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Fault Reporting

If an organisation believes that their e-mail or web services are not working properly, it is strongly recommended that they contact their service provider in the first instance, to help diagnose exactly where the problem lies. Otherwise, faults with the service may be reported via the service desk on Tel: 0300 300 2212 or via email: <u>help@jisc.ac.uk [1]</u>, If:

- you see errors in your domains or reverse zones
- there is an incorrect zone delegation (details of secondary nameserver etc)
- you have some emergency, such as a need to immediately update a resource record
- one of your domains seems to be unavailable
- there is inconsistency between primary and secondary nameservers.

Source URL: https://community.jisc.ac.uk/library/janet-services-documentation/contact-primary-nameserver-service

Links [1] mailto:help@jisc.ac.uk