kayako

Department: Domains Support

Full Name: Pankaj Kumar

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Your Question: I want to map domain with other static ip

Operator: Karina Timoschuk

06:30 **Your Question: I want to map domain with other static ip**

06:30 **Please wait and one of our operators will be with you shortly.**

06:30 **You are now chatting with Karina Timoschuk (Domain CS) - Domains Support**

06:30 Karina Timoschuk: Hello Pankaj! Thank you for contacting our Live Chat Support!

06:30 Karina Timoschuk: Could you provide me with the domain name in question?

06:31 Pankaj Kumar: juulsy.shop

06:31 Pankaj Kumar: static ip is 35.157.66.72

06:31 Karina Timoschuk: Thank you for providing the domain name. Please allow me a couple of minutes to check it.

06:31 Pankaj Kumar: I have created A record in Namecheap Premium dns

06:32 Karina Timoschuk: Per my check, the domain is pointed correctly.

06:33 Karina Timoschuk: The records may require up to 30 minutes to get accepted globally.

06:33 Pankaj Kumar: i did yesterday

06:34 Pankaj Kumar: i have checked its showing Namecheap ip

06:34 Karina Timoschuk: Please contact your hosting-provider to check the issue.

06:34 Pankaj Kumar: 198.187.29.252

Namecheap, Inc. (AS22612)

06:34 Pankaj Kumar: this aws static ip

06:34 Karina Timoschuk: A few minutes, please.

06:35 Pankaj Kumar: i did setting only on namecheap

06:35 Pankaj Kumar: just i had created A record on Nmaecheap

06:35 Pankaj Kumar: only

06:35 Pankaj Kumar: i am using only Namecheap services

06:36 Karina Timoschuk: I need 5-8 minutes to check the issue.

06:37 Pankaj Kumar: ok . also i have check dns online its showing

06:37 Pankaj Kumar: NS dns1.namecheaphosting.com 216.87.155.33

21 days

NS dns2.namecheaphosting.com 216.87.152.33

21 days 31

NS pdns2.registrar-servers.com 216.87.154.33

31

NS pdns1.registrar-servers.com 216.87.153.33

06:37 Karina Timoschuk: Thank you. Hold on, please.

06:38 Pankaj Kumar: i HAVE ENABLED PREMIUM DNS SERVICES YESTERDAY

06:38 Pankaj Kumar: OK

06:39 Karina Timoschuk: Your patience is highly appreciated.

06:41 Pankaj Kumar: Please do pointout juulsy.shop on 35.157.66.72 this ip

06:41 Pankaj Kumar: i want to run website

06:42 Karina Timoschuk: Sure, I understand the request. The domain is pointed correctly. It is required to update it from our side.

06:42 Karina Timoschuk: Please hold on, I'm working on it.

06:43 Pankaj Kumar: ok thanks

06:45 Karina Timoschuk: You are welcome! The issue has been resolved.

06:46 Karina Timoschuk: It may take up to 30 minutes for the new settings to be accepted globally.

06:46 Pankaj Kumar: let me check

06:46 Pankaj Kumar: Thankyou so much what was the issue?

06:47 Karina Timoschuk: It was just required to re-save the settings from our side after changing the nameservers to PremiumDNS.

06:47 Karina Timoschuk: You are welcome, Pankaj!

06:47 Pankaj Kumar: i think you have changed nameserver

06:48 Karina Timoschuk: No, we do not make any changes without account ownership verification.

06:48 Pankaj Kumar: nice to talk with you. thanks for the support

06:48 Karina Timoschuk: I just re-saved the existing settings from our side yo update them globally.

06:48 Karina Timoschuk: Please do not hesitate to contact us again if you have questions or require any help.

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