


# DNS requirements for the Blue Prism Cloud platform

Typically, your customer platform uses your DNS servers to resolve host names and URLs to the IP addresses of the servers and services which host Blue Prism, Blue Prism Interact and Blue Prism Hub. The IP addresses for the servers are local and/or private IPs within the platform Virtual Network address space and are provided at platform handover.

It is expected that you will provide the IP addresses of your DNS servers that will be used at the point of platform setup. If you do not provide custom DNS servers, Blue Prism Cloud will use the Azure default DNS servers.

If your DNS servers are used, you will need to create custom DNS A records on those DNS servers to resolve DNS for a blueprismcloud.com DNS zone. This allows you to use Blue Prism 7.1 (or later), Hub and Interact 5.0 (or later), as these products make use of a Private DNS Zone.

 You must use DNS records and not host files. The use of host files is not supported by the Blue Prism Cloud platform.

## Guidance for customers utilizing their DNS servers

If you opt to domain join all of your virtual machines (VMs), all of the VMs should be joined to your domain prior to creating the BluePrismCloud DNS Zone and A-records.

If the platform is using your DNS service and you have not joined any of the VMs to your domain and you have Dynamic DNS registration disabled, you must follow one of the following two options:

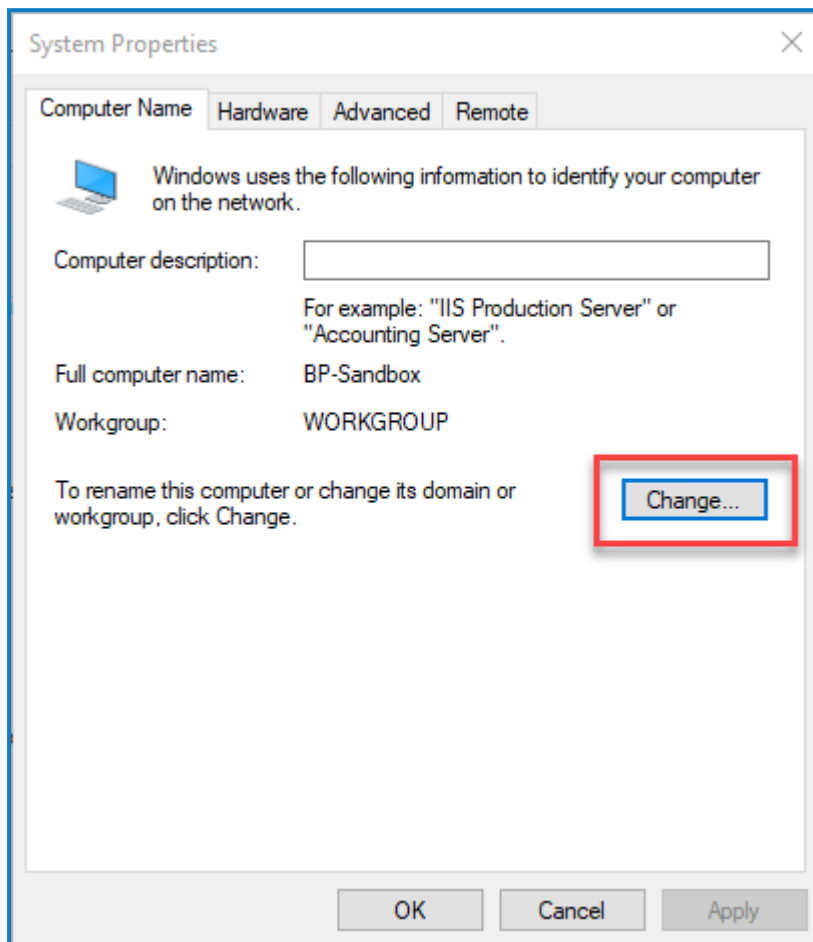
- Enable Dynamic DNS registration – Details for this can be found in [Microsoft's documentation](#).

Or alternatively;

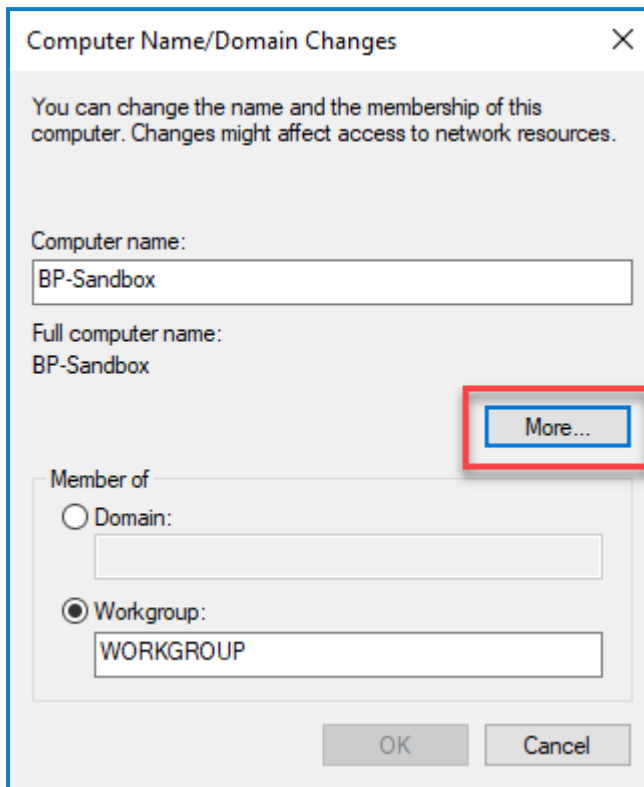
- Input the primary DNS suffix in the VMs that are not domain joined – See [Adjusting the primary DNS suffix on the machine on the next page](#).

## Adjusting the primary DNS suffix on the machine

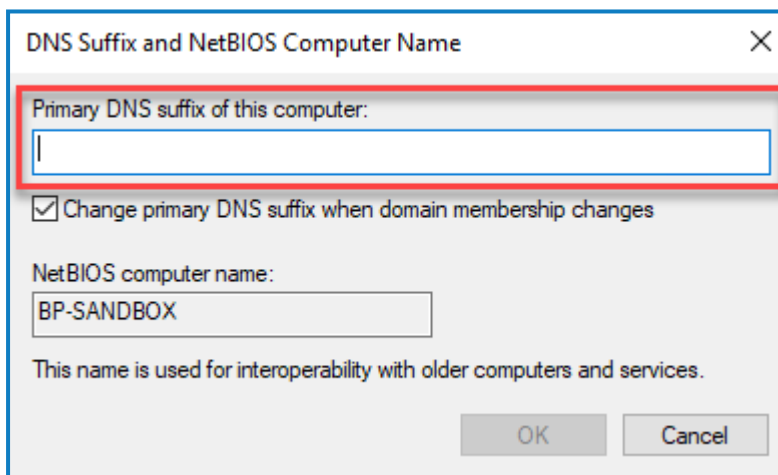
1. On the VM that you want to join to the domain, open the System Properties dialog and click **Change....**



2. On the Computer Name/Domain Changes dialog, click **More....**



3. In **Primary DNS suffix of this computer**, enter your DNS suffix and click **OK**.



The machine will prompt for a reboot.

4. Reboot the VM when possible.

## How to create the custom DNS zone and A records

You will need to create the custom DNS zone. How you create a DNS zone will depend on the DNS server being used. For more information, see the following guidance:

- [Microsoft documentation with IPAM.](#)
- [BIND official documentation.](#)

You will then need to create the A records according to the requirements below:

- 21 DNS A records for Development:
  - 19 DNS A records for Interact and Hub associated with the Development load balancer IP for the service istio-ingress-dev:
    - alm-dev
    - as-dev
    - audit-dev
    - bpdirector-dev
    - controlroom-dev
    - dashboard-dev
    - decision-dev
    - discovery-dev
    - email-dev
    - file-dev
    - hub-dev
    - interact-dev
    - interactapi-dev
    - layoutmanager-dev
    - licensemanager-dev
    - notifications-dev
    - settings-dev
    - signalr-dev
    - usm-dev
  - 2 DNS A record for Blue Prism associated with Development IO Server IP:
    - bpapi-dev
    - rpa-dev
- 22 DNS A records for Production:
  - 19 DNS A records for Interact and Hub associated with the Production load balancer IP for the service istio-ingress-prod:
    - alm-prod
    - as-prod
    - audit-prod
    - bpdirector-prod
    - controlroom-prod
    - dashboard-prod
    - decision-prod
    - discovery-prod
    - email-prod
    - file-prod
    - hub-prod
    - interact-prod
    - interactapi-prod
    - layoutmanager-prod
    - licensemanager-prod
    - notifications-prod
    - settings-prod
    - signalr-prod
    - usm-prod
  - 2 DNS A record for Blue Prism associated with Production IO Server IP:
    - bpapi-prod
    - rpa-prod
  - 1 DNS A record for Blue Prism associated with the OCR1 Server IP:
    - abbyocr
- The IP addresses for each server will be shared by Blue Prism Cloud Operations.
- If a platform has a 'Test' Environment, there will also be a \*-test record for each of the above.