Telstra Connect User Guide

IP Route & Prefix Management – Domain Name System (DNS) Tool

Contents

Welcome to Telstra Connect IP Route and Prefix Management – Domain Name System

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 utilise the application.

Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example ***www.telstraenterprise.com.au***.

Chapter 1

How do I access DNS?

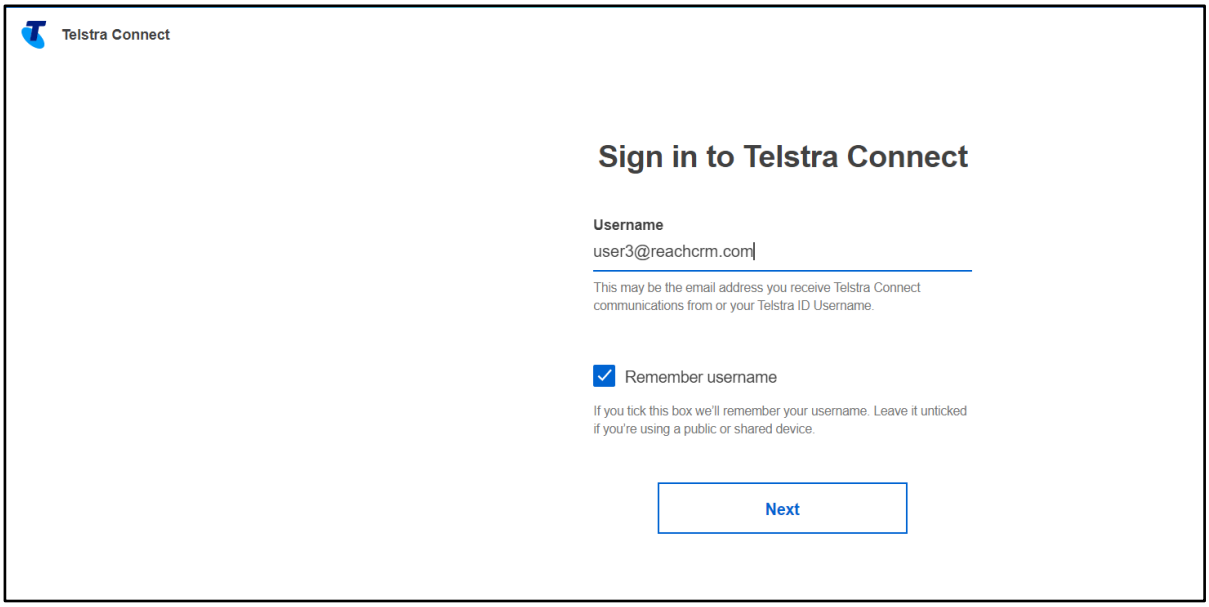
Telstra Connect Sign in

This section describes how to login to the Telstra Connect and access the Route Management.

Step 1

Sign in to Telstra Connect

Sign in to Telstra Connect via ***https://connectapp.telstra.com/***.

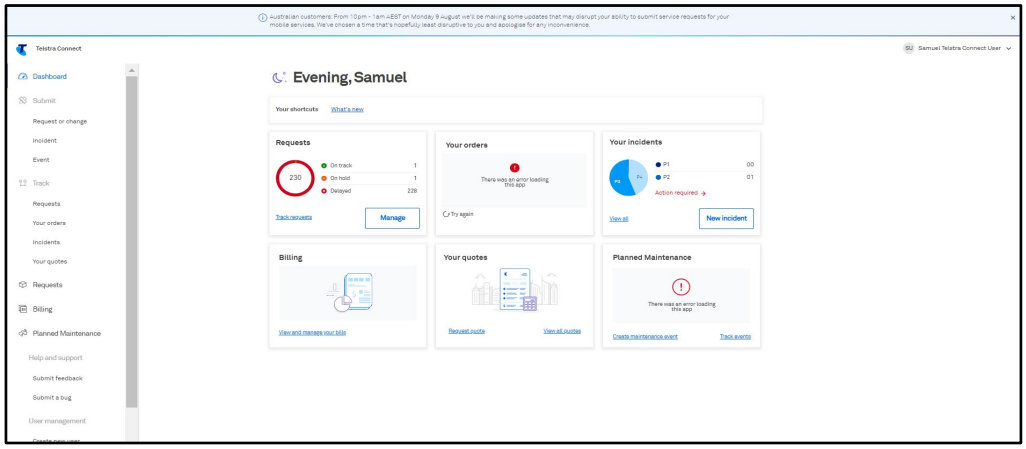


Step 2

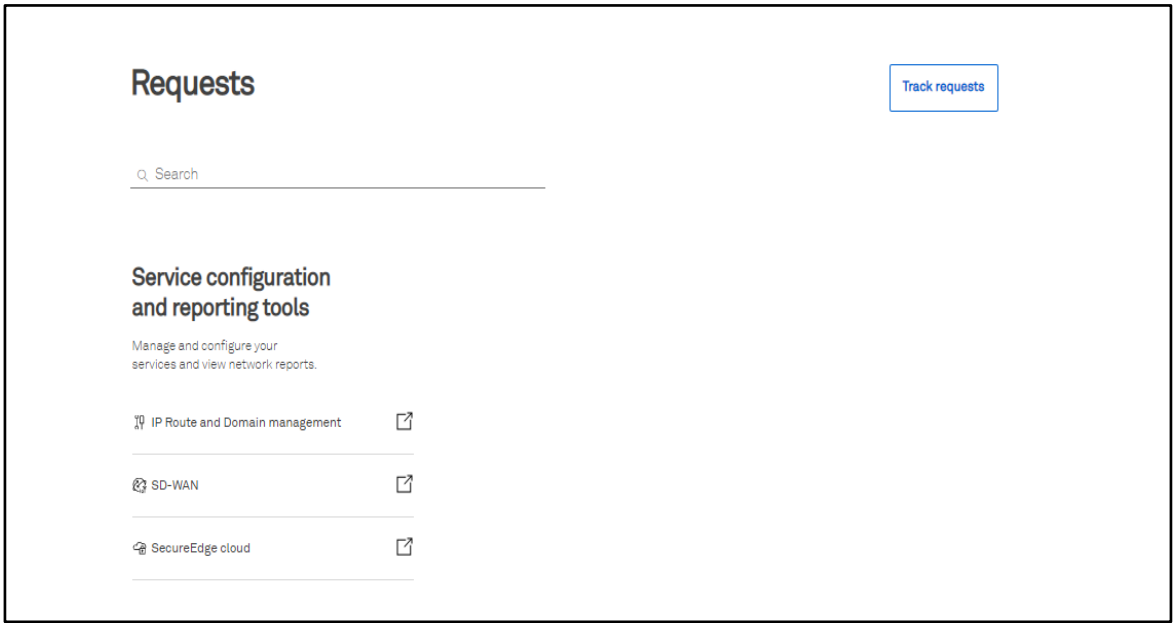
Redirecting to IP Prefix and Route management (Service Tool) application from Telstra Connect

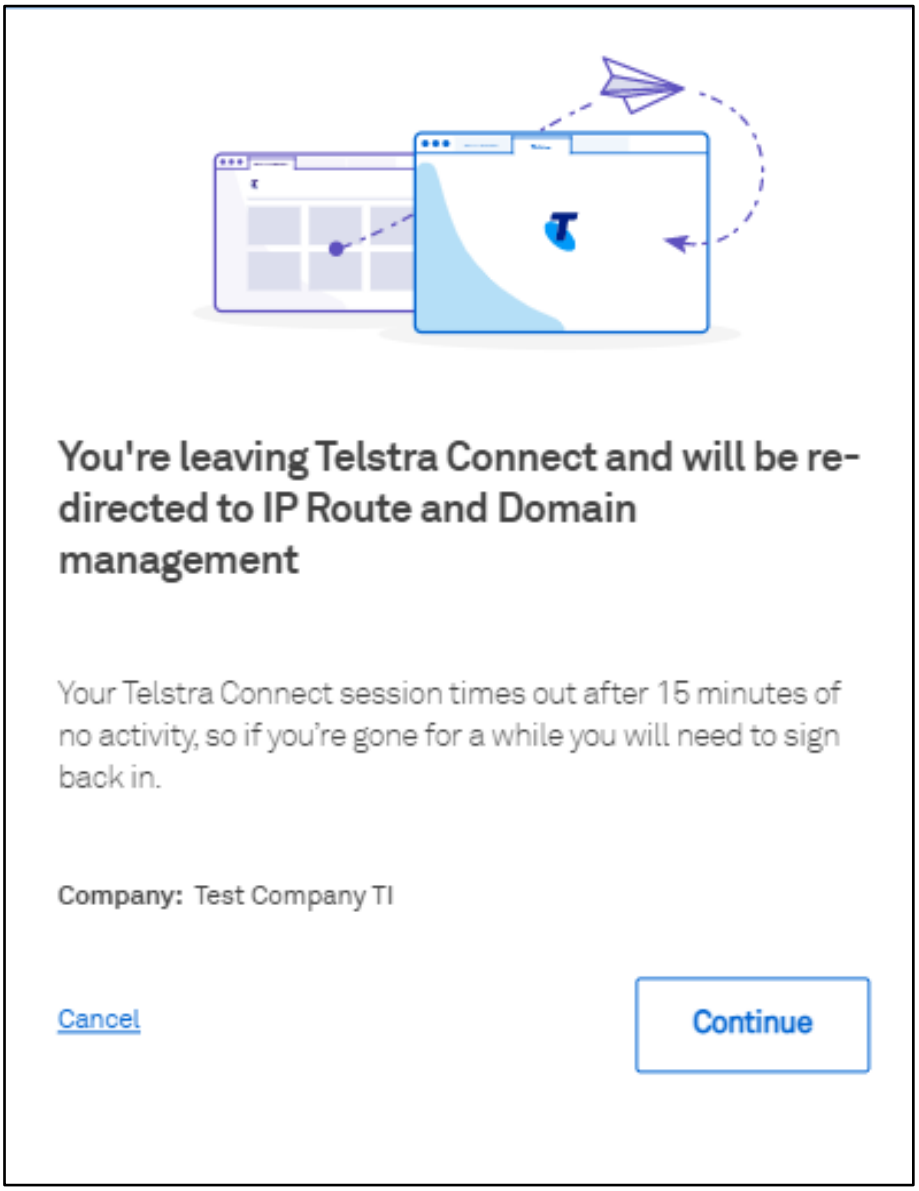
Note: All changes are applied to the AS Number not just an individual service.

1. Click on "Manage" under "Request".



2. After clicking “Manage”, the below page will open. Click on “IP Route and Domain management” and select "Continue".





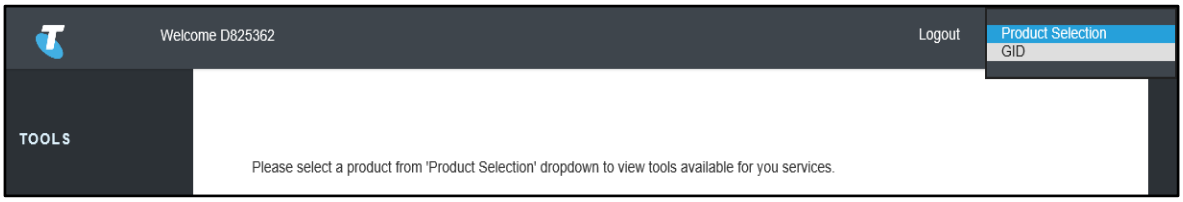
Note: The continue button is only enabled if you have the IPT and GID services.

Step 3

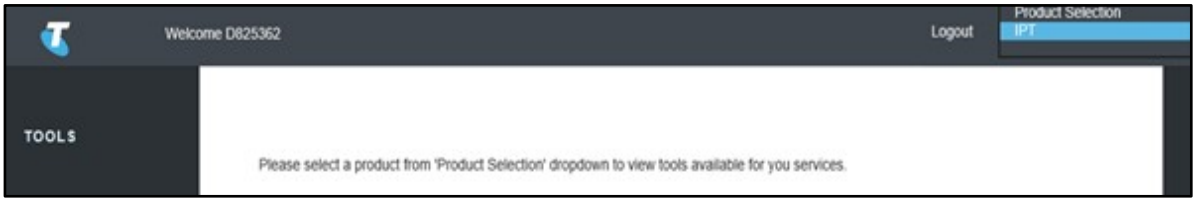
On the IP Prefix and Domain management (Service Tools) landing page select *GID or IPT* Product.

Note: All changes are applied to the AS Number not just an individual service.

1. GID Product Selection

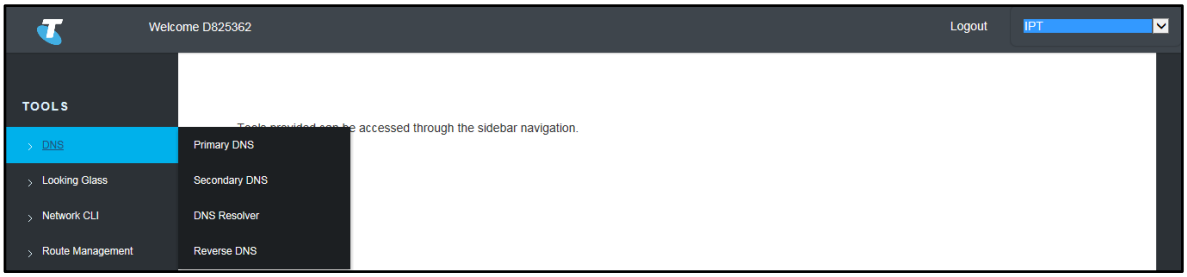


2. IPT Product Selection



Step 4

Select DNS from left hand side menu and then select desired feature:



1. Primary DNS (Go To Chapter 2) – How to Add / View and Delete Primary DNS record
2. Secondary DNS (Go To Chapter 3) – How to Add / View and Delete Secondary DNS records
3. DNS Resolver (Go To Chapter 4) – How to Add / Cancel and View DNS Resolver records
4. Reverse DNS (Go To Chapter 5) – How to Request / Cancel and View Reverse Delegation and Reverse Mapping

Chapter 2

Primary DNS

Primary DNS is a name server where the record of the domain name entered is stored.

Primary DNS options

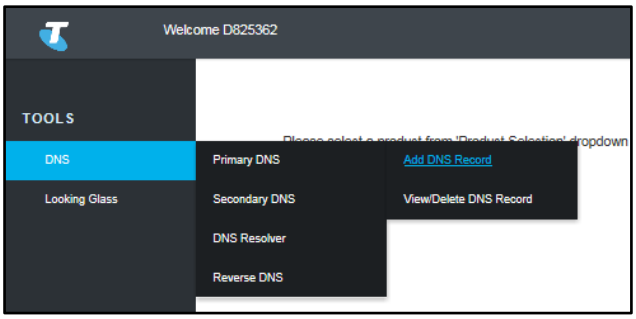
These pages allow you to request to add, view and delete Primary DNS zone content.

1. **To Add a Primary DNS Record**

   Select Add DNS Record from the submenu then go to ***Add a primary DNS record.***

2. **To View/Delete a Primary DNS Record**

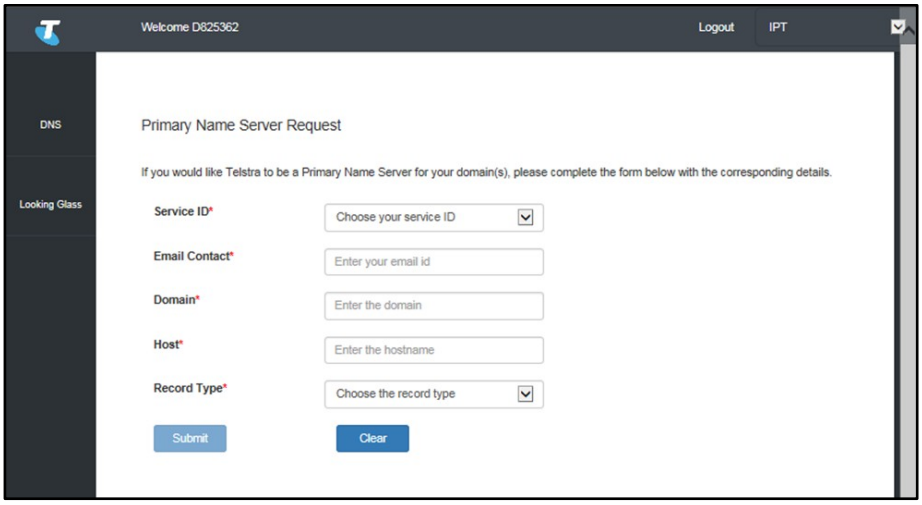
   Select View/Delete DNS Record from the submenu then go to ***View/Delete a primary DNS record***.



Add a Primary DNS record

Make Telstra a Primary Name Server for a domain or service.

Note: All fields on this screen are mandatory and must be filled in.



Enter in the Details as follows:

Step 1

Service ID

From the dropdown list, select the Service ID of the service that this Primary DNS record will apply to.

Step 2

Email Contact

Email address of the person to be contacted in relation to this DNS record.

Step 3

Domain

The Name of the Domain that this Primary DNS record applies to.

Step 4

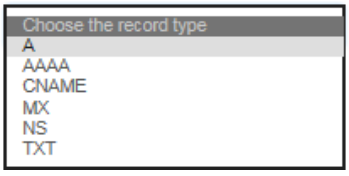
Host

Enter the host name that this Primary DNS record applies to.

Step 5

Record Type

Select the record type from the dropdown list.



1. For record type 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.

   Enter the IPv4 address e.g. 134.159.20.12

2. For record type 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.

   Enter the IPv6 address e.g. 2001::10:0:0:20

3. For record type 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.

Enter the host name e.g. ns1

4. For record type 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)

   Enter the MX record e.g.: mail.example.com

5. For record type NS: A NS record or Name Sever record is responsible for translating domain names and IP addresses

   Enter the NS record e.g. ns1.example.com.

6. For record type 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.

   Enter the TXT record "Located in a black hole"

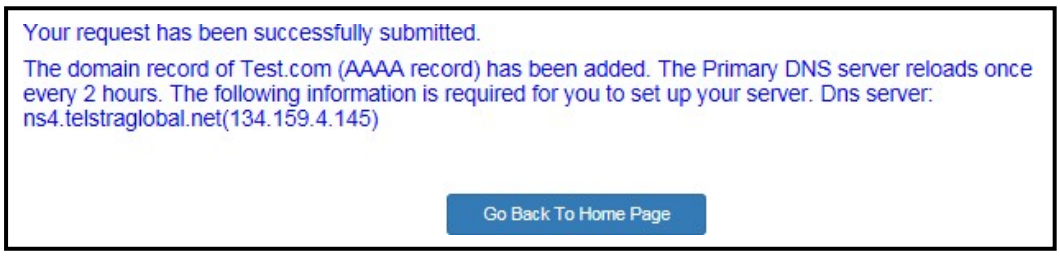
Step 6

Submit or Cancel the primary DNS record request.

Select Submit to save and submit the Primary DNS record or select Clear to clear the details on the screen.

and cancel the request.

If your request to Add a Primary Name Server record has been successful then the following message will be displayed.



Once the Primary DNS server reloads and the record is added an email will also be sent to the Email Contact registered for the Primary Name Server record. Below is an example of the content provided in the confirmationemail:

REQUESTED PRIMARY NAME SERVER Service for following:

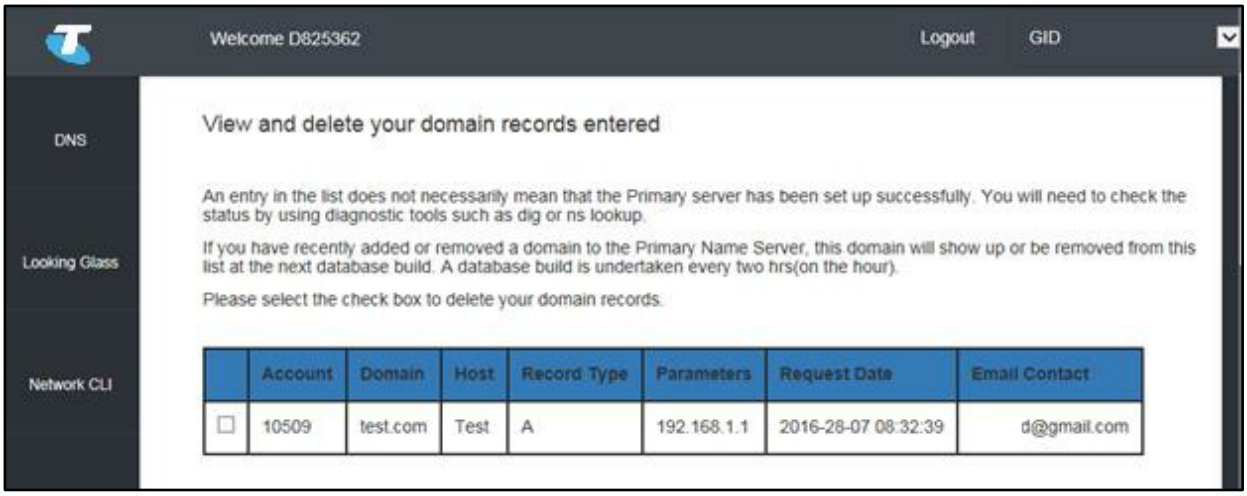
Username:	21182
Email:	***email contact@emailaddress.com***
Account:	21182

Hostname: Host3Domain: domain3
Record Value: 2403:E800:0100:0000::0:0
Record Type: AAAA

Thank you

Note: This email has been automatically generated. Please do not reply to this message as it is unattended.

View/delete a primary DNS record



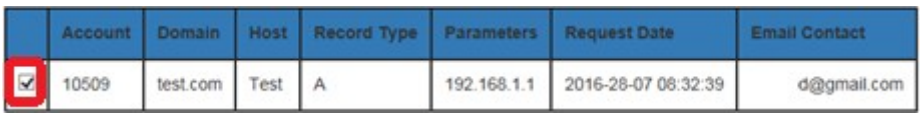
View or Delete and existing Primary Name Server for a domain or service.

Delete a primary DNS record:

Step 1

Select the primary DNS record to be deleted.

To delete an existing Primary Name Server record for a domain/service tick the checkbox beside the record to be removed.

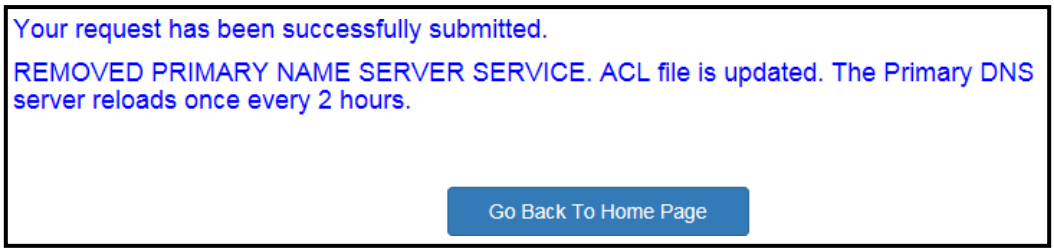


Step 2

To confirm the deletion of the primary DNS record request.

Scroll to the bottom of the page and select Delete.

If your requests to Delete a Primary Name Server record has been successful then the following message will be displayed.



Once the Primary DNS server reloads and the record is deleted an email will be sent to the Email Contact registered for the Primary Name Server record, confirming the record that was deleted and what it contains. Thecontent of the email is the same as what is described in Step 6 of ***add a primary DNS record.***

Step 3

To clear and selections made

To clear all ticks in any of the Checkboxes against records in the table select *Clear.*

Chapter 3

Secondary DNS

Secondary DNS is name server where the record of your domain name is stored. The information on both Primaryand Secondary servers are identical.

Secondary DNS

These pages allow you to request to add, view and delete Secondary DNS zone content.

1. **To add a Secondary Domain**

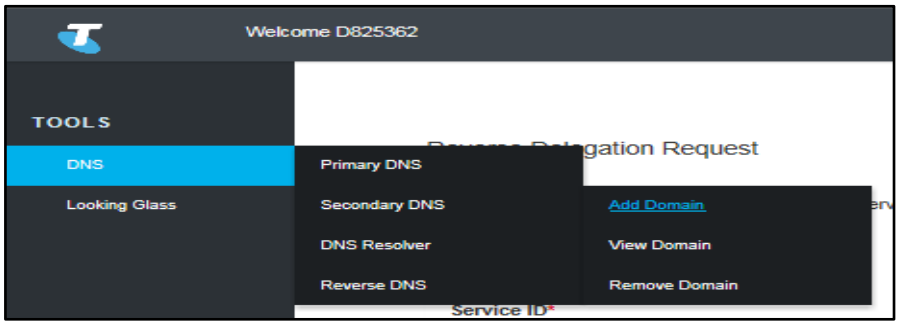
   Select *Add Domain* from the submenu then got to **Add a secondary domain.**

2. **To view Secondary Domains**

   Select *View Domain* from the submenu then go to **View secondary domains**.

3. **To remove a Secondary Domain**

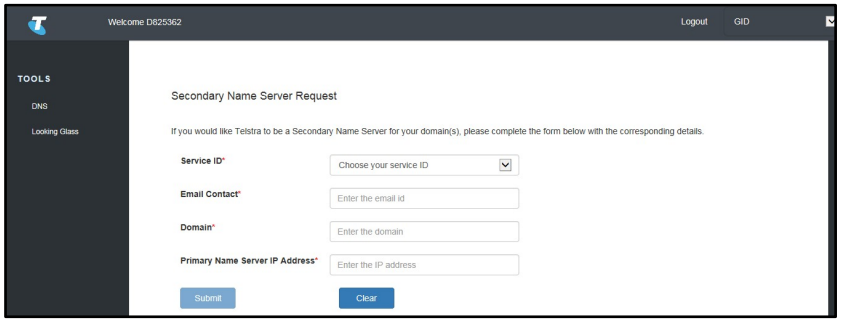
   Select *Remove Domain* from the submenu then go to **Remove secondary domain**.



Add a Secondary domain

To make Telstra a Secondary Name Server for a domain(s).

Note: All fields on this screen are mandatory and must be filled in.



Enter in the Details as follows:

Step 1

Service ID

From the dropdown list select the Service ID of the Service that this Secondary DNS record will apply to.

Step 2

Email Contact

Email address of the person to be contacted in relation to this Secondary DNS record.

Step 3

Domain

The Name of the Domain that this Secondary DNS record applies to.

Step 4

Primary Name Server IP Address

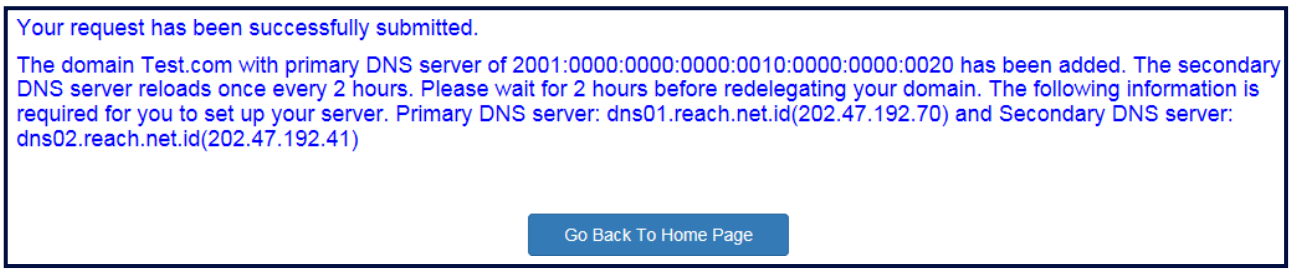
Enter the IP Address of the Primary DNS Server. The IP Address can be in either IPv4 or IPv6 format depending on the IP Version of the Primary Name Server.

Step 5

Submit or Cancel the Secondary Domain Record Request

Press *Submit* to save and Submit the Secondary DNS record request or press *Clear* to clear the details on the screen and cancel the request.

If your request has been successful then the following message will be displayed.



View Secondary Domains

View all existing Secondary Name Server records for all domains.

View your domain record entered

An entry in the list does not necessarily mean that the secondary server has been set up successfully. You will need to check the status by using diagnostic tools such as dig or nslookup.

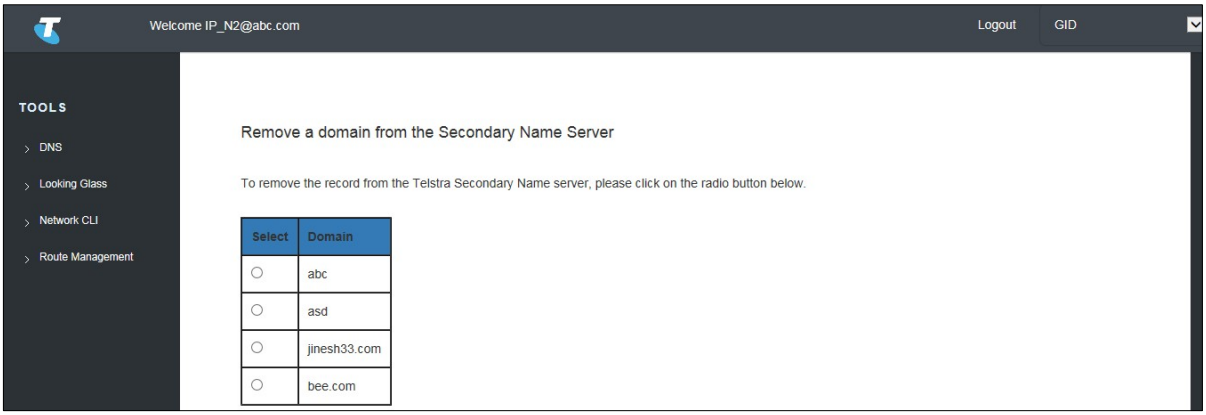
If you have recently added or removed a domain to the Secondary Name Server, this domain will only show up or be removed from the list at the next data build. A database build is taken up every hour starting from midnight everyday.

Below is the list of all your domains.

Domain	Primary DNS Server IP address	Request Date
test.com	2001:0000:0000:0000:0010:0000:0000:0020	2016-28-07 09:32:18

Remove a Secondary Domain

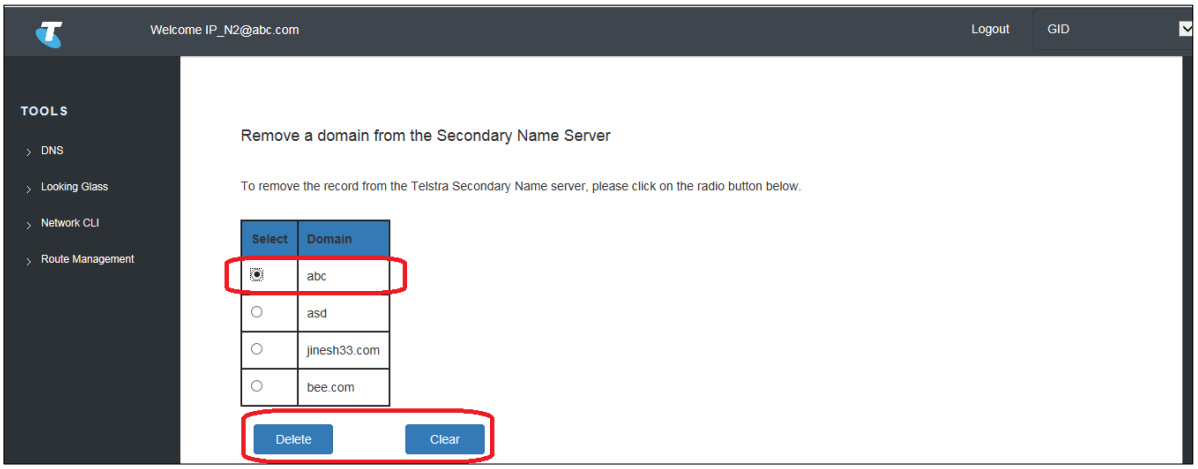
Remove an existing Secondary Name Server for a domain.



Step 1

Select The Secondary DNS Record To Be Deleted

Select the Radio button in the Select column that corresponds with the Secondary DNS record to be removed.



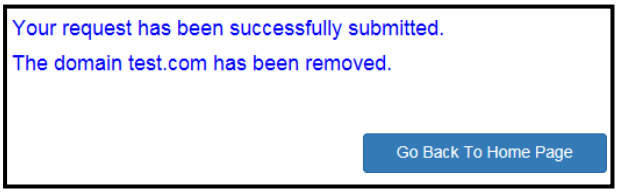
Once a radio button has been selected then the Delete and Clear buttons will appear.

Step 2

To Confirm The Deletion Of The Secondary DNS Record

Scroll to the bottom of the page and select *Delete.*

If your request has been successful then the following message will be displayed.



Step 3

To Clear Selections Made

To clear any selected radio buttons against records in the table press *Clear.*

Chapter 4

DNS Resolver

These pages allow you to add, view and cancel DNS Resolver entries.

1. To Add a DNS Resolver entry

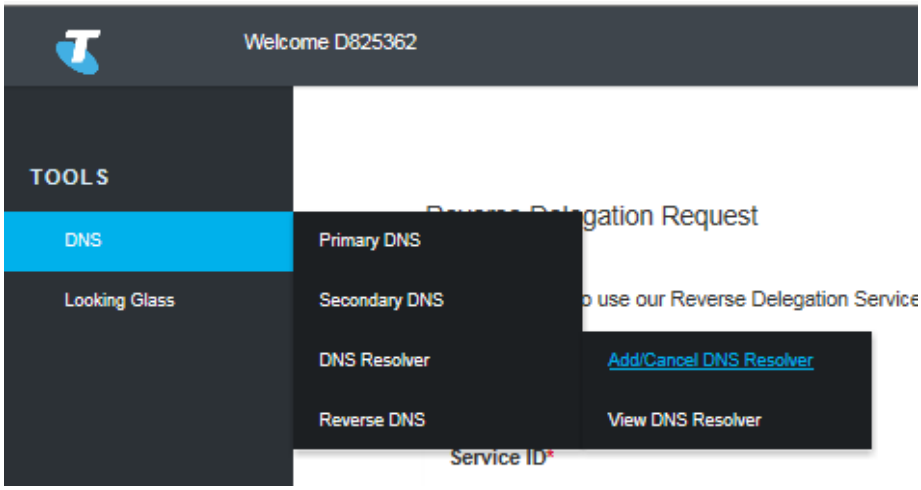
   Select *Add/Cancel DNS Resolver* from the submenu then got to ***Add a DNS resolver entry.***

2. To Cancel a DNS Resolver entry

   Select *Add/Cancel DNS Resolver* from the submenu then go to ***Cancel a DNS resolver entry***.

3. To View DNS Resolver entries

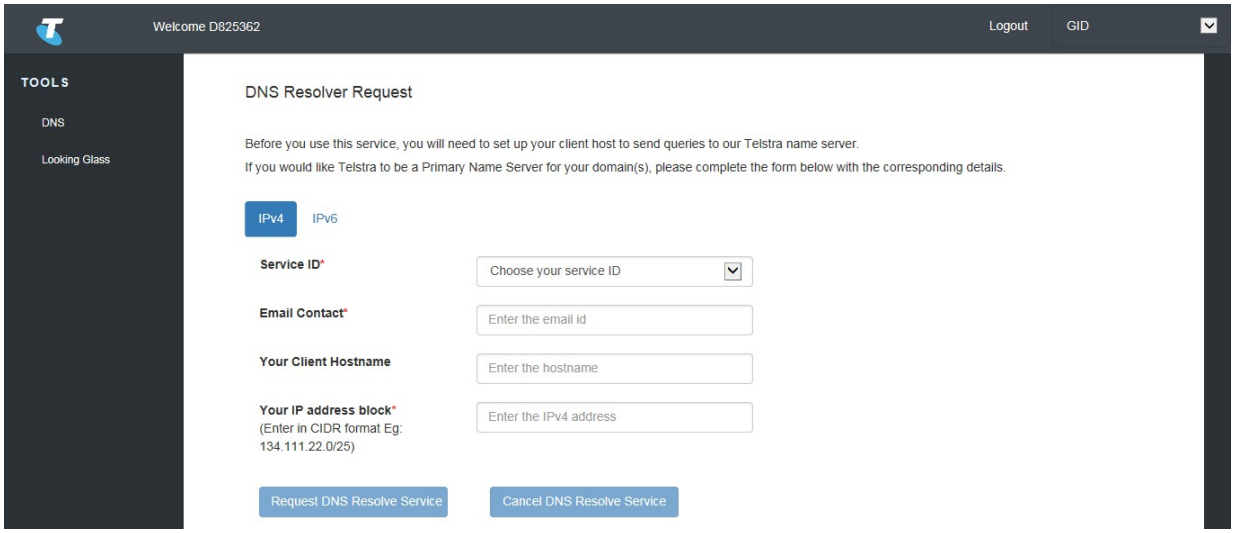
   Select *View DNS Resolver* from the submenu then go to ***View DNS resolver entries***.



Add a DNS Resolver Entry

To add a DNS Resolver entry.

Note: All Mandatory fields are identified by an asterisk (*) and must be filled in.



Enter in the Details as follows:

Step 1

IP Version (IPV4 or IPV6)

Select the IP Address version this DNS Resolver Request is for.

Step 2

Service ID

From the dropdown list select the Service ID of the Service that this DNS Resolver Request will apply to.

Step 3

Email Contact

Email address of the person to be contacted in relation to this DNS Resolver Request.

Step 4

Your Client Hostname

Enter the hostname of the client that will send queries to the Telstra name server.

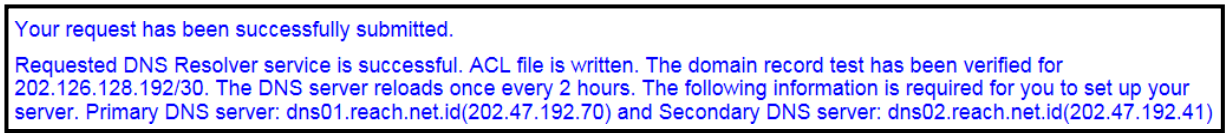
Step 5

Your IP Address Block

Ensure the correct CIDR IP Address format is used for the IP Address version selected in Step 1 (e.g. For IPv4 IPAddress Block: 134.111.22.0/25).

Step 6

Submit The DNS Resolver Entry Request



Select *Request DNS Resolve Service* to Save and Submit the details entered.If successful, it will display a message similar to the following:

Cancel A DNS Resolver Entry

Step 7

Entry the relevant details as per steps 1 to 5 above.

Note: When Cancelling a DNS Resolver service, which Service ID is selected in Step 2 doesn't matter.

Step 8

Review Entry Details

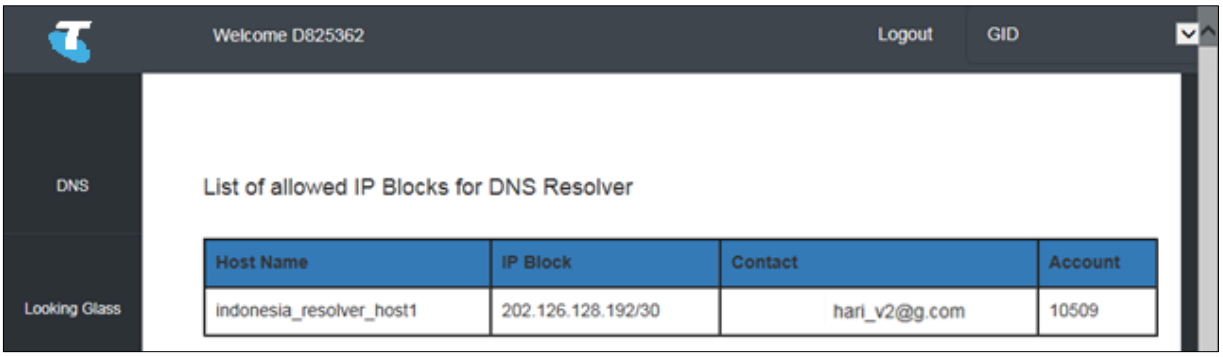
Review the details entered on the screen to ensure it is the correct DNS Resolver entry.

Step 9

Submit the DNS Resolver Entry Cancelation Request

Press *Cancel DNS Resolve Service* to cancel the service.

View DNS Resolver Entries



Displays a list of DNS Resolver IP Blocks that have been setup.

Chapter 5

Reverse DNS Options

These pages allow you to request to add, view and delete Reverse DNS Delegations and Mappings.

5. To Add/Edit a Reverse Delegations

   Select *Reverse Delegation* from the submenu then got to ***Add/Edit a reverse delegation.***

6. To Cancel a Reverse Delegation

   Select *Reverse Delegation* from the submenu then go to ***Cancel a reverse delegation***.

7. To Add/Edit a Reverse Mapping

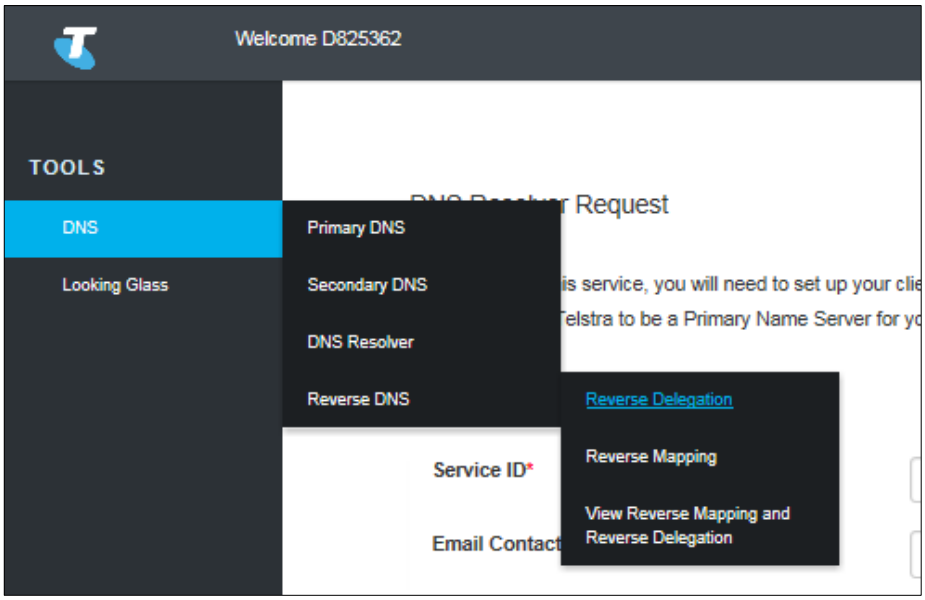
   Select *Reverse Mapping* from the submenu then go to ***Add/Edit a reverse mapping***.

8. To Cancel a Reverse Mapping

   Select *Reverse Mapping* from the submenu then go to ***Cancel a reverse mapping.***

9. To View Reverse Mappings and Reverse Delegations

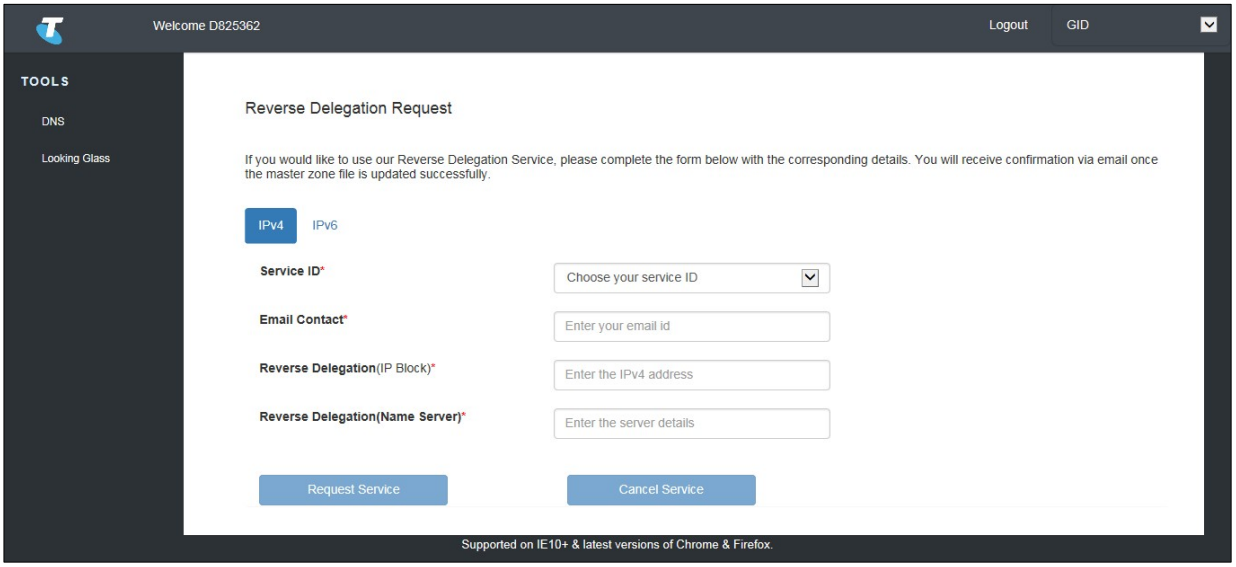
   Select *View Reverse Mapping and Reverse Delegation* from the submenu then go to ***View reverse mappings and reverse delegations.***



Add/Edit a Reverse Delegation

To Add/Edit a Reverse Delegation

Note: All Mandatory fields are identified by an asterisk (*) and must be filled in.



Enter in the Details as follows:

Step 1

IP Version (IPV4 or IPV6)

Select the IP Address version this Reverse Delegation Request is for.

Step 2

Service ID

From the dropdown list select the Service ID of the Service that this Reverse Delegation Request will apply to.

Step 3

Email Contact

Email address of the person to be contacted in relation to this Reverse Delegation Request.

Step 4

Reverse Delegation (IP Block)

Ensure the correct IP Address format is used for the IP Address version selected in Step 1 (e.g. For IPv4 IPAddress Block: 134.111.22.0/25).

Step 5

Reverse Delegation (Name Server)

Enter the Name Server for the Reverse Delegation.

Step 6

Submit The Dns Resolver Entry Request

Press *Request Service* to Save and Submit the details entered.

Cancel A Reverse Delegation

Step 7

Entry the relevant details as per steps 1 to 5 Above.

Step 8

Review Entry Details

Review the details entered on the screen to ensure they are for the correct Reverse Delegation entry.

Step 9

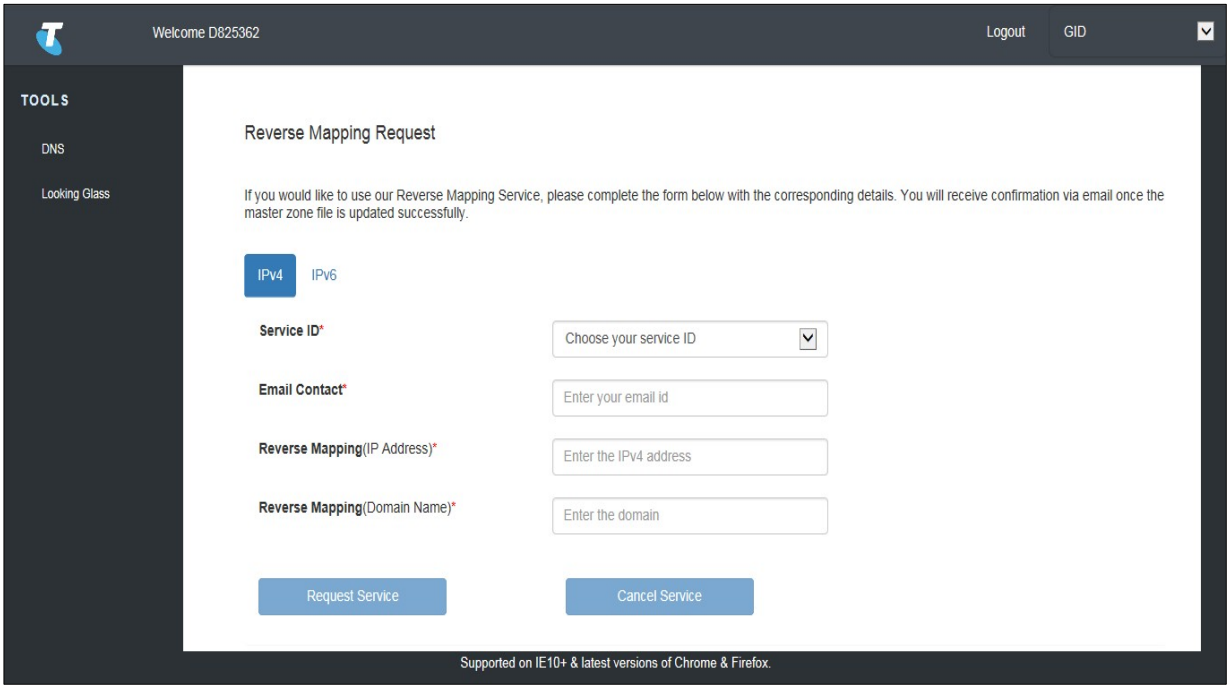
Submit the Reverse Delegation Cancelation Request

Press *Cancel Service* to cancel the service.

Add/Edit a Reverse Mapping

To Add/Edit a Reverse Mapping

Note: All Mandatory fields are identified by an asterisk (*) and must be filled in.



Enter in the Details as follows:

Step 1

IP Version (IPV4 or IPV6)

Select the IP Address version this Reverse Mapping is for.

Step 2

Service ID

From the dropdown list select the Service ID of the Service that this Reverse Mapping will apply to.

Step 3

Email Contact

Email address of the person to be contacted in relation to this Reverse Mapping.

Step 4

Reverse Delegation (IP Address)

Ensure the correct IP Address format is used for the IP Address version selected in Step 1 (e.g. For IPv4 IPAddress: 134.111.22.0).

Step 5

Reverse Mapping (Domain Name)

Enter the Name Server for the Reverse Mapping.

Step 6

Submit The DNS Resolver Entry Request

Select *Request Service* to Save and Submit the details entered.

Cancel A Reverse Delegation

Step 7

Enter the relevant details as per steps 1 to 5 above.

Step 8

Review Entry Details

Review the details entered on the screen to ensure they are for the correct Reverse Mapping entry.

Step 9

Submit the Reverse Mapping Cancelation Request

Select *Cancel Service* to cancel the service.

View Reverse Mapping And Reverse Delegations

Displays a list of allowed IP Address blocks for the Reverse Mapping and Reverse Delegation services.

List of Reverse Mapping and Reverse Delegation records

My Service Account	Email	IP Address/IP Block	Record Type	Fully Qualified Domain Name
56170	hari_v2@g.com	FDCF:729D:833D:0000:0000:0000:0000:0000/61	Reverse Delegation	delv6.