Custom Domain Troubleshooting

Common Issues:

1. My site shows a "too many redirects" when going to the custom domain.
2. My site won't load when entering my custom domain in the address bar, but works when adding "www"
3. My site won't load when entering my custom domain in the address bar.
4. My site still shows .pagecloud.com when entering in my custom domain name.
5. My site won't load when adding https.
6. My site is giving me a "Not secure" warning.
7. My domain registrar does not support Name Servers.
8. My domain registrar does not support CNAMEs or A-Records.
9. Domain validation error codes.

Solutions:

1. My site shows a "too many redirects" when going to the custom domain.

If you are using the **Alternative method (Cloudflare)** of connecting your domain, the Preferred Domain section within PageCloud needs to be set to www.

2. My site won't load when entering my custom domain in the address bar, but works when adding "www"

If you are using the **Recommended method** of connecting your domain.

This error is likely cause by not including all of the A-Records into your DNS settings. You can review all of the require A-Records here.

If you are using the **Alternative method (Cloudflare)** of connecting your domain.

This error is likely caused by the Name Servers Cloudflare provides not matching on your domain registrar. Head to your domain registrar and verify the Name Servers entered as seen on your "Custom Domain" page within PageCloud.

3. My site won't load when entering my custom domain in the address bar.

If you are using the **Recommended method** of connecting your domain.

This error is likely caused by your CNAME not being set up. Head to your domain registrar and set your CNAME record to value "www" and points to "proxy2.pagecloud.com"

If you are using the **Alternative method (Cloudflare)** of connecting your domain.

The Name Servers Cloudflare provides do not match on your domain registrar. Head to your domain registrar and verify the Name Servers are exactly as displayed on your "Custom Domain" page within PageCloud.

4. My site still shows .pagecloud.com when entering in my custom domain name.

This is usually due to a Forward being pointed to your .pagecloud.com address on your domain registrar instead of setting up the A-Record and CNAME information. Head to your domain registrar and remove the forward that is set up. Make sure to add in the the DNS records on your domain registrar to properly point your custom domain. You can review all of the require A-Records here.

5. My site won't load when adding https.

If your site is not loading when using https, this is a sign you custom domain DNS records are not set up correctly. You can review the DNS records in our Connecting a Custom Domain to PageCloud walkthrough guide.

6. My site is giving me a "Not secure" warning.

If your site is giving you a "Not secure" warning when heading to your custom domain, This could either mean your DNS records are not set up correctly, or there is content on your page that is not secure. You can review the DNS records in our Connecting a Custom Domain to PageCloud walkthrough guide. If you have content that was added to your page from a non-secure source, this will also trigger a "Not Secure" warning. Uploading the content directly to PageCloud, or using a service that supports https will remove this warning.

7. My domain registrar does not support Name Servers.

If your domain registrar does not support Name Servers, You can use our Recommended Approach for point your custom domain. This method uses CNAMEs and Forwarding records to point your custom

domain name.

8. My domain registrar does not support CNAMEs or A-Records.

If your domain registrar does not support CNAMEs or A-Records, You can useCloudflare to point your custom domain. This method uses Name Servers to point your custom domain name.

9. Domain validation error codes.

A list of the domain validation error codes, their meaning and possible fix:

133701 - When trying to validate the domain, the validation token was not the one we set.

Resolution:

- Ensure the DNS records are configured on the domain registrar.
- Refresh the page and try validation again.

133702 - When trying to validate the domain, an incorrect status code was received.

Resolution:

- Ensure the DNS records are configured on the domain registrar.
- Refresh the page and try again.

133703 - When trying to validate the domain, we were forwarded to another domain that was not the one we expected.

Resolution: Remove redirects from domain registrar.

133704 - When trying to validate the domain, we were forwarded to a specific page that did not include the validation token.

Resolution: If there is no home page set for your site, set a page as the home page.

133705 - We cannot validate the domain because it is not a valid domain.

Resolution: Ensure the domain was entered correctly.

133706 - When trying to verify the domain there was a network error.

Resolution:

- Ensure the DNS records are configured on the domain registrar.
- Refresh the page and try again.