DNS2Go Configuration Guide

How do I know my DNS2Go software is working properly?

What is DNS2Go?

DNS2Go is a service, which associates a domain name to a varying IP address allowing you to run your own servers (Web, Email, FTP, etc) from your Cable Modem or DSL connection. DNS2Go is also commonly used to access existing remote control software and IP security cameras.

How do I know my DNS2Go software is working properly?

After entering your Domain Name and Registration Key - Your DNS2Go Client software is successfully connected to the DNS2Go servers if the **Rocket Ship** icon in your computers system tray appears to be *in flight*.

If the rocket is not in flight then most likely we'll need to **open a port** or **add an exception** to your firewall or router.

What is a Port?
Every IP Address is divided into ports. IP Addresses are divided into ports, so that multiple programs to send and receive data at the same time can use one IP Address. Ports make it possible for you to check your email and browse the web at the same time. This is possible because browsing the web uses port 80, and getting your email uses port 110.

Routers
All NAT-based routers **block incoming ports** (You have a NAT router if your internal IP addresses are 192.168.x.x 10.x.x.x or 172.x.x.x). NAT routers require special configuration to actually **forward** outside requests into the local network and your server.

Port Forwarding
Proper or improper Port Forwarding does not affect the DNS2Go client software: DNS2Go will still point your domain name to your routers public facing IP address. However when you try to connect to a server you are hosting, the router will stop the traffic and the user gets a connection issue, unless you enable and configure **Port Forwarding**. This is actually a local network issue, and not a DNS2Go issue. Please consult your Router's Help Files for specific instructions on Port Forwarding. Port Forward is an excellent online resource.

Firewalls
Firewalls also block ports. Many firewalls are configured by default to deny most applications from connecting to the Internet. One standard exception is your web browser. Blocked ports causes problems for the DNS2Go Client software. The DNS2Go Client will attempt to connect to our DNS2Go servers, you will see the rocket ship attempt to leave the launch pad and take flight. It will continue to try and then eventually give up.

This is caused by the firewall in Windows XP SP 2, VisNetic Firewall, Zone Alarm, Norton Internet security and other software firewalls. The fix is to add the 'dns2goclient.exe' application to the firewall's **Exceptions** list. Some firewalls are port based thus you would need to **allow by default** outgoing traffic on **TCP** and **UDP port 1227**.

DNS2Go Account Manager
The Account Manager allows DNS2Go users to take complete control over their domain name records, subscriptions, domain lists, web options, email options, domain groups and much more, all from an intuitive web-based interface that can be accessed from anywhere. The new **Dashboard** displayed upon login provides one click access to the most popular features and options, greatly simplifying Account Manager navigation, and provides users with an at-a-glance view of all of the things they can do with their DNS2Go account. Also included is a Windows-like tree menu that logically presents account and domain options, and makes multiple domain account administration simple. Login to your Account Manager.

Support
Browse the DNS2Go Knowledgebase for answers to the most commonly asked questions or visit the DNS2Go Users Forum for assistance from the online community of DNS2Go users.

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If have specific questions related to your account or would like more information about DNS2Go, please call (800) 599-8856. If you are calling from outside the United States, please call +1 (989) 732-8856.

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