
Could not resolve host: api.mailerlite.com

Posted by gregor - 2021/06/02 07:52

Hi,

we're getting a lot of "...Could not resolve host: api.mailerlite.com..." errors when syncing users to Mailerlite. I'd say it's 1 in 8 that doesn't get synced. Fortunately you provide error logs so it's not hard to find the users and add them manually, but do you know if this is a general Mailerlite problem (other users complain) ... or it might be something else?

Website runs on
WP 5.7.2
Theme: Health Coach v.1.0
PHP 7.3.6

thanks

Re:Could not resolve host: api.mailerlite.com

Posted by admin - 2021/06/02 08:05

Hello,

It doesn't look like a problem with the plugin because host names are resolved by DNS which are configured on your hosting server. Contact hosting support so they check this problem.

Regards,
ARI Soft

Re:Could not resolve host: api.mailerlite.com

Posted by gregor - 2021/06/02 08:23

thank you

Re:Could not resolve host: api.mailerlite.com

Posted by gregor - 2021/06/08 07:33

We checked everything on our server and contacted Mailerlite and can't find a reason why this would be happening. Though lately everything is fine and we only had one record "lost" since we turned on debugging.

My question is: is it possible that PHP version is giving us troubles? ... we checked cURL setting, DNS setting and logs and everything works fine, we found no issues in logs and server connects to Mailerlite without a problem, Mailerlite support also found nothing wrong, no specific records in the logs pointing to a possible problem. They advised us to contact you again, maybe you have any other ideas/advice?

thanks

Re:Could not resolve host: api.mailerlite.com

Posted by admin - 2021/06/08 12:04

It is not a problem on MailerLite side. It looks like a problem on your server. Our plugin uses official PHP library from MailerLite to communicate with MailerLite servers via rest API. It uses cURL under the hood.

Regards,
ARI Soft

