

My Services Online Service Support

User Guide for DNS and NTP services

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1 My Services

This user guide is designed to give you an overview of the features and functionalities of My Services for our Domain Name System (DNS) and Network Time Protocol (NTP) services.

My Services will allow you to manage your Primary DNS, Secondary DNS, Reverse Delegation, Reverse Mapping, DNS Resolver and NTP services. For example, you can update your IP address block and host name. You will also have the capabilities to view all of your subscribed services.

Customers wishing to use Telstra's DNS Services must first migrate their Domain Name to Telstra. Customers will need to contact their Domain Name Registrar and change the Delegation Record to point to Telstra's DNS server.

2 Accessing My Services via the Internet

When you logon to My Services via the Internet you will be asked to enter your My Services username and password on the My Services Home Page.

2.1 Logging into My Services

Logging into My Services:

1. Go to <http://myservices.telstraglobal.com>
2. Enter your Login ID & password
3. Click the **Login** button
4. Read & Accept Terms and Conditions, as each product will have specific Terms and Conditions
5. You are now logged into My Services, and are presented with the **My Services Home Page**

Figure 1 below is a snap-shot of one of the My Services Terms of Use screen.



Figure 1 – My Services Login screen

2.2 My Services Product Page

If you are an existing GID customer, the Global Internet Direct option will appear as shown below in Figure 2.

3 Global Internet Direct

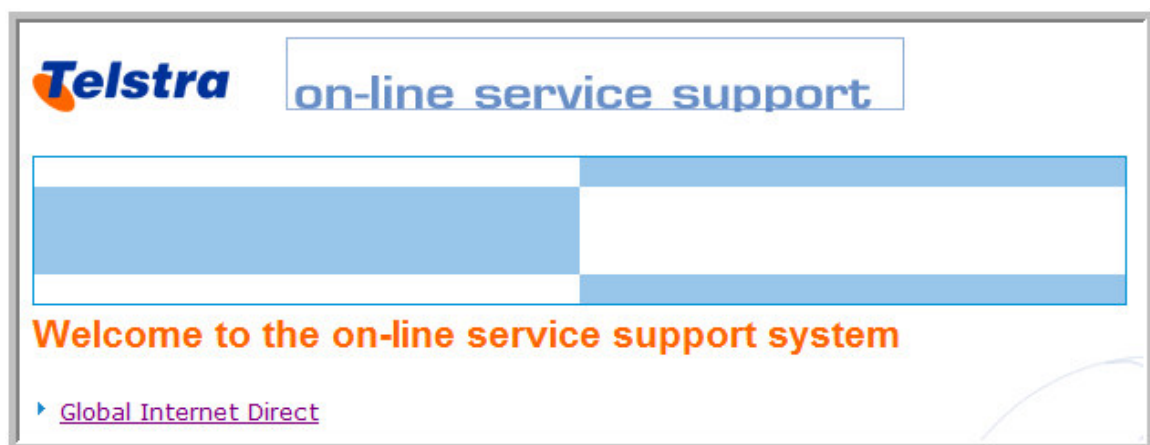


Figure 2 – My Services Product page

Click on the **Global Internet Direct** link to access this service.

3.1 Manage Your Services

Select **manage your services** and click on **DNS**, as shown below in Figure 3.

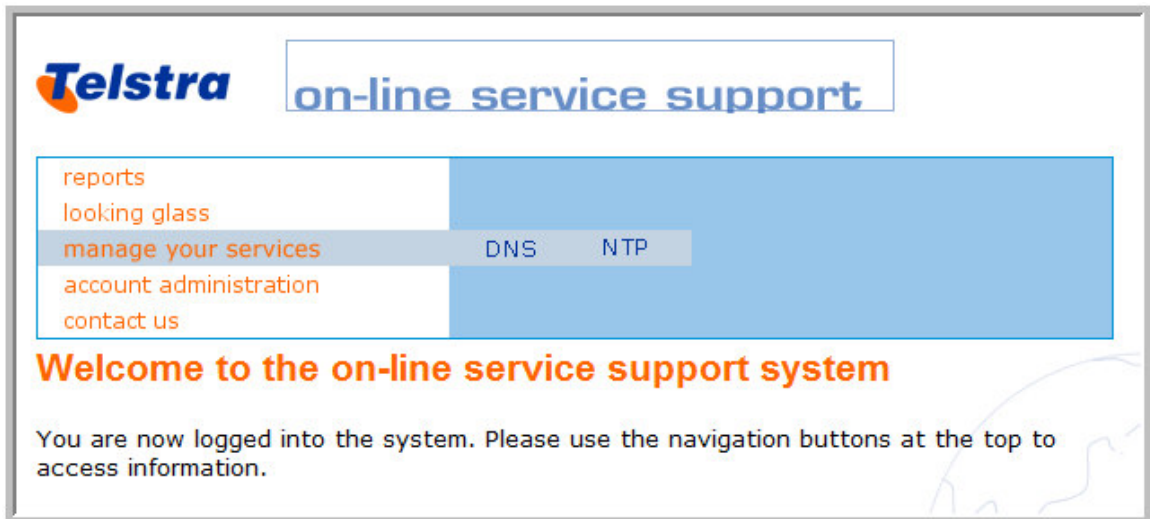


Figure 3 – Manage Your Services, DNS

3.2 DNS Related Features

Once you have selected DNS, the below options will appear for your selection, as shown in Figure 4.

These options are further explained in the next section.

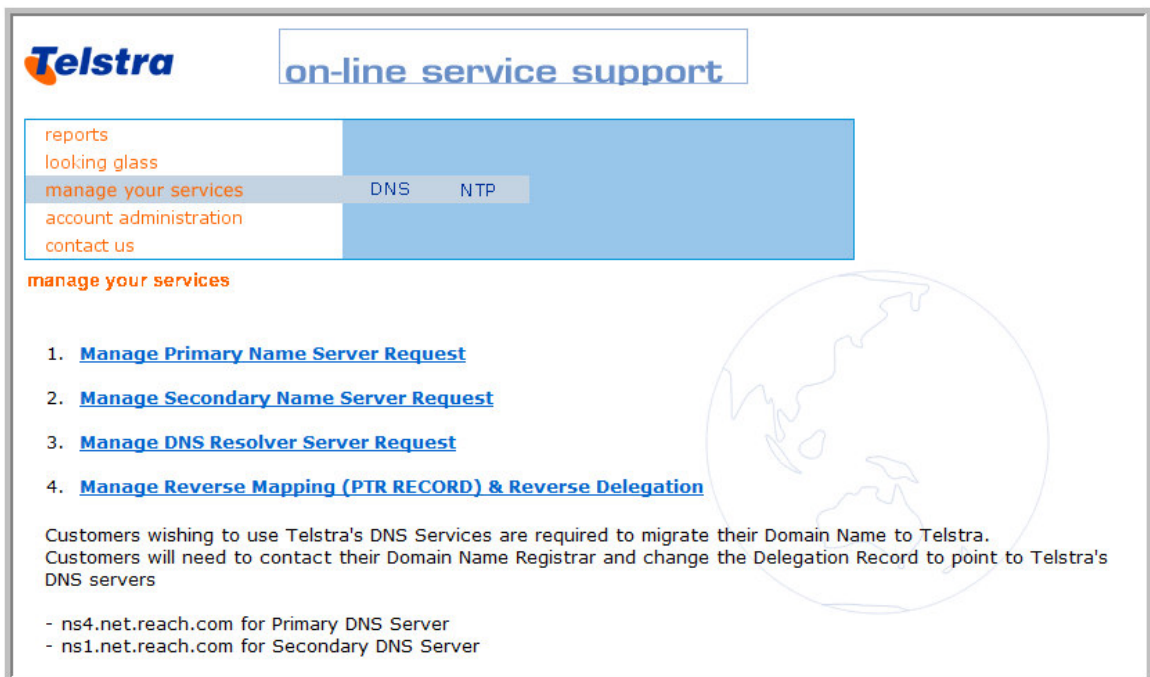


Figure 4 – DNS related features

3.2.1 Manage Primary Name Server Requests

Figure 5 below is a screen shot of what you will see when you select this option. The fields are explained further below in Table 1.

Note that you can enter a maximum of 10 domain names for Primary and Secondary services.

* indicates this is a mandatory field

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Primary Name Server Request

If you would like Telstra to be a Primary Name Server for your domain(s), please complete the form below with the corresponding details.

Email Contact*:

Domain*:

Host*:

Record Type: A

Parameters:

A Record: IP Address:

CNAME Record: New Host:

MX Record: Preference Value:

NS Record: NS value:

TXT Record: Text:

View Your Domain Record entered in the Primary Name Server

Please click the button below to view all your domains that you have requested for us to provide a Primary DNS. An entry in this list does not necessarily mean the primary has been setup successfully. You will need to check the status by using diagnostic tools such as dig or nslookup.

If you have recently added or removed a domain to the Primary Name Server, this domain will only show up or be removed from this list at the next database build. A database build is undertaken every two hours (on the hour).

Remove domain record from the Primary Name Server

To remove domain record from the Telstra Primary Name Server, please select the record to be removed below.

No record found on the Primary DNS server.

*** Mandatory Fields**

The E-mail address field is mandatory for notification purposes. Please insert the email address for which you would like to receive the request completion notification.

Figure 5 – Manage Primary Name Server Request

The following table provides the DNS Records Description

Name	Description
A Record	IPv4 Address (32 bits) Purpose: For mapping a host name to a IPV4 IP address, e.g. ns3.net.reach.com to 134.159.2.144
CNAME Record	Canonical Name - identifies the canonical name of an alias Purpose: To give another name for a host
MX Record	Mail Exchange Record - identifies a mail exchange for the domain. See [RFC-974] for details. Purpose: For other domain name systems to know the mail exchange host for the domain. A domain can have multiple MX set up with different priority settings for the other mail server to exchange email to the host in sequence of the given priority.
NS Record	Name Server - the authoritative name server for the domain. Purpose: For other domain name systems to know the exactly IP host contain the associated domain name information for processing DNS query.
TXT Record	Text String - TXT Resource Records (RRs) are used to hold descriptive text. The semantics of the text depends on the domain where it is found. See [RFC-1464] for details. Purpose: For inputting a list of strings less than 256 characters in length.

Table 1 – DNS Records Description

3.2.1.1 Record Type

When selecting a **Record Type** from the drop down list, the selected type's field will be highlighted as the only one that is needed to be filled in, as shown below in Figure 6.

Note: Only the users who are assigned certain IP addresses/blocks will be able to request services for those blocks.

Primary Name Server Request

If you would like Telstra to be a Primary Name Server for your domain(s), please complete the form below with the corresponding details.

Email Contact*:

Domain*:

Host*:

Record Type:

Parameters:

A Record: IP Address:

CNAME Record: New Host:

MX Record: Preference Value:

NS Record: NS value:

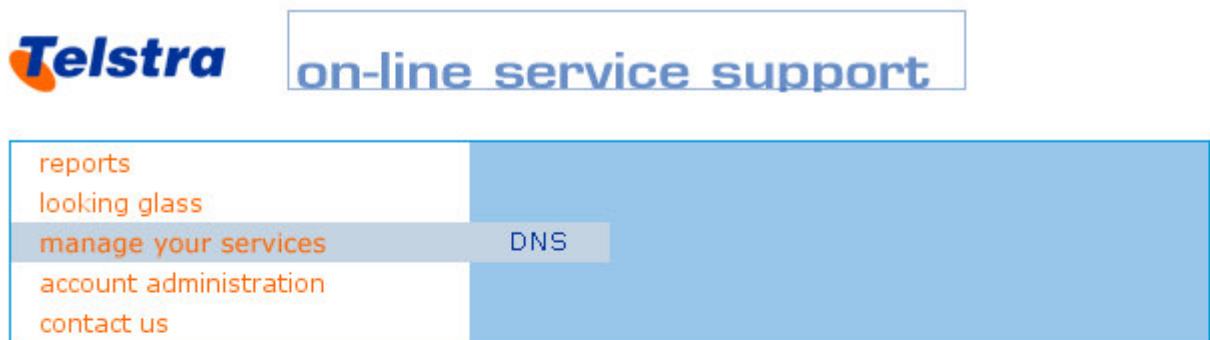
TXT Record: Text:

Figure 6 – Record Types

Once you have entered all the required information, select **Submit** to submit your request or **Clear** to clear the fields.

Scripts run every two hours (on the “even hour”). Hence, the lead time for any changes to the records to take effect is, at most, 2 hours.

You will also receive a confirmation via email (to the email address provided) after the changes to the records are made. This too will be within 2 hours, once the domain record is successfully added to the DNS server as shown below in Figure 7.



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Add Primary DNS

The domain record of tania.com (A record) has been added.

The Primary DNS server reloads once every 2 hours.

The following information is required for you to set up your server:

Dns servers:

ns4.net.reach.com(134.159.4.145)

Figure 7 – Confirmation

If you enter information incorrectly you will receive a notice advising an Error has been encountered, as shown below in Figure 8.

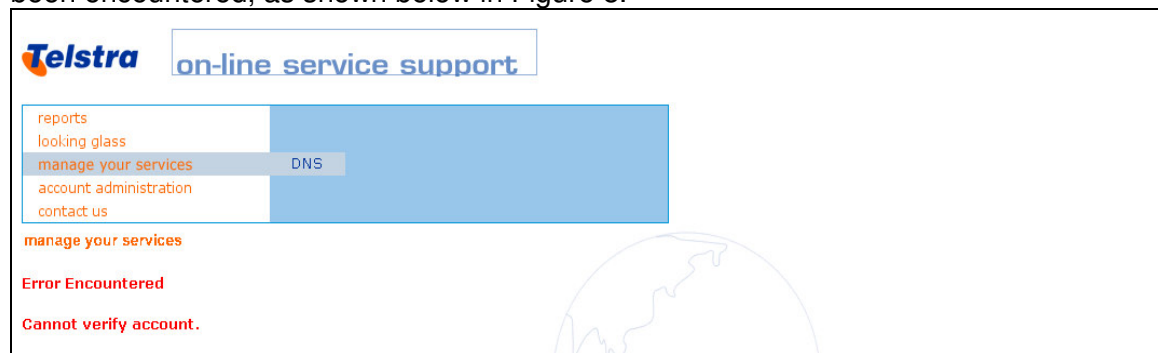


Figure 8 – Error Notification

3.2.1.2 To View your Domain Records

Go to the View Your Domain Record section (from the Manage Primary Name Server Request screen) and click on **View Listed Domain Records for [Account Number]**. This will display all your domain records which are added to DNS, as shown below in Figure's 9a & 9b

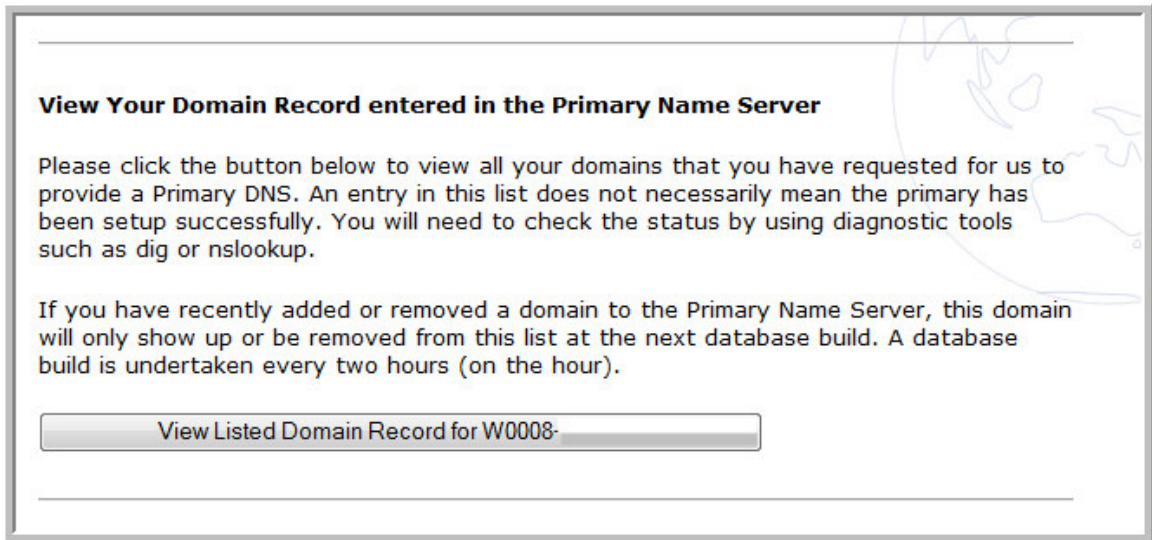


Figure 9a – Domain Records

Note: The database updates occur on every even numbered hour (e.g. 2pm, 4pm etc)

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List of domain records on the Reach Primary DNS server

Account	Domain	Host	Record Type	Parameter	Request Date	Email Contact
W0002-TELET	nahir.com	host2	MX	10 mail.nahir.com	2009-06-03 02:07:16.70501+00	nahir.bisso@reach.com
W0002-TELET	reach.com	host1	CNAME	host 2	2009-06-10 05:54:33.494896+00	tania.dawson@reach.com
W0002-TELET	tania.com	host2	A	176.23.45.13	2009-06-10 05:59:44.378178+00	tania.dawson@reach.com
W0002-TELET	tania.com	host1	CNAME	Host2	2009-06-03 02:01:18.348573+00	tania.dawson@reach.com
W0002-TELET	tania.com	host2	MX	10 mail.john	2009-06-10 06:11:50.580651+00	tania.dawson@reach.com

Figure 9b – Domain Records

3.2.1.3 To Remove a Domain Record

Go to the Remove domain record from a Primary Server Record section and select the record you want to remove by clicking in the box next to it. A tick should appear once you have selected it. Then click on **Remove Domain Record**. This is illustrated below in Figure 10.

Remove domain record from the Primary Name Server

To remove domain record from the Telstra primary name server, please select the record to be removed below.

	Account	Domain	Host	Record Type	Parameter
<input checked="" type="checkbox"/>	W0002-TELET	nahir.com	host2	MX	10 mail.nahir.com
<input checked="" type="checkbox"/>	W0002-TELET	reach.com	host1	CNAME	host 2
<input type="checkbox"/>	W0002-TELET	tania.com	host2	A	176.23.45.13
<input type="checkbox"/>	W0002-TELET	tania.com	host1	CNAME	Host2
<input type="checkbox"/>	W0002-TELET	tania.com	host2	MX	10 mail.john

Figure 10 – Removal of Records

User will be presented with a confirmation prompt in order to review the action and proceed if required.

All changes to records are done on the even hour, every 2 hours. Once the changes have been implemented, user will receive a confirmation email.

Note: There is no Edit functionality. If you need to change details, you will need to remove the record and then add the record, with the new details.

3.2.2 Manage Secondary Name Server Request

Below is a screen shot of what you will see when you select this option. The only difference between Primary and Secondary Name Server Request is the Records Entry, as they are only required once.

* indicates this is a mandatory field

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Secondary Name Server Request

If you would like Telstra to be a Secondary Name Server for your domain(s), please complete the form below with the corresponding details.

Email Contact*:

Domain*:

Primary Name Server IP address*:

View Your Domains entered in the Secondary Name Server

Please click the button below to view all your domains that you have requested for us to provide a secondary DNS. An entry in this list does not necessarily mean the secondary has been setup successfully. You will need to check the status by using diagnostic tools such as dig or nslookup.

If you have recently added or removed a domain to the Secondary Name Server, this domain will only show up or be removed from this list at the next database build. A database build is undertaken once every hour starting from midnight every day.

Remove a domain from the Secondary Name Server

To remove a domain from the Telstra Secondary Name Server, please enter the single domain to be removed below.

Single Domain to be Removed:

*** Mandatory Fields**

The E-mail address field is mandatory for notification purposes. Please insert the email address for which you would like to receive the request completion notification.

Figure 11 – Manage Secondary Name Server Request

To View Your Domain Record or to remove a Domain, refer to sections 3.2.1.2 and 3.2.1.3 above

3.2.3 DNS Resolve Service Request

Enter your details in the mandatory fields, as indicated below. Once all fields have been updated with correct information click on **Request DNS Resolve Service**.

* indicates this is a mandatory field

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DNS Resolve Service Request

Before using this service you will need to set up your client host to send queries to our Telstra name server.

If you would like to utilise our DNS resolve service, please complete the form below with the corresponding details.

Email Contact*:

Your Client Hostname:

Your IP Address Block*:
Enter in CIDR format e.g. 134.111.22.0/25

View Your Allowed IP Address for DNS Resolve Service

Please click the button below to view all your allowed IP Address for DNS Resolve Service.

*** Mandatory Fields**

The E-mail address field is mandatory for notification purposes. Please insert the email address for which you would like to receive the request completion notification.

Figure 12 – DNS Resolve Service Request

3.2.3.1 Confirmation email

A confirmation email will be sent to the email address defined in the email contact information field, as shown below:

REQUESTED DNS RESOLVER Service for following IP:

Username: giatest^^W0002-TELET
IP REQ: 134.111.91.11/29
Email: john.smith @reach.com
Account: W0002-TELET
Hostname:

Thank you.

Note: This email has been automatically generated. Please do not reply to this message as it is unattended.

3.2.3.2 Error message

If you enter incorrect information you will receive an error message as shown below in Figure 12:

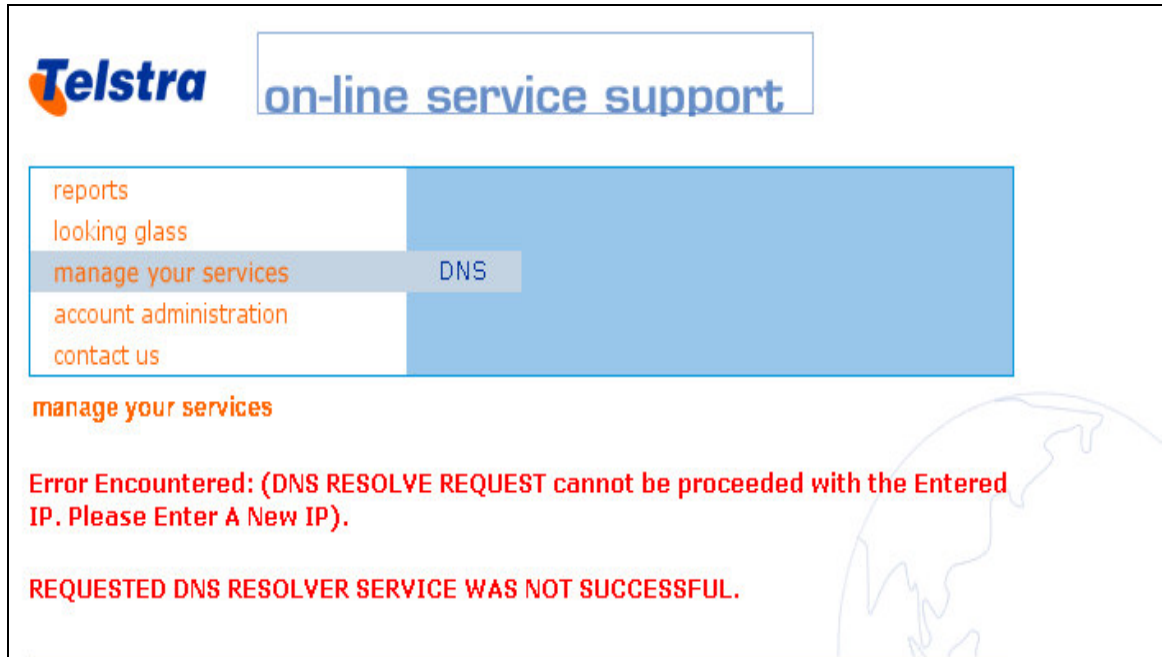


Figure 13– Error Message

3.2.3.3 To cancel a DNS Resolve Service

Enter the IP address block that requires cancellation and your Email address, as they are mandatory fields. Once you have clicked on the **Cancel DNS Resolve Service** you will receive a confirmation request. Click **OK** if you wish to proceed. This is shown below in Figure 13a.

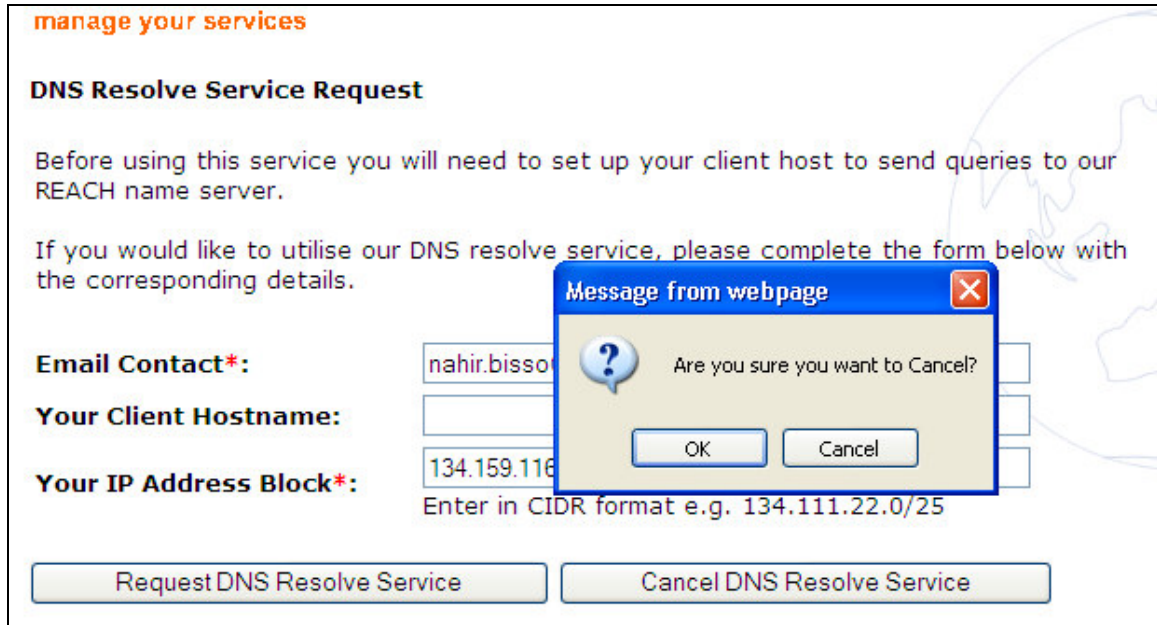


Figure 13a – Cancel a DNS Resolve Service

The system will advise you that the service has been cancelled as shown below in Figure 13b. You will also receive a confirmation via email.

You will also receive another confirmation email within 2 hrs after the record has actually been deleted from the DNS Resolve Service.

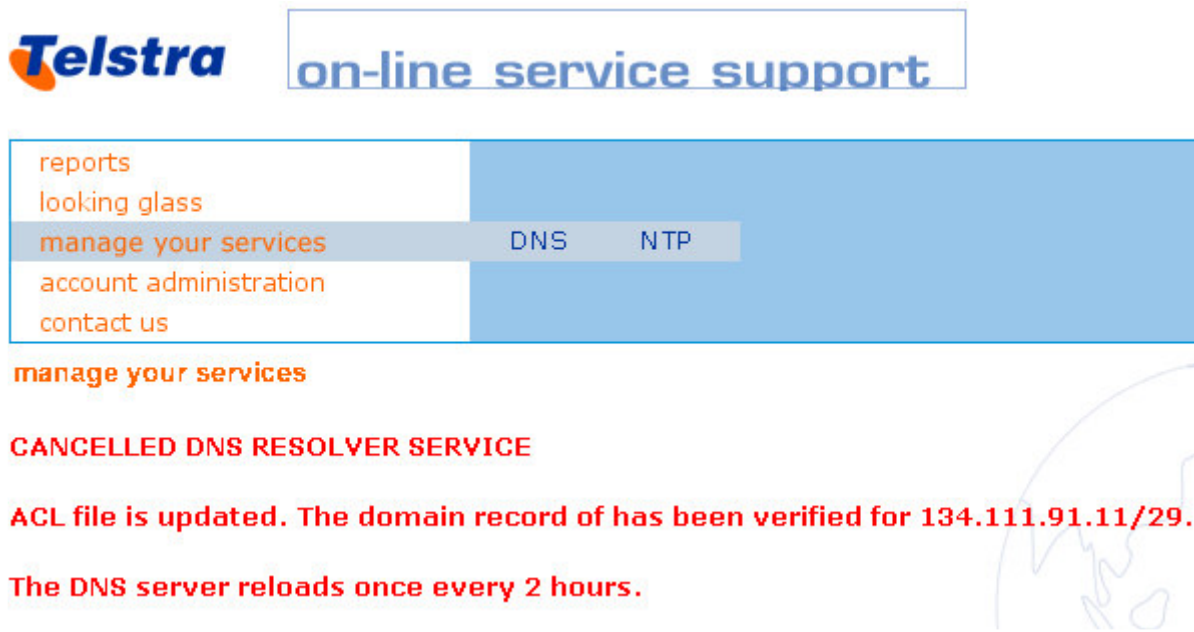


Figure 13b– Cancel a DNS Resolve Service Message

3.2.3.4 Confirmation email

CANCELLED DNS RESOLVER Service for following IP:

Username: giatest^^W0002-TELET
IP REQ: 134.111.91.11/29
Email: tania.dawson@reach.com

Account: W0002-TELET
Hostname:

Thank you.

Note: This email has been automatically generated. Please do not reply to this message as it is unattended.

3.2.4 Manage Reverse Mapping (PTR RECORD) & Reverse Delegation

Figure 14 below is a screen shot of what you will see when you select this option. Select the required Type of Service and enter the mandatory fields and click **Request Service** or **Cancel Service**.

* indicates this is a mandatory field

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Reverse Delegation Service Request

If you would like to utilise our Reverse Delegation Service, please complete the form below with the corresponding details. You will receive confirmation via email once the DNS server file is updated successfully.

Email Contact*:

Type of Service:
 Reverse Mapping
 Reverse Delegation

Reverse Mapping (IP Address)*:

Reverse Mapping (domain)*:

Reverse Delegation (IP BLOCK)*:

Reverse Delegation (Name Server)*:

NOTE: If you want to associate multiple NS servers with the same ip block please request multiple times.

View Reverse Mapping and Reverse Delegation Records

Please click the button below to view all your Reverse Delegation records.

*** Mandatory Fields**

Figure 14 – Reverse Delegation and Reverse Mapping Service Request

Figure 15 below is an example of what screen you will see when you want to view the records



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List of Reverse Mapping and Reverse Delegation Records.

My Service account	Email	IP Address/IP Block	Record Type	Fully Qualified Domain name
W0008-		202. xxx.xx .0/27	Reverse Delegation	abcd.12.com
W0008-		202. xxx.xx .0/27	Reverse Delegation	abcd.12.com
W0008-		202. xxx.xx .0/27	Reverse Delegation	NS1.ZZZ.COM
W0008-		202. xxx.xx .3	Reverse Mapping	banana.aust.com
W0008-		134. xxx.xx .224/28	Reverse Delegation	banana1.aust.com

Figure 15 – List of Reverse Mapping and Reverse Delegation Records

To cancel a Reverse Delegation / Reverse Mapping service, simply enter the details of the service you wish to cancel and click on the **Cancel Service** button that can be seen in Figure 14.

3.3 Network Time Protocol

NTP provides time synchronisation services to GID customers. Figure 16 below is a screen shot of what you will see when you select this option.

* indicates this is a mandatory field

The screenshot shows the Telstra on-line service support interface. At the top left is the Telstra logo. To its right is a search bar containing the text "on-line service support". Below the search bar is a navigation menu with links: "reports", "looking glass", "manage your services", "account administration", and "contact us". The "manage your services" link is highlighted in orange. Below the menu is a blue header for the "manage your services" section. The main content area is titled "NTP Service Request". It contains a paragraph explaining that users need to set up their client host for NTP peering and clock synchronization from REACH. Below this is another paragraph stating that users must complete a form to utilize the NTP resolve service. The form includes three input fields: "Email Contact*", "Your Client Hostname:", and "Your IP Address Block*", with a note to enter the IP address in CIDR format (e.g., 134.111.22.0/25). There are two buttons: "Request NTP Service" and "Cancel NTP Service". Below the form is a section titled "View Your Allowed IP Address for NTP Service" with a button to view the allowed IP addresses. A section titled "* Mandatory Fields" explains that the email address field is mandatory for notification purposes.

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NTP Service Request

Before using this service you will need to set up your client host to accept NTP peering and clock synchronisation from REACH.

If you would like to utilise our NTP resolve service, please complete the form below with the corresponding details.

Email Contact*:

Your Client Hostname:

Your IP Address Block*:
Enter in CIDR format e.g. 134.111.22.0/25

View Your Allowed IP Address for NTP Service

Please click the button below to view all your allowed IP Address for NTP Service.

*** Mandatory Fields**

The E-mail address field is mandatory for notification purposes. Please insert the email address for which you would like to receive the request completion notification.

Figure 16 – NTP Service Request

Figure 17 below is a screen snap-shot of what you will see once you request NTP Service.



Figure 17 – NTP Service Request

Figure 18 below is a screen snap-shot of what you will see once you Cancel NTP Service.

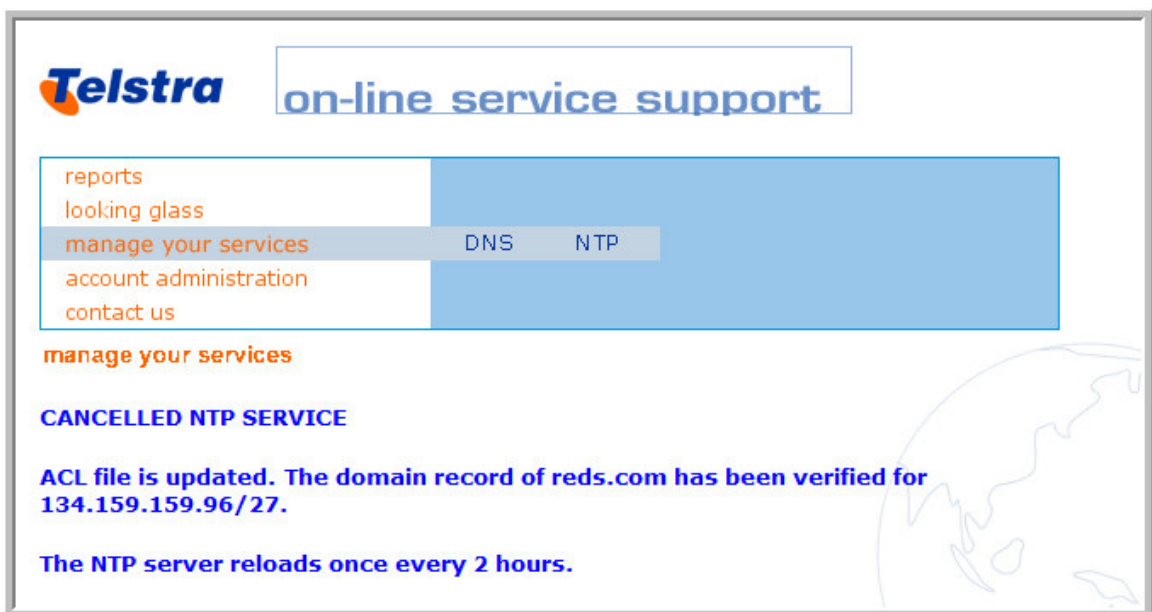


Figure 18 – NTP Service Cancellation

4 Contact Us

Contact us details can be accessed from any of the product screens for Global Internet Direct.

The **Contact Us** link is located on the top level menu bar. Local numbers for other countries are also listed.



Figure 19 – Contact us

Below is a sample list of contact numbers:

Australia	1800 028 555
Australia	+ 61 2 8289 8222
China	10080 61 00121
Hong Kong	800 96 2068
India	000 800 6101 004
Indonesia	001 803 61 274
Japan	00531 61 6127
Malaysia	1800 80 1740
New Zealand	0800 44 5593
Singapore	800 6161 062
Taiwan	0080 61 1253
UK	0800 8566 000
USA & Canada	1800 582 0172

Note: For UK, please state your Customer Reference and confirm that you have a DNS Service managed via the MyServices portal.