Troubleshooting a No nameservers are defined for the server this domain is assigned to Error

Symptom

When attempting to register or transfer a domain name, you may encounter a **No nameservers are defined for the server this domain is assigned to** error message:
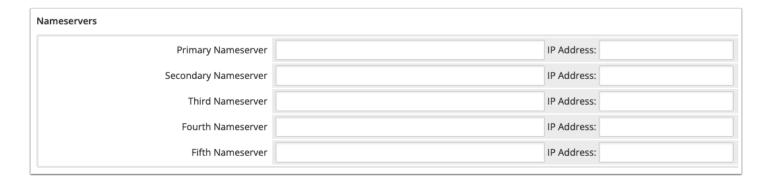

Cause

If you see this error, the service's assigned server does not have any defined nameservers. Successfully processing a domain registration or transfer requires primary and secondary nameservers.

When a domain registration or transfer relates to a hosting service, the system passes the nameservers from the server record to the domain registrar.

Whether the registration or transfer and a hosting service relate depends on whether:

- The order contains both a domain and a shared hosting or reseller hosting product.
- The domain matches the **Domain** value on a shared hosting or reseller hosting service for the same client.

Solution

To resolve this, edit the server record in the WHMCS Admin Area:

1. Go to **Configuration > System Settings > Servers**.
2. Click **Edit** for your server.
3. Enter a **Primary Nameserver** and **Secondary Nameservers**.
4. Click **Save Changes**.
5. Repeat this process for each server record.
6. Reattempt the domain registration.