

Joker.com FAQ

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How to configure name servers?

DNS - Name Servers

Every domain needs at least two (2) nameservers associated.

You are free to choose whatever name service you want. Included in the Joker.com domain fee is the free Joker.com name service. This is set as default; so in case you did not change this explicitly during your order, you will have the Joker.com name servers configured.

If you have a look at your domain's configuration in "[Modify Domain](#)", you will then find something like this in section "name servers":

- a.ns.joker.com
- b.ns.joker.com
- c.ns.joker.com

You can change this to your own name servers. If those do **already exist**, they simply have to be **registered with your domain**, using "[Modify Domain](#)".

If you want to create your **own, new name servers**, please have a look at "[How to create a name server\(-record\)?](#)" in this FAQ.

If you want to add or edit **name server records (URL-forwarding, Email-forwarding, MX-records etc.)**, please click on "DNS" "[My Domains](#)".

Please Note: The URL- and email forwarding functions will only work with Joker.com name servers, for technical reasons.

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Keywords: nameserver, modify domain, DNS

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What is a name service (DNS)?

DNS - Domain Name System

The domain name service (DNS) provided by [Joker.com](https://joker.com), your internet provider or your webhosting company, which is essential if you want to actually **use** your domain.

It is included in all Joker.com domains.

The name service makes your domain "work" in such a way, that your web site can be accessed, and emails to you are routed correctly into your inbox. The DNS is responsible to "translate" your domain name into an IP address, which is the resource used by the networks.

Please find more information in chapter [1.9 Nameservice](#) or also at [Wikipedia](#).

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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What types of DNS records are supported by Joker.com?

List of DNS Records supported by the free Joker.com Nameservice

Overview of supported records and short explanations:

URL Forwarding:

Redirects your domain to an external web site (URL). Please also see [How to use the web/URL forwarding feature of Joker.com?](#)

Email Forwarding:

Creates **email addresses** for your domain. Emails are forwarded to your existing external mail account. Please also see [How to configure Email forwarding?](#)

A Record:

Binds your domain or hosts within the domain with an **IP address**. Allows to create e.g. "www.your-domain.com" pointing to an external IP address

DYNA Record:

Part of the [Dynamic DNS Service](#) - binds your domain or host with your provider's temporary **IP address**. The IP can be **automatically** updated using your router device, or a client program. [Dynamic DNS \(DynDNS\)](#) **must be nabled** for your domain.

MX Record:

Defines which email server is responsible for accepting emails for your domain. Please also see here [MX records](#).

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AAAA Record:

Binds your domain or host within the domain with an **IPv6** address.

DYNAAAA Record:

Part of the [Dynamic DNS Service](#) - binds your domain or host with your provider's temporary **IPv6 address**. The IP can be **automatically** updated using your router device, or a client program. [Dynamic DNS \(DynDNS\)](#) **must be enabled** for your domain.

CNAME Record:

Maps your domain- or host name another domain- or hostname. This is an easy way to define a single host with an A record (your-domain.com pointing to IP) and create aliases for 'www.your-domain.com' and 'blog.your-domain.com'. Please also see here [CNAME records](#).

SPF Record:

[Sender Policy Framework](#) - used to detect email spoofing to prevent SPAM. There are several free online SPF record creators available, e.g. [here](#).

TXT Record:

Creates a TXT record to handle the implementation of several specific tasks. This can also be used to request [Let's Encrypt SSL certificates](#). Please also see here [TXT records](#).

SRV Record:

Specifies the location of the server(s) for a specific protocol and domain. Please also see here [SRV records](#).

NAPTR Record:

Specifies a regular expression-based **rewrite rule** that, when applied to an existing string, will produce a new domain label or URI. Please also see here [NAPTR records](#).

NS Record:

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Specifies a responsible nameserver for a domain or subdomain. Please also see here [NS records](#).

CAA Record:

Lets you specify which Certification Authority (CA) is allowed to issue SSL certificates for your domain or hostname. Please also see here [CAA records](#).

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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What is the difference between a 'ns resource record' and a 'ns record'?

Name Server Resource Record

The **name server resource record** (or **glue record**) describes the **IP address of a name server** associated with a (your) domain. This allows to "find" the name server first.

Use 'Create/Change Nameservers' at ['My Domains'](#) to create such records.

The **contents** of the name server or the "[name server records](#)" describe the **services** you offer, and the corresponding names and ip addresses for these services (e.g. 'www.my-sample-domain.com' has the ip address '192.168.1.1').

In case you chose Joker.com as your free name service provider, please click on '**DNS**' at ['My Domains'](#) to find [all usable types of records](#).

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding


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How to create a name server (-record)?

Create Name Servers and Records

If you do not want to use the free Joker.com name service, but a **custom name server**, you first have to "register" it. For this, please

1. visit "[My Domains](#)", choose the domain to add a nameserver to
2. click on '**Modify**', and then the edit icon  on section "**Nameservers**"
3. click on "**register NS**"

To **add non-Joker.com name servers to a domain**, please

1. visit "[My Domains](#)", choose the domain to add a nameserver to
2. click on '**Modify**', and then the edit icon  on section "**Nameservers**"
3. click on "**Use custom nameservers**"

To **add IP addresses, URL- or EMail-forwardings** or other DNS records to your **non-Joker.com external name servers**, please

- check what tools the **provider of your external name server** does provide

To **add IP addresses or other DNS records to Joker.com name servers**, please

- visit "[My Domains](#)"
- click on "DNS" of the relevant domain
- find more about [types of DNS records at Joker.com](#) and [how to configure name servers](#)

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Please note: Creating name servers (e.g. registering a hostname with an ip address to define a name server) does only work with Joker.com, if the domain used for these name servers also is a Joker.com domain.

This is a technical/registry-based limitation.

If a domain from another registrar should be used, only this other registrar is able to register the name servers with the registry.

Of course, just using external, **already existing** nameservers with any Joker.com domain is fine.

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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Who can modify a name server resource record?

Name Server Records

Only the **owner** of the ns object (the Joker.com-account which **created the name server**) will be able to make modifications.

Additionally, you may [assign the role 'DNS-Admin' to another user](#), to **delegate** name server maintenance.

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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Who can modify name server records?

Name Server Records

If Joker.com is providing the nameservice, the **owner of a domain** (the Joker.com-account which registered the domain) is able to add nameserver records like [IP addresses, URL- or email forwarding entries](#) and similar.

Additionally, this owner may [assign 'roles' to other Joker.com accounts](#) - the roles '**Admin**' and '**DNS-Admin**' then also are enabled to enter or modify this sort of data. This can be used to delegate the DNS administration to another Joker.com-User.

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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Name Server Resource Record - what can be changed?

Name Server Resource Record

Only the IP address of the nameserver may be changed. If the IP address is already in use by another record, it **will fail**. You will be notified by email about this. In this case, you may just use the nameserver which has been already assigned the intended IP address.

To change the name, please **create a new name server record**. If the name or the IP number of this name server record is already in use by another NS, it **will also fail**; you will get an error message by mail.

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding


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How do I change my name servers?

Change of Name Servers

To change the name servers associated with a domain, please

- log in at Joker.com and visit ['My Domains'](#), selecting **'Modify'** with the domain you want to change
- click on edit symbol  to add your own name servers, **or to chose "Joker.com name service"**

The change should be visible in Joker-DNS **after at most 45 minutes**. The old data may linger in some external DNS caches for up to 86400 seconds = 1 day.

If you have chosen "Joker.com nameservice", you now may add name server entries (records) to your domain, including [URL forwarding rules, email addresses or hostname records](#) by visiting **'DNS'** in ["My Domains"](#).

To edit an existing name server or add a new one, visit My Joker -> [My Nameservers](#) and either click on **'create new name server'** to create a new name server or click **'change'** next to the nameserver you want to change. You will then be able to edit the DNS name and IP addresses of your nameserver.

If you have assigned **your own external name servers**, you have to use the tools provided by your DNS provider to add DNS records.

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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How do I configure the Joker.com name servers (adding entries)?

Joker.com Name Service - adding Records

To add [DNS records, URL- and Email forwards](#), you have to log into Joker.com and visit '[My Domains](#)' in menu '**Domains**'. Please click on "**DNS**" at the domain you want to add records to.

Please chose your desired [type of record](#) - click on "+ **New**", and select your type.

A detailed help is available within the form for each of the selected record type. Click on "?" for this.

Please do not forget to press "**Save changes**" after you have done all your edits.

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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How to use the Web/URL forwarding feature of Joker.com?

Web- and URL Forwarding

Please visit: [How do I configure the Joker.com nameservers?](#)

Keywords: webforwarding nameservers

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How to configure a nameserver for a .de domain?

.DE-Domains and Name Servers

In case you want to **use your own/external name servers** for your **.DE-domains** instead of the standard name servers from Joker.com, you have to make sure that these name servers are compliant with the [requirements set by the DENIC](#).

Requests to register or update **.de domains** are handled by a robot doing the following **checks on registry side**:

- are all name servers given in the request reachable?
- are they authoritative?
- do their answers contain the "authoritative answer" (AA) bit and do they know about the other authoritative name servers?
- are all authoritative name servers given in the request?
- are values in the [SOA records](#) in the ranges required by the DENIC?
- are the SOA values identical for all name servers?
- do at least two of the three name servers differ in the first three bytes of the IP (v4) address?

Keywords: nameserver configuration .de domain

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What are SOA records, and what are the requirements for .DE-domains?

Name Server: SOA Records

SOA stands for "**Start of Authority**".

A [SOA record](#) is the part of a DNS zone containing the email of the responsible person of the zone, and various synchronization parameters used by the different name servers of the zone.

Requests to register or update **.DE domains** must contain SOA values in the following ranges:

SOA-Record	Value
serial recommended format	YYYYMMDDnn
refresh	[10000 ... 86400]
retry	[1800 ... 28800]
expire	[604800 ... 3600000]
ttl	[180 ... 345600]

Keywords: SOA record DENIC requirements

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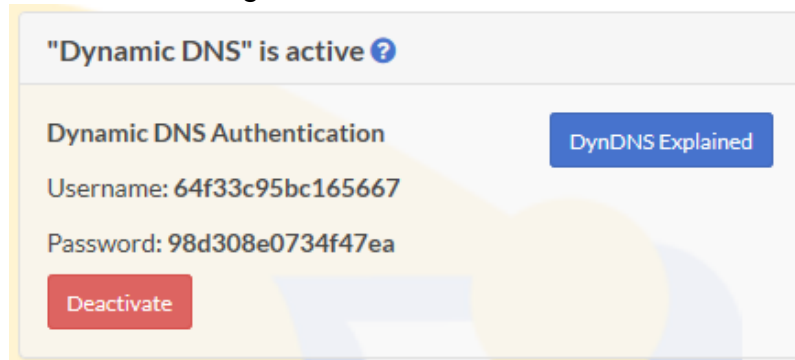
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What is Dynamic DNS (DynDNS)?

Dynamic DNS (DynDNS)

[Dynamic DNS \(DynDNS\)](#) is a system which allows the domain name data held in a nameserver to be updated in real time. The most common use for this is in allowing an Internet domain name to be assigned to a computer with a varying (dynamic) IP address.

This makes it possible for other sites on the Internet to establish connections to the machine without needing to track the IP address themselves. A common use is for



running server software on a computer that has a dynamic IP address, as is the case with many consumer Internet service providers.

To use Dynamic DNS records with Joker.com, you have to create at least one **Dynamic DNS record**.

Additionally, the Dynamic DNS feature has to be **activated**.

This can be done by visiting '**DNS**' in '[My Domains](#)' in menu 'Domains'.

After this, you have to configure your (DSL-) router or your Dynamic DNS software on your computer.

Currently, there is a limit of 20 records per domain. The nameserver records have a TTL (time to live - defines the latency before changes become visible) of **60 seconds**.

Please note: The "username" and "password" referred to in this section are not identical with your standard Joker.com credentials. Instead, you will be provided with special credentials when you create your DynDNS entry, which are only valid for those entries with the

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specific domain.

Examples

Hardware Devices / Routers

A hardware device like a DSL router often is able to handle Dynamic DNS itself. As an example, this is the corresponding section of a Fritz!Box DSL router:

In the menu (web ui), you have to chose "Preferences" => "Internet" => "Dynamic DNS".

You have to enable "Dynamic DNS" with the checkbox. Then please choose "**Custom**" as **Dynamic DNS Provider**.

The input fields then have to be filled like this

Update-URL: `https://svc.joker.com/nic/update?username=<username>&password=<pass>&myip=<ipaddr>&hostname=<domain>`

Domain name: <enter your Joker.com Dynamic DNS record (Domain name) here>

Username: <enter the username you got at Joker.com's DNS management for this domain>

Password: <enter the password you got at Joker.com's DNS management for this domain>

Note: SSL is not supported by all devices, especially olders ones need to use: **http**://svc.joker.com/nic/update?...

Please note: The parameter '**myip**' is optional; if not provided, the originating IP address is used automatically.

Sample:

Update-URL:

https://svc.joker.com/nic/update?username=<username>&password=<pass>&myip=<ipaddr>&hostname=<domain>

Domain name: **www.yourdomain.com**

Username: **156ba6fa7f93bfd7**

Password: **5bc123a7100ef6a2**

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Or using as direct URL:

Update-URL: **`https://svc.joker.com/nic/update?username=156ba6fa7f93bfd7&password=5bc123a7100ef6a2&hostname=www.yourdomain.com`**

To check your current IP address, please use this URL:

`https://svc.joker.com/nic/checkip`

Some Dynamic DNS software clients do need this URL.

Software Clients

Windows

A simple and popular free DynDNS updater for Windows is [ddclient](#). The installation creates a section "ddclient" in the Windows start menu.

After the installation - during which you **might enter any data** - please copy the following text as "*ddclient.conf*" into the directory where "ddclient" was installed. In the windows start menu you can also use the entry "Open ddclient.conf in notepad" by right-clicking on "Run as administrator".

Please replace the placeholders with your entries beforehand:

```
# ddclient.conf
#
```

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```
daemon=5m
use=web
web=svc.joker.com/nic/checkip
server=svc.joker.com/nic/update?
protocol=dyndns2
login=USERNAME
password=PASSWORD
host=WWW.YOURDOMAIN.COM
ssl=yes
```

USERNAME = the **DynDNS-"Username"** in the DynDNS-section at Joker.com

PASSWORD = the **DynDNS-"Password"**

YOUR.DOMAIN.COM = Your desired hostname - which you should have previously created under "**DynA**" in the DynDNS section on Joker.com. When creating, there you may enter **any** IP like "192.168.0.1". You will later know whether your DynDNS client is working or not by checking if this IP changes to your dynamic one.

In this example above you would create the entry "**www**" under "**DynA**" for your domain "**yourdomain.com**".

After you have created the file *ddclient.conf* or copied it into the program directory, call the entry "**start ddclient console**" in the Windows start menu. A window will open and after a short time you should see messages indicating a successful IP change. Otherwise, please check whether your details (username, password, host or domain name) are correct, and also whether the URL for determining your own IP works for you in the browser (".../checkip/").

If this test was successful, you can close the window and then call "**start ddclient service**" in the start menu with **administrator rights** (right mouse button, "run as administrator"). This will run *ddclient* in the background.

Another common Windows client is the "**DynDNS Updater**" from [Kana Solution](#). A suitable profile can be downloaded as an attachment below this article.

Linux

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Free DynDNS-client für Linux:

- ddclient - ddclient.sf.net

Hints for *ddclient*

- please use the config file *ddclient.conf* for the windows version provided above, it works the same
- protocol is also "dyndns2"
- please check on the Linux commandline, that you have access to the DynDNS service:
 - `wget https://svc.joker.com/nic/checkip`

Apple MacOS

Free DynDNS-Client for MacOS

- ddclient (s. Windows & Linux) Installation preferably via [HomeBrew](#):

1. open Mac Terminal App
2.

```
ruby -e "$(curl -fsSL https://raw.githubusercontent.com/Homebrew/install/master/install)" < /dev/null 2> /dev/null
```
3. If you are asked for a password, enter the password of your user account.
4. `brew install ddclient`

A (paid) dynamic DNS client for MacOS with **native Joker.com** support is "**IP Monitor**" from Appquarter.com.

It is also available from the Mac Appstore.

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Keywords: Dynamic DNS, DynDNS, Nameserver, Nameservice

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Step-By-Step: How To use DNSSEC with a Joker.com Domain and a DNS Hosting Provider

Step-By-Step: How To use DNSSEC with a Joker.com Domain and a DNS Hosting Provider

This is about:

- you want to use [DNSSEC](#) with domains from Joker.com
- you are using an **external name service**, like from a service provider, or your own

(please note: Joker.com does also provide **DNSSEC with the regular Joker.com name service**, free of charge! Please find more details at [DNSSEC Support](#))

To make this work, the domain has to be "linked" to the external name service:

1. Set up the DNS zone and records at the DNS hosting provider

Each DNS hosting provider has its own web interface and system for adding records.

Here you have to create the zone records you need, like A records to add IPv4 addresses to a host name.

2. Still at the DNS hosting provider,

sign the domain with DNSSEC. This of course requires, that your DNS provider does support DNSSEC.

The end result is that you have a **signed domain with a DS record**. You will need this information (DS record) later at Joker.com.

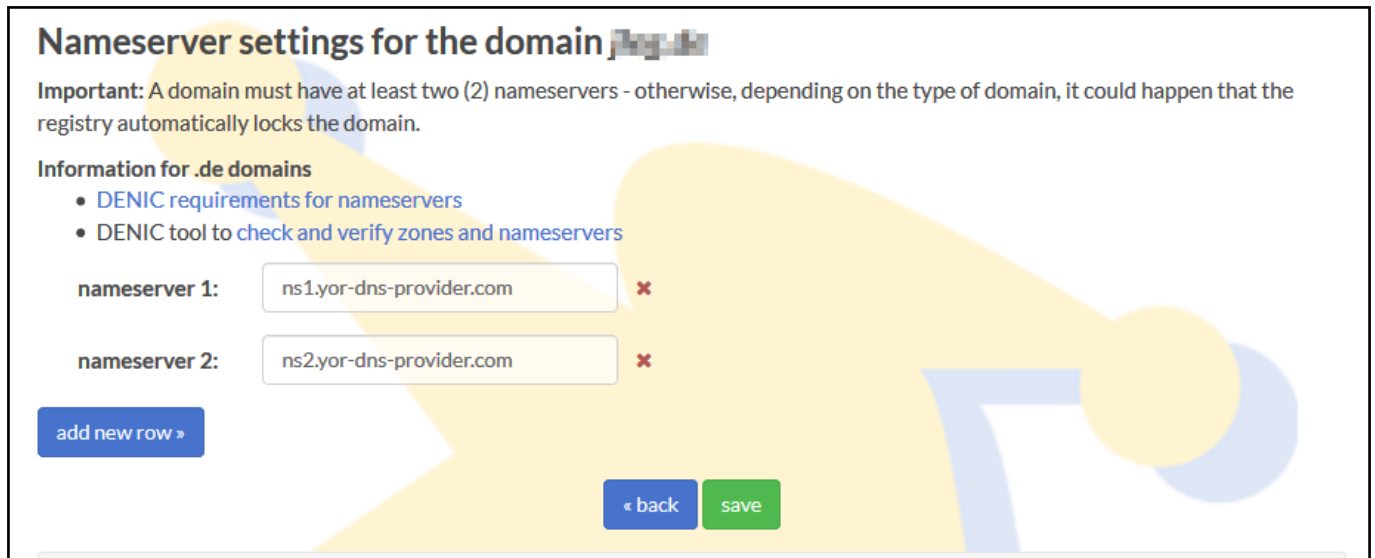
3. At Joker.com,

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change the name server records for the domain to point to the name servers of the DNS hosting provider:

- visit Joker.com, "[My domains](#)"
- click on "**Modify**" for the domain you want to have DNSSEC
- click on '🔧' at section '**Nameservers**' to edit these
- click on "**Use custom name servers**"

It should look like this now:



Nameserver settings for the domain [joker.de](#)

Important: A domain must have at least two (2) nameservers - otherwise, depending on the type of domain, it could happen that the registry automatically locks the domain.

Information for .de domains

- [DENIC requirements for nameservers](#)
- [DENIC tool to check and verify zones and nameservers](#)

nameserver 1: ✘

nameserver 2: ✘

[add new row >](#)

[« back](#) [save](#)

This change may take some time to propagate through the larger DNS infrastructure. Until the name server change has fully propagated, people may still see DNS records coming from the previous name servers.

At this point you have a domain signed with DNSSEC at the DNS hosting provider, and you have changed the records at Joker.com to point to the name servers of the DNS hosting provider.

Almost done!

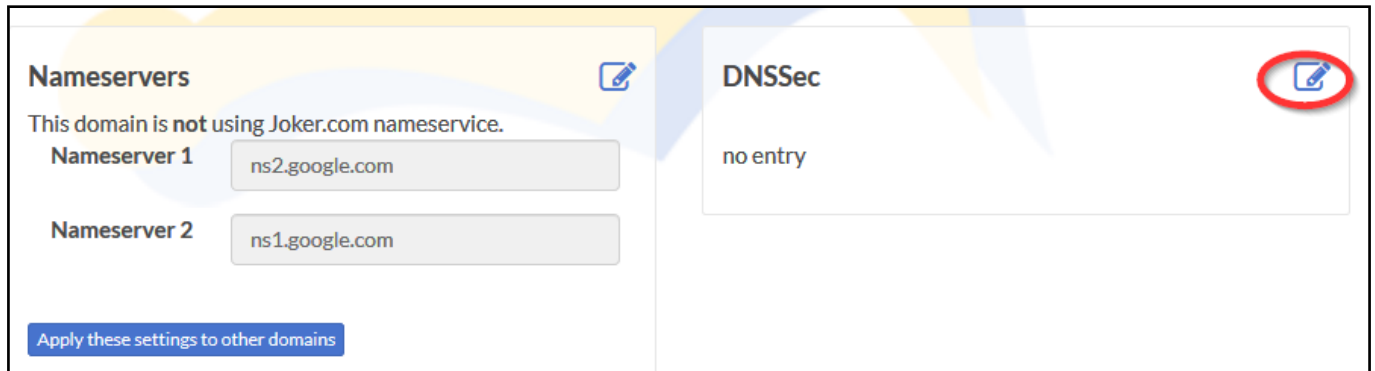
If you now run your domain through the [DNSSEC analyzer tool](#), you will still see a problem: "**No DS records found**"

This means, you still have to create a so called **Delegation Signer (DS)** record at **Joker.com**.

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4. Create DS record at Joker.com

- again, visit Joker.com, "[My domains](#)"
- You will now find your name servers listed, and a DNSSEC section:



The screenshot shows a web interface with two main sections. The left section is titled "Nameservers" and contains the text "This domain is not using Joker.com nameservice." Below this, there are two input fields: "Nameserver 1" with the value "ns2.google.com" and "Nameserver 2" with the value "ns1.google.com". A blue button at the bottom of this section says "Apply these settings to other domains". The right section is titled "DNSSec" and contains the text "no entry". A red circle highlights a blue pencil icon in the top right corner of the DNSSec section.

- click on '✎' at section **DNSSEC**
- it will then look like this - please check if the information corresponds with what you got in step 2) above:

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Secure DNS (DNSSEC)

Change or create DNSSEC settings to be used for the domain XXXXXXXXXX

You can enter up to 6 DNSSEC record sets.

Example:

alg: 5
digest: AFE249392848D0458B3967BA1EE9BDEA6C3ECB43
digest type: 1
keytag: 38698

(please find more information here: <https://www.internetsociety.org/deploy360/dnssec/>)

Record 1:

remove

alg:

digest:

digest type:

keytag:

more >

« back

delete all

save

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Press "save", and you are done - DNSSEC is enabled on your domain.

5. Finally, verify that DNSSEC works

using a tool such as Verisign Labs' [DNSSEC Analyzer](#). It should show nice green check marks now - but please keep in mind, that your changes will take some time until they become active.

Having followed these steps, you have DNSSEC working on a domain registered with Joker.com, using name servers from an external name service provider.

Meanwhile there is good news: **You now also are able to use DNSSEC with the regular Joker.com name servers** as well, free of charge! This of course is probably much simpler for you, since you do not have to maintain external name server records, and you can make use of DNSSEC fully integrated into Joker.com's web portal.

Keywords: dnssec, domain-modify, nameserver, nameservice

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