



CSCDomainManagerSM User Guide

Ordering – DNS Modification

This document is intended to provide step-by-step instructions for placing a DNS modification order.

If completing a contact and DNS modification, refer to the “DM - Contact Modification” process document here: [Contact Modifications.pdf](#)

1. Accessing the Portfolio

- Start by accessing CSCDomainManager, selecting the proper account, and clicking the MANAGE tab and select ‘DNS’ link to access the portfolio.

The screenshot shows the CSCDomainManager interface. At the top, there are three tabs: MANAGE ^, ORDERS v, and ADMIN v. The MANAGE tab is active. Below the tabs, there are three main sections: Domains >>, Digital certificates >>, and Trademark Clearinghouse >>. The Domains >> section is highlighted with a red box. It contains links for Domain registrations, DNS >> (highlighted with a red box), Edit zone records, Zone edit history, URL Forwarding, and Import DS records. The Digital certificates >> section contains links for Order certificates, CNAME generator, Pricing, and Import certificates. The Trademark Clearinghouse >> section contains links for Generate TMCH labels, Import TMCH, View combined portfolio, and Social media. On the right side, there are links for My worklist, My (CSP) worklist, and Subscriptions.

- If you already know the domains you wish to modify, simply type one or multiple of them into the search bar on the top right corner.

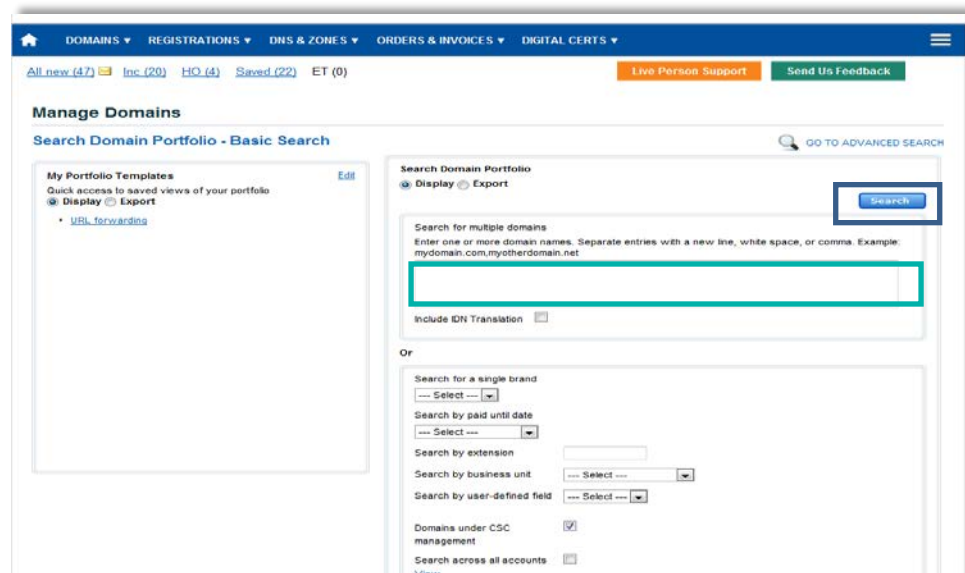
The screenshot shows the Manage Domains page. At the top, there is a search bar with the placeholder text "Search for multiple domain names separated by a new line, white space, or comma. Example: mydomain.com". Below the search bar, there are buttons for CLEAR & RESET and FILTER DOMAINS. Below these buttons, there is a table with the following columns: Domain Name, Brand, Extension, Whois Status (GDPR), Country, Registration Date, Registry Expiry Date, Paid Until Date, Business Unit, Status, and DNS Type. The table contains two rows of data. The first row shows a domain named 001santestregjune76.ie with a status of Pending Lapse. The second row shows a domain named 001santestregjune76.ie with a status of Pending Lapse.

Domain Name	Brand	Extension	Whois Status (GDPR)	Country	Registration Date	Registry Expiry Date	Paid Until Date	Business Unit	Status	DNS Type
001santestregjune76.ie	Brand040520110100505	ie	Extension N/A	gTLD	02-Oct-2012	27-Jul-2017	30-Oct-2012	0001 new business unit	Pending Lapse	Basic DNS
001santestregjune76.ie	Brand040520110100505	com	Public	gTLD	10-Mar-2014	27-Jul-2017	29-Dec-2015	baseline business unit B	Pending Lapse	Other DNS

- If you wish to search for the domains with different criteria, click on the 'search' button above the portfolio categories. This will take you to the basic search page.

Export Columns Save view as template Search							
	Country	Registration Date	Registry Expiry Date	Paid Until Date	Business Unit	Status	DNS Type
	gTLD	02-Oct-2012	27-Jul-2017	30-Oct-2012	0001 new business uni...	Pending Lapse	Basic DNS
	gTLD	10-Mar-2014	27-Jul-2017	29-Dec-2016	baseline business unit B	Pending Lapse	Other DNS
	gTLD	20-Aug-2012	27-Jul-2017	20-Aug-2014	0001 new business uni...	Active	Basic DNS

- Input the domain(s) you wish to change in the search field, or search the entire portfolio by clicking the "Search" button without any selection.



The screenshot shows the 'Manage Domains' section with the 'Search Domain Portfolio - Basic Search' tab selected. On the left, there's a 'My Portfolio Templates' sidebar with a 'Display' button. The main search area has a 'Search Domain Portfolio' section with a 'Display' button and a 'Search' button. Below this is a text input field for domain names, with a note: 'Search for multiple domains. Enter one or more domain names. Separate entries with a new line, white space, or comma. Example: mydomain.com,myotherdomain.net'. There's also an 'Include IDN Translation' checkbox. Below the search input, there's an 'Or' section with several search criteria: 'Search for a single brand' (dropdown), 'Search by paid until date' (dropdown), 'Search by extension' (dropdown), 'Search by business unit' (dropdown), and 'Search by user-defined field' (dropdown). At the bottom, there are checkboxes for 'Domains under CSC management' (checked) and 'Search across all accounts' (unchecked).



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2. Selecting Domains to Modify

- Once in the portfolio, select the domain names you wish to modify by clicking them. Once you have made your selection, the row will turn blue. If you need to select multiple domain names, you can hold down the “CTRL” button while clicking the domain names and it will select multiple rows at once. (Note: **You will see the number of names selected in the lower right-hand side.**)

Manage Domains

Portfolio search results

13 records found

Reset Columns Filtered Columns Save as Template Search Again

Portfolio Actions	Domain Name	Brand	Extension	Country	Registration Date	Registry Expiry Date	Paid Until Date	Business Unit	Status	DNS Type	CSC MultiLock On
	demo-6-5-2014.com		com	gTLD	05-Jun-2014	05-Jun-2015	05-Jun-2015	Infrastructure	Active	Basic DNS	No
	demo-29-2014.com		com	gTLD	29-Jan-2014	29-Jan-2015	29-Jan-2015	Infrastructure	Active	Basic DNS	No
	demo-2-2015.com		com	gTLD	06-Jan-2015	06-Jan-2016	06-Jan-2016	Infrastructure	Active	Basic DNS	No
	demo-19-2015.com		com	gTLD	19-Nov-2013	19-Nov-2014	19-Nov-2014	Infrastructure	Active	Basic DNS	No
	demo-20-2015.com	Brand Protection	com	gTLD	20-Nov-2013	20-Nov-2014	20-Nov-2014	Infrastructure	Active	Basic DNS	No
	demo-06-2015.com	Brand Protection	com	gTLD	06-Nov-2013	06-Nov-2014	06-Nov-2014	Marketing	Active	Basic DNS	No
	demo-06-2015-2.com	BrandXYZ	com	gTLD	06-Nov-2013	06-Nov-2014	06-Nov-2014	Legal	Active	Basic DNS	No
	demo-10-2015.com	BrandXYZ	com	gTLD	10-Dec-2013	10-Dec-2014	10-Dec-2014	Marketing	Active	Basic DNS	No
	demo-12-11-2015.com	Brand Protection	com	gTLD	11-Dec-2013	11-Dec-2014	11-Dec-2014	Infrastructure	Active	Basic DNS	No
	demo-09-13.com	Brand Protection	com	gTLD	09-Dec-2013	09-Dec-2014	09-Dec-2014	Legal	Active	Basic DNS	No
	demo-04-2014.com	CSC	com	gTLD	04-Feb-2014	04-Feb-2015	04-Feb-2015	Legal	Active	Basic DNS	No
	demo-11-2014.com		com	gTLD	11-Mar-2014	11-Mar-2015	11-Mar-2015	Infrastructure	Active	Basic DNS	No
	demo-11-2014.com		com	gTLD	11-Mar-2014	11-Mar-2015	11-Mar-2015	Infrastructure	Active	Basic DNS	No
	demo-18-13.com	CSC	com	gTLD	18-Apr-2013	18-Apr-2014	18-Apr-2014	Marketing	Active	Basic DNS	No
	demo-05-2015.com		com	gTLD	05-May-2015	05-May-2016	05-May-2016	Infrastructure	Active	Basic DNS	No
	demo-10-15.com	CSC	com	gTLD	10-Oct-2016	10-Oct-2017	10-Oct-2017	Marketing	Active	Basic DNS	No
	demo-30-Aug-2013.com	BrandXYZ	com	gTLD	30-Aug-2013	30-Aug-2014	30-Aug-2014	Marketing	Active	Basic DNS	No

2 Currently Selected Rows

3. Entering Modification Order

- Once you have all of the domain names you wish to modify selected, click on the dropdown “Portfolio Actions” menu in the upper left-hand side of the screen and select “Modify DNS.” Click “Apply” to enter the modification workflow.

Portfolio search results

59 records found

Portfolio Actions Apply

- Renew Domain
- Pay In Advance of Renewal
- Lapse Domain
- Modify Contacts and DNS
- Modify Contacts
- Modify DNS
- Manage MultiLock
- Manage Zone
- View Zone Edit History
- Manage URL Forwarding
- Export Forwarding
- Export DS Records
- Manage DS Records
- Change Brand
- Change Business Unit
- Notes

Brand	Extension	Country	Registration Date	Registry Expiry Date
	com	gTLD	05-Jun-2014	05-Jun-2015
	com	gTLD	29-Jan-2014	29-Jan-2015
	com	gTLD	06-Jan-2015	06-Jan-2016
	com	gTLD	19-Nov-2013	19-Nov-2014
Brand Protection	com	gTLD	20-Nov-2013	20-Nov-2014
Brand Protection	com	gTLD	06-Nov-2013	06-Nov-2014
BrandXYZ	com	gTLD	06-Nov-2013	06-Nov-2014
BrandXYZ	com	gTLD	10-Dec-2013	10-Dec-2014
Brand Protection	com	gTLD	11-Dec-2013	11-Dec-2014
Brand Protection	com	gTLD	09-Dec-2013	09-Dec-2014
CSC	com	gTLD	04-Feb-2014	04-Feb-2015
	com	gTLD	11-Mar-2014	11-Mar-2015
	com	gTLD	11-Mar-2014	11-Mar-2015



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- The first screen is the “Business Unit” screen. On this page, you must first select an ordering contact in the dropdown.
- This screen will show you all the names that are available to modify. If, for some reason, you have a domain name that cannot be modified for various reasons (e.g., another order already in progress), it will also show here.
- Select the business unit using the dropdown lists on the right side of the page.

The screenshot shows the 'Modify Domains' screen. At the top, there is a section 'Select Business Unit and Ordering Contact' with the text 'Corporation Service Company (7848789)'. Below this is a dropdown for 'Ordering Contact' with the text 'Select Ordering Contact'. The main table has columns: 'Name', 'Extension', and 'Business Unit'. The 'Business Unit' column has a dropdown menu open, showing 'Infrastructure' as the selected option. There is an 'Apply' button next to the dropdown. The table contains two rows of domain names: 'demo3-11-2014.com' and 'demo3-11-2014a.com', both with 'com' as the extension and 'Infrastructure' as the business unit.

- When updating in bulk, select the business unit from the dropdown list and click the “Apply” to update all names. Once you have confirmed your selection, click the “Continue” button in the lower right-hand corner of the page.

The screenshot shows the 'Business Unit and Ordering Contact' screen. It has a dropdown for 'Contact' with the text 'Select Ordering Contact'. The main table has columns: 'Name', 'Extension', and 'Business Unit'. The 'Business Unit' column has a dropdown menu open, showing 'Infrastructure' as the selected option. There is an 'Apply' button next to the dropdown. The table contains two rows of domain names: 'demo3-11-2014.com' and 'demo3-11-2014a.com', both with 'com' as the extension and 'Infrastructure' as the business unit. At the bottom right, there are three buttons: 'Cancel', 'Save', and 'Continue'.

- The next screen shows the current name servers, and allows you to make your new selections for the modification order. You can use the radio buttons to select the type of DNS or select the DNS from the drop down at the top and click “Apply Bulk.”

The screenshot shows the 'Modify Domains' screen. At the top, there is a section 'Select DNS' with the text 'Corporation Service Company (7848789)'. Below this is a dropdown for 'DNS' with the text 'Please select DNS'. The main table has columns: 'Domain', 'Charged', 'Name Servers', and 'DNS'. The 'DNS' column has a dropdown menu open, showing 'Basic DNS' as the selected option. There is an 'Apply Bulk' button next to the dropdown. The table contains two rows of domain names: 'demo3-11-2014.com' and 'demo3-11-2014a.com', both with 'Basic DNS' as the name servers and 'Basic DNS' as the DNS type. At the bottom right, there are three buttons: 'Cancel', 'Save', and 'Continue'.



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- If you are selecting the “My Own” radio button, you will be able to choose from a dropdown list featuring the third-party name server groups that are available for the business unit you have selected.

The screenshot shows the 'Select DNS' page for 'Corporation Service Company (7848789)'. It features a table with columns: Domain, Changed, Name Servers, Create New, and My own. Two domains are listed: 'demo3-11-2014.com' and 'demo3-11-2014a.com'. The 'Name Servers' column for the first domain has a dropdown menu open, showing options: 'Please select DNS', 'Please select DNS', 'cscdemo', 'Demo NS Group', 'Demo server group August 30', 'demo.com (ns1 & ns2)', 'demo3-30ns2 & ns2', 'rackspace.com (ns & ns2)', and 'test.com'.

- If you require alternate name servers not listed in this dropdown, you may also create new “Name Servers” by clicking the blue hyperlink “Create New” in the “Name Servers” column; then follow the normal process of creating a “Name Server” group.
- Once selected, you can view the details by clicking the “View” link.

The screenshot shows the 'Modify Domains' page. It features a table with columns: Domain, Changed, Name Servers, Create New, and My own. Two domains are listed: 'demo3-11-2014.com' and 'demo3-11-2014a.com'. The 'Name Servers' column for the first domain has a dropdown menu open, showing options: 'cscdemo', 'View', 'Basic DNS', 'dns1.cscdemo.net 1.1.1.1', and 'dns4.cscdemo.net 1.1.1.1'.

- Additionally, if you would like to remove a domain from your order, click the “Remove” link on the right-hand side of the page.

The screenshot shows the 'Modify Domains' page. It features a table with columns: Domain, Changed, Name Servers, Create New, My own, Basic, Advanced, and Remove. Two domains are listed: 'demo3-11-2014.com' and 'demo3-11-2014a.com'. The 'Remove' column for the first domain has a 'Remove' link highlighted with a red box. At the bottom right, there are 'Cancel' and 'Back' buttons.

- Once you have confirmed all your selections, click the “Continue” button in the lower right-hand corner of the page.
- At this point, however, if you try to continue without having, changed the DNS, an error message will be displayed and it will not allow you to continue.



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Modify Domains

Select DNS

Please address the following:
One or more domains have not been modified. Please modify or remove these domains to continue.
demo3-11-2014a.com already on Basic DNS

Corporation Service Company (73437189) -- Please select DNS -- [Help](#) [Back](#)

✓	Domain	Changed	Name Servers	Create New	My own	Basic	Advanced	
✓	demo3-11-2014a.com		Basic DNS		☐	☒	☐	Remove
✓	demo3-11-2014b.com		Basic DNS		☐	☒	☐	Remove

[Cancel](#) [Back](#) [Continue](#)

- The next screen allows you to manage the zones. You can view and edit the zones of domains on CSC DNS by clicking “View/Edit” in the “Actions” column.
- The “View” and “Edit” pages are nearly identical—the only difference is the ability to make changes, which can only be done on the “Edit” page. You can see all zone records by clicking on the arrows on the right-hand side of the screen to expand. You can add, change, or delete a record using the links in the upper right-hand corner.

No Uri Forwarding Records [Add Record](#) [Change Record](#) [Delete Record](#)

A Records		
Key	TTL	Value
*		165.160.13.20
*		165.160.15.20
@		165.160.13.20
@		165.160.15.20
demo		12.34.56.2

[View 1 - 5 of 5](#)

- AAAA Records
- CNAME Records
- MX Records
- TXT Records
- SRV Records
- NS Records

- Once you’ve confirmed the zone configuration, to return to the order, click “Return to Manage Zones.”

[Return to Manage Zones](#)

- Domains on third-party DNS will be listed at the bottom of the page, and you will need to verify those independently with the client. Once you have performed the verification, you can check the box for configuration and click the “Continue” button.



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Modify Domains

Manage Zones

Corporation Service Company (7048709)

Domain Name	Edit Status	DNS Product Type	Action	Configured?	
demo5-11-2014.com	N/A	DNS hosted by third party		☐	Remove
demo5-11-2014a.com	N/A	Advanced DNS	Configure Advanced DNS	☐	Remove

Cancel Back **Save** **Continue**

- At this stage, you should complete any required custom fields by either updating this individually or typing in the top box and clicking “Apply” to bulk update.
- Click on the “Notes” link in the upper right-hand corner of the page to copy and paste the client’s request email. Once you have updated, click “Continue” in the lower right-hand corner of the page.

Custom Fields

Corporation Service Company (7048709)

☒ Domain [Apply](#) [Apply](#) [Apply](#)

Domain	Field 1	Field 2	Field 3
demo5-11-2014.com	Field 1		Field 3
demo5-11-2014a.com	Field 1		Field 3

Cancel Back **Save** **Continue**

4. Confirming Order

- You must now confirm your order. If the domain names leaving CSC servers have “URL Forwarding,” you will get this caution: ⚠️ One or more of your domains are leaving CSC DNS and are configured for URL Forwarding. In order for URL Forwarding to remain active, you must add the necessary records to your zone. “Use the Export URL Forwarding function from the portfolio view”.
- If you would like the ordering contact to receive a notification when the order is complete, click the check box in the upper left-hand corner of the screen.

Modify Domains

Confirm Order

☐ By checking this box, I confirm that I have validated all DNS changes made for domains in this order. I understand that an invalid DNS configuration could make my domains unreachable.

☒ If you would like to receive status updates for this order, please check here

- You must ensure that you have verified that the new “Targeted Name Servers” are correct so that there will be no site outages. Once your quality check is complete, select the check box in the upper left-hand corner of the screen.

Modify Domains

Confirm Order

☒ By checking this box, I confirm that I have validated all DNS changes made for domains in this order. I understand that an invalid DNS configuration could make my domains unreachable.

☐ If you would like to receive status updates for this order, please check here



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- If you must submit the order as a request, so that another person can approve it, check the “Submit as Request” button in the lower left-hand corner of the screen.

Corporation Service Company (7848789)

☐ submit as request - approver required

Domain Name
demo3-11-2014.com
demo3-11-2014a.com

- If the order is not ready, click the “Save” button in the bottom right-hand corner until you have all of the information.
- If you are ready and authorized to enter the modification order, click “**Modify Domains.**”

Modify Domains

Confirm Order

☐ By checking this box, I confirm that I have validated all DNS changes made for domains in this order. I understand that an invalid DNS configuration could make my domains unreachable.

☐ If you would like to receive status updates for this order please check here.

Corporation Service Company (7848789)

☐ submit as request - approver required

Domain Name	Business Unit	Service Details	Term	Expires Date	Price	
demo3-11-2014.com	Infrastructure	Name Servers demo3-11-2014a.com demo3-11-2014b.com	N/A	11-Mar-2015	\$ 0.00 USD	Cancel
demo3-11-2014a.com	Infrastructure	Advanced DNS	N/A	11-Mar-2015	\$ 0.00 USD	Cancel

Order Totals

Corporation Service Company (7848789): \$ 0.00 USD

Cancel Back **Save** **Modify Domains**

5. Order Submitted

- Once you click “Modify Domains,” you will see the confirmation screen, letting you know your order has been submitted. On the right side of your screen, you will see the “Order ID.” In the “Message” column, you will see that the orders read as “Submitted” for processing.

Modify Domains

Thank You!

Domains submitted for processing

Corporation Service Company (7848789)

Name	Message
demo3-11-2014.com	Submitted for processing
demo3-11-2014a.com	Submitted for processing

Order ID: 20108674242