

KNOWLEDGE BASE · PUBLIC DOCUMENT

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

Domains & DNS

CODE

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Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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<https://www.meu.interweb.co.mz/knowledgebase/242>



You registered the domain, paid, got the confirmation - and the address still does not open. This happens for **three completely different reasons** that look identical from the browser: an error screen.

One clears itself within hours. Another never clears, no matter how long you wait. The third is not a domain problem at all. It is worth knowing which one you have before waiting another day.

How to find out which of the three you have

Open a command prompt and type this, using your own domain:

```
nslookup -type=NS yourcompany.co.mz
```

You can also use our **WHOIS search** , which shows the same thing more simply. What comes back decides everything else:

Look up the WHOIS of a domain

Search

Shows the registrant, the dates, the registrar, the status and the nameservers.

Case 1 - how long publication takes

The command **finds nothing**, or returns a server-not-found error, and the registration was made a few hours ago.

1

This is normal. After a registration, CIUEM has to publish the domain on its servers, and that is not instant.

2

How long: usually a few hours. It can stretch to a full day on country extensions.

3

What to do: nothing. There is nothing on your side or ours that speeds this part up.

This is not propagation. Propagation is old caches expiring when you *change* something - see **how long propagation takes** . On a freshly registered domain there was nothing before, so there is no stale cache: what you are waiting for is the **first** publication.

Case 2 - no nameservers, or nameservers that do not answer

The command **returns nameserver names**, but the site still does not open and mail does not arrive. Or it returns no nameserver at all, and well over a day has passed.

This is not waiting - it is broken. A domain pointed at nameservers that do not answer for it sits in a hole: it exists in the registry, but nobody in the world can reach it. And **time does not fix it**. We have seen this with domains pointed at external services that were later switched off.

1

Check which nameservers the command showed.

2

Compare them with ours - see **which nameservers to use with us** . If they are different, the domain is being managed somewhere else.

3

If they belong to a service you no longer use, or you do not recognise the names, **open a ticket**. The change is made where the domain was registered, and we handle it if that was with us.

Case 3 - it resolves, but hosting is missing

The command returns nameservers and the domain does answer, but what you get is a blank page, a welcome page, or a server error.

1

The domain is fine. What is missing is hosting, or the website files.

2

Registering the name and having a website are two separate things - see **what domain registration includes and what it does not** .

In short

What you see	What it is
No nameservers, registered today	Case 1. Wait a few hours.
No nameservers, registered over a day ago	Case 2. Open a ticket.
Nameservers you do not recognise	Case 2. Open a ticket.
Our nameservers, but no site	Case 3. Hosting is missing.

Not sure which of the three you have? Tell us the domain and we will check.

[Open a support ticket](#)



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