UA Knowledge Base

Answers to Frequently Asked Technical Questions in the Universal Acceptance space

1. **My domain name doesn't resolve. I get a search result instead of my website.**
   When text is entered into an address bar in most browsers, the browser itself determines whether it thinks it's an address or a search term. Contact the browser developer to alert them of the problem. NB: Some of the browser development teams are volunteers. Please make sure that your reporting a new problem that hasn't already been solved.

   - *Apple Safari: https://www.apple.com/feedback/safari.html*
   - *Google Chrome: https://support.google.com/chrome/answer/95315?hl=en*
   - *Firefox: https://bugzilla.mozilla.org*
   - *Opera: https://bugs.opera.com/wizard/*
   - *Internet Explorer: https://connect.microsoft.com/ie/*
   - *Torch: http://support.torchbrowser.com/Knowledgebase/List/Index/2/fix-a-problem*
   - *Maxthon: http://www.maxthon.com/help-and-support/*
   - *SeaMonkey: http://www.seamonkey-project.org/dev/get-involved*
   - *Avant Browser: http://forum.avantbrowser.com/viewforum.php?f=6*
   - *Deepnet Explorer: http://www.deepnetexplorer.com/help/faq.asp#*

Sometimes a browser will make use of the information in the Mozilla Public Suffix List (PSL). The PSL is maintained by a group of volunteers, who make reasonable best efforts to be proactive and keep the list up to date, however it is suggested that registries have their technical teams periodically review the list and add or update their entries.   If the PSL has not been updated to reflect a newly delegated registry, browsers (or other applications) that perform pre-DNS logic may treat that string as a search term.

To update the PSL the registry operator should have someone familiar with github and pull requests visit https://publicsuffix.org or review the guidelines at the wiki for the PSL https://github.com/publicsuffix/list/wiki/Guidelines

Note: Some browsers utilize a snapshot of the list, using one that was current at the time they release the browser software version, incorporating that snapshot in their software in order to be more responsive to the user. As result, updating the PSL may have a delayed impact to solving browser issues on some platforms and browser software until those developers update the incorporated list. These updates are often included with updates to Tablet or Mobile platforms, (Example: IOS updates include updated Safari). This is not within the control of the PSL maintainers and represents the majority of reported issues.

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Universal Acceptance