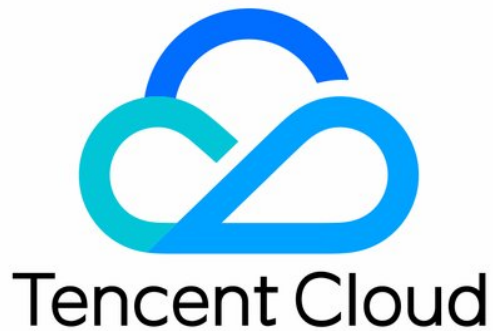


Domains

Troubleshooting

Product Documentation



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Contents

Troubleshooting

Domain Registration

Domain Registration Failure

"The domain has been registered or cannot be registered for some reason" is prompted during domain registration

Domain Transfer-In

Failed to transfer in the domain you had applied for, as the transfer-in was canceled

"The domain cannot be transferred in as its suffix is not connected to Tencent Cloud" is prompted during domain transfer-in

Troubleshooting

Domain Registration

Domain Registration Failure

Last updated : 2024-01-29 18:05:05

Symptom

The domain cannot be used after the domain registration order is successfully paid.

Possible Causes

Cause 1: Domain registration failed due to a violation of the Measures for the Administration of Internet Domain Names.

Cause 2: The submitted domain has been registered by another service provider.

Solutions

The submitted domain has been registered by another service provider

A domain registered by another service provider cannot be registered again. In this case, you can query the registration status of the domain or choose a domain with a different suffix.

"The domain has been registered or cannot be registered for some reason" is prompted during domain registration

Last updated : 2024-01-29 18:05:05

Symptom

"The domain has been registered or cannot be registered for some reason" is prompted when a domain is registered on the domain registration page in Tencent Cloud.

Possible Causes

Cause 1: The domain has been registered by someone else.

Cause 2: The domain suffix conflicts with the registration type; for example, certain suffixes cannot be used for the registration of Chinese domains.

Cause 3: The entity information of the domain is unclear or controversial.

Cause 4: The domain is being processed by a judiciary, arbitration institution, or domain dispute resolution agency.

Cause 5: The domain is restricted from registration by the registry.

Cause 6: The domain is currently on hold with the registry.

Cause 7: The domain is listed as noncompliant by the MIIT.

Cause 8: The domain contains special words such as "China".

Cause 9: The domain contains other restricted words specified in applicable policies.

Solutions

The domain has been registered by someone else

A domain is owned by whoever first registers it. If your desired domain has been registered by someone else, we recommend that you register another.

The domain suffix conflicts with the registration type; for example, certain suffixes cannot be used for the registration of Chinese domains

We recommend that you use another domain suffix for registration.

The entity information of the domain is unclear or controversial

We recommend that you register another domain.

The domain is being processed by a judiciary, arbitration institution, or domain dispute resolution agency.

We recommend that you register another domain or register the domain after the dispute is resolved.

The domain is restricted from registration by the registry

We recommend that you register another domain.

The domain is currently on hold with the registry

We recommend that you register another domain.

The domain is listed as noncompliant by the MIIT

We recommend that you register another domain.

The domain contains special words such as "China"

We recommend that you register a domain containing no special words.

The domain contains other restricted words specified in applicable policies

We recommend that you register another domain.

Domain Transfer-In

Failed to transfer in the domain you had applied for, as the transfer-in was canceled

Last updated : 2024-01-29 18:05:05

Issue Description

During domain transfer-in in the [Domains console](#), the console or the message prompts that "Failed to transfer in the domain you had applied for, as the transfer-in was canceled".

Possible Causes

The transfer-in was canceled in the Domains console.

Solutions

The transfer-in was canceled in the Domains console

Check the [domain operation logs](#) for any cancellation of the transfer-in due to maloperations.

In case of manual maloperations, you can initiate the transfer-in again.

If there are no maloperations, [contact us](#) for assistance.

"The domain cannot be transferred in as its suffix is not connected to Tencent Cloud" is prompted during domain transfer-in

Last updated : 2024-01-29 18:05:05

Symptom

"The domain cannot be transferred in as its suffix is not connected to Tencent Cloud" is prompted when you enter and submit the information for domain transfer-in on the [domain transfer-in](#) page.

Possible Causes

The domain suffix is not connected to Tencent Cloud.

Solutions

Transfer in the domain after its suffix is connected to Tencent Cloud.