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DNS_PROBE_FINISHED_NXDOMAIN what it means and what to check

Domains & DNS

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DNS_PROBE_FINISHED_NXDOMAIN: what it means and what to check

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The browser says “this site can’t be reached” and, in small print, **DNS_PROBE_FINISHED_NXDOMAIN** (or `ERR_NAME_NOT_RESOLVED`, which is almost the same). **NXDOMAIN** stands for “non-existent domain”: DNS answered that **this name does not exist**. It is not the site that is down, nor the server: the browser never even found out where to go.

The question that sorts everything is this: **is the error only yours, or everybody’s?** Open the address on your phone using mobile data (outside your network). If it opens, the problem is in your computer, your network or your internet provider. If it fails there too, the problem is in the domain.

If it only fails on your network

Cause	How to confirm and fix
A stale DNS cache on the computer	On Windows, `ipconfig /flushdns`; then close and reopen the browser. On other systems, restarting the network usually does it.
Your provider’s DNS does not know the name yet	Switch the computer’s DNS to a public resolver (for example 8.8.8.8 or 1.1.1.1) and try. If it now opens, it is the provider’s resolver, still holding the old answer in its cache.
A filter: VPN, antivirus, parental control or ad blocker	Switch it off for a minute. These filters answer “does not exist” on purpose for the addresses they block.
A line in the hosts file diverting the name	Whoever tested a migration is sometimes left with a forgotten line. See **testing a migrated site before you change the DNS**.

If it fails for everybody

1. **Reread the address, letter by letter.** A swapped letter, a wrong extension (`.org.mz` instead of `.co.mz`) or an extra “www” are enough. It is the commonest cause.

2. **Check that the domain exists and is active.** A WHOIS lookup shows whether it is registered and until when. See **WHOIS: what it shows about your domain** and, if it expired, **expired domain: what happens**.

3. **See where the DNS is.** The nameservers must be the ones you want, and the zone must hold the records. See **how to check a domain’s DNS**.

4. **Confirm the name has a record.** The domain opening without “www” and giving NXDOMAIN with “www” is a classic: the `www` record is missing. See **DNS records explained**.

5. **Just registered it or changed the DNS?** Allow the time it needs: **registered the domain and it still does not open**.

Do not renew, or change nameservers, blindly.
If the domain worked and stopped, before changing anything find out what changed: the domain expired, someone edited the zone, or it is your network. Changing at random makes it worse and hides the cause.

Ask from outside with one command:
`Nslookup asuaempresa.co.mz 8.8.8.8` asks a public resolver directly. If it answers with an address and your computer does not, the domain is fine and the problem is local. If it answers “Non-existent domain”, the problem is the domain’s.

NEED A HAND?

Fails on every network? Send us the domain and what the WHOIS lookup and nslookup tell you.

Open a support ticket →

SEE ALSO

- **Registered the domain and it still does not open: waiting, broken, or missing hosting** →

- **How to check a domain DNS**
- **WHOIS: what it shows about your domain and how to check it**
- **How long DNS changes take to propagate**

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