Domains

FAQs

Product Documentation
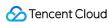
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Selecting Domain

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How do I select a proper domain?

A domain should be simple, easy to remember, and personalized, preferably associated with your enterprise name, trademark, and product, and tailored to your website nature, purpose, and target customer group.
You can register different suffixes for your domain to protect your brand and make it easier for users to find your website.
We recommend that you register and purchase a domain for more than two years to avoid loss due to the price rise or forgetting to renew the domain.

What should I do if a domain has been registered?

A domain is unique, which means that a registered domain cannot be registered again. If you want to register `dnspod.com` but it has already been registered, search for another suffix such as `dnspod.net` or `dnspod.cn`. Domains with different suffixes are used in the same way.

Domain Transfer Auth-Code

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What is a domain auth-code?

A domain auth-code is the authorization code for domain transfer. To get it, contact the original registrar, who usually sends the auth-code via email after verifying the domain identity. Then, you can successfully transfer in your domain within **3–7** days.

Note:

You need to get the domain auth-code from your original registrar by yourself.

How do I get the domain auth-code?

You can submit a domain transfer-out application to the original registrar to get the domain auth-code.

To transfer a domain, you must get an **auth-code** from the original registrar.

In general, you can have the auth-code quickly sent to the email address of the domain owner in the original registrar's system. If you cannot do so, contact the original registrar or its agent to manually request an auth-code or domain transfer-out. Then, the original registrar will provide instructions.

What should I do if the agent refuses to provide an auth-code?

If you purchased the domain from an agent of a registrar such as www.net.cn and www.west.cn, and the agent refuses to provide an auth-code, follow the steps below:

1. Make a complaint to the registrar such as www.net.cn.

2. If the registrar also refuses to cooperate, make complaints to registries such as ICANN and CNNIC.

Note:

According to the regulations of applicable domain administrations (ICANN Domain Transfer Policy), the original registrar shall not reject, restrict, or charge for domain transfers for any reason.

If the original registrar hinders your domain transfer or charges fees, you can make a complaint to ICANN.

What's the time limit for me to submit domain transfer-in at the new registrar after getting the domain auth-code?

A domain auth-code is valid for five days. After getting the auth-code, you should submit domain transfer-in at the new registrar within the validity period as soon as possible; otherwise, you need to get a new auth-code.

Domain Renewal

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When will an expired domain take effect after renewal?

About 30 days (may vary by suffix) after a domain expires is the renewal grace period, during which you can renew it at the normal renewal price. For detailed directions, see Domain Renewal. After this period ends, your domain will enter the domain redemption period of about 30 days. For more information on the domain redemption period, see below.If you renew your domain during the renewal grace period and it is resolved by DNSPod, its DNS will be recovered within 72 hours after successful renewal, while DNS of domains not resolved by DNSPod will be recovered within 48–72 hours after successful renewal.

What is the domain redemption period?

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 it during this period, it will enter the domain redemption period, which may also vary by suffix.
The domain redemption period of Chinese mainland domains (such as .cn, .com.cn, .net.cn, and .ac.cn domains) is about 15 days. If you fail to redeem your domain within this period, it will become available for public registration again.
The domain redemption period of international domains (such as .com, .net, .org, .club, and .xyz domains) is about 30 days. If you fail to redeem your domain within this period, it will enter the deletion waiting period of 5 days, during which it cannot be renewed or redeemed and can only wait to be deleted. After the waiting period ends, it will become available for public registration again.
For example, for a domain whose renewal grace period and redemption period are both about 30 days, if it is currently in the renewal grace period, it may be still in the renewal grace period or have entered the redemption period on the 30th day; if the latter is the case, a Chinese mainland domain will be deleted on the 45th day, while an international domain will enter the deletion waiting period of 5 days on the 60th day.
Note:
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.

How do I redeem a domain?

If your domain is in the renewal grace period, you don't need to redeem it and only need to renew it normally.
After the renewal grace period ends, your domain will be in the domain redemption period of about 30 days, during which you can redeem it only by paying higher than the normal renewal price.
Directions on domain redemption:
1. Log in to the Domains console.

2. On the **All Domains** list page, select the domain to be redeemed and click **Redemption Period** to pop up the **Renew** window. You can also select **More** > **Renew** in the **Operation** column.

3. In the pop-up window, click **Confirm** and make the payment to redeem the domain.

Note:

If a domain is in the redemption period, it can be redeemed only at a price higher than the normal renewal price. The domain redemption fees are charged by the registry. For detailed prices, see Domain Pricing.

If you have any questions, submit a ticket.

How long can a domain be renewed?

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

If you select the 3-year validity period when purchasing your domain, you can renew it for 2 years if it is a co. domain or 7 years if it is not.

Note:

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.

Can I renew an expired domain?

Yes. In normal cases, a domain that expired not long ago is still in the renewal grace period and can be normally renewed. For detailed directions on renewal, see Domain Renewal.

Note:

The renewal grace period of domains may vary by suffix.

The domain redemption period of domains may vary by suffix.

If your domain expired less than 30 days ago, it is still in the renewal grace period, and you can renew it normally. After successful renewal, it will be restored to normal.

If your domain expired more than 30 days ago, it is in the redemption period, and you can redeem it only by paying a higher price. After redemption, it will be restored to normal.

If an expired domain is no longer in your account, generally it cannot be restored, and you can register it again after it is completely deleted.

Why can't I access my domain after renewing it?

After a domain is renewed successfully, it will take effect within 72 hours by default, so you need to wait patiently. If it is still inaccessible after this period, submit a ticket.

What are the domain expiration states?

In about 30 days after a domain expires, WHOIS lookup shows that the domain is in "REGISTRAR HOLD" status, i.e., so-called renewal grace period.

After the registrar hold period (renewal grace period) ends, the domain will enter the redemption period of about 30 days, and WHOIS lookup shows that the domain is in "REDEMPTION PERIOD" status.

After the redemption period of an international domain ends, it will enter the deletion waiting period of 5 days, during which WHOIS lookup shows that the domain is in "PENDING Delete" status and after which the domain will be deleted and available for registration again.

"REGISTRAR/REGISTRY LOCK" is the registrar/registry lock status, which is used to prevent a domain from being transferred to another registrar after expiration.

Domain Transfer-In

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Domain Transfer-In

Is domain transfer-in free of charge?

Domain transfer-in is free of charge, but according to the regulations of the registry, you must renew your domain for another year upon transferring it in (i.e. you need to extend the expiration date for the domain before transfer-in by one year). Different domain suffixes have different renewal prices. For detailed billing information, see Domain Pricing.

Note:

If an expired domain was renewed at the original registrar less than 45 days ago, transferring it in may be successful but its usage period may not be extended.

If your domain has already reached the limit for renewal (10 years), the usage period of the domain may fail to be extended by one year after the domain is successfully transferred in.

How long does it take to transfer a domain in?

 Domain transfer-in usually takes 5–7 business days, subject to the handling time of the registry. Please wait patiently.

Does domain transfer-in affect DNS resolution, website ICP filing, or the usage of the current website business or email?

Transferring a domain in to Tencent Cloud does not affect the original DNS resolution.

Will the DNS records of a domain be transferred as well when the domain is transferred in?

No. After a domain is successfully transferred in, its DNS records are still hosted by the original DNS service provider.

Can a domain be transferred out immediately after it is transferred in?

It depends on whether you have selected the option **Enable 60-Day Inter-Registrar Transfer Lock** during the domain transfer-in. If you have selected the option, you will not be able to apply for transferring out the domain within 60 days, and the status cannot be modified. You need to wait until the lock period ends before you can transfer the domain out.

How do I modify the information of a domain after it is transferred in to Tencent Cloud?

Disable the domain protection feature, and click **Edit** to modify the domain information. For more information, see Modifying Domain Information.

How do I cancel domain transfer-in?

1. Log in to the Domains console, enter the **My Domains** page, and select **Transferring in**. Then you can view the list of all domains to be transferred in.

2. In the row of the domain whose transfer-in is to be canceled, click **Cancel Domain Transfer** in the **Operation** column.

3. In the **Cancel Domain Transfer** pop-up window, click **OK** to submit the cancellation and wait for the review result.
Note:

After the transfer-in of your domain is successfully canceled, the payment you made will be returned to your original payment method. If you have used a voucher for the transfer-in, another voucher of the same amount will be issued to your account.

The refund time is generally within 1 business day.

DNS Settings

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Why cannot the DNS address of my domain be modified?

An expired domain will enter the grace period and redemption period, during which the domain will not be deleted from the Domains console, but you cannot modify the DNS settings. To do so, renew the domain first.

Cross-Account Domain Transfer

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When is cross-account domain transfer necessary?

Cross-account transfer allows you to transfer a domain from your account A to your account B.

How do I transfer a domain between accounts?

Go to **Management** > **Domain Transfer** in the Domains console and transfer a domain as instructed in Cross-Account Domain Transfer.

Will website access be affected if I transfer both domain registration and DNS query during cross-account domain transfer?

Website access will not be affected by cross-account domain transfer if you use a server outside the Chinese mainland and have completed identity verification before and after the transfer.
Suppose you use a server in the Chinese mainland and have completed identity verification and ICP filing before and after the cross-account domain transfer, website access will not be affected if the domain registration information is consistent with the filing information; otherwise, you need to change the filing information as required as soon as possible, as your website will remain accessible only for a short period of time.

Is cross-account domain transfer real-time?

Yes.

Domain Security

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What are domain security settings?

Tencent Cloud Domains supports the following domain security settings, which can be adopted as needed.

Domain Security Feature	Description
Update prohibition lock	The domain update prohibition lock is a security service provided by the registrar as a layer of protection in addition to basic security. It effectively protects your domain information (including contact information, address, mobile number, email address, and DNS) from being modified by mistake or maliciously.
Transfer prohibition lock	The domain transfer prohibition lock is a security service provided by the registrar as a layer of protection in addition to basic security through technical means. It protects your domain from being transferred by mistake or maliciously.
DNSSEC	As a feature of DNS, Domain Name System Security Extensions (DNSSEC) is a digital signature used to check the source domain reliability. It protects DNS data and makes such data trustworthy in other applications. Therefore, deploying DNSSEC for domains can enhance internet security and protect against attacks.

What's the difference between the update prohibition lock and transfer prohibition lock?

The update prohibition lock protects your domain information from being tampered with. When only this lock is enabled, you cannot enable or disable the transfer prohibition lock but can transfer domains.
The transfer prohibition lock protects your domain from being transferred to another domain registrar. When only this lock is enabled, you can modify domain information.

Why is there no deletion prohibition lock?

The deletion prohibition lock prevents domains from being deleted by mistake. Out of security considerations, Tencent Cloud does not provide the domain deletion feature and recommends that you enable the update prohibition lock and transfer prohibition lock and promptly renew your domain to secure it.