



Department: Domains Support

Full Name: Pankaj Kumar

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Your Question: I have created A record in premium dns. ant linked with AWS IP.WHY IS NOT WORKING ?

Operator: Victoria Palenga

11:20 **Your Question: I have created A record in premium dns. ant linked with AWS IP.WHY IS NOT WORKING ?**

11:20 **Please wait and one of our operators will be with you shortly.**

11:21 **You are now chatting with Victoria Palenga (Domain CS) - Domains Support**

11:21 **Victoria Palenga:** Hello! Thank you for contacting our Live Chat Support! Would you provide me with the domain name, please?

11:21 **Pankaj Kumar:** HI

11:22 **Pankaj Kumar:** OK

11:22 **Pankaj Kumar:** JUULSY.SHOP

11:22 **Pankaj Kumar:** juulsy.shop

11:23 **Victoria Palenga:** Thank you. Please allow me a couple of minutes to check the domain.

11:23 **Pankaj Kumar:** ok

11:24 **Pankaj Kumar:** 35.157.66.72

11:24 **Pankaj Kumar:** this is the AWS IP

11:24 **Pankaj Kumar:** I want to point out on this domain

11:25 **Victoria Palenga:** Thank you. Per my check the record is set up correctly, if I am not mistaken AWS service may require up to 72 hours for a record to propagate.

11:26 **Pankaj Kumar:** i have checked its showing Namecheap ip with A record

11:26 **Pankaj Kumar:** juulsy.shop 198.187.29.252

11:27 **Victoria Palenga:** Just a minute.

11:28 **Pankaj Kumar:** ok

11:28 **Pankaj Kumar:** <https://mxtoolbox.com/SuperTool.aspx?action=a%3ajuulsy.shop&run=toolpage#>

11:28 **Pankaj Kumar:** i have checked on this website

11:29 **Victoria Palenga:** It means that record should take some time to get propagated. Per my check your record is configured correctly on our side.

11:29 **Pankaj Kumar:** ok. should i wait?

11:30 **Pankaj Kumar:** after that it will show with aws ip

11:31 **Victoria Palenga:** Yes, please wait for the record to become active. If any issues occur, please try to contact AWS to check if everything is Okay on their side as well.

11:36 **Pankaj Kumar:** ok

11:36 **Pankaj Kumar:** thanks

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