Understanding Domain Statuses in WebOps

Domains & Publishing · https://thewebops.com/help-center/domains-publishing/understanding-domain-statuses-in-webops/

Domains inside WebOps use two different status systems:

- Status
- DNS Status

Each one represents a different part of the domain setup process.

Understanding these statuses helps you know:

- when a domain is ready to connect
- when DNS is still processing
- why some actions may be unavailable
- when nameservers or DNS records can be managed

Domain Status vs DNS Status

Status

The main registration status of the domain itself.

Examples:

- Registered
- Pending
- Failed

DNS Status

The DNS and connectivity status of the domain.

Examples:

- Active
- Propagating
- External
- Error

Both statuses appear inside the Domains Portfolio page.

Domain Statuses

Registered

Meaning:

The domain registration was completed successfully.

What you can do:

- renew the domain
- manage the domain normally

Usually paired with DNS Status values such as:

- Active
- Propagating
- External

Pending

Meaning:

The domain registration process is still being completed.

This status usually appears temporarily during registration processing.

During this stage, the domain is not fully registered to your account yet.

What you can do:

- no domain management actions are available yet

What is unavailable:

- Manage DNS
- Link to website
- Change nameservers
- Renew

Pending status usually disappears quickly once registration finishes.

Failed

Meaning:

The registration process failed or requires attention.

This may happen because of:

- payment issues
- registry problems
- temporary provider issues

The domain was not registered successfully.

What you can do:

- no domain management actions are available

What is unavailable:

- Manage DNS
- Link to website
- Change nameservers
- Renew

If the issue continues, contact support.

DNS Statuses

Active

Meaning:

The domain is fully active and ready to use.

This is the normal operational state for domains using WebOps nameservers.

What you can do:

- Manage DNS
- Link to website
- Change nameservers
- Renew

Domains with Active DNS Status can be connected to websites normally.

Propagating

Meaning:

DNS setup is still processing globally.

This status usually appears after:

- purchasing a domain
- changing nameservers
- updating DNS configuration

What you can do:

- renew the domain only

What is unavailable:

- Manage DNS
- Link to website
- Change nameservers

DNS propagation may take several minutes or a few hours depending on the provider.

Pending

Meaning:

DNS setup has started but is still waiting for processing.

This status appears temporarily and usually switches quickly to another DNS status.

What you can do:

- renew the domain only

What is unavailable:

- Manage DNS
- Link to website
- Change nameservers

External

Meaning:

The domain is using external nameservers instead of WebOps nameservers.

This means DNS is managed outside WebOps.

What you can do:

- Change nameservers
- Renew

What is unavailable:

- Manage DNS
- Link to website

Domains using external nameservers cannot use WebOps DNS management tools.

Error

Meaning:

The DNS setup process failed or requires attention.

This may happen because of:

- invalid nameservers
- incorrect DNS setup
- propagation failures
- provider issues

What you can do:

- Change nameservers
- Renew

What is unavailable:

- Manage DNS
- Link to website

If the problem continues, review your DNS setup or contact support.

Important Notes

- DNS propagation may take several minutes or a few hours
- Domains cannot be linked until DNS Status becomes Active
- Domains using external nameservers cannot use WebOps DNS management
- Pending and Propagating statuses are usually temporary
- External domains appear separately inside the External Domains section