

Whoops - an error has occurred!

I have received the error - "an error has occurred!"

Whoops! It seems your request could not be handled successfully.

In some cases, we are able to add a little explanation as to why the request was unsuccessful.

For example: "Company registration number missing" or "Admin contact must be a company"

But in some cases, our system is unfortunately not able to directly show the reason for the failed request and how to resolve this directly in the error message that you see in the control panel or API.

What to do then?

In 99% of the cases, the reason why a request failed, is due to missing data or an invalid request.

In this knowledge base, you can search for the "tld" (extension) of the domain you are trying to request. **In the section "registration" you can find in most cases a list of requirements. Please check if the requirements which are mentioned there are met.**

Example .NU:

As you can see, there is a list of requirements and sometimes even some links where you can verify the data you are using.

.nu

This article describes the procedures and requirements of .nu domain names.
Click on the subject below to open the dropdown for more information.



Registration

Successful domain registration via **RCP** or **API** requires:

- two or more nameservers or a nameserver group

The domain owner contact must have the following data included:

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- Private individual
 - Swedish personal number (registrants from Sweden)
 - Social security number (registrants from other countries)
 - Legal entity
 - Swedish organizational number (registrants from Sweden)
 - Company registration number (registrants from other countries)

If the registrant lists a Swedish address, but wishes to use an ID number issued by a different county, then the ID number must include the two-letter country code of the issuing country in square brackets.

For example, a passport from the Netherlands with number 12345678 would be written as *[NL]12345678*. For Swedish residents, do not include any country code; the valid format is *123456-7890* (6 digits, dash, 4 digits).

Remember to verify the company registration number on **Bolagsverket**.

Also the "detailed extension information" can shed light on the problem as it contains some extra (technical) information.

Detailed extension information

Registry

- Registry: [Internetstiftelsen](#)
- Registry whois: [whois.iis.nu](#)
- Registry web based whois: <https://internetstiftelsen.se/en/search-domains/>
- Registry zonefile updates: Every hour

Technical information

- DNSSEC support: yes
- Minimum length: 3 characters
- Maximum length: 63 characters
- Allowed characters: a-z 0-9 -
- IDN characters: **yes**
- Registration period: 1–10 years
- Renewal date offset: -9 days
The number of days before the registry's expiration date, that Openprovider requires the domain to be renewed or expired. [More info.](#)
Note that the dates as shown in your Openprovider account are always leading, even if they do not match the renewal date offset mentioned here.
- Soft quarantine period: n/a days
During this period, following after an expiration, the domain can be restored for free. This period does not apply if the domain is deleted explicitly. [More info.](#)
- Quarantine period: 59 days
During this period, an expired or deleted domain name can be reactivated at an additional fee.

Restrictions

- Local presence required? **no**
- Does Openprovider provide local presence services? **n/a**
- Local activity required? **no**
- Correct nameserver configuration required? **no**
- The Domain(s) can be registered without further limitations.
- Company number (companies) or Social security number (individuals) is required.
- If the country code for Sweden is given (SE), a valid Swedish personal or organizational number must be given (6 digits, dash, 4 digits).

To find answer to your problem, please locate the "tld article" (extension article) via the homepage [openprovider.help](#) and check the requirements.

Knowledge Base

Get an answers to your questions using search keywords, or
check categories below.

If you are unable to figure out what is wrong even after cross-checking the registration data, please reach out to us at [Contact Support](#).

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