

Your Chat ID is: 4910402. Your initial question is:: My Domain Name is:"latockimarketing.com" Hi, we just opened a Baby plan today. The DNS appears to have updated now, but I am not seeing the correct website. I have all the site files in place in our new account, but some other site, in some strange language, is loading instead.

(7:56:59pm) **System** Customer has entered chat and is waiting for an agent.

(7:58:46pm) **Matt S.** Hello, thank you for contacting hostgator, my name is Matt and I'll be glad to help you today.

(8:03:11pm) **Mitch** Thanks

(8:03:53pm) **Matt S.** This is for latockimarketing.com right?

(8:04:02pm) **Mitch** Yes

(8:05:44pm) **Matt S.** Domain name server changes can take 24-48 hours to propagate. During this period the domain may seem propagated at some times and at some points and then not in others.

(8:05:52pm) **Matt S.** This means that sometimes your site may work, sometimes it may.

(8:06:05pm) **Matt S.** The same will be for mail associated with the domain, sometimes it will work, sometimes it won't.

(8:07:11pm) **Mitch** Thanks, I'm a pro and have done this many times. I've never seen where a DNS change displays "some other site" during the propagation time. Something is wrong.

(8:09:31pm) **Mitch** At least the mystery site is showing English now. Still not our site though.

(8:10:27pm) **Matt S.** After checking, it appears your nameservers are correct and everything on the server is set up correctly. The issue is that the domain is still propagating.

(8:13:42pm) **Mitch** I'm sorry, but during propagation you will only see the new server or the old server, correct? Why would you see some random site during the process? That should never happen. If I follow the path to the old server, I do see the correct site, if not unformatted...

(8:13:47pm) **Mitch** <http://moderngrower.com/latockimarketing/>

(8:15:46pm) **Matt S.** That's not entirely correct.

(8:16:33pm) **Matt S.** During propagation you can see many different things, it all depends on the routers that you're hitting and where they point you to. Sometimes you can bounce off them while in the middle of the change and it will throw you random places.

(8:19:45pm) **Mitch** No. That's not right. Something is wrong. I see the same site on different devices (ISPs). That can't be right anyway. That would be a breach of security, someone else having control of your domain.

(8:20:04pm) **Mitch** Is what I am seeing a Hostgator page?

(8:20:20pm) **Matt S.** Can you take a screen shot and show me what you're seeing?

(8:20:25pm) **Matt S.** I'm not seeing anything when I go to the domain.

(8:20:41pm) **Mitch** Sure, how do I get it to you?

(8:21:26pm) **Matt S.** You can e-mail it to support@hostgator.com subject: ATTN: Matt Sc

(8:21:40pm) **System** Browser window has re-opened.

(8:21:48pm) **Matt S.** Once you send it there you will receive a reply with a ticket ID. If you can give me the ID I'll be able to find the ticket easier.

(8:23:18pm) **Mitch** Done. KKV-16685646

(8:23:47pm) **Matt S.** That is a standard parked page that people will see during propagation on our servers.

(8:24:23pm) **Mitch** So the DNS has propagated, but the Hostgator server isn't ready yet?

(8:24:39pm) **Matt S.** It hasn't fully propagated no, it could still be a few hours.

(8:26:37pm) **Mitch** This is BS. The DNS has propagated. I've moved many sites and this has never happened. You can't hijack time to show your own affiliate links. Once the account is setup, it should be available to the customer.

(8:27:49pm) **Matt S.** Those are not our affiliate links, that is a default page that is shown when a domain doesn't have a designated home at the moment. Those links are randomly pulled from other search engines and displayed by relevancy.

(8:29:58pm) **Mitch** Whatever, the DNS has propagated and you are not showing our website. There's nothing in the Account Info email that says we need to wait X amount of time before the account is ready.

(8:31:45pm) **Matt S.** Changes to domain name information in registry-controlled DNS zones are generally not instantaneous. Once you make changes to your domain with the registrar you purchased your domain from, the changes will first have to be uploaded to the registry, which will then update its DNS servers with the new information. ISPs DNS resolvers can then pick up this information through a sequence of stages, a simplified version of which is as follows: * the DNS resolver queries the DNS root servers for the registry's DNS server information * it then queries the registry's DNS servers for the domain's own DNS server information * finally, it queries the domain's own DNS servers (which are typically run either by or on behalf of the domain's owners, often by the domain registrar that issued the domain) for the domain's detailed DNS information In practice,

this process may involve several additional cascades of DNS lookups than are described here, but the effect is ultimately the same as in the above simplification. Once an ISP's DNS resolvers have obtained your DNS record information, they then cache it for a period which may vary from ISP to ISP. This time is generally controlled by the TTL (time-to-live) field of each DNS record, but some ISPs may hold the data for a longer or shorter period, depending on the particular software and settings they are using on their DNS resolvers. As a result, it may take several days for changes to a domain's DNS records to propagate throughout the Internet; firstly the information must be sent from your registrar to the registry, secondly the registry must update its own DNS servers, and thirdly the ISPs recursive resolvers must forget their cached copies of any previous settings.

(8:34:20pm) **Mitch** Thank you for that copy-and-paste techno talk. I understand the DNS system. But this is still wrong. If this is your parking page, you should be able to show the site file I have loaded on the server.

(8:36:32pm) **Matt S.** I can assure the issue is that the domain is still propagating and it just needs some more time before everything will start to show up.

(8:37:02pm) **Mitch** This is really disappointing. I've been a Hostgator customer and fan for a long time, and this really brings down my opinion of your company. You're hijacki our domain to show your own links. Customers coming to our site are wondering what's going on. How can you let this happen?

(8:37:14pm) **Mitch** You insult my intelligence.

(8:38:04pm) **Matt S.** Mitch, as I have already explained, those are not our links, they are randomly pulled from other search engines and displayed by relevancy. We aren't making any money off of those links.

(8:38:24pm) **Matt S.** I do apologize if I have insulted you but, I do not know how to further explain the cause of the issue.

(8:39:13pm) **Mitch** I'm guessing that there's some reset time in your system. I loaded the site and updated the DNS too quickly. You need to warn people in your Account Info emails that there will be a delay.

(8:39:38pm) **Matt S.** If you're still having this issue in 24 hours then come back and talk with us and we will get it fixed, if there is an issue. But right now, there's nothing we can trouble shoot because it is propagation at this period.

(8:41:28pm) **Mitch** 24 hours? That's unreasonable. I just can't wait to Tweet about this one.