

.co.za domain is in pendingUpdate status after a nameserver change

Symptoms

- A .co.za domain has a pendingUpdate status instead of an Active one.
- pendingUpdate status has a time event in whois:

```
Domain Status:
pendingUpdate
Pending Timer Events:
PendingUpdateexpires 2025-09-05 23:11
```

- Domain's nameservers in RCP differ from the ones available in whois output
- Domain failed the registry's nameserver check.

Cause

The nameservers that have been assigned to a domain didn't pass the configuration check by the registry. A corresponding notification and an email (subject: **[Openprovider] example.co.za: nameservers check**) was sent to the reseller indicating the problem. Example email notification:

```
Domain:          example.co.za
Action:          nameservers check
Status:          ACT
Order date:      2025-09-03
Activation date: 2025-09-03
Renewal date:    2026-09-02
Expiration date: 2026-09-03
Comments:        the nameserver configuration is invalidated; for more
                  information, please refer to the registry message below
```

Registry message

Domain 'example.co.za' nameserver check failed after '1 week 1 day', issue
a nameserver update to recheck

Resolution

Some registries (ZACR included) require nameservers to be pre-configured upon domain registration. If their validation fails, the domain will be assigned to the nameservers of the registry.

Check the configuration of your nameservers, make sure they are available and the DNS zone for the domain is properly created and reissue a domain update via RCP or API.

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