



**OpenSRS**  
**Quickstart Guide**  
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# Welcome to OpenSRS

This document provides an overview of the OpenSRS Reseller Web Interface. We recommend that you read the entire document before attempting to provision domains.

Please direct any questions to the OpenSRS Support Center.

## Overview

OpenSRS (Open Shared Registration System) is the provisioning service for domains. The Reseller Web Interface is a web-based system that's very easy to use and allows you to accomplish many things such as domain name registration and domain name transfers. Full access to OpenSRS through the API (Application Program Interface) takes some time to implement. The interface allows you to use the system until you move to a system based on the API.

For information on implementing the API-based OpenSRS system, see

<http://opensrs.com/resources/domains/documentation/>

## Before You Begin

This document assumes that you have registered as an OpenSRS Reseller on the OpenSRS web site located at <https://signup.opensrs.com/account>

**Note:** There is a one-time, non-refundable Reseller activation fee.

Shortly after submitting the completed registration form, you will receive an email acknowledging your registration and confirming your username and password.

Once your profile is activated, you are automatically enabled to act as a Reseller for all gTLDs, ccTLDs, Managed DNS Service, and Digital Certificate (SSL) products and services that are currently available through OpenSRS.

## Our Two Environments: Live and Test

To facilitate risk free learning and testing of the OpenSRS system, OpenSRS maintains two environments, commonly known as Live and Test. The Test environment (sometimes referred to as Horizon) mirrors the Live environment in nearly every way, and is the 'proving grounds' where you can gain proficiency before entering the Live environment to register actual domain names.

## The OpenSRS Test Environment

The Test environment has been made available to allow you to experiment with OpenSRS and gain an understanding of how it functions. It is different from the Live environment in the following ways:

- Registrations processed in the Test environment are not actually processed into the public root registry. Domain names registered in the Test system are not real or functional on the Internet.
- Registering domain names in the Test environment uses credits in the Test system; however, they do not cost real money.
- The Test environment will likely not recognize your nameservers – use **default.opensrs.org** and **default2.opensrs.org** when you specify nameservers in the Test environment.
- In the Test environment, you can register names that are not actually available. The Test environment only conducts lookups against previous registrations that were processed through it. While you cannot register a name twice (even amongst Resellers), you can register names in the Test environment that you cannot register in the Live environment.
- You cannot transfer domains within the Test environment.

To log in to the Test environment, point your web browser to <https://resellers-test.opensrs.net/> and use the logon credentials that you chose when you registered as an OpenSRS Reseller.

## The OpenSRS Live Environment

You can use your username and password to access the Reseller Web Interface (RWI), which is where you provision domains. If you have entered funds into your Live OpenSRS account, you can begin registering domains right away.

Point your web browser to <https://resellers.opensrs.net/> and use your username and password to log in.

## Your First Steps with the Reseller Web Interface (RWI)

There are a few tasks you should accomplish when you first log into your Reseller account such as entering in your contact information.. These options are contained within the **Profile Management** section of the Reseller Web Interface.

### Reseller Contact Information

Use this section to provide contact information for the person in your organization who should receive important updates, such as new version releases or downtime announcements. You can use this area to specify the email address that should receive OpenSRS messages.

## Tech Contact Information

Your Technical Contact Information (including nameserver information) is needed for all domain registrations and transfers processed through the OpenSRS system. Your clients provide Administrative and Billing contact information for their domains, but as the Reseller, you supply the Technical Contact information.

The **Tech Contact Information** section specifies who the default Technical Contact information will be for registrations that you process. The Technical Contact is the person who should be contacted for any domain issues at your company.

The **NameServer Information** section is where you configure the default nameservers to use for new domain name registrations. Alternatively, you can choose to have the nameservers default to the Parked Page system. In the Test environment you should use the nameservers default.opensrs.org and default2.opensrs.org.

The **Domain Name Options** section is explained below.

Item	Description
Process New Registrations and Transfers Immediately	Choose whether to process registration and transfer orders immediately or put them in the Pending Order queue.
Process Renewals Immediately	Choose whether to process renewal orders immediately or put them in the Pending Order queue.
Allow End User to modify Domain Tag for .uk domains	Chose whether the registrant is allowed to modify the IPS-TAG for .UK domain names.
Allow domain owners to lock/unlock Domain through public manage interface	Choose whether domain owners can lock and unlock their domains through the Manage Web Interface.
Lock all New/Transferred Domains	Specify if new/transferred domains are locked when the order is completed.
Auto-Renew all New/Transferred Domains	Specify if new/transferred domains are set to auto-renew when the order is completed.
Send reseller's password	Choose whether to allow or prohibit recovery of the Reseller account password from the public login screen.
Send email when domain is processed	Specify if an email is sent when a domain order is processed.
Send email when order unexpectedly fails	Choose whether an email is sent to the address specified in the <b>Send E-mail to</b> field when an order that is set to be processed immediately fails after the validation step.

Item	Description
Send email when domain is activated	Choose whether an email is sent to the address specified in the <b>Send E-mail to</b> field when a domain is not immediately activated at the registry.
Send E-mail to	Specify the email address to which notifications configured in Tech Contact Information are sent.
Email message from Tucows	Click <b>Configure Message</b> to go to the <b>Configure Registration Email</b> page where you can define the new domain registration email message that is sent to staff at your company.
Email message to customer	Click <b>Configure Message</b> to go to the <b>Configure Confirmation Messages</b> page where you define the email that is sent to a domain owner after an order is submitted.
Receive email when .ca blocker order is cancelled	Choose whether to receive a notification when a .CA order is cancelled due to the .CA blocker process.
Send email when .ca blocker order is cancelled	Choose whether to send an email to the address specified in the <b>Send E-mail to</b> field when an .CA order is cancelled due to the .CA blocker process.
Email .ca blocker cancelled message to customer	Click <b>Configure Message</b> to go to the <b>CA Blocker Messaging</b> page where you configure the email that is sent to a domain owner when their .CA is cancelled due to the .CA blocker process.

## Payment Information

Use this section to specify the threshold for your low account balance warning. You set your limit in dollars, and when your account is drawn to that limit, an email is sent to the address that you specify. A history of payment transactions is shown.

## Support and Whois Information for your Customers

This section contains information that will be displayed at the bottom of all WHOIS lookup queries for the domain names that you manage. There is also a section for your contact information that will be given to domain owners if they contact Tucows/OpenSRS directly.

## Using a Reseller Web Interface (RWI)

The Reseller Web Interface is where you begin when registering domain names or ordering services. It contains many options all on one page; however, it becomes easier to navigate when you begin using it frequently for similar operations.

Below you will find a list of frequently used functions in the Reseller Web Interface for registering, managing, or making limited changes to domain names.

### Registering a Domain Name

We recommend that you first attempt to register domain name using the Test system at <http://resellers-test.opensrs.net>. This is free, and allows you learn the registration process without costing you any money.

There are two steps to registering a new domain name: look to see if the domain name is available, and then submit a new domain registration order. These steps are explained below.

#### Step 1: Performing a new domain lookup

You can enter a name in the **New Domain Lookup** textbox and then click **Check Availability**, to check the availability of a domain name and request suggestions for similar, available names. You can specify the type of name suggestions that you want to see every time you do a search by clicking the **Settings** link and enabling one or more of the following:

- Name Suggestion — Domain names that are similar to the one you entered in the **Domain Search** field.
- Premium Domains — Domain names that may be purchased from external suppliers. Many desirable domain names may already be taken, but the owners are willing to sell them for a price. The search results show whether the name you entered (or similar names if you also selected **Name Suggestion**) is available, as well as the purchase price of the available Premium domain names.
- Generic TLDs Availability — gTLDs include .COM, .NET, .ORG, .INFO, .BIZ,, MOBI, .NAME, .TEL, .ASIA, and .US.
- ccTLDs Availability — Country Code TLDs.
- Personal Names — Domain names that are based on your own name. When you search for a name using the format firstname lastname, the results indicate whether web and email addresses are available for that name.

To affect only your current search, you can select one or more of these options by putting a checkmark in the appropriate checkbox in the **Domain Lookups** section. When you return to the RWI main page, all of these options will be reset to the defaults specified within the **Settings** link.

If you see a domain name in the results list that you want to register, click the **Register** link and complete the **New Domain Registration Form**.

## Step 2: Completing the New Domain Registration Form

The first part of this form allows you to recall information from a previous order. This is handy if you have registered a domain name previously using the OpenSRS system (Test or Live), and you want to register a new domain name with the same information, such as the contact information and nameservers.

If you want to recall the information using an order number, enter the order number into the correct field and click **Retrieve Data**. If you want to recall a previous registration's data by using the domain name, you must enter the domain name, the username, and the password for that domain. If you want to register a new domain name without recalling a previous registration's data, skip this part of the form.

The rest of the registration form elements are explained below.

Item	Description
<b>Domain Information</b>	
Affiliate ID	Text entered into this field will be recorded with the order to allow you to track orders submitted by affiliates.
Registration Period	Number of years for which you want to register the domain.
Language	Select the language if you are registering an Internationalized Domain Name (IDN). Otherwise choose <b>Standard ASCII</b> .
Auto Renew	Select this option if you want the domain to be automatically renewed each year 30 days before its expiration date.
WHOIS Privacy	When enabled, hides the real contact information for the domain when someone does a WHOIS lookup on that domain name, and instead displays contact information for the Tucows Privacy service.
Lock Domain	When enabled, places a registration lock on the domain to prevent modifications such as transfers and DNS changes.
Enable Parked Pages	When enabled, displays automated advertisements on the domain's website. The resulting shared revenue is added to your Reseller account.
Additional Comments	Enter additional information you want to be recorded with the order.

Item	Description
<b>Registrant Profile Information</b>	
Previous Domain	To add the new domain to an existing profile, enter the name of one of the domains in that profile. If there is no grouping of domains, this field must remain empty.
Registrant Username	The username used to access the domain in the Manage Web Interface.
Registrant Password	The password used to access the domain in the Manage Web Interface.
Confirm Password	Repeat the password used.
<b>Owner Contact Information</b>	
<b>Admin Contact Information</b>	
<b>Billing Contact Information</b>	
<b>Technical Contact Information</b>	
Same As [Owner/Admin/Billing] Information	Select the appropriate checkbox if you want to use the same contact information in the current contact fields.
<b>DNS Information</b>	
Use your own DNS servers	Select this option if you want to enter custom DNS servers or use the defaults displayed. The defaults are imported from the Technical Contact section of your Reseller account. <b>Note:</b> The test environment only supports the nameservers <b>default.opensrs.org</b> and <b>default2.opensrs.org</b> .
Use our DNS	Select this option if you want to use the OpenSRS DNS servers or if you want to apply a template created in the <b>DNS Management</b> section of the main Reseller Web Interface page.
<b>Action</b>	
Register Now	From the drop-down list, choose <b>Register Now</b> to register the domain immediately, or choose <b>Save Order</b> to store the order in your Pending Orders queue to be submitted later.
Submit	Process the order based on the selection in the drop-down list.
Restore Values	Reset and remove all values from the form.

When you submit the order, you return to the main menu where you can see a confirmation message at the top of the screen. Any error messages also appear there.

## Useful Features in the Reseller Web Interface

There are a few options that are useful when first using the Reseller Web Interface. Their uses are highlighted below.

### View Domain

The **View Domain** textbox allows you to enter a domain name and view details for that domain. When you click **Query**, a page opens that displays details about the specified domain. You can renew the domain, change the renewal settings, change the domain lock settings, change WHOIS Privacy settings, and change the Parked Pages settings. There are also links to send the domain name's login and password to the Administrative or Owner Contact for the domain name.

### Search Domains

This section provides a method to search for specific domains within your Reseller account. If you perform a search without entering any information in this tool, it will display all domains within your Reseller account.

### Transfer a domain

This section is where you can initiate a domain transfer. When you type the domain name in the text box and click **Transfer**, the **Transfer Form for [domain name]** page opens and you can enter and submit the transfer request.

For more information about the transfer process see the *Reseller's Guide to Domain Name Registration and Management* guide located at <http://opensrs.com/resources/domains/documentation>. Additionally, there is also an *OpenSRS Domain Transfer Guide* located on the same web page.

### View Pending Orders

This section allows you to view orders that are pending. These orders are not registered until you enter this area and approve them. Also, if a registration fails for any reason, it is put into this section for you to review.

This feature was designed to work with the Full Access implementation of OpenSRS, where end users submit orders, you mark them as pending, and then you approve them after receiving payment.

### View Orders In Progress

This feature allows you to view domain orders and transfers that have been initiated by you or by an end user through your online interface. Orders in progress can include domain transfers and registrations into any asynchronous registries. New registrations for synchronous registries (.COM, .NET and .ORG) never appear here, as they are processed in real time.

## Search Reg System Orders

Once you have registered some domain names, you can use this section to search for a specific registration. You can also search for any of your domains (whether new or transferred) at any point in the process once they have entered the OpenSRS system.

## Online Credit Card Payment

All of the services that you order through OpenSRS are taken from your Reseller account balance, and this section provides a way to add funds to your Reseller account using a credit card.

## Managing Registered Domains

In order to manage domains that you have registered through OpenSRS (for example, change contact information or name servers), you need to use the Manage Web Interface (MWI). To access the MWI, you need to know the username and password for the domain, which you set when you registered it. Note that this is NOT your OpenSRS username and password, and for security reasons, the passwords you assign to domains should be different from your OpenSRS password.

You can access the Manage Web Interface at these locations:

OpenSRS Test system: <https://manage-test.opensrs.net/>

OpenSRS Live system: <https://manage.opensrs.net/>

## OpenSRS Storefront

A Storefront is a public-facing website that you can brand and configure. It allows customers to register domain names and pay for them with a credit card. At first the only link within this section is **Configure your storefront**, and this will begin the process to setting up your Storefront interface. Information on how to use Storefront is available within the Storefront interface and also at <http://www.opensrs.com/resources/domains/storefront>.

## Additional Information

For more information about OpenSRS see the OpenSRS website at <http://opensrs.com>.

A technical FAQ is maintained at <http://resellerhelp.tucows.com/faq1.php>.

Additional information is available on the OpenSRS documentation web page located at <http://opensrs.com/resources/domains/documentation>. The following guides are recommended:

- For complete information about the OpenSRS system and business processes, please review the *Reseller's Guide to Domain Name Registration and Management*.
- For our detailed client API, please review the *OpenSRS API Specification for XML*.

If you plan to implement the API, here is some information about the ports and hostname:

- Test – host: horizon.opensrs.net, ports: 55443 and 55000
- Live – host: rr-n1-tor.opensrs.net, ports: 55443 and 55000

## Support

If you have questions, you can contact the OpenSRS Support Center. We also maintain a list of independent contractors who can help install, customize, and configure the API system to run off your own web server. Contact OpenSRS Sales for more information. Contact details for OpenSRS Sales and the OpenSRS Support Center are located at <http://opensrs.com/contact>.