

Info: Welcome! We are excited to offer you messaging, allowing you to respond to us in your own time. Click here to get started.

9:24, Dec 15

You: hello

9:24, Dec 15

Assistant: << Sent Rich Content >>

9:24, Dec 15

You: Domains

9:24, Dec 15

Assistant: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

9:25, Dec 15

Aitha K: Hi there, I hope you are doing great. How may I help you with Domains today?

9:26, Dec 15

You: want to change DNS of my domain solutions-legal.com with my onw hosting server

9:27, Dec 15

Aitha K: Sure, let me help me with that .

9:27, Dec 15

Aitha K: I acknowledge your concern and I need to validate your account to take a better look, can you please provide your customer number and 4-digit support pin in the form below:

9:27, Dec 15

You: but msg displays "server not registered with go daddy

9:27, Dec 15

Aitha K: Priya has sent you a Secure Form: PIN and Customer Number

9:28, Dec 15

Aitha K: The following Secure Form has been submitted: PIN and Customer Number

9:29, Dec 15

Aitha K: Thank you for the validation, I'll be doing a thorough review of your account to ensure everything is in order. If it turns out that the issue falls outside of my expertise, I'll do my best to find a solution or point you in the right direction to get it resolved.

9:30, Dec 15

Aitha K: May I know where is the hosting is present?

9:30, Dec 15

You: no hosting

9:31, Dec 15

You: i want to add

9:31, Dec 15

You: s1.hostmatrix.biz

9:31, Dec 15

You: s2.hostmatrix.biz

9:31, Dec 15

You: i wand to add above server

9:32, Dec 15

Aitha K: Thank you for sharing the details, request you to allow me 2-3 minutes while I review the details.

9:33, Dec 15

Aitha K: s1.hostmatrix.biz s2.hostmatrix.biz Could you please conform do you want to add these in the name servers?

9:34, Dec 15

You: yes

9:34, Dec 15

Aitha K: Don't worry let me help you with that .

9:36, Dec 15

Aitha K: I request you please change the nameservers from the below link so that all the DNS records will transfer to that 3rd party . <https://dcc.godaddy.com/manage/solutions-legal.com/dns>

9:41, Dec 15

Aitha K: Could you please confirm have you changed the nameservers?

9:51, Dec 15

Assistant: Looks like you may have stepped away. No problem, we'll be here to help when you respond.

10:02, Dec 15

You: sorry network issue

10:02, Dec 15

You: still showing same error

10:02, Dec 15

Priya: Hey there. Thanks for getting in touch - what can we do for you today?

10:03, Dec 15

You: [JPEG]

10:04, Dec 15

Priya: As i understand you are looking to change the nameserver but you are facing an error I am i correct ?

10:05, Dec 15

You: yes

10:05, Dec 15

Priya: I will definitely assist you with the issue. Do not worry I will take the ownership of your issue . While assisting you I may ask you few questions to understand the issue in a better way .

10:07, Dec 15

Priya: Before we proceed further, could you please provide your customer ID and 4 digit pin the secure forms?

10:07, Dec 15

Priya: Priya has sent you a Secure Form: PIN and Customer Number

10:08, Dec 15

Priya: The following Secure Form has been submitted: PIN and Customer Number

10:09, Dec 15

Priya: Thank you for the validation.

10:10, Dec 15

Priya: Just for the confirmation solutions-legal.com is this the domain name your working on

10:10, Dec 15

You: yes

10:11, Dec 15

Priya: Just for the confirmation may i know solutions-legal.com is this the domain name you are working on please ignore the above typo errors

10:11, Dec 15

Priya: May i know the nameservers you are using please ?

10:12, Dec 15

You: s1.hostmatrix.biz

10:12, Dec 15

You: s2.hostmatrix.biz

10:12, Dec 15

You: i have to add this NS

10:13, Dec 15

Priya: Can you please re check and confirm me is this are the nameservers given by your hosting service provider for the domain name solutions-legal.com?

10:14, Dec 15

You: yes

10:15, Dec 15

Priya: Thank you for the confirmation

10:17, Dec 15

Priya: Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?

10:18, Dec 15

You: ok

10:24, Dec 15

Priya: Thank I am checking with the concern team please stay connected

10:26, Dec 15

Priya: may i know where did you register the nameservers ?

10:28, Dec 15

You: nagpur india

10:28, Dec 15

You: this name server is already working on my other godaddy domain

10:29, Dec 15

Priya: both the domains can not have the same

10:29, Dec 15

You: means?

10:30, Dec 15

You: the same name server can be allocated to many domains

10:30, Dec 15

Priya: I am checking please allow me 2 to 3mins

10:31, Dec 15

You: pixereasolutions.in

10:31, Dec 15

Priya: this means the zone file is registered for other domains, but not for solutions-legal.com

10:32, Dec 15

You: ok

10:33, Dec 15

Priya: you need to contact their hosting provider and create a new zone file for the domain solutions-legal.com.

10:34, Dec 15

You: this issue is only with godaddy domain

10:35, Dec 15

Priya: May i know for how many domains are you using the same nameservers without creating a new zone file for the domain

10:36, Dec 15

You: 15-20

10:37, Dec 15

You: clubakhada.com

10:37, Dec 15

You: pixereasolutions.in

10:38, Dec 15

You: these two domain are on godaddy

10:39, Dec 15

You: in my different account

10:42, Dec 15

Priya: I have checked with the expert team for this and i have also check the nameservers for the domains clubakhada.com pixereasolutions.in we see these are registered and verified by the hosting provider you will need once check the hosting provider to create new zonal files for the domain solutions-legal.com. once it is done you can simply add the nameservers

10:42, Dec 15

You: ok