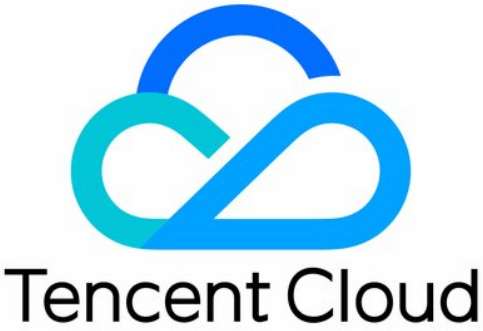
Domains

Domain Management

Product Documentation



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Domain Management
Domain Renewal
Single Domain Renewal

Last updated：2024-04-23 14:50:42

Overview

Before a domain expires, Tencent Cloud will send you email or SMS notifications. This document describes how to extend the validity period of a registered domain so as to ensure its continuity. You can also renew the domain as needed.

Note:

For more information on the domain expiration notification time and channels, see Domain Expiration Management.

Once expired, a domain cannot be transferred out. You need to renew it before transferring it out. For more applicable rules, see Domain Transfer Out Rules.

Within 30 days after a domain expires, its status will change from renewable to redeemable. We recommend you renew it within 29 days after it expires. For the renewal prices, see Domain Pricing.

Directions

Log in to the Domains console and enter the **My Domains** page.

Renewing domain

Two renewal application methods are available for your choice.

Apply for renewal on the **My Domains** page.

Apply for renewal on the **Basic Info** page.

"My Domains" page

Click **Renew** in the row of the domain to be renewed to submit the renewal application.

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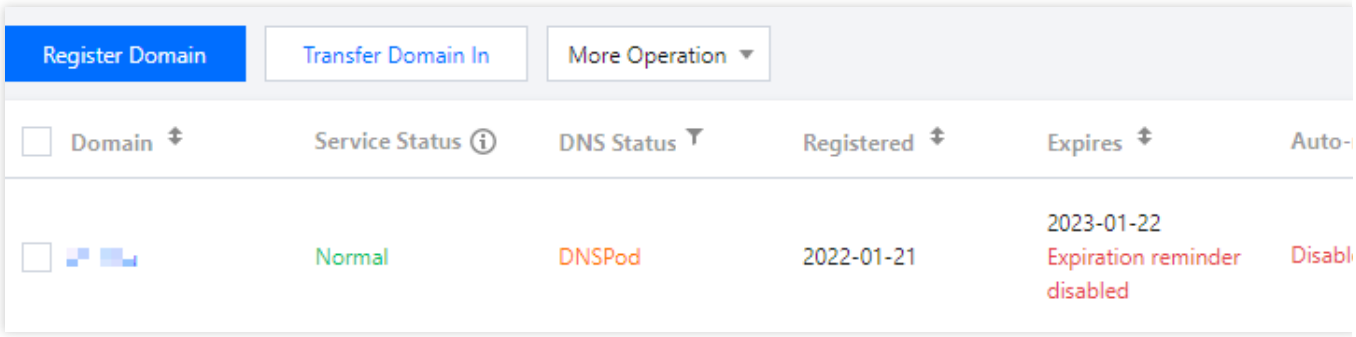
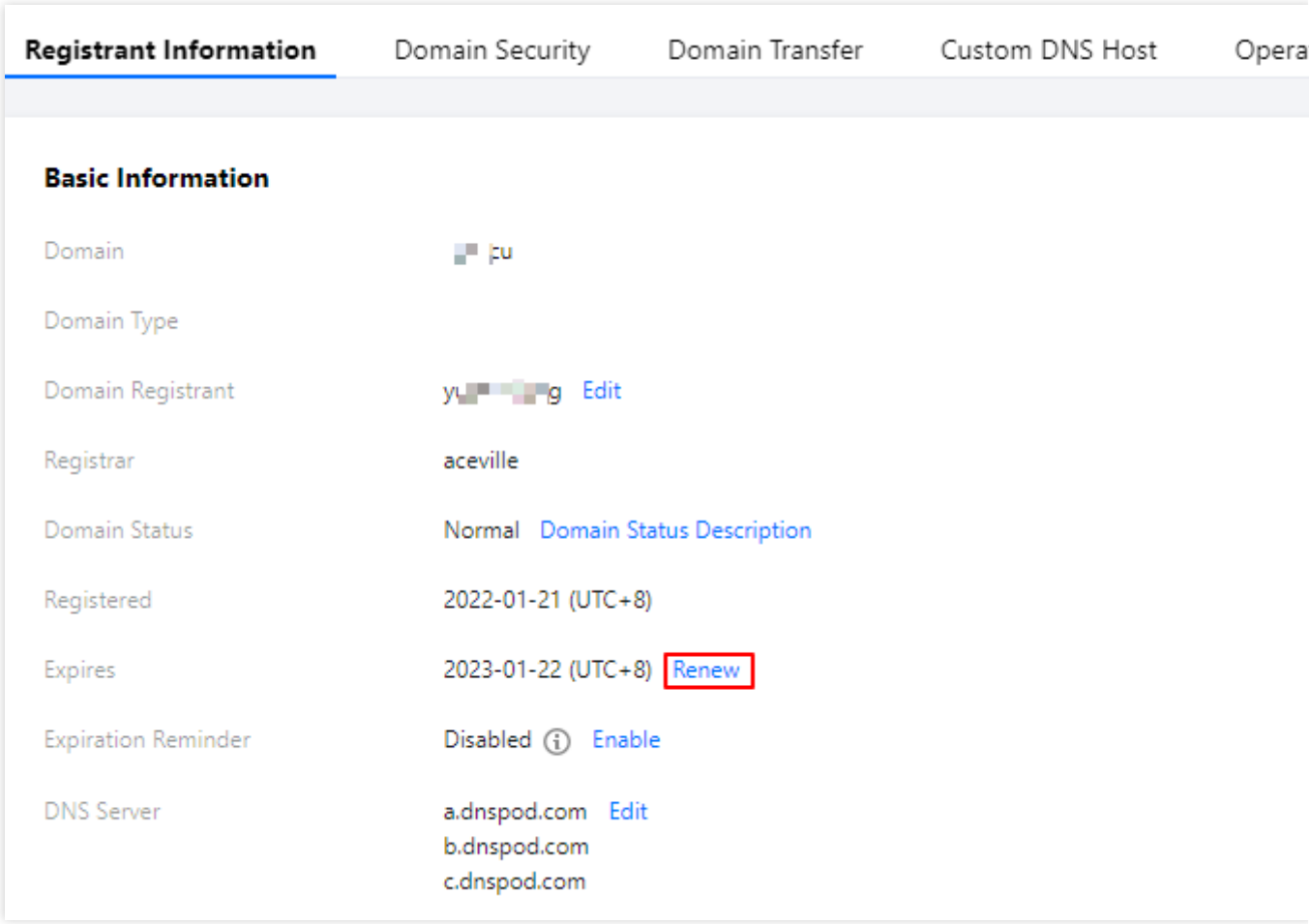


"Basic Info" page

1. Click the domain to be renewed to enter the **Domain Name Info** page.
2. In the **Basic Info** section, click **Renew** to submit the renewal application as shown below:



Submitting renewal application

1. In the **Renewal** pop-up window, select the renewal period as needed and click **Confirm** as shown below:

Note:

As stipulated by the registry, the validity period of a domain cannot exceed 10 years (or 5 years for .co domains).

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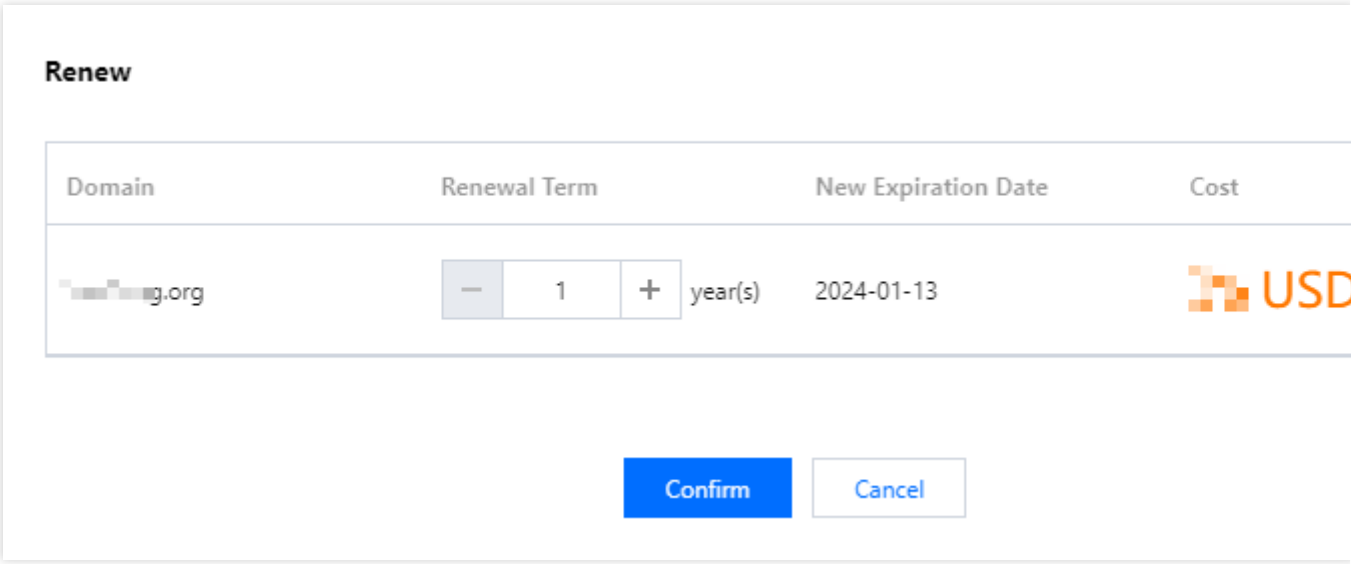
During domain redemption, you can renew the domain for only one year. If you want to renew it for multiple years, renew it after redeeming it.



2. Check your domain renewal information and fees and click **Submit Order**.

3. Select a payment method and click **Confirm**.

Note:

You can pay with your Tencent Cloud account balance, WeChat Pay, QQ Wallet, or online banking.

4. After the payment, if the page displays "Payment successful", the renewal is successful as shown below:

Note:

You can click **Go to Console** to check whether the validity period of your domain has been updated. If you need an invoice, you can apply for it in **Cost** > **Cost Center** > **Invoice and Contract** > Invoice Management.

Common Issues After Renewal

If you renew your domain during the redemption period, its DNS may have been paused by the registrar, making your website inaccessible.

DNS of domains resolved by DNSPod will be recovered within 48 hours after successful renewal.

DNS of domains not resolved by DNSPod will be recovered within 48–72 hours after successful renewal.

For more issues, see Domain Renewal.

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Batch Domain Renewal

Last updated：2024-01-29 17:58:53

Overview

If you have registered multiple domains, you can use the batch renewal feature provided by Tencent Cloud to renew them at once.

Note:

Once expired, a domain cannot be transferred out. You need to renew it before transferring it out. For more applicable rules, see Domain Transfer Out Rules.

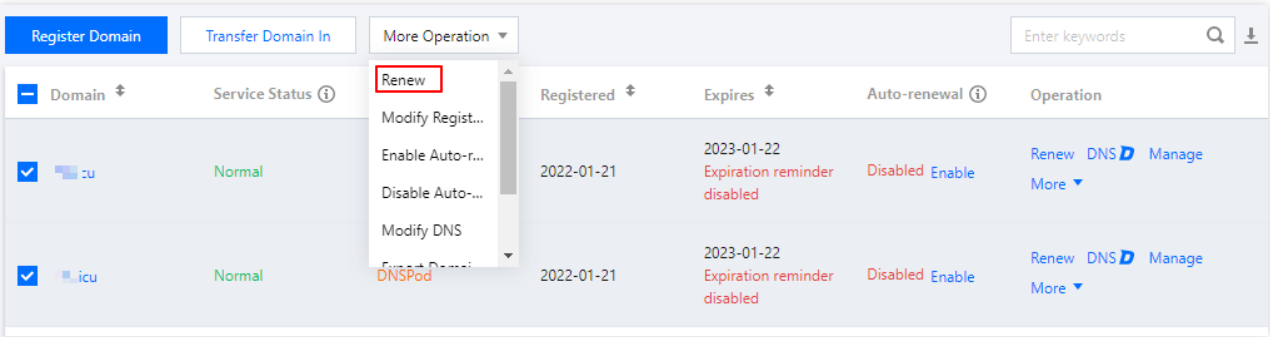
Within 30 days after a domain expires, its status will change from renewable to redeemable. We recommend you renew it within 29 days after it expires. For the renewal prices, see Domain Pricing.

Directions

Log in to the Domains console and enter the **My Domains** page.

Batch renewing domains

1. On the **All Domains** tab, select the domains to be renewed.
2. Click **More** and select **Renew** to submit a batch renewal application as shown below:



Submitting batch renewal application

1. In the **Renewal** pop-up window, select the renewal period as needed and click **Confirm** as shown below:

Note:

As stipulated by the registry, the validity period of a domain cannot exceed 10 years (or 5 years for .co domains).

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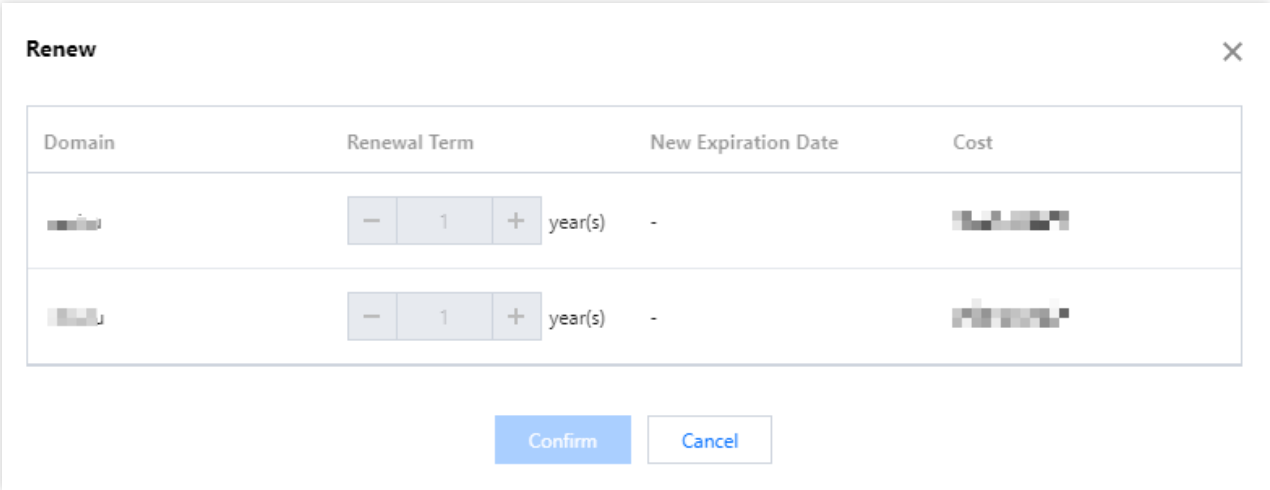
During domain redemption, you can renew the domain for only one year. If you want to renew it for multiple years, renew it after redeeming it.



2. Check your domain renewal information and fees and click **Submit Order**.

3. Select a payment method and click **Confirm**.

Note:

You can pay with your Tencent Cloud account balance, WeChat Pay, QQ Wallet, or online banking.

4. After the payment, if the page displays "Payment successful", the renewal is successful as shown below:

Note:

You can click **Go to Console** to check whether the validity period of your domain has been updated. If you need an invoice, you can apply for it in **Cost > Cost Center > Invoice and Contract >** Invoice Management.

Common Issues After Renewal

If you renew your domain during the redemption period, its DNS may have been paused by the registrar, making your website inaccessible.

DNS of domains resolved by DNSPod will be recovered within 72 hours after successful renewal.

DNS of domains not resolved by DNSPod will be recovered within 48–72 hours after successful renewal.

For more issues, see Domain Renewal.

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Auto-renewal

Last updated：2024-01-29 17:58:53

Overview

If you don't want to manually renew a domain, Tencent Cloud provides the auto renewal feature. After it is enabled, the system will automatically renew a domain before it expires. You need to make sure that your account balance is sufficient; otherwise, renewal will fail.

Note:

Starting from April 2020, domains with auto renewal enabled will be renewed 14 days before expiration.

If renewal fails due to insufficient account balance, the system will retry renewing until the renewal succeeds or the renewal grace period ends.

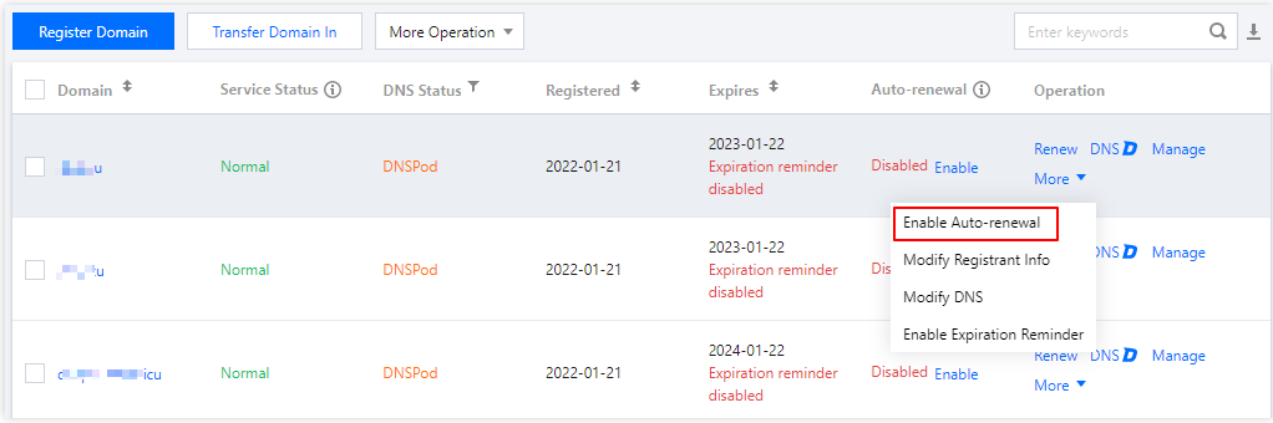
A domain that fails to be renewed will enter the redemption period and may be released and deleted eventually. Keep your account balance sufficient to prevent automatic renewal failures.

Once expired, a domain cannot be transferred out. You need to renew it before transferring it out. For more applicable rules, see Domain Transfer Out Rules.

Within 30 days after a domain expires, its status will change from renewable to redeemable. We recommend you renew it within 29 days after it expires.

Directions

1. Log in to the Domains console and enter the **My Domains** page.
2. In the row of the domain for which you want to set auto renewal, click **Enable** or **More** and select **Enable Auto-Renewal** as shown below:



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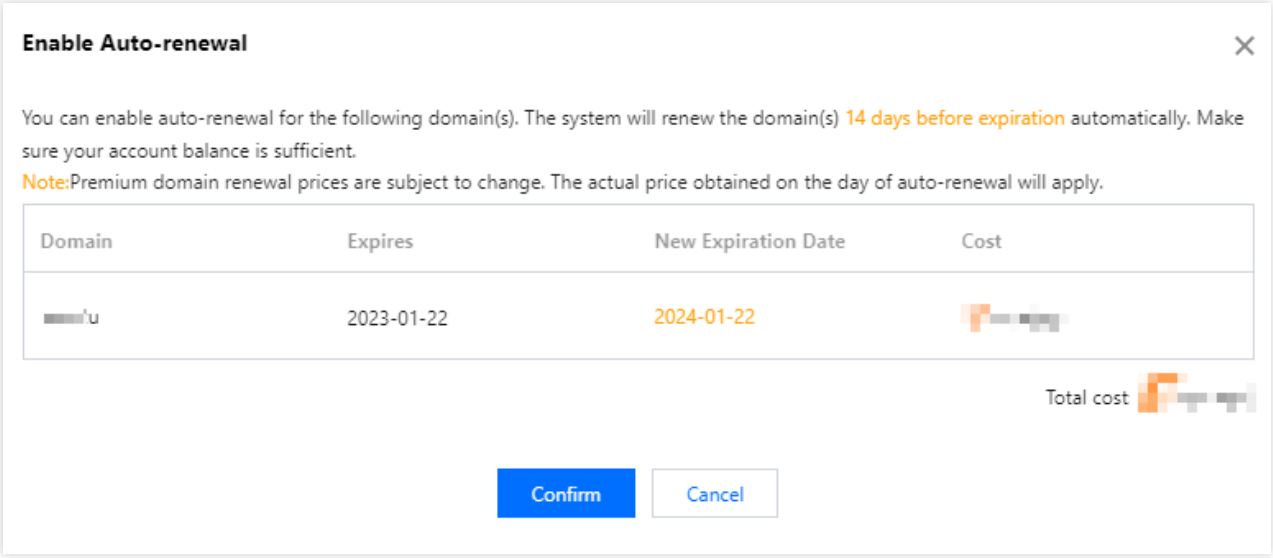
3. Check your domain renewal information and fees and click **Confirm**. Then, the auto renewal feature will be enabled as shown below:



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Enabling Domain Security Protection

Last updated：2024-01-29 17:58:53

Overview

In the era of information, more and more websites are emerging, the demand for domains increases, and the domain security problems also attract wide attention. Therefore, after purchasing a domain, you are advised to enable the domain protection feature.

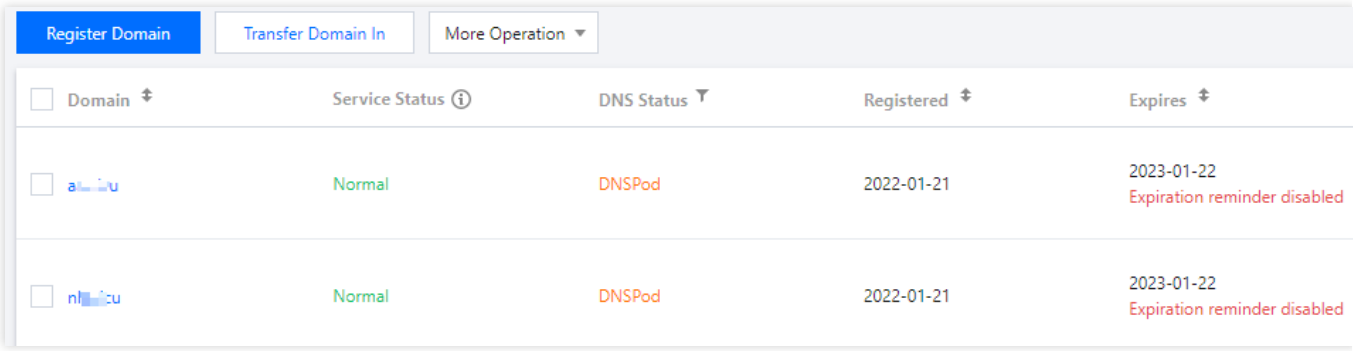
Prerequisites

You have logged in to the Domains console and entered the **My Domains** page.

Directions

Enabling update prohibition lock

1. On the **Domain Management** page, select the row of the domain for which you want to enable **update prohibition lock** and click **Manage** to enter the **Domain Info** page as shown below:



2. On the **Domain Info** page, select the **Domain Security** tab.
3. Click

to enable **update prohibition lock** as shown below:

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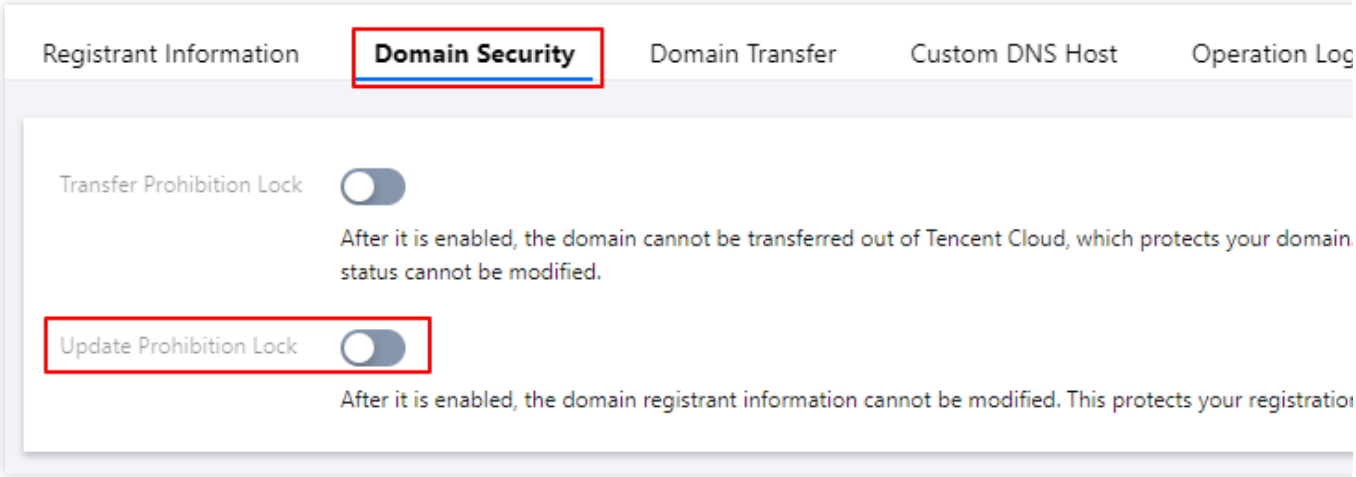


Enabling transfer prohibition lock

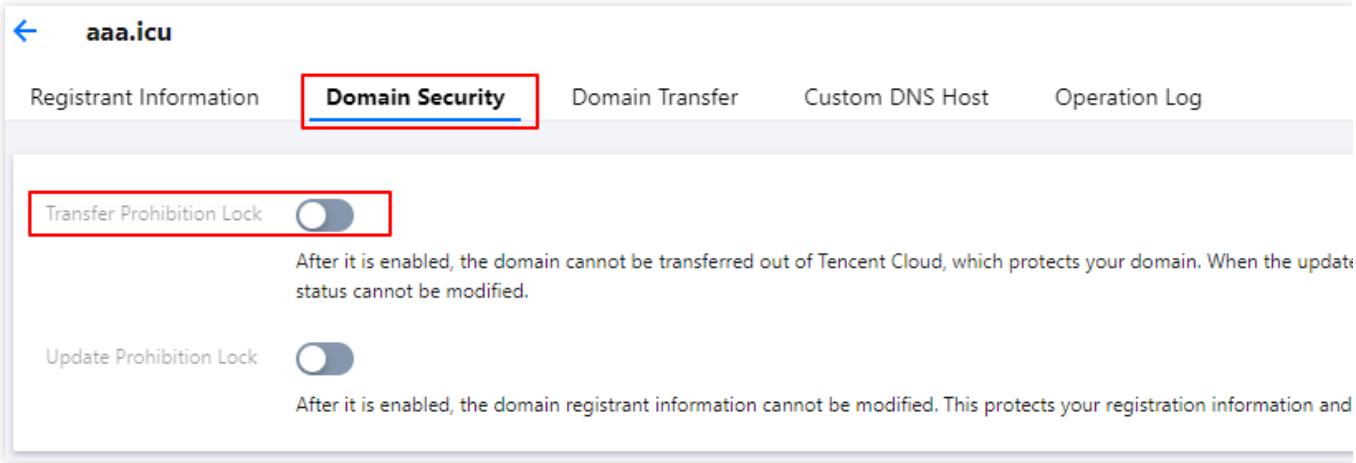
1. On the **Domain Management** page, select the row of the domain for which you want to enable **transfer prohibition lock** and click **Manage** to enter the **Domain Info** page.
2. On the **Domain Info** page, select the **Domain Security** tab.
3. Click

to enable **transfer prohibition lock** as shown below:

Note:

If **update prohibition lock** has been enabled, you cannot enable or disable **transfer prohibition lock**.

After this feature is enabled, the domain cannot be transferred out from Tencent Cloud.



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Mobile and Email Verification

Last updated：2024-01-29 17:58:53

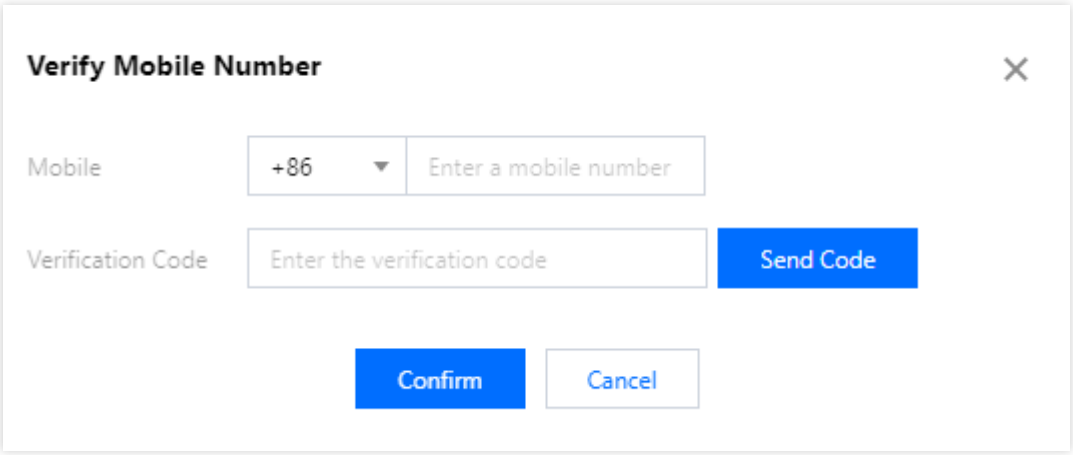
Overview

As required by security compliance and ICANN policies and in order to enhance the authentication of domain identity information and prevent information frauds, you must use verified mobile number and email address in the domain information and registrant profiles in Tencent Cloud Domains starting from **September 30, 2021**.
This document describes how to create, verify, and use a new mobile number and email address and provides FAQs.

Directions

Creating a mobile number

1. Log in to the Domains console.
2. On the **Registrant Profile** page, select the **Mobile and Email Verification** tab and click **Verify Mobile Number**.
3. In the **Verify Mobile Number** pop-up window, enter the target mobile number and the received verification code.



4. Click **Confirm**.

Creating an email address

1. Log in to the Domains console.
2. On the **Registrant Profile** page, select the **Mobile and Email Verification** tab and click **Verify Email**.
3. In the **Verify Email** pop-up window, enter the target email address and the received verification code.

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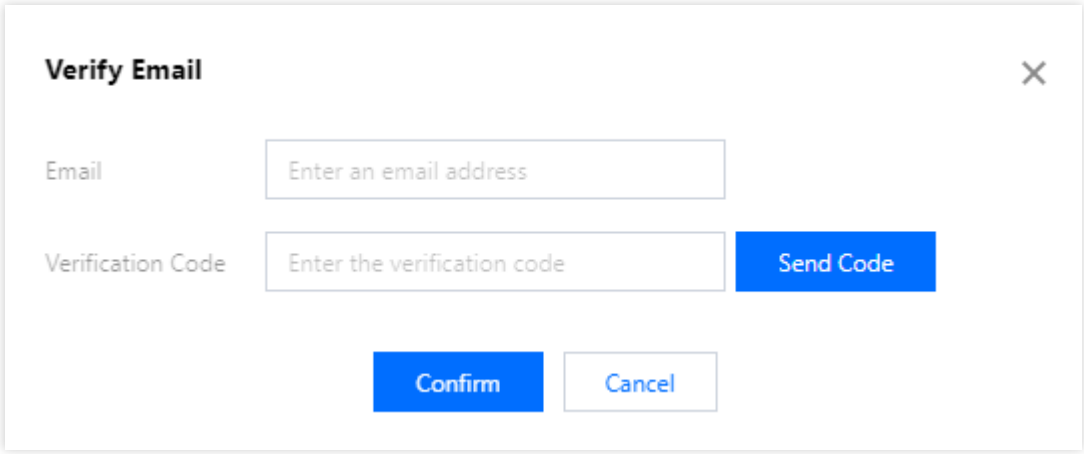

4. Click **Confirm**.

Subsequent Operations

After completing the previous steps, you can go to the Domains console and use the verified mobile number/email address to create your domain registrant profile. For more information, see Domain Registrant Profile.

FAQs

Why should I verify the mobile number/email address?

As required by security compliance and ICANN policies and in order to enhance domain identity verification, only a verified mobile number/email address can be used for domain identity verification to ensure contact information correctness.

What should I do if "Only a verified mobile number/email address is supported" is prompted?

If you see this system prompt during domain registration in the Domains console, it indicates that the mobile number or email address entered in the information of the current domain has not been verified. In this case, you cannot proceed to subsequent steps.
You need to modify the relevant domain information and registrant profile by changing the mobile number/email address to verified ones. You can also create a new registrant profile with a verified mobile number/email address. Then, you can proceed to subsequent steps.

How do I verify the information?

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Go to the Mobile and Email Verification page, create a mobile number/email address, and verify them. After verification, you can select and use them in the domain information, identity verification, and registrant profile.

Can I skip verifying the mobile number/email address?

No. Unverified mobile numbers/email addresses cannot be used in domain information, identity verification, and registrant profile. To use them, you must create and verify them on the Mobile and Email Verification page first. In one single registrant profile, both the mobile number and email address must be verified.

What is the impact on domains that already passed identity verification?

Domains that already passed identity verification can be used normally with no impact, but if you want to modify the domain information, you must select a verified mobile number/email address as the contact information.

Can I continue using a registrant profile that already passed identity verification?

No. No matter what status it is in, an existing registrant profile cannot continue to be used if it contains an unverified mobile number or email address. Such profiles cannot be directly associated with domains or used in information modification. To use them, you must verify the mobile number/email address first. You can also create a new registrant profile with a verified mobile number/email address.

Do I need to verify the mobile number/email address in an existing registrant profile again?

The mobile number and email address in an existing registrant profile don't need to be verified again; however, a profile can be used only after the mobile number and email address are changed to verified ones. During the change, you only need to verify the new mobile number and email address but not the old ones.

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Modifying DNS Servers

Last updated：2024-01-29 17:58:53

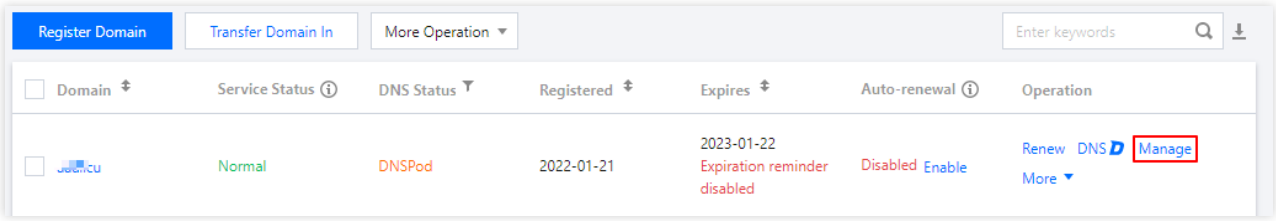
Overview

If you want to add a DNS record to a registered domain, you need to manage the domain at your DNS service provider to resolve it normally. This document describes how to change the DNS server address to specify the DNS service provider.

Directions

If your domain is registered in Tencent Cloud or has been transferred to Tencent Cloud, you can change the DNS server in the following steps:

1. Log in to the Domains console and enter the **My Domains** page.
2. Select the domain whose DNS is to be modified and click **Manage** as shown below:



3. In the **Basic Info** section, click **Modify** next to **DNS Server** as shown below:

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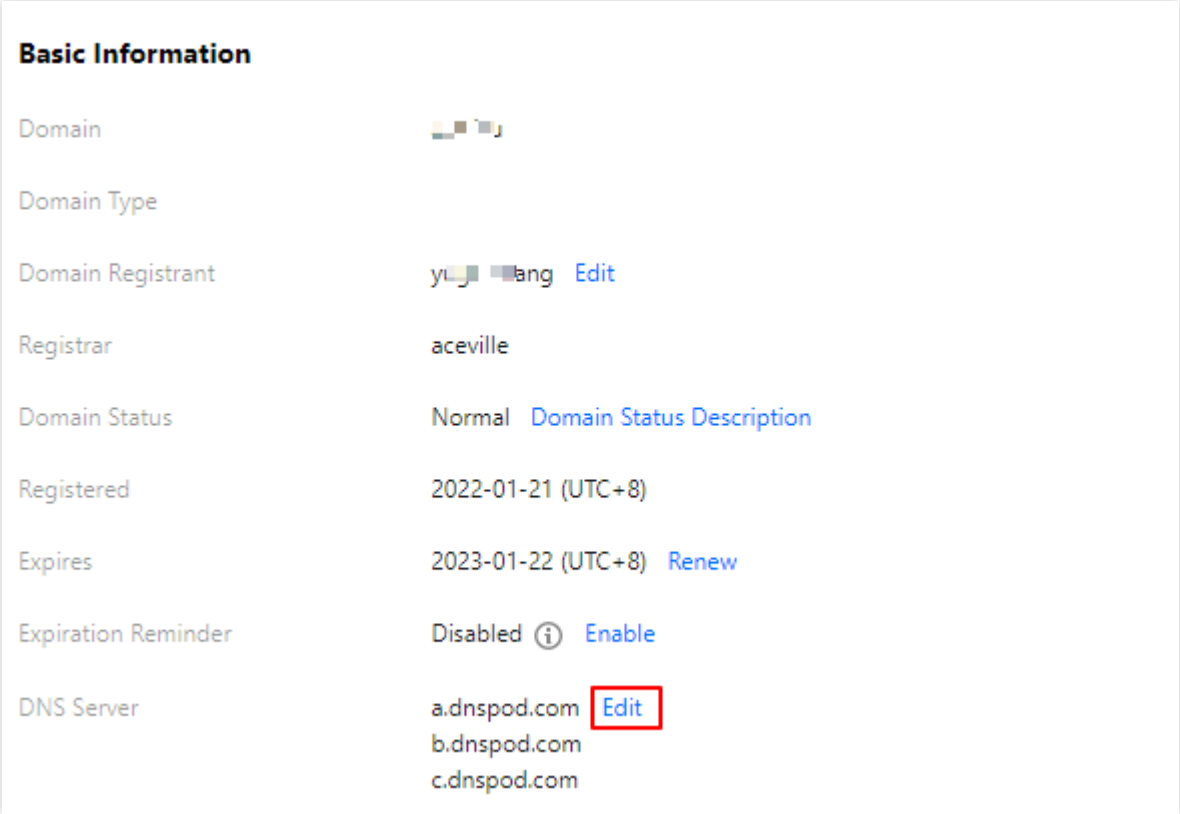

4. In the **Modify DNS Server** pop-up window, select the DNS server as shown below:

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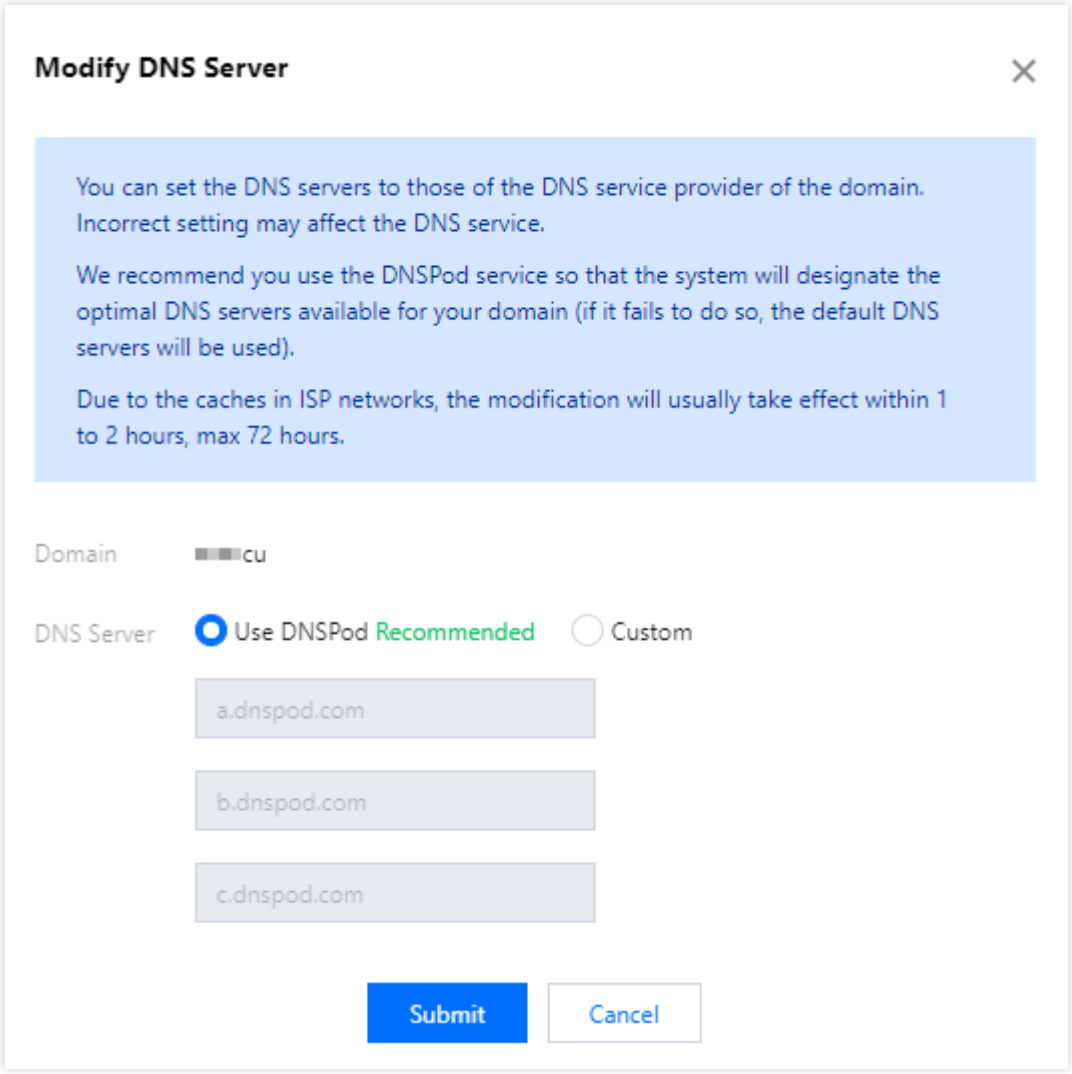

Use DNSPod: the DNS address of the DNSPod server will be automatically matched for the domain.

Custom DNS: enter the desired DNS server address.

Note:

The domain of a custom DNS server cannot be a private domain but must be an authoritative DNS server domain of the DNS service provider.

To change the DNS server address of a domain to be resolved in Tencent Cloud, see DNS Server Address of Different Packages.

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Domain Redemption

Last updated：2024-04-23 15:28:21

Overview

After your domain expires, there will be a domain renewal grace period of **about 30 days**, **which may vary by suffix**. If you fail to renew the domain during **the grace period**, it will enter the domain redemption period of **about 30 days**, **which may also vary by suffix**. If you want to continue using this domain during the redemption period, you need to pay a higher price to redeem it. To ensure that your domain can be used normally, be sure to renew it in advance to avoid unnecessary loss.

Note:

During the domain redemption period, you need to pay a price higher than the normal domain renewal price to redeem the domain (the redemption fees are charged by the registry, while Tencent Cloud collects the fees only on its behalf). For more information on domain redemption prices, see Domain Pricing.

During the redemption period, DNS of the domain will be paused. After the domain is redeemed successfully, DNS will be resumed in 24~48 hours.

The domain redemption period may vary by suffix. For more information, see Domain Redemption Period.

Once entering the redemption period, a domain cannot be transferred out. You need to redeem it before transferring it out. For more applicable rules, see Domain Transfer Out Rules.

Directions

1. Log in to the Domains console and enter the **My Domains** page.
2. Select the domain to be redeemed and click **Redeem** and redeem it in the **Renew** pop-up window as shown below:

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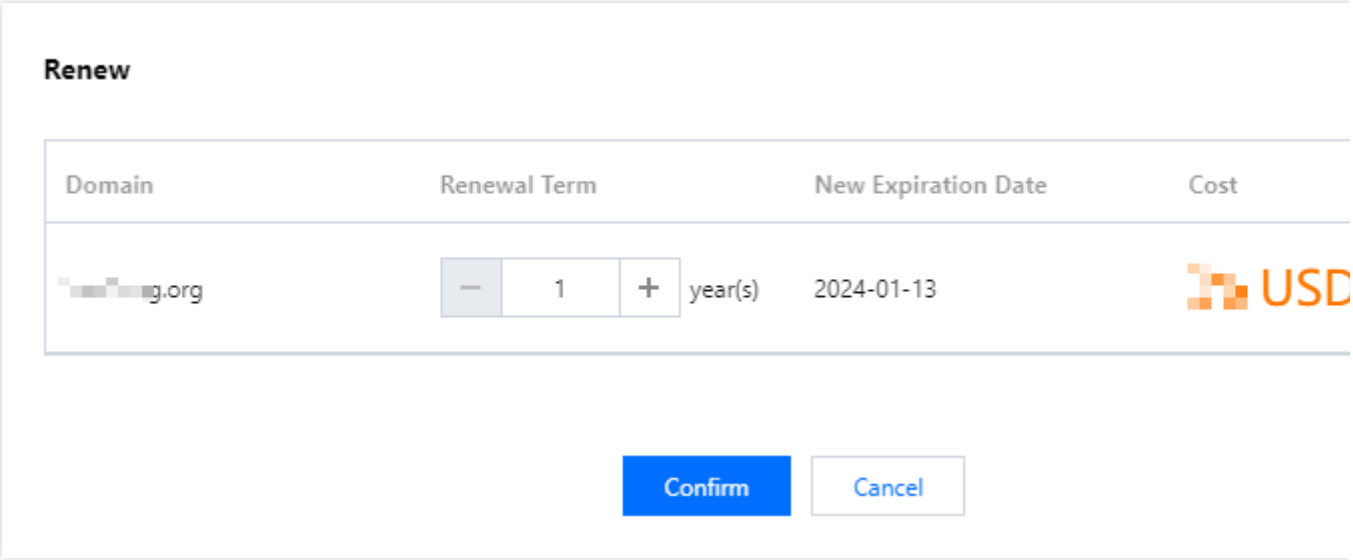

3. Confirm the domain information and redemption amount, click **Confirm**, and pay the redemption fees to redeem the domain.

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Custom DNS Host

Last updated：2024-01-29 17:58:53

Overview

A custom DNS host is a DNS server created with the current domain to provide the DNS service. This document describes how to add a DNS host.

Note:

If you use a DNS host to resolve a domain, you must add the corresponding A record on the domain server (their IP addresses must be the same).

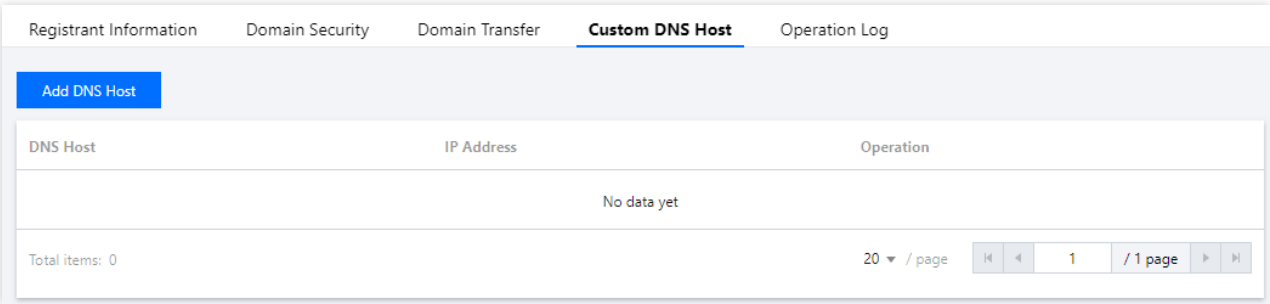
Up to 10 DNS hosts can be created under a domain.

When creating a DNS host, you can enter 1–13 IP addresses.

After a DNS host is created successfully, you cannot rename it. If you want to use a new name, you should create another DNS host.

Directions

1. Log in to the Domains console and click the domain for which you want to set a custom DNS host to enter the **Domain Info** page.
2. On the **Domain Info** page, select the **Custom DNS Host** tab.
3. In **Custom DNS Host**, you can add a custom DNS host in the following two ways:



Add DNS Host: you can add a DNS host by manually entering it.

Sync DNS Host: an existing DNS host at the registry (entered at another registrar) can be synced to the Tencent Cloud console.

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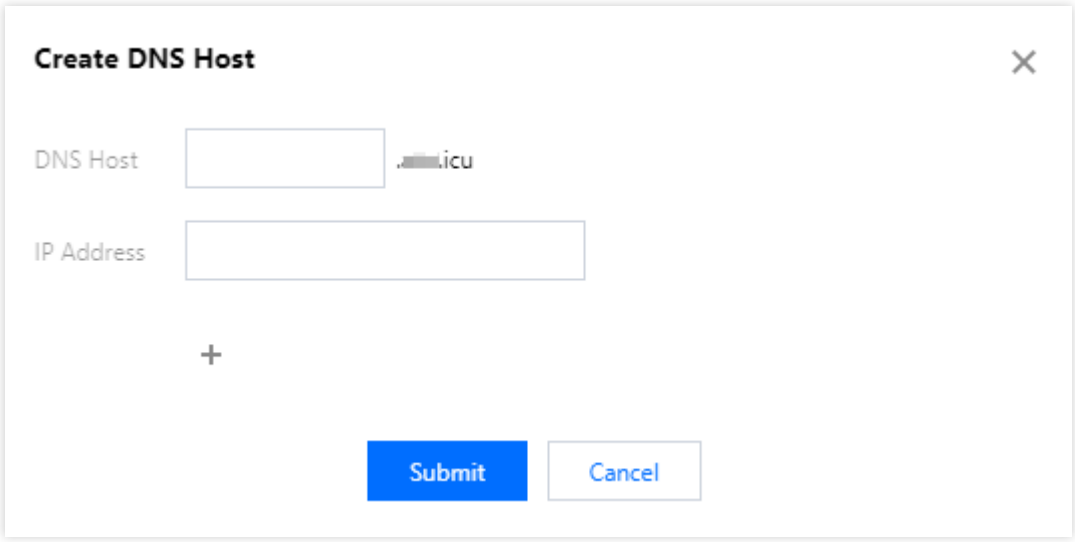
Adding DNS host

1. Click **Add DNS Host**. In the **Add DNS Host** pop-up window, enter the relevant information.



DNS Host: enter the subdomain of the DNS host.

IP Address: enter the IP address of your server.

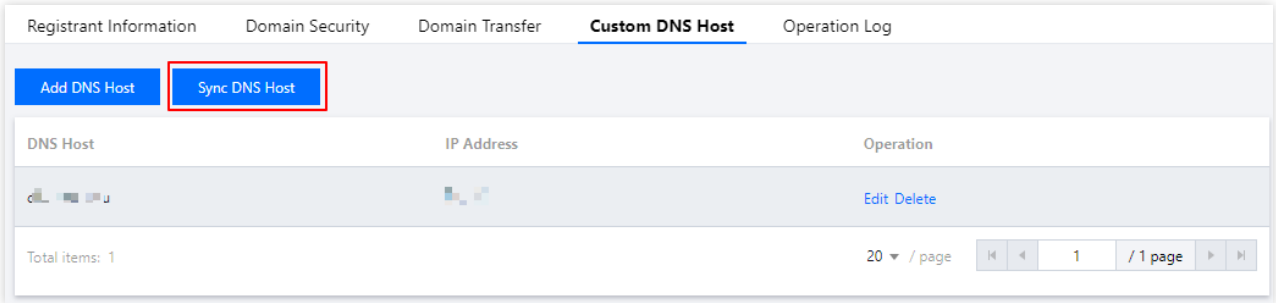
2. After completing the configuration, click **Submit**.

Note:

For the added DNS host to take effect, add an A record to the domain with the configured DNS host at your DNS service provider and set the record value to the server IP address of the DNS host. If your DNS service provider is Tencent Cloud, you can view the A record after adding it.

Syncing DNS host

If you have entered a DNS host address at another registrar, click **Sync DNS Host** to sync it to the Tencent Cloud console.



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Modifying Registrant Profile

Last updated：2024-01-29 17:58:53

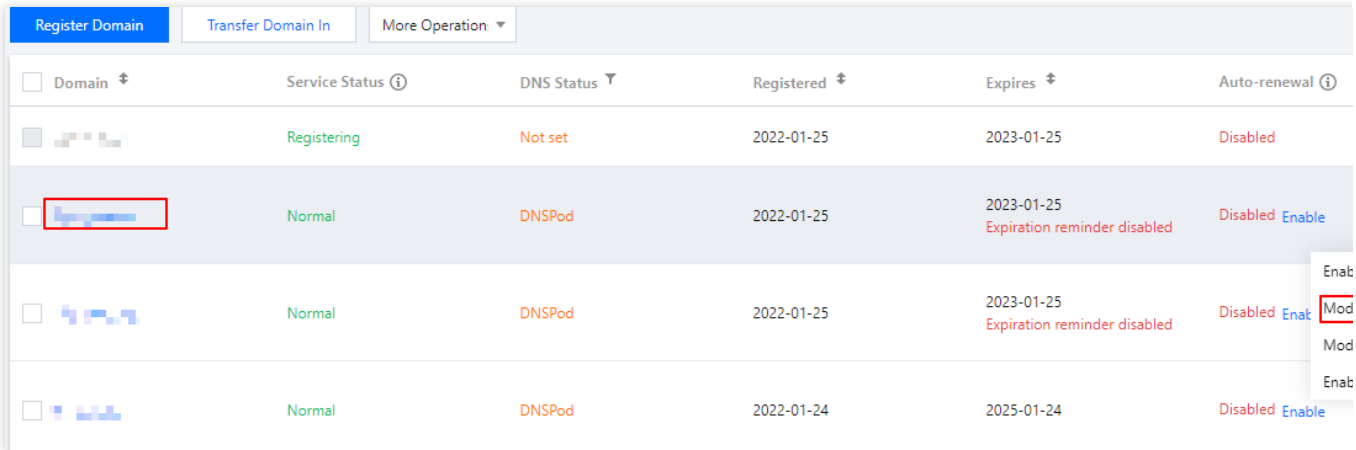
Overview

This document describes how to modify domain registration information, such as the email address, mobile number, and registrant, for better domain protection.
Registrant information modification needs to be submitted to the registry for review, which usually takes 1 business day (no more than 7 business days, subject to the review time of the registry). Your domains and their DNS services will not be affected during the review.

Directions

1. Log in to the Domains console and enter the **My Domains** page.
2. In the row of the domain whose information you want to modify, click **More** > **Modify Registrant Info** to enter the **Registrant Information** page. See the figure below:

Note:
You can enter the **Registrant Information** page by other means, for example, click **Manage** or click the corresponding domain name.



3. On the **Registrant Information** page, click **Edit** to enter the **Modify Registrant Info** process. See the figure below:

Note:
If the update prohibition lock is enabled, the domain information cannot be modified, and you need to disable it on the **Domain Security** tab before you modify the domain information.

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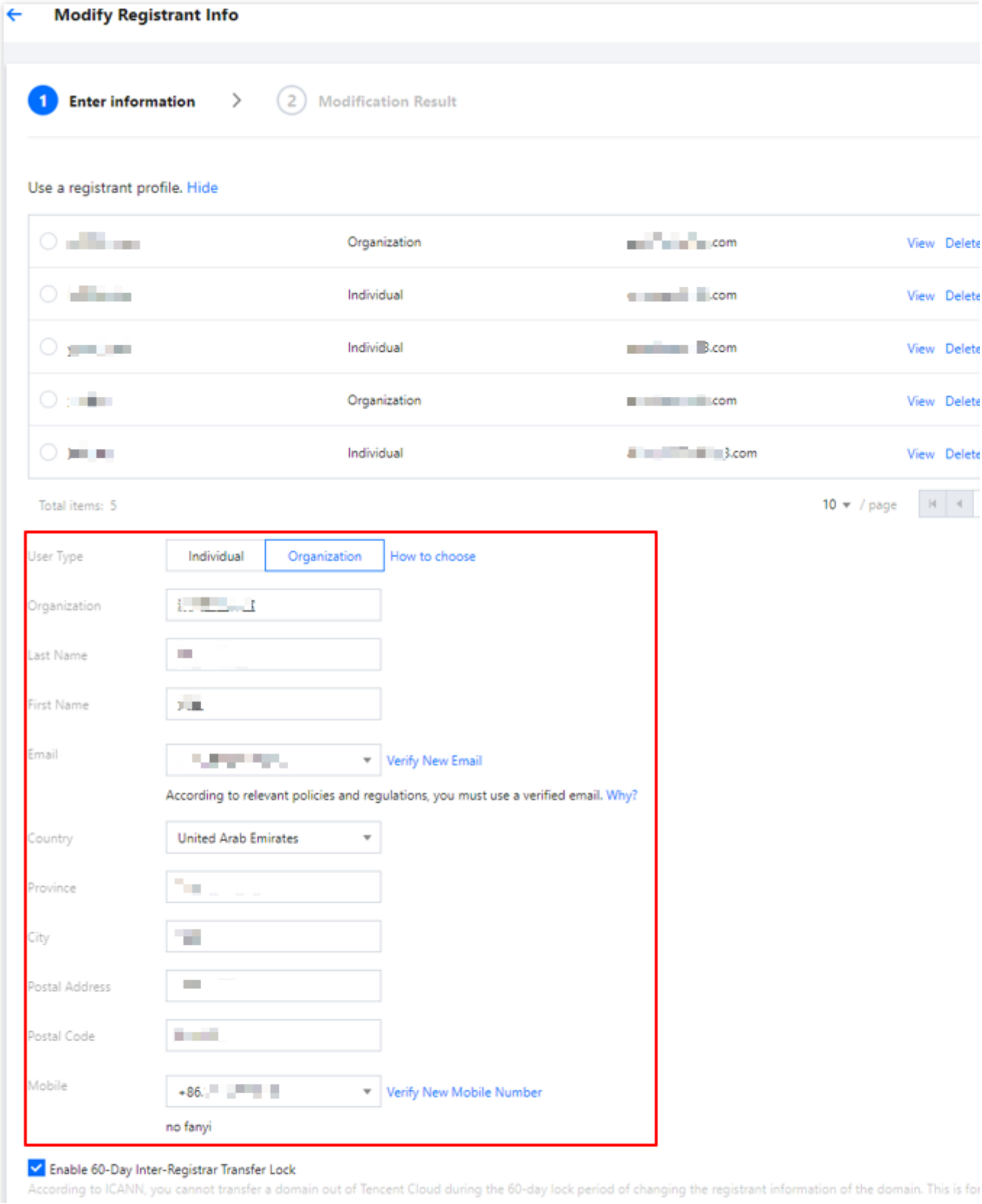
4. On the **Modify Registrant Info** page, you can modify your domain information. See the figure below:

Note:

You can also select an existing registrant profile to modify your domain information.



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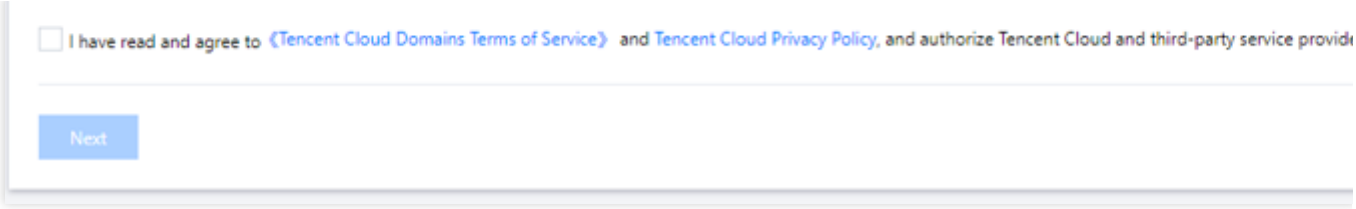
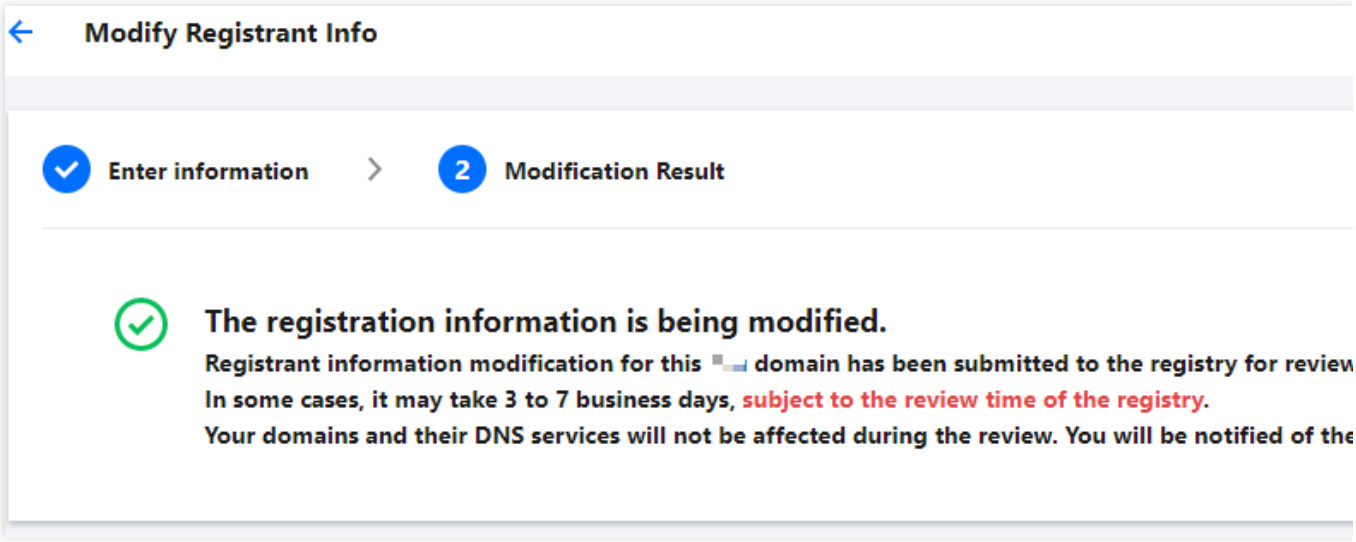


Note:

Enabling the **60-day inter-registrar transfer lock**: according to ICANN policies, if you have enabled the **60-day inter-registrar transfer lock** when modifying the information of a domain, the domain cannot be transferred out of Tencent Cloud within 60 days to protect the security of the domain. For more information, see Rules for 60-Day Inter-Registrar Transfer Lock.

5. After reading and agreeing to related agreements, click **Next**. If the account information is successfully verified, the modification enters the registry review process and the system will notify you of the estimated review time. See the figure below.



6. After the domain information is modified successfully, Tencent Cloud notifies you of the result via the Message Center, SMS, or email.

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Domain Registrant Profile

Last updated：2024-01-29 18:02:39

Overview

A domain registrant profile is a pre-formatted file that contains the domain registrant's basic information to get you started with registering your domain, changing the domain registrant, applying for identity verification and performing other steps quickly by just entering the required information in the profile.

Prerequisites

You have logged in to the Domains console and entered the **My Domains** page.

Directions

Creating a domain registrant profile

1. On the left sidebar, choose **Registrant Profile** to enter the **Registrant Profile** page.
2. Click **Create Profile** to enter the **Create Profile** page.
3. Select a user type for the domain registrant profile as needed: **Individual** or **Organization**.

Note:

The usage of the domain registrant profile is not affected regardless of whether you select **Individual** or **Organization** as the user type.

Profile information

For an **Individual** user, the following parameters need to be set:

Profile Information	Description
	Last Name: enter the last name of the domain registrant. First Name: enter the first name of the domain registrant. Email: select an email address that has been verified on the Phone and Email Verification page.

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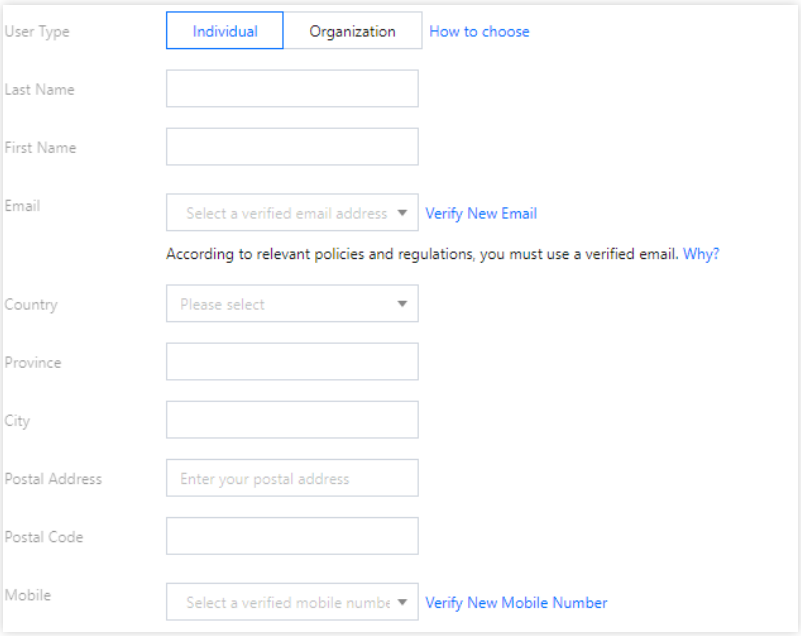
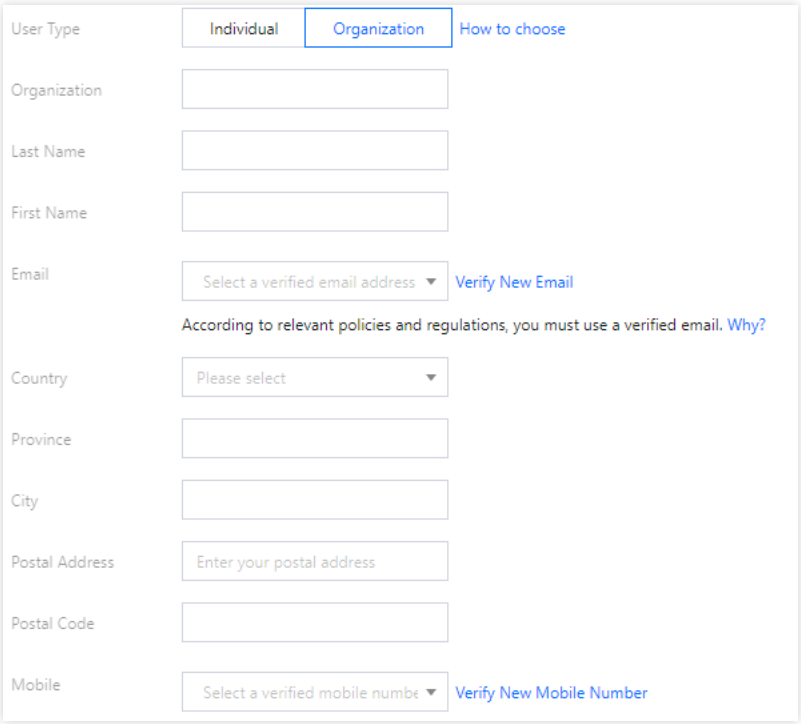
	Country: select your country. Province: enter your province. City: select your city. Postal Address: enter your postal address. Postal Code: enter the postal code of your city. Mobile: select a mobile number that has been verified on the Phone and Email Verification page.

For an **Organization** user, the following parameters need to be set:

Profile Information	Description
	Organization: enter your organization name. Last Name: enter the last name of the domain registrant. First Name: enter the first name of the domain registrant. Email: select an email address that has been verified on the Phone and Email Verification page. City: select your city. Postal Address: enter your postal address. Postal Code: enter the postal code of your city. Mobile: select a mobile number that has been verified on the Phone and Email Verification page.

Managing registrant profiles

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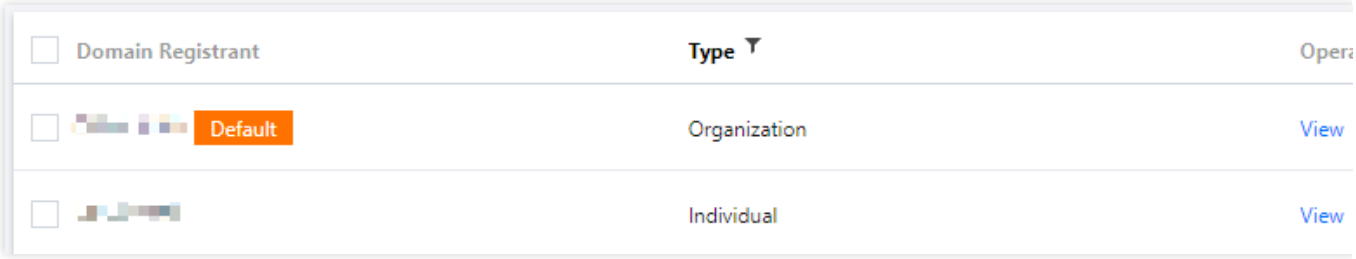
1. On the left sidebar, choose **Registrant Profile** to enter the **Registrant Profile** page.
2. To set a registrant profile as the default one, click **Set as Default**. See the figure below:



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Managing Domain Expiration Reminders

Last updated：2024-01-29 17:58:53

Overview

Tencent Cloud Domains provides the domain expiration reminder feature. If your domain is about to expire, the service will remind you to renew your domain via SMS, email, or other means according to the information you have provided in Tencent Cloud to avoid domain unavailability or high redemption fees caused by domain expiration. This document describes how to enable or disable the domain expiration reminder feature.

Note

If you disable the domain expiration reminder feature, Tencent Cloud will no longer send you reminders and you may forget to renew your domain in time, which may lead to domain unavailability or high redemption costs. You are advised to keep the feature enabled.

About Message Frequencies

Domain expiration reminder push channels and message sending frequencies are as follows:

Contact Information	N Days Before Domain Expiration			Day N in Grace Period		Day N in Redemption Period		Release
Account ID information	60	10	-	-	10	-	10	Current day
Domain registrant information	30	-	1	0	-	0	-	-

Note

To modify your account ID information, go to the CAM console.

Unverified mobile numbers or email addresses in domain registrant information cannot receive expiration reminders. If you want to receive expiration reminders via the contact information in registrant information, please complete Mobile and Email Verification.

Directions

Setting expiration reminders for a domain

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1. Log in to the Domains console and enter the **My Domains** page.
2. Click the name of the domain for which you want to set expiration reminders. On the displayed **Overview** page, toggle on **Expiration Reminder** in the **Renewal Management** area.

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