PROJECT OVERVIEW

MyKris Asia SDN BHD is a leading Managed Internet Service company in Malaysia. The establishment of the company is inspired by the boom of internet, hoping to provide a complete internet & broadband solution to enterprises in Malaysia.

Specializing in offering Premium Managed Broadband Services, Hybrid Internet Service, Metro Ethernet and many more, Mykris promise their customer that they will provide full support for the DNS and hosting services. Their customer will benefit from a comprehensive visibility to the statistical data provided by the Secured DNS system based on DNSVault technology.

CHALLENGE

The problem that mykis suffer with their previous DNS system is complex DNS management, while also lack of reliability and security. Because the previous server is using BIND software which require root access to the server and also based on command line, every new changes made to the DNS must be done by email or phone call to the system admin. This lead to a lot of problem and also hinder productivity between MyKris and its customer.

The DNS server that MyKris utilized previously is not harden and tune to perform up to their expectation. Sometimes, MyKris also suffer from DNS service disruption when their DNS server was attacked by hackers. Besides, it hard to analyze the log file looking for the ip of the attacker because there is no automatic protection. Additionally, as an ISP, MCMC (Malaysian Communications And Multimedia Commission) has provided a list of domain that must be blocked. Maintaining this list of domain is tedious and complicated and sometimes a simple mistake will cause the server to go unresponsive or crash.

SOLUTION

DNSVault has been successfully installed in two MyKris datacenter, and since then the performance issue for their DNS service has been successfully solved. Furthermore, the zone transfer between two server in different datacenter has been secured with TSIG, where the transferred data is encrypted and authenticated at the slave server. This secure zone transfer between master server and slave server has protect MyKris DNS service from spoofing attack.

After deploying DNSVault for their DNS services, MyKris can be assured that their DNS is automatically protected from DDOS and DNS amplification attack. Furthermore client that subscribe to MyKris premium secure DNS service will enjoy better performance, reliability and peace of mind as their dns service is protected from multiple level. With the use of DNSVault, MyKris was able to seamlessly manage their blacklist (provided by MCMC) using RPZ. For added value MyKris also subscribe to RPZDB to add more security to the DNS by blacklisting to thousand of malicious domain and also protect it user from botnet hacks.

DNSvault also have been crafted to provides the best user experience for all type of customer. In case of MyKris, they were able to give access to their customer so that their customer can access and manage their own domains. The access control can be configure whether the customer can directly edit or any request to edit record will need MyKris administrator approval. This kind of feature was able to improve their customer productivity and also their own.

ORGANIZATION :
MyKris Asia SDN BHD

DOMAIN :
mykris.net

INDUSTRY :
Internet Service Provider (ISP)

UNIT PURCHASE :
2 Units

RESULT :

- **Performance issue has been successfully solved**

- **Assured that their DNS is automatically protected from attackers**

- **Customer can access and manage their own domains.**

- **Maintain MCMC blacklists with DNS Response Policy Zone (RPZ)**