

User Guide for DNS Management

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Introduction

Domain Name System or Server (DNS) is a Service provided to translate domain names into IP addresses. When a domain name is input, a DNS service translates the name into the corresponding IP address.

For example, the domain name `www.example.com` might translate to `198.168.232.4`.

This guide will help you navigate and complete critical tasks to benefit your business and provide tips to better utilize the application.

2

How do I access the DNS management?

Telstra connect login

This section describes how to login into Telstra Connect and access the DNS management.

Step 1: Login to Telstra Connect

Log in to Telstra connect.

Sign in to Telstra Connect

Username

This may be the email address you receive Telstra Connect communications from, the email address you provided when you created your Telstra Connect account, or your company email address.

☐ Remember username

If you tick this box we'll remember your username. Leave it unticked if you're using a public or shared device.

[Next](#)

[Get Telstra Connect access](#)

Step 2: Navigate to DNS management

- Click on the **Your services** tile.

Useful links [What's new](#)

Your requests →

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On track

0

On hold

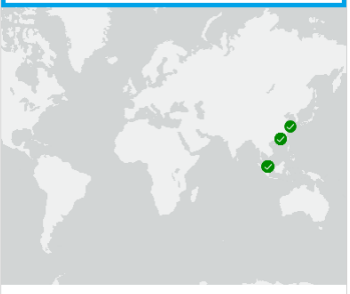
3

Delayed

1

[Track requests →](#)[Manage](#)

Your services →



[Network and performance report →](#)

Tracking →

Incidents >

[View closed incidents](#)

Requests >

[View all requests](#)

Orders ▲

Planned maintenance >


[View all planned maintenance](#)

- II. Click on the valid **IPT** or **GID** service from the **Your Services** list

Dashboard > Your services

Your services

Useful Tools [Network and performance report](#) → ...

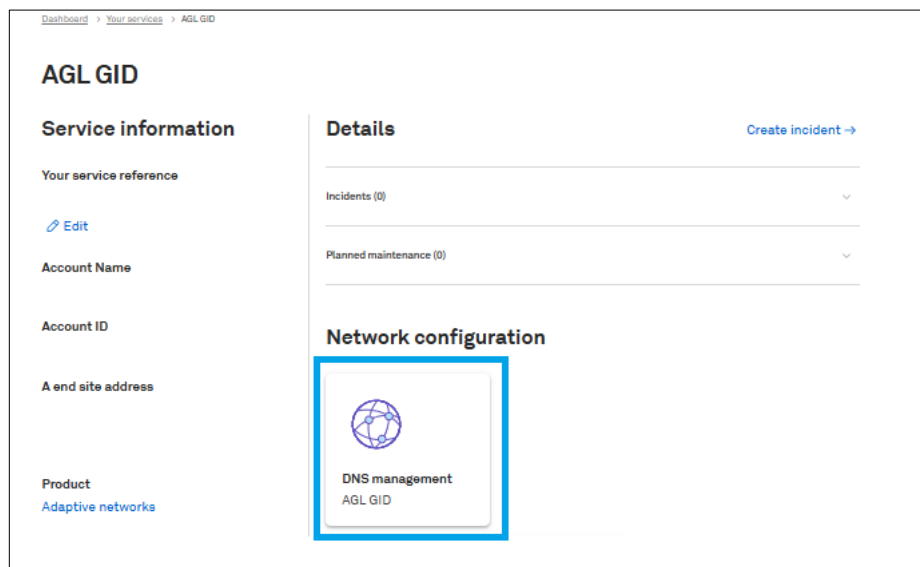


[Hide map](#) [Search your services](#) [Filter](#)

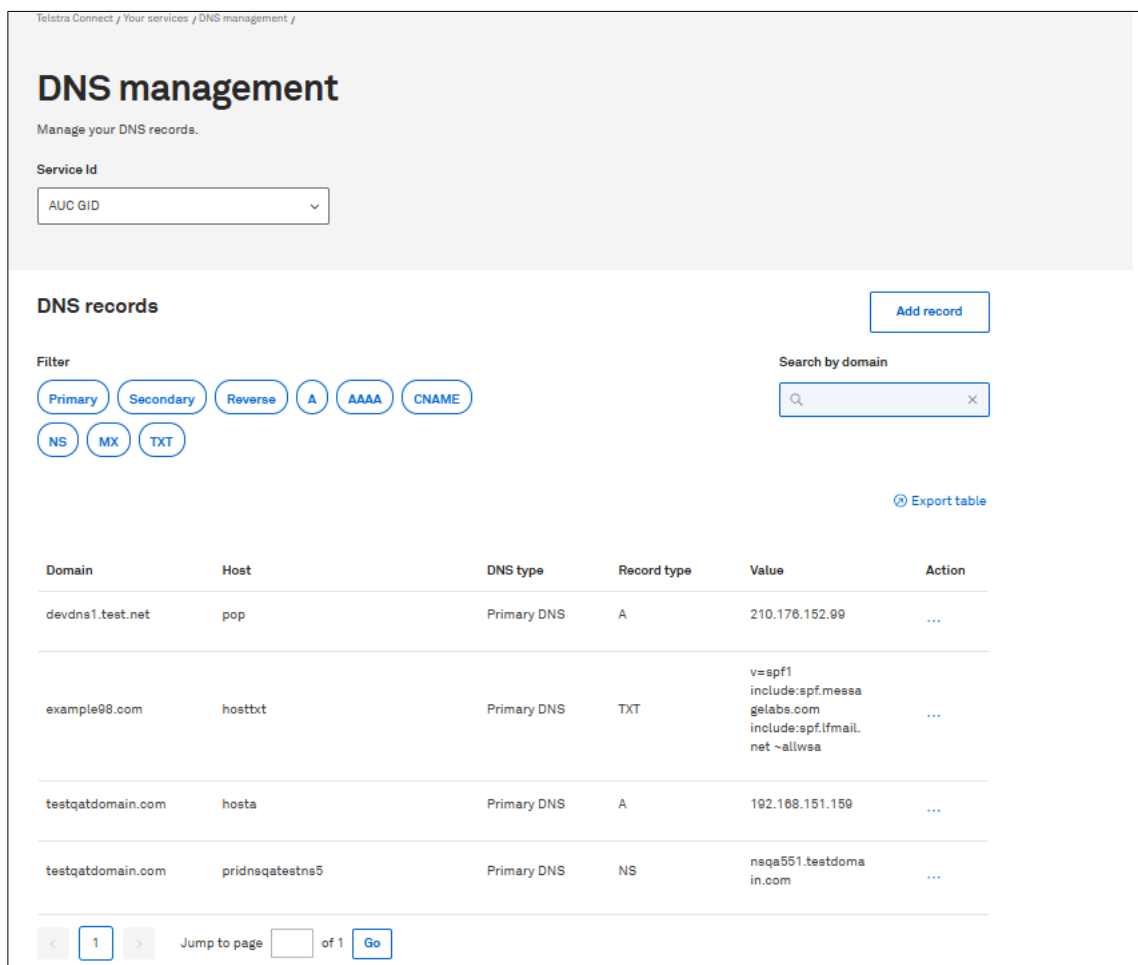
Company: True Internet Corporation Co.,... (1) [Select columns](#) [Download summary](#)

Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
	COLO-XC			-	+ Add your reference	-
	COLO-XC			-	+ Add your reference	-
	COLO-XC			-	+ Add your reference	-
	COLO-XC			-	+ Add your reference	-
	IPT			-	+ Add your reference	0
	IPT	SNG IPT		-	+ Add your reference	30G
	IPT	SNG IPT		-	+ Add your reference	2.5G
	IPT	SNG IPT		-	+ Add your reference	2.5G

- III. Click **DNS management** under the **Network configuration** to be redirected to **DNS management** home page



- IV. In **DNS management** page user is allowed to view the **DNS records** for the selected Service ID
- User is allowed to View, add & delete the Primary, Secondary & Reverse DNS records from the **DNS management** page



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View DNS records

User is allowed to view the DNS records from the **DNS management** page. Also, user can

- Filter the DNS records
- Search by domain
- Export the table in csv format.

Telstra Connect / Your services / DNS management /

DNS management

Manage your DNS records.

Service Id

AUC GID

DNS records

Add record

Filter

Primary

Secondary

Reverse

A

AAAA

CNAME

NS

MX

TXT

Search by domain

Export table

Domain	Host	DNS type	Record type	Value	Action
devdns1.test.net	pop	Primary DNS	A	210.176.152.99	...
example98.com	hosttxt	Primary DNS	TXT	v=spf1 include:spf.messa gelabs.com include:spf.ifmail. net ~allwsa	...
testqatdomain.com	hosta	Primary DNS	A	192.168.151.159	...
testqatdomain.com	pridnsqatestns5	Primary DNS	NS	nsqa551.testdoma in.com	...

< 1 >

Jump to page of 1

Go

Filter the DNS records

User can filter the **DNS records** by **DNS type** and **Record type** just by clicking on **Primary**, **Secondary**, **Reverse**, **A**, **AAAA**, **CNAME**, **NS**, **MX** or **TXT** under **Filter** section

Telstra Connect / Your services / DNS management /

DNS management

Manage your DNS records.

Service Id
AUC GID

DNS records

[Add record](#)

Filter

Primary Secondary Reverse **A** AAAA CNAME

NS MX TXT

Search by domain

[Export table](#)

Domain	Host	DNS type	Record type	Value	Action
devdns1.test.net	pop	Primary DNS	A	210.176.152.99	...
testqatdomain.com	hosta	Primary DNS	A	192.168.151.159	...

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Search domain

User can search the **DNS records** by entering the full or partial **domain** value in the **Search by domain** box

Telstra Connect / Your services / DNS management /

DNS management

Manage your DNS records.

Service Id
AGL GID

DNS records

[Add record](#)

Filter

Primary Secondary Reverse **A** AAAA CNAME

NS MX TXT

Search by domain

[Export table](#)

Domain	Host	DNS type	Record type	Value	Action
abc87.com	hostmx	Primary DNS	MX	76 test.mx.domain.com	...

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Export table

User can download the **DNS records** in csv format by clicking on the **Export table** link

DNS management

Manage your DNS records.

Service Id

AGL GID

DNS records

[Add record](#)

Filter

[Primary](#)[Secondary](#)[Reverse](#)[A](#)[AAAA](#)[CNAME](#)[NS](#)[MX](#)[TXT](#)

Search by domain

[Export table](#)

Domain	Host	DNS type	Record type	Value	Action
abc412.com	hostname	Primary DNS	CNAME	192.168.151.9	...
abc87.com	hostmx	Primary DNS	MX	78 test.mx.domain.co m	...

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of 1

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Add record

From the **DNS management** page user is allowed to **Add records** to the **DNS records** table

Step-1

Click in **Add record** from the **DNS management** page

Telstra Connect / Your services / DNS management /

DNS management

Manage your DNS records.

Service Id
AGL GID

DNS records

Filter

Primary Secondary Reverse A AAAA CNAME NS MX TXT

Search by domain

Export table

Domain	Host	DNS type	Record type	Value	Action
abc412.com	hostname	Primary DNS	CNAME	192.168.151.9	...
abc87.com	hostmx	Primary DNS	MX	76 test.mx.domain.com	...

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Step-2

User is allowed to add below types of the DNS records

- Primary DNS
- Secondary DNS
- Reverse DNS
 - o Reverse DNS mapping
 - o Reverse DNS delegation

Telstra Connect / Your services / DNS management /

Add a DNS record

Service ID

AGL GID

DNS type

Primary DNS

Primary DNS

Secondary DNS

Reverse DNS

Record Type

Value

More details (optional)

Your request reference (optional)

[< Back](#) [Submit request](#)

Add a DNS record: Primary DNS

To add the Primary DNS record user should enter the below fields.

Field	Optional or Mandatory	Description
Service ID	Mandatory	Service ID of the service that this DNS record will apply to
DNS type	Mandatory	Type of the DNS record
Domain	Mandatory	The Name of the Domain that this Primary DNS record applies to e.g. www.mydomain.com or example.com
Hostname	Mandatory	Host name that this Primary DNS record applies to e.g. hostname.mydomain.com
Record type	Mandatory	A, AAAA, CNAME, MX, NS or TX Check the below table for the description.
Value	Mandatory	Value of the selected record type

More details	Optional	A short description of your request.
Your request reference	Optional	Reference details of the request, if any.

Record Type	Description
A	An A record or ADDRESS record gives you the IPv4 address of a domain. That way, users that try to go to www.example.com will get to the right IPv4 address. e.g. 134.159.20.12
AAAA	An AAAA record or ADDRESS record gives you the IPv6 address of a domain. That way, users that try to go to www.example.com will get to the right IPv6 address. e.g. 2001::10:0:0:20
CNAME	A CNAME record or Canonical Name record is a type of resource record in the Domain Name System (DNS) that specifies that the domain name is an alias of another, canonical domain name. e.g. pop.secureserver.net
MX	A MX record or Mail Exchanger record is a type of resource record in the Domain Name System (DNS) specifying how Internet e-mail should be routed using the Simple Mail Transfer Protocol (SMTP) e.g.: 60-cluster5.us.messagelabs.com
NS	A NS record or Name Sever record is responsible for translating domain names and IP addresses e.g. ns1.example.com
TXT	The TXT record or TEXT record used to define the Sender Policy Framework (SPF) information record which may be used to validate legitimate email sources from a domain. e.g. "Located in a black hole"

Telstra Connect / Your services / DNS management /

Add a DNS record

Service ID
AGL GID

DNS type
Primary DNS

Domain
e.g. www.mydomain.com or example.com

Hostname
e.g. hostname.mydomain.com

Record Type

Value

More details (optional)

Your request reference (optional)

[< Back](#) [Submit request](#)

Telstra Connect / Your services / DNS management /

Add a DNS record

Service ID
AGL GID

DNS type
Primary DNS

Domain
e.g. www.mydomain.com or example.com

Hostname
e.g. hostname.mydomain.com

Record Type

Displaying 6 of 6 results

- A
- AAAA
- CNAME
- NS
- MX
- TXT

[< Back](#) [Submit request](#)

Add a DNS record: Secondary DNS

To add the Secondary DNS record user should enter the below fields.

Field	Optional or Mandatory	Description
Service ID	Mandatory	Service ID of the service that this DNS record will apply to
DNS type	Mandatory	Type of the DNS record
Domain	Mandatory	The Name of the Domain that this Secondary DNS record applies to. e.g. www.mydomain.com or example.com
Primary nameserver IP	Mandatory	Enter the IP Address of the Primary DNS Server. The IP Address can be in either IPv4 or IPv6 format depending on the IP Version of the Primary Name Server. e.g. 140.12.10.11 or 2602:80E:D000::
More details	Optional	A short description of your request.
Your request reference	Optional	Reference details of the request, if any.

Telstra Connect / Your services / DNS management /

Add a DNS record

Service ID

DNS type

Domain
e.g. www.mydomain.com or example.com

Primary nameserver IP
Enter IPv4 or IPv6 address e.g. 140.12.10.11 or 2602:80E:D000::

More details (optional)

Your request reference (optional)

[< Back](#) [Submit request](#)

Add a DNS record: Reverse DNS mapping

To add the Reverse DNS mapping record user should enter the below fields.

Field	Optional or Mandatory	Description
Service ID	Mandatory	Service ID of the service that this DNS record will apply to
DNS type	Mandatory	Type of the DNS record
Domain	Mandatory	The Name of the Domain that this Reverse DNS record applies to. e.g. www.mydomain.com or example.com
IP address	Mandatory	Enter the IP Address of the Reverse DNS Server. e.g. 140.12.10.11 or 2602:80E:D000::
More details	Optional	A short description of your request.
Your request reference	Optional	Reference details of the request, if any.

Telstra Connect / Your services / DNS management /

Add a DNS record

Service ID
 AGL GIE

DNS type
 Reverse DNS

Type of reverse DNS
☒ Reverse DNS mapping
☐ Reverse DNS delegation

Domain
 e.g. www.mydomain.com or example.com

IP address
 Enter one address only e.g. 140.12.10.11

More details (optional)

Your request reference (optional)

[< Back](#) [Submit request](#)

Add a DNS record: Reverse DNS delegation

To add the Reverse DNS delegation record user should enter the below fields.

Field	Optional or Mandatory	Description
Service ID	Mandatory	Service ID of the service that this DNS record will apply to
DNS type	Mandatory	Type of the DNS record
Name server	Mandatory	Name Server for the Reverse Mapping e.g. www.mydomain.com or example.com
IP address range	Mandatory	Enter the IP Address range e.g. 140.12.10.11/26
More details	Optional	A short description of your request.
Your request reference	Optional	Reference details of the request, if any.

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Add a DNS record

Service ID
AGL GID 1

DNS type
Reverse DNS

Type of reverse DNS
☐ Reverse DNS mapping
☒ Reverse DNS delegation

Name server
Enter one server only e.g. ns1.domain.com

IP address range
Enter an address range e.g. 140.12.10.11/28

More details (optional)

Your request reference (optional)

[< Back](#) [Submit request](#)

Step-3

Submit the request to add the DNS record. With the unique request number DNXXXXXX user can track the request status (Check section Track your request).

Request submitted

Your request number is DN000763


This request may take up to two business days to complete.

We'll email you a status update within two business days.

You can also track or cancel this request in tracking if you have tracking permission.

[Go to DNS management](#)

[Track your request →](#)



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Delete record

From the **DNS management** page user is allowed to **Delete records** from the **DNS records table**.

Steps to delete the **DNS records** are as below.

Step-1

Click on **Delete record** link present under the **DNS records** table → **Action** column for the desired DNS record

The screenshot shows the 'DNS management' page in Telstra Connect. It includes a 'Service Id' dropdown menu set to 'AGL GID'. Below this is the 'DNS records' section with filter buttons for Primary, Secondary, Reverse, A, AAAA, CNAME, NS, MX, and TXT. A search bar labeled 'Search by domain' is also present. An 'Add record' button is in the top right. Below the filters is a table of DNS records. The table has columns: Domain, Host, DNS type, Record type, Value, and Action. The 'Action' column contains a three-dot menu icon. A blue box highlights the 'Delete record' option in the menu for the record with Domain 'abc.com' and Host 'hosttxt'.

Domain	Host	DNS type	Record type	Value	Action
example1234.com		Reverse DNS	Reverse Delegation	210.176.143.136/29	...
secondarydnsaprodtest14.com		Secondary DNS		Nameserver IP: 192.168.39.51	...
abc.com	hosttxt	Primary DNS	TXT	v=spf1 include:gelabs.corn include:spf.ifmail.net ~alluy	... Delete record
abc87.com	hostmx	Primary DNS	MX	76 test.mx.domain.com	...

Step-2

Provide **More details (optional)** & **Your request reference (optional)** and click on **Request to delete**

Request to delete DNS record

You're requesting to delete the following records:

Service ID	DNS type
AGL GID {	Primary DNS
Domain	Host
abc.com	hosttxt
Record Type	Value
TXT	v=spf1 include:spf.messagelabs.com include:spf.ifmail.net ~all

More details (optional)

Your request reference (optional)

Cancel

Request to delete

Step-3

After submitting the Request to delete. Unique request number DNXXXXXX will be generated, with this user can track the request status (Check section Track your request).

Request submitted

Your request number is DN000763

This request may take up to two business days to complete.

We'll email you a status update within two business days.

You can also track or cancel this request in tracking if you have tracking permission.

Go to DNS management

Track your request →

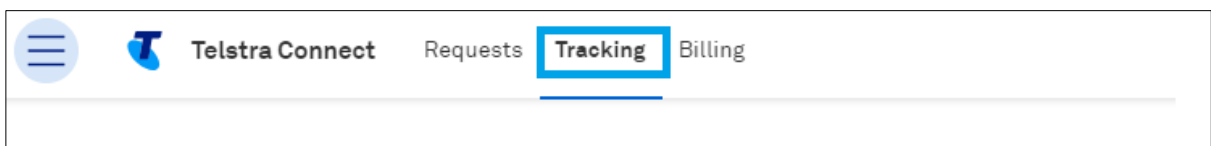
6

Track your request

After submitting the request to add or delete DNS records user can track the status of the request. Steps as below.

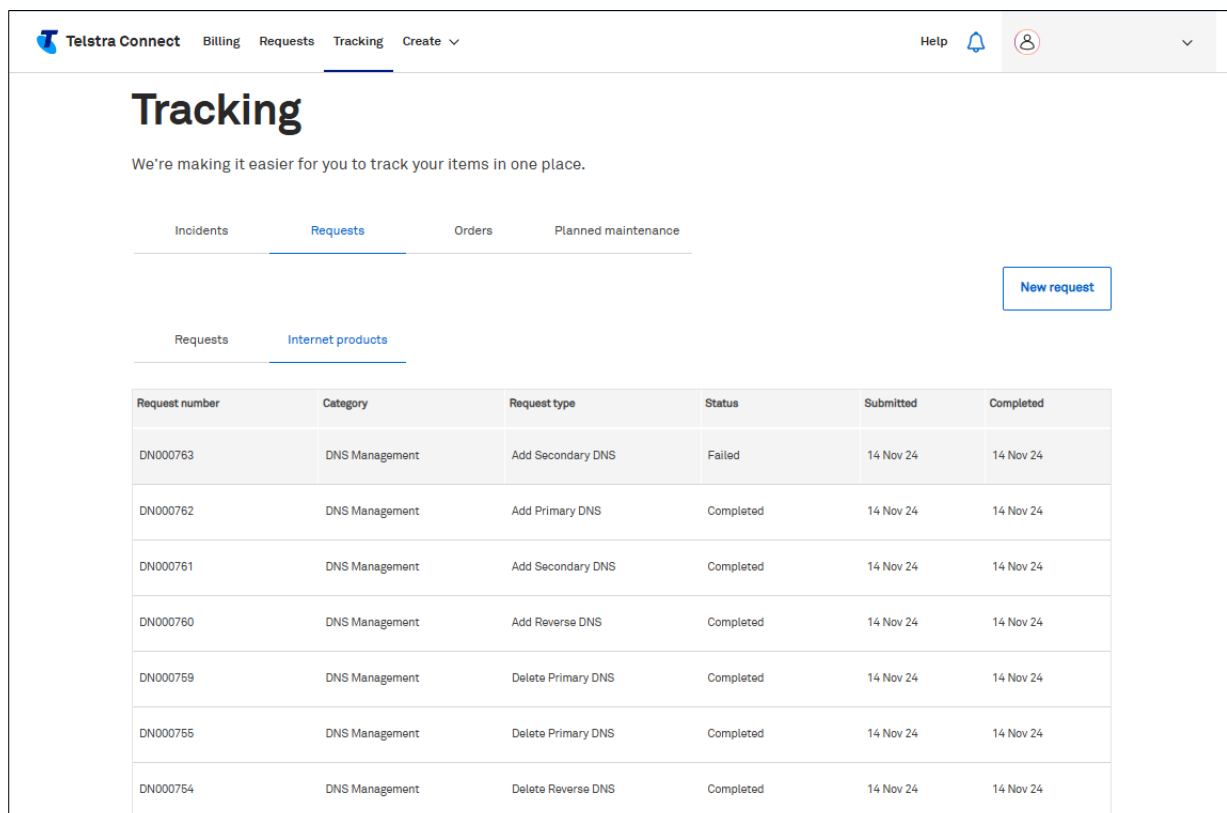
Step-1

From the T-Connect dashboard click on the **Tracking** menu



Step-2

Under **Requests**→**Internet products** user can view all the DNS management requests submitted by the same customer.



Tracking

We're making it easier for you to track your items in one place.

Incidents **Requests** Orders Planned maintenance

[New request](#)

Requests **Internet products**

Request number	Category	Request type	Status	Submitted	Completed
DN000763	DNS Management	Add Secondary DNS	Failed	14 Nov 24	14 Nov 24
DN000762	DNS Management	Add Primary DNS	Completed	14 Nov 24	14 Nov 24
DN000761	DNS Management	Add Secondary DNS	Completed	14 Nov 24	14 Nov 24
DN000760	DNS Management	Add Reverse DNS	Completed	14 Nov 24	14 Nov 24
DN000759	DNS Management	Delete Primary DNS	Completed	14 Nov 24	14 Nov 24
DN000755	DNS Management	Delete Primary DNS	Completed	14 Nov 24	14 Nov 24
DN000754	DNS Management	Delete Reverse DNS	Completed	14 Nov 24	14 Nov 24

Step-3

On click of the any request user can view the details of the add or delete DNS records request.

Internet product request

Request No : DN000763

Summary

Category

DNS Management

Request Type

Add Secondary DNS

Status

Failed

Submitted

14-11-2024 5:13:43 am UTC+0

Completed

14-11-2024 5:13:57 am UTC+0

Request By

hotel_uat_dns@b2btestlabs.com

Details

Service ID

AGL GID

DNS type

Secondary DNS

Domain

iaso56789.com

Primary nameserver IP

192.168.39.57

Failure reason

DNS Server validation failed