Business DNS Hosting Support FAQs

1. **What is DNS?**
   DNS hosting is an internet service to link up the domain name and server address. In short, your visitors will be able to type your website address and gets to see the content of your website.

2. **What is an IP?**
   The Internet Protocol (IP) is the method (protocol) by which data is sent from one computer to another computer on the Internet. Each server (known as a host) on the Internet has at least one IP address that uniquely identifies it from all other computers on the Internet.

3. **What is a TTL?**
   TTL (time to live) is the amount of time that your DNS record is cached in resolving name servers the Internet, measured in seconds. If you plan to move your computer to another IP, it is recommended to set your TTL to a lower value to minimize this cache time. Once you have transferred your system to the new IP, it is recommended to switch your TTL to a higher value.

   The higher the TTL the faster the performance of DNS since most machines will have the value cached for a longer period of time reducing lookups. However, a TTL that it too high often causes lengthy periods of downtime if your system is ever needs to switch IPs.

   If your computer's IP is static then a recommended TTL ranges from 12 hours (43200 seconds) to 24 hours (86400 seconds). If your computer uses a dynamic IP then it is recommended that your TTL is between 5 and 120 seconds.

4. **What is A record?**
   A Record is used to point a logical domain name, such as "singtel.com", to the IP address of Singtel's hosting server, "203.127.23.18".

5. **What is CNAME?**

   Take this for example:

   > **Singtel =** 203.127.23.18 (This is A record)
   > Domain A = **Singtel** (This is a CNAME)
   > Domain B = **Singtel** (This is a CNAME)
   > Domain C = **Singtel** (This is a CNAME)

   A computer hosting a Web site must have an IP address in order to be connected to the World Wide Web. The DNS resolves the computer's domain name to its IP address, but sometimes more than one domain name resolves to the same IP address, and this is where the CNAME is useful. If the IP switches, the 4 domains as stated above will resolves to the new IP address automatically saving the trouble.

6. What is MX record?

An MX record tells senders how to send email for your domain. Each MX record points to an email server that's configured to process mail for that domain. There's typically one record that points to a primary server, then additional records that point to one or more backup servers. For users to send and receive email, their domain's MX records must point to a server that can process their mail.