

Managing DNS

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Existing service guidance

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Make a narrow DNS change with the previous value available for rollback. Avoid guessing target IP addresses or mail records.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Identify the authoritative DNS provider using the current nameservers.
2. Export or record the affected records and their TTL values.
3. Apply only the service-provided change. Preserve unrelated MX, TXT and validation records.
4. Check the authoritative answer and test the affected service from a separate network when practical.

Verify the result

The authoritative records match the intended change. Keep the rollback values until the service and dependent mail checks pass.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.

Official cPanel documentation. Account features vary by hosting package.