



Time Zone - GMT (UTC +00)

1 January, 2025

[15:38:44] **Kevin Mandracchia** : purchased doomain but cant load my website from github

[15:38:50] [Keerthika P. joined the chat]

[15:38:56] **Keerthika P.** : Hello ! Welcome to Namecheap Live Support! Please give me a minute to look through the question you've asked.

[15:40:11] **Kevin Mandracchia** : website gives this message when attempting to load. ascendfinance.technology's DNS address could not be found.
Diagnosing the problem.
DNS_PROBE_POSSIBLE

[15:40:23] **Keerthika P.** : May I know if you wish to connect your domain ascendfinance.technology to the GitHub pages?

[15:40:33] **Kevin Mandracchia** : yes

[15:41:15] **Kevin Mandracchia** : got it working thru github and now trying to link to custom domain mentioned. sorry new to this

[15:41:57] **Keerthika P.** : No worries. Please allow me a few minutes to check.

[15:42:04] **Kevin Mandracchia** : of course

[15:44:04] **Keerthika P.** : Thank you, please stay online and I will get back to you.

[15:44:37] **Kevin Mandracchia** : sounds good thank you

[15:50:45] **Keerthika P.** : Thank you for your time. When checked, you have purchased the premium DNS and shared hosting service for your domain ascendfinance.technology.

Feel free to use the following Knowledgebase article that is available on our website to use premium DNS and hosting simultaneously:
<https://www.namecheap.com/support/knowledgebase/article.aspx/9764/2231/how-to-use-the-premiumdns-and-hosting-services-simultaneously/>

[15:51:49] **Keerthika P.** : Please stay here for a few more minutes.

[15:52:22] **Kevin Mandracchia** : was trying to cross reference this material and think cause im so new it was confusing on what i was missing. will wait for sure

[15:55:37] **Keerthika P.** : I am checking on that for you. Allow me 7 to 8 more minutes, I will get back to you with a solution, Kevin.

[15:56:01] **Kevin Mandracchia** : perfect, thank you

[15:59:16] **Keerthika P.** : I am back with you. I will clarify this for you. Per my check, you have purchased the shared hosting service with us.

[15:59:20] **Keerthika P.** : If you want to connect your domain to GitHub pages, then in this case, your website will be hosted on their server.

However, you will be still able to use other Shared hosting-related services, such as cPanel email.

[15:59:50] **Keerthika P.** : Please use the following knowledge base article that is available on our website to link your domain to GitHub Pages:
<https://www.namecheap.com/support/knowledgebase/article.aspx/9645/2208/how-do-i-link-my-domain-to-github-pages/>

[16:00:21] **Kevin Mandracchia** : i am just trying to open my site there is an issue with DNS

[16:01:05] **Keerthika P.** : No, there are no issues if you wish to connect your domain to GiHUB and also there is no issue with your domain using our Premium DNS.

[16:01:42] **Keerthika P.** : It is required for you to set up the records mentioned in the article to connect your domain to GitHub pages.

[16:03:12] **Kevin Mandracchia** : so i just need to figure out what is configured right between the two? github states Both ascendfinance.technology and its alternate name are improperly configured
Domain does not resolve to the GitHub Pages server. For more information, see documentation (NotServedByPagesError).

[16:05:19] **Kevin Mandracchia** : perhaps you could help me with why PositiveSSL
SSL Certificate
Status: Alert

[16:06:11] **Keerthika P.** : At the moment, the domain ascendfinance.technology is not configured to connect to any service.

In order to connect your domain to GitHub pages, the following records are to be created:
Type: A Record | Host: @ | Value: 185.199.108.153 | TTL: Automatic
Type: A Record | Host: @ | Value: 185.199.109.153 | TTL: Automatic
Type: A Record | Host: @ | Value: 185.199.110.153 | TTL: Automatic
Type: A Record | Host: @ | Value: 185.199.111.153 | TTL: Automatic
Type: CNAME Record | Host: www| Value: "username.github.io" | TTL: Automatic

(where the "username" part should be replaced with your actual GitHub account username)

[16:06:50] **Keerthika P.** : Follow the below steps to add host records:

1. After signing into your Namecheap account, select Domain List from the left sidebar and click Manage next to your domain ascendfinance.technology;
2. Select the Advanced DNS tab at the top of the page;
3. In the Host Records section, click the Add New Record button to configure the required records.
4. To save the changes, just click on the checkmark on the right.

[16:06:52] **Keerthika P.** : Feel free to use the following Knowledgebase article that is available on our website to add host records for your domain:
<https://www.namecheap.com/support/knowledgebase/article.aspx/434/2237/how-do-i-set-up-host-records-for-a-domain/>

[16:07:42] **Keerthika P.** : The SSL for the domain ascendfinance.technology is not installed yet. And that is the reason for the issue with the SSL certificate.

[16:08:42] **Keerthika P.** : You may use the article mentioned below to activate the SSL:
<https://www.namecheap.com/support/knowledgebase/article.aspx/794/67/how-do-i-activate-an-ssl-certificate/>

[16:09:33] **Kevin Mandracchia** : this will take me time to review

[16:10:03] **Keerthika P.** : Please take your time, Kevin.

[16:10:09] **Keerthika P.** : The transcript of our conversation can also be downloaded from your side by clicking on the menu in the top right corner (three dots). You will see an option 'Download chat transcript (.pdf)'.

[16:15:43] **Keerthika P.** : Unfortunately, I am not getting any replies from you for some time. Are we still connected?