kayako

Department: Domains Support
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Your Question: I am trying to help someone setup a website, and we have configured the DNS settings to use Github pages. However, I'm seeing an extra host record show up in DNS checkers, and that is causing my page to not be found. The IP is 162.255.119.78
Operator: Max Malyuchkov

18:15 **Your Question: I am trying to help someone setup a website, and we have configured the DNS settings to use Github pages. However, I'm seeing an extra host record show up in DNS checkers, and that is causing my page to not be found. The IP is 162.255.119.78**
18:15 **Please wait, an operator will be with you shortly.**
18:15 **You are now chatting with Max Malyuchkov (Domain CS) - Domains Support**
18:16 Max Malyuchkov: Hello, you've contacted Live Support! Please give me a minute to look through the question you asked.
18:18 Max Malyuchkov: May I know the domain name in question, please?
18:18 Daric Teske: fashionfunboutique.com
18:19 Daric Teske: For the DNS Checker, https://www.whatsmydns.net/#A/fashionfunboutique.com
18:22 Max Malyuchkov: Would you please provide me with: 1) your Namecheap username and 2) your Support PIN? You can find your Support PIN at https://ap.www.namecheap.com/Profile/Security
18:23 Daric Teske: fashionfunllc, 6546
18:26 Max Malyuchkov: Thank you for the details provided.
18:33 Max Malyuchkov: Per my check you have a CNAME record created for the www subdomain.
18:34 Daric Teske: Yeah, my main concern is with the extra A record showing up
18:35 Daric Teske: https://www.whatsmydns.net/#A/fashionfunboutique.com
18:36 Max Malyuchkov: You also have the A records set for www. While they should be created for the @
18:37 Daric Teske: Alright, I'll delete those
18:38 Max Malyuchkov: This is the reason for your website not resolving correctly, I suppose.
18:38 Daric Teske: I really don't think so, as I have several other websites hosted the exact same way
18:40 Daric Teske: I'd really like to understand why there is a third A record showing up
18:43 Max Malyuchkov: As for 162.255.119.78 it is our URL redirect server IP address.
18:43 Max Malyuchkov: There is no URL redirect with your domain.
18:43 Daric Teske: Correct, but I am redirecting another domain to this address
18:43 Daric Teske: Is that the cause?
18:44 Max Malyuchkov: Thus the issue might be just caused by caching of the DNS lookup. As I cannot detetct the record in the DNS lookup from our side.
18:45 Daric Teske: How often is that cache cleared out?
18:45 Max Malyuchkov: When you update the records it usually takes up to 30 minutes.
18:46 Daric Teske: We've been talking for 30 minutes alone, and I made the changes almost 45 minutes before that
18:48 Max Malyuchkov: Thus, I am happy to inform that the domain resolves correctly.
18:49 Max Malyuchkov: If you wish I can provide you with a ticket.
18:51 Daric Teske: Yes please!
18:52 Max Malyuchkov: With a screenshot*

Helpdesk: https://support.namecheap.com/