled as "Domain Management," "My Domains," or similar. Step 3: Choose the Domain

From the list of your domains, select the one for which you want to update the nameservers. Step 4: Access Nameserver Settings

Look for an option like "Nameservers," "DNS Management," or "DNS Settings."

Click on it to access the nameserver settings for the selected domain. Step 5: Update Nameservers

You'll likely see a section where you can input the nameserver information.

There are usually two or more slots available for nameserver entries. Remove any existing nameservers and replace them with the new ones provided. Step 6: Enter New Nameserver Information

Input the new nameserver addresses to show:

ns21.domaincontrol.com/ns22.domaincontrol.com Step 7: Save Changes

After entering the new nameserver information, save your changes. This might be done through a "Save," "Update," or "Apply Changes" button. Step 8: Wait for DNS Propagation

It can take anywhere from a few minutes to 48 hours for the changes to fully propagate across the internet.

During this time, some users might still be directed to the old nameservers. Step 9: Verify Nameserver Update

To confirm that the nameserver update has been successful, you can use online tools like "DNS Checker" or "DNS Propagation Checker." Enter your domain name to see if the new nameservers are listed. Step 10:

Test Your Website

Once DNS propagation is complete, test your website to ensure it's loading correctly using the new nameservers.

Remember to advise your customers that incorrectly modifying nameservers can impact their website's functionality, so they should proceed with caution and double-check the information they're entering. If they're uncertain about any step, you can reach out to the support team or their Domain provider for assistance.

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