

Addon domains and Cloudflare - Error "This domain points to an IP address that does not use the DNS servers associated with this server"

Problem

When adding an additional domain to your hosting account (*addon domain*), a verification of the domain's nameservers is performed. To successfully add the domain, its nameservers must be set to ns1.cloudey.net and ns2.cloudey.net. This is done to prevent adding domains which belong to a third party.

However, this check fails for domains using Cloudflare, since the nameservers of the domain will not match ours. When trying to add a domain which is set up with Cloudflare, you will see the error message "This domain points to an IP address that does not use the DNS servers associated with this server".

Solution

To add a domain which uses Cloudflare (or other 3rd party DNS provider) instead of Cloudey's nameservers, please [open a ticket](#) containing the domain you would like to add to your account. We will fulfil your request as soon as possible!

Keep in mind that you will need to manually add any DNS records, including for subdomains, when using Cloudflare. You can find the essential DNS records for e-mail and other services here: [Nameservers](#), [DNS](#), and [Cloudflare](#)

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