



Time Zone - GMT (UTC +00)

2 February, 2026

[10:11:00] **Muhammad Taha** : Hi

[10:11:04] [Suzy Q joined the chat]

[10:11:09] **Muhammad Taha** : my dns are changed but not resolving

[10:11:28] **Suzy Q** : Hello! Thank you for contacting our Namecheap support team. Could you please specify which domain is experiencing the DNS resolution issue? Also, when did you make the DNS changes, and have you checked if the changes have fully propagated?

[10:11:32] **Muhammad Taha** :
[Screenshot 2026-02-02 151116.png]

[10:11:48] **Suzy Q** : Please allow me a minute, I'll transfer you to a live support agent for further assistance.

[10:11:55] [Hetzana S. joined the chat]

[10:11:55] [Suzy Q left the chat]

[10:12:12] **Hetzana S.** : Hello, this is Hetzana here. You've contacted Live Support! Please give me a minute to look through the question you've asked.

[10:14:32] **Muhammad Taha** : dns1.namecheaposting.com
dns2.namecheaposting.com

[10:14:36] **Muhammad Taha** : i changed it to these

[10:16:02] **Hetzana S.** : I'm sorry about your concern. Let me check what can be done from my side.

[10:16:12] **Muhammad Taha** : ok

[10:18:08] **Hetzana S.** : Please let me transfer our chat session to the Hosting support representative for further assistance with your question.

[10:18:45] [Andrii S. joined the chat]

[10:18:45] [Hetzana S. left the chat]

[10:18:53] **Andrii S.** : Hello! I will assist you further. Please give me a few minutes to look through the question you've asked.

[10:20:36] **Muhammad Taha** : Ok

[10:20:36] **Andrii S.** : The nameservers are not correct. Please use the following nameservers if you want to connect the domain to your Reseller hosting:

rs32a.registrar-servers.com
rs32b.registrar-servers.com

[10:20:50] **Muhammad Taha** : your another person told me these dns

[10:20:59] **Muhammad Taha** : you change the dns over and over again

[10:21:06] **Muhammad Taha** : please see the chat history

[10:21:13] **Muhammad Taha** : the other person told me these dns

[10:21:29] **Muhammad Taha** : please change the dns to

dns1.namecheaposting.com
dns2.namecheaposting.com

[10:21:56] **Muhammad Taha** : in previous chat , almost 2 hours ago they told me these dns

[10:22:26] **Andrii S.** : Please accept my apologies for the confusion. The correct nameservers are the ones that were sent to your email when the hosting was purchased:

rs32a.registrar-servers.com
rs32b.registrar-servers.com

[10:24:16] **Muhammad Taha** :
[WhatsApp Image 2026-02-02 at 3.24.00 PM.jpeg]

[10:24:17] **Muhammad Taha** : in my email you told me this

[10:24:37] **Muhammad Taha** : please email me the dns server official .. because you told the wrong dns servers 2 times

[10:26:35] **Andrii S.** : Your Reseller hosting package nameservers are rs32a.registrar-servers.com | rs32b.registrar-servers.com. If you want to register your personal nameservers as suggested in the email, feel free to follow the guide:
<https://www.namecheap.com/support/knowledgebase/article.aspx/768/10/how-do-i-register-personal-nameservers-for-my-domain/>
Otherwise, please use the provided nameservers.

[10:26:52] **Muhammad Taha** : ok . please email to make it official

[10:27:09] **Andrii S.** : I don't understand what you mean, please elaborate.

[10:27:35] **Muhammad Taha** : rs32a.registrar-servers.com
rs32b.registrar-servers.com

please email these servers
so that it will be official

[10:28:15] **Andrii S.** : Those are official nameservers. Please use them to connect the domain to the hosting.

[10:28:36] **Muhammad Taha** : hmmm .. please make a copy of the conversation

[10:28:41] **Andrii S.** : There's a 'Download chat transcript (.pdf)' option at the top of the engagement window, which can be found by clicking on the three-colon drop-down, if you would like to have the chat transcript saved.