

Heart Internet DNS Migration Guide

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Overview

On the 4th September, Heart Internet will complete the migration of DNS services from GoDaddy to our in-house DNS infrastructure. This migration is designed to improve performance, reliability, and support for all our valuable customers. Depending on where your domain is registered, there may be further actions required on your part to ensure a smooth transition. **Who Is Affected?**

Any domains that currently use GoDaddy nameservers (in the format nsxx.domaincontrol.com) will be impacted by this change as detailed below:

- Customers with domains registered through Heart Internet: No action is needed. The DNS migration will be automatically implemented for you.

- Customers with reference domains (domains registered elsewhere): Manual updates to your DNS settings will be required.

- Resellers: You will need to work with your customers to update their DNS settings if their domains are registered outside Heart Internet.

What You Need to Do For direct Customers

If your domain is registered with Heart Internet, you do not need to take any action. The DNS migration will happen automatically, and there will be no impact on your services.

If your domain is registered elsewhere (reference domain), you must manually update your nameservers to the following:

- Primary Nameserver: ns1.heartinternet.uk
- Secondary Nameserver: ns2.heartinternet.uk

How to Update Your Nameservers 1. Login to your domain registrar's account: This is where your domain is currently registered (e.g., GoDaddy, Namecheap, etc.).

2. Navigate to the DNS Management or Nameserver Settings: Locate where you can edit your domain's nameservers.

3. Replace the existing nameservers with the following:

- Primary Nameserver: ns1.heartinternet.uk

- Secondary Nameserver: ns2.heartinternet.uk

4. Save your changes: This will initiate the DNS propagation, which can take 24-48 hours to complete.

For Resellers If you are a reseller with customers whose domains are registered outside of Heart Internet, you will need to collaborate with them to update their DNS settings. Please follow these steps:

1. Inform Your Customers: Notify your customers about the upcoming DNS migration and the required nameserver changes. Ensure they understand the importance of making these updates by the 28th of August.

2. Provide Your Customers with the New Whitelabel Nameservers:

- Primary Nameserver: ns1.mainnameserver.com

- Secondary Nameserver: ns2.mainnameserver.com

- Primary Nameserver IP: 79.170.40.2 (if required)

- Secondary Nameserver IP: 79.170.43.3 (if required)

3. Assist as Needed: Be prepared to help your customers log in to their domain registrar accounts and update the nameservers. This might involve providing step-by-step guidance or completing the changes on their behalf if they grant you access.

Important Dates and Considerations - Migration Date: 4th September - Propagation Time: DNS changes can take 24-48 hours to propagate fully. During this period, your customers may experience temporary issues with website access or email services.

- Testing: After making the changes, ensure that all associated services (e.g., websites, email) are functioning as expected.

Support and Assistance We understand that DNS migration can be a technical challenge, especially for customers with domains registered elsewhere. Our support team is available to assist you throughout this transition via Live Chat and Ticketing support.

Note: We can only provide support to direct customers. If reseller's customers have questions or require assistance, they will need to coordinate through you as their reseller but we are happy to help you directly with any queries you may have on their behalf.

Conclusion

This DNS migration is a crucial step toward improving the overall performance and security of your online services. By following the steps outlined in this guide, you can ensure a smooth transition. We appreciate your cooperation and look forward to continuing to serve you with enhanced DNS infrastructure.

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Online URL: <https://www.heartinternet.uk/support/article/heart-internet-dns-migration-guide.html>