

Enterprise Mail DNS Service Setup Guide

Revision History

Version	Date	Revision History	
		Section	Revised Parts
Version 1.0	Nov. 28, 2014		Newly created

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Introduction

In this "Setup Guide", examples of general setup procedures for using the DNS service are introduced.

For various settings, customers should change with customers' responsibility; therefore, please contact our customer support for server setting changes that are not described in this setup guide. Thank you for your understanding.

Cautions

※Setup examples introduced in this setup guide are for your reference only. Since setup contents differ depending on customer's environments, please contact your system administrator for details, and conduct settings with your responsibility.

※Depending on customer's settings, it may not function properly or cause trouble. Please understand that in such cases, we cannot provide guarantees with this option.

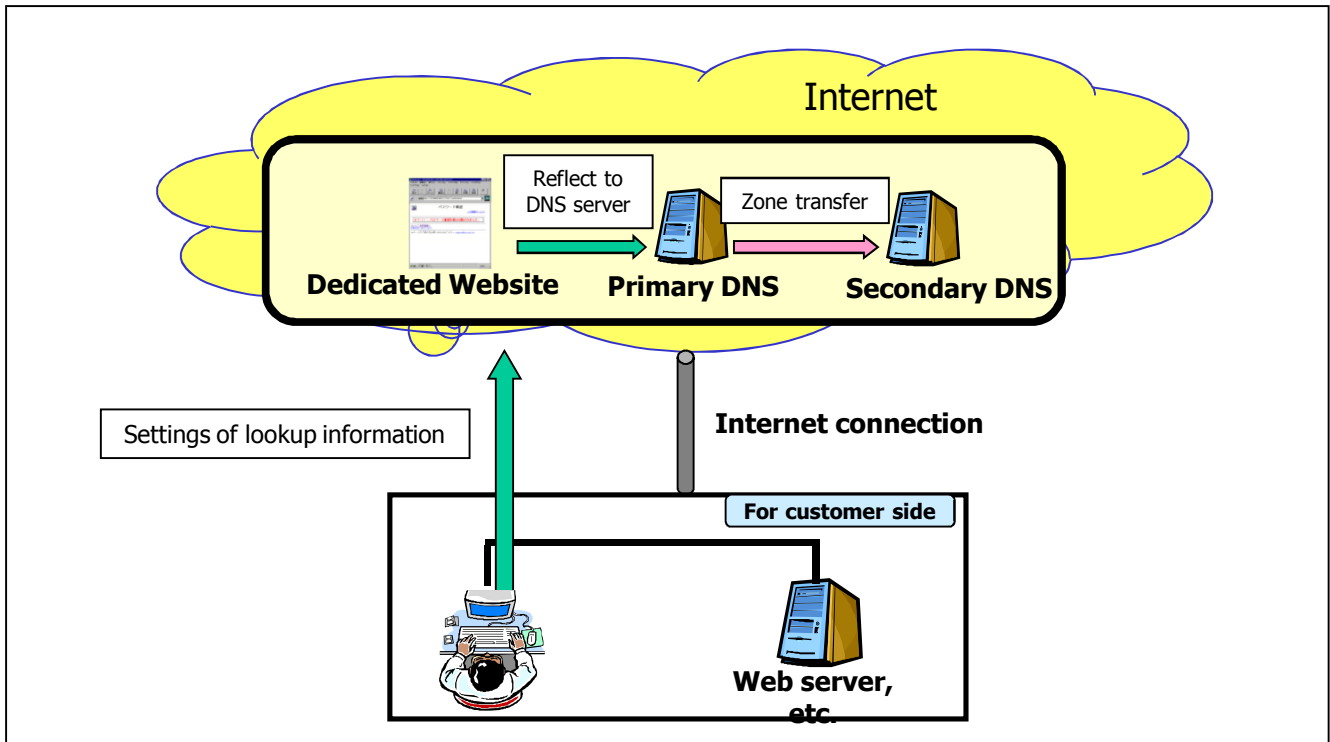
1. Service Overview

In this service, the following DNS functions are provided.

■ "DNS Service"

Primary and secondary DNS are provided.

The settings for lookup information to the primary DNS can be setup by customers using the dedicated website (Control Panel).



2. Setup Overview

2-1. "Guidance"

■ Guidance

When using Enterprise Mail option, "DNS service", necessary information is written and sent in the "Guidance" (Service Start Notification).

Referring to the information below, please conduct various settings according to this setup guide.

Authentication ID	Used in "3. Edit and register zone file"
Authentication password	Used in "3. Edit and register zone file"

*Authentication ID and password used to access the control panel.

*Verification and change of the authentication password can be done in the following page.

<https://id-qw.ocn.ad.jp/>

For initialization of password, please contact Support Desk.

Zone Name	Used in "3. Edit and register zone file"
-----------	--

*Displays the zone name that can be edited by customers

It can be used when accessing the control panel.

【 DNS Information】

Primary DNS server name	Used in "2-2. Setup Process Step 1"
Secondary DNS server name	Used in "2-2. Setup Process Step 1"

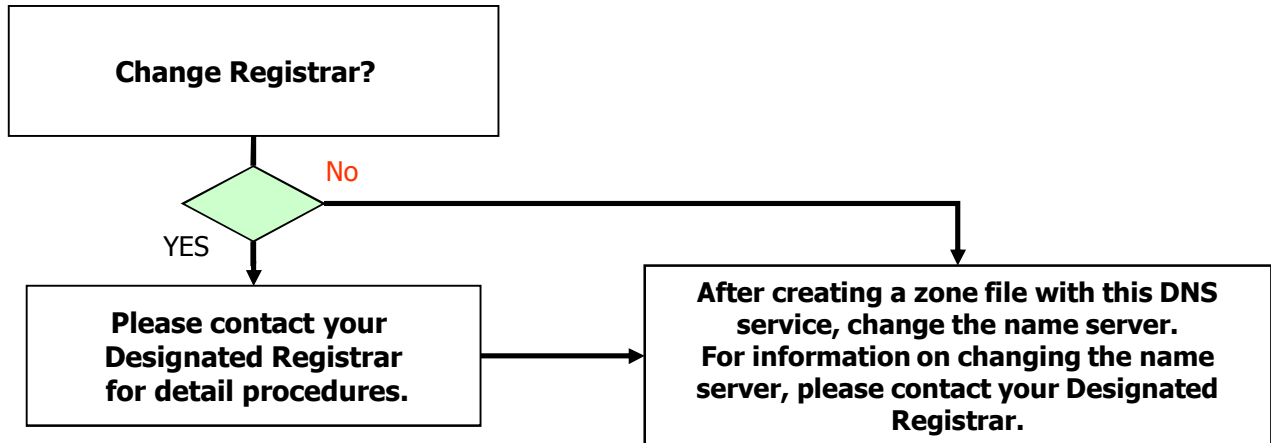
*DNS server name to be used by customers.

It is referred when changing a specified registrar or server name.

2-2. Setup Process

Step 1 Change domain information (Change Name server and Registrar)

Refer to the flow chart shown below, and conduct changes to match customers' information.



Before changing the "Name server information" of your domain name, it is necessary to request to registrar to change to **"Primary DNS server name"** and **"Secondary DNS server name"** as specified in "2-1. Guidance".

Since your current registrar may not be used by using this DNS service, please check beforehand. If it is necessary to change your registrar, please note that it may take approximately 2 weeks. A name server change request must be made after registering a zone file in Step 2.

Step 2 Create and register a zone file

To use the DNS server, a DNS server registration file called a zone file needs to be created according to your environments, and register. Registration of a zone file is done in the customer only WEB called the control panel. Please login to the control panel using **the "Authentication ID" and "Authentication password"** as described in "2-1. Guidance".

After the DNS service starts, customer needs to edit a zone file. Since a communication may not work correctly due to improper name resolutions until it is edited by customer, please edit a zone file as soon as the DNS service starts. Especially, please be cautious when migrating an existing domain or sub domain to this DNS service.

Step 3 Check the DNS service

Check DNS communication verification after name server changes are completed.

3. Edit and register a zone file

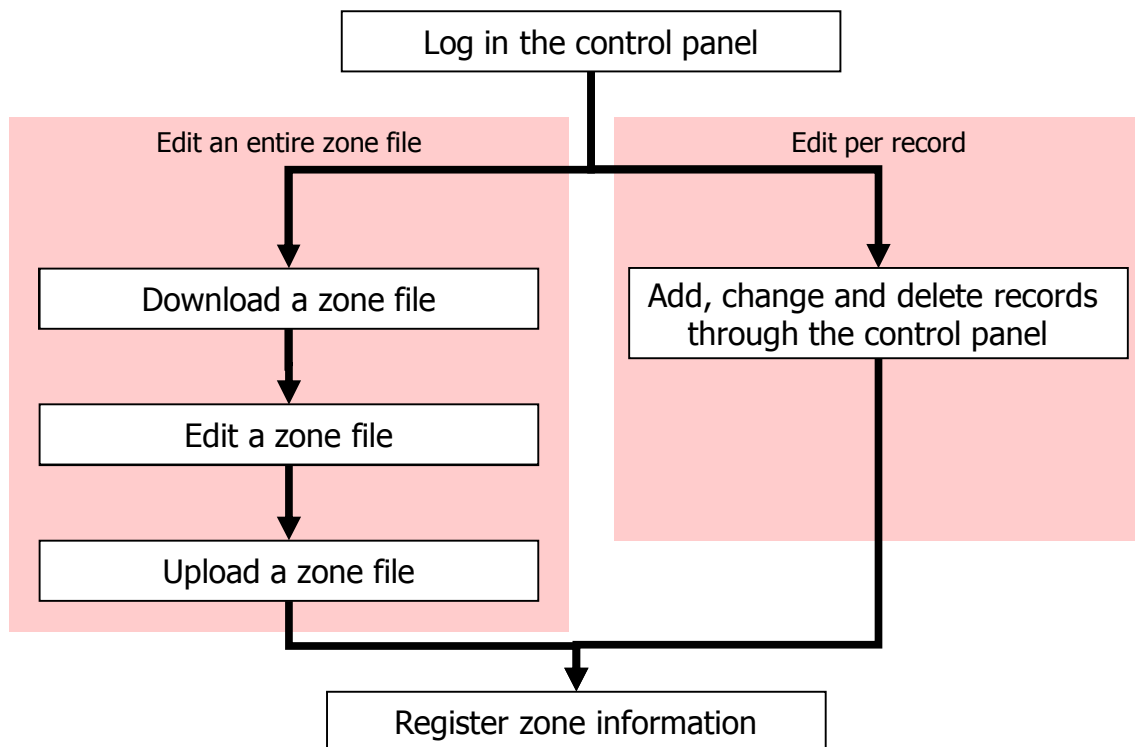
When using the DNS service according to the customers' environment, it is necessary to edit and register a zone file. Registration of a zone file is conducted in the dedicated Website called Control Panel. Control Panel URL is shown below.

<https://dns-editor.ocn.ad.jp/>

For the "Authentication ID" and "Authentication password" to log-in the control panel, please refer to **"2-1. Guidance"**.

Recommended web browsers for using the control panel of this DNS service are Internet Explorer7 or later or Firefox. Please note when other browsers (Opera, etc.) are used, problems may happen in the upload setting of a zone file.

There are 2 types of flow to complete zone registration, one is to edit an entire zone file, and the other is to edit per record using the control panel.



The procedures are the same when registering new zone file and changing existing zone file.

3-1. Log in Control Panel

(1) Log in

Access the control panel from the address above, and the following screen is displayed.



1 Select "EnglishMenu".

Enter your zone name, Authentication ID and password to log in.

Zone Name	<input type="text"/>
Authentication ID	<input type="text"/>
Password	<input type="password"/>

2.

3.

2 Enter "Zone Name", "Authentication ID"*1 and "Password"*1 as shown in the "Guidance".

*Select "Cancel" to clear entered items.

*For items to enter, please note the followings.

3 Click [Login]

*The authentication expires, if no operation is confirmed for 60 minutes.

*1 The "Authentication ID" and "Password" for the control panel will be issued per domain. Information required to log in is "Zone Name (domain name)", "Authentication ID" and "Password".

(2) DNS functions and setup menu

OCN DNS Menu

Zone Name	ivory.web-bizmail.com
Latest update	Aug 7 14:12

Configuration

```
$TTL      86400
@         IN      SOA     ns6-tk01.ocn.ad.jp. test.postmaster¥.ivory.web-bizmail.com. (
2014080708
10800
3600
604800
86400
)
```

1 The zone Name entered in the log-in screen is displayed.

2 When adding, editing and deleting an individual record on the screen, click the [Edit] button.

Refer to 3-3

3 When registering/changing the entire zone file, click the [Upload] button.

Refer to 3-2-4

4 When getting the registered zone file, click the [Download] button.

Refer to 3-2-1

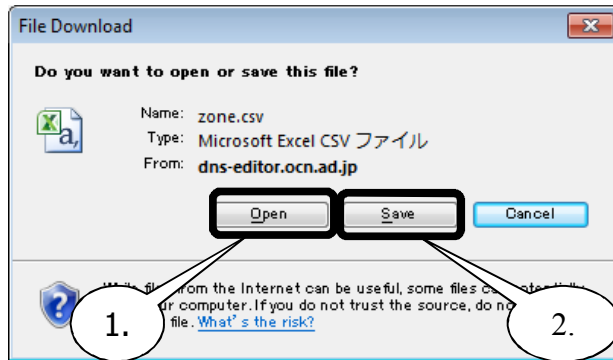
Operation

- Edit** Click here to edit/add/delete each resource record on web browser
- Upload** Click here to upload the zone file. (CSV format only)
- Download** Click here to download the zone file. (CSV format only)
- Release** Click here when Edit, Upload or Download button are unavailable. (There is a possibility not to be logged out normally while editing the zone file last time.)

3-2. Edit a zone file

3-2-1. Download a zone file

(1) Download a zone file



Click the [Download] button to display the [File Download] window.

1 Select the [Open] button to open a csv file, and the current zone file can be displayed.

2 Select the [Save] button to save the registered zone file in the current primary DNS server to your computer.

(2) Downloaded data

Downloaded data is "csv format" file.

- Download for the first time

For Record 1, initial values are entered in the downloaded zone file.

*Necessary parts of Record 1 can be edited.

Also, customer can edit Record 2 freely according to their environments.

- Download the registered zone file

The zone file containing previously registered Record 1 and 2 is downloaded.

zone.csv (example)

1	\$TTL		86400				
2	@		IN	SOA	ns6-tk01.ocn.ad.jp	root.ocn.ad.jp	(
3							
4		10800					
5		3600					
6		604800					
7		86400					
8)						
9			IN	NS	ns6-tk01.ocn.ad.jp		
10			IN	NS	ns6-tk02.ocn.ad.jp		
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							

← Record 1

← Record 2

3-2-2. Create a zone file

Open the CSV file saved in “3-2-1. Download a zone file” to create a zone file. Each record's description methods and editable/non-editable resource records in the primary DNS are explained.

Make sure to save the created zone file with the CSV format.

(1) Records

Record types that can be edited are shown next.

■ Forward Lookup

Record name	Explanation	Editable
SOA (Start Of Authority)	Record to indicate the beginning of zone	△ (Partially)
NS (Name Server)	Record to specify a host (name server) providing services in a specified domain	○
A (Address)	Record to specify a host IP address	○
CNAME (Canonical NAME)	Record to define a canonical name of the host	○
MX (Mail eXchange)	Record to specify a mail server	○
TXT	Record to specify optional text	○
AAAA	Record to specify a IPv6 host IP address	○
A6	Lookup record for using new IPv6 specifications	○

*If descriptions are written for any other records, proper operations cannot be guaranteed.

(2) SOA record

Initial settings of SOA record is set by service provider at the time of service start.
Not all items in SOA record can be edited. Depending on items, setting restrictions are provided as shown below.

```

1 name [ttl] IN SOA 2 origin 3 person (
                        4 serial
                        5 refresh
                        6 retry
                        7 expire
                        8 minimum
                        )

```

Item	Explanation	Editable
1 name	Specify a domain name. Default value: @	x
2 origin	Specify the primary DNS server. Default value: DNS server name when applied.	x
3 person	Specify a mail address of the DNS administrator Default value: root.ocn.ad.jp ← Recommended to change (Note 1)	○
4 serial	Version number of the zone file Default value: 1	△ (less than 4,294,967,295)
5 refresh	Specify polling intervals of the secondary server to the primary server Default value: 10,800 (sec) ← 3 hours	△ (60 or more, less than 604,800)
6 retry	Specify retry intervals when the secondary server polling fails. Default value: 3,600 (sec) ← 1 hour	△ (60 or more, less than 3,600)
7 expire	Specify a zone information effective period of the secondary server. Default value: 604,800 (sec) ← 1 week	△ (3,600 or more, less than 2,592,000)
8 minimum	Specify a TTL value of negative cache. Default value: 86,400 (sec) ← 1 day	△ (300 or more, less than 604,800)

*Note 1: If left as default, it doesn't respond when mail arrives at OCN.

*There are limits for TTL, same as 8 minimum which is 300 or more, less than 604800.

(3) NS record

When the service starts, 2 records are already set for NS records.
All items except for TTL in the NS record can be freely edited.
Multiple descriptions are possible for NS record.

1 domain [ttl] IN NS 2 server

Item	Explanation	Editable
1 domain	Specify a domain name. Default value: (blank)	<input type="radio"/>
2 server	Specify a name server. Default value: OCN DNS server name.	<input type="radio"/>

*300 or more and less than 604,800 can be set for TTL.

(4) A record

All items except for TTL in the A record can be freely edited.
Multiple descriptions are possible for A record.

1 host [ttl] IN A 2 address

Item	Explanation	Editable
1 host	Specify a hostname.	<input type="radio"/>
2 address	Specify an IP address.	<input type="radio"/>

*300 or more and less than 604,800 can be set for TTL.

(5) CNAME record

All items except for TTL in the CNAME record can be freely edited.
Multiple descriptions are possible for CNAME record.

1 nickname [ttl] IN CNAME 2 host

Item	Explanation	Editable
1 nickname	Specify a nickname for the host.	<input type="radio"/>
2 host	Specify an official name for the host.	<input type="radio"/>

*300 or more and less than 604,800 can be set for TTL.

(6) MX record

All items except for TTL in the MX record can be freely edited.
Multiple descriptions are possible for the MX record.

1 domain [ttl] IN MX 2 preference 3 server

Item	Explanation	Editable
1 domain	Specify a domain part (after @ of email address) of mail.	<input type="radio"/>
2 preference	Specify an integer indicating a priority order.	<input type="radio"/>
3 server	Specify a host to forward mail. Specify the real hostname. No canonical name (CNAME) can be used.	<input type="radio"/>

*300 or more and less than 604,800 can be set for TTL.

(7) TXT record

All items except for TTL in the TXT record can be freely edited.
Multiple descriptions are possible for the TXT record.

1 domain or hostname [ttl] IN TXT 2 text

Item	Explanation	Editable
1 domain or hostname	Specify a domain or hostname.	<input type="radio"/>
2 text	Able to use characters (up to 512 characters except for """, "<", ">", "&", ",", and line break). Though double quotation marks need to be placed at the beginning and end of a TXT record, no double quotation mark is necessary when text is written in a CSV file.	<input type="radio"/>

*300 or more and less than 604,800 can be set for TTL.

(8) AAAA record

All items except for TTL in the AAAA record can be freely edited.
Multiple descriptions are possible for the AAAA record.

1 host [ttl] IN AAAA 2 address

Item	Explanation	Editable
1 host	Specify a hostname.	<input type="radio"/>
2 address	Specify an IPv6 address.	<input type="radio"/>

*300 or more and less than 604,800 can be set for TTL.

3-2-3. Cautions when creating a zone file

(1) Cautions when editing records in a zone file

Create a zone file to match your environments and register by noting the followings.

If the TTL value is too large, it may take a while for it to be reflected on other DNS. 1 day (86400) is recommended.

It is recommended to enter a mail address of your administrator.
Postmaster@user.domain
↓
Postmaster.user.domain.

It is necessary to increase the serial number as you change and register the zone file.
Make sure to enter a number, "Service start date + 1" or above.
*Default value: 1

Always place ". (dot)".

Create according to your environments.

\$TTL	86400				
@	2	IN	SOA	ns6-tk01.ocn.ad.jp	Postmaster.user.domain.
	10800				
	3600				
	604800				
	86400				
)					
		IN	NS	ns6-tk01.ocn.ad.jp	
		IN	NS	ns6-tk02.ocn.ad.jp	
user.domain.		IN	MX	10	mail1.user.domain.
user.domain.		IN	MX	20	mail2.user.domain.
GW		IN	A	192.168.10.33	
mail1		IN	A	192.168.10.34	
www		IN	CNAME	mail1	
mail2		IN	A	192.168.10.35	
mail3		IN	A	192.168.10.36	

Up to 500 lines

(2) Cautions when writing records

- 1 In the CSV file, do not change the position of the SOA and NS records.
When adding records, add below the NS record in the 9th and 10th rows.
- 2 Characters that can be used for a hostname is case-insensitive.
- 3 Characters that can be used for a hostname is alphanumeric characters (single-byte) and "-" (hyphen).
The first and last character of a hostname should be alphanumeric characters (single-byte).
"-" (hyphen) cannot be used for the first and last.
Example: ○ test-host × host-
- 4 Round robin with CNAME (canonical name) cannot be used.
Example
host1 IN CNAME host2
host1 IN CNAME host3
- 5 A hostname defined in CNAME (Canonical name) cannot be used for A record.
Example
host1 IN CNAME host2
host1 IN A 192.168.10.1
- 6 When using FQDN for a hostname, make sure to add ". (dot)" at the end.
- 7 The number of lines that can be entered in one zone file is max 500 lines when the service starts.

(3) Check items and Restrictions

When registering a created zone file, there are items that are checked and restricted.
For details, refer to "3-2-5. Check items and restrictions".

3-2-4. Upload a zone file

(1) Register and change data

1 Click the [Browse] button to select a zone file to register.

2 Use the zone file created in "3-2-2."

3 Click the [Open] button.

Zone Name	ivory.web-bizmail.com
Latest update	Aug 7 14:12

Enter the zone file to be registered.

File name

Click Next button to register the zone file.

Click here to go to Confirmation page.

Click here to cancel your operation and go back to the DNS Menu Page.



4 The zone file to be registered is opened.

5 Click the [Next] button.

Zone Name	ivory.web-bizmail.com
Latest update	Aug 7 14:12

Enter the zone file to be registered.

File name

Click Next button to register the zone file.

Click here to go to Confirmation page.

Click here to cancel your operation and go back to the DNS Menu Page.

- Edit the file (csv format) downloaded in 3-2-1. for the zone file to register and change.
- When registering a zone file, the check items and restrictions are verified as shown in the next page. When error messages are displayed, recheck the records referring to the conditions as shown in the next page.
- When editing in Excel, set the "File type" to "CSV (comma separated value) (*.csv)" and save.

(2) Register and change data

Zone Name	ivory.web-bizmail.com
Latest update	Aug 7, 14:12
Upload file name	zone (2) .csv

Please confirm the zone file before click Register button.

Configuration

```
!TTL      86400
!         IN      SOA      ns0-tk01.ocn.ad.jp. test.postmaster#. ivory.web-bizmail.com.
2014080708
10800
3800
804800
86400
)
!         IN      NS       ns0-tk01.ocn.ad.jp.
!         IN      NS       ns0-tk02.ocn.ad.jp.
!         IN      NX       20      ns1078.ngw.secure-ict.net.
testtesttest      IN      NX       10      ns1078.ngw.secure-ict.net
```

Click here to register the zone file.

Click here to cancel your operation and go back to the DNS Menu Page.

Click here to go back to previous page.

1 The file to register/change is checked.

2 Click the [Register] button.

(2) Edit records

行	削除	Name	Type	Data
1		\$TTL		36400
2		person		root.ocn.ad.jp
3		serial		5 *必須
4		refresh		10800
5		retry		3600
6		@	SOA	
7		@	SOA	
8		@	SOA	
9		@	SOA	

For editable values, input fields to enter new values are displayed. After entering new values to target fields, click the [Next] button.

Record types that can be edited are SOA, NS, MX, A, CNAME, AAAA and TXT.
After editing is done, also update the SOA record's Serial value.

(3) Delet records

行	削除	Name	Type	Data
1		\$TTL		36400
2		person		root.ocn.ad.jp
3		serial		5 *必須
4		refresh		10800
5		retry		3600
6		@	SOA	
7		@	SOA	
8		@	SOA	
9		@	SOA	
10	<input checked="" type="checkbox"/>	@	NS	
11		@	NS	
12		@	NS	
13		@	NS	
14		@	NS	
15		@	NS	
16		@	NS	
17		@	NS	
18		@	NS	
19		@	NS	
20		@	NS	

For a record that can be deleted, a checkbox is displayed in the delete column. Place a check mark for the target field, and click [Next].

Record types that can be deleted are NS, MX, A, CNAME, AAAA and TXT.
After editing is done, also update the SOA record's Serial value.

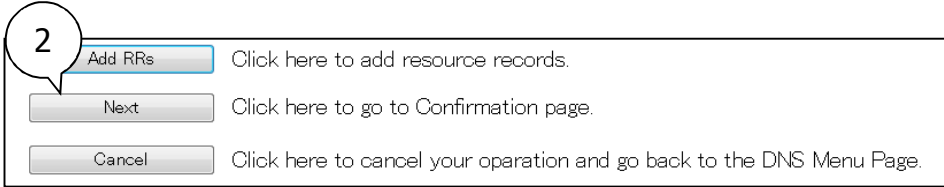
(4) Check and Registration



serial 16 17

1 Update the SOA record's Serial value.

2 After editing the resource record in (1) to (3), click [Next] in DNS Edit screen.



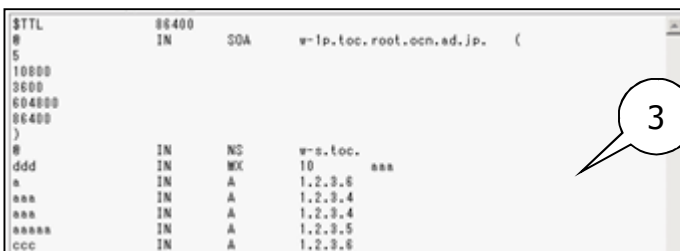
2

Add RRs Click here to add resource records.

Next Click here to go to Confirmation page.

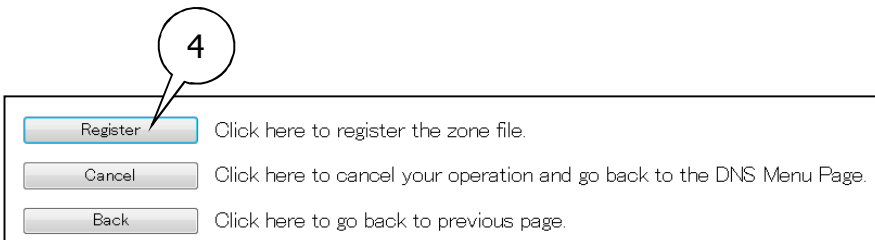
Cancel Click here to cancel your operation and go back to the DNS Menu Page.

After pushing the [Next] button, checks as shown in 3-2-5 are conducted. If errors are found in edited contents, error messages are output on the upper part of the DNS Edit screen. After correcting the errors, click the [Next] button again.



```
$TTL      86400
@         IN      SOA     w-lp.toc.root.ocn.ad.jp. (
;
;
;
)
ddd      IN      NS       w-s.toc.
ddd      IN      MX       10    aaa
a        IN      A        1.2.3.6
aaa      IN      A        1.2.3.4
aaa      IN      A        1.2.3.4
aaaaa    IN      A        1.2.3.5
ccc      IN      A        1.2.3.8
```

3 Verify edited contents, when the zone file contents are displayed.



4

Register Click here to register the zone file.

Cancel Click here to cancel your operation and go back to the DNS Menu Page.

Back Click here to go back to previous page.

4 When no problem is found in the zone file contents, click the [Register] button.

3-4. Cautions when editing through Control Panel

(1) Serial value settings

The serial value of a SOA record is not automatically set. When editing a zone file on the control panel, it is necessary for you to set to a value larger than the value at the time of editing. If the [Register] button is pushed without updating the value, it becomes error.

(2) Add a line in a resource record

The position for a line to be added in a resource record is at the end of the zone file. A blank line cannot be added.

(3) Sort zone file contents

When editing on the control panel, the order for resource records to be registered is the order as displayed in the control panel. Sorting is done according to the order below.

\$TTL, SOA, NS, MX, PTR, A, AAAA, TXT

When adjusting the order of resource records, upload a CSV file rather than using the control panel for editing.

(4) Edit a zone file containing \$ORIGIN

A zone file containing \$ORIGIN cannot be edited in the [Edit Record] on the control panel. When editing a zone file containing \$ORIGIN, download a zone file and upload after editing in the CSV file.

(5) Locking the control panel

If a browser is closed with the browser's close button without logging out from the control panel, the control panel may be locked and editing may become impossible. When it is locked, click the [Lock Release] button in the setup menu screen to release the lock.

(6) Omitting a value in the Name field

If inputting is omitted in a record type that allows an omission of the Name field value, it is regarded that one value above the record value is input. However, if one above the record type is CNAME, it results in error.

(7) Notations of the last updated date

The last updated date displayed on the control panel is "mm/dd/yyyy" if it has been 1 year or more from the last updated date, and "mm/dd/time" if it is less than 1 year.