Chat ID: 46514706 Initial Question: Domain - Domains - DNS Management
3:18:33 PM System   Jennifer S has joined the chat!
3:18:51 PM tijay   [1] Do you guys support DNSSEC on your default DNS server ? [2] If not, is it possible for you to upload a DS record to the registry? (I'll use the external DNS server, generate a DS record, and will forward it to you)
3:18:52 PM tijay
3:19:32 PM Jennifer S   Welcome to Live Chat. My name is Jennifer. Please allow me a moment to review your initial question so that I may assist you accordingly. Thank you kindly for your patience in advance.
3:22:55 PM Jennifer S   Not a problem, for which domain name?
3:24:00 PM tijay   hg-dnssec.com
3:26:15 PM Jennifer S   Awesome! May I get he DNS you would like set?
3:26:44 PM tijay   nope
3:26:52 PM tijay   please just answer my question
3:26:59 PM tijay   [1] Do you guys support DNSSEC on your default DNS server ? [2] If not, is it possible for you to upload a DS record to the registry? (I'll use the external DNS server, generate a DS record, and will forward it to you)
3:27:53 PM Jennifer S   I apologize, yes we support DNSSEC, and I can add the record upon request
3:28:19 PM tijay   Oh. you guys support DNSSEC on your default name server?
3:28:35 PM tijay   Are you sure?
3:29:43 PM Jennifer S   The Nameservers will have to be set to point to hosting provider, but we can add the Key Tag, Algorithm, Digest Type andn Maximum Signature Life for the DNSSEC at your registrar Launchpad
3:30:01 PM tijay   Great, you meant that
3:30:09 PM tijay   [1] your default name server doesn't support DNSSERVer
3:30:27 PM tijay   but, I can upload a DS record through you, if I'm running my own dns server
3:30:29 PM tijay   that correct?
3:30:40 PM Jennifer S   Yes I apologize, here is an article on what it will appear when I set the record: https://www.hostgator.com/help/article/resellerclub-dnssec-domain-name-system-security-extensions
3:31:03 PM Jennifer S   Yes, the DS will need to be provided from you, and we can set the record for you from our end at the registrar Launchpad
3:31:11 PM tijay   Great. Can I ask you when you started support DNSSEC?
3:31:22 PM tijay   AS far as I remember, you guys didn't support DNSSEC until the early this year
3:34:51 PM Jennifer S   It depends on the package, we do not support DNSSEC on the shared packages, if you have a Reseller, VPS, or Dedicated package, you can set your DNSSEC, but I noticed that you do not have a package and the domain is registered with Launchpad, and at Launchpad, we are allowed to set the DNSSEC as it is an option for us to set for you upon request of the DNSSEC you provide us
3:36:26 PM tijay   I see, what is the reseller package? and can I ask you when you guys started to support DNSSEC (for uploading DS record)?
3:36:42 PM tijay   (I meant for shared packages)
3:37:08 PM Jennifer S   DNSSEC has been around for a while, I am not sure of the exact date it was started but it is present at the moment, and the Shared plans comes with three different types of packages to choose from, Hatchling, Baby, and Business. The Hatchling plan will only allow you to host one domain, while the Baby and the Business plan will allow you to host unlimited domains under one cPanel. If you are still interested in purchasing a package please clic the link: https://www.hostgator.com/shared-plans
3:38:06 PM Jennifer S   Would you like to sign up for a package today Tijay?
3:38:06 PM tijay   Got it... so if I choose Reseller package then does the default name server (that hostgator manages) supports DNSSEC?
3:38:49 PM tijay   then you generate a DNSKEY, and sign the DNS record of mine?
3:39:11 PM Jennifer S   That is correct, you will have to change the nameservers to point to the package, then you can set the DNSSEC, and we can help you get set up if you run into any issues
3:39:46 PM tijay   Got it... that makes sense then can I ask you the address of nameserver to point to that package?
3:39:53 PM tijay   I mean the URL name
3:40:16 PM Jennifer S   That is correct, once you purchase the package, I can set the nameservers for you which will be emailed to you in a Welcome email
3:40:51 PM tijay   can I get an address of that nameserver?
3:41:54 PM Jennifer S   I don'
3:42:26 PM Jennifer S   Sorry, I don't have the nameserver address until the package is purchased first, each package ha its own unique nameserver name
3:42:46 PM tijay   I see.. that make sense
3:43:00 PM Jennifer S   Also, if you are hosting elsewhere that is not us, you can also provide me their nameservers in order to set here, so the domain can point to the host of your choice
3:43:02 PM tijay   then how can I pass the DS record to you?
3:43:07 PM tijay   by email?
3:44:34 PM tijay   Here's my DS record:
3:44:35 PM tijay   hg-dnssec.com. 3600 IN DS 2371 13 2 1a29f34c04ac58ece5218b9694148304a736a6a3757f5e8ff0fcdd9b8d8f4989
3:44:50 PM Jennifer S   You can provide me the information and I can set the DS in the DNS zone at the registrar or if you but the package, I can assist or add the DNS in the DNS zone file

3:45:28 PM tijay the former option looks better for me
3:45:32 PM tijay hg-dnssec.com. 3600 IN DS 2371 13 2
1a29f34c04ac58ece5218b9694148304a736a6a3757f5e8ff0fcdd9b8d8f4989
3:47:04 PM Jennifer S Not a problem, just to verify you are wanting your DNSSSEC set today?
3:47:18 PM tijay YES
3:47:22 PM tijay That would be awesome :)
3:51:23 PM Jennifer S The DNSSEC set up will be similar from picture seen in
https://www.hostgator.com/help/article/resellerclub-dnssec-domain-name-system-security-extensions where it shows
the picture right under: Provide information for the following fields and then click the Save button:
3:51:47 PM tijay Cool thanks!
3:52:42 PM tijay Hm. I couldn't see any menus for DNSSEC
3:53:31 PM tijay the picture shown in that URL is different from what I see
3:54:17 PM Jennifer S I can only set the Key tag, Algorith, Digest Type, and Digest for the DNSSEC
3:54:30 PM tijay Cool, then I'll give you the info
3:54:40 PM tijay Key tag: 2371
3:54:44 PM tijay Algorithm: 13
3:54:49 PM tijay Digest Type: SHA256
3:54:57 PM tijay Digest: 1a29f34c04ac58ece5218b9694148304a736a6a3757f5e8ff0fcdd9b8d8f4989
3:56:05 PM Jennifer S Awesome! one moment
3:56:59 PM Jennifer S I have now saved the request information! Manage DNSSEC paananenmusic.com Record added
successfully. It can take 4-8 hours for the DNS to propagate
3:57:19 PM tijay paananenmusic.com ?
3:57:28 PM tijay my domain is hg-dnssec.com
3:58:41 PM Jennifer S I apologize, you are right, silly me, one moment
4:00:54 PM Jennifer S All done! Manage DNSSEC hg-dnssec.com Record added successfully. It can take 4-8 hours for
the DNS to propagate
4:01:25 PM tijay good, thanks. I've just confiremd that
4:01:26 PM tijay Thanks!
4:01:29 PM tijay confirmed*