Alibaba Cloud

Domains

FAQ

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C-) Alibaba Cloud

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Document conventions

Style	Description	Example
⚠ Danger	A danger notice 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.
🔔 Warning	A warning notice 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 restart an instance.
🔊 Notice	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	🔊 **Notice:** If the weight is set to 0, the server no longer receives new requests.
❓ Note	A note indicates supplemental instructions, best practices, tips, and other content.	❓ **Note:** You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click **Settings> Network> Set network type**.
Bold	Bold formatting is used for buttons , menus, page names, and other UI elements.	Click **OK**.
Courier font	Courier font is used for commands	Run the `cd /d C:/window` command to enter the Windows system folder.
Italic	Italic formatting is used for parameters and variables.	`bae log list --instanceid` *Instance_ID*
[] or [a|b]	This format is used for an optional value, where only one item can be selected.	`ipconfig [-all|-t]`
{} or {a|b}	This format is used for a required value, where only one item can be selected.	`switch {active|stand}`

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1.Concepts

1.1. Domain name differences

This topic describes the differences between .com and .net.

Difference between .com and .net

Both .com and .net are widely used gTLDs in the world. They do not have any differences in registration and usage. The only difference is that .com appeared earlier than .net and is more popular.

1.2. Types of TLDs

Top-level domains (TLDs) include generic top-level domains (gTLDs, including new gTLDs) and country code top-level domains (ccTLDs). This topic describes the types of TLDs.

Types of TLDs

TLDs include gTLDs and ccTLDs.

- gTLDs:

  gTLDs, which are also called internationalized domain names, are the earliest and most widely used domain names. For example, .com is used by commercial entities, .net is originally used by network infrastructures, and .org is originally used by nonprofit organizations.

- ccTLDs:

  ccTLDs are domain names assigned to different countries/regions. For example, .cn indicates China, .us indicates the United States, and .jp indicates Japan.

Currently, thousands of TLDs are available, which are classified as follows:

- gTLDs:

  gTLDs are used by some specific organizations and have different suffixes, such as .com, .net, .org, .int, .arpa, .biz, .info, .name, and .pro.

- New gTLDs:

  New gTLDs were opened for registration when the resources of traditional domain suffixes were nearly exhausted. The first batch of new gTLDs were approved by the Internet Corporation for Assigned Names and Numbers (ICANN) in 2012 and were opened for registration around the world in 2014. A number of gTLDs are available, such as .xin, .top, .xyz, and .vip.

- TLDs with two characters:

  TLDs that consist of two characters, such as .uk and .de, correspond to the official abbreviations of more than 250 countries and regions. These domain names are called ccTLDs. Each ccTLD corresponds to a registry operator that operates ccTLDs in accordance with the local policies. For example, the registrant of a ccTLD domain name must be a local resident.

2.Registration and Verification Issues

2.1. FAQ about domain name registration

This topic provides answers to commonly asked questions about domain name registration.

- What do I do if my desired domain name has been registered by another registrant?
- Can I register multiple domain names for the same website?
- How long is a registered domain name valid for?
- If I want to use the same information to register multiple domain names, do I need to submit the information multiple times?
- How do I determine whether a domain name is registered?
- What do I do if a domain name that I have purchased remains in the processing state?
- How do I deal with a dispute over a .hk domain name that I have registered?
- How do enterprises outside mainland China register domain names on Alibaba Cloud?

What do I do if my desired domain name has been registered by another registrant?

Each domain name is unique. After a domain name is registered, it cannot be registered by others. If the domain name that you want has already been registered, you can try to search for similar domain names with other suffixes. For example, if your desired domain name example.com has been registered, you can try to register example.net or example.org. There is no difference in how these domain names are used.

If you want to own the domain name that has been registered by another registrant, you can contact the current registrant of the domain name and check whether the current registrant is willing to transfer the domain name to you.

Can I register multiple domain names for the same website?

Yes, you can register multiple domain names for the same website. There are no restrictions on the number of domain names that can be registered by an individual or organization for a website. Domain names with different suffixes or similar content can be registered in the following scenarios:

- You can register similar domain names with different suffixes, such as www.companyname.net and www.companyname.com. This ensures the uniqueness of your company's brand. These domain names can also be used to build websites in different languages.
- You can also register similar domain names for your website. This allows Internet users to be redirected to your website even when they misspell your domain name.
- You can associate different domain names with sales promotion and advertisement websites to recommend new products or projects.
- You can also register a domain name with the .com or .net suffix to provide email services. In this way, your email address will contain the name of your company or brand instead of a generic email service such as Hotmail or Gmail.

How long is a registered domain name valid for?

Domain names with common suffixes such as .com, .net, and .cn is valid for up to ten years.

If I want to use the same information to register multiple domain names, do I need to submit the information multiple times?

No, you do not need to submit the information multiple times. If you want to use the same information to register multiple domain names, you can add the domain names into your shopping cart and pay for them at the same time with the information submitted once only. If you have registered a domain name and you have passed real-name verification, we will save your information. When you register another domain name, we will match your information. You only need to determine whether to use the information we matched for you.

How do I determine whether a domain name is registered?

Log on to the registration page of Alibaba Cloud Domains. On the page that appears, enter the domain name in the search box and click Find A Domain.

If the query result shows that the domain name status is **Taken** and its registration information appears in the WHOIS information, the domain name has been registered. You can check the domain name information. If the domain name information is incorrect, log on to your Alibaba Cloud account to modify the domain name information. For more information, see Transfer domain name ownership.

What do I do if a domain name that I have purchased remains in the processing state?

If your order remains in the processing state after you pay for the domain name, consider the following causes:

- Trademark protection

  The domain name you want to register is protected by the domain name registry and cannot be registered. Our business staff will review orders in the processing state within one day. If your domain name is protected by the domain name registry, we will change your order status to failed and send an email notification to you. In this case, you must register a different domain name.

- Incorrect registration information

  The domain name registration information that you provided is incorrect. As a result, the domain name registry denies the registration. Our business staff will review the order in the processing state within one day. If your registration information is incorrect, we will help you correct the information and resubmit it to the domain name registry for approval. This issue will be fixed within one weekday.

- System upgrade may suspend order processing for a short period of time. The system will resubmit the order and help you complete your order after the upgrade. In this case, wait 30 minutes and check again.

How do I deal with a dispute over a .hk domain name that I have registered?

The registrar for .hk domain names is Hong Kong Domain Name Registration Corporation Limited (HKDNR). .hk domain names are registered on a first come, first served basis. If you have a dispute over a .hk domain name, contact the Hong Kong International Arbitration Center (HKIAC).

> ⑦ **Note** Disputes regarding Chinese and English .hk domain names are handled in the same way. Due to diverse versions of traditional and variant Chinese characters, the verdict made by the arbitration tribunal may cover all possible combinations of traditional and variant Chinese characters.

How do enterprises outside mainland China register domain names on Alibaba Cloud?

Enterprises in and register domain names on Alibaba Cloud in the same way. For more information, see Register a domain name.

If you register a .cn domain name, use a certificate of organization issued by an agency outside mainland China to complete real-name verification as soon as possible. For more information, see Real-name verification for .cn domain names.

2.2. FAQ about email address verification required by ICANN for domain names

This topic provides answers to commonly asked questions about the email address verification policy of the Internet Corporation for Assigned Names and Numbers (ICANN) for domain names.

What is the email address verification policy of ICANN for domain names?

As the rule maker and supervisor of the domain name industry, ICANN requires that domain name registration information (WHOIS information) be authentic and complete and that registrants' email addresses be authentic. A domain name registrar formulates audit policies and processes in accordance with relevant ICANN rules to ensure business compliance and promote the normal and smooth development of the entire domain name industry. For more information, see ICANN WHOIS ACCURACY PROGRAM SPECIFICATION.

How does Alibaba Cloud implement the compliance policy of ICANN?

- To register a domain name, you must select a registrant profile for which an email address has been verified. If the email address is not verified, the registrant profile cannot be used for domain name registration.
- To modify domain name information, including changes to the domain name registrant, administrative, technical, and billing contact information, make sure that the email address of the domain name registrant has been verified. Otherwise, you cannot continue the subsequent operations.
- To transfer domain names to Alibaba Cloud, modify information for multiple domain names, or conduct domain name transactions, you must select a registrant profile for which an email address has been verified. If the email address is not verified, you cannot continue the subsequent operations.

How do I verify an email address?

For more information, see Verify the email address of a domain holder.

How long does it take to verify an email address?

After you submit the verification request, log on to the email server and click the link in the verification email that is received. The email address will be verified immediately. You must verify the email address within three days after you submit the request. After three days, the verification link will expire and you must submit another request for verification.

How can I handle a domain name that is in the Clienthold state because no email address is verified for the domain name?

As the domain name registrant, after you verify an email address for the domain name, the **Clienthold** state is automatically removed.

Do I need to verify an email address again after it has been verified?

After an email address is verified, you do not need to verify it again, unless you have deleted it from the verification information of your domain name. An email address can be verified only once under a single Alibaba Cloud account. However, you can verify the same email address for multiple times across multiple Alibaba Cloud accounts.

Is there any limit on the number of email addresses that I can verify?

No. However, a single Alibaba Cloud account supports the verification of up to 500 email addresses every day.

After I delete a verified email address, do I need to verify it again when I use it to register a domain name?

Yes. If your verified email address is deleted, you must verify the email address again when you use it to register a domain name or modify the domain name information.

Why do I have a verified email address though I have not submitted any email verification requests?

To improve user experience, we have imported your email address that have been verified in other Alibaba Cloud scenarios. The verified email address does not need to be verified again. For example, if an email address has been verified for a domain name under an Alibaba Cloud account, this email address does not need to be verified again in other scenarios when you use the same Alibaba Cloud account.

What can I do if I fail to receive an email for verification?

Check whether the email address that you specify is valid and can normally receive and send other emails. If other emails can be normally received and sent, you can troubleshoot the problem based on the following table.

Possible cause	Solution
The email address is configured with rejection.	Cancel the rejection setting.
The verification email is identified as a spam.	Check whether the verification email is in the spam folder.
Certain mailboxes automatically classify notification emails that are received. The verification email is distributed to another folder.	Check all folders of the mailbox.

Possible cause	Solution
You specify a QQ email address, which may fail to receive the verification email sent by Alibaba Cloud.	Use another email address for verification.

What can I do if I cannot open the email verification link that I receive?

After a verification email is received, you must log on to your email server and click the link in the verification email within three days. If you cannot open the email verification link in the email, you can copy this link to a browser and open it. If the link expires, you must send another verification request and complete the verification.

2.3. How do I cancel my Alibaba Cloud account if the domain name is not expired?

This article will introduce you to the method of canceling an Alibaba Cloud account when the domain name has not expired.

Issue

When you log off an Alibaba Cloud account, the system performs an **account cancellation information check** on your current account. After the check is completed, the system prompts that **there is a valid domain name business under your account, and the account cannot be deleted**.

Possible cause

A valid domain name exists under your account. The domain name has not expired or been canceled, so you cannot cancel the current Alibaba Cloud account.

Solution

- Method 1: Transfer domain name

  Transfer valid domain names under your current account to other Alibaba cloud accounts. domain names that have completed Real-name authentication will not be affected. after the transfer is completed, you can re-execute the account cancellation operation. For more information about transferring domain names to other Alibaba Cloud accounts, see Transfer domains to another Alibaba Cloud account.

- Method 2: Sell domain names

  If your domain name has not expired, you can try to sell the domain name and cancel the Alibaba Cloud account again after the domain name is sold successfully.

- Method 3: Wait for the domain name to expire

  If your domain name has not expired, you can wait for the domain name to expire before canceling your Alibaba Cloud account.

- Method 4: Log out the domain name

You can submit a domain name cancellation ticket, and the Alibaba Cloud commissioner will cancel the valid domain name under your current account. After the domain name cancellation is completed, you can cancel the account again. For more information, see Intelligent online.

> ⑦ Note
> - After the domain name is successfully canceled, the remaining unexpired fees will not be refunded.
> - If the domain name has been filed, the website that has been successfully filed after the domain name is canceled will become an empty shell website.

3.Renewal and redemption issues

3.1. FAQ about domain name renewal

This topic provides answers to commonly asked questions about domain name renewal.

- Can I renew expired domain names?
- Why do prices for domain name renewals fluctuate?

Can I renew expired domain names?

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

If you do not renew an expired domain name, access to its website is affected. In normal cases, a domain name is not resolved the day after it expires. A renewal reminder appears when you attempt to access a website whose domain name has expired.

If you renew the domain name within 30 days (28 days for .hk domain names) after it expires: For a domain name hosted on Alibaba Cloud DNS, the resolution will be restored within 24 hours after the renewal. For a domain name hosted on another DNS service provider, the time required for restoring resolution depends on the refresh time of the DNS provider. In normal cases, the resolution is restored within 24 to 48 hours. For more information, contact the related DNS service provider.

Why do prices for domain name renewals fluctuate?

The prices for domain name renewals are subject to the prices at the time of renewal. The renewal price of a domain name may be different from that when you purchased the domain name for the first time. This is because there is typically a promotion or discount for first-time purchases.

You can log on to the Alibaba Cloud Domains console and click **Renew** on the **Domain Names** page to view the current renewal price. For more information about the renewal procedure, see Renew a domain name.

4.Search for and recover domains

4.1. FAQ about the Temporary Specification of ICANN and adjustments of the WHOIS output

This topic provides answers to commonly asked questions about the Temporary Specification for gTLD Registration Data (Temporary Specification) issued by the Internet Corporation for Assigned Names and Numbers (ICANN), and the adjustments of the WHOIS output.

- Why has the WHOIS output changed?
- What are the specific adjustments of the WHOIS output?
- What is the scope for Alibaba Cloud to implement the Temporary Specification of ICANN?
- Are the domain name registration process and the required information changed?
- Is the transfer process between domain name registrars changed?
- What do I do if the new domain name registrar refuses to assist in the domain name transfer due to the lack of access to the transfer contact email address?
- How do I contact a domain name registrant, an administrative contact, or a technical contact in the future?
- How do I obtain complete WHOIS information?
- Can I continue to use the domain name privacy protection service provided by Alibaba Cloud?
- When will the domain name privacy protection service be provided again?
- Is the adjustment of the WHOIS output permanent?

Why has the WHOIS output changed?

ICANN released the Temporary Specification on May 17, 2018 and required that domain name registries and domain name registrars make necessary adjustments to the public WHOIS output. The Temporary Specification was the response of ICANN to the General Data Protection Regulation (GDPR) of European Union (EU) that came into effect on May 25, 2018.

For more information about the Temporary Specification of ICANN, see ICANN Board Approves Temporary Specification for gTLD Registration Data.

What are the specific adjustments of the WHOIS output?

To meet the requirements in the Temporary Specification of ICANN, from May 25, 2018, the public output of Alibaba Cloud WHOIS lookup returned by Alibaba Cloud does not contain personal data of domain name registrants, administrative contacts, and technical contacts. Personal data includes names, email addresses, phone numbers, and street addresses.

What is the scope for Alibaba Cloud to implement the Temporary Specification of ICANN?

Alibaba Cloud implements the Temporary Specification of ICANN in compliance with the requirements of ICANN. The mode in which Alibaba Cloud processes and displays domain name registration data is the same for all users around the world. Both EU users and users can enjoy the same data protection services.

Are the domain name registration process and the required information changed?

No. Only the domain name registration data displayed in the WHOIS output is changed.

Is the transfer process between domain name registrars changed?

ICANN adjusted the domain name transfer policy on May 25, 2018 because the public WHOIS output no longer displays the email addresses of domain name registrants and administrative contacts. The specific changes are as follows:

- The gaining registrar cannot access the registration data of the domain name subject to a transfer through the WHOIS lookup. Therefore, the gaining registrar is no longer required to obtain the Form of Authorization (FOA) from the transfer contact.
- The domain name registrant must re-submit complete registration data to the gaining registrar. The gaining registrar must verify and confirm the data submitted. In this case, the Change of Registrant process in the domain name transfer policy of ICANN is no longer applicable.

What do I do if the new domain name registrar refuses to assist in the domain name transfer due to the lack of access to the transfer contact email address?

Based on the Temporary Specification of ICANN, the gaining registrar cannot access the registration data of the domain name subject to the transfer registrar through the WHOIS lookup. Therefore, the gaining registrar is no longer required to obtain the FOA from the transfer contact. The adjustment to domain name transfer in the Temporary Specification of ICANN took effect on May 25, 2018. If the gaining registrar has not implemented this policy, we recommend that you contact the gaining registrar to learn about the latest policy.

How do I contact a domain name registrant, an administrative contact, or a technical contact in the future?

For a domain name registered with Alibaba Cloud, you can submit an online form to the domain name registrant, administrative contact, or technical contact on the WHOIS result page of Alibaba Cloud.

Alibaba Cloud > Product > WHOIS > Domain name query (WHOIS)

⚙ ████████.com ⑦

WHOIS Information

The following information acquired time: 2020-04-28 19:05:18   Get the latest information

Registrant E-mail	To contact, please fill in the webform Learn more
Sponsoring Registrar	Alibaba Cloud Computing (Beijing) Co., Ltd.
Registration Date	2002-05-10T18:25:11Z
Expiration Date	2020-05-10T18:25:11Z
Domain Status	clientDeleteProhibited(clientDeleteProhibited) ⑦ https://icann.org/epp#clientDeleteProhibited
	clientTransferProhibited(clientTransferProhibited) ⑦ https://icann.org/epp#clientTransferProhibited
DNS Server	DNS1.HICHINA.COM DNS2.HICHINA.COM

Tips
1. Your message will be forwarded to the Registrant/Admin/Tech Contact via email.
2. You are responsible for determining whether your contact request is appropriate. By submitting the web-form contact request, you acknowledge and agree to bear all responsibility for the potential impact on the recipient. For example:you should not send spam or other forms of abusive communications.
3. Our registrar only provides automatic forwarding service and does not filter information contained in emails, or assumes any responsibility for the accuracy and completeness of the content, unless otherwise expressly provided by law.
4. Please understand that due to the technical limitation of network communication, your message may not be accurately and/or timely delivered, and may be intercepted by the recipient's system. You acknowledge that our registrar is not responsible for any such errors omissions, or interceptions.
5. This web-form service is available to domain names sponsored by our registrar ONLY. To contact Registrant/Admin/Tech Contact of domain names sponsored by other registrars, please query the RDDS service of the relevant registrar of record.

Domain Name:	████.com
Send to:	Registrant ⌄
Your Name:	
Reply to Email:	
Subject:	
Message:	
Check Code:	

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Submit

How do I obtain complete WHOIS information?

You may want to obtain complete WHOIS information of a related domain name to file a complaint to safeguard your legitimate rights and interests. In this case, you must obtain complete WHOIS information from Alibaba Cloud through competent or judicial authorities. Alibaba Cloud will collaborate in accordance with the laws.

If your legitimate rights and interests related to your domain name are violated, you can file a complaint to Alibaba Cloud and request the complete WHOIS information of a related domain name. After Alibaba Cloud receives your complaint, it checks whether your complaint is reasonable.

Reporting center on the Alibaba Cloud International website: Alibaba Cloud IPR Infringement and Abuse Claim Form.

Can I continue to use the domain name privacy protection service provided by Alibaba Cloud?

By default, the registration data of domain names has been protected since May 25, 2018 due to the adjustment of the WHOIS output. As a result, Alibaba Cloud has suspended the domain name privacy protection service.

When will the domain name privacy protection service be provided again?

Alibaba Cloud will determine the recovery of this service based on the follow-up discussions and policy adjustments that ICANN and its community make on WHOIS output issues. When determining the time for service recovery, Alibaba Cloud will also consider the official policies for proxy and privacy services.

Is the adjustment of the WHOIS output permanent?

The Temporary Specification of ICANN is valid for no more than 12 months and can be adjusted during the valid period. In addition, ICANN is the organization that manages the global DNS and the root server system. ICANN is still cooperating with global domain name registries, domain name registrars, and other community members to develop a consensus policy on the collection and display of registration data of generic top-level domains (gTLDs). As an ICANN-accredited domain name registrar, Alibaba Cloud may need to make further adjustments to the WHOIS output in accordance with the new consensus policy or revisions of the Temporary Specification.

5.Security compliance issues
5.1. FAQ about domain name security

This topic lists the frequently asked questions (FAQ) about domain name security.

- Has Alibaba Cloud suspended the domain name proxy service?
- How can I modify domain name information when the update prohibition lock is enabled?
- Will the update prohibition lock of a domain name remain effective after the domain name expires?
- How do I diagnose and handle DNS hijacking?
- Why is SMS verification required for configuring DNS settings?
- What can I do if my domain name is stolen?

Has Alibaba Cloud suspended the domain name proxy service?

Yes, Alibaba Cloud has suspended the domain name proxy service since May 25, 2018. To comply with temporary regulations issued by the Internet Corporation for Assigned Names and Numbers (ICANN), and compliance requirements stated in General Data Protection Regulation (GDPR), Alibaba Cloud WHOIS no longer provides personal information about domain name holders. The Alibaba Could domain name proxy service was therefore suspended from May 25, 2018.

How can I modify domain name information when the update prohibition lock is enabled?

You must disable the update prohibition lock before you can modify domain information.

If you still want to use the update prohibition lock after you modify domain name information, enable the update prohibition lock again. For more information, see Enable the update prohibition lock.

Will the update prohibition lock of a domain name remain effective after the domain name expires?

No, the update prohibition lock of a domain name expires when the domain name expires. When the update prohibition lock expires, the update prohibition service for the domain name is disabled.

After you renew or redeem your domain name, you can enable the update prohibition lock again. For more information, see Enable the update prohibition lock.

How do I diagnose and handle DNS hijacking?

Domain Name System (DNS) servers are used to resolve domain names. When you visit a website or service through its domain name, a DNS server resolves the domain name to the IP address of the server that hosts the website or service. Requests can then be routed to the server to retrieve the requested information.

DNS hijacking is a type of DNS attack that intercepts DNS queries on a particular range of network or across the entire network to block the DNS queries or return incorrect IP addresses. As a result, users fail to access correct services or are directed to unexpected or malicious websites.

You can diagnose and handle DNS hijacking in the following ways:

- Run the nslookup command on a Windows host or the dig command on a Linux host to check whether the domain name is resolved to the correct IP address.

- Use tools to collect and verify information about the hijacking, such as the domain names that are hijacked. Inform your Internet service provider (ISP) of the hijacking at the earliest opportunity. You can also change DNS servers to Alibaba Cloud DNS servers 223.5.5.5 and 223.6.6.6, and then check whether the domain name can be resolved correctly.

- If you are in urgent need of a service, directly use its IP address to access it.

> ⑦ **Note** If you are in , call the following numbers to report errors to your ISP:
>
> - China Mobile: 10086.
> - China Telecom: 10000.
> - China Unicom: 10010.

Why is SMS verification required for configuring DNS settings?

To keep your domain name safe, Alibaba Cloud Domains may require you to complete Short Message Service (SMS) verification when you configure DNS settings through an unusual computer or network. You need to enter the verification code sent to your mobile phone to complete the verification.

If your phone number is working properly but cannot receive the verification code, try the following steps for troubleshooting:

- The SMS message containing the verification code may be delayed. You may need to wait a period of time. If you still cannot receive the verification code after a certain period of time, we recommend that you request another verification code at another time.

- Check whether your mobile phone can send and receive SMS messages normally. For example, check whether your phone number is out of service.

- Check whether the SMS messages are blocked by third-party security software, such as 360 Mobile Security.

- If you have tried all the preceding methods and still cannot receive a verification code, we recommend that you move your SIM card to another mobile phone and try again.

What can I do if my domain name is stolen?

Contact the domain name registrar that currently manages the stolen domain name immediately after you find that your domain name is stolen. If the domain name was hosted on Alibaba Cloud before it is stolen, Alibaba Cloud tries its best to help you recover the domain name. Two scenarios could happen when a domain name hosted on Alibaba Cloud is stolen:

- The stolen domain name is still hosted on Alibaba Cloud.

  Contact Alibaba Cloud after-sales service by calling 4008013260 as soon as possible. Alibaba Cloud immediately takes measures, such as locking the domain name, to prevent domain name information from being modified or the domain name from being transferred to another registrar. You must also submit all available identity documents that can prove your identity as the domain name holder.

- The stolen domain name has been transferred to another registrar.

  - Contact Alibaba Cloud

    If the stolen domain name has been transferred to another registrar, contact Alibaba Cloud immediately and provide information about the theft and transfer. You can request Alibaba Cloud to contact the registrar to which the domain has been transferred to lock the domain name. This prevents domain name information from being modified or the domain name from being retransferred to another registrar.

○ Contact the registrar to which the stolen domain name is transferred

If the stolen domain name has been transferred to another registrar, you can request Alibaba Cloud to contact the registrar or directly contact the registrar to submit a complaint. The registrar usually accepts the complaint within three working days and requires you to provide verification materials. Verification materials include identity documents that can prove your identity as the domain name holder and a statement. Registrars outside mainland China typically require evidence and statements to be in English.

After the registrar receives your verification materials, it verifies the materials and starts an investigation. The investigation typically takes a week. If the registrar confirms that the domain name was transferred without your consent, Alibaba Cloud creates an account at the current registrar. The current registrar transfers the stolen domain name to this account. You can contact Alibaba Cloud to obtain the account, which allows you to recover the management of the domain name. You can choose to keep the domain name in the account or transfer the domain name back to Alibaba Cloud.

5.2. TLD registry policies

Top-level domain (TLD) registry policies vary by registry. This topic lists the policies of some registries.

TLD	Policy	Registry
.asia	www.dot.asia/dotasia-organisation/policy-development	DotAsia
.name	www.verisign.com/assets/name-acceptable-use-policy.pdf	Verisign
.net	N/A	
.com	N/A	
.cc	www.verisign.com/en_US/channel-resources/become-a-registrar/verisign-domain-registrar/domain-registration/index.xhtml	
.tv		
.me	domain.me/policies	Dot Me
.mobi	dotmobi.mobi/about/dispute-resolution	Afilias
.info	info.info/about/legal	
.red	www.afilias.info/policies	
.kim		
.pro	registry.pro/about	
.loan	www.famousfourmedia.com/policies	Famous Four Media
.men		

⑦ **Note**   Access to the websites listed in this table may be restricted in the network environment.

6.DNS resolution and access issues

6.1. FAQ about custom DNS servers

If you want to use custom Domain Name System (DNS) servers to resolve your domain name, you must first create your own DNS servers. This topic provides answers to frequently asked questions about custom DNS servers.

- What is a custom DNS server?
- What are the naming rules for a DNS server?
- How many DNS servers can I create at most?
- Do custom DNS servers support IPv6 addresses?
- How many IP addresses can I configure for a DNS server?
- Can I change or delete a server name?
- Can I change or delete the IP addresses of a DNS server?
- Does a custom DNS server take effect immediately after it is created?
- Can I delete a custom DNS server after it is created?

What is a custom DNS server?

A custom DNS server is a self-managed DNS server and provides the DNS resolution service. Professional technical skills are required to create custom DNS servers. If you do not have such skills, we recommend that you use the DNS service provided by your DNS service provider.

What are the naming rules for a DNS server?

Take note of the following naming rules when you specify a name for a DNS server:

- The name of a DNS server can contain only letters, digits, periods (.), and hyphens (-). The name is not case-sensitive and cannot start or end with a period (.) or hyphen (-).
- It cannot contain spaces or the following special characters: exclamation points (!), dollar signs ($), ampersands (&), and question marks (?).
- The name of a DNS server can be up to 80 characters in length.

We recommend that you include DNS or NS in your server name, such as dns1.yourdomain.com and dns2.yourdomain.com.

How many DNS servers can I create at most?

You can create a maximum of 13 DNS servers. The actual number of DNS servers that you can create is determined by the domain name registry.

Do custom DNS servers support IPv6 addresses?

Yes, custom DNS servers support IPv6 addresses.

How many IP addresses can I configure for a DNS server?

You can configure 1 to 13 IP addresses for a DNS server. The actual number of IP addresses that you can configure for a DNS server is determined by the domain name registry.

Can I change or delete a server name?

No, you cannot change or delete a server name.

Can I change or delete the IP addresses of a DNS server?

Yes, you can change or delete the IP addresses of a DNS server. However, at least one IP address must be retained.

Does a custom DNS server take effect immediately after it is created?

No, a custom DNS server requires several minutes to take effect after it is created.

Can I delete a custom DNS server after it is created?

Yes, you can delete a custom DNS server after it is created. If you fail to delete a custom DNS server, seek technical support on the Smart Online page or by submitting a ticket. Alibaba Cloud technical engineers will then identify the failure cause for you.

6.2. How do I troubleshoot the failures to access a website by using its domain name?

This topic describes the common causes for failures to access a website by using its domain name and shows you how to resolve these issues.

- Failed to access a website because the domain name has expired
- Failed to access a website because the domain name has expired and requires renewal

Failed to access a website because the domain name has expired

- Cause: The domain name has expired, and the Domain Name System (DNS) records of the domain name are disabled. As a result, the website to which the domain name points cannot be accessed.

- Solution: Check the validity period of the domain name on the WHOIS page. If the domain name has expired, renew it. For more information, see Renew a domain name. After the domain name is renewed, the resolution service will be resumed for the domain name within 24 to 48 hours.

Failed to access a website because the domain name has expired and requires renewal

- Cause 1: The domain name has expired and has not been renewed.

  Solution: Log on to the Domains console by using the Alibaba Cloud account to which the domain name belongs, and renew the domain name. For more information, see Renew a domain name.

- Cause 2: The domain name has been renewed after it expired, but the local DNS cache has not been refreshed. As a result, the domain name resolution is not working.

  Solution: Clear the browser cache or use another browser.