Error In Domain Checking Details: Bad User Name Or Password

Summary

When creating new domain name account, you may encounter following error:

Error in Domain checking. Details: Error occured in Domain Name Check TLD= xxx SLD= www.xxxxxx Details: Error 1: Bad User name or Password

Applies To

MachPanel all versions

Solution

Domain registrar is not properly configured. Especially the Username and Password of registrar account needs to be readjusted with correct values.

Steps

To configure domain registrar, navigate the following path: **Navigation: Home » System Configuration » Providers » Domain Registrars**

Click on the **Configure** link and follow the instructions below:

- **Display Name:** Friendly name for this provider. No need to change this field.

- **Enabled:** Select NO only if you want to disable the registrar. This will result in removal of Top Level Domains (TLDs) assigned to this registrar from order forms and prevents system from renewing these TLDs.

- **Enable Test Mode:** Select YES if you want to perform test domain registrations.

- **User name:** Enter your reseller login ID.

- **Password:** Enter your reseller password.

- **Allow Transfer:** Will you allow domain transfer? Select Yes.

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- **Allow Change Contact Info:** Will you allow user to change domain contact info? Select Yes.

- **Parked Domain Name Servers:** Select the name servers assigned by default to domain registrations.

- **Allow Register Name Server:** Will you allow to register child name servers? If selected Yes, customer can register child name servers using customer control panel.

- **Admin Contact:** Check **Use Customer Profile Data** if you want to use customer's profile for admin contact of newly registered domains, otherwise enter the information in the fields given.

- **Technical Contact:** Check **Use Customer Profile Data** if you want to use customer's profile for admin contact of newly registered domains, otherwise enter the information in the fields given.

- **Billing Contact:** Check **Use Customer Profile Data** if you want to use customer's profile for admin contact of newly registered domains, otherwise enter the information in the fields given.