

## **eCogent User Guide**

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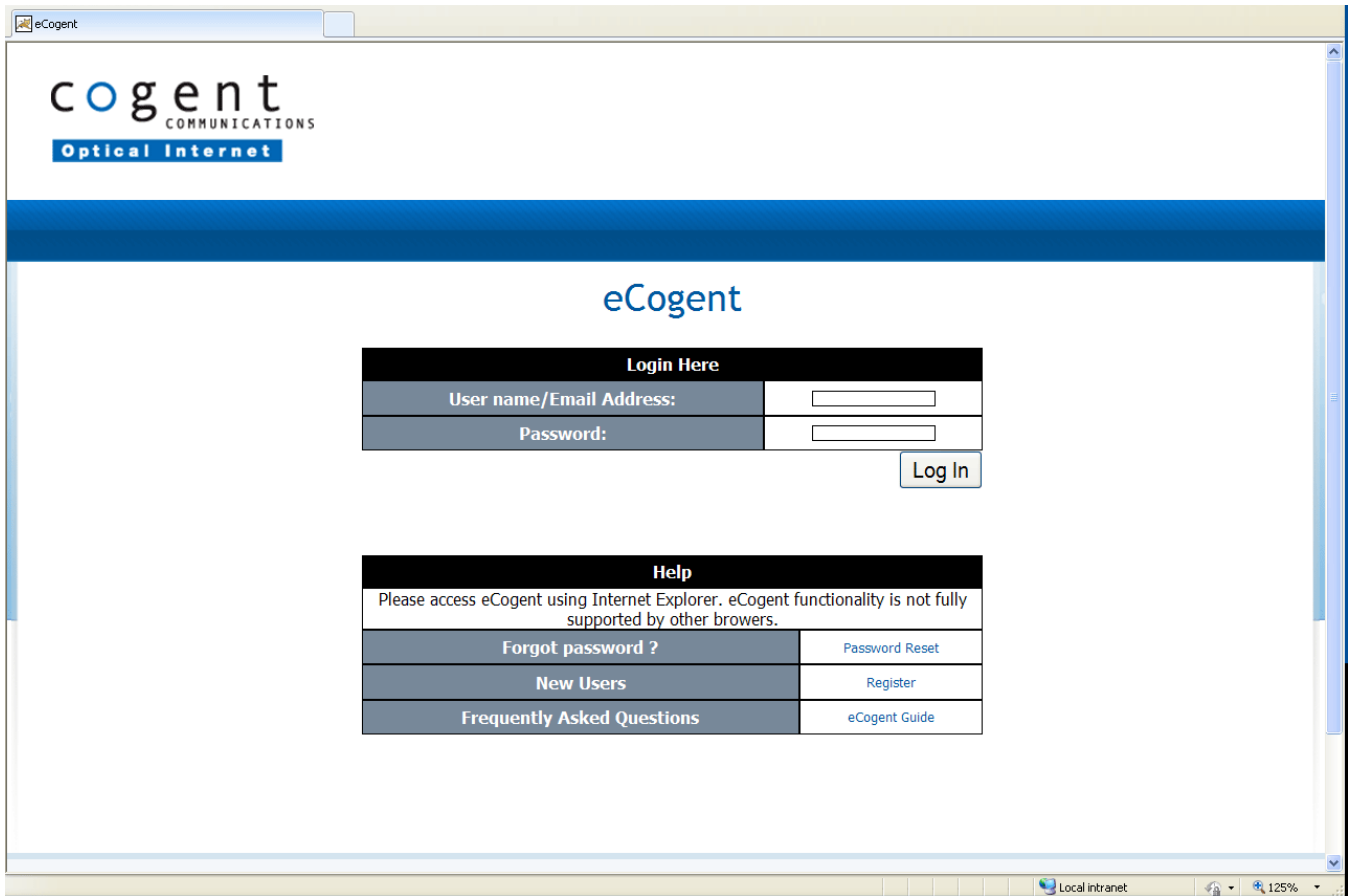
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## Section 1 Overview

Thank you for choosing Cogent Communications as your Internet Service Provider. eCogent is a customer portal through which you can access a host of information about your account and orders.



eCogent is comprised of 5 sections:

1. **Home:** Account and order overview
2. **Questionnaires:** Technical questionnaires (IPv4, IPv6, BGP) and credit application
3. **Tech Support:** Open a new ticket; view open tickets
4. **Billing / Payments:** View invoices and transaction history; update billing address
5. **Contact Us / FAQs:** Cogent contact information by location

[Home](#)   [Questionnaires](#)   [Tech Support](#)   [Billing / Payments](#)   [Contact Us / FAQs](#)

### 1.1 User Activation

eCogent is a secure website. Due to the sensitivity of the information contained in this site, a user must be listed as a contact on a Cogent order. New contacts can be added by the Primary Technical or Primary Administrative contact. Newly added contacts must then register at <https://eCogent.cogentco.com/eCogent>. See [Home](#) for more details.

### 1.2 User Registration

To register, new users must input the following information: First Name, Last Name, Email, Order ID. Your Order ID can be found in the following places:

1. Cogent Welcome Email (received upon service installation)
2. Cogent Invoices
  - US/CA/MX/AP: The Order ID is under Current Charges section of invoice.
  - EU: Order ID is listed as the Site ID.
  - Note: If you are having issues registering or logging into eCogent, please contact [Customer Support](#)

## Section 2 Home

### 2.1 Account Overview

Your eCogent home page contains a high level view of all billing accounts and orders. Accounts and orders are sorted by Order Status (active, pending, cancelled). Click on Account # to view more detailed account information. Click on Order ID to view more detailed order information.

The screenshot shows the eCogent Home - Account Summary page. The page header includes the Cogent Communications logo and navigation links: my contact info, submit ticket, suggestions box, and log out. A blue navigation bar contains links for Home, Questionnaires, Tech Support, Billing / Payments, and Contact Us / FAQs. The main content area is titled "Account Orders" and displays a table with the following data:

Account #	Order ID	Account	Product Code	Billing Account Status	Order Status	Site A	Site B	Acceptance Date	Cancellation Date
PAXFIRE200001	1-8N36C	Paxfire 2	US_L4_NONCORE_SERVICES_BURST	ACTIVE	ACTIVE	1015 31st NW Washington DC 20007		2006-09-11	
	1-79826753	eCogent Test Account	US_L3_ON_FE_FLAT	PENDING	PENDING (Track My Order)	1015 31st NW Washington DC 20007			
	1-79826766	eCogent Test Account	US_L3_OFF_FE_FLAT	PENDING	PENDING (Track My Order)	3301 M Street NW Washington DC 20007			
	1-79826797	eCogent Test Account	US_L3_ON_IPV6DSTACK_FLAT	PENDING	PENDING	510 Huntmar Park Drive Herndon VA			

### 2.2 Account Details

To view the details of an account, click an Account #. For more information on viewing account details, see [Account Billing](#).

### 2.3 Order Details

To view the details of an order, click an Order ID. This page displays Order Details, Service Address, Order Contacts, Cogent Contacts, IP Engineering, Help-Desk Tickets and a link to download a copy of your contract if available.

The Order Contacts section lists all the authorized contacts for the given order. Primary Technical and Primary Administrative contacts can add or edit contact information in this section.

The IP Engineering section contains Router Port, IP and BGP information.

The Help-Desk Tickets section lists a summary of any and all tickets submitted.

eCogent - Order Summary

**cogent** COMMUNICATIONS  
Optical Internet

my contact info | submit ticket | suggestions box | log out

Home Questionnaires Tech Support Billing / Payments Contact Us / FAQs

Track My Order Download Contract

**eCogent Test Account** **Order# 1-79826753**

**Order Details**

Product Code	Billing Account Number	CDR (Mbps)	Order Type
US_L3_ON_FE_FLAT		100.0	New
Install Fee	Monthly Fee	Burst Price / Meg	Burst Billing Rate
1000.0	1000.0	0.0	N/A
Acceptance Date		Cancellation Date	

**Service Address**

	Street	City	State	Postal Code
Site A Address	1015 31st NW	Washington	DC	20007
Site B Address				

**Order Contacts** [Add Contact to Order](#)

Primary Administrative

Contact ID	First Name	Last Name	Contact Information
75693	Mitch	McKenna	Primary Email: mmckenna@cocgentco.com

## 2.4 Add Contacts to Order (For Primary Contacts Only)

On the Order Details page, Primary Technical and Primary Administrative contacts can add new contacts to the order.

To add a new contact:

1. Click "Add Contact to Order".
2. Enter First Name, Last Name and Email. Select a Contact Type.
3. Click "Add New Contact".

## 2.5 Editing Order Contacts

Primary contacts can also update the information for other contacts listed on the order. To update information, click on a Contact ID.

### 2.5.1 Personal Information

To update an email address, phone number or name, see [My Contact Info](#).

### 2.5.2 Order Information

#### 2.5.2.1 Remove Contact from Order

To remove a contact:

1. Click "Remove Contact from Order".

- Click "Yes" to confirm removal.

## 2.5.2.2 Update Contact Type

To update a contact type:

The primary will be presented with a list of all contact types associated with this contact. From here a primary can add a new contact type, update, or remove an existing contact type.

To add a contact type:

- Click Add Contact Type button
- Select appropriate contact type description
- Click submit

To update a contact type:

- Update the select box of incorrect contact type
- Click Update Contact Types

To remove a contact type:

- Click Remove Contact Types button
- Check all contact types to be deleted
- Click submit

## 2.6 Track My Order

When an order is in the provisioning stage, a Track My Order hyperlink is displayed in the account home page under Order Status. This page tracks real-time progress toward service installation and includes milestones such as Order Validation, Credit Review, Coordinator Assignment and Provisioning. You can view an order's Target Installation Date and even request a change to the date. Tell Me More hyperlinks describe what goes on behind the scenes during each stage.

The screenshot displays the 'Track My Order' interface for order (1-14130610). It includes a progress bar, a 'Target Installation Date' of 'Pending', and a list of milestones: Order Validation (Completed 02 Jul 2008), Credit Review (Not Required), Coordinator Assignment (Your order is being assigned to a Service Coordinator), and On-Net Bandwidth Provisioning (Network Planning, Field Engineering, IP Engineering). A calendar at the bottom shows dates from July to October 2011.

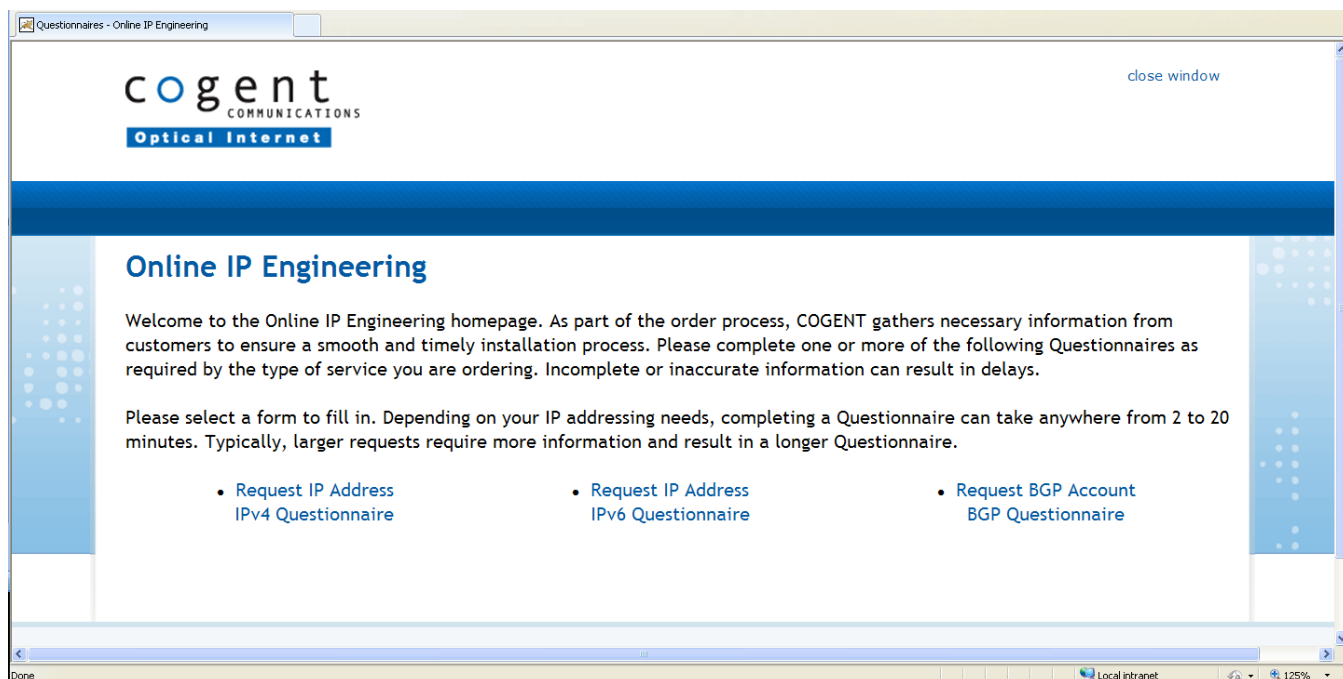
## Section 3 Questionnaires

### 3.1 Technical Questionnaires

Cogent efficiently allocates IP addresses to customers based primarily on RFC2050, RFC3177 and the ARIN and RIPE guidelines. Cogent encourages and supports customers who require global address space for their networks; however, it will examine all requests for address space with care to validate the use of the IP numbers that are allocated. Cogent must answer to ARIN/RIPE for their allocations and demonstrate efficient utilization. As a result, customers are required to provide the same information to Cogent that Cogent provides to the ARIN/RIPE. Customers demonstrate efficient usage of IP addresses by filling out an IP Questionnaire to document their needs. This document shows, in detail, their plan for using IP addresses over the next 3 to 12 months.

Depending on your IP addressing needs, completing a Questionnaire can take anywhere from 2 to 20 minutes. Typically, larger requests require more information and result in a longer Questionnaire.

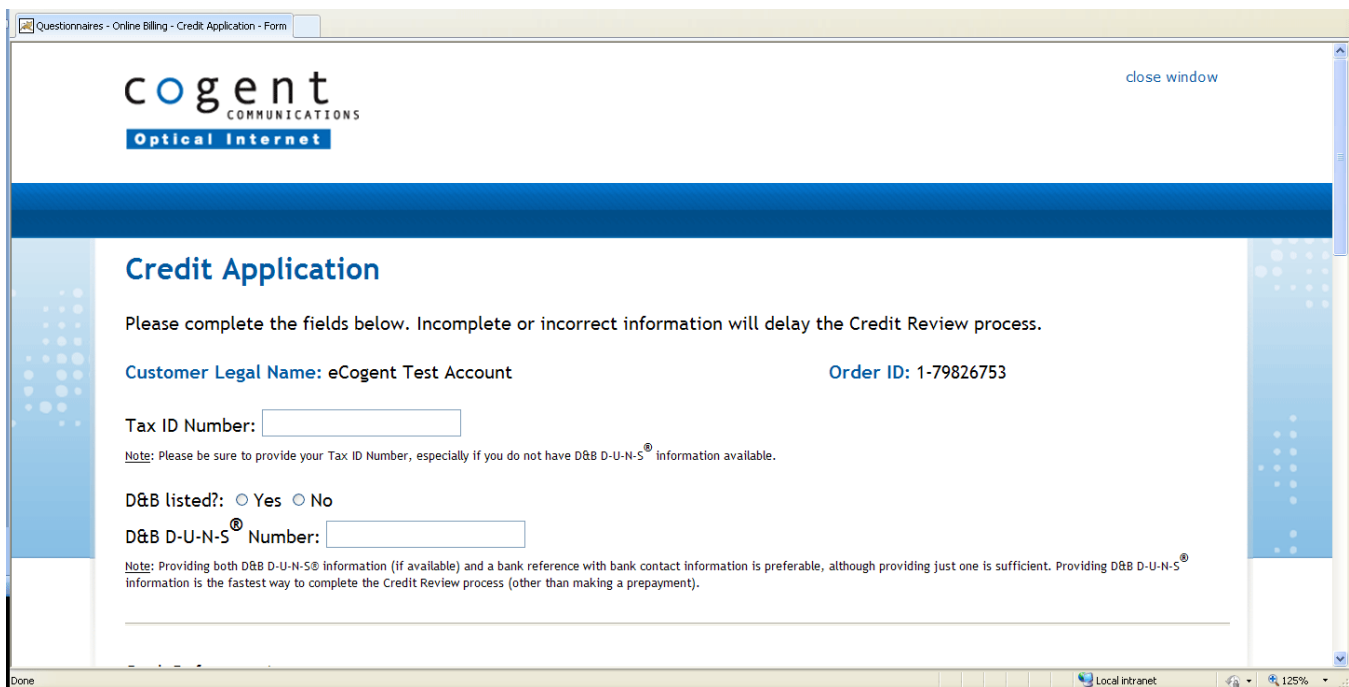
A Sales Engineer or Customer Support can provide guidance and answer questions. If you require assistance, email [IPQHelp@Cogentco.com](mailto:IPQHelp@Cogentco.com) if your service has not yet installed or contact [Customer Support](#) if your service is up and running.



### 3.2 Credit Application

Extending credit to companies is an essential part of business. New customers may be required to complete a Credit Application. The requirement to complete a Credit Application is based on the type and location of the service ordered.

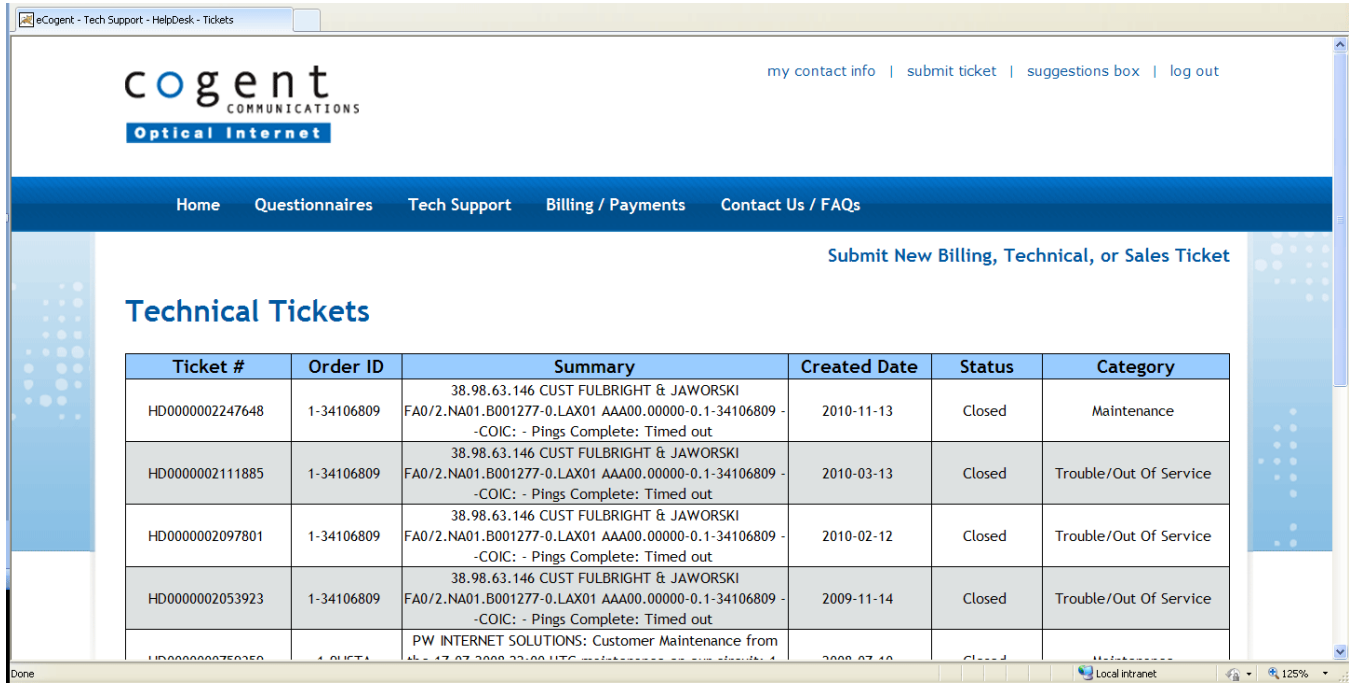




## Section 4 Tech Support

### 4.1 Technical Tickets

In this section, a list of tickets is displayed by the date in which they were opened. Information displayed includes Ticket Number, Order ID, Summary, Created Date, Status and Category. The content of this section is updated hourly.



### 4.2 My DNS Zones – eCogent DNS Module

My DNS Zones is comprised of 3 sections:

1. List Forward Zones – List all forward zones that belong to an active customer’s Billing account.

2. List All Zones – List all forward and reverse zones that belong to an active customer’s Billing account.
3. Documentation – Links and documents to assist you with using the DNS module.

## 4.2.1 Creating New Zones

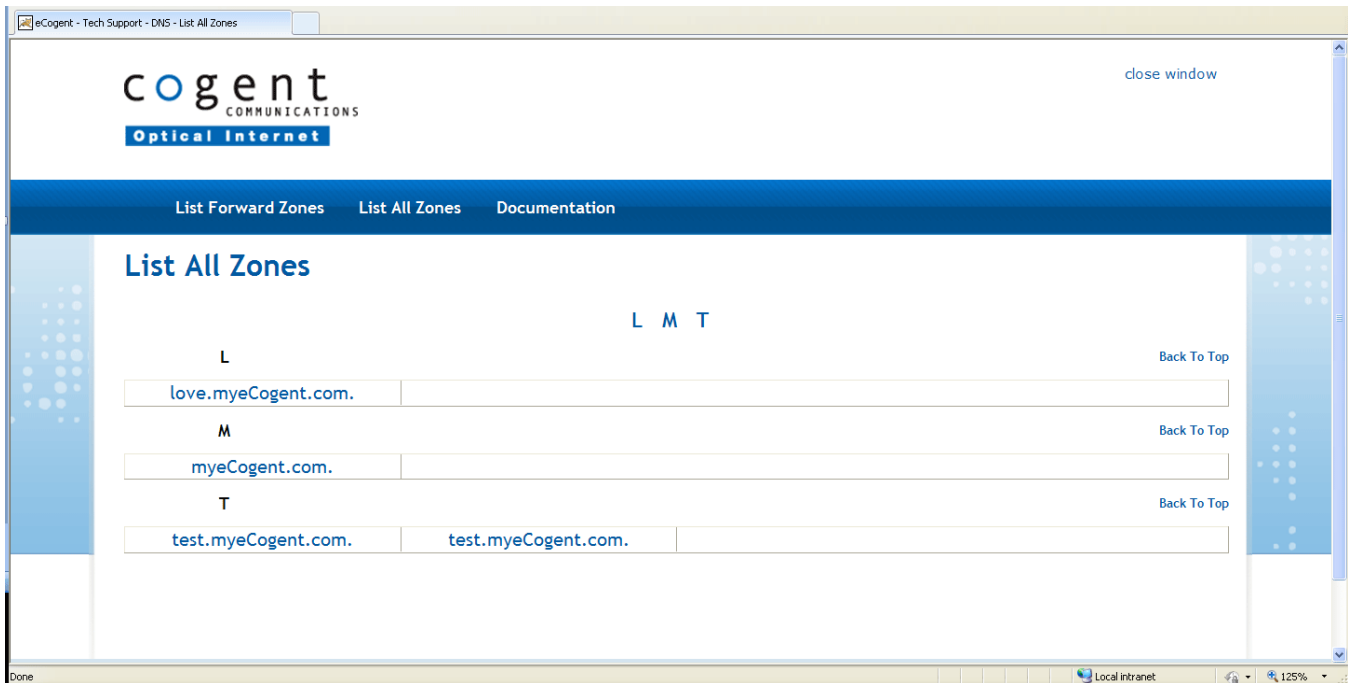
To create a new zone, users will need to contact [Customer Support](#). Users can create sub domains through the eCogent interface. They can do so by editing the top level zone.

## 4.2.2 Editing Zones

### 4.2.2.1 Zone Lists

To find a zone, users have several options:

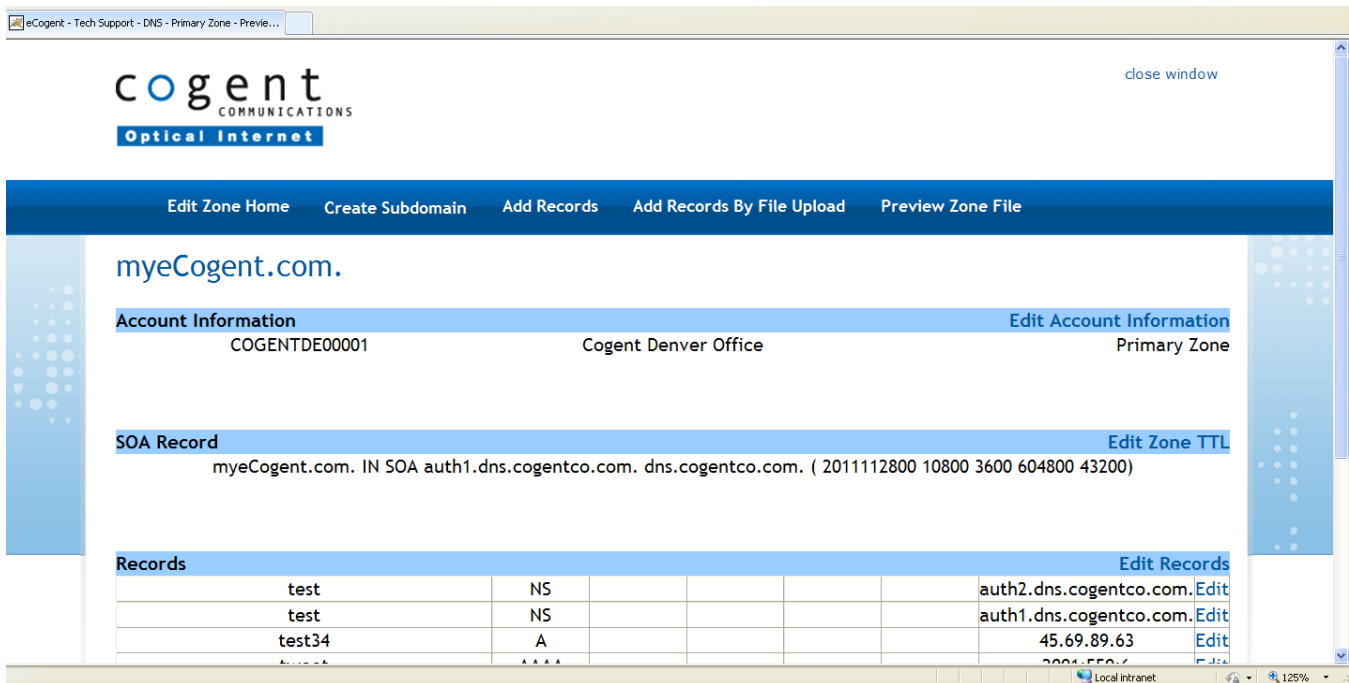
- List All Forward Zones shows all active zones that are associated to the Cogent customer’s accounts which represent a forward domain name and its records.
- List All Zones shows all active zones that are associated to the Cogent customer’s accounts.



### 4.2.2.2 Editing Primary Zones

#### 4.2.2.2.1 Home

From this view, users can see a summary of who owns the zone and the associated records. Users can also update their account association and the TTL of the zone.



#### 4.2.2.2 Add Records

Users have two options for entering in Zone Records. The option to be discussed in this section is Add Records.

Users are presented with several form fields in which they can enter zone record data. Once the data is submitted the information is checked against rules and then, if it passes, is submitted to the database. For a list of rules, see [Zone/Record/Master Creation Rules](#).

#### 4.2.2.3 Add Records by File Upload

Users can also add records by uploading a snippet of a zone file. SOA and NS records will be ignored.

Users are presented with a text box in which they can enter zone record data. Once the data is submitted the information is checked against rules and then, if it passes, is submitted to the database. For a list of rules, see [Zone/Record/Master Creation Rules](#).

#### 4.2.2.4 Editing Records

To edit a zone record, users can either edit all zone records or edit an individual record. There is a 100 record limit on the edit all records option. If the record amount exceeds 100, the link to edit all records is removed from the page.

Users are presented with several form fields in which they can update zone record data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see [Zone/Record/Master Creation Rules](#).

#### 4.2.2.5 Adding Sub Domains

To create a sub domain, users will be required to enter the name of the sub domain and the zone type. The account number is already supplied. Users have the option of delegating the sub domain to another name server. To do this, users need to just check the box "Specify Different server(s)".

To delegate to another server, users are required to enter at least one name server and IP address of the name server.

Once the data is submitted the information is checked against rules and then, if it passes, is submitted to the database. For a list of rules, see [Zone/Record/Master Creation Rules](#).

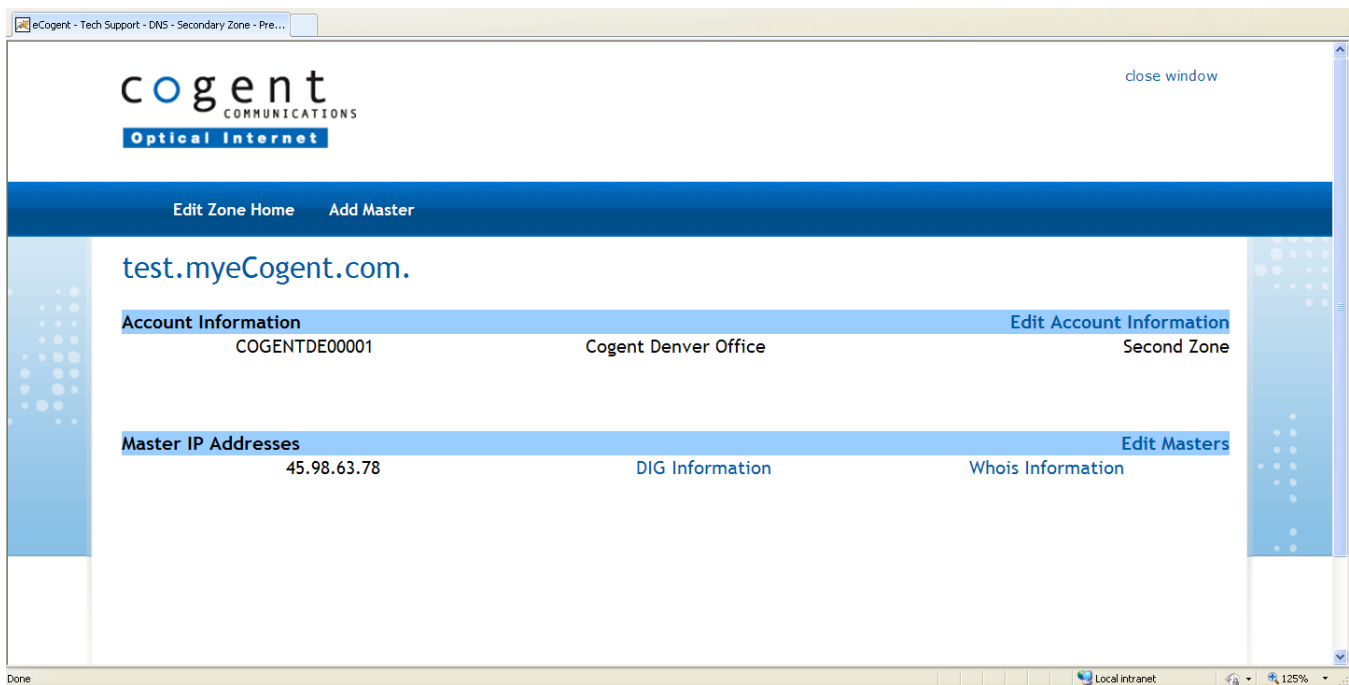
#### 4.2.2.2.6 Preview Zone File

Users can view a copy of the zone file that will be generated for the next zone transfer.

### 4.2.2.3 Secondary Zones

#### 4.2.2.3.1 Home

From this view, users can see a summary of who owns the zone and the associated master IP addresses. Users can also update their account association and the TTL of the zone.



#### 4.2.2.3.2 Edit Masters

To edit a zone masters users can either edit all zone masters or edit an individual master IP address. There is a 100 master limit on the edit all masters option. If master IP address amount exceeds 100, the link to edit all masters is removed from the page.

Users are presented with several form fields in which they can enter zone master IP Address data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see [Zone/Record/Master Creation Rules](#).

#### 4.2.2.3.3 Add Masters

Users are presented with several form fields in which they can enter zone master data. Once the data is submitted the information is checked against rules and then if it passes is submitted to the database. For a list of rules, see [Zone/Record/Master Creation Rules](#).

Documentation: A copy of this guide can be found on this page. There are also links to external sites that have DIG, WHOIS and NSLOOKUP tools.

## Section 5 Billing

### 5.1 Summary of Accounts

The Billing / Payments link provides a condensed view of billing accounts associated with a user.

eCogent - Check Billing / Payment

**cogent**  
COMMUNICATIONS  
Optical Internet

my contact info | submit ticket | suggestions box | log out

Home Questionnaires Tech Support **Billing / Payments** Contact Us / FAQs

### Account Billing

Customer Billing ID	Customer Name	Statement Name	Phone	Address
PAXFIRE200001	Paxfire 2	Paxfire 2	00000000000000	45665 Willow Pond Plaza Sterling VA US 20164

† The content of this section is updated nightly. Most recent transaction will appear on the day after submission.

### 5.2 Account Billing

Click on a Customer Billing ID to view more detailed information including Billing Address, Last Invoice Date, Last Invoice Amount and Current Balance. A Transaction History of invoices, payments and credits is also displayed. This section is updated nightly. The most recent transaction will appear on the day after submission.

eCogent - Check Billing / Payment - Payment Summary

**cogent**  
COMMUNICATIONS  
Optical Internet

my contact info | submit ticket | suggestions box | log out

Home Questionnaires Tech Support **Billing / Payments** Contact Us / FAQs

**Customer Name: Paxfire 2** **Account Number: PAXFIRE200001**

#### Account Billing Information

Statement Name	Phone 1	Phone 2	Fax
Paxfire 2	00000000000000		00000000000000
<b>Billing Address</b> <a href="#">Update Billing Address</a>	<b>City</b>	<b>State</b>	<b>Zip</b>
45665 Willow Pond Plaza	Sterling	VA	20164
<b>Billing State</b>	<b>Last Invoice Date</b>	<b>Last Invoice Amount</b>	
Active	2011-10-20	574.46 USD	
<b>Current Balance</b>	<b>Termination Date</b>	<b>Information Displayed As Of</b>	
12,443.11 USD		2011-11-22	

[Export Transactions To Excel](#)

#### Transaction History

Account	Type	Transaction Date	Description	Amount
PAXFIRE200001	DebitMemo	2011-10-20	OTD 10/11 Cogent Revenue	411.96

Local Intranet 125%

## 5.3 Update Billing Address

Primary contacts can update billing contact information. Select Update Billing Address next to the current Billing Address. From there, enter a new billing address or phone numbers. This section is updated nightly. Most recent transaction will appear on the day after submission.

my contact info | submit ticket | suggestions box | log out

Home Questionnaires Tech Support Billing / Payments Contact Us / FAQs

**Paxfire 2** **PAXFIRE200001**

**Request Billing Address Update**

Statement Name	Phone 1	Phone 2	Fax
Paxfire 2	0000000000000000		0000000000000000

Billing Address Line 1	45665 Willow Pond Plaza		
Billing Address Line 2			
Billing Address Line 3			

City	State	Zip	Country
Sterling	VA	20164	

Submit Request

## Section 6 Contact Us / FAQs

Visit Contact Us / FAQs for information on contacting Cogent. First select a country/region. Sales, Service Delivery, Abuse, Customer Service, and Billing contact information for that country/region will display.

my contact info | submit ticket | suggestions box | log out

Questionnaires Tech Support Billing / Payments Contact Us / FAQs

**Contact Information / FAQ**

Submit

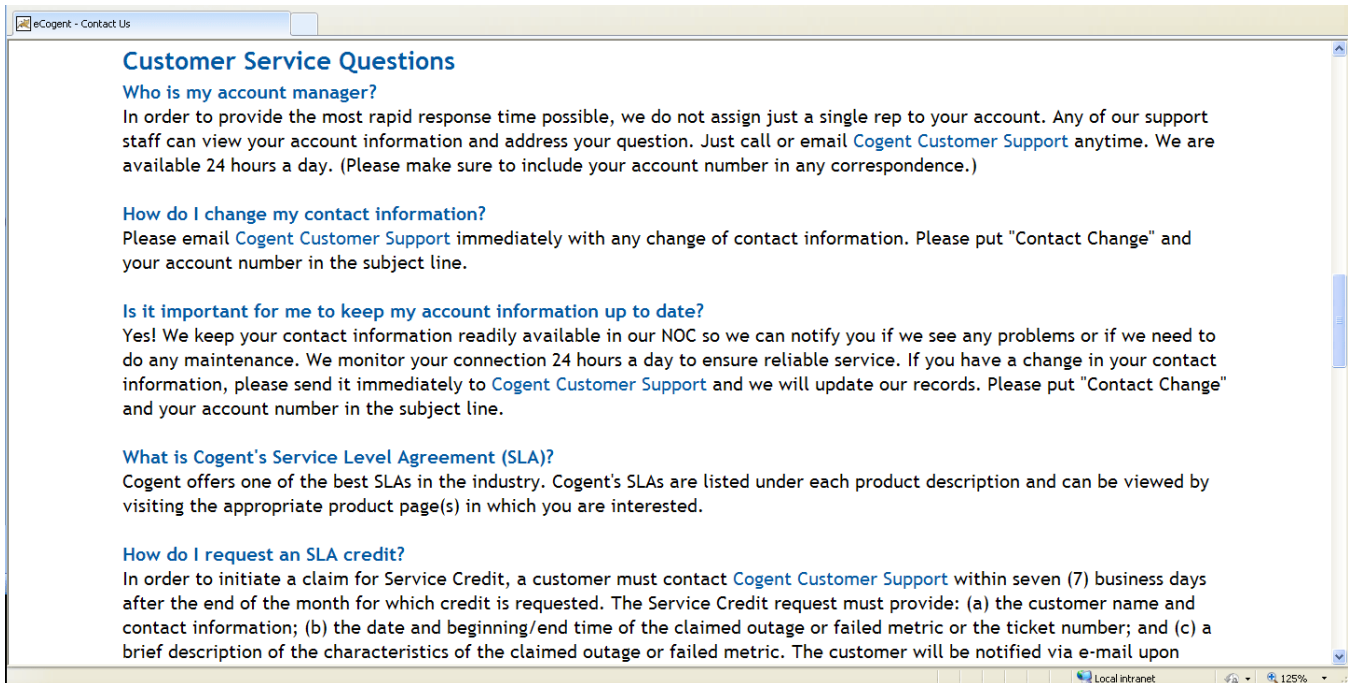
**Cogent U.S.**

Sales		Service Delivery	
Phone	Email	Phone	Email
1-877-875-4432	Sales@cogentco.com		SD@cogentco.com

Abuse / SPAM		Customer Service	
Phone	Email	Phone	Email
	abuse@cogentco.com	1-877-726-4368 option 2	support@cogentco.com

## 6.1 Frequently Asked Question (FAQs)

Also displayed is the Frequently Asked Question (FAQs) for the selected country/region.



The screenshot shows a web browser window titled "eCogent - Contact Us". The main content area is titled "Customer Service Questions" and contains five FAQ items, each with a question in blue and a detailed answer in black text. The questions are: "Who is my account manager?", "How do I change my contact information?", "Is it important for me to keep my account information up to date?", "What is Cogent's Service Level Agreement (SLA)?", and "How do I request an SLA credit?". The browser's taskbar at the bottom shows "Local intranet" and a zoom level of "125%".

**Customer Service Questions**

**Who is my account manager?**  
In order to provide the most rapid response time possible, we do not assign just a single rep to your account. Any of our support staff can view your account information and address your question. Just call or email [Cogent Customer Support](#) anytime. We are available 24 hours a day. (Please make sure to include your account number in any correspondence.)

**How do I change my contact information?**  
Please email [Cogent Customer Support](#) immediately with any change of contact information. Please put "Contact Change" and your account number in the subject line.

**Is it important for me to keep my account information up to date?**  
Yes! We keep your contact information readily available in our NOC so we can notify you if we see any problems or if we need to do any maintenance. We monitor your connection 24 hours a day to ensure reliable service. If you have a change in your contact information, please send it immediately to [Cogent Customer Support](#) and we will update our records. Please put "Contact Change" and your account number in the subject line.

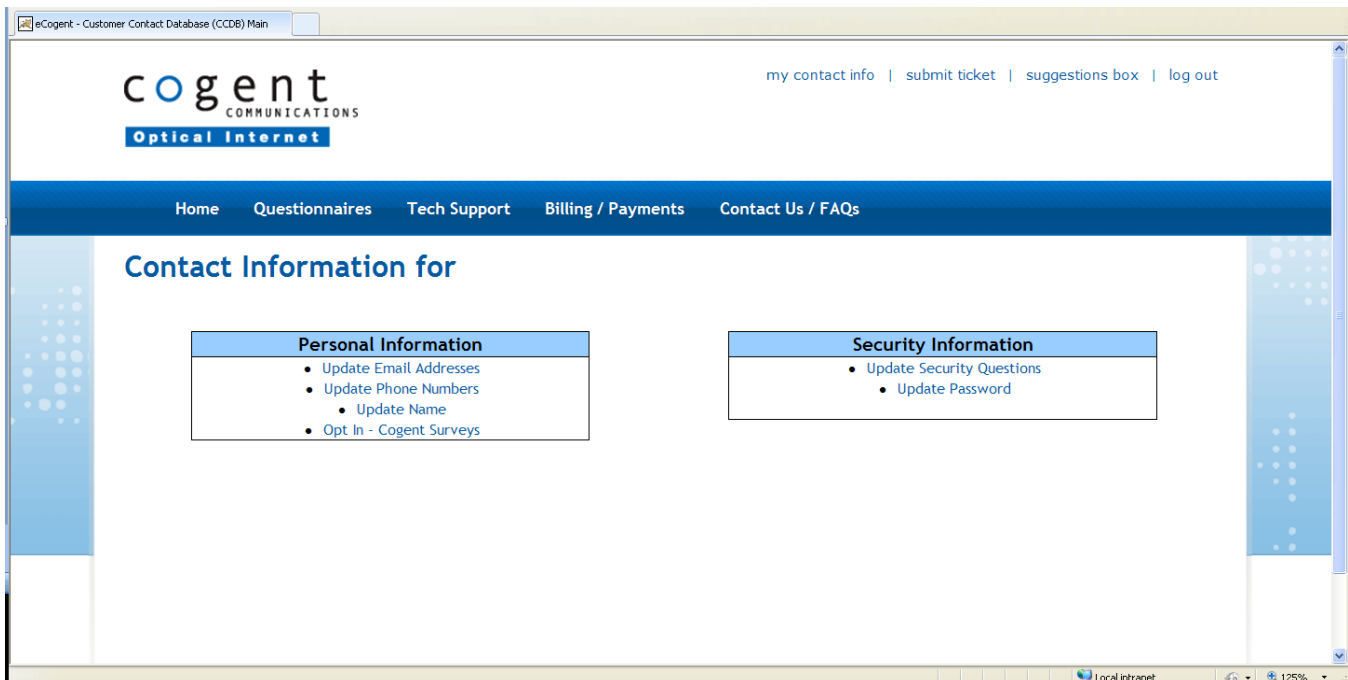
**What is Cogent's Service Level Agreement (SLA)?**  
Cogent offers one of the best SLAs in the industry. Cogent's SLAs are listed under each product description and can be viewed by visiting the appropriate product page(s) in which you are interested.

**How do I request an SLA credit?**  
In order to initiate a claim for Service Credit, a customer must contact [Cogent Customer Support](#) within seven (7) business days after the end of the month for which credit is requested. The Service Credit request must provide: (a) the customer name and contact information; (b) the date and beginning/end time of the claimed outage or failed metric or the ticket number; and (c) a brief description of the characteristics of the claimed outage or failed metric. The customer will be notified via e-mail upon

## Section 7 My Account Menu

### 7.1 My Contact Info

Users can update their own contact information by selecting "my contact info" in the menu bar. Edit options for Personal and Security Information are displayed.



The screenshot shows a web browser window titled "eCogent - Customer Contact Database (CCDB) Main". The page features the Cogent Communications logo and a navigation menu with links for "my contact info", "submit ticket", "suggestions box", and "log out". Below the navigation bar is a blue header with links for "Home", "Questionnaires", "Tech Support", "Billing / Payments", and "Contact Us / FAQs". The main content area is titled "Contact Information for" and contains two boxes: "Personal Information" with links for "Update Email Addresses", "Update Phone Numbers", "Update Name", and "Opt In - Cogent Surveys"; and "Security Information" with links for "Update Security Questions" and "Update Password". The browser's taskbar at the bottom shows "Local intranet" and a zoom level of "125%".

**my contact info | submit ticket | suggestions box | log out**

**Home Questionnaires Tech Support Billing / Payments Contact Us / FAQs**

**Contact Information for**

**Personal Information**

- Update Email Addresses
- Update Phone Numbers
  - Update Name
- Opt In - Cogent Surveys

**Security Information**

- Update Security Questions
  - Update Password

## **7.1.1 Personal Information**

### **7.1.1.1 Update Phone Numbers**

Users can manage their phone numbers from the Update Phone Numbers link.

A list of all phone numbers associated with the user is displayed. From here a user can add a new phone number. Also, phone numbers can be updated and removed.

To add a phone number:

1. Click Add Phone Number
2. Select the phone number description
3. Enter phone number in text field
4. Click Submit New Method

To update a phone number:

1. Edit the information displayed in the text field
2. Click Update Phone Numbers

To remove a phone number:

1. Click Remove Phone Numbers
2. Check listings to be deleted
3. Click Remove Phone Numbers

### **7.1.1.2 Update Email Addresses**

Users can manage their email addresses from the Update Email Addresses link.

A user can specify a method of notification in case of an outage or for surveys. Users can also update, add or remove existing email addresses.

To add an email address:

1. Click Add Email Address
2. Select email description
3. Enter email address in text field
4. Click Submit New Method

To update how the user is notified:

1. In the dropdown box, select the appropriate email address
2. Click Update Notification Methods

To remove an email address:

1. Click Remove Email Addresses
2. Select email address to be deleted
3. Click Submit

### **7.1.1.3 Opt In/Out of Surveys and Non-Emergency Emails**

To receive or to stop receiving surveys and other non-emergency communication from Cogent, click Opt In/Out of Surveys and Non-Emergency Emails. Click Yes to confirm.



## 7.1.2 Security

Also in the my contact info section is the ability to update security questions and your password.

### 7.1.2.1 Reset Passwords

Passwords should follow the guidelines listed below

- Password should contain 6 – 10 characters!
- Password should contain at least one Special Character!  
[!, @, #, \$, %, ^, &, \*, (, ) ]
- Password should contain at least one Numeric Character!
- Password should contain at least one Uppercase Letter!
- Password should contain at least one Lowercase Letter!

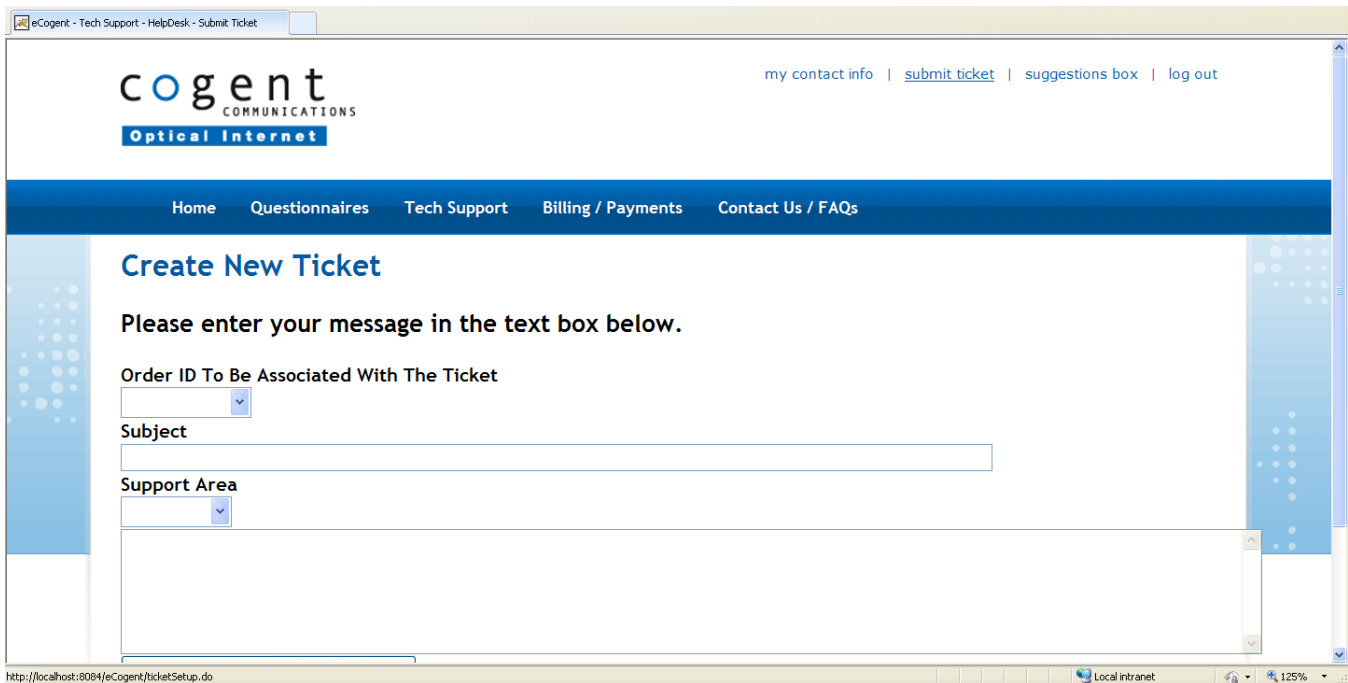
### 7.1.2.2 Reset Security Questions

In the case of a forgotten password, a user can contact [Customer Support](#) for assistance.

My contact info includes a link to change the answers to security questions.

## 7.2 Submit Ticket

In Contact Us / FAQs, users can submit Billing, Technical and Sales tickets for assistance.



The screenshot shows a web browser window with the title "eCogent - Tech Support - HelpDesk - Submit Ticket". The page header features the "cogent COMMUNICATIONS Optical Internet" logo on the left and navigation links "my contact info", "submit ticket", "suggestions box", and "log out" on the right. A blue navigation bar contains links for "Home", "Questionnaires", "Tech Support", "Billing / Payments", and "Contact Us / FAQs". The main content area is titled "Create New Ticket" and includes the instruction "Please enter your message in the text box below." The form fields are: "Order ID To Be Associated With The Ticket" (a dropdown menu), "Subject" (a text input field), and "Support Area" (a dropdown menu). Below these is a large text area for the message. The browser's address bar shows "http://localhost:8084/eCogent/ticketSetup.do" and the taskbar shows "Local intranet" and "125%" zoom.

## 7.3 Suggestions

To send questions or comments regarding eCogent, use the form in the suggestions box link.

## Please Help Us Improve eCogent.

Your suggestions are very important to us.  
If you would like to make a suggestion about eCogent, please use the form below.

[Click to Submit Your Suggestion](#)

## Section 8 Appendices

### 8.1 Appendix A – Customer Support Information

For Germany / United Kingdom / Ireland / Denmark / Sweden / Norway / Austria / Switzerland / Czech Republic / Slovakia / Hungary / Romania:

Hotline: +49 69 2998 9696

Fax: +49 69 2998 9654

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Email: [support@cogentco.com](mailto:support@cogentco.com)

## 8.2 Appendix B – DNS Glossary

**A Record** – An A record or address record maps a hostname to a 32-bit IPv4 address.

**CNAME Record** – A CNAME record or canonical name record is an alias of one name to another. The A record to which the alias points can be either local or remote.

**Domain Information Groper (DIG)** – A network tool that queries DNS name servers. It can be used to simulate a DNS resolver or a name server.

**LOC Record** – A LOC record (RFC 1876) is a means for expressing geographic location information for a domain name

**Master IP Address – MX Record** – An MX record or mail exchange record maps a domain name to a list of mail exchange servers for that domain.

**NS Record** – An NS record or name server record maps a domain name to a list of DNS servers authoritative for that domain.

**Primary Zone** – A zone in which the data is stored on this server.

**PTR Record** – A PTR record or pointer record maps an IPv4 address to the canonical name for that host.

**Request for Comments (RFC)** documents are a series of memoranda encompassing new research, innovations, and methodologies applicable to Internet technologies.

**Top-Level Domain (TLD)** – is the last part of an Internet domain name; that is, the letters which follow the final dot of any domain name.

**Time to Live (TTL)** – A limit on the period of time or number of iterations or transmissions in computer and computer network technology that a unit of data can experience before it should be discarded.

**TXT Record** – A TXT Record was originally intended to carry arbitrary human-readable text in a DNS record. Since the early 1990s, however, this record is more often used to carry machine-readable data.

**Secondary Zone** – A zone in which the data is pulled from a master server.

**SOA Record** - An SOA record or start of authority record specifies the DNS server providing authoritative information about an Internet domain, the email of the domain administrator, the domain serial number, and several timers relating to refreshing the zone.

**SRV Record** – An SRV record is a generalized service location record.

Sub Domain – A sub domain is a domain that is part of a larger domain.

WHOIS – A TCP-based query/response protocol which is widely used for querying an official database in order to determine the owner of a domain name, an IP address, or an autonomous system number on the Internet.

Zone – A reasonable definition of a zone would be a portion of the DNS namespace where responsibility has been delegated.

## 8.3 Appendix C - Zone/Record/Masters Creation Rules

### Zone Creation

Zone Name should consist of the following:

Needs an ending period

Cannot have two consecutive periods

Cannot contain spaces

Cannot start with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Zone name cannot equal a CNAME of another Zone

Zone name cannot equal another Zone name

Zone name has to end with a valid TLD

Reverse Zone names need to end in .in-addr.arpa.

### Record Creation

#### A Records

Record Name should consist of the following:

Needs an ending period

Cannot have two consecutive periods

Cannot contain spaces

Cannot start with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Data should consist of the following

Cannot have two consecutive periods

Cannot contain spaces

Cannot start with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Data must be a valid IP address

#### CNAME Record

Record Name should consist of the following:

Needs an ending period

Cannot have two consecutive periods

Cannot contain spaces

Cannot start with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Data should consist of the following

Cannot have two consecutive periods

Cannot contain spaces

Cannot start with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Name cannot equal data

Name cannot equal an A record name

#### PTR Record

Record Name should consist of the following:

Needs an ending period

Cannot have two consecutive periods

Cannot contain spaces

Cannot starts with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Data should consist of the following

Cannot have two consecutive periods

Cannot contain spaces

Cannot starts with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Name must be a valid IP address

#### MX Record

Record must contain a preference

Record Preference needs to be in integer format

Record Name cannot be a CNAME

Record Data cannot be an IP address

Record Name should consist of the following:

Cannot have two consecutive periods

Cannot contain spaces

Cannot starts with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

Record Data should consist of the following

Cannot have two consecutive periods

Cannot contain spaces

Cannot starts with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

#### TXT Record

Record Name should consist of the following:

Needs an ending period

Cannot have two consecutive periods

Cannot contain spaces

Cannot starts with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens

#### SRV Record

Record Name should consist of the following:

Needs an ending period

Cannot have two consecutive periods

Cannot contain spaces

Cannot starts with a hyphen

Can contain only letters [A-Z, a-z], numbers [0-9] and hyphens