

Domain Name Services - FAQ

➤ What types of Domain Name Service (DNS) does MCNC offer?

MCNC provides authoritative and/or recursive resolution DNS for organizations connected to MCNC's network, NCREN. The authoritative DNS servers provide any combination of primary, secondary and tertiary services for organization's domains. The recursive servers can be used by your client machines or as a forwarder. Please note nameservers only answer recursive requests from organization's IP space connected to the network, NCREN.

MCNC's authoritative servers are:

- ncnoc.ncren.net (192.101.21.1)
- reggae.ncren.net (128.109.131.3)
- chlt-ns1.ncren.net (128.109.249.27)

MCNC's recursive servers are:

- 128.109.131.2 (encore.ncren.net - RTP, NC)
- 128.109.131.6 (jazz.ncren.net - RTP, NC)
- 128.109.249.27 (chlt-ns1.ncren.net - Charlotte, NC)

➤ How do I request authoritative and/or recursive service?

If your organization is connected to the network, NCREN, MCNC will provide authoritative primary, secondary or tertiary DNS for your domain(s).

Please submit a [support request](#), include the following information in the description of the request section of the form:

The type of service (primary, secondary and/or tertiary) and provide the following information:

Primary Service:

For primary DNS service, please provide the name of domain(s) and a list of all initial entries you would like to be visible in the global DNS.

As part of this service offering you can directly make changes to your DNS zone(s) using MCNC's web based [DNS User Interface](#) located from the "[Client Portal](#)" and/or we can assist you in making any needed changes.

Secondary or Tertiary Service:

For secondary or tertiary service only, please provide the name of the domain(s) and the IP address(es) of the primary server(s).

For MCNC to provide secondary DNS hosting, your domain(s) would need to be configured to allow transfers to the MCNC authoritative DNS servers (listed above). If your primary DNS server is behind a firewall you will also need to permit access via udp and tcp on port 53 for the MCNC authoritative DNS servers.

Recursive Service:

For recursive service, no request is necessary. The list of recursive servers provided above can be used by any organization connected to MCNC's network, NCREN.

- Switching your Internet service to MCNC and want MCNC to provide primary (authoritative) DNS?

The preferred method to switch your authoritative DNS to MCNC's servers is to switch at least one week PRIOR to your organization connecting to MCNC's network, NCREN.

The benefits are twofold:

1. We don't have to time the Registrar (Network Solutions, GoDaddy, etc.) change;
2. And, we can lower the TTL's (time to live) on all your records so that at cut-over time DNS propagation can occur within minutes instead of hours.

The way we do this is by configuring MCNC's servers as authoritative and answering queries for your domain(s) with the same data as your current provider's name servers are responding with. We will notify you once MCNC's server configuration is complete. You can then initiate the nameserver record change with your Registrar.

- What does MCNC need from you to make this happen?
 1. A list of the domains for which you would like MCNC to provide primary(authoritative) DNS for;
 2. And, all current entries for each domain, with a matching list of what those entries should be at cut-over time.

➤ How do I request changes to our DNS?

If your account has been configured you can make changes using MCNC's [DNS User Interface](#) located from the "[Client Portal](#)".

If you prefer, MCNC can make the changes for your domain. Please submit a [support request](#), include the domain name in the description of the request section of the form along with a full description of the changes.

For after-hours support or immediate assistance please call 919-248-4111.

➤ How long do changes typically take?

Changes could take up to one business day. However, we do our best to respond within four business hours. We can make changes after hours, please provide as much advance notice as possible for non-business hours. In general, planning major DNS changes (i.e., MX record modifications) ahead of time will allow for TTL's to be lowered and provide better results.

➤ We have been assigned IP address space from MCNC. Will MCNC delegate authority for the in-addr.arpa (reverse) zone to us?

MCNC will provide delegation of reverse zones.

Please submit a [support request](#), and provide the hostname(s) of the server(s) to which the zone should be delegated in the description of the request section of the form.

MCNC can also provide secondary/tertiary DNS for reverse zones.

➤ Do you have a k12.nc.us domain and do not know who the Registrar is?

Look no further! MCNC is the Registrar for k12.nc.us and has been for many years.

Please submit a [support request](#), and provide the domain name you need assistance with along with a description of the support request or call us at 919-248-4111.