DNS Management Tool – Manage DNS records

How To Tutorials · https://www.aeserver.com/support/dns-management-tool-manage-dns-records/

AEserver's DNS Management Tool gives you full control over the DNS records of any domain registered with us, directly from your AEserver client area. Whether you need to point your .ae domain to a website, set up email with Google Workspace, Microsoft 365, or AEserver Business Email, or connect to a platform like Shopify, Wix, or Webflow, this tool lets you add, edit, and delete DNS records without needing cPanel or any technical server access.

This guide walks you through every step, from accessing the tool to managing each record type, with real examples relevant to businesses in the UAE.

⚠ **Nameserver requirement:** The DNS Management Tool will only work when the main nameservers of your domain are set to the AEserver nameservers listed below. If they are not, make sure to update the nameservers before using the tool.

Nameserver	Hostname
Nameserver 1	dns1.aeserver.com
Nameserver 2	dns2.aeserver.com
Nameserver 3	dns3.aeserver.com

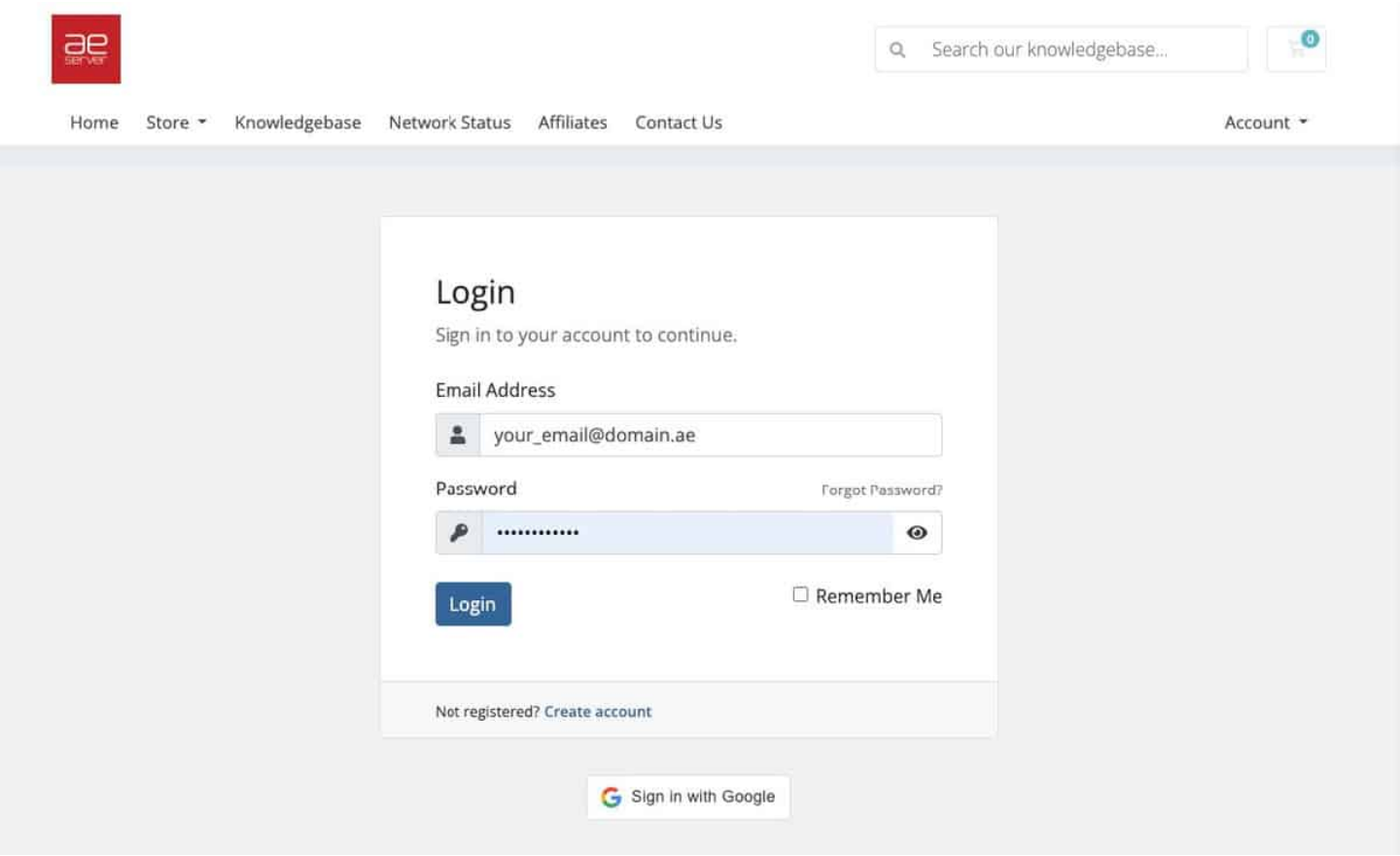
Good to know: DNS changes made through the AEserver DNS Management Tool typically propagate within 15 minutes to 2 hours. In some cases, full global propagation may take up to 24-48 hours depending on your ISP (Etisalat, Du, etc.) and local DNS caching.

How to Access the DNS Management Tool

1

Log in to your AEserver account

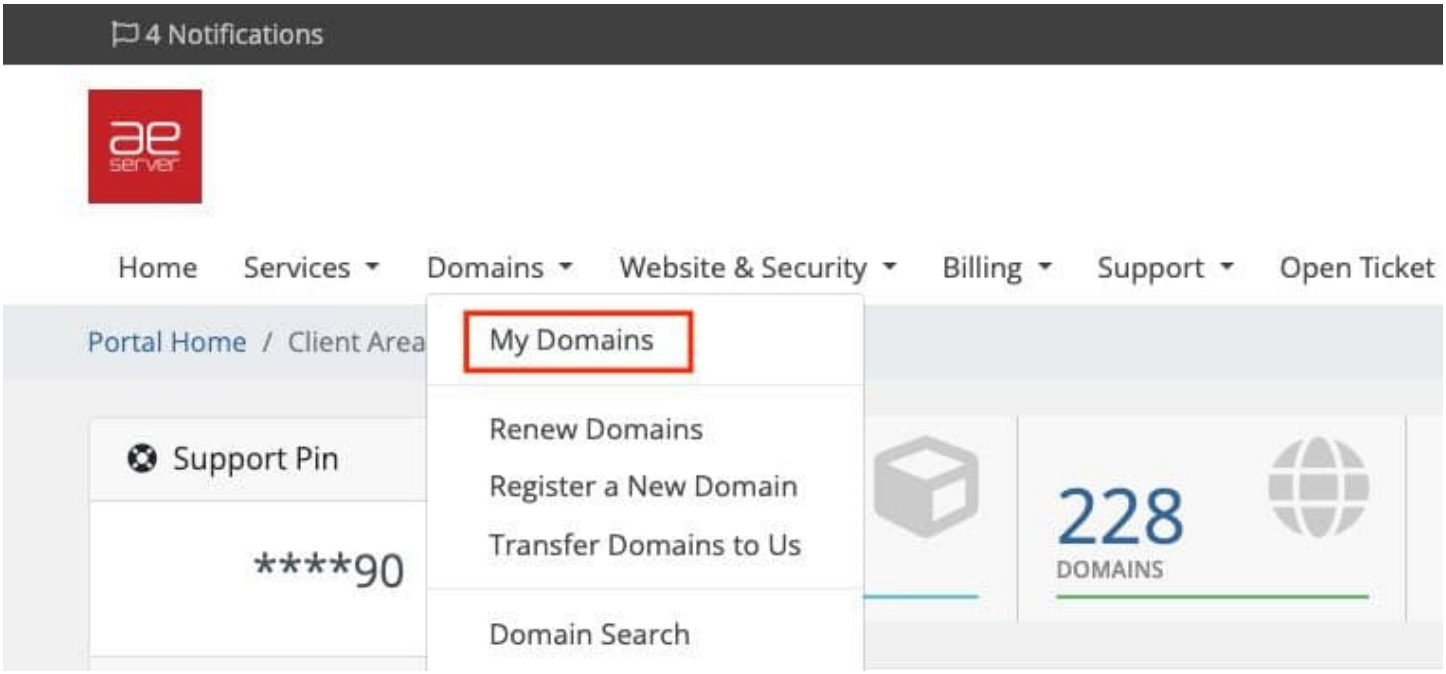
Open your browser and go to https://my.aeserver.com. Enter your email address and password, then click the **"Login"** button. You can also sign in with your Google account if you have one linked.



2

Go to Domains, then My Domains

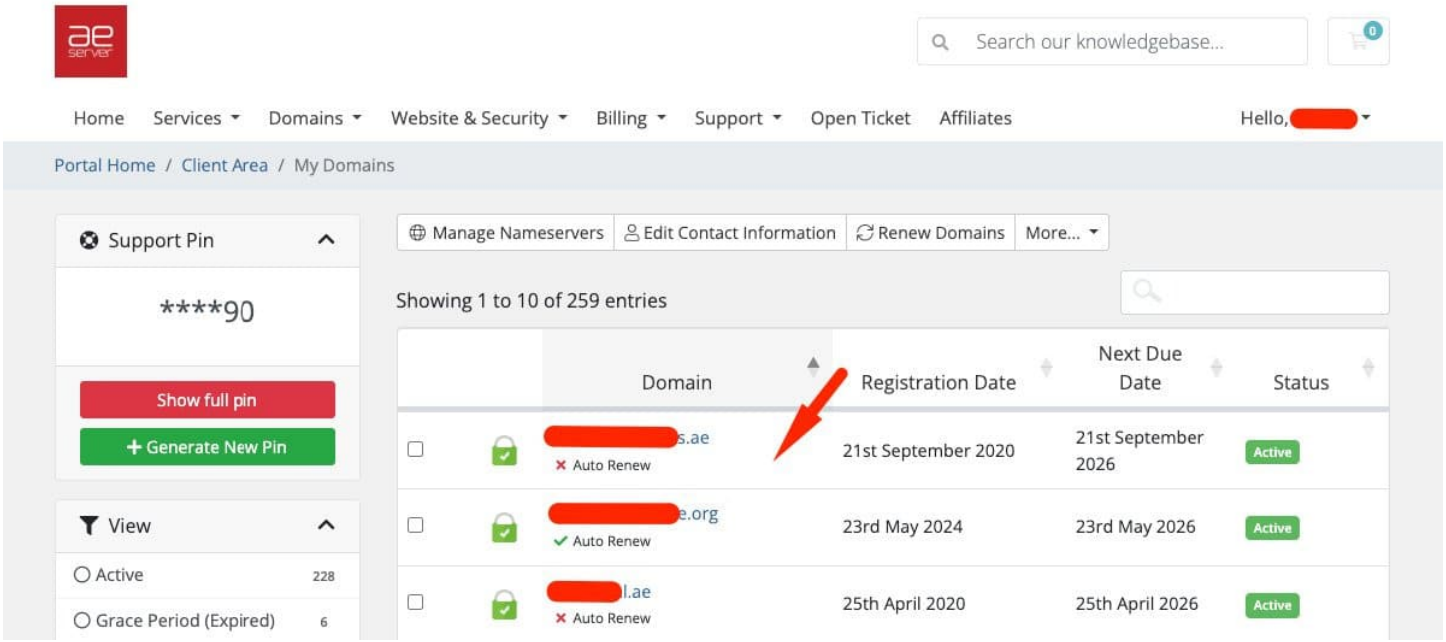
Once logged in, click on **"Domains"** in the top navigation menu. A dropdown will appear, click **"My Domains"** to see the list of all domains in your account.



3

Select the domain you want to manage

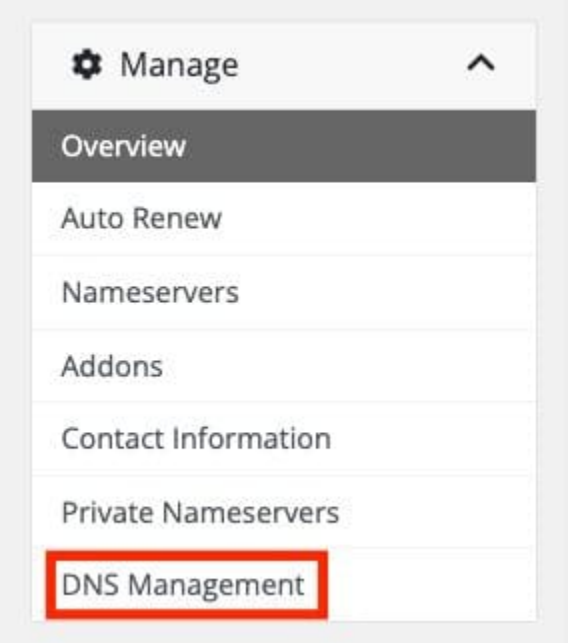
You will see a table with all your domains, showing the domain name, registration date, next due date, and status. Find the domain you want to configure and **click on its name** to open the domain management page.



4

Click "DNS Management" in the left sidebar

On the domain management page, look at the left sidebar under **"Manage"**. You will see a list of options. Click on **"DNS Management"** to open the DNS records editor.



⚠ **Don't see "DNS Management" in the sidebar?** This means the DNS Management addon has not been activated for this domain yet. Follow the steps below to enable it, it only costs AED 0.00 (FREE of charge).

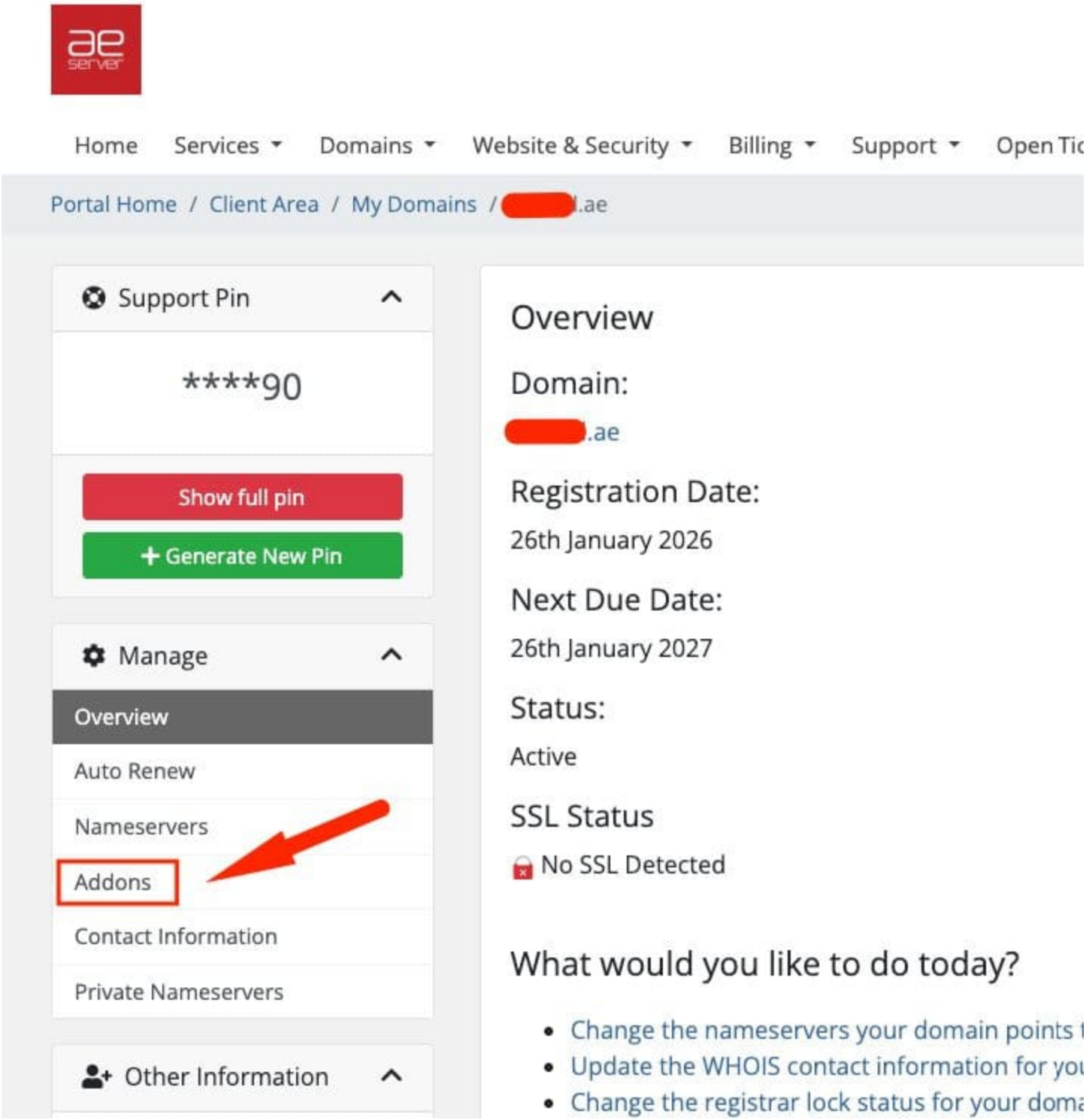
How to Enable DNS Management (If Not Visible)

If the **"DNS Management"** option does not appear in the left sidebar of your domain management page, you need to purchase the DNS Host Record Management addon first. This is a one-time purchase for each domain.

1

Click "Addons" in the left sidebar

On the domain management page, look at the left sidebar under **"Manage"** and click on **"Addons"**.

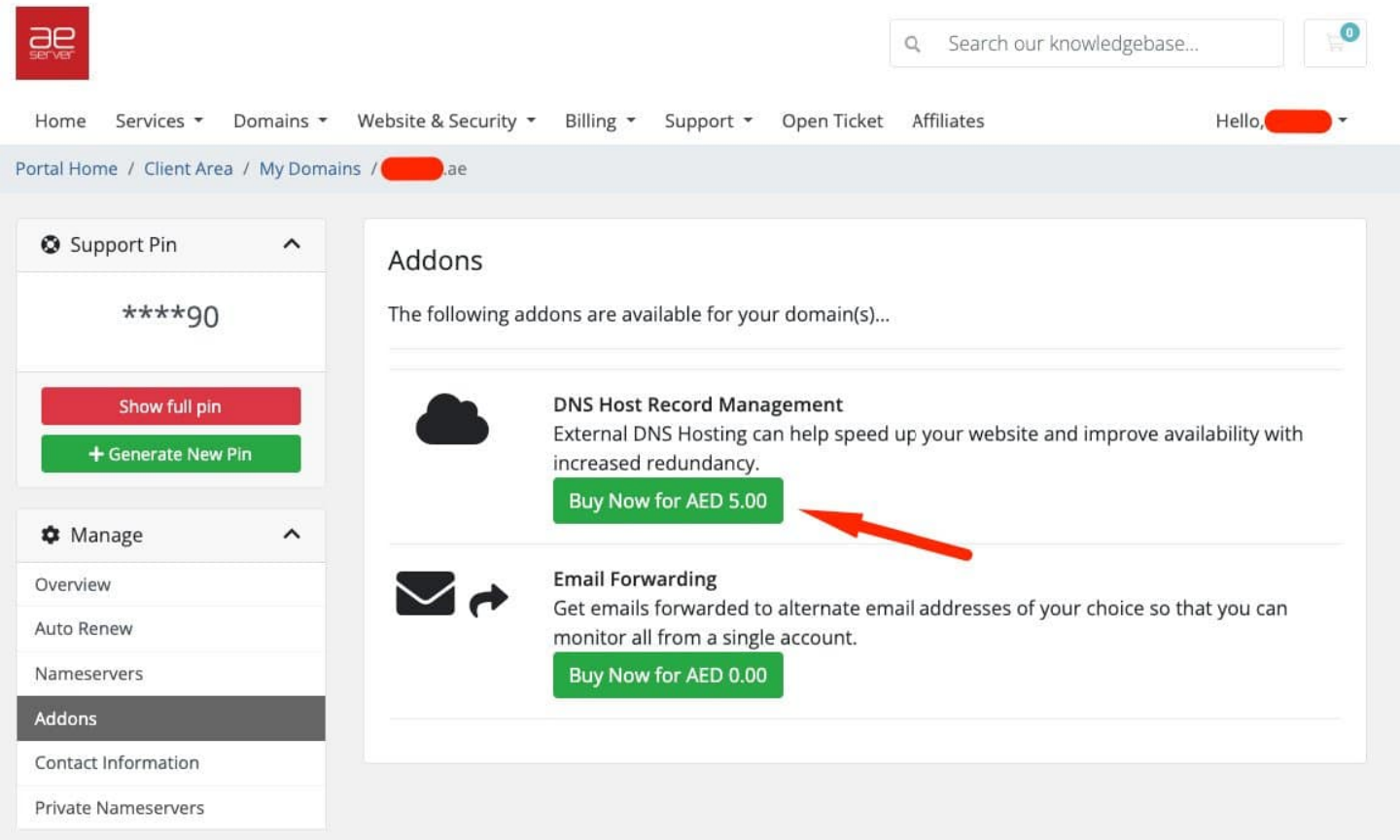


2

Purchase DNS Host Record Management

On the Addons page, you will see the **"DNS Host Record Management"** addon. It provides external DNS hosting with increased availability and redundancy. Click the **"Buy Now for AED 0.00 (FREE)"**

button to activate it.



After the purchase is complete, the **"DNS Management"** option will immediately appear in your left sidebar under "Manage". You can now go back and click on it to start managing your DNS records.

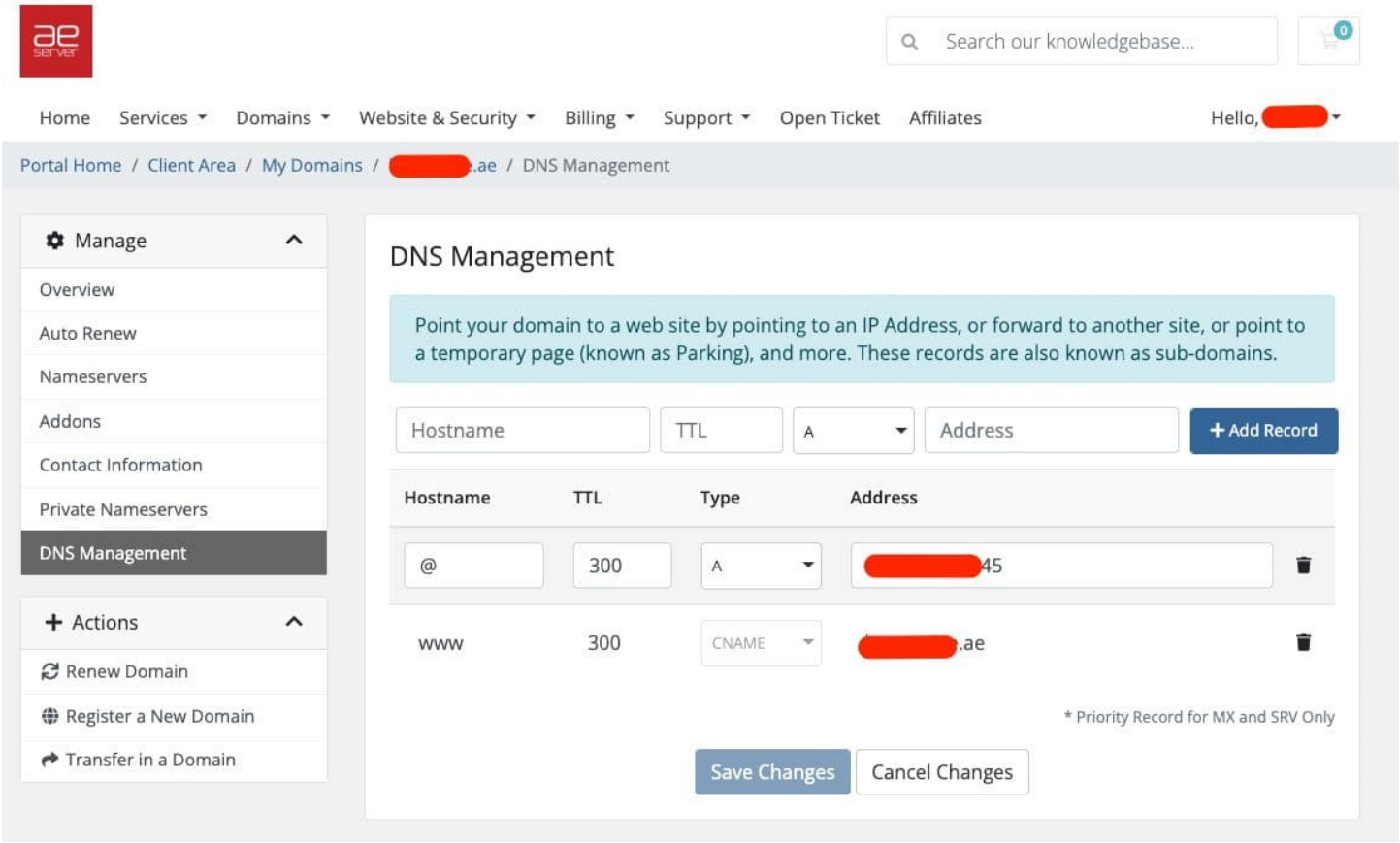
TIP: The AED 0.00 fee is a one-time payment per domain (FREE OF CHARGE). It is not a recurring charge. Once activated, DNS Management stays enabled for the lifetime of the domain registration.

Using the DNS Management Interface

Once you open the DNS Management Tool, you will see the main interface with two areas:

• **Top row**, a form to add new DNS records (Hostname, TTL, Type, Address)

• **Records table**, a list of all existing DNS records for this domain



Understanding the fields

Field	Description
Hostname	The subdomain or hostname. Use **@** for the root domain (yourdomain.ae itself), or enter a subdomain name like **www**, **mail**, **shop**, etc.
TTL	Time To Live in seconds. Controls how long DNS resolvers cache this record. Common values: **300** (5 min, good for testing), **14400** (4 hours, standard), **86400** (24 hours).
Type	The record type: **A** (IP address), **CNAME** (alias), **MX** (email), **TXT** (verification/security), **AAAA** (IPv6), **SRV** (services).
Address	The destination value, an IP address (for A records), a domain name (for CNAME/MX), or text string (for TXT records). For MX and SRV records, include the priority number before the value.

How to Add a DNS Record

1

Fill in the record fields at the top

In the top row of the DNS Management interface, enter the details of the new record you want to create:

• Type the **Hostname** (e.g., **@** for root, **www** for subdomain)

• Set the **TTL** (e.g., **300** for quick testing, **14400** for production)

• Select the **Type** from the dropdown (A, CNAME, MX, TXT, etc.)

• Enter the **Address** (IP address, domain name, or text value)

2

Click "+ Add Record"

After filling in all the fields, click the blue **"+ Add Record"** button on the right side. The new record will appear in the records table below.

3

Click "Save Changes"

After adding all the records you need, click the green **"Save Changes"** button at the bottom of the page to apply your changes. If you want to discard your changes, click **"Cancel Changes"** instead.

⚠ **IMPORTANT:** Always click **"Save Changes"** after adding, editing, or deleting records. If you leave the page without saving, your changes will be lost.

DNS Record Examples, Full Reference

Below is a complete list of every DNS record type you can add through the AEserver DNS Management Tool, with real-world examples for each one.

A Record (Address Record)

An A record maps a domain or subdomain to an IPv4 address. This is the most common record type, used to point your domain to a web server.

Example 1: Point root domain to your hosting server

```
Hostname: @
TTL: 14400
Type: A
Address: 185.120.22.45
```

Example 2: Point a subdomain to a different server

```
Hostname: shop
TTL: 14400
Type: A
Address: 104.21.33.78
```

Example 3: Point subdomain to Squarespace

```
Hostname: @
TTL: 300
Type: A
Address: 198.185.159.144
```

TIP: You can have multiple A records for the same hostname pointing to different IP addresses. This is used for load balancing or failover configurations.

AAAA Record (IPv6 Address Record)

An AAAA record works exactly like an A record, but maps to an IPv6 address instead of IPv4. Use this if your hosting provider has given you an IPv6 address.

Example: Point root domain to an IPv6 address

```
Hostname: @
TTL: 14400
Type: AAAA
Address: 2606:4700:3030::6815:1234
```

CNAME Record (Canonical Name)

A CNAME record creates an alias that points one domain name to another. It is commonly used for subdomains and for connecting to third-party platforms.

⚠ **IMPORTANT:** You cannot create a CNAME record for the root domain (@). CNAME records can only be used for subdomains (www, shop, blog, etc.). For the root domain, use an A record instead.

Example 1: Point www to root domain

```
Hostname: www
TTL: 14400
Type: CNAME
Address: yourdomain.ae
```

Example 2: Connect subdomain to Shopify

```
Hostname: shop
TTL: 14400
Type: CNAME
Address: shops.myshopify.com
```

Example 3: Connect subdomain to Wix

```
Hostname: www
TTL: 3600
Type: CNAME
Address: www123.wixdns.net
```

Example 4: Google Workspace domain verification

```
Hostname: uniquecode123
TTL: 14400
Type: CNAME
Address: gv-abcdefghijk.dv.googlehosted.com
```

Example 5: Google Workspace DKIM key

```
Hostname: google._domainkey
TTL: 14400
Type: CNAME
Address: v=DKIM1; k=rsa; p=MIIBIjANBg...
```

MX Record (Mail Exchange)

MX records tell the internet where to deliver email for your domain. Every business email setup requires MX records. The **priority number** determines which server is tried first (lower number = higher priority).

⚠ **IMPORTANT:** For MX records, enter the priority number before the mail server address in the Address field (e.g., **1 ASPMX.L.GOOGLE.COM**). The interface note confirms: "Priority Record for MX and SRV Only".

Google Workspace MX Records (complete set)

```
Hostname: @  TTL: 14400  Type: MX  Address: 1 ASPMX.L.GOOGLE.COM
Hostname: @  TTL: 14400  Type: MX  Address: 5 ALT1.ASPMX.L.GOOGLE.COM
Hostname: @  TTL: 14400  Type: MX  Address: 5 ALT2.ASPMX.L.GOOGLE.COM
Hostname: @  TTL: 14400  Type: MX  Address: 10 ALT3.ASPMX.L.GOOGLE.COM
Hostname: @  TTL: 14400  Type: MX  Address: 10 ALT4.ASPMX.L.GOOGLE.COM
```

Microsoft 365 MX Record

```
Hostname: @
TTL: 14400
Type: MX
Address: 0 yourdomain-ae.mail.protection.outlook.com
```

Zoho Mail MX Records

```
Hostname: @  TTL: 14400  Type: MX  Address: 10 mx.zoho.com
Hostname: @  TTL: 14400  Type: MX  Address: 20 mx2.zoho.com
Hostname: @  TTL: 14400  Type: MX  Address: 50 mx3.zoho.com
```

AEserver Mail / cPanel MX Record

```
Hostname: @
TTL: 14400
Type: MX
Address: 0 mail.yourdomain.ae
```

TIP: When switching email providers, add the new MX records first, wait for propagation (2-4 hours), then remove the old MX records. This minimizes the risk of missing emails during the transition.

TXT Record (Text Record)

TXT records store text-based information. They are most commonly used for domain verification, email authentication (SPF, DKIM, DMARC), and security policies. This is the most versatile record type.

SPF Record, Google Workspace

```
Hostname: @
TTL: 14400
Type: TXT
Address: v=spf1 include:_spf.google.com ~all
```

SPF Record, Microsoft 365

```
Hostname: @
TTL: 14400
Type: TXT
Address: v=spf1 include:spf.protection.outlook.com ~all
```

SPF Record, Zoho Mail

```
Hostname: @
TTL: 14400
Type: TXT
Address: v=spf1 include:zoho.com ~all
```

SPF Record, AEserver Mail / cPanel

```
Hostname: @
TTL: 14400
Type: TXT
Address: v=spf1 +a +mx +ip4:YOUR_SERVER_IP ~all
```

DMARC Record (works with any email provider)

```
Hostname: _dmarc
TTL: 14400
Type: TXT
Address: v=DMARC1; p=quarantine; rua=mailto:admin@yourdomain.ae
```

Google Site Verification

```
Hostname: @
TTL: 14400
Type: TXT
Address: google-site-verification=XXXXXXXXXXXXXXXXXXXX
```

Microsoft 365 Domain Verification

```
Hostname: @
TTL: 14400
Type: TXT
Address: MS=msXXXXXXXX
```

Facebook Domain Verification

```
Hostname: @
TTL: 14400
Type: TXT
Address: facebook-domain-verification=XXXXXXXXXXXXXXXXXXXX
```

⚠ **IMPORTANT:** You can only have **one SPF record** per domain. If you use multiple email services (e.g., Google Workspace + a marketing tool like Mailchimp), combine them into a single SPF record: **v=spf1 include:_spf.google.com include:servers.mcsv.net ~all**. For full DMARC enforcement and outbound spoofing protection, see the DMARC Force service.

SRV Record (Service Record)

SRV records specify the location of a server for a particular service, such as Microsoft Teams, SIP (voice over IP), or other enterprise applications. The format includes priority, weight, port, and target.

Microsoft 365, Teams/Skype for Business SRV Records

```
Hostname: _sip._tls
TTL: 14400
Type: SRV
Address: 100 1 443 sipdir.online.lync.com

Hostname: _sipfederationtls._tcp
TTL: 14400
Type: SRV
Address: 100 1 5061 sipfed.online.lync.com
```

Autodiscover for Outlook (Microsoft 365)

```
Hostname: autodiscover
TTL: 14400
Type: CNAME
Address: autodiscover.outlook.com
```

TIP: SRV records use the same priority format as MX records, the number goes before the value in the Address field. The format is: **priority weight port target**.

How to Edit or Delete a DNS Record

Editing an existing record

To edit a record, simply click on the field you want to change directly in the records table. The fields are inline-editable, you can modify the Hostname, TTL, Type, or Address. After making your changes, click **"Save Changes"** at the bottom.

Deleting a record

To delete a DNS record, click the **trash icon** () on the right side of the record row. The record will be removed from the list. Don't forget to click **"Save Changes"** to confirm the deletion.

⚠ **Be careful:** Deleting an A record will make your website unreachable, and deleting MX records will stop email delivery to your domain. Always double-check before deleting.

Common DNS Configurations for UAE Businesses

Connecting to Shopify, Wix, Squarespace, and other platforms

Many UAE businesses use third-party website builders. To connect your .ae domain, you typically add an A record and/or CNAME as specified by the platform.

Popular platforms our customers connect to via DNS:

- Shopify
- Wix
- Squarespace
- Webflow
- Framer
- WordPress.com
- Lovable

• Google Workspace
• Microsoft 365
• Zoho Mail

Each platform provides its own list of A and CNAME records to use. If you need help configuring DNS for any of these, AEserver support can walk you through the setup over chat or WhatsApp.

DNS Record Types, Quick Reference

Type	Purpose	Example
A	Points domain to an IPv4 address	@ → 185.120.22.45
AAAA	Points domain to an IPv6 address	@ → 2606:4700::1
CNAME	Alias pointing to another domain	www → yourdomain.ae
MX	Directs email to a mail server	@ → 1 ASPMX.L.GOOGLE.COM
TXT	Verification, SPF, DKIM, DMARC	@ → v=spf1 include:_spf.google.com ~all
SRV	Service location (Teams, SIP)	_sip._tls → 100 1 443 sipdir.online.lync.com

Troubleshooting Common DNS Issues

Problem	Likely Cause	Solution
Website not loading after DNS change	DNS has not propagated yet	Wait up to 24-48 hours. Flush your local DNS cache.
Email not working	Incorrect or missing MX records	Verify MX records match your email provider's requirements exactly.
"DNS Management" not in sidebar	Addon not purchased	Go to Addons, buy "DNS Host Record Management" for AED 0.00.
DNS changes not taking effect	Domain not using AEserver nameservers	Update nameservers to dns1.aeserver.com, dns2.aeserver.com, dns3.aeserver.com.

Emails going to spam	Missing SPF, DKIM, or DMARC records	Add TXT records for email authentication and consider managed email spam protection.
CNAME conflict with root domain	Cannot add CNAME for @ (root)	Use an A record for root domain, CNAME only for subdomains.
Multiple SPF records causing failures	More than one SPF TXT record exists	Merge all SPF includes into a single TXT record.

TIP: If you are experiencing DNS issues with Etisalat or Du as your ISP, try flushing your DNS cache. On Windows: **ipconfig /flushdns**. On macOS: **sudo dscacheutil -flushcache**. You can also temporarily switch to Google DNS (8.8.8.8) or Cloudflare DNS (1.1.1.1) to test if the issue is ISP-related.

Quick Summary

1	Make sure your domain uses AEserver nameservers: dns1/dns2/dns3.aeserver.com
2	Log in at my.aeserver.com
3	Go to Domains, then My Domains, click on your domain
4	Click "DNS Management" in the left sidebar
	If not visible: click Addons, buy DNS Host Record Management (AED 0.00)
5	Add records using the form at the top (Hostname, TTL, Type, Address)
6	Click "+ Add Record", then "Save Changes"
7	To edit: click the field directly in the table, modify, and save
8	To delete: click the trash icon, then save

Need help? AEserver's support team is available 24/7 via live chat or WhatsApp. We can configure DNS records for you, verify your email authentication setup, or troubleshoot any DNS issues with your .ae domain.

Related Articles

What Is DNS? Meaning, History and Understanding the Mechanics What Is a Subdomain? How

Subdomains Work What Is cPanel Hosting? A Complete Guide Google Workspace Email Plans for UAE Businesses Microsoft 365 Email Plans for UAE Businesses DMARC Force: Outbound Email Spoofing Protection Email Spam Protection for Business Inboxes WHOIS Lookup Tool: Check Any Domain

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