

# Domain

## Why do I receive emails with the subject line "Domain transfer failed"?

You received this email from our customer-support, because your entered AuthInfo-Code or AuthCode is incorrect, that means the domain-transfer could not be completed.

Please log in into the customer panel and correct the Authinfo/Authcode to start the transfer again.

Please proceed as follows:

- log in into the customer panel.
- select the corresponding contract.
- click "Domains" in the left menu in the area "customer-/contract data".
- correct the Authinfo/Authcode in the area "AuthCode".
- click "Save" to save the settings

Unique solution ID: #1632

Author: EUserv Kundensupport

Last update: 2014-09-30 09:23