User Guide

DNS and Zone Management

This document is intended to provide step by step instructions for the processing of DNS and Zone Management.

DNS Migration

1. Accessing the Portfolio
   - Access CSCDomainManager, and click the “Portfolios” link to access the portfolio.
   - 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.
2. Selecting Domains and DNS Migration

- From the search results, click on the domain you wish to migrate (Ctrl-click for several) and select “Modify DNS” from the Portfolio Actions drop-down in the upper left. Then click the “Apply” button.

3. Confirming Business Unit

- Adjust any Business Units (if necessary). Select business units individually for each domain, or use the bulk update option. Once you’ve made your selections, click the “Continue” button in the lower right of the page.

4. DNS Migration

- For each domain, you will have the ability to change the DNS services. You can migrate the DNS in a number of ways:
  - 3rd party to 3rd party
  - 3rd party to CSC Basic
  - 3rd party to CSC Advanced
  - CSC Basic to 3rd party
  - CSC Basic to CSC Advanced
• We will detail each of the migration options within the application below:

  o 3rd party to 3rd party
    ▪ Select the proper name servers from the drop-down list for the domain, and leave the “My own” radio-button selected.

  o 3rd party to CSC Basic
    ▪ Select the “Basic” radio button

  o 3rd Party to CSC Advanced
    ▪ Select the “Advanced” radio button
- CSC Basic to 3rd Party
  - Select the “My own” radio-button, and select the proper name server group from the drop-down list

- CSC Basic to Advanced
  - Select the “Advanced” radio button

- If you are updating multiple domains similarly, you can click on the “Show Bulk Update Option” link in the upper right of the page.
• You can now update several or all (depending on the check-boxes you have selected on the left) the domains to 3rd party, Basic or Advanced Servers by selecting the proper radio-button, and clicking the “Apply to Selected” button.

**Important Note** – *If you bulk update to 3rd party servers by selecting the “My own” radio-button, a Name Servers drop-down list will appear. This will list all name server groups available for the account. If you are migrating domains from different business units, and the name server group you select isn’t available, it will not be changed. For that reason, if you decide to bulk update to 3rd party servers, it is recommended that you select the name servers for each domain with their own drop-down lists individually.*
Once you’ve updated all the services and fields, click the “Continue” button in the lower-right of the screen.

If you attempt to click the “Continue” button without modifying all the domains in your list, you will receive the following error:

If you have selected a domain to modify in error, click the “Remove” link on the far right of the page.

5. Viewing/Editing Zone Files and Confirming DNS Configuration

CSC DNS Service

If you are migrating to CSC DNS Service, a zone check will be completed (domains not requiring zone configuration will be listed at the bottom of the screen).
• Under the “Action” heading, you can view and edit the zone file.

![Modify Domain](image1)

• Clicking on the “View” link will take you to the View Zone File page. To expand the details of any of the records, click on the down arrow to the right (once expanded, to collapse, click the same arrow that now points up). To return to the workflow, click the “Return to Manage Zones” link in the upper right.

![View Zone File](image2)

• If the Zone File needs to be changed, click the “Edit” link from the Manage Zones page.

![Modify Domain](image3)
• The screens look almost identical to the View page, but when you expand any of the records, you will now have links to add a record, change a record or delete a record in the upper right of the record you’re within.

![Change Zone File](image)

• To add a record, click the “Add Record” link. A separate window will appear. Enter the data and click the “Save” button.

![Add A Record](image)

• Once the record has been Saved you will then be displayed with a “+” icon showing a record has been added.

![A Records](image)
- To change a record, highlight the row and click the “Change Record” link, or double-click on the key you wish to edit. A separate window will appear, allowing you to make changes or additions to the record. Click the “Save” button when your changes have been made (the arrow button in the lower left of the window allows you to cycle forward and back through the keys within the record you’re working in - you must click the “Save” button to record your changes).

```
Key TTL Value
--- --- ------
\ 165.160.13.20
```

- To delete a key, highlight the row and click the “Delete Record” link. A separate window will appear for confirmation. Click the “Save” button to continue, and the key will be deleted.

```
Delete A Record
Delete selected record?
---
TTL Value
--- ------
165.160.13.20
165.160.15.20
```

- The key will now have a “-” icon to show it has been deleted. Click the “Return to Manage Zones” link in the upper right when you’ve confirmed all your changes.

```
A Records
Referrer TTL Value
--- --- ------
\ 165.160.13.20
165.160.15.20
165.160.15.20
165.160.15.20
```

If you've Added, Changed or Deleted any records, you will need to click the “Preview Changes” button in the lower-right of the page to view those changes.

Once you have confirmed, click the “Publish” button to publish the zone.

After you have viewed and/or edited the zone file, confirm that they are configured, and select the check-box on the right of the page for each domain (if the zone has not been configured, save your order here to retain your progress, and return when they have been).

Once you have confirmed that the zone is configured for your domains, click the “Continue” button in the lower right of the page.
Advanced DNS Service

- If you are migrating to Advanced DNS Service, please select the radio button and click on Continue in bottom right corner.

![](image)

- As the Zone File is not manageable through Domain Manager you will now be displayed with a link to access the zone configuration.

![](image)

6. Checking the Migration

- The Quality Control (QC) page provides a cue to validate the name servers are configured prior to continuing with the migration.

- You can view the zone by clicking the “View Zone” link for each domain. Once the domains and zones have been QC’d, select the check boxes individually or in bulk, and click “Continue”.

![](image)
7. Confirm/Update UDF’s

- You can update any UDF’s on the Reference Information page, and then click the “Continue” button in the lower right.
8. Confirm Order

- The confirm order page contains the status update check-box, a note about authorizing the DNS changes, and provides the domain name, business unit, name servers, term, expiry date and price.

- Once you have confirmed these are all correct, you have two submission options (as well as the option to Save). If you are a requestor, and need to submit the DNS Migration as a request to an Approver [see “Requestor/Approver” documentation for details], click the “Submit As Request” button. If you aren’t required to submit for approval, and can raise the order, click “Modify Domains”.

- You will receive your Order ID and confirmation on the final page.
Zone Management

1. Manage Zone

- Select the domain names to modify through the Portfolio screen; they will turn light blue when selected.
- Select “Manage Zone” from the drop down menu and click “Apply.”
- The next screen will show if you which zones can be managed. To view any information associated with the zone, click on “View”.
- The error message below means that you do not have permissions to update any zone data. There are separate permissions to view and edit.
On the View Zone File Screen you can expand or collapse all available fields by clicking on the up and down arrows on the far right of each field.

If you don’t have any records for a given section you will see blank screen and “No records to view” in the lower right hand corner.

To return to the manage zones screen, click on “Return to Manage Zones.” Please note that View Zone will not show any edits in progress, it will only show the current live data.

2. Editing An Existing Record

To edit any information associated with a zone, click on “Edit”.

Note that this is a Basic DNS zone. For that reason you will not be able to add NS records. You can, however, modify or delete any existing records.
- Your options appear in the top right to Add, Modify, and Delete records.

- All changes you make are saved as a snapshot, they are NOT published until you proceed to Preview Changes and then Publish after that. Also as a protective measure if multiple changes are being made, ALL must process successfully or all changes will be reverted and the user will be able to make corrections to their work.

3. Adding Records

- Expand the Record section you wish to change. Click on ‘Add Record’ and a screen will pop up to prompt you for necessary information. There are rules in place to validate each record you change to cut down on any failures.

- Once you are done click on Save, your view will now show your newly created record with a green +.
4. Modify Records

- Expand the Record section, select your record and click on ‘Change Record’. You can also double click on the line to bring up the edit screen.

![Edit Screen]

- You will be prompted for your changes, and there are rules in place to validate each record.

- Note that there are arrows at the bottom of this screen that will allow you to step from line to line. You must save any changes before navigating using the arrows or your work will be lost.

![Change Screen]

- Once completed click on Save. Your edit is now marked by a pencil icon in the record list.

![Edited Screen]
5. Deleting Records

- Expand the record section, click the record you wish to delete and click on ‘Delete Record’. Once you confirm that you wish to purge the record, your zone management screen will now show your deletion with a red minus sign.

6. Undoing Changes

- If you wish to Undo a record change/deletion/add you can select the line and an option will appear in the top menu bar to undo.

7. Important Record-Specific Notes

**CNAME**

- When adding a CNAME, please remember that this must be a unique name. You cannot have two identical CNAMEs.

- **Do not direct the root by way of a CNAME. This will cause a loop and the site will go down.**

- When adding the value to the CNAME, always remember your trailing dot “.”.

**NS RECORDS**

- You must have at least 2 NS Records

- When adding NS Records, be sure to include the trailing dot “.” at the end of your string.
8. Completing Changes

- Click on Preview Changes in the bottom right to submit all changes to be validated against inter-record rules.

- This screen will show you all changes made by type (Purges, Edits, Adds). For edits, this screen will also display the previous data. Click on Publish in the bottom right when you have completed your Quality Check.

- After clicking Publish you will receive a Thank You message and a link to return to Manage Zones.

- Take note of the Status field. This field will show a few different messages whether the changes are processing or if the changes have failed. The screen below shows a failure scenario.
9. Security Features

- When a user times out with edits in progress, their work will be saved to be picked up later by anyone with Zone Edit permissions.

- Zone Edits will become locked if a user proceeds to Preview Changes. The only way to remove this lock is by that user or someone permissioned to bypass. Bypassing will keep the edits already in progress.

- If two users try to edit the same zone the second User in will receive the message zone is locked for editing by USER. As with the previous scenario a user with permissions can bypass this lock. The original person making the edit will receive an error when they go to save their changes, kicking them out to the zone management screen.

<table>
<thead>
<tr>
<th>Manage Zones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain Name</td>
</tr>
<tr>
<td>testname.tld.com</td>
</tr>
</tbody>
</table>