Bulk Update PTR Records

Overview

Use Bulk PTR update when you need the same kind of change on many IPv4 addresses at once — for example, after a migration, when standardising hostnames for mail servers, or aligning reverse DNS across a range. Single-address changes can stay in the normal row editor or PTR modal.

Before you start

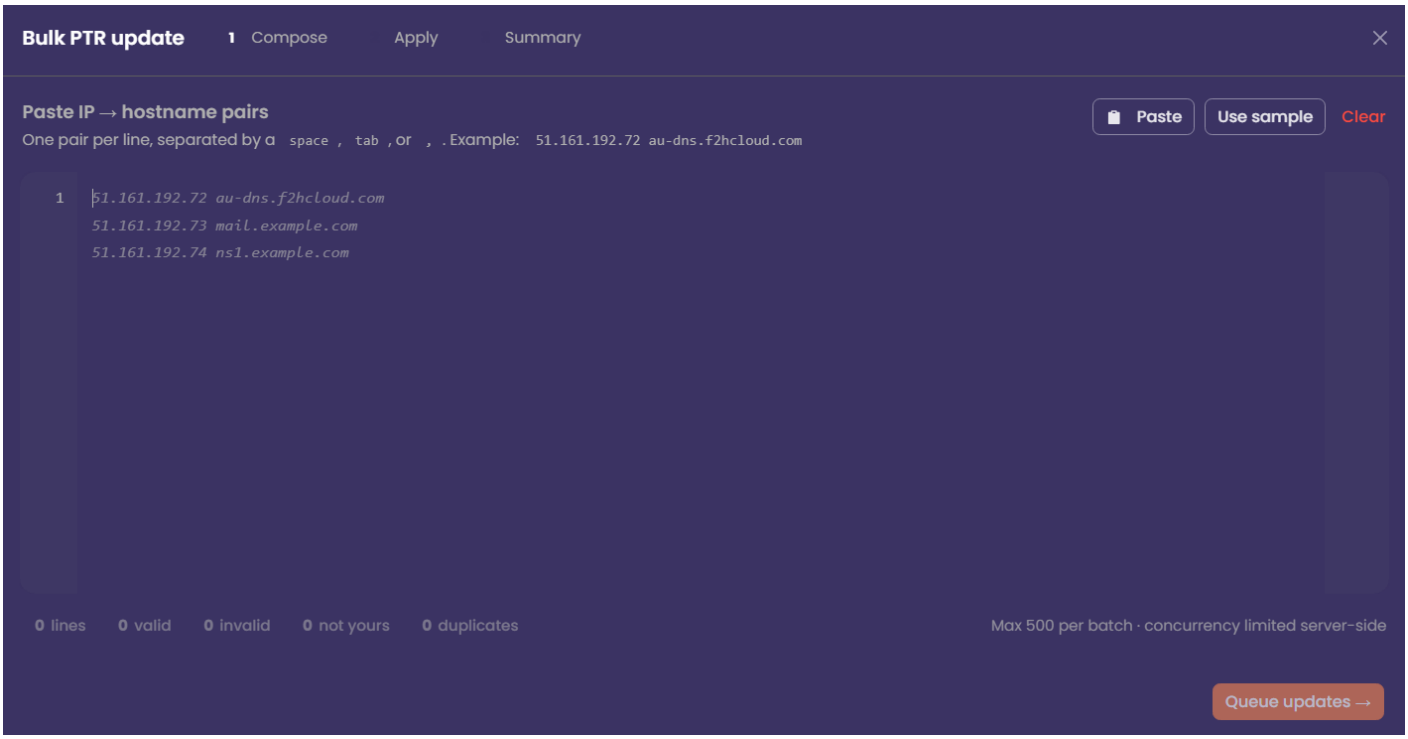
- Each PTR must be a valid FQDN (for example `mail.example.com`, not a single word without a domain).
- Best practice: the hostname you set should have forward DNS (usually an A record) pointing to that same IP, so forward and reverse match.
- Only IPs that appear under your account in IP Address Management can be updated. Anything else is rejected as not yours.
- Maximum 500 IP → hostname pairs per batch. If you have more, split into multiple runs.

Open the bulk tool

1. Sign in to the NOC.
2. Open IP Address Management.
3. Click Bulk PTR update (toolbar at the top of the main table).

Step 1 — Compose

1. In the editor, paste one pair per line.
2. On each line, put the IPv4 first, then the hostname, separated by a space, tab, or comma.



Example:

```
203.0.113.10 mail.example.com
203.0.113.11 smtp.example.com
203.0.113.12,ns1.example.net
```

3. Use Paste if you are copying from a spreadsheet or text file. A sample can show the expected shape if you are unsure. Clear wipes the editor.
4. Watch the line counts at the bottom: valid, invalid, not yours, duplicates.
   - Fix invalid lines (bad IP or bad hostname shape).
   - Remove or correct lines marked not yours.
   - Duplicates: only one update per IP should win; clean extra lines if the count surprises you.
5. When you have at least one valid owned line, and you are ready, continue to the next step (Queue updates or equivalent).

Step 2 — Apply

The NOC queues each change and applies it with limited concurrency (server-side). You will see:

- A progress bar and counts for queued, running, succeeded, and failed.
- Optionally cancel remaining if you need to stop mid-run.

Do not close the browser tab until the run finishes unless you accept that some rows may still be in flight.

Step 3 — Summary

Review updated, failed, and cancelled counts and duration.

- Retry failed only — runs again for lines that errored (after you fix the underlying issue if needed).
- Copy failed as CSV — handy for support tickets or a second attempt in a spreadsheet.
- Close when you are done.

Verify

PTR and DNS propagate at different speeds everywhere. After a successful run:

- Use your usual reverse DNS lookup (or `dig -x` / online checker) on a few addresses.
- Confirm A records still match the names you set.

Common issues

What you see	What to do
Many not yours	Those IPs are not in your inventory in this screen; fix the list or assign services correctly first.
Invalid count high	Check for typos, missing dots in FQDNs, or spaces inside the hostname.
Some failed	Open the API activity toggle to check the logs. Retry failed after fixing DNS or transient errors.
Second batch needed	Stay within 500 lines per run; start a new bulk session for the rest.

Tips

- Sort and dedupe your source file before pasting to avoid duplicate IP lines.
- For a cutover, update forward DNS first, then bulk PTR, or do both in close sequence and recheck.
- Keep a copy of the file you pasted — the summary’s export CSV is best for failures, not always a full audit of successes.

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