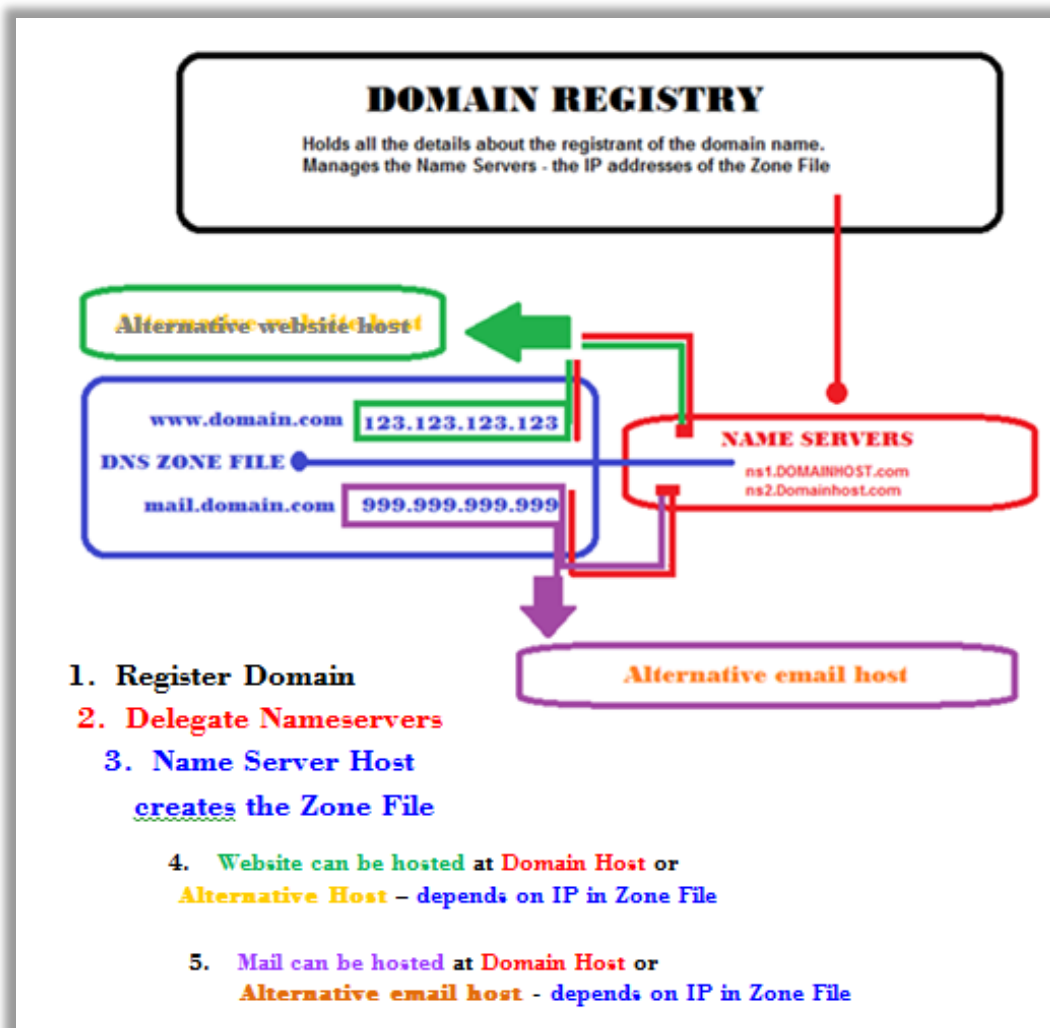


# The DNS LookUp Process

## How does the Internet find your webpages or email?

This illustration is our attempt to simplify a very complex arrangement of the participating computers that make up your presence on the internet.



### **The LookUp Process**

When an address is requested by someone's computer the first enquiry goes to the Domain Registry system. The relevant registry is identified and the request is forwarded to the domain host. The domain host consults the zone file for each account in its records and matches the request to the correct record. In most cases the entries in the zone file are managed by the domain host itself UNLESS an alternative host record has been entered. This last step is a manual process and can require updating by the account holder.

### **The Domain Registry**

1. Your web presence is dependent on "owning" the rights to use a domain name. Hence it is necessary to register a domain name from a Domain Name Registrar, or one of their authorized partners.
2. Oceania is authorized partners with Tucows (Open SRS) and TPP Internet to purchase and manage renewals of domain registrations on your behalf.

### **The Nameservers**

1. When we register your domain we automatically delegate the nameservers of your domain to our Oceania Nameservers.  
  
ns1.oceania.com.au  
  
ns2.oceania.com.au
2. Having your domain name delegated to our name servers ensures that your hosting services are provided seamlessly from any of our many servers. In our capacity as hosts we control, and manage, the zone file for your account; which you can also access from within your cpanel anytime.
3. Should you request us to manage your domain and delegate to alternative nameservers, we will do this. You should be aware that the Zone File for your domain is no longer controlled by Oceania if your nameservers are kept elsewhere.
4. If you registered your domain name from another provider you can still delegate the nameservers to Oceania. You should do this at your Registry or call us to assist you.

### **The Zone File**

As mentioned above the zone file is controlled by the domain host who holds the nameservers of your domain name.

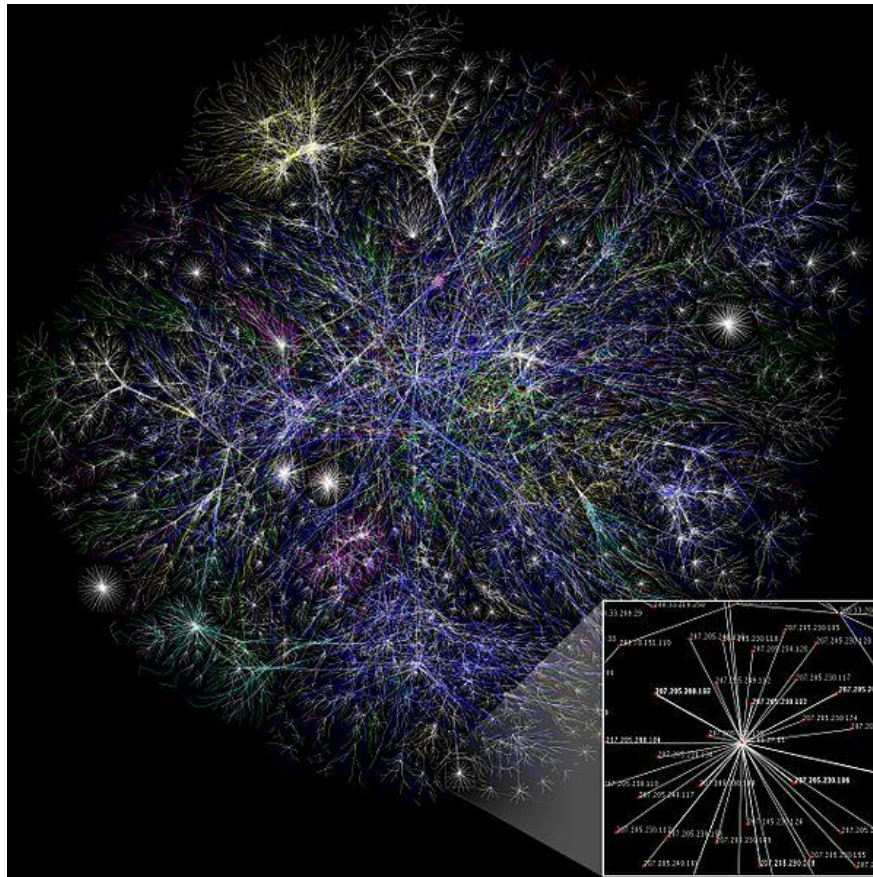
Also a zone file exists for any service used by our hosting clients even when the zone file is controlled elsewhere.

So if you hold a service on our servers:

1. The Zone file holds all the records for each account in our care. This includes any service that is provided by Oceania – such as where the “www.” files can be found (i.e. the IP address of the www. Server) or where to find the “mail.” files and also certain other records necessary for the smooth running of your subdomains etc.
2. You are able to make changes to this Zone File directly from within cpanel using the MX Entry or Advanced DNS Zone Editor.

## DNS made simple

Sorry – but that is just a pipe dream.



This is a visualization of the internet

## Making Changes

If you wish to point your domain to an alternate host whilst still keeping the mail with Oceania you would adjust the www. "A" record to point to the IP address of your preferred provider. This requires that you have made arrangements with that provider. You may also need to create a CNAME record for the "non-www." version of your domain name.

If you wish to point your mail to an alternate mail host (e.g. Google mail) you will need to adjust the "mail." record by following the instructions from your mail provider.

## Submit a Support Request

Include all the details of your requested changes, and we will adjust the DNS zone file of your account to suit your needs. There may be \$25 fee for us to make changes.

Please note that we cannot adjust the records if your name servers are not pointing to Oceania.