



Thank you for choosing linkLINE Communications, Inc. as your new Web Hosting provider. This document is here to assist you in understanding how a domain name is transferred from one ISP to another.

It is also important to make a copy of your website prior to transferring your domain as only the DSN records will be modified. You will then be responsible for uploading your website to our servers.

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Q: What are LinkLINEs Name Servers (DNS)?

Q: How does a domain name work?

There are several conditions that are required for the domain name to be properly registered and accessible from the Internet:

1. The domain name has to be assigned to an IP address;
2. The domain name has to be registered with the Name Servers that "know" what IP address this domain name resolves to;
3. The domain name has to be registered with the appropriate Network Information Center (NIC) or Domain Authority that keeps the database record of the domain ownership and the Name Servers that maintain domain's IP record.

When someone requests a connection to a certain domain, DNS servers look-up the corresponding domain names authority for the requested top level domain (Internic for .com, .net, .org, .edu; other authorities for other TLD - top level domains). Internic then responds by telling which Name Servers this domain name is registered with (for the domains that we host it is ns3.linkLINE.com and ns2.linkLINE.com). The request then goes to the Name Servers per Internic reply and the Name Servers respond with the actual IP address for that domain name. Then the browser establishes a connection with the reported IP address.

It is imperative that the Name Servers listed in the domain record are configured to answer questions about the domain name and resolve the name to various addresses in different contexts. Otherwise, the domain name will not work.

Q: How long does it take to register a new domain name?

It generally takes less than 24 hours to register your domain with linkLINE and update linkLINEs local DNS. Propagation of the domain normally takes longer, and will take around 24-48 hours to be viewable to the Internet.

Q: Does linkLINE support international domain names?

Yes, we do support international domain names. Please contact [your country authorities](#) to register your domain name specifying [linkLINEs Name Servers](#), it is not necessary specify linkLINE as your Technical/Zone contact, you can enter yourself as Technical contact.

Q: How do I transfer my domain from another host or ISP to linkLINE?

When you transfer your domain name, you will need to update your [Network Solutions](#) (or, your [national NIC](#)) record specifying [linkLINEs Name Servers](#).

To update the Network Solutions domain record you will need to use the Domain Name Registration Agreement form in <http://www.networksolutions.com/>

1. Select Make Changes.
2. Enter your domain name
3. Click Submit.
4. Under the title "Self-select what you want to do (recommended)" select "Transfer my Domain Name to another ISP".
5. Click "Go!" button.
6. On the next page, enter your e-mail address (must be e-mail address of Administrative or Technical contact) and your domain name.
7. Select Modify Existing Domain Name Registration.
8. Click "Go!" button.
9. In the Domain Name form select Authentication Method MAIL-FROM and replace the name servers that you have there with the [linkLINEs Name Servers](#).
10. Submit changes.

Network Solutions will reply with e-mail messages to both Administrative and Technical contacts, one of which must reply from his/her e-mail address in order to confirm the change.

It is not necessary specify linkLINE as your Technical contact.

It normally takes up to 24 hours for Network Solutions to update the database.

Finally, problems transferring a domain name from elsewhere to linkLINE is one of the most frequently encountered support issues and unfortunately, linkLINE cannot be of much help since we have no authority over the domain name. As the owner of the domain name, you have the power to ultimately get your domain moved to our servers, and thus, the ultimate responsibility for doing so is with you. linkLINE will gladly submit your modification request when you sign up your account, but that is all that can be done on our end.

Q: Does the Internic charge anything to move my domain?

Network Solutions (the InterNIC) does not charge anything whatsoever to move your domain name to different name servers. The fees you pay for your domain name include the service of transferring your domain name as frequently as you wish.

Q: Can I use a registrar other than InterNIC (Network Solutions)?

Yes. When you transfer your domain, you will have to update your record with your registrar (instead of with InterNIC), specifying [linkLINEs Name Servers](#).

Your registrar is usually whomever you bought your domain from. **Unfortunately, linkLINE Support cannot help you fill out the transfer forms for your individual registrar.** There are many registrars out there, and each one has different procedures for the registering and transferring of domain names. We cannot know the precise procedures of each registrar. We can only give you the information that we have: [our nameserver information](#) and a general overview of the process.

The process, in overview, is:

1. Create a linkLINE account with the domain name.
2. Upload your content to linkLINE's servers using ftp.linkline.com.
3. Create your mailboxes.
4. Follow your registrar's procedures to update your DNS record. Fill out any forms and reply to any email you need to to complete the process.
5. Wait. Due to the distributed nature of DNS, it will take several (usually 2-4, but sometimes 7-10) days *after* your records are updated for the DNS changes to propagate. There is no way to speed this process up. If, after about 10 days, the domain still does not resolve properly, you can contact us to help you determine what the problem is.

Q: Who must approve the transfer of my domain name in order to move my domain to linkLINE?

On your domain name record, there is listed an Administrative and Technical Contact. Both of these contacts may be the same person, but one of them should be yourself if you own the domain name. It is the Administrative and Technical Contacts who will be notified via e-mail from Network Solutions. This e-mail will request authorization to move the domain name in question to linkLINE.

Q: How long does it take to transfer my existing domain name to linkLINE?

This pretty much depends entirely on the Administrative and Technical Contacts, and specifically, how fast they reply to the e-mail sent from Network Solutions, approving the transfer of the domain name in question. This is the only step in transferring a domain name that can cause a hold up. If you authorize us to send the transfer request of your domain to Network Solutions, it is done approximately 1 second after you submit your order. If the Administrative or Technical Contact sends the authorization back to Network Solutions immediately, your domain name could be transferred within 2 to 4 days.

Q: What is the propagation process?

The process of propagation applies not only to existing domain names being transferred, but new domain names as well. All internet providers must update their records (DNS tables) to reflect new site locations. This is called propagation. Propagation is usually completed in about 72 hours, during which time visitors could get transferred to your new virtual server with CommuniTech.Net or your old site. After 72 hours however, most all traffic should be routed your site with us.

The propagation process starts when the root name servers are updated at 5:00 am EST the following day after you have accepted the transfer of your domain name and continues for approximately 72 hours. Since traffic will begin to come to your new virtual server with us, it is important that you prepare your website and e-mail services immediately so that no interruption will occur. You should start uploading your files for your website and setting up e-mail features as soon as you receive your account setup e-mail from linkLINE.

Since visitors to your domain name could be taken to either your old website or your new virtual server with us during propagation, it is important that you have created a mirror of your website on your new virtual server to avoid interruption in your website activity. You do not want to discontinue service to your old website until the propagation process is complete, otherwise some visitors will not be able to get to reach your website! Only after 72 hours when propagation has been completed should you consider contacting your old hosting provider and discontinuing service.

Finally, if you experience problems, you can request that your old hosting provider remove the DNS record for your domain name in their DNS servers. This will automatically cause all old cached entries to update and all traffic will be sent to your new account with us. If you are unable to see your new account with linkLINE after 72 hours, then contact your Internet Service Provider and make sure they do not have a DNS entry for your domain name in their DNS servers.

Q: How do I update the Internic domain record by e-mail?

The Domain Name Registration Agreement can be submitted by e-mail to modify domain record.

The e-mail message must be sent from the Administrative Contact to change both the Technical Contact and Name Servers information. The Technical Contact only has the authority to change Name Server information, while the Administrative contact has the authority to change anything on the domain record except for Registrant.

If the message to Network Solutions is sent from anyone other than the Administrator or Technical Contact, Network Solutions will send an e-mail message to the Administrator or Technical contact, or both, requesting confirmation. You will need to reply to the message from Network Solutions.

To accomplish the change follow these steps:

Look-up your domain record in Network Solutions WHOIS database:

<http://networksolutions.com/cgi-bin/whois/whois>

Copy and save this record to a text file.

Save the Domain Name Registration Agreement form as a text file on you computer:

<ftp://www.networksolutions.com/templates/domain-template.txt>

Edit the fields 0a, 2, 3, 4, 6 and 9 to contain correct information from your domain record. Field 0a should read New for new registration, or Modify for modification. **Field 3a can not be changed.**

Create a new e-mail message to **hostmaster@networksolutions.com** with the Subject line that reads NEW DOMAIN or MODIFY DOMAIN and the domain name. Copy the entire content of the Domain Name Registration Agreement into the body of the message and send the message.

Network Solutions will reply with the tracking number. Internic will also ask for confirmation if the messages is sent from the address not listed as Administrative or Technical contact e-mail address.

Remember it is Network Solutions that makes the rules, not linkLINE.

Q: How do I update the Internic record if the e-mail address on the domain record is invalid?

First, you need to submit a domain or contact modification form (depending on what you want to modify) using either "Service Agreement" or "Contact Form" on the page: <http://www.networksolutions.com/makechanges/forms.html>
You must use your current, valid e-mail address when you submit the form.

After receiving a confirmation message from NSI with the tracking number, you will need to use one of the forms listed on the bottom of the same page: <http://www.networksolutions.com/makechanges/forms.html> to generate a letter containing correction request to Network Solutions. This letter must include the tracking number from above.

The last step is to fax or mail the letter along with the supporting documents to NSI. Instructions regarding this fax can be found at: http://www.networksolutions.com/en_US/makechanges/fax/faxdom.html

Note: If both, the domain and contact records contain invalid e-mail address, you will need to correct the contact record first. When the contact e-mail address on the record is corrected you will be able to update the record for your domain.

Please contact Network Solutions for more detailed information.
Remember it is Network Solutions that makes the rules, not linkLINE.

Q: How do I view my domain name record with Network Solutions?

To view your domain name with Network Solutions, click here: <http://networksolutions.com/cgi-bin/whois/whois>

Simply fill out your domain name and submit the form. Your domain name record will be displayed.

Q: Internic and DNS records are correct, but I still can't connect to my site using domain name. Why?

The most likely reason for this problem is that the DNS at your ISP is not updated to reflect the changes in Internic (or other NIC) database.

It normally takes 2-4 days to propagate the new DNS information and clear DNS cache. This time depends on the TTL (time-to-live) settings for your domain at your previous host and the time when DNS entry was cached.

Sometimes, it takes more than 4 days if the TTL was set unreasonably high by your previous host. In some cases it may take as long as 7 or 10 days to clear the cache.

During this period the mail and HTTP requests may be coming to either the old or new servers. There is no control over it and nothing can be done to speed up the process.

You can verify this by using ping or trace route utilities. If you are using Windows 95, 98, or NT you need to type at command prompt either of the two commands:

- ping your_domain.name
- tracert your_domain.name

The reported IP address should be linkLINEs Virtual Servers (208.48.128.131). If this is not the case and it has been more than 7 days since the domain record had been updated, please contact your ISP to solve the problem.

Q: What are LinkLINEs Name Servers (DNS):

Primary Server:

Ns3.linkLINE.com 208.48.128.4

Secondary Servers:

Ns2.linkLINE.com 192.216.128.6

Ns1.linkLINE.com 192.216.128.7

Current information on DNS servers can be found at:

<http://www.linkline.com/support/> or via email to support@linkline.com