**Domain Name Maintenance**

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**Audience**

The IS Systems Administrator is responsible for the execution of the procedure.

**Preamble**

This procedure defines the procedure for maintaining a domain name.

This procedure does not identify the registration of domain names or the email configuration procedures. Please refer to the Registration of Domain Names procedure and Domain Email Configuration procedure as referenced in part 5 of this procedure.

It may be necessary to perform, during this setup process, items relating to the following related procedures: "Maintenance of Domain Names", "Domain Email configuration", "Raising Helpdesk Calls" and "ISS Monitoring Server". Please also refer to the following documentation: "Melbourne IT Portal User Manual" and "Domain Name Spreadsheet".

Also for reference purposes, a list of related definitions is included in Appendix Z of this document.

**Entry Criteria**

Helpdesk call received from Corporate, a Dealer Principal or authorised representative, requesting the change to a domain name.

**Steps to be Performed**

1. Maintenance of admin/tech/billing Details

2. Maintenance of External DNS

3. Maintenance of Internal DNS

4. Advise External Interested Parties

5. Finalise In-house Tasks

**Steps in Detail**

Maintenance of admin/tech/billing details

1. Log onto the Melbourne IT Portal: (https://onlineportal.melbourneitdbs.com)

2. Username: issadmin password: \*\*\*\*\*\*\*\*

3. Site Administration -> Manage default values -> Select Business Unit

4. Make necessary changes.

An email will be sent to the issadmin@apeagers.com.au distribution group confirming the order. After approximately one business day, a confirmation email will be sent to the distribution group acknowledging the successful domain name registration.

**Maintenance of external DNS**

1. Log onto the Telstra CustData portal: (https://www.telstra.net/cgi-bin/custdata/index.pl)

2. Username: 9439599010 password: \*\*\*\*\*\*\*\*

3. Service Management -> Primary DNS -> update (domain name)

4. Click "Submit" to apply changes.

**Maintenance of internal DNS**

1. Open the DNS MMC on the Domain controller with PDC Emulator role.

2. Change www "A" host record to the associated FQDN object.

3. Update domain name spreadsheet.

4. Amend all necessary information to the Domain Name spreadsheet, as reference above.

**Advise Web developers**

1. Advise web developers that the domain DNS entries have been changed.

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**Finalise In-house Tasks**

1. Dig/nslookup/whois. Perform external DNS lookups and whois database searches to confirm new domain has propagated to root DNS servers.

2. Close helpdesk call

3. Add necessary call notes and information to the open helpdesk call and close according to helpdesk call procedures.

**Appendix Z**

**Definitions**

**Domain Name:**

A domain name is the unique name that identifies a specific internet site. The domain name is the words you have chosen to call your website instead of using the IP address of the hosting server.

**DNS:**

The Domain Naming System is a hierarchical method of naming computers on the Internet. A DNS server maintains a database of host names and IP addresses. The DNS server is responsible for translating your domain name into an IP address.

**"A" Record:**

An A-record, short for Address Record, maps from a domain name or sub-domain to an IP address. An A-record is also referred to as a host or hostname. For example, you can use an A-record to designate *yourdomain.com* to send traffic to your website at IP address *209.15.32.135*. You can designate *abc.yourdomain.com* to go to a separate IP address.

**CNAME Record:**

CNAME records simply allow a machine to be known by more than one hostname. There must always be an A-record for the machine before aliases can be added. The host name of a machine that is stated in an A-record is called the canonical or official name of the machine. Other records should point to the canonical name.

**MX-record:**

An MX-record, short for Mail Exchange Record, is used to define the email server(s) willing to accept mails for a given domain name.

**NS-record:**

NS-records are imperative to functioning DNS entries. They are very simple; they merely state the authoritative name servers for the given domain. There must be at least two NS-records in every DNS entry.

**SOA-record:**

The SOA-record is the most crucial record in a DNS entry. It conveys more information than all the other records combined. This record is called the start of authority because it denotes the DNS entry as the official source of information for its domain.