User Guide for
DNS Management

Content

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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.

Step 2: Navigate to DNS management

I.   Click on the **Your services** tile.
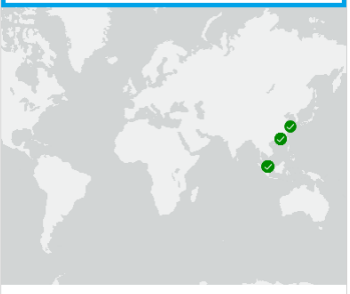
II.   Click on the valid **IPT** or **GID** service from the **Your Services** list

III.   Click **DNS management** under the **Network configuration** to be redirected to **DNS management** home page
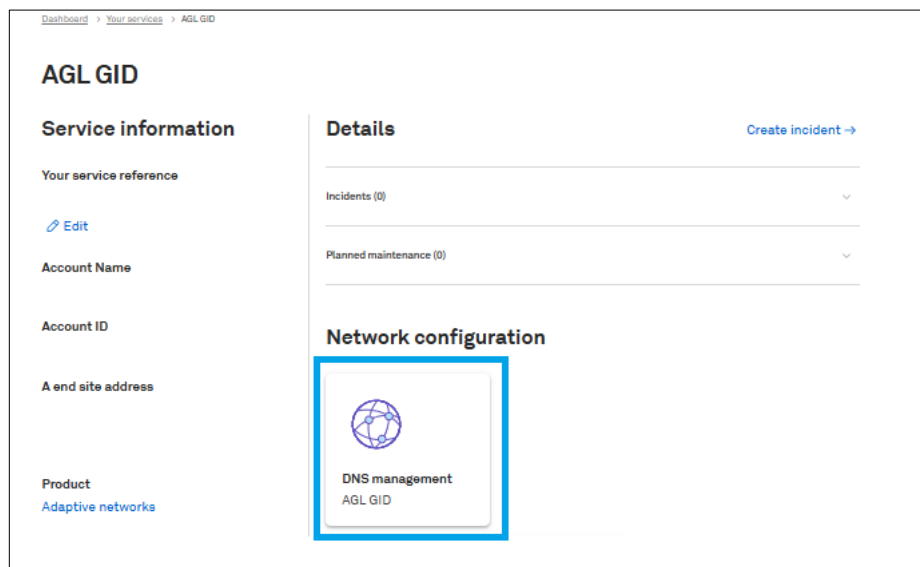
IV.   In **DNS management** page user is allowed to view the **DNS records** for the selected Service ID

User is allowed to View, add & delete the Primary, Secondary & Reverse DNS records from the **DNS management** page
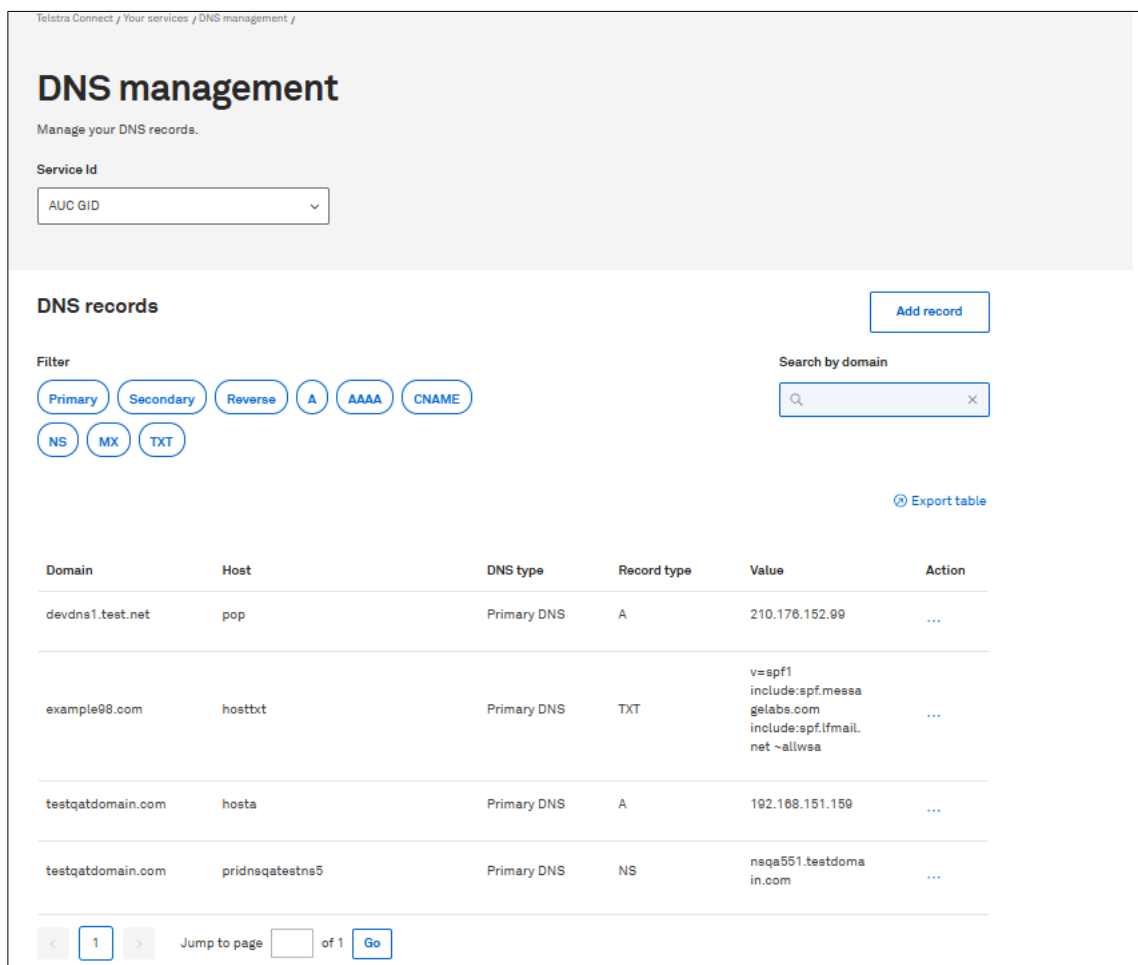
3
View DNS records

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.

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

Search domain

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

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	hostcname	Primary DNS	CNAME	192.168.151.9	...
abc87.com	hostmx	Primary DNS	MX	76 | test.mx.domain.com	...

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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

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

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"

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.

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.

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.

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).

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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

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 follwing 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.lfmail.net ~aluy

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.

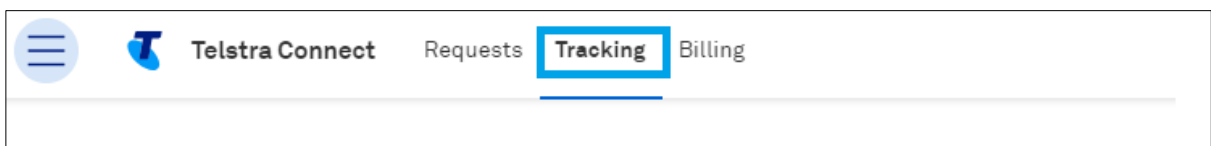**Go to DNS management**

Track your request →

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Track your request

After submitting the request to add or delete DNS records user can track the status of the request. Steps as below.
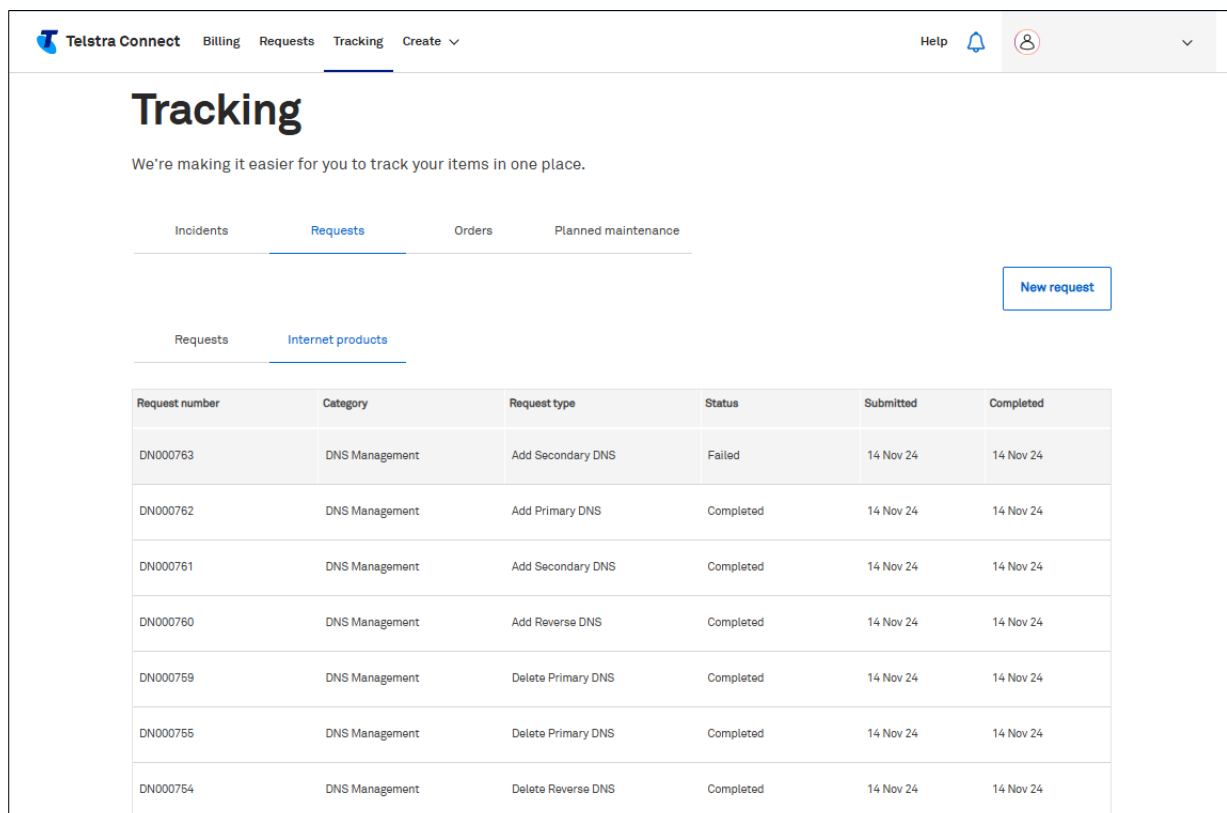
Step-1

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.

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