

Whois Statuses Explained

Our first advice when having trouble when a domain does not resolve or a transfer is failing, to search the domain status in the whois.

This might provide an indication why a page does not resolve or why the transfer is rejected by the registry.

In the whois you will find the name of the current registrar, but also the sentence "Domain Status"

e.g.

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Domain Name: OPENPROVIDER.COM
Registrar: Hosting Concepts B.V. d/b/a Openprovider
Creation Date: 2000-02-04
Domain Status: clientTransferProhibited
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In the table below you can find the most common statuses, what it means and what you can do to solve the transfer issue.

Status Code	What does it mean?	Should you do something?
OK / ok	This is a domain's normal status, meaning it has no activities or prohibitions pending.	No, you can start a transfer if the current status is 'OK'. If you already have a domain at Openprovider and want to prevent outgoing transfers, you can allow the transfer lock to get the "clientTransferProhibited" status.
pendingTransfer	This status code indicates that a request to transfer your domain to a new registrar has been received and is being processed.	If you have not requested that your domain be transferred, you can immediately contact your registrar to request that the transfer request be refused on your behalf.
clientTransferProhibited	This status code informs you that your domain is locked and that the registry will deny requests from your current registrar to move the domain to another one.	This status means that the domain name will not be transferred, which will help to discourage unauthorized transfers. You must first contact your registrar if you want to transfer your domain, and request that they delete this status code. In Openprovider, you can do this yourself via the detail-page of the domain.

Other statuses that can affect transfers:

Status Code	What does it mean?	Should you do something?
clientHold	This status code tells your domain's registry to not activate your domain in the DNS and as a consequence, it will not resolve. It is a status that is usually enabled due to an expired contact verification or during a legal disputes.	Often, this status suggests a problem that needs resolution with your domain. If so, please search your control panel for the domain detail page, which will show what the domain problem is. However, a domain with this status can still be transferred.
serverHold	The Registry sets this status code. In the DNS, your domain is not activated, most likely because of a legal dispute.	Often, this status indicates an issue with your domain that needs to be addressed promptly. In most cases the registrant has been informed by the registry about the issue. Please contact the registrant or us for more information. However, a domain with this status can still be transferred.
serverTransferProhibited	This status code prevents your domain from being transferred from your current registrar to another. This status is used in the first 60 days after registration or transfer, during legal or other disputes, at your request, or when a redemptionPeriod status is in place.	You need to wait first to verify the registration or last transfer date of the domain, if this is within 60 days. This status can also imply a problem that needs to be urgently resolved with your domain. You should contact your registrar in that case to request more details and address the issue.
serverDeleteProhibited	This status code prohibits the deletion of your domain. It is a rare status that is normally enforced during court disputes, at your request, or when a status is in effect for the redemption period.	This status can mean a problem requiring resolution with your domain. If so, to request more details and to fix the issue, you can contact your registrar. If there are no problems with your domain and you just want to delete it, you must first contact your registrar and ask them to consult with the Registry Operator to clear this status code. Alternatively, certain Registry Operators provide a Registry Lock Service that enables registrants to set this status as added protection from unwanted deletions by their registrars. It will take longer to revoke this status than it does for clientDeleteProhibited because the registrar must forward your appeal to the registry of your domain and wait for it to lift the restriction.

redemptionPeriod	This status code indicates that your domain is in Hard Quarantine. For 30 days, the domain will be kept in this status. Your domain is purged from the registry database after five calendar days after the completion of the redemption period and becomes eligible for registration.	If you wish to retain your domain, you must contact your registrar immediately to address any problems that resulted in your registrar asking your domain to be removed, resulting in your domain's redemptionPeriod status.
pendingDelete	This status means that your domain has been in the redemptionPeriod status for 30 days and that during that period you have not restored it. Your domain will remain in this state for several days, after which time it will purge and remove your domain from the database of the registry. Once it is removed, the domain is open for re-registration in compliance with the rules of the registry.	Restoring your domain name is no longer a possibility. Only after it becomes available again may you re-request the domain.