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Pointing a domain at your own VPS: nameservers and glue records

Nameservers & Pointing

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Pointing a domain at your own VPS: nameservers and glue records

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You have a domain with us and a server of your own, and you want the domain to open the site that lives there. There are **two routes**, and picking the wrong one is what causes most of the days lost on this.

First: which route do you need

Situation	Route
I just want the site to open	Keep our nameservers and change the **A record** to the server IP. Simplest, and it solves nearly every case
I want to run DNS on my server	Install a name server (cPanel, Plesk or other), create your own nameservers and register the **glue records**
I want to use Cloudflare or similar	Point the domain's nameservers at that service's. No glue records needed

Most people do not need glue records.
If the goal is only to get the site up, changing the A record is enough and takes minutes. Glue records exist for people who want to run their own DNS service - which brings extra work and extra responsibility.

Simple route: change the A record

1. Have the server IP to hand - see **where your VPS IP is**.
2. In My MozOut, open **Domains**, pick the domain and go into **DNS management**.

3. Change the **A** record for `@` to the server IP. Do the same for the `www` record, if there is one.

4. If mail stays with us, **do not touch the MX records** - only the A. Swapping everything is how people delete their own e-mail without noticing.

What each record does is in **DNS records explained: A, CNAME, MX, TXT and TTL** and how long the change takes to reach everyone in **how long DNS propagation takes**.

What glue records are

If you want your domain's nameservers to be *ns1.yourdomain.com* and *ns2.yourdomain.com*, a circular problem appears: to find out where *ns1.yourdomain* is, you would have to ask the DNS for *yourdomain* - which is precisely what you are trying to find.

The **glue record** breaks that circle. It is a record held at the **registry**, not on your server, saying "this domain's ns1 is at this numeric address". It is the glue holding the thing together - hence the name.

It is only needed in one case.
When your nameservers carry the name of **the domain itself**. If you use nameservers from another domain - ours, Cloudflare's, or a domain of yours that already works - there is no circle and no glue is needed.

Full route: your own nameservers

1. **On the server.** Install and configure the DNS service, and create the domain's zone. In cPanel/WHM that is *Basic WebHost Manager Setup* and *Nameserver IPs*.

2. **Choose the addresses.** Ideally one IP for ns1 and another for ns2. It works with a single address, but you lose the redundancy that is the whole reason there are two.

3. **Ask us for the glue records.** Open a request with the **names** (ns1 and ns2) and the **IP address** of each. We register them with the registry.

4. **Only then** change the domain's nameservers to yours. In that order - the other way round leaves the domain unanswered until the glue exists.

The order is what fails most.
Changing nameservers before the server answers, or before the glue records are registered, leaves the domain unreachable - and at that point not even the panel opens by name. Confirm the server answers DNS queries before taking step 4.

How long it takes

Glue records are registered the same day. The nameserver change itself can take 24 to 48 hours to reach everyone - and in that window some people see the new site and some still see the old one. That is normal and it passes.

What nameservers are and which ones are ours is in **nameservers: what they are and which ones to use with us**.

NEED A HAND?

Need us to register glue records for your domain?

Send us the names and IPs →

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