

# Example DNS Name Resolution diagram

## Symptom:

When sending request to the Men & Mice support team about DNS name resolution issues, please be aware that the Men & Mice team does not know your network internals.

## Problem:

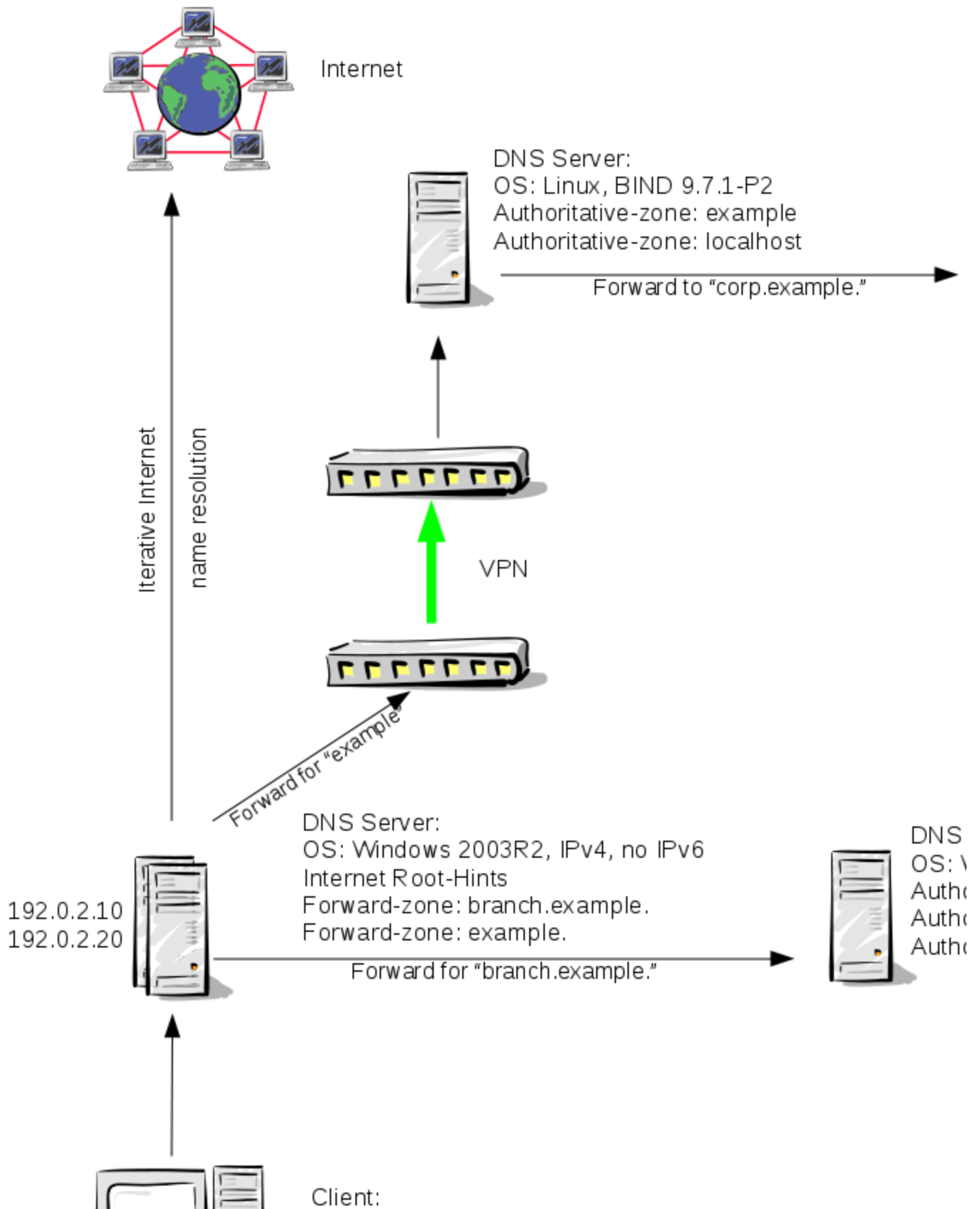
DNS name resolution can be complicated, and the problem might be in a little detail. The Men & Mice support team needs to know which path a DNS query takes from a DNS client to the authoritative DNS Server that answers for this query.

## Solution

Please provide as much information as possible in your request. Information on the topics listed below is helpful:

- DNS Server products (unbound, BIND, MS DNS, PowerDNS ...) and versions being used
- Operating systems used
- configuration of the local "stub" resolver in the client operating system (TCP/IP Settings on Windows, /etc/resolv.conf on Unix)
- authoritative zones configured on the DNS Servers
- sub-zones configured on the DNS Servers (please provide information on the stub zones content)
- forward-zones configured on the DNS Servers (aka "conditional forwarding" on Windows DNS)
- global forwarding configured, including the level of forwarding ("forward-first", "forward-only", ...)
- ROOT-Hint configured
- Information on IPv6 and IPv4 connectivity
- any DNS rewriting systems (like DNS64)
- Information on DNSSEC validation and DNSSEC signed zones
- a DNS name resolution diagram like the one below is always helpful and should exist for every DNS system

# DNS Name resolution diagram for Example Corporation Inc.





OS: Windows 7, IPv4, no IPv6  
Name Resolution: DNS (192.0.2.10/192.0.2.20)  
No WINS, no PNRP, no LLMNR