How To Guide:

Troubleshoot the Inbound Multi-DNS

Troubleshoot the inbound multi-DNS

Suppose that there is error of inbound multi-DNS setting for the domain www.creek.com.tw hosted on the IP address 203.67.222.40. The following ways are recommended to find out the possible cause:
1. Run the command below on a PC:

```
C:\Users>nslookup www.creek.com.tw 203.67.222.40
Server:  dns.creek.com.tw
Address:   203.67.222.40

Name:      www.creek.com.tw
Address:   203.67.222.40
```

Assuming the lookup above is unable to resolve the domain to IP address, check the setting at *DNS > Multihoming* on the appliance as follows:

Algorithm
Weighted Round Robin by Connection

ISP Selection

HiNet, SPARQ

	IP	Weight
HiNet	122.116.63.225	1
SPARQ	203.67.222.40	1

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2. Assuming the setting of multi-DNS is correctly done on the appliance, check the setting on the authoritative DNS server. Try the following command to find out the settings of the DNS servers that forward DNS queries to the appliance.

```
C:\Users>nslookup
    server:   dns.hinet.net
Address:   168.95.1.1

> set q=ns
> creek.com.tw
server:  dns.hinet.net
Address:   168.95.1.1

creek.com.tw      nameserver = dns.creek.com.tw
dns.creek.com.tw          internet address = 203.67.222.40
> creek.com.tw
server:  dns.hinet.net
Address:   168.95.1.1

creek.com.tw      nameserver = dns.creek.com.tw
dns.creek.com.tw          internet address = 122.116.63.225
```

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3. Check the possible syntax errors for *CNAME*. In some cases, the "." is sometimes missing when setting *CNAME* on the appliance.

🗑	w3	CNAME	HiNet	10	www
			SPARQ	10	www
🗑	brianlab	CNAME	HiNet	10	brianlab.ddns.net.
			SPARQ	10	brianlab.ddns.net.

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Check if the "." is missing for *NS* and *TXT* setting:


```
C:\Users>nslookup
server:   dns.hinet.net
Address:  168.95.1.1

> set q=txt
> creek.com.tw
server:   dns.hinet.net
Address:  168.95.1.1

creek.com.tw      text =

       "v=spf1 include:spf.protection.outlook.com -all"
creek.com.tw      nameserver = dns.creek.com.tw
dns.creek.com.tw          internet address = 122.116.63.225
```

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Check if the "." is missing for *SRV* setting:

🗑	_sip._tls.creek.com.tw.	SRV	HiNet	100	1 443 sipdir.online.lync.c
			SPARQ	100	1 443 sipdir.online.lync.c
🗑	_sipfederationtls._tcp.cr	SRV	HiNet	100	1 5061 sipfed.online.lync
			SPARQ	100	1 5061 sipfed.online.lync

```
C:\Users>nslookup
server:  dns.hinet.net
Address:  168.95.1.1

> set q=srv
> _sip._tls.creek.com.tw
server:  dns.hinet.net
Address:  168.95.1.1

_sip._tls.creek.com.tw  SRV service location:
        priority      = 100
        weight        = 1
        port          = 443
        svr hostname  = sipdir.online.lync.com
creek.com.tw    nameserver = dns.creek.com.tw
dns.creek.com.tw        internet address = 122.116.63.225
> _sipfederationtls._tcp.creek.com.tw
server:  dns.hinet.net
Address:  168.95.1.1

_sipfederationtls._tcp.creek.com.tw     SRV service location:
        priority      = 100
        weight        = 1
        port          = 5061
        svr hostname  = sipfed.online.lync.com
creek.com.tw    nameserver = dns.creek.com.tw
dns.creek.com.tw        internet address = 122.116.63.225
```

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4. In some cases, the issue is caused by the missing rules of server mapping for domain service.

☐	✎	🔵	Any	122.116.63.225	domain	Q-Balancer	domain
☐	✎	🔵	Any	203.67.222.40	domain	Q-Balancer	domain

Algorithm

Weighted Round Robin by Connection ▼

ISP Selection

HiNet, SPARQ ▼

	IP	Weight
HiNet	122.116.63.225 ▼	1 ▼
SPARQ	203.67.222.40 ▼	1 ▼