

KNOWLEDGE BASE · PUBLIC DOCUMENT

Our nameservers, and what to do when saving them gives an error

Domains & DNS

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COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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<https://www.meu.interweb.co.mz/knowledgebase/2280>



The short answer: the Interweb Moçambique nameservers are `dns1.interweb.co.mz` `dns2.interweb.co.mz` `dns3.interweb.co.mz` `dns4.interweb.co.mz` . These are the ones to set on the domain for the site and e-mail to work with us. If the domain was registered with us, they are already there and there is nothing to do.

Our nameservers

Nameserver	Name to enter
First	dns1.interweb.co.mz
Second	dns2.interweb.co.mz
Third	dns3.interweb.co.mz
Fourth	dns4.interweb.co.mz

Saving gave an error: what to check

1

Is the domain Active? In Meu Interweb, under Domains, check its status. A domain that is Pending, Pending Transfer or Expired will not let you change the nameservers: wait until it is Active, or renew it first (**expired domain**).

2

Did you enter only the name? No `http://`, no `www`, no dot at the end and no spaces: just `dns1.interweb.co.mz`. One extra character and the registry refuses it.

3

Did you enter at least two? Registries require a minimum of two nameservers. Use all four, in the order of the table.

4

Does the name exist? A typo (ns1 instead of dns1, for example) gives a nameserver that does not exist, and the registry refuses it.

5

Does the domain have hosting or a DNS zone with us? Some national extensions check, before accepting, that the new nameservers already answer for the domain. If you do not have a plan with us on that domain yet, ask us to create the zone first.

6

Did it work? The change is not instant: **how long propagation takes**.

Changing nameservers changes everything at once: the DNS records at the previous provider stop being used. If your e-mail was with another service, write the records down before you change. What changes and why is in **nameservers: what they are**.

Is the domain with another provider? The change is made in the panel of whoever registered the domain, not in ours: **the map of each panel**. VPS and dedicated servers do not get nameservers of their own from us; for those, see **pointing a domain at your VPS**.

Still getting the error? Send us the domain and the exact message that appeared.

[Open a support ticket](#)

SEE ALSO

[Nameservers: what they are and which ones to use with us](#)

[Pointing your domain to us: nameservers, step by step](#)

[How long DNS changes take to propagate](#)

[Changing nameservers at a registrar that is not us: the map every panel follows](#)

[Transfer the domain or just change the nameservers: which one do you need](#)



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Interweb Mozambique

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