

How to Create a PTR/rDNS Record

This Guide will allow you to create a Pointer (PTR) record, also known as a Reverse DNS (rDNS) record, and route it effectively.

*****VERY IMPORTANT NOTE*****

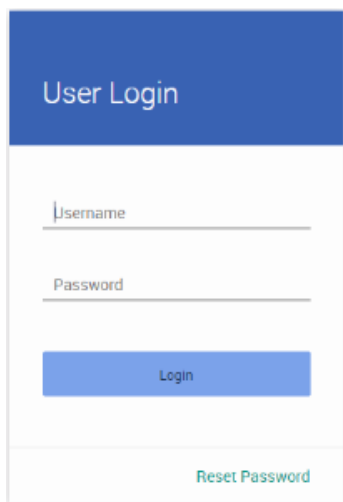
***** A PTR/rDNS record is only able to point to ONE IP Address. You cannot point multiple records to a single IP Address as it's against RFC (Remote Function Call). *****

*** Please note that there are 2 work flows to in order to create PTR and rDNS records ***

Workflow 1

Step One:

Log into our Web Manage Portal

A screenshot of a web portal login form. The form has a blue header with the text "User Login". Below the header, there are two input fields: "Username" and "Password". Below the "Password" field is a blue "Login" button. At the bottom of the form is a link that says "Reset Password" in green text.

Step Two:

Click on the 'Device Manager' Menu link located at the left of the page

Menu

- ▶ Client Profile
- ▶ Reports
- ▶ Domain Management
- ▶ Support
- ▶ Device Manager

Step Three:

Select the option 'View IP Addresses' which should populate under the Device Manager Collapse menu

▼ Device Manager

[View DNS Zones](#)

[View Devices](#)

[View Racks](#)

[View Facilities](#)

[View IP Addresses](#)

Step Four:

Click the '+' sign next to the IP Assignment you want to modify

IP Addresses

IP Groups 1-1 of 1 Shown

Description

[+] Default IP Group

IP Groups 1-1 of 1 Shown

Step Five:

Click the PTR Link on the last column. It is on the very far right-hand side

IP Addresses

IP Groups 1-1 of 1 Shown

Description	Address	Type	Device	Service
[-] Default IP Group				
Port 1 - IP Assignment 1		Global		PTR
Port 1 - IP Assignment 2		Global		PTR
		Global		PTR
		Global		PTR
Port 1 - IP Assignment 3		Global		PTR
Port 1 - IP Assignment 4		Global		PTR

IP Groups 1-1 of 1 Shown

Step Six:

From the IP's you have listed, select an IP Address, then on the right hand side type the domain you wish to point it to. Click Update on the bottom once finished.

Edit PTR Records

IP Address

PTR

Click checkbox to populate all empty inputs with default value ☐

[Redacted]: **[Redacted]**.com

1. IP Address

**2. Where you want to
point it to**

3. Click Update



Update Cancel

Workflow 2

Please proceed by going through steps 1 and 2 from the previous workflow.

Step 3:

Click on the View Devices link.

▼ Device Manager

[View DNS Zones](#)

[View Devices](#)

[View Racks](#)

[View Facilities](#)

[View IP Addresses](#)

Step 4:

Select the device you wish to create the ptr record in, under device description.



Step 5:

Under IP Assignments on the right hand side of your screen find the IP Block you need and click on the PTR link.

IP ASSIGNMENTS

Address	Description	Owner	VLAN	
[redacted]	[redacted]	[icon]		[red arrow] [ptr]
[redacted]	[redacted]	[icon]		[red arrow] [ptr]

Step 6:

Continue with step 6 from the above workflow; make sure to click update once completed.

Once the above steps are completed, the PTR/rDNS record(s) should update on our DNS within a few minutes.