

Error CNAME - Cannot save zone record: Duplicate record

Symptoms

The following error is thrown when trying to add a record to a zone:

```
Cannot save zone record: Duplicate record
```

or

```
Error CNAME example.tld found, but other records with same label exist
```

or

```
Cannot save zone record: A DNS zone cannot contain a CNAME record for a host which already has a record of another type.  
Please check that this zone does not have both CNAME and other types of records for the same host.
```

Cause

1. A CNAME record exists with a label of a different record type.
e.g., the zone for example.tld with the following records would cause an error:

```
www.example.tld CNAME example.tld  
www.example.tld A 1.2.3.4
```

As per [RFC1912 \(section 2.4\)](#), A CNAME record is not allowed to coexist with any other data. In other words, if example.tld is a canonical name for www.example.tld, you can't also have an MX record for www.example.tld, or an A record, or even a TXT record.

Do **NOT** try to combine CNAMEs and NS records like this!:

```
example.com IN NS ns1.domain.com
example.com IN NS ns2.domain.net
example.com IN CNAME host.domain.com
sub.example.com IN A 1.2.3.4
```

Since no other records are allowed to coexist with a CNAME, the NS entries are ignored. Therefore all the hosts in the example.com domain are ignored as well!

If you want to have your domain also be a host, do the following:

```
example.com IN NS ns1.domain.tld
example.com IN NS ns2.domain.tld
example.com IN A 1.2.3.4
sub.example.com IN A 1.2.3.4
```

2. CNAME with a label that equals hostname exists:

```
example2.tld CNAME example2.tld.
```

3. There is a subdomain on a lower level, for example:

You want to add sub1.domain.ext as a CNAME, but there is a record on sub2.sub1.domain.ext.

While this configuration is not prohibited, it can cause a validation error.

In this case, remove or rename the sub2.sub1.domain.ext record, and add the sub1.domain.ext CNAME, or make sure you add CNAMEs first.

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