Alibaba Cloud
Domain

FAQ

MORE THAN JUST CLOUD | Alibaba Cloud

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Generic conventions

Table -1: Style conventions

Style	Description	Example
🔴	This warning information indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	🔴 Danger: Resetting will result in the loss of user configuration data.
⚠️	This warning information indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	⚠️ Warning: Restarting will cause business interruption. About 10 minutes are required to restore business.
📋	This indicates warning information, supplementary instructions, and other content that the user must understand.	ⓘ Notice: Take the necessary precautions to save exported data containing sensitive information.
	This indicates supplemental instructions, best practices, tips, and other content that is good to know for the user.	📋 Note: You can use Ctrl + A to select all files.
>	Multi-level menu cascade.	Settings > Network > Set network type
Bold	It is used for buttons, menus, page names, and other UI elements.	Click **OK**.
`Courier font`	It is used for commands.	Run the `cd / d  C :/ windows` command to enter the Windows system folder.
Italics	It is used for parameters and variables.	`bae  log  list --instanceid` *`Instance_ID`*
[] or [a|b]	It indicates that it is a optional value, and only one item can be selected.	`ipconfig` *`[-all|-t]`*

Style	Description	Example
{} or {a|b}	**It indicates that it is a required value, and only one item can be selected.**	`swich` *{stand | slave}*

Contents

1 Concepts

1.1 Domain name differences

Difference between .com and .net

> Both .com and .net are the most widely used generic top-level domain names. They do not have any difference in registration and usage. The only difference is that .com appears earlier than .net and is more popular.

1.2 Types of top-level domain names

Top-level domain names (TLDs) include generic top-level domain names and country code top-level domain names.

- Generic top-level domain names (gTLDs) are most widely used domain names. For example, .com is mainly used by commercial entities, .net is originally used by network infrastructures, and .org is originally used by nonprofit organizations.
- Country code top-level domain names (ccTLDs) are domain names assigned to different countries/regions. For example, .cn indicates China, .us indicates the United States, .jp indicates Japan, and so on.

Now, there are more than 270 TLDs.

- Unsponsored gTLDs include: .com, .net, .org, .int, .arpa, .biz, .info, .name, and .pro. Unsponsored gTLDs are subject to fewer restrictions upon registration than sponsored gTLDs.
- Sponsored gTLDs include: edu, .gov, .mil, .aero, .cooper, .museum, .jobs, .mobi, .travel, .tel, .cat, and .asia. A sponsored TLD is a specialized top-level domain that has a sponsor representing a specific community served by the domain.
- TLDs with two characters (such as .uk and .de) match with official initials for over 250 countries and regions. These domain names are called country-code domain names (ccTLDs). Each ccTLD has a registration operator that operates ccTLDs in accordance with the local policies.

2 Registration and Verification Issues

2.1 Domain registration FAQs

· What can I do if my expected domain name has been registered by another person/ entity?

· Can I register multiple domain names for the same website?

· What kind of contact number is required in the domain registration information?

· How long can I register a domain name for?

· What is the difference between the domain registrant and administrative contact?

· Can I request for a refund or change the order once I make the payment for a domain name?

· Do I need to submit the same materials multiple times if I want to register multiple domain names with the same information?

· How can I know if a domain name has been registered successfully?

· What can I do if the domain name I purchased remains in the processing status?

· .hk domain name

What can I do if my expected domain name has been registered by another person/entity?

Domain names are unique. When a domain name has been registered successfully , it cannot be registered by other people. However, you can try to search for other domain names. For example, if your expected domain name "abc.com" has already been registered, you can still register "abc.net" or "abc.cn", which has no difference in use. There is no difference in the use of the domain name of "abc.net" or "abc.cn".

If you really want to own a domain name that has already been registered by others, generally you can only negotiate with the current registrant of the domain name, and see if the registrant is willing to transfer the domain name to you.

You can enter the domain name to view its current registrant through Alibaba Cloud WHOIS .

Can I register multiple domain names for the same website?

Yes. No restriction is applied on the number of domain names that can be registered by each person/organization for a website.

To be specific, you can register a domain name with different extensions, or multiple domain names for one website. When you are planning such a registration, consider the following:

· Registering a domain name with different extensions (such as www.commpanyname.net and www.companyname.con) guarantees the uniqueness of your company brand, Domain names with different extensions can also be used to build websites in different languages for convenient access by people in different countries.

· Registering multiple domain names that point to the same website allows Internet users to easily find your website. This allows users to find your website even if they have misspelled, or do not even know how to spell the complete URL of your website.

· You can associate different domain names with sales promotion and activity advertisement websites, to propagate a special activity or facilitate a new product release or new project.

· You can also register a .com or .net domain name to send emails, which allows you to communicate with others in a professional manner. Your email address can contain your company name or brand name, instead of simply @hotmail.com or @ gmail.com.

What kind of contact number is required in the domain registration information?

When you fill the domain name registration information, the contact number is mandatory, but you can provide either a landline phone or mobile phone number.

How long can I register a domain name for?

Common domain names such as .com/.net/.cn can be registered for up to ten years.

What is the difference between the domain registrant and administrative contact?

Domain registrant and administrative contact are two different entities.

A registrant is the owner of the domain name. If the domain name is owned by a company, then the registrant indicates the company name. If the domain name is owned by an individual, then the registrant indicates the individual's name. The registrant information must be genuine, accurate, and complete.

The administrative contact is the contact person responsible for domain name daily management. Make sure that the contact person can be promptly reached by the contact number and email, and can receive domain name related emails normally.

If the domain name owner is an individual, then the domain name management contact can be the same person as the registrant.

Can I request for a refund or change the order once I make the payment for a domain name?

No. Once you make the payment for a domain name, you cannot withdraw the order or change any information within. A refund is not available. If you have purchased an unexpected domain name by mistake such as incorrect spelling, you can only register the expected domain again, and keep the unexpected domain at the same time.

If you register a domain name from the Chinese site of Alibaba Cloud (aliyun.com), the domain name must pass real-name authentication.

> **Note:**
> · You cannot delete a successfully registered domain name. For the unexpected domain name, you must wait for it to expire.
> · If you do not want to use a domain name as the domain name for your website, you can delete the DNS information on the console.

Do I need to submit the same materials multiple times if I want to register multiple domain names with the same information?

No. If you use the same information to register multiple domain names, you can only submit the materials once.

To do this, you must add all these domain names to the shopping cart and make payment for them at the same time.

How can I know if a domain name has been registered successfully?

Go to the Alibaba Cloud Domain service homepage, enter you domain name, and click Search to search the target domain name.

The result can tell you whether or not the target domain name has been registered. For a domain name that already be Taken, you can go to Whois system to view its registration information. Check the information of the domain name. If the domain name information is not your information, log on to the console to modify it.

What can I do if the domain name I purchased remains in the processing status?

If your order stays in the processing status after you make the payment, consider the following situations:

· Trademark protection: The domain name you attempt to register is protected by the Registry and cannot be registered. In this situation, our business personnel will change the order status as soon as they detect the domain name is reserved. Also , you will receive an email notification about this change. In this case, you have to register another domain name.

· Incorrect registration information: The registration information you provide before the payment is incorrect, and the Registry does not approve this registration .

In this situation, our business personnel will request you to update the information and help you resubmit it to the Registry for approval. This process repeats till the registration is successful. In this case, it may take up to one business day.

· System upgrade: System upgrade may cause short suspension of business processing. The system will reactivate the business and complete the purchase after the upgrade. In this case, please wait for 30 minutes and check again.

.hk domain name

The domain name registration management institution for .hk domain names is Hong Kong Domain Name Registration Company Limited (HKDNR).

.hk domain name registration is on a first come first served basis. If you have any dispute over any domain name, contact Hong Kong International Arbitration Center.

Dispute handling for Chinese and English .hk domain names are the same. Because of the diversity of traditional and variant Chinese characters, the arbitration award may cover all possible combinations of traditional and variant Chinese characters.

2.2 ICANN domain name-related email verification compliance FAQ

What is the ICANN domain name-related email verification compliance policy?

All registrars are required to formulate appropriate review policies and processes according to the relevant ICANN rules to guarantee business compliance. This serves to promote the normal and smooth provision of the overall domain name service.

Learn more: ICANN WHOIS ACCURACY PROGRAM SPECIFICATION.

How does Alibaba Cloud implement the ICANN compliance policy?

· To register a domain name, you must select the email verification template. Otherwise, the domain name cannot be registered.

· To modify the information of a domain name (including any changes to the domain name holder, administrative contacts, technical contacts, and billing contacts), the domain name holder's email address must also be verified. Otherwise, the modification process cannot proceed.

· When transferring domain names to Alibaba Cloud or performing bulk operations , you must select the email verification template. Otherwise, the process cannot proceed.

How do I perform email verification?

Log on to the Domain console and go to the Email verification page to perform domain name email verification. Enter the email address and submit it for verificati on. Then, log on to this email address to complete verification.

How do I remove a domain name clienthold due to pending email verification?

The clienthold is automatically removed after the domain name holder's email address is verified.

After my email is verified, do I need to verify it again later?

After an email address is verified, you do not need to verify it again, unless you delete the verified email address yourself. A single email address needs to be verified only once for a single account. However, you can apply to verify the same email address multiple times across multiple accounts.

Is there a maximum number of email addresses I can verify?

No. However, up to 500 email addresses can be verified for a single Alibaba Cloud account each day.

After I manually delete a verified email address, do I need to verify the email address when it is used to register a domain name?

Yes. Once you delete your verified email address, you must verify the email address when it is used to register a domain name or modify the information about the domain name.

I have not submitted any email addresses for verification, so why do I have a verified email address?

To reduce your workload and improve user experience, we import verified email addresses from other Alibaba Cloud use cases, so you do not need to verify these email addresses again. For example, verified email addresses for a domain name are automatically transferred into Alibaba Cloud and included in the verified email address list.

2.3 Domain name information FAQs

- Must I provide genuine information during domain registration?
- Will Alibaba Cloud notify me when my domain name expires?
- Why can't I find my domain name in the Domain Name list?
- How to export the domain name list?
- How to search for domain name information?

Must I provide genuine information during domain registration?

When registering a domain name, you must provide the genuine information when registering a domain name. False information may cause serious consequences.

The domain name administration authority ICANN requires authentic information from all registrants during domain name registration. If any information of a domain name is false, ICANN has the right to cancel this domain name.

In case of domain name disputes, you may find yourself in a difficult situation if you have used false registration information, and your rights as the real registrant may not be protected.

Will Alibaba Cloud notify me when my domain name expires?

Yes. Upon expiry of an Alibaba Cloud domain name, Alibaba Cloud sends a notice to your Alibaba Cloud account's contact mailbox and mobile phone number. You will receive email reminders respectively 60 days, 45 days, 30 days, 15 days, and 10 days before, and on the first Monday of the first week after the domain name expiry. You will also receive text message reminders 10 days and 5 days before, and one day after the domain name expiry.

Why can't I find my domain name in the Domain Name list?

Possible causes and corresponding solutions are as follows:

· You have more than one Alibaba Cloud account, and your domain name was not registered with the account that is currently logged on. You can retrieve your account using your domain name information.

· You have missed the renewal/redemption period for your domain name, and it has already been removed. You can use Alibaba Cloud WHOIS search page to view the domain name status. If the status indicates that the domain name is not registered, you can register this domain name again. If your domain name has been registered by another person or entity, you have to negotiate with the registrant to see if the registrant would like to transfer the domain name to you.

· You have just completed the registration process and made the payment, but the domain name is not added to the domain name list.

   - That is because your account has outstanding payment, and the payment you just made has been used to offset the outstanding payment, causing failure to purchase the domain name. You can try to purchase this domain name again.

   - The domain name you attempted to register is subject to trademark protection or is a premium domain name. Alibaba Cloud will inform you of the registration failure and refund the payment you've made to your Alibaba Cloud account.

How to export the domain name list?

1. Log on to the Domains console.

2. Click Export Domain List in the upper right corner to export the domain name list to an Excel file.

How to search for domain name information?

Go to the Alibaba Cloud WHOIS page, enter the domain name you want to search, and then click Search to view the domain registration information.

To comply with ICANN's Temporary Specification for gTLD Registration Data and the European Union's General Data Protection Regulation (GDPR), our registrar's public WHOIS output will no longer display personal data from 25 May 2018. As your privacy will be protected by default after the change becomes effective, Privacy and Proxy Service provided by Alibaba Cloud will be suspended after 25 May 2018. Read details.

To search Whois data for .tw domain names:

Log on to Taiwan Whois Data Center platform, enter the domain name in the Domain Name Whois Search field, select the .tw extension, and then click Search.

3 Renewal and redemption issues

3.1 Domain name renewal FAQ

· Can I renew an expired domain name?

· Why is the domain renewal price different from the initial price?

Can I renew an expired domain name?

Domain names under an Alibaba Cloud account can be renewed at the normal price within 30 days (28 days for .hk domain names) after they expire. For more information, see renew a domain name.

Failure to renew the domain upon expiry may cause the website to become inaccessible. Generally, the DNS service is disabled on the next day upon domain name expiry. In this situation, the domain name is redirected to a page displaying the reminder that the domain name has expired, and renewal is required.

If you renew the domain within 30 days (28 days for .hk domain names) after it expires, the DNS service will be restored within 24 hours after the renewal, provided that you are using Alibaba Cloud DNS. In case you use a third party DNS service provider, the time needed for DNS restoration depends on the time required for the DNS provider to refresh DNS cache, which generally takes 24-48 hours. Contact your DNS service provider for more information.

Why is the domain renewal price different from the initial price?

The price for domain renewal is subject to the online price at the time of renewal, which may be higher or lower than the initial purchase price.

Because your initial purchase may have been made during a promotional activity, or the domain name price has been reduced at the time of renewal. See renew a domain name.

4 Search for and recover domains

5 Compliance Issues

5.1 Domain security FAQs

Will I be charged for domain name proxy?

The domain name proxy service is a free service. You can enable domain name proxy for domain names registered with Alibaba Cloud for free.

However, domain names using a registrant other than Alibaba Cloud are charged for this service.

To comply with ICANN's Temporary Specification for gTLD Registration Data and the European Union's General Data Protection Regulation (GDPR), our registrar's public WHOIS output no longer displays personal data from 25 May 2018. As your privacy is protected by default after the change becomes effective, Privacy & Proxy Service provided by Alibaba Cloud is suspended after 25 May 2018.

What should I do if I want to modify domain name information when the domain name security lock has been set?

When the domain name security lock is enabled, you must temporarily disable it to modify the domain name information.

Note:After modifying the domain name information, restore the domain name lock in time.

For more information about domain name lock service, see set domain name security lock.

Is the domain name lock effective when the domain name expires?

> No. The domain name lock is dependent on the domain name, so expiration time for the domain name lock is no later than that of the domain name. When the domain name expires, the domain name lock service is automatically disabled.

> When you renew or redeem the domain name, you can also re-enable the domain name lock service.

> For more information about domain name lock service, see set domain name security lock.

What is the diagnosing and processing scheme for DNS hijacking?

> DNS is used for domain name resolution. When a domain name is used to access a website or corresponding service, it must be resolved by DNS to a corresponding IP address (the server), so that the Internet can route the domain name to a proper node and return the expected content to the user.

> DNS hijacking intercepts a domain name resolution request (based on the purpose of hijacking) within a specific network range (a local area or a whole network) and returns a wrong IP address or does not respond, so that the real user accesses an incorrect service or false information.

> The diagnosing and processing scheme for DNS hijacking is as follows:

> - Run mslookup (for a Windows host) or dig (for a Linux host) on the local machine to check whether the resolved IP address is correct.
> - Use external tools to collect and confirm failure details such as hijacking range.
> - Feed back the test result to corresponding ISP for handling as soon as possible, and try to modify the DNS to Alibaba Cloud DNS (223.5.5.5 or 223.6.6.6) to check whether the resolution is normal.
> - For emergency businesses, you can directly access through IP addresses.

Is verification by phone needed for domain name resolution?

> When you perform resolution operations in the Member Center, you may be required to enter the phone verification code, indicating that you are not operating in a commonly used computer or network environment, and a risk control is triggered.

> If your phone number is normal while you cannot receive the verification code, try the following methods:

- The verification code may be delayed. If you still cannot receive the verification code after waiting for a while, you can try again later.

- Confirm whether your phone can send and receive text messages (such as whether your phone charge is overdue).

- Check whether the verification message is intercepted by third-party security apps (such as 360 Mobile Guard).

- If none of the preceding methods works, replace the SIM card to another phone and try again.

What can I do if the domain name is stolen?

If the domain name is managed in Alibaba Cloud before it is stolen, we do our best to help you retrieve the stolen domain name. Domain name theft is generally divided into two situations:

- The domain name is stolen, but still being managed in Alibaba Cloud.

  - Call after-sales to contact us as soon as possible, to take measures such as locking the domain name, to prevent the domain name from being transferred out or the domain information being modified.

  - At the same time you must provide materials that can prove the identity of the registrant to Alibaba Cloud.

- The domain name is stolen, and it is transferred out of Alibaba Cloud and managed by another registrar.

  - Contact Alibaba Cloud.

    You must contact Alibaba Cloud promptly when the domain name is stolen, and provide detailed feedback, so that Alibaba Cloud can respond in time. You can ask Alibaba Cloud to contact the current registrar to help lock the domain name and prevent the domain name from being transferred again or the domain information being modified.

  - Contact the current registrar.

    You can ask Alibaba Cloud to contact the current registrar, or you can contact the current registrar by yourself, to report and provide evidence of the stolen domain name. When the current domain name service provider receives the report, it generally informs the domain name certification materials to be provided within 3 working days, including the registrant's certificate

materials and a retrieve statement. International registrars require evidence and statement in English.

- Wait for the current registrar's investigation.

    The current registrar reviews and starts a investigation after receiving your evidentiary materials. The investigation generally takes a week. If investigation result from the current registrar shows a malicious transfer, Alibaba Cloud creates an account with the current registrar for the current registrar to transfer the stolen domain name to.

- Retrieve the stolen domain name. You can contact Alibaba Cloud to obtain the newly created account of the current registrar, to regain the domain name registrant. You can either keep the domain name in this account, or transfer it back to Alibaba Cloud.

5.2 TLD registry policies

Policies of different registries vary. Here we list the policies of some registries for reference.

TLD	Policies	Registry
asia	http://www.dot.asia/dotasia-organisation/policy-development/	DotAsia
name	http://www.verisign.com/assets/name-acceptable-use-policy.pdf?inc=www.verisigninc.com	Verisign
net	N/A	Verisign
com	N/A	Verisign
cc	http://www.verisign.com/en_US/channel-resources/become-a-registrar/verisign-domain-registrar/domain-registration/index.xhtml	Verisign
tv	http://www.verisign.com/en_US/channel-resources/become-a-registrar/verisign-domain-registrar/domain-registration/index.xhtml	Verisign
me	http://domain.me/policies/	Dot Me
mobi	http://dotmobi.mobi/about/dispute-resolution	Afilias

TLD	Policies	Registry
info	http://info.info/about/legal	Afilias
red	http://www.afilias.info/policies	Afilias
kim	http://www.afilias.info/policies	Afilias
pro	http://registry.pro/about	Afilias
loan	http://www.famousfourmedia.com/policies/	Famous Four Media
men	http://www.famousfourmedia.com/policies/	Famous Four Media

6 DNS resolution and access issues

6.1 Custom DNS FAQs

· **What is a custom DNS?**

· **What does a server name consist of?**

· **How many DNSs can be created at most?**

· **Is IPv6 supported?**

· **How many IP addresses are supported at most?**

· **Can a server name be changed or deleted?**

· **Can an IP address be changed or deleted?**

· **What else do I do after a DNS is created successfully?**

· **Does a server become effective immediately after being created?**

What is a custom DNS?

A custom DNS is created by you using an existing domain name to provide resolution services. Professional background is required to create such a server. Otherwise, we recommend that you directly use DNS resolution services of a domain name provider.

What does a server name consist of?

A valid DNS name must consist of letters (a-z, case-insensitive), numbers (0-9), period (.), and dash (-), and be limited to 80 characters. A DNS name cannot start or end with the period or dash. Spaces and special characters (such as !, $, &, ?) are not allowed.

We recommend that you use dns or ns in a server name. For example, dns1. yourdomain.com / dns2.yourdomain.com.

How many DNSs can be created at most?

A maximum of 13 DNS names can be created, as specified by the Registry.

Is IPv6 supported?

Yes.

How many IP addresses are supported at most?

A minimum of one and a maximum of 13 IP addresses can be added for a DNS, as specified by the Registry.

Can a server name be changed or deleted?

> No. Take extra caution when you create it.

Can an IP address be changed or deleted?

> Yes. But at least one IP address must be retained.

What else do I do after a DNS is created successfully?

> Before or after a DNS name is created, you must add a corresponding A record to the current DNS. Only after such operation will a created DNS become effective.

> For example, you want to create a DNS "ns1.a.com" using the domain name "a.com". (Suppose the IP address is 1.1.1.1).

> · If the domain name "a.com" uses Alibaba Cloud DNS ns1.hichina.com/ns2. ahichina.com,
>
>   before or after the DNS ns1.a.com is created, you must add an A record of "ns1.a. com" to Alibaba Cloud DNS to point to the created IP address (1.1.1.1).
>
> · If the created DNS "ns1.a.com" is used to resolve the current domain name "a. com", you must add an A record to the server for "ns1.a.com" (Suppose the IP address is 1.1.1.1).

Does a server become effective immediately after being created?

> Generally it becomes effective within a few minutes after being created.

6.2 Domain name access FAQs

> · What should I do if my domain name expires?
> · What should I do if I encounter domain name resolution exceptions?
> · What should I do if I receive this message "This domain name has expired and cannot be accessed"?

What should I do if my domain name expires?

> When a domain name expires, its domain name resolution (DNS) becomes invalid temporarily, which may cause your website to become unavailable. Alibaba Cloud will notify you before your domain name expires. See domain name information.

> If you renew the expired domain name, then the DNS will be restored within 24-48 hours after the domain renewal.

For more information, see renew a domain name.

What should I do if I encounter domain name resolution exceptions?

The reasons for this issue are as follows:

· The host is not associated with the domain name.

· The DNS setting of this domain name is abnormal. You can log on to the Alibaba Cloud Domain console, and click Go to Alibaba Cloud DNS product list to verify if the DNS settings of the target domain name is normal.

· The domain name has just been renewed/redeemed. We recommend that you refresh the local DNS cache, clear browser cache, and patiently wait.

What should I do if I receive this message "This domain name has expired and cannot be accessed"?

· Failure to renew the domain when it expires. You can log on to the Alibaba Cloud Domain console and renew the domain as soon as possible.

· Once the domain name is renewed, you must wait for the local DNS cache to be refreshed. We recommend that you clear browser cache, or use another browser and try again.