



Time Zone - GMT (UTC +00)

17 February, 2025

[06:05:52] **Luis Sevilla** : Hello Namecheap Support,

I'm Jose from Systeme.io Support, currently assisting a client with modifying the DNS records for their subdomain aihustle.aichaperones.com.

Unfortunately, when we attempted to access the DNS management zone, we encountered the following error:

"Unfortunately, you won't be able to access these features, because this domain is registered with a different registrar. Transfer your domain to Namecheap in order to take advantage of our premium."

Could you please confirm who is the current registrar of the domain (aichaperones.com)?
[SCR-20250217-modr.png]

[06:05:59] [Periasamy M. joined the chat]

[06:06:23] **Periasamy M.** : Hello! Thank you for contacting Namecheap Live Chat Support!

[06:06:48] **Periasamy M.** : Please give me a few minutes to look into it.

[06:10:58] **Periasamy M.** : Thanks for waiting. Per my check, the domain is registered with Godaddy.

You may also check the same here: <https://www.namecheap.com/domains/whois/result?domain=aichaperones.com>

[06:15:35] **Luis Sevilla** : Thank you for confirming. I also checked and can verify that it is currently registered with GoDaddy. However, our client is insisting that their domain is currently hosted with Namecheap and we need to manage his DNS records on your platform. Could you kindly confirm this? I checked Whois.com and currently his domain is currently pointing to rs43a.registrar-servers.com
[SCR-20250217-mrjy.png]

[06:16:04] **Periasamy M.** : Thank you for the screenshot. I'm checking. Allow me 5-7 minutes, please

[06:17:51] **Periasamy M.** : Please let me transfer our chat session to the representative who will assist you better with your particular request.

[06:18:09] **Luis Sevilla** : Noted. Thank you.

[06:20:38] [Vickram V. joined the chat]

[06:20:38] [Periasamy M. left the chat]

[06:20:48] **Vickram V.** : Hello PHPinfo() function.
, I will assist you further. Would you please allow me a few minutes to look through your previous conversation?

[06:21:03] **Vickram V.** : It is good to meet you, Luis.

[06:22:21] **Luis Sevilla** : Hi, this is Jose from Systeme.io support. I'm currently assisting Luis in configuring his CNAME records. Yes, you can review the conversation.

[06:22:42] **Vickram V.** : Thank you for the clarification.

[06:22:48] **Vickram V.** : Let me check the subdomain.

[06:25:47] **Vickram V.** : Please allow me 8-10 minutes to get you the necessary information.

[06:25:48] **Vickram V.** : Please allow me 8-10 minutes to get you the necessary information.

[06:31:52] **Luis Sevilla** : Copy. Thank you.

[06:35:15] **Vickram V.** : The domain aichaperones.com is using custom reseller Nameservers.
You can check it here:
<https://www.namecheap.com/domains/whois/result?domain=aichaperones.com>

The DNS records are maintained in the "Zone Editor" menu of your cPanel account.

You can refer to the following guide on how to create a CNAME record:
https://www.namecheap.com/support/knowledgebase/article.aspx/9256/29/how-to-edit-dns-zone-in-cpanel/#cname_b

[06:35:21] **Vickram V.** : Please keep in mind that the changes to DNS records will require some time to propagate throughout the network. It usually takes about 30 minutes.

[06:40:25] **Vickram V.** : How is it going?

[06:41:49] **Luis Sevilla** : Hello, sorry for the delay. I'm currently reviewing the articles provided.

[06:42:19] **Luis Sevilla** : Please give me about 8-10minutes, please

[06:42:28] **Vickram V.** : No worries, take your time.

[06:47:32] **Luis Sevilla** : Hello, I don't see the domain aichaperones.com in his hosting list
[SCR-20250217-ndaf.png]

[06:48:04] **Vickram V.** : Let me check the screenshot.

[06:48:55] **Luis Sevilla** : Here's another screenshot
[SCR-20250217-ndmc.png]

[06:50:11] **Vickram V.** : The domain is present in the main cPanel account of youwantweb.com.

You need to access the cPanel account of youwantweb.com and add the record in the Zone Editor menu.

This can be helpful:
<https://www.namecheap.com/support/knowledgebase/article.aspx/10132/27/where-can-i-log-in-to-my-cpanel-hosting-account/>

[06:53:47] **Luis Sevilla** : Is this main cPanel account for youwantweb.com?
[SCR-20250217-nfal.png]

[06:54:29] **Vickram V.** : Let me check it.

[06:55:14] **Vickram V.** : Yes, you are correct.

[06:57:16] **Luis Sevilla** : Thank you. Are the credentials for cPanel the same as the user's name and password for Namecheap?

[06:58:30] **Vickram V.** : The credentials for cPanel and Namecheap account are different.

You can access the cPanel account without the credentials via your Namecheap account. The credentials are necessary only while accessing your account via a direct link.

[07:01:39] **Luis Sevilla** : Thank you for that information. However, since I redirected via direct link and not via Namecheap account. Should ask the user the cPanel login credentials?

[07:02:21] **Vickram V.** : If you wish, I can create the CNAME record from my end.

[07:02:34] **Luis Sevilla** : Yes, please.

[07:03:21] **Vickram V.** : Please provide the name and the value of the record.

[07:05:40] **Luis Sevilla** : NAME: aihustle.aichaperones.com.
Value: dt60952xclc2e.cloudfront.net.
NAME: _ec842b14e4b42e681ea03120a9ab4a1f.aihustle
Value: _e664d1f90153b8be275c0171dd3b4122.zfyfvmchrl.acm-validations.aws.

[07:06:32] **Vickram V.** : Allow me 7-9 minutes to make the changes.

[07:09:11] **Luis Sevilla** : Hello, please allow me to correct the first name

[07:09:19] **Vickram V.** : The second CNAME record was added properly but there is already an existing record for the first record with a different value.

[07:10:20] **Luis Sevilla** : leave at it is, please, it is correctly configured

[07:10:29] **Luis Sevilla** : apologies for that

[07:10:50] **Vickram V.** : Got it.

The second record has been configured.

[07:10:52] **Vickram V.** : Let me know if you have any other questions.

[07:11:44] **Luis Sevilla** : the user has another subdomain that would like to integrate, it is aihustle.aichaperones.com.

[07:12:17] **Luis Sevilla** : here's the records: NAME: aihustle

[07:12:30] **Luis Sevilla** : value: dt60952xclc2e.cloudfront.net.

[07:13:04] **Vickram V.** : There is already a CNAME record for aihustle.aichaperones.com. with the value "d269m5ne2bqtpc.cloudfront.net".

Reference:
<https://img.namecheap.com/dTB6iM831ynF7wBMtfj8aK.png>

Please specify whether you wish to edit it.

[07:14:26] **Luis Sevilla** : let me check

[07:14:34] **Vickram V.** : Sure, I am waiting here. In case you have difficulties, let me know.

[07:16:44] **Luis Sevilla** : I'm having difficulties identifying the errors. Can you please share with me instead where to access the user's CPANEL directly to his Namecheap account?

[07:17:41] **Vickram V.** : You can access the cPanel account directly via the Namecheap account.

If you use direct links, you will need the credentials.

[07:17:56] **Luis Sevilla** : It directs me here
[SCR-20250217-nnrq.png]

[07:18:36] **Vickram V.** : Let me check it.

[07:19:59] **Vickram V.** : In that case, you will need the credentials.

[07:23:26] **Luis Sevilla** : Alright. I think we just need to continue with your help to save us both time.

[07:23:57] **Luis Sevilla** : Can you please change the value for d269m5ne2bqtpc.cloudfront.net. as dt60952xclc2e.cloudfront.net.?

[07:24:31] **Vickram V.** : Sure, allow me a moment.

[07:25:01] **Vickram V.** : The value has been changed.

[07:25:58] **Luis Sevilla** : Thank you.

[07:26:16] **Luis Sevilla** : Here are the records for the second subdomain:

[07:26:18] **Luis Sevilla** : Subdomain: ebook.aichaperones.com.

Name: ebook
Value: d2ttwlmww6lmhc.cloudfront.net.

Name: _e39309f6f006a5241c8b8b3971f6a450.ebook
Value: _1b744f98c2cc3c81d923ce512a95b4df.zfyfvmchrl.acm-validations.aws.

[07:27:06] **Vickram V.** : Allow me 5-7 minutes.

[07:27:19] **Luis Sevilla** : Alright. Thank your time.

[07:27:59] **Vickram V.** : Both the records have been added,

[07:28:35] **Luis Sevilla** : Let me check, please

[07:28:41] **Vickram V.** : Sure, I am waiting here. In case you have difficulties, let me know.

[07:30:12] **Luis Sevilla** : I already checked and it appears that the records are correctly added. Thank you so much for the extended help

[07:30:22] **Vickram V.** : Glad to help you! By the way, I would appreciate it if you could rate the assistance you received today.

[07:30:27] **Vickram V.** : Is there anything else I can assist you with? I would like to make sure that all of your questions are answered and that the service we provide is to your satisfaction.

[07:30:33] [Thank you for your feedback]

[07:31:37] **Luis Sevilla** : There are none at the moment. Thank you again.

[07:32:09] **Vickram V.** : It was a pleasure to help you :) Do not hesitate to contact us again in case of any questions. Wish you have a nice one, goodbye!