# What to do when your website is down

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When your website is down, first of all, you have to go to your DNS panel and check whether your **A records** pointing at our servers:

| NAME | TYPE | TTL | DATA |
|------|------|-----|------|
| @ | A | 10m | 72.3.177.107 |
| | | | 72.3.177.104 |
| | | | 162.13.135.188 |
| | | | 162.13.135.189 |
| www | CNAME | 10m | nscstore.nitrosell.com |

**You can check your DNS records here:** https://www.nslookup.io/

**CNAME records** can be used to alias one name to another. CNAME stands for Canonical Name.

A common example is when you have both `example.com` and `www.example.com` pointing to the same application and hosted by the same server. In this case, to avoid maintaining two different records, it's common to create:

- An `A` record for `example.com` pointing to the server IP address

## A records

| IPv4 address | Revalidate in |
|---|---|
| > **r** 72.3.177.104 | 1h |
| > **r** 162.13.135.188 | 1h |
| > **r** 162.13.135.189 | 1h |
| > **r** 72.3.177.107 | 1h |

## AAAA records

No AAAA records found.

## CNAME record

No CNAME record found.

- A `CNAME` record for `www.example.com` pointing to `example.com`

## A records

| IPv4 address | Revalidate in |
|---|---|
| **r** 72.3.177.107 | |
| > For CNAME ecommerce.powered-by-nitrosell.com.— nscstore.nitrosell.com. | 1m |
| **r** 72.3.177.104 | |
| > For CNAME ecommerce.powered-by-nitrosell.com.— nscstore.nitrosell.com. | 1m |

## AAAA records

No AAAA records found.

## CNAME record

| Canonical name | Revalidate in |
|---|---|
| nscstore.nitrosell.com. | 1h |

As a result, `example.com` points to the server IP address, and `www.example.com` points to the same address via `example.com`. Should the IP address change, you only need to update it in one place: just edit the A record for `example.com`, and `www.example.com` automatically inherits the changes.

**You can also check if the domain is expired here: https://who.is/**

## Important Dates

| | |
|---|---|
| Expires On | 2023-06-22 |
| Registered On | 2012-06-21 |
| Updated On | 2022-06-02 |

If the issue is with SSL certificate (that may be the reason your customers can't access the website) and it shows as not valid, please contact WebSell support for assistance.