

# Instructions for managing name service configurations with Telia's self-service tools

*Self-management is only possible for domains that are covered by Primary administration. For technical reasons, the display and editing of some record types is blocked in the service. These record types are not covered in the instructions.*

*The TTL value of a record determines how long the servers (resolvers) that resolve name service queries keep the information in their cache. Note that any TTL value change is updated to the resolving name server only after the time determined by the original TTL value!*

*The portal confirms the additions/changes/deletions made. If this does not happen, i.e., the action is not saved, it is an exception or another system error referred to in the instructions. If this happens, create a service request, and Telia's support team will resolve the situation.*

*Telia is not responsible for any incorrect configuration by the customer.*

Record types to be managed:

## A

*An A record is used to assign a name to an IP address. The same record cannot also be a CNAME (alias).*

*The Order reverse control action can only be used if the IP address specified in the record is in an IP address space managed by Telia.*

## Addition

### + Add new record

- Enter the name of the record in the field provided, either without or with the domain name, e.g.,

*teliademo.fi*

*If you want to assign the IP address to the zone root (@), enter the domain name in the Record field. The field cannot be left blank.*

*wwwtest*

*test.wwwtest*

*wwwtest.teliademo.fi*

*test.wwwtest.teliademo.fi*

- Specify the *IP address* to which you want the name to refer
- Specify the desired *TTL value* for the record using the drop-down menu
- Click the *disk icon* to save your data

Record	IP address	TTL
wwwtest.teliademo.fi	192.168.5.5	2h
<input type="checkbox"/> Order reverse (PTR) <a href="#">?</a>		

*If you want one record to point to two or more IP addresses, repeat the above step.*

### Change

*A change to an A record normally applies to the IP address, but a change to the record name is also possible.*

- Click the *edit icon* to the right of the record

Record	IP address	TTL
wwwtest.teliademo.fi	192.168.5.5	2h

- Make the desired change (*IP address / TTL*) and confirm it by clicking the *disk icon*

Record	IP address	TTL
wwwtest.teliademo.fi	192.168.5.5	10min
<input type="checkbox"/> Order reverse (PTR) <a href="#">?</a>		

### Deletion

- Click the *trash icon* to the right of the record

Record	IP address	TTL
wwwtest.teliademo.fi	192.168.5.5	10min

- Confirm the deletion with the Yes button


## AAAA

*Like an A record but in IPv6 format*

### Addition

[+ Add new record](#)

*As with A records*

Record	IPv6 address	TTL	
<input type="text" value="wwwtest.teliademo.fi"/>	<input type="text" value="fd80:e62b:be9f:7303:0:0:0:1"/>	<input type="text" value="2h"/>	 

### Change

*As with A records*

### Deletion

*As with A records*

## MX

*The MX record directs emails addressed to the domain to the desired server(s).*

*The record can have multiple servers. The priority determines the server that has priority when attempting mail delivery.*

### Addition

[+ Add new record](#)

- Enter the name of the record in the field provided, either without or with the domain name, e.g.,

*teliademo.fi*

*If you want to assign the IP address to the zone root (@), enter the domain name in the Record field. The field cannot be left blank.*

wwwtest  
 test.wwwtest  
 wwwtest.teliademo.fi  
 test.wwwtest.teliademo.fi

- Enter the name of the mail server in the *Server* field
- Specify the desired *Priority* for the record using the drop-down menu
- Specify the desired *TTL value* for the record using the drop-down menu
- Click the *disk icon* to save your data



Record	Server	Priority	TTL	
<input type="text" value="teliademo.fi"/>	<input type="text" value="mail.server.fi"/>	<input type="text" value="10"/>	<input type="text" value="1h"/>	 

*If you want to assign more than one server to one record, repeat the above procedure.*

### Change

*A change to an MX record normally applies to the server, but a change to the record name is also possible.*

- Click the *edit icon* to the right of the desired record


Record	Server	Priority	TTL	
teliademo.fi	mail.server.fi	10	1h	 

- Make the desired change (*Server / Priority / TTL*) and confirm it by clicking the *disk icon*

Record	Server	Priority	TTL	
<input type="text" value="teliademo.fi"/>	<input type="text" value="mail.server.com"/>	<input type="text" value="10"/>	<input type="text" value="1h"/>	 

## Deletion

- Click the *trash icon* to the right of the record

Record	Server	Priority	TTL	
teliademo.fi	mail.server.com	10	1h	

- Confirm the deletion with the *Yes* button

## TXT

*Typical use cases include sender verification (SPF) and other validations.*

*The length of the text record value is broken down into 255-character sequences, if necessary. In order for the DNS system to handle this splitting, the displayed form shows a " sign at the end of the first sequence and at the beginning of the next. Even if there appear to be such 'extra characters' in the record, they do not affect the operation of the record.*

*New text record values longer than 255 characters can be added to the service via the management portal, but it is not yet possible to edit or delete them in the portal.*

*If necessary, in the above situations, create a service request via the service portal and Telia's fulfilment will make the desired changes for you.*

## Addition

 **Add new record**

- Enter the name of the record in the field provided, either without or with the domain name, e.g.,

*teliademo.fi*

*If you want to assign the IP address to the zone root (@), enter the domain name in the Record field. The field cannot be left blank.*



*wwwtest*

*test.wwwtest*

*wwwtest.teliademo.fi*



*test.wwwtest.teliademo.fi*

- Enter the value of the text record in the *Additional information* field
- Specify the desired *TTL value* for the record using the drop-down menu
- Click the *disk icon* to save your data



Record	Additional information	TTL	
telidemo.fi	v=spf1 ip4:192.168.9.199 ~all	1h	 

## Change

- Click the *edit icon* to the right of the desired record

Record	Additional information	TTL	
telidemo.fi	v=spf1 ip4:192.168.9.199 ~all	1h	 

- Make the desired change (*Additional information / TTL*) and confirm it by clicking the *disk icon*

Record	Additional information	TTL	
telidemo.fi	v=spf1 ip4:192.168.9.199 ip4:192.168.15.30 include:_spf.mail.server ~all	1h	 

## Deletion

- Click the *trash icon* to the right of the record

Record	Additional information	TTL	
telidemo.fi	v=spf1 ip4:192.168.9.199 ip4:192.168.15.30 include:_spf.mail.server ~all	1h	 

- Confirm the deletion with the *Yes* button

## CNAME

A CNAME (alias) is, as its name suggests, an alias of another record.

A CNAME cannot have other records such as TXT or A/AAAA.

A CNAME cannot be assigned to a zone root (@).



## Addition

### + Add new record

- In the *Record* field, enter the record you want to serve as an alias of another record.
- In the *Destination address* field, enter the record whose alias you want the new record to be.


*The destination address must be a name, not an IP address.*

- Specify the desired *TTL value* for the record using the drop-down menu
- Click the *disk icon* to save your data

Record	Destination address	TTL	
<input type="text" value="www.teliademo.fi"/>	<input type="text" value="www.teliademo.com"/>	<input type="text" value="24h"/>	 

## Change

- Click the *edit icon* to the right of the desired record

Record	Destination address	TTL	
www.teliademo.fi	www.teliademo.com	24h	 

- Make the desired change (*Destination address / TTL*) and confirm it by clicking the *disk icon*

Record	Destination address	TTL	
<input type="text" value="www.teliademo.fi"/>	<input type="text" value="www.teliademo.net"/>	<input type="text" value="24h"/>	 

## Deletion

- Click the *trash icon* to the right of the record

Record	Destination address	TTL	
www.teliademo.fi	www.teliademo.net	1h	 

- Confirm the deletion with the Yes button

## NS

*NS records delegate non-Telia name servers to be responsible for name service configurations for that record and its sub-records.*

*Typically, a record is delegated at least to two different name servers.*

*No configurations may be made to the record after delegation. This also applies to the sub-records of that record. Such an addition will not work in the name service.*

***The NS record must also not be added to the zone root (@) – doing so may cause the domain to stop working altogether!***

***Telia is not responsible for the service not functioning due to incorrect configuration by the customer.***

## Addition

 Add new record

- In the *Record* field, enter the record you want to delegate to another name server
- In the *Server* field, enter the name of the server to which the record is delegated

*The server data must be a name, not an IP address.*

- Specify the desired *TTL value* for the record using the drop-down menu
- Click the *disk icon* to save your data

Record	Server	TTL	
database.teliademo.fi	ns.cloud.server	2h	 



- Prohibited adding (in zone root)

Record	Server	TTL	
 teliademo.fi	ns.cloud.server	2h	 



*If you want to assign more than one server to one record, repeat the above procedure.*

## Change

- Click the *edit icon* to the right of the desired record



Record	Server	TTL	
database.teliademo.fi	ns.cloud.server	2h	 

- Make the desired change (*Server / TTL*) and confirm it by clicking the *disk icon*

Record	Server	TTL	
database.teliademo.fi	ns-fin.cloud.server	2h	 

## Deletion

- Click the *trash icon* to the right of the record

Record	Server	TTL	
database.teliademo.fi	ns-fin.cloud.server	2h	 

- Confirm the deletion with the *Yes* button

## SRV

With an *SRV (service)* record, you can specify a host and port for specific services.

Mainly used when configuring voice over IP (e.g., Lync).

## Addition



[+ Add new record](#)

- In the *Record name* field, enter the service name
- In the *Server* field, enter the name of the destination server where the service is located
- Specify the *Priority*, *Weight* and *Port* in the fields provided
- Specify the desired *TTL value* for the record using the drop-down menu
- Click the *disk icon* to save your data


Record name	Server	Priority	Weight	Port	TTL	
<input type="text" value="_sip_tls.teliademo.fi"/>	<input type="text" value="sipdir.online.lync.com"/>	<input type="text" value="100"/>	<input type="text" value="1"/>	<input type="text" value="443"/>	<input type="text" value="10min"/>	 

## Change

- Click the *edit icon* to the right of the desired record



Record name	Server	Priority	Weight	Port	TTL	
_sip_tls.teliademo.fi	sipdir.online.lync.com	100	1	443	10min	 

- Make the desired change (*Server / Priority / Weight / Port / TTL*) and confirm it by clicking the *disk icon*

Record name	Server	Priority	Weight	Port	TTL	
<input type="text" value="_sip_tls.teliademo.fi"/>	<input type="text" value="sipdir.online.teliademo.com"/>	<input type="text" value="100"/>	<input type="text" value="1"/>	<input type="text" value="443"/>	<input type="text" value="10min"/>	 

### Deletion

- Click the *trash icon* to the right of the record

Record name	Server	Priority	Weight	Port	TTL	
<input type="text" value="_sip_tls.teliademo.fi"/>	<input type="text" value="sipdir.online.teliademo.com"/>	<input type="text" value="100"/>	<input type="text" value="1"/>	<input type="text" value="443"/>	<input type="text" value="10min"/>	 

- Confirm the deletion with the *Yes* button