

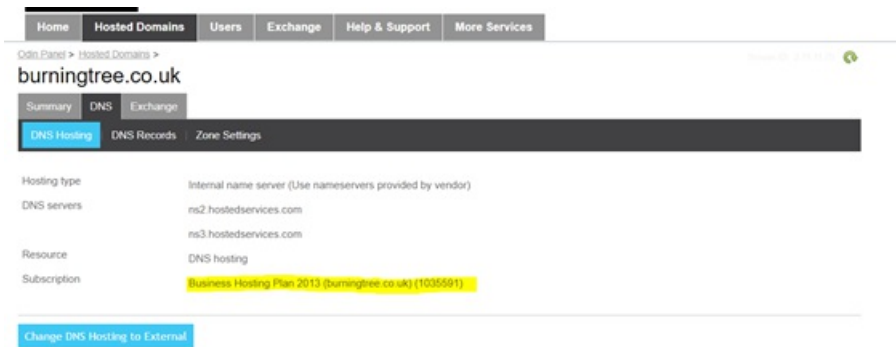
DNS Hosting HEX Process

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How to Cancel DNS Hosting in Odin 6 Without Breaking the Domain

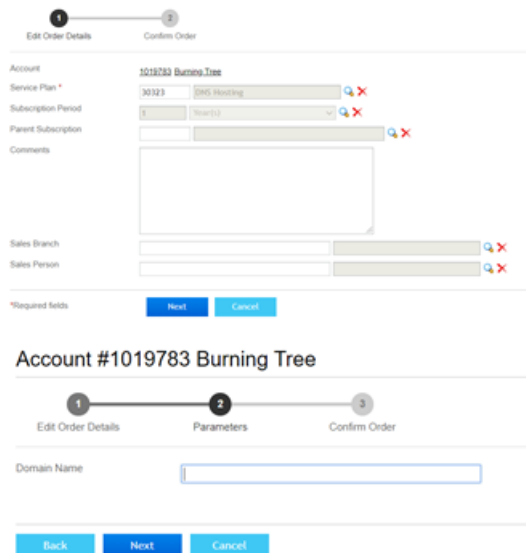
[Check the subscription](#)

Firstly log on via the Customer CP > **Hosted Domains** > Select Domain > DNS > **DNS Hosting**. If the subscription that shows here is the subscription you are looking to cancel then this will need to be changed.



Adding the DNS Hosting Plan

Go back to the reseller side, then into **Billing**. You will need to place a new order for this customer via Customers > Click on your customer > Orders > Add New Order > the plan is **DNS Hosting (30323)** > select a 1 year period > Next > **Leave the domain field blank** > Next > Finish.



This should be a 0 cost subscription, and you will need to approve the order manually as it's the old control panel.

Switch the Domain Hosting Subscription

1. Logging back into the Customer Control Panel, go to Hosted Domains > Select the Domain > DNS > DNS

Hosting > Change DNS Hosting to External.

The screenshot shows the Odin Panel interface for the domain **burningtree.co.uk**. The navigation tabs are Summary, DNS, and Exchange. Under the DNS tab, there are sub-tabs for DNS Hosting, DNS Records, and Zone Settings. The DNS Hosting sub-tab is active. The settings are as follows:

Hosting type	Internal name server (Use nameservers provided by vendor)
DNS servers	ns2.hostedservices.com
	ns3.hostedservices.com
Resource	DNS hosting
Subscription	DNS Hosting (1058141)

At the bottom, there is a button labeled "Change DNS Hosting to External".

2. Now switch the DNS hosting back to **Internal** via the same method, but this time when you switch it back make sure to change the subscription to the new DNS Hosting subscription that you've just ordered.

The screenshot shows the Odin Panel interface for the domain **burningtree.co.uk**. The navigation tabs are Summary, DNS, and Exchange. Under the DNS tab, there is a sub-tab for DNS Hosting. The "Subscription" field is open, showing a dropdown menu with the following options:

- DNS Hosting (1058141)
- DNS Hosting (1058141)
- Business Hosting Plan 2013 (burningtree.co.uk) (1035591)

At the bottom, there are two buttons: "Next >>" and "Cancel".

3. If this has been done correctly it will look like the below screenshot, and you should now be fine to cancel the original Hosted Exchange subscription without breaking the domain that was previously tied to it.

The screenshot shows the Odin Panel interface for the domain **burningtree.co.uk**. The navigation tabs are Summary, DNS, and Exchange. Under the DNS tab, there are sub-tabs for DNS Hosting, DNS Records, and Zone Settings. The DNS Hosting sub-tab is active. A green banner at the top indicates "DNS Hosting successfully changed". The settings are as follows:

Hosting type	Internal name server (Use nameservers provided by vendor)
DNS servers	ns2.hostedservices.com
	ns3.hostedservices.com
Subscription	DNS Hosting (1058141)

At the bottom, there is a button labeled "Change DNS Hosting to External".