



# **OpenSRS - Reseller's Guide to Domain Name Registration and Management**

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# Table of Contents

The OpenSRS Platform.....	18
OpenSRS Products.....	18
Definition of Terms.....	18
Getting Started.....	20
Quick Start vs. Full Access.....	20
Quick Start Access.....	20
Key Features of Quick Start.....	20
Full Access.....	20
Key Features of Full Access.....	21
Public Manage Function.....	21
Quick Start Implementation.....	21
Full Access Implementation.....	22
Our Two Environments: Live and Test.....	23
Using Non-ASCII Characters for Messaging.....	23
Domain Registration and Management.....	24
The Reseller Web Interface (RWI).....	24
The RWI Login Journal.....	26
Data Archiving.....	26
What's New.....	26
Important Links.....	26
Domain Registration Administration.....	26
View Domain.....	26
Domain Lookups.....	27
Availability Settings.....	30
Personal Names Service.....	31
Checking the Availability of Personal Names.....	31
Registering Personal Names.....	34
Updating Personal Names .....	35
Domain Notes.....	37
Personal Names Billing.....	37
Personal Names Email.....	37
Personal Names Service Mail Client Settings.....	38

## Table of Contents

Mail Account Settings:.....	38
Ports:.....	38
Outgoing (SMTP) Authentication:.....	38
Additional Information.....	38
Personal Names in the Test Environment.....	38
Order Management.....	39
View Orders.....	39
Pending.....	39
In progress.....	40
.CA Orders in Progress (csv).....	40
Declined.....	40
Completed.....	40
Search for Orders.....	40
Advanced Order Search.....	40
Change Owner/Registrant.....	41
Submit .EU ownership change and Submit .BE ownership change.....	41
View Orders.....	41
View Pending Orders.....	41
View Orders in Progress.....	42
.DE dns activations.....	43
.CA Orders in Progress (csv).....	43
View Declined Orders.....	43
View Completed Orders.....	43
View Transfers.....	43
Cancel Orders.....	43
Search Declined Orders.....	44
Search Batch Transfers.....	44
Requests Queuing.....	44
Settings.....	44
View Queued Requests.....	44
Requests Submitted to Registry.....	44
.UK Transfer in Requests.....	44
Messaging.....	45
Reseller Notification Log.....	45
View Message Templates.....	45
Transfer Messaging.....	46
View Announcements.....	46
WDRP Management.....	46

Domain Management.....	46
View Domain.....	46
View Deleted Domain.....	46
Search Domains.....	47
View Personal Names.....	47
Renewal Management.....	47
Transfer Management.....	47
Domain Redemption.....	47
Domain Refunds.....	47
Bulk Domain Change Management.....	47
WHOIS Privacy Management.....	48
Parked Pages Program Management.....	48
Add Nameserver to All Foreign Registries.....	48
DNS Management.....	48
Viewing domains with DNS Service.....	48
DNS Templates.....	49
Creating a DNS template.....	50
Managing DNS Zone Information.....	51
Adding DNS when registering a domain.....	52
Adding DNS to a registered domain.....	52
Editing DNS zone records.....	52
Domain Forwarding.....	53
Viewing domains with Domain Forwarding.....	53
Domain Forwarding Templates.....	54
Managing Domain Forwarding.....	54
Enabling domain forwarding.....	54
Editing domain forwarding.....	55
Deleting domain forwarding.....	55
Search Domains Page.....	56
Domain Name.....	56
Status Definitions.....	57
Search Criteria.....	57
Whois Privacy Status.....	57
Parked Pages Status.....	57
Registration Date and Renewal/Expiry Date.....	57
Contact.....	58
Search Results.....	58
Searching the results domain list.....	58
Sorting the search results.....	59

OpenSRS Trust Service.....59

OpenSRS Publishing Service.....59

OpenSRS Domain Manager.....59

OpenSRS Storefront.....59

Sub-Reseller Management.....60

    Creating a Sub-Reseller.....60

    Viewing and Editing Sub-Resellers.....60

    Creating Sub-Reseller Price Plans.....62

    Assigning Price Plans to Sub-Resellers.....64

    Transferring Funds.....65

    Sub-Reseller Branding.....66

Profile Management.....66

    Online Credit Card Payment.....66

    Reseller Contact Information.....67

    Tech Contact Information.....67

        Disabling the password recover feature.....67

    Support and Whois Info.....68

    Payment Information.....68

    Modify Reseller Password.....68

    Financial Statements.....69

    Allowed Services.....69

    Advanced Business Reports.....69

    Add IPs for Script/API Access.....69

    Generate New Private Key.....69

Reseller Password Recovery Options.....69

The Manage Web Interface (MWI).....70

    Manage Profile.....71

    Organization Contact.....72

    Admin Contact.....72

    Billing Contact.....72

    Technical Contact.....72

    Manage Name Servers.....72

    Domain Extras.....72

    Reseller Contact.....72

    Domain Locking.....72

The Domain Year.....73

Leap Year Registrations.....73

Synchronous vs. Asynchronous Registries.....74

Common Domain-Oriented Issues.....	75
Renewing a Domain Name.....	75
Transferring Domain Names.....	75
Sending Domain Logins and Passwords.....	75
Redemption Period.....	76
Reseller Contact Information for End Users.....	77
Registration Service Provider Information in WHOIS.....	78
Custom Message for Registrants Contacting OpenSRS Support.....	79
Reseller Affiliates.....	80
Payments.....	81
Pricing.....	81
Wire Transfers.....	81
Checks and International Money Orders.....	82
Online Credit Card Payments.....	82
Online credit card account updates.....	82
Qualifying for online account updates.....	82
Cards we accept.....	82
Minimum/maximum.....	83
Security checks.....	83
Manual review.....	83
Making an online credit card payment.....	84
Reviewing payments.....	84
Automated Check Handling (Direct Withdrawal).....	84
Signing up for ACH.....	84
Specifying ACH Payment Options.....	85
Making a Manual ACH Payment.....	86
Conditions for Automatic Top-up and Manual Deposit.....	86
Payment Information.....	86
Billing Transactions.....	90
Financial Statements.....	90
Financial Statement HTML Results.....	91
Monthly Statement.....	91
Payment Summary.....	91
Transaction Details.....	93
Refunds.....	93
General TLD (gTLD) Registrations.....	94
Domain Registration Considerations.....	94
DNS Requirements.....	96
Quickstart Considerations.....	96

Deleting New Registrations.....	96
Renewals.....	96
Renewal Flow.....	97
Renewals Features Overview.....	98
The Reseller Web Interface and Renewals.....	99
Renewal Functionality from 90, 60, 30, 0 days and Passed Due Views.....	100
Individual Renewals.....	101
Bulk Renewals.....	101
Setting domains to Auto-Renew.....	101
Auto-Renew all New/Transferred Domains.....	102
Reseller notification— End user activated/deactivated Auto-Renew. .	102
Auto Renew enabled.....	102
Auto Renew disabled.....	102
Setting domains for Non-Renewal.....	103
Renewals without Sufficient Funds.....	104
Script/Client Considerations for Renewals.....	104
Renewal Messaging.....	104
Reseller Renewal Reminders.....	104
Configuring Registrant Renewal Reminders.....	106
Manually Sending a Renewal Notice to End Users.....	108
Reseller Renewal Confirmation.....	108
Registrant Renewal Confirmation.....	109
Bounced Renewal Messages.....	109
The Manage Web Interface and gTLD Renewals.....	109
Transfers and Changes of Ownership.....	110
DNS for Expired Domains.....	111
Archived Emails from OpenSRS.....	111
Reseller Notification Log.....	111
View Announcements.....	112
Pricing.....	112
Authcode.....	112
Managing gTLDs.....	113

WHOIS Info.....113

    Key Points.....114

WDRP - Whois Data Reminder Policy.....114

    Sample WDRP Message.....114

Customizing the WDRP Message Sent to your Customers.....116

    Viewing your customers’ WDRP message status.....117

    Changing the WDRP message contact type.....117

Deleting New Registrations.....118

Domain Locking.....118

    Locking an Existing Domain.....118

    Locking a New Domain.....119

    Locking all New/Transferred Domains.....119

    Enabling or Disabling Domain Locking for Registrants.....119

.ASIA.....120

    .ASIA Residency Requirements.....121

    .ASIA DNS Requirements.....122

    .ASIA Renewals.....122

    .ASIA Transfers.....122

    .ASIA Manage Considerations.....123

.INFO gTLD.....124

    .INFO Residency Requirements.....124

    .INFO DNS Requirements.....125

    .INFO Renewals.....125

    .INFO Transfers.....125

    .INFO Manage Considerations.....126

.MOBI gTLD.....127

    .MOBI DNS Requirements.....127

    .MOBI Compliance.....127

    Viewing Pending Orders.....128

    Viewing Submitted Orders.....128

    .MOBI Renewals.....128

    .MOBI Manage Considerations.....128

.NAME gTLD.....129

    .NAME Registration Eligibility.....129

.NAME Domain Formats and Availability.....	130
.NAME second- and third-level name conflicts.....	130
.NAME DNS Requirements.....	130
.NAME Email Forwarding.....	131
Registering a Third-Level .NAME Domain with Email Forwarding.....	131
Registering Second- and Third Level .NAME Domains without Email Forwarding.....	132
.NAME Renewals.....	132
.NAME Transfers and out-of-zone hosts.....	132
.NAME Manage Considerations.....	133
.PRO .....	134
.PRO name verification.....	134
.PRO DNS requirements.....	135
.PRO renewals.....	135
.PRO transfers.....	135
.PRO Changes of Ownership.....	136
.TEL.....	137
Viewing Pending Orders.....	138
.TEL Residency Requirements.....	139
.TEL DNS Requirements.....	139
.TEL Telhosting Platform.....	139
Registrant access to the Telhosting Platform.....	139
Supporting the Telhosting Platform.....	139
.TEL WHOIS Opt-Out.....	139
.TEL Renewals.....	140
.TEL Transfers.....	140
Before you begin.....	140
.XXX .....	142
.XXX DNS requirements.....	143
.XXX Renewals.....	144
XXX Manage Considerations.....	144
Country Code TLDs.....	145
.AT.....	146

.AT Residency Requirements.....	146
.AT DNS Requirements.....	146
.AT Renewals.....	146
.AT Transfers and Changes of Ownership.....	147
.AT Cancellations.....	148
.AU .....	149
.AU Residency Requirements.....	150
.AU Registration Considerations.....	152
.AU DNS Requirements.....	154
.AU Renewals.....	154
.AU Transfers .....	155
.BE.....	156
.BE Contact Information.....	156
.BE Residency Requirements.....	156
.BE DNS Requirements.....	156
.BE Renewals and Registration Term.....	156
.BE Transfers and Changes of Ownership.....	157
.BZ.....	159
.BZ Residency Requirements.....	159
.BZ DNS Requirements.....	159
.BZ Renewals.....	160
.BZ Transfers .....	160
.CA.....	161
.CA Residency Requirements.....	161
Canadian Presence Requirements (CPR).....	162
.CA DNS requirements.....	164
WHOIS Privacy for .CA domains.....	164
.CA Renewals.....	164
.CA Transfers.....	165
.CC.....	166
.CC Residency Requirements.....	166
.CC DNS Requirements.....	166

Table of Contents

- .CC Renewals..... 167
- .CC Transfers ..... 167
- .CH..... 169
  - .CH Residency Requirements..... 169
  - .CH DNS Requirements..... 169
  - .CH Renewals..... 169
  - .CH Transfers ..... 170
- .CN..... 171
  - .CN Deletions..... 171
  - .CN Manage Considerations..... 171
- .CO ..... 172
  - .CO Residency Requirements..... 173
  - .CO DNS Requirements..... 173
  - .CO Renewals..... 173
  - .CO Transfers..... 173
- .DE..... 175
  - Deleting New Registrations..... 175
  - .DE Residency Requirements..... 175
  - .DE Registration Process..... 175
  - .DE DNS Requirements..... 176
  - .DE Expiries/Deletions..... 176
  - .DE Renewals..... 177
  - .DE Transfers ..... 177
  - .DE Manage Considerations..... 178
- .DK..... 179
  - .DK Residency Requirements..... 179
  - .DK DNS Requirements..... 179
  - .DK Renewals..... 180
  - .DK Transfers ..... 180
- .ES..... 181
  - .ES Residency Requirements..... 181
  - .ES DNS Requirements..... 181

.ES Renewals.....	181
.ES Transfers and Changes of Ownership.....	181
.EU.....	183
.EU Contact Information.....	183
.EU Residency Requirements.....	183
.EU DNS Requirements .....	184
.EU Renewals and Registration Term.....	184
.EU Transfers and Changes of Ownership.....	184
.FR.....	187
.FR Residency Requirements.....	187
.FR DNS Requirements.....	188
.FR Renewals .....	190
.FR Transfers .....	190
.IN.....	193
.IN Residency Requirements.....	194
.IN DNS Requirements.....	194
.IN Renewals.....	194
.IN Transfers .....	194
.IT.....	196
.IT Residency Requirements.....	197
.IT DNS Requirements.....	198
.IT Renewals.....	198
.IT Transfers and Changes of Ownership.....	199
.LI.....	200
.LI Residency Requirements.....	200
.LI DNS Requirements.....	200
.LI Renewals.....	200
.LI Transfers .....	201
.ME.....	202
.ME Residency Requirements.....	202
.ME DNS Requirements.....	203
.ME Renewals.....	203

## Table of Contents

.ME Transfers .....	203
.MX and .COM.MX.....	205
.MX Residency Requirements.....	205
.MX DNS Requirements.....	205
.MX Renewals.....	205
.MX Transfers .....	206
.NL.....	207
.NL Residency Requirements.....	207
.NL DNS Requirements.....	207
.NL Renewals.....	208
.NL Transfers and Changes of Ownership.....	209
.TV.....	210
Deleting New Registrations.....	210
.TV Residency Requirements.....	210
.TV DNS Requirements.....	210
.TV Renewals.....	211
.TV Transfers .....	211
.UK.....	212
Deleting New Registrations.....	212
VAT (Value Added Tax).....	212
.UK Residency Requirements.....	213
.UK DNS Requirements.....	213
*.UK Deletions.....	213
*.UK Renewals.....	213
*.UK Domain Expiration .....	213
*.UK Transfers .....	214
*.UK WHOIS.....	217
Modification of Contact Info - WHOIS Considerations.....	218
WHOIS Opt-Out.....	218
.US.....	219
Deleting New Registrations.....	220
.US Registration Considerations.....	220

Nexus Categories.....	220
.US DNS Requirements.....	221
The .US Authcode.....	222
.US Registration Flow.....	222
.US Registrant/Registrar/Reseller Transfers.....	222
Deleting New Registrations.....	222
.US Manage Considerations.....	222
.US Domain Redemption.....	223
.WS.....	224
.WS Residency Requirements.....	224
.WS DNS Requirements.....	224
.WS Renewals.....	224
.WS Transfers .....	225
IDN (Internationalized Domain Name) Registrations.....	226
IDN Registration Agreement.....	226
IDN Registrations.....	226
IDN Renewals and Registration Periods.....	227
IDN Transfers.....	227
IDN WHOIS Info.....	227
Viewing IDN Orders .....	227
Converting to Punycode and Verifying Punycode Compliance.....	228
Changing Your Browser Settings to View IDNs.....	229
IDN Bulk Registrations Process Overview.....	229
Entering Data in Punycode for Bulk Registrations.....	230
Creating an IDN Flat File.....	231
Creating a Flat File.....	231
Submitting Bulk IDN Registrations.....	232
IDN UDRP Considerations.....	233
IDN Pricing.....	233
IDN Supported TLDs and Languages.....	234
.COM, .NET, .NAME, .CC, .TV.....	234
.ORG.....	238

.INFO and .ME.....	238
.BIZ.....	239
.DE.....	239
.CO and .ES.....	239
.EU.....	240
Bulk Changes.....	241
Restrictions by TLD for Type of Bulk Change.....	241
The Bulk Domain Change Management.....	243
Specifying the Domains to Which to Apply a Bulk Change.....	243
Generating a text file using the Bulk Changes Domain Search function.....	243
Standard Bulk Requests.....	244
Checking the Availability of Multiple Domains.....	245
Adding, Removing, or Resetting the DNS Service.....	246
Adding, Removing, or Modifying DNS Zone Records.....	247
Making Bulk Contact Changes.....	248
Adding Domain Forwarding to Multiple Domains.....	249
Locking and Unlocking Multiple Domains.....	250
Renewing Multiple Domains.....	251
Making Bulk DNS Changes.....	252
Enabling Parked Pages for Multiple Domains.....	253
Transferring Multiple Domains to another Reseller Account.....	254
Importing and Exporting Storefront Domains.....	255
Enabling WHOIS Privacy for Multiple Domains.....	255
Place Bulk Order Manually.....	256
Viewing Queued Bulk Change Requests.....	257
Suspending or Resuming a Bulk Change Request.....	258
Cancelling a Bulk Change Request.....	258
Terminating a Bulk Change Request.....	259
WHOIS Privacy.....	260
Supported TLDs.....	260
Product Overview.....	260
Enabling WHOIS Privacy for a New Domain.....	261
Enabling WHOIS Privacy for an Existing Domain.....	261
Enabling WHOIS Privacy when Transferring a Domain.....	261

Disabling WHOIS Privacy.....	262
Viewing Domains with WHOIS Privacy.....	262
Searching for Domains with WHOIS Privacy.....	262
Changes to the Manage Web Interface.....	263
WHOIS Rate Limiting.....	264
Access Limits for Port 43 WHOIS.....	264
WHOIS Rate Limit Error Messages.....	264
Order Queuing.....	265
Viewing Queued Requests .....	267
Parked Pages Program.....	268
Enabling Parked Pages.....	268
Adding the Parked Pages Program to an Existing Domain.....	269
Adding the Parked Pages Program when Registering a Domain.....	269
Adding the Parked Pages Program when Renewing a Domain.....	270
Adding the Parked Pages Program when Transferring a Domain.....	270
Searching for Domains that display Parked Pages.....	271
Checking Your Parked Pages Revenue Report.....	271
Opting out of the Parked Pages Program.....	272
Expired Domains.....	274
Day 0 to day -40: Domain has expired, but is within Grace Period...	274
Reinstating the domain during the Grace Period.....	274
Day -40 to day -70: Domain not renewed during Grace Period, but is within Redemption Period.....	274
Redeeming the domain during the Redemption Period.....	275
Day -70 to day -75: Domain is dropped, not moved into Tucows Portfolio.....	275
Day -70 to day -100: Domain was renewed by YummyNames.....	275
Day -100 to day -250: Domain is owned by YummyNames.....	276
Day -250 and later: Domain still owned by YummyNames.....	276
Auctions.....	277
Messaging.....	279
End user messages.....	279
Domain Registration Messages.....	279
Domain Administration Messages.....	280
Domain Renewal Messages.....	280
WHOIS Privacy Messages.....	281
Transfers In Messages.....	282
Transfers Away Messages.....	283

Contact Management Messages.....	284
.CA Messages.....	284
.DE Messages.....	284
.TEL Messages.....	285
.UK Messages.....	285
Reseller messages.....	285
Domain Redemption Messages.....	285
Domain Renewal Messages.....	286
WHOIS Privacy Messages.....	286
Transfers Away Messages.....	287
Account Notifications Messages.....	287
Bulk Changes Messages.....	289
.CA Messages.....	290
.DE Messages.....	290
.UK Messages.....	290
Parked Pages Messages.....	291
Technical Support.....	292
Peer Based Support.....	292
Other Documentation.....	292
Communication Methods.....	292
Live Reseller Notification.....	292
System Status.....	293
Data Constraints.....	294
Usernames.....	294
Passwords.....	294
Phone Numbers.....	294
Fax Numbers.....	294
Email Addresses.....	295
Affiliate ID.....	295
Field Limits.....	295
Registry Errors.....	296
552 — Domain is less than 60 days old.....	296
557 — Name server locked.....	296

# The OpenSRS Platform

The OpenSRS platform is an open source, wholesale product-provisioning model aimed at Resellers in the Internet industry. OpenSRS provides Resellers with the software and support required to incorporate domain name registration and additional Internet services into their business model.

This guide addresses the provisioning and management of domain names, by Resellers, through the OpenSRS platform.

## OpenSRS Products

OpenSRS currently offers the following products with their associated administrative and management services.

- Domains Service
- Personal Names Service
- SSL Certificates Service
- Email Service

For more information on each of these services, please visit the [OpenSRS](#) website.

This document discusses the provisioning and management of domain names through the OpenSRS system. For documentation on the provisioning of other OpenSRS services please consult the User Guides available from the Documentation page at <http://opensrs.com/site/resources/documentation>.

## Definition of Terms

The following terms are used throughout this document:

Term	Definition
Generic Top Level Domain (gTLD)	gTLDs are generic top-level domains that are not associated with any country. Currently, OpenSRS supports the following gTLDs: .COM, NET, .ORG, .INFO, .BIZ, .NAME, and MOBI.
Country Code Top Level Domain (ccTLD)	ccTLDs are country code top-level domains. Every country, and some territories in the world have a reserved, two letter country code domain that is theirs to use as they see fit. Some countries run their own ccTLD registry, others outsource it to a private company, and still others sell rights to their ccTLD to third parties to run as they see fit.  Examples of ccTLDs are .CA (Canada), .US (United States), and .UK (United Kingdom). In general, these domains are registered by businesses or individuals with a link to the particular ccTLD.  For example, .TO is used more by Torontonians than Tongans and .TV is used more often for American television content than by members of the native Tuvalu culture.

Term	Definition
Domain Registrar	A "Registrar" (or "Domain Name Registrar") is an organization like Tucows or Verisign Registrar Services that has control over the granting of domains within certain TLDs (top level domains, like the generic .COM/.ORG/.NET or country-specific .CA/.US/.MX and so on). Tucows has been accredited as a domain registrar by ICANN, Neustar, Afilias, Global Name Registry, Neulevel, CIRA, and Nominet.
Domain Registry	The 'Registry' is the system backend that is maintained by the operators of the TLD. Registrars write new names to a central registry database, from which the authoritative root (essentially, a table of all domain names) is built. Verisign Global runs the registry for .COM, .NET and .ORG, Neustar runs the .BIZ registry, and Afilias runs the .info registry to which qualified registrars have shared access. In the case of many ccTLDs, the registry and registrar functions are combined within one entity.
Domain Registrant	A Registrant is the person or company who registers a domain name. For example, Jessica Smith (Registrant) registers the name jessicasmith.com through OpenSRS who in turn writes the name to the central database (Registry) .
OpenSRS (Open Shared Registration System)	OpenSRS is a wholesale provisioning service that uses Open Source principles to ensure equal access for as many companies and individuals as possible.
Resellers	Resellers acquire products or services through their service provider and then resell them to individuals or businesses. Under this business model, Resellers own the entire business relationship with their customers. Resellers are generally Internet based service providers, either running a domain registration business as a 'value add' to their core business, or in some cases, as their core business. Resellers are also responsible for providing all technical support to domain registrants.
Reseller Web Interface (RWI)	The RWI is the web interface for OpenSRS Quick Start Resellers. All purchases, including registrations, transfers, renewals and domain administrative settings available to Quick Start Resellers, are offered through the RWI.
Manage Web Interface (MWI)	The MWI is the interface through which Registrants actually manage contacts and nameservers that are associated with their domains. A customizable version of our manage.cgi is included in our client software; we also maintain a public manage interface at <a href="http://manage.opensrs.net">http://manage.opensrs.net</a>

# Getting Started

## Quick Start vs. Full Access

There are two ways for you to access the OpenSRS system: Quick Start and Full Access. While both methods fully utilize the OpenSRS system, they access it through different means. The best access method for your firm depends on a number of factors, including registration volumes, approach to customer support and desired level of process automation.

### Quick Start Access

Quick Start is a web-based solution that allows you to quickly and easily enter orders manually through the Control Panel. Because this is a manual process, you are wholly responsible for both collecting and distributing order information to your customers, a function that is fully automated with a Full Access implementation. With Quick Start implementations, however, there is no need for code development.

A Quick Start implementation is the faster, easier option, and can be used to get your business up and running until you have completed your client installation and configuration. It is particularly well-suited for Resellers who:

- Offer personal, high touch management of customers.
- Purchase in volumes of less than 150 per month.
- Manage products on behalf of customers.
- Order each domain or SSL Certificate individually.
- Are willing to allow management through the OpenSRS supplied online interface.

### Key Features of Quick Start

- Complete administrative control of functionality.
- Easy technical implementation.
- Asynchronous transaction processing.
- Manual product provisioning interface.
- Public registration management interface.
- Products provisioned individually.

### Full Access

Full Access is a customizable solution for Resellers who are willing to host their own provisioning solution. Full Access allows you to automate order processing and incorporate it directly into your own web site through an Application Programming Interface or API.

Full Access offers a technically advanced implementation that automates and streamlines processing of product orders for you. It is particularly well-suited to Resellers who:

- Offer Internet Services as either core business or gateway products.

- Purchase in volumes greater than 150 per month.
- Require automation of ordering and management of products.
- Prefer management is done directly by end-users.
- Have customers requiring a larger number of bulk orders, that is, individual customers may order 25 domain names at a time.
- Prefer to offer management through a custom interface hosted on their own website.

### **Key Features of Full Access**

- Streamlined administrative control.
- Technically advanced implementation.
- Real-Time transaction processing.
- Automated product provisioning interface.
- Customizable registration management interface.
- Bulk product provisioning available.

### **Public Manage Function**

OpenSRS also provides a public interface that Registrants can use to manage their domain names, allowing them to make changes to domain ownership, contact details and nameserver information. Full Access Resellers can either refer clients to the public Manage Web Interface, or build a custom Manage interface that matches the look and feel of their website.

**Note:** The public manage interface does not provide some features, such as renewals.

These are functions that are accessible and modifiable only through the client code, as oftentimes Resellers must tie specific functions to other functions in their Full Access implementations. For example, renewals cannot be performed through the public manage function as you must secure payment before a renewal transaction can be processed.

This model allows you to be a 'one stop shop' as far as your clients are concerned; OpenSRS is, in most marketing respects, transparent to the end user in the purchase and management of Internet services.

Prices vary by product; for pricing information, please refer to <http://opensrs.com/site/services/domains/pricing>.

### **Quick Start Implementation**

Very little preparation is needed to run a domain registration business using the Quick Start system. Since you will be doing all your provisioning manually through the Domain Name Control Panel, you can start registering domain names very quickly.

This section assumes that you have already completed the online application at <http://opensrs.com/signup/>

You can use your access information to connect to the OpenSRS Test Environment (Horizon) at <https://horizon.opensrs.net/resellers/>. The test system allows you to become familiar with the features before you begin registering domains in the Live system. In the test system, you have access to all of the TLDs that OpenSRS offers.

You must also become familiar with the Reseller Web Interface (RWI); see the section "[Our Two Environments: Live and Test](#)" for an overview.

**Note:** The Canadian Internet Registration Authority (CIRA) no longer runs a test system. As a result, you cannot test .CA registrations or lookups at <https://horizon.opensrs.net/resellers/>.

In addition to the test environment, you also have access to the Live system and, if you have already established an account, you can begin registering domains right away. You cannot begin registering domains until you have established an account balance with OpenSRS. For information on payments, please see "[Payment Overview](#)".

## Setting your account defaults

Once you have access to the Live production environment, there are a few important steps to complete:

1. In the **Profile Management** section of the RWI, ensure that the correct information is displayed on the following pages: **Reseller Contact Information**, **Tech Contact Information** and **Support and Whois Information for your Customers**.
2. Decide whether to process orders immediately or have orders sit in a queue for review before processing.
3. Review and customize the message templates. In the RWI, under **Messaging**, click **View Message Templates** and **Transfer Messaging**, and under **Domain Management**, click **Renewal Management**.
4. Update the default name server information under **Modify: Tech Contact Information** in the **Profile Management** section of the **Control Panel**.

## Full Access Implementation

If you prefer to write your own tools in the language of your choice, you should refer to the *OpenSRS API Specification for XML* guide, which covers this approach completely.

## 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 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 Test environment can be accessed via shared web interface (Quick Start) or customized scripts (Full Access). Similarly, there is an end user 'Manage Domain' interface for the Test environment that can be accessed via shared web interface, or customized scripts.

**Note:** Registrations submitted in the Test environment are not actually registered.

The following table shows the URLs of our interfaces in the Live and Test environments:

System	Test	Live
Reseller Web Interface	<a href="https://horizon.opensrs.net/resellers/">https://horizon.opensrs.net/resellers/</a>	<a href="http://resellers.opensrs.net/">http://resellers.opensrs.net/</a>
Manage Domain Interface	<a href="https://horizon.opensrs.net/manage">https://horizon.opensrs.net/manage</a>	<a href="http://manage.opensrs.net/">http://manage.opensrs.net/</a>

## Using Non-ASCII Characters for Messaging

You must choose the proper encoding set in your browser for messaging that uses non-ASCII characters such as accents. Otherwise, email messages that are generated by OpenSRS may be scrambled.

# **Domain Registration and Management**

This section covers important concepts and processes that are important to understand as an authorized OpenSRS Reseller.

## **The Reseller Web Interface (RWI)**

The Reseller Web Interface or RWI is an OpenSRS hosted interface that allows you to manage and review sales, and set some defaults that are important to the way domain registrations are offered. All Resellers, whether Quick Start or Full Access users, must use the RWI to manage some elements of their domain registration service.

The RWI looks like this:

**Domain Registration Administration**

- View Domain:

Domain Lookups

- New Domain Lookup:   [\(Settings\)](#)
- Languages:  English  French  German  Italian  Spanish
- Display Suggested Names
- Display Premium Domains
- Display Generic TLDs
- Display ccTLDs
- Display Personal Names

Order Management

- Place Order Manually:
- Transfer a domain:
- [Request .BE Domain Authcode](#)
- [Place UK Domain Tag Transfer-Away](#)
- Change Owner/Registrant**
  - [Submit .EU ownership change](#)
  - [Submit .BE ownership change](#)
- View Orders**
  - [View Pending Orders \(58\)](#)
  - [View Orders in Progress \(357\)](#) . [.DE dns activations](#)
  - [.CA Orders in Progress\(csv\)](#)
  - [View Declined Orders \(738\)](#)
  - [View Completed Orders](#)
- View Transfers**
  - [Waiting Owner Approval](#)
  - [Waiting Registrar Review](#)
  - [Waiting Registry Approval](#)
  - [Transfers Away](#)

## The RWI Login Journal

When you log on to the RWI interface, you can use the **journal** link to view the login information for the past 10 days. The **journal** link is located beside your login name at the top right corner of the RWI page.

## Data Archiving

To optimize system performance, we archive older data on a regular basis. Your data is always preserved and the archived data is easily accessed. You can be assured that data is not archived for at least 6 months. The archiving schedule varies depending on the type of data, with more frequently accessed information retained in the Live environment for a longer period. For example, declined orders may be archived after 6 months, but Domain notes are not archived for at least 2 years.

Where data is archived, you will see a checkbox that says **Search archived data**. If your search does not produce the results you want, you can select this checkbox to expand your search by viewing archived data.

## What's New

The **What's new?** section on the right side of the page notifies you of any new products or service offerings. You can click on a link to view information about the new product or service.

## Important Links

This section contains links to useful OpenSRS resources such as the Email login page, current pricing promotions, the OpenSRS Blog, and the documentation page.

## Domain Registration Administration

### 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. It allows you to renew the domain, change the renewal settings, change the domain lock settings, and change the Parked Pages settings.

**Note:** You can view domains that are managed by your Sub-Resellers; however, if you want to modify them, you have to log in as the Sub-Reseller. For more information, see "[Viewing and Editing Sub-Resellers](#)".

In the **Change Parked Page Settings** section, you can choose whether to enable or disable the Parked Pages Program for that domain.

## Domain Lookups

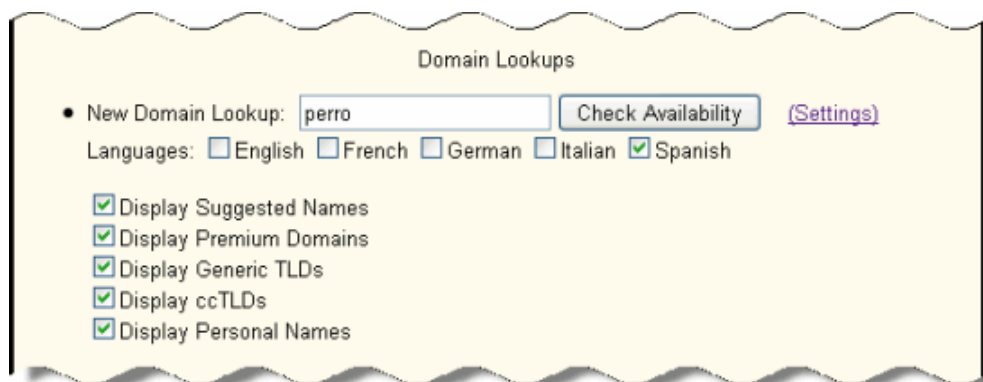
The **New Domain Lookup** textbox allows you to check the availability of a domain name and request suggestions for similar, available names. You can specify the type of name suggestions that you want to see by clicking one or more of the following:

- Display Suggested Names
- Display Premium Domains
- Display Generic TLDs
- Display ccTLDs
- Display Personal Names

In order to provide you with the largest selection of names from which to choose, you can widen your search to include, not only domain names that are supplied by OpenSRS, but also domain names that may be purchased from external (non-OpenSRS) suppliers; these are referred to as Premium domains. Many desirable domain names may already be taken, but the owners are willing to sell them for a price. When you perform a domain name lookup that includes Premium domains, the search results show whether the name you entered (or similar names if you also selected **Display Suggested Names**) is available from a non-OpenSRS supplier, and also indicates the purchase price of the available Premium domain names. You can then purchase these Premium domain names through OpenSRS.

**Note:** Premium domains that are purchased cannot be transferred away for 60 days.

To refine your search, you can specify the languages in which you want to see suggestions for similar names, for example, you can submit a name, word, or phrase in Spanish and request suggestions in Spanish by putting a checkmark in the **Spanish** checkbox. The available languages are English, French, German, Italian, and Spanish. If you do not choose a language, the system tries to determine the language that is used in the **New Domain Lookup** field and returns suggestions in that language.



The screenshot shows a form titled "Domain Lookups". It features a "New Domain Lookup:" field with the text "perro" and a "Check Availability" button. To the right of the button is a "(Settings)" link. Below the search field, there are checkboxes for "Languages": English, French, German, Italian, and Spanish. The "Spanish" checkbox is checked. Underneath, there are five checkboxes for search options: "Display Suggested Names", "Display Premium Domains", "Display Generic TLDs", "Display ccTLDs", and "Display Personal Names". All five of these checkboxes are checked.

To search for domain names

1. In the **Domain Lookups** section, select the type of results that you want to see by selecting one or more of the following:
  - Display Suggested Names
  - Display Premium Domains
  - Display Generic TLDs
  - Display ccTLDs
  - Display Personal Names
2. **Optionally**, click the applicable checkboxes to choose the languages in which you want to see suggestions for similar names.
3. In the **New Domain Lookup** field, enter a name, word, or phrase, and click **Check Availability**.

The system checks the availability of the name you entered for all of the TLDs for which you are a Reseller.

If you select **Display Suggested Names**, it also returns a list of similar names that are available.

If you select **Display Premium Domains**, the results include domain names that may be purchased from non-OpenSRS suppliers, as well as the associated cost. If you select **Display Personal Names**, the results include available surnames (firstname.lastname). For more information, see "[Personal Names Service](#)".

Domain Name	Status	Action
toy-store.com	Available	<a href="#">Register</a>
toy-store.net	Available	<a href="#">Register</a>
toy-store.org	Available	<a href="#">Register</a>
toy-store.info	Available	<a href="#">Register</a>
toy-store.biz	Available	<a href="#">Register</a>
toy-store.mobi	Undetermined	
toy-store.name	Undetermined	
toy-store.us	Available	<a href="#">Register</a>
toystore.com	Available as premium domain purchase	<a href="#">Purchase</a> (Premium domain cost: \$2500.00)
toystore.net	Available	<a href="#">Register</a>
toystore.org	Available	<a href="#">Register</a>
toystore.info	Available	<a href="#">Register</a>
toystore.biz	Available	<a href="#">Register</a>

4. Do one of the following:
  - If the list includes an available name that you want, click **Register**.  
The **New Domain Registration Form** opens and autopopulates the **Domain Name** field with the selected domain name.

- If there is a Premium name that you want, click **Purchase**. The **Premium Domain Form** opens and autopopulates the **Domain Name** field with the Premium domain name. Once you submit the completed order form, it is processed like any other domain name registration, except that the new expiry date for the domain will be one year from the old expiry date for that domain.

**Note:** Due to the additional checks that are required to confirm availability and obtain Premium domains, the purchase process may take slightly longer than a new domain registration.

For example, if you select **Display Suggested Names** and **Display Generic TLDs**, and then you enter **toy store** in the **New Domain Lookup** field, the system returns a list of domain names that match or are similar to what you entered, and tells you whether the names are **Available** or **Taken**. If you also select **Display Premium Domains**, the search results include toy store (or similar) domain names that are for sale from non-OpenSRS suppliers, and shows how much it would cost to purchase each name.

**Note:** If a domain name has the status **Undetermined**, it means that the system could not connect to the applicable Registry to find out whether the name is available or not.

The screenshot shows a web interface for domain lookup. At the top, there is a section titled "Available Related Domains" with a dropdown menu set to "25". Below this, there are checkboxes for ".net", ".com", ".info", ".org", and ".biz", all of which are checked. A "Search" button is located to the right of these checkboxes. Below the search options is a table with three columns: "Domain Name", "Status", and "Action". The table lists 18 domain names, all of which are marked as "Available" and have a "Register" link in the "Action" column.

Domain Name	Status	Action
bestgamestore.net	Available	<a href="#">Register</a>
dollstore.biz	Available	<a href="#">Register</a>
gamedesignstore.com	Available	<a href="#">Register</a>
gamefarmstore.com	Available	<a href="#">Register</a>
gamefreestore.com	Available	<a href="#">Register</a>
gamemall.org	Available	<a href="#">Register</a>
gamemarket.org	Available	<a href="#">Register</a>
gamemarket.biz	Available	<a href="#">Register</a>
gameonlinemall.com	Available	<a href="#">Register</a>
gameonlinemall.net	Available	<a href="#">Register</a>
gameonlinestore.net	Available	<a href="#">Register</a>
gameonlinestore.org	Available	<a href="#">Register</a>
gameonlinestore.biz	Available	<a href="#">Register</a>
gamepokerstore.com	Available	<a href="#">Register</a>
gameshop.org	Available	<a href="#">Register</a>
gamestore.org	Available	<a href="#">Register</a>
gamestoreonline.net	Available	<a href="#">Register</a>
mygamestore.org	Available	<a href="#">Register</a>
mytoystore.org	Available	<a href="#">Register</a>

**To perform another search**, enter a new name in the **Domain Name Suggestion for** field, click the applicable checkboxes to choose the languages in which you want to see suggestions for similar names, and then click **Search**.

## Availability Settings

The **Settings** link in the **Domain Lookups** section displays the number of domain name lookups that were performed during the previous month and indicates whether the lookup feature is currently enabled. It also allows you to specify the TLDs that are displayed in the domain name search results and to view the number of lookups that were performed each month for the past six months.

You can specify the type of name suggestions that you want to see by selecting 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. For more information, see "[Personal Names Service](#)".

To view and configure the Availability settings

1. In the **Domain Lookups** section, click **Settings**.
2. Click the checkboxes to enable or disable the default search options. If a service, such as **Premium Domains**, is disabled, the associated TLDs will not be returned in the search results.
3. Click to select the gTLDs and ccTLDs that you want to see in the search results.
4. In the **Number of suggested names** drop-down, choose the maximum number of results that you want returned for each search.
5. **Optionally**, in the **Statistics** column, click **View** to access the **Statistics** page for that service, which displays the number of lookups that were performed each month.

**Note:** Statistics for the current month are not displayed, and only six months of data can be viewed.

Check Availability Statistics	
Month	Total Lookups
<a href="#">September 2006</a>	162

- Click on a month to display the number of lookups performed each day.

Check Availability Volumes Lookup for [September, 2006 ]	
Date	Total Lookups
September 29, 2006	2
September 28, 2006	140
September 26, 2006	20

[Download to CSV](#)

- Click **Submit** to save your settings.

## Personal Names Service

The Personal Names Service enables you to offer your customers web and email addresses based on our extensive portfolio of surnames. These names cannot be found anywhere else, and represent an estimated 66% of the last names of our North American Resellers' customers. This service allows your customers to have a website address and an email address based on their last name without actually owning the name, a name such as tom.smith.net. In addition, email addresses are available on a second-level basis (for example, tom@smith.net).

When you register a Personal Names domain, you also get an email account. When you place the order for the domain, you can choose whether to use this email address or set it to forward to another email address.

**Note:** Because you don't actually own the name, you cannot transfer Personal Names to other Registrars or Resellers.

## Checking the Availability of Personal Names

When you perform a domain name lookup that includes Personal Names, the search results indicate whether the name you entered is available. The system also returns a list of similar names that are available. You can then register any of these Personal Names domain names.

To check the availability of Personal Names

- In the **Domain Lookups** section, beside the **Check Availability** button, click **Settings** and ensure that **Personal Names** is Enabled.

2. In the **New Domain Lookup** field, enter the name for which you want to search; use the format firstname lastname.
3. Click **Check Availability**.  
The system checks the availability of the name you entered and returns a list of the available domain names and related email addresses. (The list is displayed on the **Domain Name Availability Results** page, under **Available Personal Names**.) If an exact match is available, it appears at the top of the list, followed by similar available names.

For example, a search for **tom smith** might return the following list:

Domain Name	Status	Action
tom.smith.net tom@smith.net	Available	<a href="#">Register</a>
tom.thesmiths.org tom@thesmiths.org	Available	<a href="#">Register</a>
tom.smithhome.com tom@smithhome.com	Available	<a href="#">Register</a>
tom.smithmail.com tom@smithmail.com	Available	<a href="#">Register</a>
tom.smithpost.com tom@smithpost.com	Available	<a href="#">Register</a>
tom.smithemail.com tom@smithemail.com	Available	<a href="#">Register</a>
tom.smithpage.net tom@smithpage.net	Available	<a href="#">Register</a>
tom.smithweb.org tom@smithweb.org	Available	<a href="#">Register</a>
tom.smithnet.net tom@smithnet.net	Available	<a href="#">Register</a>
tom.smithnet.org tom@smithnet.org	Available	<a href="#">Register</a>
tom.nesmith.com tom@nesmith.com	Available	<a href="#">Register</a>

If you did not enter a first name when you perform the search, the **Action** column displays the message **Add first name**.

Domain Name	Status	Action
smith.net	FirstNameRequired	<a href="#">Add first name</a>
thesmiths.org	FirstNameRequired	<a href="#">Add first name</a>
smithhome.com	FirstNameRequired	<a href="#">Add first name</a>
smithmail.com	FirstNameRequired	<a href="#">Add first name</a>
smithpost.com	FirstNameRequired	<a href="#">Add first name</a>
smithemail.com	FirstNameRequired	<a href="#">Add first name</a>
smithpage.net	FirstNameRequired	<a href="#">Add first name</a>
smithweb.org	FirstNameRequired	<a href="#">Add first name</a>
smithnet.net	FirstNameRequired	<a href="#">Add first name</a>
smithnet.org	FirstNameRequired	<a href="#">Add first name</a>
nesmith.com	FirstNameRequired	<a href="#">Add first name</a>

When you click **Add first name**, a dialog appears that prompts you to enter a first name.

Domain Name	Status	Action
smith.net	FirstNameRequired	<a href="#">Add first name</a>
thesmiths.org		<a href="#">Add first name</a>
smithhome.com		<a href="#">Add first name</a>
smithmail.com		<a href="#">Add first name</a>
smithpost.com		<a href="#">Add first name</a>
smithemail.com	FirstNameRequired	<a href="#">Add first name</a>
smithpage.net	FirstNameRequired	<a href="#">Add first name</a>
smithweb.org	FirstNameRequired	<a href="#">Add first name</a>
smithnet.net	FirstNameRequired	<a href="#">Add first name</a>
smithnet.org	FirstNameRequired	<a href="#">Add first name</a>
nesmith.com	FirstNameRequired	<a href="#">Add first name</a>

Personal Names require a first name and last name. So please enter a first name.

Enter the first name in the field and click **Add**.

The search is redone using the complete name and the results are displayed.

## Registering Personal Names

You can register any of the available Personal Names that are displayed as a result of your search.

To register Personal Names

1. If the Personal Names list contains a name that you want, click **Register**.  
The **Personal Name** form opens.

Personal Name: steve.smithhome.com	
<b>Mailbox Settings:</b>	
<b>Mailbox Type:</b>	<input checked="" type="radio"/> Mailbox <input type="radio"/> Webmail Only
<b>Password:</b>	••••••
<b>Confirm Password:</b>	••••••
	<input type="checkbox"/> Enable Forward Email:
<b>Forward Email:</b>	
<input checked="" type="checkbox"/> <b>DNS Settings:</b>	
<b>Record Type:</b>	<input checked="" type="radio"/> Alias (CNAME Record) <input type="radio"/> Hostname (A Record)
A CNAME record is used to create an alias for steve.smithhome.com. This record points a hostname for this domain to another hostname.	
<b>Alias</b>	<b>Hostname</b>
steve.smithhome.com	
<input type="button" value="Register Personal Name"/>	

2. In the **Mailbox Settings** section, select the type of mailbox that you want to order, either **Mailbox** or **Webmail Only**.
3. Enter a password in the **Password** and **Confirm Password** fields.
4. If you want to set up email forwarding, click **Enable Forward Email**, and in the **Forward Email** text field, type the email address to which you want your email sent.
5. If you want to specify DNS settings, select **DNS Settings**, and then click the record type, either **Alias (CNAME Record)** or **Hostname (A Record)**. In the related field, enter the value for that record.
6. Click **Register Personal Name**.

## Updating Personal Names

To update Personal Names

1. In the **Domain Management** section, enter the name you want to view in the **View Personal Names** field, and then click **Query**. **Alternatively**, click **Advanced Search** and enter criteria to narrow your search.

**Search Personal Names**

More options

Search Deleted

Email Type:

Created After: 
 Created Before:

**Total Personal Names Found: 3**

Select <input type="checkbox"/>	<a href="#">Domain</a>	<a href="#">State</a>	<a href="#">Mailbox Type</a>	<a href="#">Created On</a>
<input type="checkbox"/>	<a href="#">joe.smith.net</a>	active	MAILBOX	04-JAN-2008 13:01:02
<input type="checkbox"/>	<a href="#">joe1.smith.net</a>	active	FORWARD_ONLY	04-JAN-2008 13:04:30
<input type="checkbox"/>	<a href="#">joe2.smith.net</a>	active	MAILBOX	04-JAN-2008 13:06:14

- Click on the domain name to view and update any of the domain settings.

Personal Name: [steven.smithhome.com](#)
[view notes](#)

Update Mailbox Settings:

Mailbox Type:
  Mailbox
  Webmail Only

Password:

Confirm Password:

Forward Email: 
 Disable

Update DNS Settings:

Record Type:
  Alias (CNAME Record)
  Hostname (A Record)

A CNAME record is used to create an alias for steven.smithhome.com. This record points a hostname for this domain to another hostname.

Alias	Hostname
steven.smithhome.com	<input type="text"/>

- Make changes to any of the displayed values, and then click **Update Personal Name Settings**.

## Domain Notes

To view all previous actions related to the domain, click **view notes**.

### Notes on joe.smith.net

Created On	Type	Content
04-JAN-2008 13:01:07	zone_created	DNS zone #2794481 has been created.
04-JAN-2008 13:01:07	mailbox_created	Mailbox has been created.
09-JAN-2008 10:21:13	zone_updated	DNS zone #2794481 has been updated.

## Personal Names Billing

The billing for Personal Names occurs at the beginning of each month for all accounts purchased during the previous month. Business Reporter includes reports that list the names that were purchased each month and how much they cost. In addition, the total charges for each month are listed in the financial statements. For more information, see "Financial Statements".

## Personal Names Email

Every Personal Names domain account comes with an email account. The default login for account holders to view and manage their email is:

<https://mail.hostedemail.com>

You can add your own brand to this URL by modifying the URL's CNAME record.

Each mailbox includes:

- 2GB storage.
- 25MB maximum message size.
- POP3/IMAP.
- AJAX-enabled, desktop-style interface with 'drag and drop'.
- Message preview pane.
- Spam management tools including a spam quarantine folder, white and blacklists, and one-button reporting of false positives or false negatives.
- Email forwarding.
- Rich-text message composition with WYSIWYG editor.
- Fully-featured contact manager including the ability to import via CSV file.
- Built in photo slideshows and integrated MP3 audio player.
- Multiple language support including English, French, Spanish, Italian, German, and Brazilian Portuguese.

## Personal Names Service Mail Client Settings

### Mail Account Settings:

- Incoming server (IMAP or POP3): mail.domain.tld (for example, mail.smith.net)
- Outgoing server (SMTP): mail.domain.tld (for example, mail.smith.net)

### Ports:

- Incoming: IMAP use port 143 or 993 with SSL enabled, POP3 use port 110
- Outgoing: SMTP use port 25 (in the event port 25 is blocked, port 587 or 8025 are also available)

### Outgoing (SMTP) Authentication:

Authentication must be enabled. Use PASSWORD authentication (not MD5). Do NOT use Secure Password Authentication (SPA).

Ensure that the user name is the full email address including @domain.tld, for example, amy@smith.net

### Additional Information

An end user email client configuration guide is available at <http://opensrs.com/site/resources/documentation/controlpanels>

## Personal Names in the Test Environment

The Test environment (<http://resellers.opensrs.net/>) 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. Registrations submitted in the Test environment are not actually registered.

To familiarize yourself with the Personal Names service, you can use any of the following surnames to practice checking availability, registering, and updating Personal Names domains in the Test environment:

- smith
- brown
- thomas
- roberts
- james
- robinson
- edwards
- francis

**Note:** If you try to use any surnames other than those listed above to search for and provision names within the Test environment, you will not see any results.

## Order Management

### View Orders

Each order-status category in the **View Orders** section includes the total number of your orders for that category.

#### Pending

This allows you to view orders you have entered into the system as pending, using several criteria. These orders are not acted on until you enter this area and approve them. Also, if an order fails for any reason, (for example, incorrect registration term or bad phone number format), it is put into this section for you to review.

This function was primarily designed to work with the Full Access implementation of OpenSRS, where end users submit orders, you mark them as pending, and then approve them (perhaps after getting payment).

You also have the option to select all pending orders for processing or cancellation by clicking the **[+]** button at the top of either the process or cancel column.

**Note:** Orders that have been in a pending state for more than 30 days, with 30 days of inactivity, are automatically cancelled.

Under certain circumstances, the OpenSRS system sends a notification email to the Reseller Technical Contact when an order enters Pending Orders status. The criteria are as follows:

- "Process Orders Immediately" is set to "Yes".
- **handle** flag via the API is set to **process**.
- Reseller has sufficient funds in their account.

This feature is disabled by default, and you can enable this notification via "Tech Contact Information".

This is a sample of the email that is sent to the reseller:

```
To: Reseller Technical Contact
From: OpenSRS Support reseller.support@example.com
Subject: {{reg_type}} order for {{domain}} failed
```

```
Order {{order_id}} was not processed successfully.
```

Following is the order information:

```
Domain:          {{domain}}
```

Reg-type:            {{reg\_type}}

Order ID:            {{order\_id}}

More information may be found in the order notes for this request under "Pending Orders".

OpenSRS Support

### **In progress**

This allows you to view domain orders/transfers/renewals that have been initiated by either yourself or an end user through your online interface. Orders that are in process can include domain transfers, and registrations into any asynchronous registries. Synchronous new name registrations (.COM .NET and .ORG) never appear here, as they are processed in real time.

Use this view to review and resubmit orders that were declined (for various reasons) by the registry or cancelled during the transfer process

### **.CA Orders in Progress (csv)**

This link generates a report in csv format that contains information about in-progress orders for .CA domains that are still pending four days after they were submitted. The file contains the following fields: **domain\_name**, **admin\_first\_name**, **admin\_last\_name**, **admin\_email**, **admin\_phone**, and **order\_date**.

### **Declined**

Use this view to review and resubmit orders that were declined (for various reasons) by the registry or cancelled during the transfer process.

### **Completed**

This allows you to view domain orders, transfers, and renewals that have been completed.

## **Search for Orders**

In the **Order Management** section, click **Search Reg System Orders**, enter the order number in the **Order ID** field, and then click **Search**.

## **Advanced Order Search**

Once you have registered some domain names, you can use **Advanced Order Search** page to search for a specific registration. In the **Order Management** section, click **Search Reg System Orders**.

You can search for any of your domains (whether new or transferred) at any point in the process. If your account has so many domains that your searches take inordinately long to carry out, try limiting the amount of searches returned by using the **Limit to Last** option.

If your search does not produce the results you want, you can try expanding your search to view archived data. To optimize system performance, we archive older data on a regular basis. Your data is always preserved and the archived data is easily accessed.

To search for domain name registration data that is older than 16 months, on the **Search Reg System Orders** page, select the **Search archived data** checkbox and resubmit your search. You can narrow your search by completing the fields in the **Advanced Search** section, for example, to search for archived transfer orders, select **Transfer** from the **Registration Type** drop-down list.

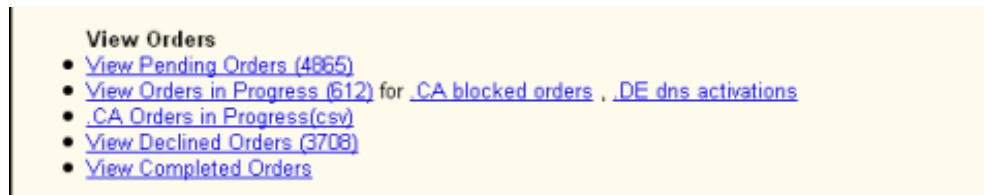
## Change Owner/Registrant

### Submit .EU ownership change and Submit .BE ownership change

This section allows you to change the ownership for one or more .EU or .BE domains. For more information, see "[.EU Transfers and Changes of Ownership](#)" or "[.BE Transfers and Changes of Ownership](#)".

## View Orders

Each order-status category in the **View Orders** section includes the total number of your orders for that category. In the following example, 4865 orders are pending, 612 are in progress, and 37083 are declined:



The screenshot shows a yellow background with the following text:

**View Orders**

- [View Pending Orders \(4865\)](#)
- [View Orders in Progress \(612\)](#) for [.CA blocked orders](#) , [.DE dns activations](#)
- [.CA Orders in Progress\(csv\)](#)
- [View Declined Orders \(3708\)](#)
- [View Completed Orders](#)

## View Pending Orders

This allows you to view orders you have entered into the system as pending, using several criteria. These orders are not acted on until you enter this area and approve them. Also, if an order fails for any reason, (for example, incorrect registration term or bad phone number format), it is put into this section for you to review.

This function was primarily designed to work with the Full Access implementation of OpenSRS, where end users submit orders, you mark them as pending, and then approve them (perhaps after getting payment).

You also have the option to select all pending orders for processing or cancellation by clicking the **[+]** button at the top of either the process or cancel column.

**Note:** Orders that have been in a pending state for more than 30 days, with 30 days of inactivity, are automatically cancelled.

Under certain circumstances, the OpenSRS system sends a notification email to the Reseller Technical Contact when an order enters Pending Orders status. The criteria are as follows:

- "Process Orders Immediately" is set to "Yes".
- **handle** flag via the API is set to **process**.
- Reseller has sufficient funds in their account.

This feature is disabled by default, and you can enable this notification via "Tech Contact Information".

This is a sample of the email that is sent to the reseller:

```
To : Reseller Technical Contact
From: OpenSRS Support reseller.support@tuacows.com
Subject: {{reg_type}} order for {{domain}} failed
```

```
Order {{order_id}} was not processed successfully.
```

```
Following is the order information:
```

```
Domain:          {{domain}}
Reg-type:        {{reg_type}}
Order ID:        {{order_id}}
```

```
More information may be found in the order notes for this request
under "Pending Orders".
```

```
OpenSRS Support
```

## View Orders in Progress

This allows you to view domain orders/transfers/renewals that have been initiated by either yourself or an end user through your online interface. Orders that are in process can include domain transfers, and registrations into any asynchronous registries. Synchronous new name registrations (.COM .NET and .ORG) never appear here, as they are processed in real time.

Use this view to review and resubmit orders that were declined (for various reasons) by the registry or cancelled during the transfer process

## **.DE dns activations**

This is where a special process is invoked to provide an interface that allows you to see the status of these orders.

## **.CA Orders in Progress (csv)**

This link generates a report in csv format that contains information about in-progress orders for .CA domains that are still pending four days after they were submitted. The file contains the following fields: **domain\_name**, **admin\_first\_name**, **admin\_last\_name**, **admin\_email**, **admin\_phone**, and **order\_date**.

## **View Declined Orders**

Use this view to review and resubmit orders that were declined (for various reasons) by the registry or cancelled during the transfer process.

## **View Completed Orders**

This allows you to view domain orders, transfers, and renewals that have been completed.

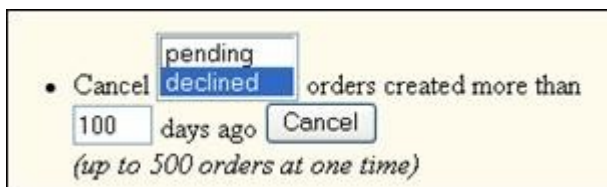
## **View Transfers**

The **View Transfers** section allows you to view transfer requests according to their status. Click one of the links to see a list of all the transfer requests that meet that criteria:

- **Waiting Owner Approval**—allows you to view transfer orders that are waiting to be approved or declined by the Administrative contact.
- **Waiting Registrar Review**—transfers in this step are awaiting review by the administrative department.
- **Waiting Registry Approval**—transfers in this view show orders sent to the registry for approval.
- **Transfers Away**—domains in this view have a request to be transferred to another Registrar or Reseller.

## **Cancel Orders**

Use this setting to cancel pending and/or declined orders that were created more than X number of days ago. To cancel both pending and declined orders, select both. The default setting is 100 days.



**Note:** If more than 500 orders exist, only 500 will be cancelled at a time.

### **Search Declined Orders**

Use this feature to search for any order that has been declined by the system. If your search does not produce the results you want, you can try expanding your search to view archived data. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always preserved and the archived data is easily accessed. To search for declined orders older than 6 months, on the **Search Declined Orders** page, select the **Search archived data** checkbox.

### **Search Batch Transfers**

This function allows you to search through any transfers (either in progress or completed) that they have processed using the batch transfer command (Full Access only).

If your search does not produce the results you want, you can try expanding your search to view archived data. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always preserved and the archived data is easily accessed. To search for transfers older than 16 months, on the **Search for Batch Transfer by Order\_ID** page, select the **Search archived data** checkbox.

## **Requests Queuing**

### **Settings**

Use these settings to have the OpenSRS system automatically queue transactions if a supplier (registry) is offline or having communications problems. Once the supplier is available, the queued orders will automatically be processed. You can choose which suppliers you would like to have orders queued for.

### **View Queued Requests**

Use this option to view any orders that may be queued as a result of a registry being unavailable. You can also cancel any order from this view.

### **Requests Submitted to Registry**

This feature allows you to search for requests that have been submitted to a Registry based on their current status.

### **.UK Transfer in Requests**

Use this option to view .UK transfer-in requests in the RWI. You can cancel or resubmit the orders. For more information, see "[Cancelling a Transfer in Request and Resubmitting a Failed Transfer in](#)".

**Note:** It is not possible to force the completion of .UK transfers that are Pending Registry Approval.

## Messaging

### Reseller Notification Log

Choose this option to view all system notifications that OpenSRS has sent to you. You can view the time, a description of the notification and the address to which the notification was sent.

### View Message Templates

This link opens a list of message templates that you can use to send messages registrants.

Description	Enable
<b>Domain Redemption Messaging</b>	
Domain redemption request to OpenSRS/HRS staff	[X] <a href="#">Preview</a>
Domain redemption Notification, to RSP	[X] <a href="#">Preview</a>
<b>Domain Admin Messaging</b>	
Email domain auth-code to customer	[X] <a href="#">Preview</a>
Email domain password to customer	[X] <a href="#">Edit Preview</a>
<b>EU WDRP Domain Messaging</b>	
WHOIS Data Reminder Policy	[X] <a href="#">Edit Preview</a>
<b>Domain Renewal Messaging</b>	
Daily renewal reminder, to RSP	[X] <a href="#">Edit Preview</a>
Renewal Confirmation, To End User	<input checked="" type="checkbox"/> <a href="#">Edit Preview</a>
.UK Renewal Confirmation, To End User	<input checked="" type="checkbox"/> <a href="#">Edit Preview</a>
Manual Renewal Reminder, to End User	<input checked="" type="checkbox"/> <a href="#">Edit Preview</a>
<b>WHOIS Privacy Messaging</b>	
End User WHOIS Privacy confirmation request	[X] <a href="#">Edit Preview</a>
End User Bulk WHOIS Privacy confirmation request	[X] <a href="#">Edit Preview</a>
Whois Privacy bulk confirmation results to EU	[X] <a href="#">Edit Preview</a>
Whois Privacy bulk update results to RSP	[X] <a href="#">Edit Preview</a>
WHOIS Privacy contact instructions, To "Interested Party"	[X] <a href="#">Edit Preview</a>
WHOIS Privacy forwarded message	[X] <a href="#">Preview</a>
Domains Whois Privacy Modification Report to EU	[X] <a href="#">Preview</a>
WHOIS Privacy service disabled message to EU	[X] <a href="#">Edit Preview</a>
WHOIS Privacy service pending 10 days message to EU	[X] <a href="#">Edit Preview</a>
<b>Transfers IN Messaging</b>	
Initial Authorization for Registrar Transfer (General TLDs)	[X] <a href="#">Edit Preview</a> <a href="#">Manage Translations</a>
Initial Authorization for BATCH Registrar Transfer (General TLDs)	[X] <a href="#">Edit Preview</a>

You can change the editable portions of many of the message templates, and preview the messages.

## Transfer Messaging

This link allows you to edit the messages sent to your clients that are related to a variety of transfer activities.

## View Announcements

This area keeps archives of all Live Reseller Updates (LRUs) sent to the address listed in the **Tech Contact Information** section. If you are experiencing unusual system behavior, an explanation may be found in an LRU contained in this section.

## WDRP Management

Select this option to open the **WDRP Views** page. This page provides a number of options that allow you to view the status of WDRP messages sent to your registrants. WDRP stands for Whois Data Reminder Policy, and is an ICANN requirement with which all accredited registrars must be compliant.

## Domain Management

### View Domain

Use this feature to drill down to an individual domain record, review expiry information and domain notes, change the domain's renewal setting, and change the domain's lock setting.

If you do not see all the notes and charges that you expect to see, you can view the archived data. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always preserved and the archived data is easily accessed. To view notes older than 28 months, on the Domain Notes page, click **View archived notes**.

To view charges older than 16 months, on the **Domain charges** page, select the **View archived charges** checkbox and click **Search**.

When a domain order completes successfully, OpenSRS sends an email to the registrant to let them know that the order completed and their domain was successfully registered. If necessary, you can click **Reissue Certificate Email** in the **Domain Management** section to resend that email.

**Note:** For .AU domains, the option to resend the confirmation email is only available for 180 days after the order completes. After that time, clicking the link will result in an error.

### View Deleted Domain

Use this feature to find a deleted domain, and review the details of that deleted domain.

If your search does not produce the results you want, you can try expanding your search to view archived data. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always

preserved and the archived data is easily accessed. To view information for deleted domains older than 16 months, select the **archived** checkbox.

### **Search Domains**

This feature allows you to specify search criteria and view a list of all domains successfully registered with or transferred to OpenSRS, and their renewal dates.

Note the output option that allows Resellers to output the results table for any 'Search Domain' queries to a comma delimited file.

For more information, see "[Search Domains Page](#)".

### **View Personal Names**

Use this link to update the domain settings for Personal Names. For more information, see "[Personal Names Service](#)".

### **Renewal Management**

Use this section to manage your gTLD renewals. For more information, refer to "[gTLD Renewals](#)".

### **Transfer Management**

This section allows you to search and view information about domain transfers to and away from your account, and to manage messages related to a variety of transfer activities.

When you use the **Search Away Transfers** section, if your search does not produce the results you want, you can try expanding your search to view archived data. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always preserved and the archived data is easily accessed. To search for transfers that occurred more than 16 months ago, select the **View archived transfers** checkbox and resubmit your search.

### **Domain Redemption**

This feature allows you to submit an OpenSRS Redemption Request Form to redeem expired domain names before the 30-day redemption grace period ends.

### **Domain Refunds**

This link opens the **Domain Refund** page, where you can enter and submit the domains that will be revoked and refunded.

### **Bulk Domain Change Management**

Use this link to access all of the bulk change features. For more information, see "[Bulk Changes](#)".

### **WHOIS Privacy Management**

Use this link to update WHOIS Privacy settings and to view domains with WHOIS Privacy enabled, disabled, or pending. For more information, see "[Viewing Domains with WHOIS Privacy](#)".

### **Parked Pages Program Management**

Use this link to extend your branding to the Parked Pages Program by creating a logo branded header, and then including a link to your website. For more information, see "[Extending Your Branding to Parked Pages](#)".

### **Add Nameserver to All Foreign Registries**

This interface allows you to add Registered Nameservers to all of the Registries to which the OpenSRS system is connected. If you want to use a COM/NET/ORG nameserver (default.opensrs.net) on a .BIZ domain, you have to first add it to the "foreign" .BIZ Registry using this option. The reason for this is because each Registry keeps a database of "registered nameservers", and new nameservers at "foreign" registries need to be explicitly added before they can be used to resolve domains in that TLD. Use this interface when you get the error "Unable to add nameservers: Command failed: unable to verify existence of nameserver" when trying to add a foreign nameserver to a domain.

## **DNS Management**

DNS is enabled per domain, and allows you to define DNS zone records for your customers. You can also create templates with your most frequently used zone settings so that when you register a domain, you can select a template and the associated zone settings are automatically applied.

**Note:** All zone records are optional, that is, no record type is required.

**Important:** Due to Registry restrictions, DNS management is not available for .NL and .IT domains.

## **Viewing domains with DNS Service**

You can view a list of the domains that are using DNS, the template, if any, that is applied to each one, and whether the correct nameservers are applied. You can change the DNS template that is applied to each domain, edit the zone records, and ensure that the correct nameservers are applied so that DNS will work correctly.

To view the domains with DNS

1. In the **Domain Management** section of the RWI, click **DNS Management**.
2. Click **View Domains using DNS**.  
The **Advanced Search** section allows you to search by domain name and by template name, and wildcards are allowed.

3. The **Using DNS Nameservers** column indicates whether the nameservers are correctly configured for the domain. If they are not correctly configured, DNS will not work. To fix this, click the domain name, and then click the link that says **Click here to set your nameservers to use this DNS service.**
4. To change the DNS zone information for a domain, click the domain name, make your changes, and then click **Save**. For more information, see "[Editing DNS zone records](#)".

## DNS Templates

The DNS Template is divided into sections according to the six available DNS record types. For each record type, you can add new settings, or change or delete settings that you have already defined.

DNS Templates support the use of an asterisk (\*) as a wildcard to represent a third-level domain (or higher); however, wildcards (\*) cannot be used in place of a top-level or second-level domain, and they cannot be used in the middle of a string (for example, test.\*.domain.com).

The DNS Template also supports a `{{domain}}` placeholder, which can be used to apply the domain name to any of the following fields:

- CNAME Records: Hostname
- MX Records: Hostname
- TXT Records: Text

For example, for the domain test.com, if you enter `www.{{domain}}.bob.com` in the **Hostname** field of the **CNAME** section, the system saves the hostname as `www.test.com.bob.com` when the template is applied.

Record Type	Field
A	<p>Maps the domain name to its IP address. You can specify an <b>IP Address</b> for each A record that you add to the template.</p> <p><b>Subdomain</b>—The third level of the domain name, such as <b>www</b> or <b>ftp</b>.</p> <p><b>IP Address</b>—Internet Protocol Address. A numeric address that computers recognize, for example, 123.45.54.123.</p>
AAAA	<p>Maps the domain name to the IPv6 address.</p> <p><b>Subdomain</b>—The third level of the domain name, such as <b>www</b> or <b>ftp</b>.</p> <p><b>IPv6 Address</b>—Internet Protocol version 6 is a next generation Internet Protocol version designed as the successor to version 4. It is normally written as eight groups of four hexadecimal digits (i.e 2001:0db8:85a3:0000:0000:8a2e:0370:7334)</p>

Record Type	Field
CNAME	<p>Canonical Name. CNAME records can be used when you want a subdomain to point to another hostname. Allows you to create an alias for your domain.</p> <p><b>Subdomain</b>—The third level of the domain name, such as <b>www</b> or <b>ftp</b>.</p> <p><b>Hostname</b>—The FQDN of the domain that you want to access.</p>
MX	<p>Mail Exchange. MX records determine how mail is delivered to your domain. Ensures that email that is sent to you is routed to the correct destination.</p> <p><b>Subdomain</b>—The third level of the domain name, such as <b>www</b> or <b>ftp</b>.</p> <p><b>Priority</b>—The priority of the target host, lower value means more preferred. The preference can be any number from 0 to 255.</p> <p><b>Hostname</b>—The FQDN of the domain to which you want to point.</p>
SRV	<p>Service record.</p> <p><b>Subdomain</b>—The third level of the domain name, such as <b>www</b> or <b>ftp</b>.</p> <p><b>Priority</b>—The priority of the target host, lower value means more preferred. The preference can be any number from 0 to 255.</p> <p><b>Weight</b>—A relative weight for records with the same priority.</p> <p><b>Port</b>—The TCP or UDP port on which the service is to be found.</p> <p><b>Hostname</b>—The FQDN of the domain to which you want to point.</p>
TXT	<p>Text Record. Allows you to attach comments to a hostname, for example, SPF data to validate that email is being sent from the IP address of the domain's mail server.</p> <p><b>Subdomain</b>—The third level of the domain name, such as <b>www</b> or <b>ftp</b>.</p> <p><b>Text</b>—The comments that you want to include, to a maximum of 254 characters.</p>

## Creating a DNS template

You can create a template that specifies the zone information that you want to apply to domains. You can then apply the custom template rather than manually entering the information for each zone record.

**Note:** Even if you apply the custom template to a domain, you can still edit any of the zone settings for a particular domain.

To create or edit a DNS template

1. In the **Domain Management** section of the RWI, click **DNS Management**.
2. Click **View/Edit DNS Templates**.

3. Do one of the following:
  - To create a new template, enter a name and description for the template in the **Template Name** and **Template Description** fields respectively. These fields are required.  
**Note:** The template name can be a maximum of 50 characters.
  - To edit an existing template, choose the template from the **Modify DNS Template** drop-down list.  
The zone settings that have already been defined are displayed.
4. Make any required changes to the existing settings, or click **Add Record** to create a new record in the template.  
See the table above for an explanation of each of the available records and settings.
5. Click **Save**.

## Managing DNS Zone Information

There are three different ways that you can provide DNS information for a domain:

- Specify your own DNS servers.
- Apply the default DNS template.  
**Note:** The default template enables DNS, but does not populate the zone records. If you choose this option, you can set the zone records or apply a custom template after you register the domain.
- Apply a custom DNS template that contains zone information. For more information on defining a DNS template, see "[DNS Templates](#)".

When registering a new domain, these options are available at the bottom of the **New Domain Registration Form**.

The screenshot shows a form titled "DNS Information" with two main sections. The first section, "Use your own DNS servers", is highlighted in green and contains six input fields labeled "Primary" through "Sixth". The "Primary" and "Secondary" fields contain the text "parking1.mdnservice.com" and "parking2.mdnservice.com" respectively. The second section, "Use our DNS service", is highlighted in light blue and contains an "Apply Template" dropdown menu set to "Default". Below this, there is a text box with the following text: "This template is a place holder and contains no zone information. If you do not have any templates defined, you can do so after you have registered this domain. You can also set customs zones for this domain." Below the text box, there is a box titled "DNS Service Nameservers:" containing three lines of text: "Primary ns1.opensrs-dns.com", "Secondary ns2.opensrs-dns.com", and "Third ns3.opensrs-dns.com". At the bottom of the form, there is an "Action" dropdown menu set to "Register Now" and two buttons: "Submit" and "Restore Values".

## Adding DNS when registering a domain

When you register a new domain, you can enable the DNS Service using the default template or a custom template.

To apply the default DNS template

1. In the **DNS Information** section of the **New Domain Registration Form**, click the radio button beside **Use our DNS**.
2. From the **Apply Template** drop-down list, choose **Default**.  
When the domain is registered, DNS is enabled, but the zones are not yet defined. You will have to specify the zone information later.

To apply a custom DNS template

1. In the **DNS Information** section of the **New Domain Registration Form**, click the radio button beside **Use our DNS**.
2. From the **Apply Template** drop-down list, choose the template you want to use.  
DNS is enabled, and the zone information from the template is assigned to the domain.

## Adding DNS to a registered domain

To add the DNS service to a registered domain

1. In the RWI, enter the domain name in the **View Domain** field, and click **Query**.
2. Beside **DNS**, click **add service**.
3. Do one or both of the following:
  - To apply zone information from a template, choose the template from the **Apply DNS Template** drop-down list, and then click **Apply**.  
The records defined in the template are applied to the domain.  
**Note:** You can make changes to the records that are applied to the domain.
  - To manually add zone records, click **Add Record** in the applicable section and complete the associated fields.  
For an explanation of each of the record types, see "[The Default Zone Template](#)".
4. When done, click **Save**.

## Editing DNS zone records

To edit zone records for a specific domain

1. In the RWI, enter the domain name in the **View Domain** field, and click **Query**.
2. Beside **DNS**, click **edit**.

3. Do one of the following:
  - To apply zone information from a template, choose the template from the **Apply DNS Template** drop-down list, and then click **Apply**.
  - To add zone records, click **Add Record** in the applicable section and complete the associated fields.  
For an explanation of each of the record types, see "[The Default Zone Template](#)".
4. When done, click **Save**.

## Domain Forwarding

Domain Forwarding is used to redirect visitors from one web address to another. Once a domain is registered, you can enable the domain forwarding service.

The way in which the domain forwarding behaves depends on the format of the domain name to which it applies:

- **domain.com**—Applies to all requests for this domain, unless overridden by a second domain forwarding record. For example, if a site visitor looks for **whatever.domain.com**, domain forwarding is applied (unless a specific record has been set up for **whatever.domain.com**, or **\*.domain.com**). In other words, if no other forwarding is set up, **domain.com** acts as a catch-all.
- **\*.domain.com**—Applies domain forwarding to all subdomains. It will not handle **domain.com**, but it will handle **anything.domain.com**.
- **whatever.domain.com**—Domain forwarding is applied to this subdomain only.

**Important:** Due to Registry restrictions, Domain Forwarding is not available for **.NL** and **.IT** domains.

## Viewing domains with Domain Forwarding

You can view a list of the domains that are using the Domain Forwarding service, and you can add or change the domain forwarding settings.

To view the domains with the Domain Forwarding service

1. In the **Domain Management** section of the RWI, click **DNS Management**.
2. Click **View Domains using Domain Forwarding**.  
The **Advanced Search** section allows you to search by domain name, and wildcards are allowed.
3. To create or change the domain forwarding for a domain, click the domain name, make your changes, and then click **Create** or **Save**.

## Domain Forwarding Templates

To enable domain forwarding, you need to ensure that you have a template whose A records are set to the correct domain forwarding IP address, which is 64.99.64.37.

To create a Domain Forwarding template

1. In the **Domain Management** section of the RWI, click **DNS Management**.
2. Click **View/Edit DNS Templates**.
3. Enter a name and description for the template in the **Template Name** and **Template Description** fields respectively. These fields are required.  
**Note:** The template name can be a maximum of 50 characters.
4. In the **A Records** section, click **Add Record**.
5. In the **Subdomain** field, enter the third level of the domain name, such as **www**, and in the **IP Address** field, enter 64.99.64.37. To forward all of your subdomains to the same destination, enter the asterisk (\*) wildcard character.
6. Click **Save**

## Managing Domain Forwarding

To use domain forwarding, you must have DNS enabled. For more information on DNS, see "[Managing DNS Zone Information](#)".

### Enabling domain forwarding

To enable domain forwarding

1. Ensure that you have a domain forwarding template defined with an A record set to 64.99.64.37. For information on creating a domain forwarding template, see "[Domain Forwarding Templates](#)".
2. In the RWI, enter the domain name in the **View Domain** field, and click **Query**.
3. Beside **DNS**, click **edit**.
4. From the **Apply DNS Template** drop-down list, choose the domain forwarding template, and click **Apply**.
5. Scroll to the bottom of the page and click **Save**.
6. Click the domain name to return to the domain information page.
7. Beside **Domain Forwarding**, click **add service**.

8. Complete the fields in the **Create Domain Forwarding** section.  
**Note:** The **Subdomain** and **Destination URL** fields are mandatory, and you need to ensure that the **Enabled** box is checked to activate the service.

Field	Description
Subdomain	The third level of the domain name, such as <b>www</b> or <b>ftp</b> . To forward all of your subdomains to the same destination, enter the asterisk (*) wildcard character.
Destination URL	The full address of the destination website, for example, <code>http://www.mycompany.com/mybestpage.html</code> , or the IP address, for example, <code>http://12.34.43.123</code>
Title	The text that you want to appear in the browser title bar.
Keywords	Descriptive words that a visitor might use when searching for your website. Separate each word or phrase with a comma.
Description	A short description of your website.
Masked	When checked, the destination website address that appears in the browser address field is the original domain name, not the address of the destination. If this box is not checked, the actual destination address is displayed.
Enabled	When checked domain forwarding is active. If this box is not checked, domain forwarding is not activated.

9. Click **Create**.

## Editing domain forwarding

To edit the domain forwarding settings

1. In the RWI, enter the domain name in the **View Domain** field, and click **Query**.
2. Beside **Domain Forwarding**, click **edit**.
3. In the **Modify Domain Forwarding** section, make the required changes, and then click **Save**.

## Deleting domain forwarding

To delete domain forwarding

1. In the RWI, enter the domain name in the **View Domain** field, and click **Query**.
2. Beside **Domain Forwarding**, click **edit**.
3. At the bottom of the **Modify Domain Forwarding** section, click **Delete**.

## Search Domains Page

You use one or a combination of search criteria to find domains. The **Search Domains** search can query any domain within your profile regardless of state, including domains which have been deleted, transferred away or expired.

Search Domains	
Search for a specific Domain Name, or you can do wild card searches on the domain name. (e.g. "happy*" or "*.net"). You can also search using a punycode converted name (e.g xn--*).	
Domain Name	<input type="text"/> All Active <input type="button" value="v"/>
<input type="checkbox"/> Show Native Form for IDN domain	
Convert to punycode: <a href="#">IDN Conversion Tool</a>	
Search using any combination of the criteria below. Replace the "All" in the text boxes with specific data to narrow a search.	
Whois Privacy Status	All <input type="button" value="v"/>
Parked Pages Status	All <input type="button" value="v"/>
Registration Date	From M All <input type="button" value="v"/> D All <input type="button" value="v"/> Y All <input type="button" value="v"/> To M All <input type="button" value="v"/> D All <input type="button" value="v"/> Y All <input type="button" value="v"/>
Renewal/Expiry Date	From M All <input type="button" value="v"/> D All <input type="button" value="v"/> Y All <input type="button" value="v"/> To M All <input type="button" value="v"/> D All <input type="button" value="v"/> Y All <input type="button" value="v"/>
Contact	Type <input type="button" value="- selecttype - v"/> Email <input type="text"/> First Name <input type="text"/> Last Name <input type="text"/> Organization <input type="text"/> <small>All contact search fields are case sensitive, wildcard search is supported. Due to the way CIRA manages domain information, .ca domains can not be reliably included in this query. We apologise for the inconvenience.</small>
Please Note: To view IDN domains in native language, your browser must be set to UTF-8.	
<input type="button" value="Results to HTML page"/> <input type="button" value="Results to File"/> <input type="button" value="Reset Values"/>	

### Domain Name

In this area, type a domain name and select the status of the domain for which you are looking. Wildcards can be used to represent part of the domain name if necessary.

## Status Definitions

You can refine your search by choosing one of the following statuses:

- **All Active** — All live domains that currently reside in your Reseller profile. These include domains that are set to let-expire status.
- **All Deleted** — All domains that were once active in your profile, but have since become inactive, due to transfer, expiry, or explicit deletion request.
  - **Deleted Historical** — status used to flag all domains that were rendered inactive due to expiry, transfer, or deletion request prior to version 2.4 of the OpenSRS server software.
  - **Deleted Expired** — status given to names that are inactive in your profile because they expired.
  - **Deleted Transferred** — status given to names transferred from your OpenSRS profile either to another OpenSRS Reseller, or to another Registrar.
  - **Deleted-By Request** — status given to names deleted by explicit request from the Reseller.
  - **Deleted Auction** — status given to names that have been removed from your profile and sold by auction.
- **All Deleted Archived** — All domains that were once active in your profile, but have since become inactive, due to transfer, expiry, or explicit deletion request. This status includes all of the domains that were deleted at least 16 months prior to the current date. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always preserved and the archived data is easily accessed.

## Search Criteria

You can further narrow your search by completing any of the following sections:

### Whois Privacy Status

Select whether the WHOIS Privacy status is **Enabled**, **Disabled**, **Pending**, or **Suspended**.

### Parked Pages Status

Select whether the Parked Pages Program is **Enabled** or **Disabled**.

### Registration Date and Renewal/Expiry Date

These areas allow you to search for domains by choosing a range of dates.

## Contact

You can use email, first name, last name, and organization name as search criteria. Searches based on contact information support wild card searches and are case sensitive.

## Search Results

If you click **Results to HTML page**, the **Search Results** page displays up to 500 of the domains that meet your search criteria. If you want to see more than 500 results, you should click **Results to File** to save the results as a .csv file.

**Note:** Domains that are set to let expire are not returned in the renewal list.

Search Results						
Total number of domains: 5167 (only 500 are shown)						
The Lock Status result is not authoritative. To get authoritative result, individual domain must be queried.						
Search: <input type="text"/>						
Date Registered	Expiry Date	Domain Name	Lock State	WHOIS Privacy	Parked Pages	Charges
Mar 8, 2010	Mar 17, 2011	<a href="#">000test2343.com</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Feb 11, 2010	Nov 4, 2011	<a href="#">100nov4promobulkns.net</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Mar 8, 2010	Dec 10, 2012	<a href="#">1071092006976.com</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Mar 29, 2010	Nov 3, 2010	<a href="#">10nov4promobulkns.biz</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Feb 11, 2010	Nov 4, 2011	<a href="#">10nov4promobulkns.net</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Feb 11, 2010	Sep 9, 2012	<a href="#">123readygo.com</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Feb 11, 2010	Nov 4, 2012	<a href="#">14nov4promobulkns.net</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>
Apr 7, 2010	Apr 6, 2011	<a href="#">2asdasdasd.tel</a>	Unlocked	Disabled	Disabled	<a href="#">view</a>

## Searching the results domain list

Each domain is listed with current information about its registry and expiry dates, its name, lock state, and whether WHOIS Privacy and Parked Pages are enabled or disabled. Click **view** in the **Charges** column to see details about the domain charges.

**Note:** The search results for asynchronous registries, such as .EU and .BE, may not display the correct expiry date if the domain was renewed but the registry has not yet synced with the OpenSRS database.

If you do not see all the charges that you expect to see, you can view the archived data. To optimize system performance, OpenSRS archives older data on a regular basis. Your data is always preserved and the archived data is easily accessed.

To view charges older than 16 months, click **view**, and then on the **Domain charges** page, select the **View archived charges** checkbox and click **Search**.

**Note:** Only expired charges are archived; active charges are always retained in the Live, non-archived view.

## Sorting the search results

You can sort search results by clicking the ascending or descending arrows at the top of the columns. The **View** link opens a screen that shows the total charges for the domain.

## OpenSRS Trust Service

You can order Trust Service products from Comodo, GeoTrust, thawte, Trustwave, and VeriSign, and through OpenSRS.

To view, order, or manage Trust Services, in the **OpenSRS Trust Service** section of the RWI, click **Trust Manager**.

## OpenSRS Publishing Service

You can purchase a service through the OpenSRS Publishing Manager that allows you to quickly and easily turn your website into a mobile-friendly website

To order Publishing Services, in the **OpenSRS Publishing Service** section of the RWI, click **Publishing Manager**.

## OpenSRS Domain Manager

The Domain Manager is the new web interface for OpenSRS Resellers. Registrations, transfers, renewals, and domain administrative settings are offered through the Control Panel. Some features, such as bulk processing are not yet included in the Control Panel but continue to be available through the RWI.

To access the Domain Manager, in the **OpenSRS Control Panel** section of the RWI, click **Domain Manager**.

## OpenSRS Storefront

OpenSRS Storefront is a fully hosted, brandable e-commerce site that allows you to start selling domains immediately. Storefront handles all the end-user billing on your behalf, allowing your customers to pay by credit card using the OpenSRS payment gateway service. Your customers manage their domains through a user-friendly Domain Manager, allowing them to deploy, manage, and renew services provisioned through your Storefront.

If you have not yet set up a Storefront account, in the **OpenSRS Storefront** section of the RWI, click **Click here to get started**. A Storefront account is created for you using the information you entered when you created your OpenSRS account.

To customize your Storefront, click **Configure your storefront**. You will be taken to the **OpenSRS Storefront Manager** where you can set up the basic look and feel of your Storefront interface, enter additional hostnames for your website, and set the prices that you want to charge for each of the TLDs and related services that you will sell through your Storefront.

To see the customer facing Storefront, in the **OpenSRS Storefront** section of the RWI, click **Visit your storefront**.

For more information, see

<http://opensrs.com/site/resources/documentation/storefront>

## Sub-Reseller Management

OpenSRS allows you to operate your **own** network of domain name Resellers. Sub-Resellers operate very much like any other OpenSRS Reseller; however, you are considered to be the parent Reseller for your Sub-Resellers. You set the pricing plans for them, and you earn commissions on the domains that they sell.

**Note:** Sub-Reseller contracts are with Tucows; however, the parent Reseller is responsible for the actions of their Sub-Resellers.

Sub-Resellers can manage their business, including viewing and selling domain names through OpenSRS, the API, and Storefront.

Through the RWI, you can:

- Create, modify, and suspend Sub-Reseller accounts.
- Set the services that your Sub-Resellers can offer to their customers.
- Create various price plans for Sub-Resellers.
- Assign price plans to Sub Resellers.
- Authenticate as and modify names on behalf of your Sub-Resellers.

## Creating a Sub-Reseller

To create a new Sub-Reseller

1. In the **Sub-Resellers Management** section of the RWI, click **Create Sub-Reseller**.
2. On the **Add New Sub-Reseller** page, enter the Sub-Reseller information.  
**Note:** All fields are required except Address 2, Fax Number, and Web Address.
3. Click **Submit**.

## Viewing and Editing Sub-Resellers

On the **View/Edit Sub-Resellers** page, you can view and edit information and settings for your Sub-Resellers.

To edit a Sub-Reseller

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Sub-Resellers**.  
You can click on the arrows in each column to sort the information by column, ascending or descending.

2. To search for a Sub-Reseller or limit the Sub-Resellers that are displayed, start typing any portion of the name in the **Search** field. As you type, the accounts whose username matches your search criteria are displayed.
3. Click the name of the Sub-Reseller whose information you want to view or change.
4. Make the required changes, and then click **Submit**.

Action	Instruction
Log in as a Sub-Reseller	Click the name in the <b>Sub-Reseller</b> field to log in as the Sub-Reseller. You can then make any required modifications on behalf of the Sub-Reseller.  To log out of the Sub-Reseller's account, simply click <b>Logout</b> , and you will be returned to your own view of the RWI.
Change account status	In the <b>Status</b> drop-down list, select <b>Active</b> , <b>Cancelled</b> , <b>Locked-Abuse</b> , or <b>On-Hold</b> .
Change Sub-Reseller password	Enter the new password in the <b>New Password</b> and <b>Confirm Password</b> fields.
Select the TLDs that the Sub-Reseller can sell	In the <b>Allowed TLDs</b> field, click the TLDs that the Sub-Reseller can sell.
Determine whether the Sub-Reseller can enable a Storefront	Click the checkbox in the <b>Display Storefront Section</b> field. When checked, Sub-Resellers can see the Storefront section in the RWI (and consequently, they can create and configure a Storefront).
View the login history	In the <b>Login Journal</b> field, click <b>View</b> .
Create and view notes	In the <b>Notes/Comments</b> field, click <b>View - Edit</b> .
Assign a price plan	Choose a price plan from the <b>Pricing Plan</b> drop-down list.
Manage price plans	Click Manage Pricing Plans. For more information, see " <a href="#">Creating Sub-Reseller Price Plans</a> ".
Enable credit card payments	Click the <b>Yes</b> radio button to allow Sub-Resellers to pay by credit card
Enter contacts for email notifications	Enter email addresses in the Notification Settings section
Add or change nameservers	Enter the nameserver information in the <b>Nameservers</b> section
Edit Emergency and Tech Contact Information	Edit the fields in the <b>Emergency Contact</b> and <b>Tech Contact Information</b> sections

Action	Instruction
Add Funds to Sub-Reseller Balance	In the <b>Top-Up Sub-Reseller Balance</b> section, enter the amount that you want to add to the Sub-Reseller account, and then click <b>Transfer</b> .

## Sub-Reseller Commission

In the **View/Edit Sub-Resellers** screen, Commission is the cumulative commission that the Sub-Reseller has made for the parent Reseller, not necessarily the current available balance in the Commission account.

In the following example, **tbsub1** shows \$40 in commission, which represents how much **tbsub1** has made historically, over all time. The Commission account balance is actually \$0 because the Reseller has already transferred this \$40 from the Commission account to their OpenSRS account. If **tbsub1** now sells a domain with a \$10 commission, the **Commission** column would show \$50 in the **View/Edit Sub-Resellers** screen and the Commission account balance would show \$10 in the **Transfer** screen.

**View/Edit Sub-Resellers**

Search:

Username	Status	Created On	Balance	Commission	Pricing Plan
<a href="#">tbsub1</a>	active	2012-05-11	\$135.88	\$40.00	<a href="#">Silver [system created]</a>
<a href="#">tbsub2</a>	active	2012-05-11	\$100.00	\$0.00	<a href="#">Gold [system created]</a>

Transfer Commission Funds	
From Commission Account	\$0.00
To OpenSRS Account	\$99764.19
Amount \$	<input type="text"/>
<input type="button" value="Transfer"/>	

## Creating Sub-Reseller Price Plans

You can create price plans and then assign specific plans to each of your Sub-Resellers. The Sub Reseller cost and price must be equal to or higher than parent cost and price.

To create a Sub-Reseller price plan

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Pricing Plans**.  
The **View Pricing Plans** window appears.
2. On the **View Pricing Plans** window, click **Add New Plan**.

3. Enter a **Name** and **Description** for the new plan.
4. **Optionally**, change the value in the **Default Commission** field.  
As you change this figure, you will see the price for each TLD change accordingly.
5. **Optionally**, click the **Set as Default** checkbox to make this your default price plan. The default plan is assigned to all new Sub-Resellers, though you can override the default and assign a different price plan to any or all of your Sub-Resellers.
6. **Optionally**, in the **Domain Names** or **Personal Names** sections, enter any additional commission that you want to earn on specific TLDs or **Personal Names**.  
When you enter a value in the **Override Commissions** field, you will see the associated price changes accordingly.  
**Note:** You cannot enter negative values in the **Override Commissions** column.
7. If you want to assign the same price to all TLDs, enter that value in the **Adjust**.  
When you change the price that you charge for TLDs, the amount of commission that you earn also changes, and the new commission values are displayed in the **Override Commissions** field.  
**Note:** You cannot set a target price that is lower than your cost price (excluding your commission). When you set a target price, those TLDs whose prices can change to the target price are highlighted; those whose cost price is higher than the target price remain unchanged.  
**To undo target pricing**, if you haven't yet clicked **Update** to save the price plan, click **Cancel**. If you have already saved the target pricing, delete the adjusted amount that appears in the **Override Commissions** field for each TLD, and the price reverts to the value it was before you applied target pricing.
8. Click **Update** to save the pricing plan.

To edit a pricing plan

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Pricing Plans**.  
The **View Pricing Plans** window appears.
2. In the **Name** column, click the plan you want to edit.
3. Make the required changes to the pricing plan.  
**Note:** You cannot enter negative values in the **Override Commissions** column.
4. Click **Update**.

To delete a pricing plan

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Pricing Plans**.  
The **View Pricing Plans** window appears.

2. In the **Name** column, click the plan you want to delete.  
The **Edit Pricing Plans** window appears.
3. Click **Delete**.  
A confirmation dialog asks you to confirm the deletion.
4. Click **OK** to confirm.  
If the price plan that you want to delete is assigned to one of more Sub-Resellers, the **Deletion of Pricing Plan** page appears to let you know that you need to assign a different price plan to the listed Sub-Resellers. You can click the link to **return to the edit page** or you can choose another price plan from the **Reassign to** drop-down list, and then click **Re-assign and Delete** to assign a different price plan to the listed Sub-Resellers.

To view Sub-Resellers assigned to the same price plan

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Pricing Plans**.  
The **View Pricing Plans** window appears.
2. Locate the plan you want to view, and click the corresponding number in the **# of Assignees** column. (The number indicates how many Sub-Resellers are assigned to that plan.)  
The **View/Edit Sub-Resellers** window appears with a list of all the Sub-Resellers assigned to the selected price plan.

## Assigning Price Plans to Sub-Resellers

Once you have created your price plans, you can assign them to your Sub-Resellers. If you don't assign a price plan, the default pricing is used.

To assign Sub-Reseller price plans

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Sub-Resellers**.
2. Click the Sub-Reseller to which you want to assign a price plan.
3. In the **Financial Settings** section of the **Edit Sub-Reseller** page, choose a price plan from the **Pricing Plan** drop-down list.
4. Click **Submit**.

You can use the Bulk Assign Plan feature to assign the same price plan to multiple Sub-Resellers.

To assign a price plan to multiple Sub-Resellers

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Pricing Plans**.  
The **View Pricing Plans** window appears.
2. Click **Bulk Assign Plan**.  
The **Select Subresellers for Plan Assignment** window appears.

3. Use the fields to narrow your search for the Sub-Resellers to which you want to assign a price plan. If you don't enter any criteria, all of your Sub-Resellers will be returned in the search.
4. Click **Search**.  
The **Assign Selected Sub-Resellers To New Pricing Plan** window appears.
5. Select the pricing plan from the **New Pricing Plan** drop-down list.
6. Verify that you want to assign that price plan to each of the displayed Sub-Resellers.  
Checkmarks indicate the Sub-Resellers that will be assigned the price plan. If you don't want to assign the pricing plan to one or more of the listed Sub-Resellers, simply click the checkbox to remove the checkmark.
7. Click **Assign**.

To change the price plan assigned to a Sub-Reseller

1. In the **Sub-Resellers Management** section of the RWI, click **View/Edit Sub-Resellers**.
2. Click the Sub-Reseller to which you want to assign a different price plan.
3. In the **Financial Settings** section of the **Edit Sub-Reseller** page, choose a price plan from the **Pricing Plan** drop-down list.
4. Click **Submit**.

## Transferring Funds

The commission that you earn through your Sub-Resellers is logged in a Commission Account. To access these funds, you need to transfer them to your OpenSRS account.

To transfer funds from your commission account to your OpenSRS account.

1. In the **Sub-Resellers Management** section of the RWI, click **Transfer Commission Funds**.
2. In the **Amount** field, enter the amount that you want to transfer from your **Commission Account** to your **OpenSRS Account**. This value must be a positive number.
3. Click **Transfer**.  
A confirmation dialog asks you to confirm the transfer.
4. Click **Confirm Transfer** to complete the operation.

## Sub-Reseller Branding

You can specify the branding that you want to appear on the Sub-Reseller Control Panel. You can customize the:

- Logo
- What's New RSS
- Control Panel URL
- Transfer Confirmation page

To brand the Sub-Reseller Control Panel

1. In the **Sub-Resellers Management** section of the RWI, click **Branding**.
2. Do one or more of the following:
  - In the **Logo** section, browse to the logo you want to upload, and then click **Upload Image Now**.  
**Note:** The maximum logo size is 50K.
  - In the **What's New RSS/Atom feed URL** section, specify the URL where you post items that you want displayed in the What's new? section of the Control Panel, and then click **Submit**.
  - In the Custom control panel URL section, specify the URL that will be used to access the Sub-Reseller Control Panel, and then click Submit. You can use an OpenSRS subdomain (**username.r.opensrs.com**), or you can use a subdomain based on the generic **resellerco.com** domain name. If you prefer to use your own URL, contact [reseller.support@tucows.com](mailto:reseller.support@tucows.com). There is a \$99 fee to have your own custom URL installed, which includes a GeoTrust QuickSSL digital certificate. This ensures your control panel will be fully secure.
  - In the **Customize Transfer Confirmation Page** section, enter text that you want to appear in the transfer confirmation form for transfers into your account. Click **Preview Text Changes** to see what the form will look like with your additions. Click **Save** to save the changes, click **Edit** to return to the Branding page, or click **Cancel** to return to the RWI.

## Profile Management

### Online Credit Card Payment

This link allows you to enter funds into your account with a credit card. Once you have made a minimum of three payments by some other means, you have the option of updating your account online. We currently accept Visa, MasterCard, and American Express. The online credit card account update system accepts a minimum payment of \$1.00, and a maximum payment of \$20000 USD. There are certain requirements for this option; more information is available here:

<http://opensrs.com/site/resources/agreements/payment-terms>

## Reseller Contact Information

Use this link to provide contact information for someone in your organization who should receive important updates, such as new version releases or downtime announcements. You also use this area to specify the email addresses that should receive system announcements, low account balance notifications, and new payment notifications (you can specify multiple addresses such as Admin Contact and Tech Contact). This area is also where you specify the address to which all paper correspondence is sent.

## Tech Contact Information

This link allows you to edit the default technical information that is sent to all new registrations. You can use this section to configure the message that is sent to the registrant when a domain name is successfully registered. You can include the `{{username}}` and `{{password}}` variables in the message so that the registrant can manage the domain. You can also determine the circumstances under which the messages are sent.

In the **NameServer Information** section you can specify the default nameservers that will be used for new domain registrations. If you select **Enable Default Parked Page**, the default for all new domains will be to use the OpenSRS nameservers and displays a Parked page. You can modify the header of the Parked page on the Parked pages Program page. If you select **Use custom DNS**, you can override the default DNS and specify other nameservers. The default for existing customers is **Use custom DNS**; the default for new customers is **Enable Default Parked Page**. The nameservers you specify on the **Reseller Modification Form** autopopulate the DNS fields on the **New Domain Registration Form** when you place an order for a new domain; however, the form allows you to override the default nameservers. For more information on parked pages, see "[Parked Pages Program](#)".

## Disabling the password recover feature

By default, a password recovery feature (for your login password) is available from the login page. You can, however, disable this feature so that, even if you try to retrieve your password from the login page, your password is not sent.

To disable the password recovery feature

1. In the **Profile Management** section, click **Tech Contact Information**.
2. On the **Reseller Modification Form**, scroll down to the **Send Reseller's Password** field and select **No** to disable password recovery.

Domain Name Options	
Process New Registrations and Transfers Immediately:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Process Renewals Immediately:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<small>Domains set to "Auto-Renew" are always processed immediately.</small>	
Send reseller's password:	<input type="radio"/> No <input checked="" type="radio"/> Yes
Send email when domain is processed:	<input checked="" type="radio"/> No <input type="radio"/> Yes

3. Click **Save Changes**.

## Support and Whois Info

This link allows you to modify settings and variables shown via the Whois for domains under your sponsorship. You can enter the end-user contact information for your customers. You can enter multiple end-user addresses such as Administrative Contact, Billing Contact, and so on. Although Registrants are usually aware of the Reseller from whom they are getting their domain (they are, after all, purchasing on your site), this information can be easily lost or forgotten. The primary way for domain owners to track down who they should be contacting for their domain is via a WHOIS lookup.

If you have your contact information displayed in the WHOIS record for any domain in your profile, your Registrants will know who to contact to renew their domain, to ask questions or to upgrade services. Currently this functionality only works for .COM/.NET/.ORG domains.

You can also supply OpenSRS Support with specific information to pass on to Registrants if they contact Support or have a logon failure using the public Manage Domain Interface. Since the Registrar of Record is always displayed on domains if the lookup is done outside of OpenSRS, OpenSRS Support is often contacted with questions that relate to you rather than to the Registrar. In cases where the WHOIS server doesn't follow "recursive" lookups back to the Registrar for the domain, the Registrar of Record is all the end-user has to go on.

## Payment Information

Use this link to view details about your account balance, specify the threshold for your low account balance warning, and specify whether you want to receive monthly statements by email. For more information, see "[Payments](#)".

## Modify Reseller Password

This link allows you to change the password that is used to access the registration systems and administration interfaces.

## Financial Statements

Here you can view up to 4 months of financial statements in HTML format or download the financial statements as CSV files. For more information, see "[Financial Statements](#)".

## Allowed Services

In the **Profile Management** section, click **View Allowed Services**.

To specify the TLDs that are displayed in the domain name search results, in the **Domain Lookups** section, beside **Display Generic TLDs** or beside **Display ccTLDs**, click **Settings**.

## Advanced Business Reports

Advanced Business Reports offer reporting and monitoring tools to assist you in managing your business. It is comprised of a package of business reports related to your transactions and is offered to you free of charge.

To access the business reports, in the **Profile Management** section, click **Advanced Business Reports**, and then click **Go to Business Reporter**.

All available packages are displayed.

## Add IPs for Script/API Access

Use this link to view and modify your IP addresses. There are two limits to using this functionality:

- You are only allowed a maximum of five (5) rules. If you already have five and want to add an additional rule, you must remove one of the existing ones.
- You can only add IP addresses with ranges from 25 to 32.

## Generate New Private Key

This feature generates the back-end "private key" that is used with the client code (scripts). The key is used for authentication and for building a secure socket for client/server communications.

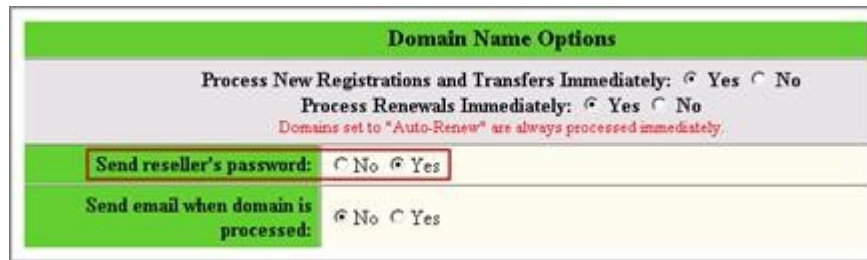
## Reseller Password Recovery Options

By default, a password recovery feature (for your RWI login password) is available from the RWI login page. You can, however, disable this feature so that, even if you attempt to retrieve your password from the RWI login page, your password is not sent.

To disable the password recovery feature

1. In the **Profile Management** section, click **Tech Contact Information**.

2. On the **Reseller Modification Form**, scroll down to the **Send Reseller's Password** field and select **No** to disable password recovery.



The screenshot shows a form titled "Domain Name Options" with a green header. Below the header, there are two sections. The first section has a grey background and contains the following text: "Process New Registrations and Transfers Immediately:  Yes  No" and "Process Renewals Immediately:  Yes  No". Below this, in red text, it says "Domains set to 'Auto-Renew' are always processed immediately." The second section has a yellow background and contains two rows of options. The first row is "Send reseller's password:  No  Yes". The second row is "Send email when domain is processed:  No  Yes".

3. Click **Save Changes**.

## The Manage Web Interface (MWI)

Registrants make changes to their domain name records using the Manage Web Interface. They can use the interface to:

- Modify domain ownership (certain TLDs only).
- Modify administrative, technical and billing contact information.
- Modify nameserver information.
- Modify other domain attributes (Authcode for EPP domains, lock status, email forwarding for .name, etc).

Registrants log into the MWI using the username and password that they selected when they registered the domain.

You may choose to implement your own customized version of the manage interface and build specific functionality into it (templates are included in the Full Access scripts). There is a shared manage interface (at <https://manage.opensrs.net>) for Resellers who do not run their own manage interface.

The Manage Web Interface looks (something) like this:

**Manage Your Domain**

**Domain Name:**  
Expires: 2004-02-17 12:28:55 [Waiting Request: None](#)

[Profile](#) | [Organization](#) | [Admin](#) | [Billing](#) | [Technical](#) | [Name Servers](#) | [Domain Extras](#) | [Reseller Contact](#)  
[Domain Locking](#) | [Logout](#)

**Last login: Tue Jun 25 10:48:15 2002 from**

Manage Another Domain: [10 Total](#)

**Navigation Help**

**[Manage Profile](#)**  
You may change your password, create or modify an additional username, or move this domain to a different ownership profile. You can restrict access for the sub-user to allow only certain records to be modified.

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**[Organization Contact](#)**  
This is information about the company or entity which owns the domain name you are managing. Change company information here.

**[Admin Contact](#)**  
This is the person or entity who is named as "authoritative" as related to decisions made for significant changes to your records.

**[Billing Contact](#)**  
This is the contact responsible for billing issues with regard to this domain's registration. In order to avoid interruption in service, the registration fee must be up to date at all times. This record should be accurate in order to maintain renewal fees properly.

**[Technical Contact](#)**  
This is the contact who is considered authoritative for this domain name as related to Web hosting, mail, and other DNS records. This is typically your ISP or Web Hosting Provider but it can be anyone you desire.

**[Manage Name Servers](#)**  
Controls which ISP or Hosting company is designated as the primary/secondary name server. If you are unsure of how to use this feature, please refer to your ISP. You can add a username and password to allow your ISP to get in and change your Name Servers for you if you like.

**[Domain Extras](#)**  
This page contains non-classifiable domain data like: domain auth info, forwarding email address, nexus data.

**[Reseller Contact](#)**  
This is information about the company or entity which "sponsors" the domain name registration, and who is tasked with providing technical and customer support for issues relating to this registration.

**[Domain Locking](#)**  
Allows the domain to be 'locked' to prevent transfers. By enabling this, transfers will automatically be rejected, and nameservers cannot be modified.

**[Logout](#)**

## Manage Profile

This allows you to:

- Change the username and password that controls a domain name, typically to transfer control of the domain to someone else.
- Move this name to another profile, to either transfer control of the name to someone else, or to organize name control.
- Assign a sub-user access to manage either parts of, or all information related to this name.

### **Organization Contact**

This is where you can view and edit information about the company or entity associated with the domain you are managing.

**Note:** The organization that .CO.UK and .ORG.UK names are registered to cannot be changed using this interface. For details on changing the Organization contact for these TLDs, please refer to the section covering the TLD you are interested in.

### **Admin Contact**

This is the person or entity who has the authority to make changes to domain records.

### **Billing Contact**

This is the contact who is responsible for billing issues with regard to this domain's registration. In order to avoid interruption in service, the registration fee must be up to date at all times. This record should be accurate in order to maintain renewal fees properly.

### **Technical Contact**

This is the contact who is considered authoritative for this domain name as related to Web hosting, mail, and other DNS records. This is typically an ISP or Web Hosting Provider but it can be anyone the Registrant chooses. By default, this information is initially populated from the Reseller's Technical Contact profile.

### **Manage Name Servers**

Controls which nameservers are designated as authoritative for the domain. Registrants can also create nameservers based on their domain names here.

### **Domain Extras**

Shows information that does not apply to other sections, such as Authcode (for .info/.biz/.us/.name domains).email forwarding options (for .name domains) and .us "Nexus" information.

### **Reseller Contact**

This section shows the Registrant who their Reseller is and allows them to opt-out of showing this information via WHOIS.

### **Domain Locking**

This section shows registrants whether their domains are currently locked or unlocked. If a domain is locked, transfers and DNS modification cannot be made until the domain is unlocked.

By default, the lock/unlock feature is enabled so that domain owners can lock or unlock their domains in the public manage interface. You can disable this setting, so that domain locking is not visible in the public manage Interface.

## The Domain Year

Because domains can be either registered within the system or transferred to it, and because registrants have the option to pay for more than one year, domain years often are the best, most meaningful way to describe what OpenSRS provides to its Resellers. A domain year is one year paid on a domain name. Whether a domain is registered with OpenSRS, transferred to OpenSRS, or renewed for an additional term, domain years can be used to describe the service being sold.

## Leap Year Registrations

Domain name registrations made on February 29 must be assigned a future expiry date. Each registry has developed their own policy for assigning expiry dates to February 29 registrations. Some registries calculate the expiry date as if the domain was registered on February 28. Some calculate the expiry date as if the domain was registered on March 1

The expiry date for leap year registrations is summarized in the chart below:

<b>Registry</b>	<b>Expiry Date</b>
.AT	February 28
.BE	February 28
.BIZ	February 28
.BZ	February 28 for 1 to 3 year registrations; Feb. 29 for 4 year registrations
.CA	February 28
.CC	February 28
.CH	February 28
.CN	March 1
.CO	February 28
.COM	February 28
.DE	March 1
.DK	February 28
.ES	February 28
.EU	February 28
.FR	March 1
.IT	March 1
.IN	February 28 for 1 to 3 year registrations; Feb. 29 for 4 year registrations
.INFO	February 28
.LI	February 28

Registry	Expiry Date
.ME	February 28
.MOBI	February 28
.MX	March 2
.NAME	February 28
.NET	February 28
.NL	February 28
.ORG	February 28
.TEL	February 28
.TV	February 28
.UK	February 28
.US	February 28
.WS	February 28 for 1 to 3 year registrations; Feb. 29 for 4 year registrations

When a domain is registered on 29 February, it is assigned an expiry date of 28 February based on 365 days per year in the term. From time-to-time, this date is synchronized with the authoritative date in the WHOIS of most registries. As a result, some registrants may notice a slight alteration in expiry dates reported in the WHOIS. For .DE registrations, the expected expiry is treated as authoritative.

## Synchronous vs. Asynchronous Registries

Domain registrations may be done through one of two different types of top-level domain registries: synchronous and asynchronous.

A synchronous registry allows you to register and make changes to domain names in 'real time'. The server responds to client requests immediately, with either confirmation of the expected change or an error message explaining why it didn't work.

Asynchronous registries accept requests from the client, but the requests are reviewed before any change is made. This requires that a 'wait state' exist, wherein Resellers and end users are aware that they have made a request, but are waiting for the registry to actually make the change. In these cases, the system will be updated and notification is sent to the Reseller to confirm that the change has been made.

Processing time for asynchronous registries varies by registry, for example, registrations can usually be completed in less than five minutes; however, it can take longer based on circumstances beyond our control. As a result, it is important to set realistic expectations with users when they place orders with

you. You can check the status of a submitted order anytime through the **View Orders** section of the RWI.

## Common Domain-Oriented Issues

You will find the same questions being asked time and time again by your customers, and this section briefly highlights the top issues. Some issues are treated differently by each TLD, and so pertinent information can be found within that TLD's section.

### Renewing a Domain Name

The renewal procedure is outlined in the "Renewals" section of this guide, which should be read and understood before renewing a domain, since renewals are non-refundable and specific situations may have unanticipated business implications.

### Transferring Domain Names

The process of transferring domains to and from your Reseller account is addressed in detail in the *Domain Transfers* guide. The particulars of transfers for specific ccTLDs are described in that ccTLD's section in this guide.

**Note:** Domain status is checked at the Registry to ensure that a domain transfer is not pending. This restriction prevents a transfer of domain between Resellers when a transfer between Registrars is in progress.

### Sending Domain Logins and Passwords

You can send the login/password for a domain to either the Owner/Registrant or the Admin Contact of a domain name. To protect Registrants, these are the only contacts to whom this sensitive information can be sent. If a sub-user has been created for a domain in order to give restricted privileges to an individual (for example, a sub-user who can change DNS, but not contact info), the sub-user's login information can also be sent to the Owner or Admin contact.

To send a login/password for a domain name

1. Enter the domain name in the **View Domain** field, and click **Query**.
2. In the **View Registrant Username and Password** section, click **get username and password**.

Once you have queried the domain name, the page displays the options below. (If a sub-user has not been made for the domain name, the sub-user options do not appear.)

#### Domain Management

[Send WDRP reminder message](#)

[E-Mail Sub-User Password to the Admin Contact  
\(admin@domainname.com\)](#)

[E-Mail Sub-User Password to the Owner Contact \(admin@domainname.com\)](#)

3. Click any of the links to send the login and password to that contact.  
**Note:** Some email software and mail servers may not deliver the mail properly for a number of reasons, though the most common cause is anti-SPAM software.

### Redemption Period

The Redemption Period is a 30-day, Registry-imposed hold period for domains that occurs after the domain has been EXPIRED for at least 40 days, but has NOT been renewed by the owner or Reseller. Normally domains are deleted at this point, but the REDEMPTION PERIOD provides the owner with one last chance to recover the domain before it's dropped and potentially re-registered by a new owner.

The Redemption process is costly, both in fees and in effort. Registrants should be discouraged from using the Redemption Period and encouraged to renew domains before expiry or during the grace period when a renewal can be conducted with the registry in real time and for no additional cost.

If you have any questions about the current cost of the Redemption, you can contact your Account Representative or [sales@opensrs.org](mailto:sales@opensrs.org).

To bring a domain out of Redemption Period status

1. Verify that the domain is really in the Redemption Period using the Registry's WHOIS, for example:  
<http://registrar.verisign-grs.com/whois/> for .com and .net  
<http://www.pir.org/> for .org  
Domains in redemption have a status of "Redemption Period" or "Pending Delete – Restorable".
2. Ensure that your Reseller account has sufficient funds to cover the cost of the redemption.
3. In the RWI, under **Domain Management**, click the **Domain Redemption** link to open the **OpenSRS Redemption Request Form**.
4. Complete the Redemption Request Form, and click I understand and agree.  
A Domain Rescue charge of 80 USD plus the cost of a one year renewal will be deducted from your Reseller account

Once you complete and submit the request form to redeem the domain and accept the incurred cost, the domain is brought out of Redemption, a Renewal Year is added, and the domain is inserted into its own domain profile. If it was previously part of a grouped profile, it will now be separate. You will receive an email letting you know that the Redemption is completed. You should communicate this directly to the Registrant.

## Reseller Contact Information for End Users

The **Support and Whois Information** section where you can enter the end-user contact information for your customers. Resellers can enter multiple end-user addresses such as Administrative Contact, Billing Contact, and so on. Although Registrants are usually aware of the Reseller from whom they are getting their domain (they are, after all, purchasing on your site), this information can be easily lost or forgotten. The primary way for domain owners to track down who they should be contacting for their domain is via a WHOIS lookup.

Resellers can have their contact information displayed in the WHOIS record for any domain in their Reseller profile to let their Registrants know who to contact to renew their domain, to ask questions or to upgrade services. Currently this functionality only works for .COM/.NET/.ORG domains.

Resellers can also supply OpenSRS Support with specific information to pass on to Registrants if they contact Support or have a logon failure using the public Manage Domain Interface. Since the Registrar of Record is always displayed on domains if the lookup is done outside of OpenSRS, OpenSRS Support is often contacted with questions that relate to the Reseller rather than the Registrar. In cases where the WHOIS server doesn't follow "recursive" lookups back to the Registrar for the domain, the Registrar of Record is all the end-user has to go on.

## Registration Service Provider Information in WHOIS

The first part of the **Support and Whois Information for your Customers** section looks like this:

Whois Information	
<p>The following information will be displayed in your Registrants' whois output. Only information entered will be displayed. Note that the Registrant can opt out of having this information displayed.</p> <p>The format of the WHOIS information currently is:</p> <pre>Registration Service Provider: The Example Reseller, support@example.com 416-555-0123 416-555-1212 (fax) This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.</pre> <p><b>* NOTE:</b> At least one of Phone Number, Fax Number Email or URL must be specified in the form below.</p>	
<b>Business Name:</b> (optional)	<input type="text" value="The Example Reseller"/>
<b>Phone Number:</b>	<input type="text" value="416-555-0123"/> *
	(eg. 416-555-1122 x333)
<b>Fax Number:</b>	<input type="text" value="416-555-1212"/> *
	(eg. 416-555-1122)
<b>Email:</b>	<input type="text" value="support@example.com"/> *
<b>URL:</b>	<input type="text"/> *
<b>Additional Information:</b> (optional)	<p>This company may be contacted for domain login/passwords, <u>DNS/Nameserver</u> changes, and general domain support questions.</p> <p><b>Note:</b> Max 1024 characters. Any HTML tags in the message will be stripped out.</p>
<b>Activate?</b>	<input type="radio"/> No <input checked="" type="radio"/> Yes

The purpose of most of the fields is generally self-evident, and since saved changes are immediate, you can do a WHOIS inquiry on a domain and see how the output changes.

**Note:** Registrants can disable this feature for their particular domain through Manage Web Interface, even if you have the feature turned on globally. Disabling this feature only disables Reseller Contact output in the WHOIS; registrants can still see this information in the **Reseller Contact** section of the Manage Web Interface.

## Custom Message for Registrants Contacting OpenSRS Support

When one of your customers contacts OpenSRS Support, or they have a logon failure using the public Manage Domain Interface, they are sent the text seen below as a part of the response. If you have a customized interface or special instructions for your customers, this is a great place to include them.

**Customize Information for your Customers**

Whenever your customer contacts us, we refer them to you with the following message:

For support regarding example.com, please contact your reseller, The Example Reseller via the following:

The Example Reseller, support@example.com  
416-555-0123  
416-555-1212 (fax)

This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.

The Example Reseller has asked us to pass the following information on to you:

The Example Reseller would like to assist you with your domain and its services! To make life easier for our customers we have provided a few simple online tools that accomplish most common tasks.

If you wish to make changes to your domain or add services and features, visit our custom Domain Management interface found at:  
<http://www.exampilersp.com/cgi-bin/manage.cgi>

If you have further questions about your domain or services, contact us using our LiveChat interface found at:  
<http://www.exampilersp.com/livechat>

(If you wish to modify your organization name or technical contact email address used here, please [click here to update your technical contact information](#) )

If you wish us to add or modify a customized message to your customer, you may enter this message below. The message to your customer will be as follows:

The Example Reseller has asked us to pass the following information onto you:

The Example Reseller would like to assist you with your domain and its services! To make life easier for our customers we have provided a few simple online tools that accomplish most common tasks.

**Note:** Max 1024 characters. Any HTML tags in the message will be stripped out. This message will not be shown if whois info is activated and the message is the same as the Additional Info above.

Keep in mind that text inside the entry box will stretch the browser window if you put in a long line of text. For the example above, hard returns were put at the end of each line to keep the formatting consistent.

## Reseller Affiliates

Resellers who have their own Reseller or affiliate base can use an optional **Affiliate ID** field to track this business. If you don't have a Reseller or affiliate business model or you don't want to track this information, this field can be ignored.

At the time an order is placed (i.e. new domain purchase, or transfer) your Reseller/affiliate can enter their Affiliate ID in the order template. You may use this information to track which Reseller/affiliate placed the order. For renewals, the affiliate id that you entered at the time of the original purchase will default on to the renewal order once the domain has been renewed. For end-user transfer messages, you will have an affiliate ID variable if you want to include it.

Order confirmations can be turned on or off for a particular Affiliate. In the RWI, Resellers can modify this setting via **Tech Contact Information** under **Email message to customer: Configure Message**. Simply create your affiliate's name and choose whether or not to send the email. Renewal or transfer email confirmations cannot be controlled by Affiliate ID.

- Allowed characters: A-Z, a-z, 0-9
- Maximum characters: 100
- Optional – if no affiliate, leave this field blank

## Payments

OpenSRS accepts pre-payment by wire transfer, check, international money order, credit card, and Automated Check Handling (direct withdrawal). We do not accept payments remitted in currencies other than U.S. Dollars (USD).

**Note:** As of January 6, 2009, funds deposited into your Reseller account through one of the accepted methods of payment are subject to a 3% processing fee. This fee is charged on your deposit (pre-tax), with the remainder being placed in your account.

All Canadian Registration Service Providers must pay Goods and Services Tax. In addition, all good and services purchased in Ontario or British Columbia after July 1, 2010 are subject to Harmonized Sales Tax (HST).

For information on tax rebates, please refer to the Canadian Customs and Revenue Agency web site at <http://www.ccra-adrc.gc.ca>.

**Note:** We recommend that you purchase at least one month's worth of credits at a time. Depending on the payment method that you choose, it can take up to two business days after payment is received to apply your payment to your account.

## Pricing

For information on pricing for OpenSRS services, go to the [OpenSRS Services](#) page, choose the service you're interested in, and then click **Pricing**.

## Wire Transfers

When remitting a payment via wire transfer, please send a confirmation email to [payments@opensrs.org](mailto:payments@opensrs.org) with the your company name, OpenSRS username (if you have one), date, originating bank, amount of the transfer, and the account name in which the transfer was conducted. Wire transfer remittances will be applied to your account within one business day of receipt.

Please ensure that your company name or OpenSRS username appears in the sender section of the wire transfer.

**Note:** That there is a \$15 processing charge for remittances by wire transfer for amounts under \$5000.00. Add this amount to any remittances submitted via this method.

As of January 1, 2008, wire transfers should be submitted to:

Intermediary Bank:

Wachovia Bank N.A., New York  
SWIFT: PNBUS3NNYC  
ABA: 026005092

Final Bank:

Bank of Montreal  
Toronto Branch  
100 King Street West  
Toronto, Ontario  
M5X 1A3  
Canada

Beneficiary: Tucows.com Co.  
For credit to A/C 00024605193  
SWIFT: BOFMCAM2

## Checks and International Money Orders

Check payments and money orders should be made payable to Tucows.com Co. and delivered to:

Tucows.com Co.  
96 Mowat Avenue  
Toronto, Ontario  
Canada  
M6K 3M1

Be sure to include your OpenSRS username with your check or money order. Please note that non-certified check remittances will not be processed until the transaction has cleared our bank, which can take up to 15 business days.

Certified checks and International Money Orders will be applied to your account within one business day.

## Online Credit Card Payments

If you are making a credit card remittance, please fax a signed copy of the [Credit Card Payment form](#).

Credit card remittances are processed within 24 hours.

### Online credit card account updates

This section details the requirements and instructions for enabling and using the online credit card account update system.

### Qualifying for online account updates

Please email [payments@opensrs.org](mailto:payments@opensrs.org) and ask to be enabled for online credit card account updates. Be sure to include your Reseller username in the email.

### Cards we accept

We currently accept Visa, MasterCard, and American Express.

### Minimum/maximum

The online credit card account update system accepts a minimum payment of \$1.00, and a maximum payment of \$20000 USD. If you require a higher maximum payment amount, please contact [payments@opensrs.org](mailto:payments@opensrs.org) to request a higher limit; please include a brief explanation of why you need a higher limit.

### Security checks

OpenSRS has adopted two widely used credit card security measures to protect against credit card fraud:

- AVS–Address Verification System. We check the address included with your payment against the address that your credit card company has on record. Be sure that the address you provide is the address to which your Credit Card is registered.
- CVV–Card Verification Value. CVV or CVV2 is a newer standard in credit card security. All credit cards are now issued with three extra digits appended to the card number on the back of the card, that do not show up anywhere else, except in the credit card company's database.

These three numbers are used to ensure that the person making the purchase has (or has had) actual possession of the credit card. The following image shows an example of a CVV number.



3 Digit Card Verification Number

**Note:** American Express cards have a 4 digit CVV number, on the front of the card, but the process works the same way.

If you have problems processing an online credit card transaction using the CVV number, (or your card does not have a CVV number), please contact [payments@opensrs.org](mailto:payments@opensrs.org).

### Manual review

Occasionally our credit card clearinghouse manually audits a transaction. Please note that we have NO control over when this happens.

When it does, our system rejects the transaction and you may try again using another card, or using some other means of payment.

### **Making an online credit card payment**

To make an online payment to your credit card

1. In the **Profile Management** section, click **Online Credit Card Payment**.
2. Complete all the fields with the appropriate information, and click **Continue**. The **Online Credit Card** payment page opens.
3. Enter your valid credit card information (including the CVV2 number), and click **Charge**.

**Note:** Only Canadian Resellers are charged GST.

### **Reviewing payments**

You may review your online credit card account updates by clicking **Payment Information** in the **Profile Management** section. On the **Payment Information** form, online credit card payments are identified as **RWI Online Credit Card Payment**.

On your credit card statement, your OpenSRS payments are displayed as **Tucows \*OpenSRSpusername**.

For example, if your username is **acme**, on your credit card statement your payment is identified as **Tucows \*OpenSRSacme**.

### **Automated Check Handling (Direct Withdrawal)**

The ACH (Automated Check Handling) payment option reduces the effort and time required to ensure that you have sufficient funds in your Reseller account to pay for new orders and transactions.

In order to use this option, you must provide OpenSRS with your banking information and specify how you would like OpenSRS to withdraw funds from your account.

**Note:** You must use a U.S. bank account; however, the account can be held at a non-US bank.

### **Signing up for ACH**

To sign up for ACH, you must submit a completed contract along with a voided check to OpenSRS, either by fax or regular mail. Once your form and voided check have been received, OpenSRS enables your Reseller account for ACH and notifies you when you can access this feature.

The contract is available at:

<http://opensrs.com/site/resources/agreements/payment-terms>

## Specifying ACH Payment Options

The ACH feature enables you to deposit funds to your Reseller account by automatic top-up when your Reseller account balance reaches a minimum balance, or by manually withdrawing funds from your bank account and depositing those funds to your Reseller account.

Once OpenSRS has enabled your Reseller account for ACH, you can adjust your ACH payment options using the **Payment Information** page in the RWI.

To specify ACH payment options

1. In the **Profile Management** section, click **Payment Information**. The **Payment Manager** page opens.
2. Scroll down the page to the **Automated Check Handling Information** section.  
**Note:** If you have not signed up for ACH or haven't yet been enabled for ACH, this section is not shown.
3. Complete the following fields in the **Automated Check Handling Information** section to specify your ACH preferences:
  - **Enable Automated Payment**—Once you've submitted your banking information and you are enabled for Automated Check Handling (ACH), you need to activate ACH using this option.
  - **ACH Low Account Balance Threshold**—If you're enabled for ACH, and your account balance drops below the amount specified in this field, an email is sent reminding you to use ACH to add funds to your account. Or, if you've activated the ACH Pre-Authorized Amount option (see below), funds are automatically withdrawn from your bank account when your Reseller balance drops below this amount.
  - **ACH Pre-Authorized Amount**—This field enables you to use the automated top-up option with ACH. When your Reseller account balance drop below the amount set in the ACH Low Account Balance Threshold field, funds are automatically withdrawn from your bank account and deposited to your Reseller account. The amount you enter in this field is the amount you authorize OpenSRS to withdraw from your bank account when your Reseller account balance drops below the threshold.
  - **ACH Notification Email**—Include the email address to which you want your ACH low balance notification sent. Notifications of automatic top-ups are also sent to this address.
  - **ACH Banking Information**—Click **View** to see your banking information. This information is used to withdraw funds from your bank account to add funds to your Reseller account.
4. When done specifying your ACH settings, click **Submit**.

## Making a Manual ACH Payment

If you have not opted to use the automatic top-up feature, you can manually deposit funds to your Reseller account. OpenSRS will send you a notice when your balance drops below your minimum balance threshold, to remind you to add funds to your account.

To make a manual ACH payment

1. In the **Profile Management** section, click **Online ACH Payment**.  
The **Online ACH Payment** page opens.
2. In the **Amount** field, enter the amount that you want withdrawn from your bank account and added to your Reseller account
3. Click **Submit**.  
The **Online ACH Payment [Confirmation]** page opens.
4. Review the payment information, and if it is correct, click **Confirm**.  
The **Online ACH Payment** page opens, indicating that your payment has been posted.

## Conditions for Automatic Top-up and Manual Deposit

If you have chosen to use ACH to ensure that you always have sufficient funds in your Reseller account, funds will be deducted from your bank account when the following conditions apply:

- You've enabled automatic top-up.
- Your available balance is less-than or equal-to the ACH Low Account Balance Threshold.
- Your current balance is equal-to or greater-than your minimum account balance.
- Your ACH pre-authorized amount is equal-to or less-than the three-day maximum amount that OpenSRS assigned to your account. The three-day maximum amount is shown in the banking information page.

## Payment Information

The **Payment Information** page allows you to see important information about your account balance, and update payment and notification options.

In the **Profile Management** section, click **Payment Information**. The **Payment Information** page opens.

Payment Information	
<b>Current Account Balance</b>	\$1164383.26 <small>Includes all amounts allocated for pending registrations and transfers.</small>
<b>Sub-Resellers Commission</b>	\$9709.84
<b>Amount Allocated For Pending Transfers</b>	\$1717.23
<b>Amount Allocated For New Registrations In Progress</b>	\$4771.85
<b>Amount Allocated For Other Items</b>	\$98379.46
<b>Available Account Balance</b>	\$1059514.72
<b>Low Account Balance Threshold</b>	\$ <input type="text" value="10.00"/> <small>Email will be sent when Current Account Balance falls below this amount</small>
<b>Low Balance Notification Email</b>	<input type="text" value="robson@example.com"/>
Financial Statements Information	
<b>Receive Monthly Statement By Email</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Email</b>	<input type="text" value="robson@example.com"/>
<b>Last Received Statement</b>	MAY 2009
Automated Check Handling Information	
<b>Enable Automated Payment</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No <span style="color: red;">[Disabled]</span>
<b>ACH Low Account Balance Threshold</b>	\$ <input type="text" value="200.00"/>
<b>ACH Pre-Authorized Amount</b>	\$ <input type="text" value="200.00"/>
<b>ACH Notification Email</b>	<input type="text" value="robson@example.com"/>
<b>ACH Banking Information</b>	<a href="#">View</a>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	
Storefront Account	
<b>Storefront Account Balance</b>	\$582.31
Search Billing Transactions	
<b>Date Range [MM/DD/YYYY]</b>	<input type="text"/> - <input type="text"/>
<b>Payment Method</b>	All <input type="button" value="v"/>
<input type="button" value="Search"/>	

Field	Description
<b>Payment Information</b>	
Current Account Balance	This is the total amount of money contained within your account, including all amounts allocated for domain transfers and asynchronous registrations.
Storefront Account Balance	The amount of money in your account that is the result of Storefront transactions.
Sub-Resellers Commission	The amount of money earned as commission from Sub-Reseller sales.
Amount Allocated for Pending	This figure represents the money required to process

<b>Field</b>	<b>Description</b>
Transfers	any transfers that are currently in progress. If the transfer completes successfully, the appropriate amount is fully removed from your account. If the transfer fails, the money is returned to your account.
Amount Allocated for New Registrations in Progress	This figure represents the money required to process any asynchronous registrations that are currently in progress. If the registration completes successfully, the appropriate amount is removed from your account. If the registration fails, the money is returned to your account.
Amount Allocated For Other Items	This figure represents funds allocated to process transactions other than new registrations and transfers.
Available Account Balance	This is the amount available in your account for new registrations and transfers, not including any amounts already allocated for orders in process.
Low Account Balance Threshold	When your account balance drops below this threshold, an email is sent to the addresses specified, reminding you to add more money to your account. You can enter a maximum of two email addresses, separated by a comma.
Low Balance Notification Email	Include the email address to which you want your low balance notification sent. Low balance applies to all payment methods.
<b>Financial Statements Information</b>	
Receive Monthly Statement by Email	This section allows you to choose to receive a monthly statement by email.
Email	If you choose to receive a monthly statement by email, the statement is sent to the email address specified in this field.
Last Received Statement	If a previous statement was sent, the date of that statement is shown.
<b>Automated Check Handling Information</b>	
<b>Note:</b> The following fields are available only if you have been enabled for Automated Check Handling.	
Enable Automated Payment	Once you've submitted your banking information and you are enabled for Automated Check Handling (ACH), you need to select <b>Yes</b> to activate the auto top-up feature.

Field	Description
ACH Low Account Balance Threshold	If you're enabled for ACH, and your account balance drops below the amount specified in this field, an email is sent to remind you to use ACH to add funds to your account. If you've activated the <b>ACH Pre-Authorized Amount</b> option (see below), funds are automatically withdrawn from your bank account when your Reseller account balance drops below this amount.
ACH Pre-Authorized Amount	This field enables you to use the automated top-up option with ACH. When your Reseller account balance drop below the amount set in the <b>ACH Low Account Balance Threshold</b> field, funds are automatically withdrawn from your bank account and deposited to your Reseller account. The amount you specify in this field is the amount that will be withdrawn from your bank account when your Reseller account balance drops below the threshold.
ACH Notification Email	Include the email address to which you want your ACH low balance notification sent. Notifications of automatic top-ups are also sent to this address.
ACH Banking Information	Click <b>View</b> to see your banking information. This information is used to withdraw funds from your bank account to add funds to your Reseller account.

## Billing Transactions

The **Search Billing Transactions** section allows you to search for transaction within a specified date range and by payment type.

**Search Billing Transactions**

**Date Range** [MM/DD/YYYY]  -

**Payment Method**  ▼

**Total Billing Transactions: 10**

Order ID	Date	Payment Method	Amount	Fees	Taxes
5307	2008-12-24 14:05:46	RWI Online Credit Card Payment	\$19.72	\$0.00	\$0.00
5305	2008-12-24 14:00:58	Credit Card	\$19.72	\$0.00	\$0.94
5119	2008-12-01 13:50:08	Credit Card	\$100.00	\$3.00	\$4.76
5117	2008-12-01 13:45:29	RWI Online Credit Card Payment	\$105.00	\$3.15	\$5.00
5114	2008-12-01 13:43:05	RWI Online Credit Card Payment	\$105.00	\$3.15	\$5.00
5112	2008-12-01 13:37:35	RWI Online Credit Card Payment	\$100.00	\$3.00	\$4.76
5110	2008-12-01 13:34:21	RWI Online Credit Card Payment	\$100.00	\$3.00	\$4.76
5108	2008-12-01 13:33:06	RWI Online Credit Card Payment	\$100.00	\$3.00	\$0.00
5083	2008-12-01 11:24:54	Credit Card	\$100.00	\$0.00	\$0.00
5081	2008-12-01 11:23:37	Credit Limit	\$100.00	\$0.00	\$0.00

## Financial Statements

We provide financial statements that show a detailed transaction listing for your account on a monthly basis.

To view your monthly financial statements

1. In the **Profile Management** section, click **Financial Statements**.

**FINANCIAL STATEMENTS**

Account  ▼

Month  ▼

[Help](#)

The **Help** link on this page provides a description of the options in the interface, and an explanation of the results.

2. Choose the type of transactions you want to view: Reseller's account, Sub-Reseller commissions, or Storefront.
3. Choose the month from the drop-down list.
4. Do one of the following:
  - To view the results on a web page, click **View as HTML**.
  - To download all transactions for a specific month into CVS format, click **Download as CSV file**. A dialog appears that asks whether you want to view the file or save it.

## Financial Statement HTML Results

This page gives you a summary statement and detailed transactions.

**Note:** The information shown here is an example only and may not necessarily reflect the range of transactions you will see.

## Monthly Statement

*The following statement summarizes your account activity during the Statement Period.*

**Statement Date:** 07-JAN-2009

**Statement Period:** 01-DEC-2008 - 31-DEC-2008

**Company Name:** Example Inc.

**Username:** robson

## Payment Summary

**Opening Balance:** \$1089051.49

**Opening Hold Balance:** (\$104224.58)

**Opening Available Balance:** \$984826.91

Total Payments: \$288.70

Total Taxes: (\$0.05)

Total Handling Fees: (\$0.03)

**Total Purchases:**

Total gTLD Registry Fees: (\$4209.16)

Total gTLD Management Fees: (\$2337.76)

## Payments

Total Non-gTLD Domain Purchases:	(\$14922.75)		
Total ICANN Fees:	(\$239.5)		
Total Cert Purchases:	(\$0.00)		
Total Cert Renewals:	(\$0.00)		
Total gTLD Renewal Registry Fees:	(\$3537.71)		
Total gTLD Renewal Management Fees:	(\$1390.72)		
Total non-gTLD Domain Renewals:	(\$15615.40)		
Total gTLD Transfer Registry Fees:	(\$0.00)		
Total gTLD Transfer Management Fees:	(\$0.00)		
Total Domain Transfers:	(\$10.00)		
Total Domain Redemptions:	\$0.00		
Total Domain Revoke charges:	(\$1719.00)		
Total Personal Names Charges:	(\$171.00)		
Total Domain Refunds:	\$26110.32		
Total ICANN Fee Refunds:	\$195.50		
Total Cert Refunds:	\$0.00		
Total Web Site Builder Refunds:	\$0.00		
Total WHOIS Privacy Refunds:	\$0.00		
Total Personal Names Refunds:	\$0.00		
Other:	\$94947.20		
<b>Closing Balance:</b>	\$1166440.13		
		<b>Total Hold Transactions:</b>	(\$1452.20)
		<b>Closing Hold Balance:</b>	(\$105676.78)
<b>Closing Available Balance:</b>	\$1060763.35		

## Transaction Details

Transaction Detail								
Date	ID	Transaction Type	Description	Registry Fee	Management Fee	Debit Total	Credit	Closing Balance
01-DEC-2008	1177213	Domain Purchase	New auto-1228122005581.com 1 yr	6.86	0.73	7.59		1218172.61
01-DEC-2008	1177215	ICANN Fee	ICANN Fee auto-1228122005581.com 1 yr				0.25	1218172.36
01-DEC-2008	1177217	Domain Renewal	Renewal auto-1228122005581.com 1 yr	6.86	0.73	7.59		1218164.77
01-DEC-2008	1177219	ICANN Fee	ICANN Fee auto-1228122005581.com 1 yr				0.25	1218164.52
01-DEC-2008	1177221	Domain Renewal	Renewal auto-1228122005581.com 1 yr	6.86	0.73	7.59		1218156.93
01-DEC-2008	1177223	ICANN Fee	ICANN Fee auto-1228122005581.com 1 yr				0.25	1218156.68
01-DEC-2008	1177225	Domain Purchase	New auto-1228122013648.com 1 yr	6.86	0.73	7.59		1218149.09
01-DEC-2008	1177227	Domain Renewal	Renewal auto-1228122005581.com 1 yr	6.86	0.73	7.59		1218141.50
01-DEC-2008	1177229	ICANN Fee	ICANN Fee auto-1228122005581.com 1 yr				0.25	1218141.25
01-DEC-2008	1177232	ICANN Fee Refund	Refund ICANN Fee auto-1228122005581.com 1 yr				0.25	1218141.50

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) of 1933 >> >|

[Help](#)  
[\[FAQs\]](#) - [\[Documentation\]](#)

If you opt to select a CVS file, it contains the summary information in the first segment, then a listing (comma separate values) of all the transaction details (Date, ID, Transaction Type, Description, Debit, Credit, Closing Balance).

## Refunds

OpenSRS refunds any unused account balance within two weeks of receiving a written request. We will not refund any portion of your account balance that has been used for domain registrations, renewals, or transfers.

## General TLD (gTLD) Registrations

The following gTLDs are offered by OpenSRS:

- .COM
- .NET
- .ORG
- .INFO
- .BIZ
- .NAME
- .MOBI
- .TEL
- .ASIA

## Domain Registration Considerations

There are no special requirements for registering gTLDs. Any organization can get as many available names as they are willing to pay for. Registration in the gTLDs is done in 'real-time'— the system sends commands to the Registry, which replies immediately with either confirmation of the requested change, or the appropriate error message. In either case, the result of the transaction is displayed immediately.

**Note:** The only exception is for gTLD Registrar transfers, which are explained in the *Domain Transfers* guide.

The following screen shows the basic domain registration form. Information from any contact can automatically be filled in for any subsequent contact (for example, the Administrative Contact can be marked **Same As Owner Contact Information** by ensuring that there is a checkmark in the box next to that designation ).

New Domain Registration Form	
<b>Retrieve Order Information</b>	
<b>From Previous Order</b>	<b>Order ID</b> <input type="text"/>
<small>'From Previous Order' option retrieves the order's contact information. You still need to provide a valid profile (username/password).</small>	
<b>From Existing Domain</b>	<b>Previous Domain</b> <input type="text"/> <b>Username</b> <input type="text" value="orange"/> <b>Password</b> <input type="password" value="••••••"/>
<input type="button" value="Retrieve Data"/>	
<b>Domain Information</b>	
<b>Domain Name</b>	example.com
<b>Registration Type</b>	New Domain Registration
<b>Affiliate ID</b>	<input type="text"/>
<b>Registration Period</b>	1 Year <input type="button" value="v"/>
<b>Language</b>	Standard ASCII <input type="button" value="v"/> <small>Choose Standard ASCII for non IDN domain                      Only COM/NET/DE/BIZ/ORG/CC/TV/INFO/ES IDN domains can be registered</small>
<b>Auto Renew</b>	Yes <input type="radio"/> No <input checked="" type="radio"/>
<b>WHOIS Privacy</b>	Yes <input type="radio"/> No <input checked="" type="radio"/> <small>WHOIS Privacy is applicable for .biz, .cc, .com, .info, .me, .mobi, .name, .net, .org, .tel, .tv domains.</small>
<b>Lock Domain</b>	Yes <input type="radio"/> No <input checked="" type="radio"/> <small>(applicable for .asia, .biz, .cc, .com, .info, .me, .mobi, .name, .net, .org, .tel, .tv and .us domains)</small>
<b>Enable Parked Pages</b>	Yes <input type="radio"/> No <input checked="" type="radio"/> <small>(applicable for the following TLDs: .com, .net, .org, .info, .me, .biz, .name, .cc, .tv, .uk, .ca, .be, .eu, .mobi, .asia)</small>
<b>Additional Comments</b>	<input type="text"/>
<b>Registrant Profile Information</b>	
<small>[optional]</small> <b>Previous Domain</b>	<input type="text"/>
<b>Registrant Username</b>	<input type="text" value="orange"/>
<b>Registrant Password</b>	<input type="password" value="••••••"/>
<b>Confirm Password</b>	<input type="text"/>
<b>Owner Contact Information</b>	
<b>First Name</b>	<input type="text"/>
<b>Last Name</b>	<input type="text"/>
<b>Organization Name</b>	<input type="text"/>
<b>Street Address</b>	<input type="text"/>
<small>(eg: Suite #245)</small> <small>[optional]</small>	<input type="text"/>
<b>Address 3</b> <small>[optional]</small>	<input type="text"/>
<b>City</b>	<input type="text"/>

## DNS Requirements

When registering gTLDs, you must provide at least 2 nameservers and you can provide up to 13 functional nameservers per domain.

If you don't specify nameservers when registering a domain, and you have opted into the Parked Pages Program, the Parked Pages nameservers are used.

Similarly, if you use the default nameservers, a Parked Page is displayed on the domain.

For more information about the DNS service, see "[DNS Management](#)".

## Quickstart Considerations

Using the Quickstart interface you can only register or transfer one domain at a time. To implement more advanced features like bulk order processing and credit card integrations, consider a Full Access implementation.

For more information, see "[Quick Start vs. Full Access](#)."

## Deleting New Registrations

A refund may be issued for a new domain registration if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund. Other than the administrative fee or Registry-specific deletion fees, the cost of the registration is refunded to the Reseller account.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

Refunds can be seen using the **Payment Information** link in the **Reseller Web Interface**.

Note: Registries differ in how they handle deletions (not available, extra charges, etc). Check that TLD's section in this document to see if there are exceptions.

## Renewals

A renewal transaction is final, and cannot, under any circumstances, be cancelled. Please be sure that you fully understand this before you attempt any domain renewals. We have no way to retrieve money from the registry for domain years purchased through renewals, and so we cannot refund Resellers who renew names in error.

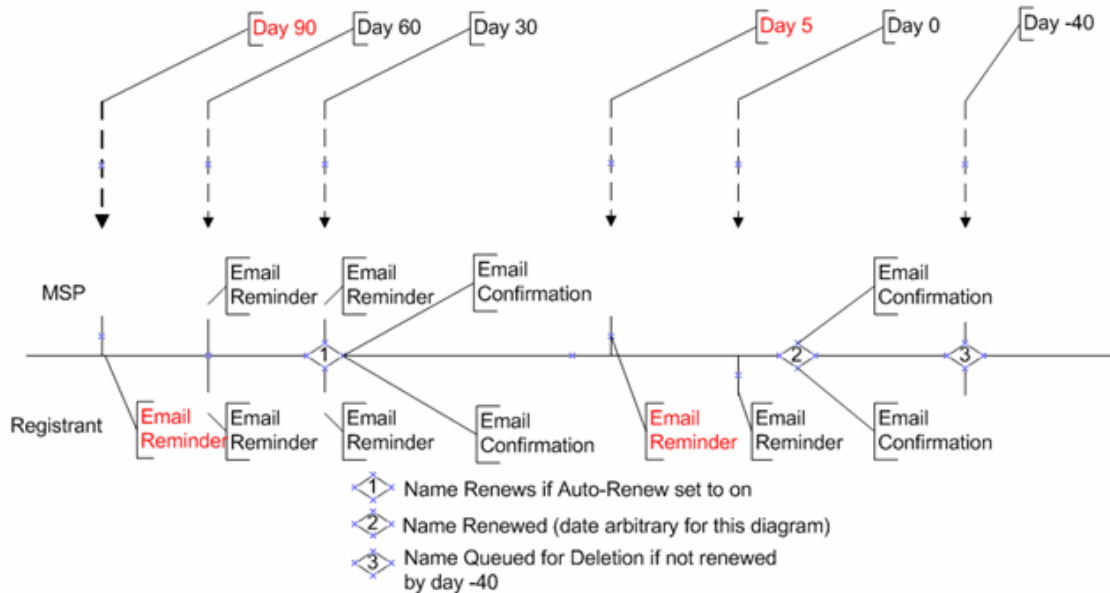
## Renewal Flow

The renewal process was designed to meet the requirements identified by our Resellers. Many features are optional, allowing you to use the elements of the renewal system that best match your business model.

Assuming all the features of the system are enabled, the typical renewal cycle is as follows:

1. Reminder emails are sent to the Registrant 90, 60, 30, 5, and 0 days before the domains expiry.
2. Reminder emails are sent to the Reseller at 90, 60, 30, 1, and -40 day intervals.
3. The Registrant either contacts the Reseller and orders a domain renewal, or requests the renewal online through the Resellers renewal scripts.
4. Once the domain is renewed, an email confirmation is sent to both the Registrant and the Reseller.

The following diagram illustrates this process:



## Renewals Features Overview

The following sections explain the additions to the OpenSRS client and server to facilitate domain renewals. Most features of this system are available on an 'opt-in' basis, allowing Resellers to use our standard renewal automation functionality, or to build their own automated renewal processes.

The following features are available to automate domain renewals:

- Views for 90, 60, 30, 0, Past Due, Deleted Names.
- Email Reminders for 90, 60, 30, 1, Past Due to Reseller.
- Email Reminders for 90, 60, 30, 5, 0, Past Due to Registrant.
- Email Confirmation to Registrants/Resellers to confirm successful domain renewal.
- Bulk Renewals.
- Ability to set names for auto-renewal.
- Ability to set names for NON-renewal.

## The Reseller Web Interface and Renewals

Nearly all renewal functionality can be found in the **Renewal Management** section of the RWI. The following screen shows some of the headings:

Renewals Views
<ul style="list-style-type: none"> <li>• <a href="#">Names expiring in the next 90-61 days</a></li> <li>• <a href="#">Names expiring in the next 60-31 days</a></li> <li>• <a href="#">Names expiring in the next 30-0 days</a></li> <li>• <a href="#">Deactivated names (between expiry date and registry deletion date)</a></li> <li>• <a href="#">Expired names (deleted)</a></li>   <li>• <a href="#">Bulk Renew Names</a></li>   <li>• Search domains (use * for wild card):  <input type="text" value="*"/> <input type="button" value="submit"/></li>   <li>• <a href="#">Names auto-renewing in 30 days</a></li>   <li>• Search for domains set to auto-renew (use * for wild card):                      From: <input type="text" value="2/9/2005"/> To: <input type="text" value="02/10/2005"/>  <input type="text" value="*"/> <input type="button" value="submit"/></li>   <li>• Search for domains set to let-expire (use * for wild card):                      From: <input type="text" value="2/9/2005"/> To: <input type="text" value="02/10/2005"/>  <input type="text" value="*"/> <input type="button" value="submit"/></li> </ul>
Renewal Settings
<ul style="list-style-type: none"> <li>• <a href="#">Configure daily RSP renewal reminder email</a></li> <li>• <a href="#">Configure daily end user renewal reminder email</a></li> <li>• <a href="#">Configure renewal order processing messages, to RSP</a></li> <li>• <a href="#">Renewal Confirmation, To End User</a></li> <li>• <a href="#">UK Renewal Confirmation, To End User</a></li> </ul>

The following table explains the elements in the RWI:

Element	Description
<b>Renewal Views</b>	
Names expiring in the next 90-61 days	Shows a list of domains expiring in the next 90-61 days.
Names expiring in the next 60-31 days	Shows a list of domains expiring in the next 60-31 days.
Names expiring in the next 30-0 days	Shows a list of domains expiring in the next 30 days.
Deactivated names (0-40 days past expiration date)	Shows a list of domains that are passed their expiry date, but not yet deleted. Names are queued for deletion if they reach 40 days past their renewal date and they have not been renewed.
Expired names (deleted)	Shows a list of expired domains.
Search domains	Shows a list of all domains.
Names auto-renewing in 30 days	Shows a list of domains auto-renewing in 30 days.
Search domains set to auto-renew	Shows a list of domains set to auto-renew.
Search domains set to let-expire	Shows a list of all domains set to let-expire.
<b>Renewal Settings</b>	
Configure daily RSP renewal reminder email	Allows Resellers to enable and configure an email report of names coming up for renewal (details below).
Configure daily end user renewal reminder email	Allows Resellers to enable and configure email reminders to end users for names coming up for renewal (details below).
Configure renewal order processing messages	Allows Resellers to enable and configure email confirmations of processed renewals to both the end user and the Reseller. (details below).

## Renewal Functionality from 90, 60, 30, 0 days and Passed Due Views

To view a list of domain names that are expiring, in the **Detailed Management** section, click **Renewals** and then click the type of names you want to see:

- Names expiring in the next 90-61 days
- Names expiring in the next 60-31 days
- Names expiring in the next 30-0 days
- Expired names (Between expiry and registry deletion date)

- Deleted names (Removed from RSP account)

You can renew domains from any of these lists, except Expired Names.

## Individual Renewals

Domain names can be renewed individually using the tabled views. You can also click a particular domain name in the tabled renewal views (or the **View Active Domains** table) and renew the domain using a renewal feature located at the bottom of the page.

## Bulk Renewals

Bulk renewals can be done through the RWI.

To renew multiple gTLDs

1. In the **Domain Management** section, click **Bulk Domain Change Management**.
2. Click **Domain Renew**, enter a list of names in the text box provided, and click **Submit**.

**Note:** You can also set the **autorenew** flag to **Yes** while processing renewals in this manner.

See "[Renewing Multiple Domains](#)" for more information.

## Setting domains to Auto-Renew

The Auto-renew feature is an excellent safety net for domains that must not be allowed to expire. All domain names that have the Auto-Renew feature enabled are automatically renewed 30 days before the domain expiration date.

If the flag is set when there are less than 30 days to expiration, it should be done within 2 days of the expiration date, depending on when the Auto-renew job processes the renewal.

If a domain is close to the expiration date and you turn the Auto-renew flag on expecting it to be auto-renewed the very next day, you should renew the domain manually anyway just in case the Auto-renew job runs late. Afterwards, the Auto-renew function will see that a manual renewal has been performed and won't apply an extra renewal year.

Names can be set for auto-renewal any of the following ways:

- By the Reseller or Registrant during registration (client or RWI).
- By the Reseller after clicking on the domain name from either the View Active Domains view or one of the renewal views.
- By the Reseller from one of the renewals views.
- From the Bulk Renewal Tool in the RWI, **while processing renewals**.

Generally, domain renewal becomes an issue once a domain name is approaching its expiration date; however, one feature that should be considered upon registration or transfer is the 'auto-renew' feature. The registrant (or the Reseller) may now opt to put a name on Auto-renew.

**Note:** Resellers must be sure to maintain a sufficient account balance that is capable of sustaining auto-renewals; an auto-renewal transaction will not succeed if there are not sufficient funds in your Reseller account.

## Auto-Renew all New/Transferred Domains

You can set all new or transferred domains to auto-renew by default.. The auto-renew setting can be disabled at the order level by the Reseller, or by the Registrant, if enabled.

To enable auto-renew

1. In the **Profile Management** section, click **Tech Contact Information**.
2. Scroll down the page to the **Domain Name Options** section.
3. Beside the **Auto-Renew all New/Transferred Domains** option, click **Yes**.



## Reseller notification— End user activated/deactivated Auto-Renew

Using the AWI (Admin Web Interface), you can opt to receive a notification when your end-users activate or deactivate the auto-renew setting for their domains.

### Auto Renew enabled

Sent to Reseller when a domain's auto renew setting is enabled.

### Auto Renew disabled

Sent to Reseller when a domain's auto renew setting is disabled.

The same two messages are sent if all domains in the end-user's profile are changed (one message containing list of domains updated).

Notification is sent only when the setting is changed and is not part of a renewal order. If a renewal order also sets the domain to auto-renew, no message is sent.

## Setting domains for Non-Renewal

Domain names must be set for non-renewal individually from the domain's information page. This feature is useful if you know that your client is not interested in renewing a domain name, and you want to prevent the system from sending them any automated emails.

**Note:** A domain that is set for non-renewal will be deleted 40 days after the domain's expiration date.

To navigate to the information page for a domain

1. In the **Domain Management** section, click **Search Domains**.  
The **Search Domains** page opens.
2. Enter the search criteria. In the **Domain Name** field, you can use wildcards if you aren't sure of the domain name.
3. Scroll to the bottom of the **Search Domains** page, and click **Results to HTML page**.  
The **Search Results** page opens.
4. In the **Domain Name** column, click the link for the domain.  
The domain information page opens.

To set a domain for renewal through normal notification

1. From the domain information page, in the **Change Domain Renewal Settings** section, ensure the **Let Domain Expire** radio button is selected.
2. Click **Update Settings**.  
The result is displayed at the top of the page, indicating if the instruction was successful.

To set a domain for automatic renewal

1. From the domain information page, in the **Change Domain Renewal Settings** section, click the **Auto Renew** button.
2. Click **Update Settings**.  
The result is displayed at the top of the page, indicating if the instruction was successful.

To set a domain for non-renewal

1. From the domain information page, in the **Change Domain Renewal Settings** section, click the **Let Domain Expire** button.
2. Click **Update Settings**.  
The result is displayed at the top of the page, indicating if the instruction was successful.  
**Note:** ICANN rules require registrars to send a renewal message for a domain. Selecting **Let Domain Expire** results in a message being sent in order to comply with this requirement.

## Renewals without Sufficient Funds

If you try to process a domain renewal, or a domain that is set to auto-renew reaches the 30 day mark and renews, but you don't have sufficient funds in your account to complete the transaction, the transaction fails.

If you are using the Domain Name Control Panel renewal functionality, an appropriate error message appears on the screen. If the renewal request comes through the client or as the result of the auto-renew flag, an error message is displayed to the end user, and an email is sent to the Technical Contact email address to remind you to add money to your account.

**Note:** This is the only circumstance where a renewal order error sends an email to the Reseller.

## Script/Client Considerations for Renewals

Renewals are mostly handled on the server-side of the OpenSRS system; however, there is a feature in the client code that extends renewal functionality to the end user through the scripts. Resellers must enable this feature in the opensrs.conf file; once done, an end user can visit a URL and request a domain name renewal.

**Note:** It is important that you build some kind of payment processing into your scripts if you enable this feature. For full instructions on configuring this option, please refer to the *OpenSRS API Specification for Perl* guide.

## Renewal Messaging

The following section explains how you can configure the various messages that are involved in the renewal process. These include both renewal reminders and confirmations to both Resellers and Registrants.

## Reseller Renewal Reminders

You can configure the renewal system to send out email reports listing names that are coming up for renewal. These reports can be configured in the **Renewals** section, under **Configure daily RSP renewal reminder email**.

These email reports can now be sent to multiple addresses when you add the addresses in the **Reseller Contact Information** section.

To configure the renewal reminders

1. In the **Domain Management** section, click **Renewal Management**. The **Renewals Views** window appears.
2. In the **Renewal Settings** section, click **Configure daily RSP renewal reminder email**.
3. Select the interval when you want to send the email to your end users. You can choose 30, 60, and 90 days before the domain expiry date as well as 10 days after the expiry date.

**Send upcoming renewal report email messages to yourself daily, even if there are no domains expiring within the next 90 days?**

*Choose this setting if you want to receive renewal reminders, even if there are no domains set to expire in the following 90 days*

**Send upcoming renewal report email messages to yourself daily, only if there are domains expiring within the next 90 days.**

*Choose this setting if you want to receive renewal reminders only if there are domains set to expire in the following 90 days*

**Never send upcoming renewal report email messages to yourself.**

*Choose this setting if you do not want to receive renewal reminders*

The email reminder message lists:

- Status of Daily Reseller Reminder Messages (on/off)
- Status of Daily Registrant Reminder Messages (on/off)
- Names to be deleted (>40 days overdue) on that day
- Names to be deactivated (0 days) on that day
- Names expiring in 90, 60 and 30 days
- Names Auto-renewed on that day (auto-renew occurs 30 days before expiry date)
- Names set to hit the Auto-Renew date in the next 60 days

You can customize the renewal messages by changing the editable portions of the **Daily RSP Renewal Reminder** message template.

To find this message template, in **Messaging** section of the RWI, click **View Message Templates** and navigate to the **Domain Renewal Messaging** section of the template list.

An example of a renewal reminder message follows:

From: reseller.support@example.com

Reply-to: reseller.support@example.com

Subject: Automated 90 day renewal reminder for 2004-11-09 - 2004-12-05

<CUSTOMIZABLE INTRODUCTORY TEXT BY ADMINISTRATOR>

This message is being sent to you automatically by OpenSRS.

To change the options for this message, or to stop receiving this message go to Renewals section of the Reseller Web Interface (RWI) at

<http://resellers.opensrs.net>.

The following domains were not renewed and have been deleted today:

Domain Name, Expiry Date, Billing Contact, Owner Contact, Tech Contact, Admin Contact

## General TLD (gTLD) Registrations

```
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
...  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>
```

The following names have been deactivated today and will be deleted in 40 days.

Domain Name, Expiry Date, Billing Contact, Owner Contact, Tech Contact, Admin Contact

```
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
...  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>
```

The following names will expire in 30 days:

Domain Name, Expiry Date, Billing Contact, Owner Contact, Tech Contact, Admin Contact

```
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
...  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>
```

The following names will expire in 60 days:

Domain Name, Expiry Date, Billing Contact, Owner Contact, Tech Contact, Admin Contact

```
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
...  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>
```

The following names are set to 30 day auto-renewal in 60 days:

Domain Name, Expiry Date, Billing Contact, Owner Contact, Tech Contact, Admin Contact

```
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>  
...  
<DOMAIN>,<EXPIRY_DATE>,<BILLING>,<OWNER>,<TECH>,<ADMIN>
```

## Configuring Registrant Renewal Reminders

You can configure the renewal system to send customized messages to your clients once their names approach their expiration date. The default 'send to' email address is the Registrant's Admin Contact. If the Admin Contact address is different than the Billing Contact address, a message is sent to both contacts. You can set the message body and the From and Reply-To addresses.

To configure the renewal reminders

1. In the **Domain Management** section, click **Renewal Management**.
2. In the **Renewal Settings** section, click **Configure daily end user renewal reminder email**.
3. Select the interval when you want to send the email to your end users. You can choose 30, 60, and 90 days before the domain expiry date as well as 10 days after the expiry date.

Optional messages to be sent to end-users at domain renewal thresholds (ie, 60 and 30 days before domain expiry)	<input checked="" type="checkbox"/> 90 Day <input checked="" type="checkbox"/> 60 Day <input checked="" type="checkbox"/> 30 Day <input checked="" type="checkbox"/> 10 Days After Expiry
This functionality will cause renewal messages to contain links allowing end-users to renew their domains via your Platypus Management interfaces, or via your custom interfaces.	<input type="checkbox"/> Enable Renewal Links Renewal Link URL: <input type="text" value="http://www.myhostname.com/projects/ccs/index.php/m"/> (256 char max)
Platypus users would enter the URL for their landing page in a format outlined below	
<code>http://www.myhostname.com/projects/ccs/index.php/manageaction?servicetype=domain&amp;options[target]=renew&amp;options[domain]</code>	

4. **If you are a Platypus customer**, you can include in the renewal email, a URL that directs registrants to a page where they can renew and process their payments through Platypus. Click **Enable Renewal Links** and enter the URL in the **Renewal Link URL** field. Use the following format:  
`http://www.myhostname.com/projects/ccs/index.php/manageaction?servicetype=domain&options[target]=renew&options[domain]={domain_name}`
- If you are not currently a Platypus customer**, but would like to know more about the Platypus billing system, see <http://ispbilling.com>.
5. Edit the contents of the default messages as needed. You can change the **From** and **Reply-To** addresses as well as the message body.
6. Click **Preview the xx Day Renewal Reminder Message** to see your changes before you commit them, or click **Reset this message to default content** to discard your changes.
7. Click **Save Changes** to save the changes that you made.

## Manually Sending a Renewal Notice to End Users

Instead of relying on the renewal reminders sent at specific intervals (e.g. 30, 60, or 90 days before expiry), you can send renewal reminders to your customers at any time.

To manually send a renewal notice

1. In the **Domain Management** section, click **Search Domains**.  
The **Search Domains** page opens.
2. Use the fields and drop-down lists to search for the domain for which you want to send a renewal reminder.
3. Click **the Results to HTML page** button.  
The **Search Results** page opens.
4. From **the Domain Name** column, click the domain.  
A new page opens with details for the domain.
5. From the **Renew Domain** section, click **Send Manual renewal reminder to Admin Contact**.
6. Click **OK** to confirm.  
The renewal message is sent to the admin contact for that domain.

## Reseller Renewal Confirmation

You can also set the renewal system to automatically send an email when domains are renewed. This feature can be enabled and configured in the **Renewal Settings** section, under **Configure renewal order processing messages, to RSP**.

The **Renewal Order Processed** email is sent to the domain's Billing contact to inform them that the domain was successfully renewed.

To set a renewal confirmation message

1. In the **Domain Management** section, click **Renewal Management**.
2. In the **Renewal Settings** section, click **Configure renewal order processing messages, to RSP**.
3. Edit the contents of the default messages as needed. You can change the **From** and **Reply-To** addresses as well as the message body.
4. Click **Save Changes** to save the changes that you made.

## Registrant Renewal Confirmation

Resellers can configure the renewal system to send a confirmation email to registrants once the domain has been renewed. This feature can be enabled and configured in the Renewal Settings section of the RWI, under **Renewal Confirmation, To End User**.

**Edit "Renewal Confirmation, To End User"**

<p>To Name: _____</p> <p>To Email: <code>{{billing_email}}</code></p> <p>From Name: _____</p> <p>From Email: <code>{{rsp_tech_email}}</code></p> <p>Reply-To Name: _____</p> <p>Reply-To Email: _____</p> <p>Cc: _____</p> <p>Bcc: _____</p> <p>Bounce-To: _____</p> <p>Subject: Renewal Order Processed: <code>{{domain}}</code></p> <p>Character Set: <span style="border: 1px solid #ccc; padding: 2px;">None</span> <input checked="" type="checkbox"/> <span style="color: red; font-size: small;">Make sure your browser's character encoding is the same as you select from the list</span></p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>This message is to confirm the successful renewal of <code>{{domain}}</code> for <code>{{period}}</code> year(s).</p> <p>The new expiration date is <code>{{domain_expiredate}}</code>.</p> </div>	<p>Place Holders</p> <p><a href="#">{{domain}}</a></p> <p><a href="#">{{rsp_tech_email}}</a></p> <p><a href="#">{{order_id}}</a></p> <p><a href="#">{{bounce_email}}</a></p> <p><a href="#">{{billing_email}}</a></p> <p><a href="#">{{domain_expiredate}}</a></p> <p><a href="#">{{period}}</a></p>
---	--

## Bounced Renewal Messages

If the renewals system sends an email to an invalid administrative contact email address, the bounced message is sent to the technical contact email address. You can then act on these bounced messages to ensure that your clients are aware that their domain is coming up for renewal.

## The Manage Web Interface and gTLD Renewals

When a registrant logs into the Manage Web Interface they are informed whether any of the names in their profile are due to expire within the next 60 days; the notice appears at the top of the screen.

## Transfers and Changes of Ownership

Transfers and Changes of Ownership are differentiated as follows:

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade) transfers ownership of a domain name from one registrant to another.

### Transfers

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a domain name to OpenSRS

1. In the **Domain Registration Administration** section, under **Order Management**, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.

The **Transfer Form for <domainname>** page appears.

2. Complete the **Transfer Form**.

The **Retrieve Order Information** section is used to fill out contact information and to group together domains that are owned by the same person or company. It is optional.

The **Affiliate ID** field is used by some Resellers to identify their own customers. It is optional and the information is not used by OpenSRS.

The **Registrant Profile Information** section contains the username and password that will be used when the transfer completes. If the domain is being grouped into a profile, it is already filled out.

The **Contact Information** sections contain the details that will be used when the transfer completes. It is critical that all contact information be valid. If the domain is being grouped into a profile, this information is already filled out. Some TLDs do not require the contacts to be filled out unless the information is being changed. For these TLDs, the option **Are contact changes required?** appears after the Owner contact section. (The Admin email address is mandatory even if no contact changes are required.)

The **DNS Information** section is only necessary if the DNS is changing. If no nameservers are entered, the current nameservers are used.

3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the domain's Admin Email Contact, and they have five days to approve or reject the request. When confirming the transfer, they may be required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

**Note:** Not all domains have Authcodes. If the domain you are transferring does not have an Authcode, the **Authorization code** field can be left blank.

If the Admin contact confirms the transfer, the request is sent to the root registry and a five day transfer pending period begins. If the transfer request is not rejected by the losing registrar within the five day period, the root registry automatically completes the transfer request.

**Note:** If the OpenSRS system is unable to retrieve the administrative contact information from the Losing Registrar's WHOIS server, the transfer request is sent to the administrative contact listed in the transfer order.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

### Changes of Ownership

To change the ownership of a domain, the current registrant logs in to the n Manage Web Interface and enters the new owner's information in the **Manage Profile** section. For more information on the Manage Web Interface, see [The Manage Web Interface \(the MWI\)](#).

### DNS for Expired Domains

If a .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .CC, .ME, .TV, or .US domain is allowed to expire, the DNS settings are replaced with the OpenSRS nameservers.

- The DNS settings are changed if the domain is not renewed by its expiry date.
- Expired domains are placed on hold at day zero for the TLDs .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .CC, .ME, .TV, and .US.
- The original DNS settings for the expired name are saved so that if the registrant wants to regain the domain (within the redemption period), their original DNS settings can be restored.

For more information, see "[Expired Domains](#)".

### Archived Emails from OpenSRS

The Reseller Web Interface contains archives of some of the emails sent from OpenSRS.

#### Reseller Notification Log

This section contains archives of various error-related emails that OpenSRS sends to the Resellers, mostly relating to failed actions because of a low balance. This includes:

- Account balance is below reseller threshold.
- Transfer Failed, Insufficient Funds.

- Registration Failed, Insufficient Funds.
- Monthly Billing Statement for Reseller.

### View Announcements

All the Live Reseller Updates (LRUs) are contained within the **View Announcements** section. LRUs contain information about new product offerings, functionality changes, and system performance issues.

### Pricing

The current cost for gTLD registrations can be found here:  
<http://opensrs.com/site/services/domains/pricing>.

### Authcode

The authorization code or 'Authcode' is a secret pass phrase that shows verifiable proof of ownership of a domain. This code is separate from the management username/password that is required to manage your domains. You may obtain this information via the Manage Domain interface, or from the current Registrar of record. The following TLDs support Authcodes: .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .MOBI, .TEL, .ASIA, .AU, .BZ, .CA, .CC, .CH, .CN, .CO, .FR, .IN, .IT, .LI, .ME, .MX, .NL, .TV, .US. and .WS.

### Changing the Authcode

Registrants can change their Authcode using the Manage Web Interface. Registrants log in to the page using their existing data and either modify or change the necessary data. The Authcode can be 8 to 32 characters and must contain at least one number, one letter, and one special character.



The screenshot shows a web interface titled "- Edit Organization Contact -". It features a section for "Domain Organization Information" with a "Domain Auth Code" field containing the text "AUTH\_CODE". Below this field is a red note: "\*\*Note: Modification of Domain Auth Code can not be applied to other domains." The bottom section is labeled "Organization Contact Information".

### Emailing the Authcode to the admin contact

You can email the Authcode to the admin contact for the domain simply by clicking a link in the interface.

To email the Authcode to the admin contact

1. Enter the domain in the **View Domain** field, and click **Query**.
2. Scroll down to the **Domain Management** section, and click the **Email Auth-Code to the Admin Contact** link.

Domain Management
<a href="#">Send WDRP reminder message</a>
<a href="#">Email Login Password to the Admin Contact [admin@example.com]</a>
<a href="#">Email Login Password to the Owner Contact [owner@example.com]</a>
<a href="#">Email Auth-Code to the Admin Contact [admin@example.com]</a>

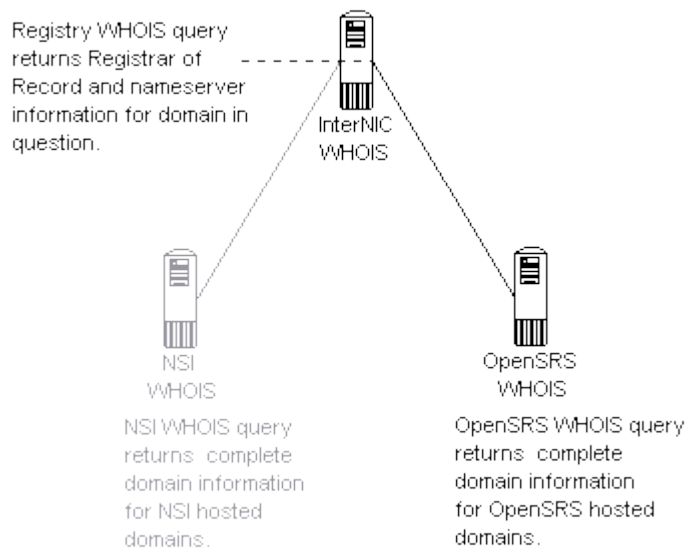
3. A confirmation dialog appears. Click **OK** to confirm that you want to send the Authcode.  
An email containing the Authcode is sent to the admin contact.

## Managing gTLDs

To manage gTLDs, advise your clients to use the Manage Domain interface, using the username and password they selected when registering or transferring the domain.

## WHOIS Info

Each registrar maintains a WHOIS server containing contact and nameserver information for the domains registered with them, and InterNIC maintains a central, registry WHOIS server, which contains nameserver and registrar information for many top-level domains.



To find out the registrar of record for a TLD, consult the registry WHOIS server at:

<http://www.internic.net/whois.html>

The output from the registry WHOIS query indicates the website address and WHOIS server address for the domain's registrar of record, where full contact information can be found.

## Key Points

- Only the WHOIS server of a domains' Registrar of record can be considered authoritative.
- Some Registrars configure their WHOIS server to perform a 'registry lookup' for other Registrars' domain names; some will even go so far as to perform a lookup on another Registrar's WHOIS server. However, the only sure way to check domain availability or get contact and expiry information is to perform a WHOIS query with the domain's Registrar of record. As a convenience, the OpenSRS WHOIS server is configured to check other Registrars' WHOIS databases.
- Many WHOIS databases are not updated in real-time, so you can make a change to a record, but the change does not appear in the WHOIS output until the next day. The OpenSRS WHOIS server is updated in real-time for all domains for which we are the Registrar.

## WDRP - Whois Data Reminder Policy

The Whois Data Reminder Policy is an ICANN requirement.

The policy states that all Registrars must, at least once a year, present each of their Registrants with that Registrant's current Whois information.

The WDRP message is sent to each Registrant 120 days before their domain's expiry date. If a domain is registered for more than one year, the WDRP message is sent, each year, 120 days before the anniversary date of the domain's registration. The WDRP message includes a link to a page where Registrants can then update their Whois information, if required.

If a Registrant fails to or opts not to respond, their current Whois information is assumed to be correct.

## Sample WDRP Message

```
From: Whois-verify@{reseller_email}
Sent: Tuesday, September 21, 2008 09:00 AM
To: domain_admin_contact@sampledomain.com
Subject: Whois Data Confirmation
```

Dear Valued Customer,

ICANN, the organization responsible for the stability of the Internet, requires that each domain name registrant be given the opportunity to correct any inaccurate contact data (WHOIS data) associated with a domain name registration.

Our records for your domain are as follows:

sampledomain.com

## General TLD (gTLD) Registrations

Registrant:

Sample IT Inc.  
1234 Smart St  
Toronto, ON M1M 1M1  
CA

Domain name: sampledomain.com

Administrative Contact:

Lastname, Firstname contactname@sampledomain.com  
1234 Smart St.  
Toronto, ON M1M 1M1  
+1.4165551122 Fax: +1.4165551123

Technical Contact:

Lastname, Firstname contactname@sampledomain.com  
1234 Smart St.  
Toronto, ON M1M 1M1  
+1.4165551122 Fax: +1.4165551123

Billing Contact:

Lastname, Firstname contactname@sampledomain.com  
1234 Smart St.  
Toronto, ON M1M 1M1  
+1.4165551122 Fax: +1.4165551123

Registration Service Provider:

Reseller Inc., reseller@samplereseller.com  
9057654321

This company may be contacted for domain  
login/passwords, DNS/Nameserver changes, and general domain support  
questions.

Record last updated on 21-Sep-2008.

Record expires on 23-Jul-2010.

Record created on 23-Jul-2008.

Domain servers in listed order:

NS1.DOMAINDIRECT.COM  
NS2.DOMAINDIRECT.COM  
N1.TESTTEST.COM  
N2.TESTTEST.COM  
N3.TESTTEST.COM  
N4.TESTTEST.COM  
N5.TESTTEST.COM

To review and update your WHOIS contact information, please log into our management interface at: `samplemanage{@resellers.managepage}`.

If any of the information above is inaccurate, you should correct it. If all of the information above is accurate, you do not need to take any action.

Please remember that under the terms of your registration agreement, the provision of false WHOIS information can be grounds for cancellation of your domain name registration.

If you have any questions or comments regarding ICAAN's policy, please contact them directly at `icann@icann.org`.

Thanks you for your attention.

Best regards,

NOTE: Please do NOT reply to this message. This is an outgoing message only.

## Customizing the WDRP Message Sent to your Customers

You can personalize the WDRP message that is sent to your Registrants so that it displays their name and email address as the sender. In the message's customizable fields, you can include your contact information, a link to your manage page, and other WDRP related information.

To customize the WDRP message

1. In the **Messaging** section of the RWI, click **View Message Templates** to open the list of message templates.
2. Find the **WHOIS Data Reminder Policy** template under **EU WDRP Domain Messaging**, and click **Edit**



3. On the **Edit "WHOIS Data Reminder Policy"** page, add or change any of the following:
  - **From Address**—Type your email address here if you want to provide it to your customers. Replies to the WDRP message will not be sent to this address; your customers will have to create a new message and

address it using the address you enter in this field.

- **From Name**—Type your business name in this field to identify yourself as the sender.
- Replace the variable `{{manage_url}}` with your contact information (URL, Reseller manage URL, email, phone number, etc.). If you do not replace this variable, the OpenSRS Manage page will be sent to your customers.
- Customize other fields such as `{{domain}}` or type additional messages where applicable.

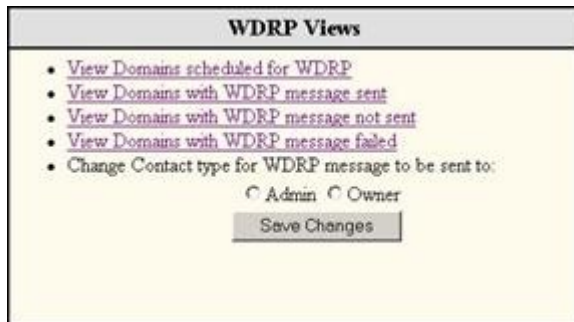
We recommend that you add **Do not reply to this message; this is an outgoing message only** at the end of your WDRP message.

4. Click **Save**.  
Your message preview appears.
5. Review the message, and then click **Confirm**.

## Viewing your customers' WDRP message status

To view your customers' WDRP message status

1. In the **Messaging** section of the RWI, click **WDRP Management** to open the **WDRP Views** page:



2. Click one of the view links to view a list of registrants.  
For example, click the **View Domains with WDRP message sent** link to see the list of registrants whose WDRP messages have already been sent.

## Changing the WDRP message contact type

1. On the **WDRP Views** page, click **Admin** or **Owner** to change the contact who receives the WDRP message.
2. Click **Save Changes**.

## Deleting New Registrations

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

Please note the following about deletion of new registrations:

- A refund may be issued for new domain registrations if the domain is deleted within four days of registration. Refunds will not be issued for domains that are five days or older.
- A processing fee may be applied to domain refunds.
- Registries differ in how they handle deletions (not available, extra charges, etc). Check that TLD's section in this document to see if there are exceptions.
- Other than the administrative fee or Registry-specific deletion fees, the cost of the registration is refunded to the Reseller account.

Refunds can be seen using the **Payment Information** link in the **Reseller Web Interface**.

**Note:** There is no grace period and no refunds available for deleting .EU and .BE domains.

## Domain Locking

Domain locking prohibits certain changes to a domain. If a domain is locked, transfers and DNS modification cannot be made until the domain is unlocked. This is a security feature that has been designed to ensure that Registrants have full control over the modifications made to their domain. It provides you with a method to help you secure clients' domains against slamming, hijacking or other forms of 'domain transfers' that have NOT been properly authorized by the registrant. Domain locking prevents Registrar transfers away from OpenSRS, RSP2RSP transfers to another OpenSRS RSP, and DNS Management. If a registrant wants to perform any of these actions for a locked name, the name must first be unlocked.

Domain locking is available for .COM, .NET, .ORG, .INFO, BIZ, .NAME, .MOBI, .TEL, .ASIA, .AU, .BZ, .CA, .CC, .CO, .IN, .ME, .TV, .US, and .WS domains.

**Note:** Domain locking does NOT prevent contact management.

## Locking an Existing Domain

You can change the lock status of any domain that is under your management provided that, in doing so, you do not go against the wishes of the domain registrant. The feature is meant to help preserve the registrants desire to remain with their chosen RSP; if this is no longer the registrant's wish, the domain lock MUST be removed at NO ADDITIONAL CHARGE.

To lock an existing domain

1. In the **View Domain** textbox, enter the domain name, and click **Query**.
2. In the **Change Domain Lock Settings** section, select **Enable Locking**, and then click **Update Locking**.

## Locking a New Domain

When registering a new domain, the domain registration form includes an option to lock the domain.

To lock a new domain

1. In the **Domain Information** section of the registration form, click **Yes** beside **Lock Domain**.
2. Complete and submit the domain registration order.

## Locking all New/Transferred Domains

You can set defaults to lock all new domain registrations and transfer-ins.

The **Lock all New/Transfer Domains** option is set to **Yes** by default. When set to **Yes**, all new registrations and transferred-in domains will be locked against transfers. You can disable the lock can be disabled at the order level.

**Note:** Not all TLDs support locking; the "lock all" setting will not be applied to TLDs that do not support locking.

Domain locking is available for .COM, .NET, .ORG, .INFO, BIZ, .NAME, .MOBI, .TEL, .ASIA, .AU, .BZ, .CA, .CC, .CO, .IN, .ME, .TV, .US, and .WS domains.

## Enabling or Disabling Domain Locking for Registrants

You can allow Registrants to change the lock setting for their own domains in the public manage interface. By default, the lock/unlock feature is enabled so that domain owners can lock or unlock their domains.

To enable or disable domain locking

1. In the **Profile Management** section, click **Tech Contact Information**.
2. Scroll down the page to the **Domain Name Options** section.
3. Enable or disable the domain locking setting for domain owner use.

**Domain Name Options**

Process New Registrations and Transfers Immediately:  Yes  No

Process Renewals Immediately:  Yes  No

Domains set to "Auto-Renew" are always processed immediately.

Allow End User to modify Domain Tag for .uk domains:  Yes  No

Allow domain owners to lock/unlock Domain through public manage interface:  Yes  No

Lock all New/Transferred Domains:  Yes  No

Auto-Renew all New/Transferred Domains:  Yes  No

## .ASIA

.ASIA is the TLD for Asia, and is regulated by the Afilias registry.

Registration of .ASIA domains is done in the same way as it is for General TLDs (gTLDs). Please see "[General TLD Registrations](#)" for complete information on the registration and management of domains.

The minimum registration period for .ASIA domains is one year and the maximum is ten years.

Domain names may contain the English letters a through z, and the digits 0 through 9.

### Reserved names

There are certain names that are not available for registration. Consistent with ICANN procedures, all one and two-character country codes are reserved from registration. In addition, the following restrictions apply to .ASIA domain names:

- Minimum length for the second level domain name is three characters.
- Maximum name length (excluding "http://www" and ".ASIA") is 63 characters.
- Hyphens cannot be used for the first or last character of the second level domain name. As well, hyphens (-) cannot be used as both the third and fourth character.
- Spaces and special characters (for example, !, \$, &) are not permitted.

The following names are reserved at the second level and at all other levels within the TLD at which Registry Operator makes registrations:

ICANN-related names:

aso	gnso	icann	internic	ccnso
-----	------	-------	----------	-------

IANA-related names:

afrinic	apnic	arin	example	gtld-servers
iab	iana	iana-servers	iesg	ietf
irtf	istf	lacnic	latnic	rtc-editor
ripe	root-servers			

The following names are reserved for use in connection with the operation of the registry for the Registry TLD:

nic	whois	www
-----	-------	-----

## Deleting new registrations

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## .ASIA Residency Requirements

In order to register a .ASIA domain name, at least one of the domain contacts must be a current legal entity in the DotAsia community, as defined by ICANN.

For a definition of the geographical boundaries of the Asia/Australia/Pacific region, see <http://www.icann.org/montreal/geo-regions-topic.htm>.

### Charter Eligibility Declaration

When registering a .ASIA domain, prospective registrants must designate a Charter Eligibility Declaration (CED) Contact. Enter the CED information in the **.ASIA CED Contact Information** section on the **New Domain Registration Form** for .ASIA domains:

.ASIA CED Contact Information	
<b>Contact Type</b>	Select Contact Type <input type="button" value="v"/>  Charter Eligibility is the basic requirement to register a .ASIA domain name, at least one of the domain contacts (admin, billing, owner/registrator, tech) must be a legal entity in the DotAsia Community.
<b>Country/Locality</b>	Select Entity Establishment Location <input type="button" value="v"/> [-]
<b>City</b> [optional]	<input type="text"/>
<b>State/Province</b> [optional]	<input type="text"/>
<b>Legal Entity Type</b>	Select Entity Type <input type="button" value="v"/>
<b>Identification Type</b>	Select Form of Identification <input type="button" value="v"/>
<b>Identification Number</b>	<input type="text"/>

The following fields are mandatory:

- **Contact Type**—choose the domain contact that you want to designate as the CED Contact: **Administrative**, **Billing**, **Owner/Registrant**, or **Technical**.
- **Country/Locality**—choose the country or locality where the CED contact resides.
- **Legal Entity Type**—choose the applicable legal type for the CED contact. If you choose **Other**, you must describe the entity type in the corresponding **Type** field; the maximum number of characters allowed

in this field is 255.

**Note:** The **Type** field appears only when you select **Other**.

- **Identification Type**—choose the type of identification that you want to use to verify the residency of the designated CED contact. If you choose **Other**, you must describe the entity type in the corresponding **Type** field; the maximum number of characters allowed in this field is 255.

**Note:** The **Type** field appears only when you select **Other**.

- **Identification Number**—enter the identification number or code of reference for the Identification Type that you specified (for example, Passport number, Business Certificate number, Act or Legislation number/code).

**Note:** The CED Contact information that you submit, (except for personal data such as your passport number) will be included in publicly accessible WHOIS databases.

## **.ASIA DNS Requirements**

In order to activate a .ASIA domain, you must provide at least two functional nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .ASIA domain, or when activating the .ASIA domain.

## **.ASIA Renewals**

.ASIA domains can be renewed prior to their expiry date for one to ten years.

The renewal process for .ASIA domains is the same as for gTLDs.

## **.ASIA Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .ASIA domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfer Form for <domainname>.asia** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer

Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

### **.ASIA Changes of Ownership**

The change of ownership process for .ASIA domains is the same as for [gTLDs](#).

### **.ASIA Manage Considerations**

.ASIA names can be managed through <https://manage.opensrs.net>.

**Note:** Contact changes cannot be made while the domain is locked.

## **.INFO gTLD**

.INFO is regulated by the Afilias registry.

Registration of .INFO domains is done in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for complete information on the registration and management of domains.

Domain names may contain the English letters a through z, and the digits 0 through 9.

There are certain names that are not available for registration. Consistent with ICANN procedures, all one and two-character country codes are reserved from registration. In addition, the following restrictions apply to .INFO domain names:

- Minimum length for the second level domain name is three characters.
- Maximum name length (excluding "http://www" and ".INFO") is 63 characters.
- Hyphens cannot be used for the first or last character of the second level domain name.
- Spaces and special characters (for example, !, \$, &) are not permitted.

The minimum registration period for .INFO domains is one year and the maximum is ten years.

### **Reserved names**

There are certain names that are not available for registration. See <http://www.icann.org/en/tlds/agreements/info/> for a link to the list of reserved names.

### **Leap year considerations**

If you register a .INFO domain on February 29, the expiry date is set to February 28.

### **Deleting new registrations**

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.INFO Residency Requirements**

There are no residency requirements for .INFO domains.

## **.INFO DNS Requirements**

In order to activate a .INFO domain, you must provide at least two functional nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .INFO domain, or when activating the .INFO domain.

## **.INFO Renewals**

.INFO domains can be renewed prior to their expiry date for one to ten years.

We hold a .INFO domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry takes another 1 to 7 days to delete the domain and make it available to the general public.

## **.INFO Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts the gaining registrar and the transaction is initiated by that registrar.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .INFO domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfer Form for <domainname>** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.INFO Manage Considerations**

.INFO names can be managed through <https://manage.opensrs.net>.

**Note:** Contact changes cannot be made while the domain is locked.

## **.MOBI gTLD**

.MOBI is the top-level domain for Internet content optimized for display and delivery on mobile devices. To ensure optimized delivery of usable content, the .MOBI Registry imposes and enforces mandatory standards for .MOBI sites. Standards are enforced to ensure consumers recognize .MOBI as the brand for mobile-optimized content. Users will not know if a .COM domain has been mobile-optimized, but they can trust a .MOBI site to be mobile-optimized, saving them the service fees associated with mobile browsing.

The minimum registration period for .MOBI domains is one year and the maximum is ten years.

### **Leap year considerations**

If you register a .MOBI domain on February 29, the expiry date is set to February 28.

### **Deleting new registrations**

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.MOBI DNS Requirements**

If you intend to assign a site to your .MOBI domain, but are unsure which nameservers to submit with your application, submit the OpenSRS nameservers ns1.systemdns.com, ns2.systemdns.com, and ns3.systemdns.com.

## **.MOBI Compliance**

The .MOBI Registry regularly audits all .MOBI sites to ensure .MOBI compliance. Compliance ensures that the site has been optimized for display on mobile devices.

### **Mandatory requirements for building a .MOBI website**

- Must use XHTML Mobile Profile 1.0 as the default for the landing page
- Cannot use frames
- Site must be present on second level <domain.mobi>

Any non-compliant .MOBI domains will have 60 days to become compliant. If a domain fails to comply within 60 days, the Registry will remove the domain from the zone file and the site will no longer resolve. Resellers will be contacted regarding their customers' non-compliant sites.

## Viewing Pending Orders

From the RWI main page, in the .MOBI Orders section, click the **View Pending Orders** link.

The **Pending Orders** page opens, listing any .MOBI applications that were saved to pending or which could not be submitted.

To edit a pending application: click the domain name link in the **Domain Name** column. The **Edit .MOBI Sunrise Application** page opens. Make any change to the form, then resubmit or save the application.

To submit or cancel the application: select the **Process** or **Cancel** checkbox in the domain application record and click **Submit**.

## Viewing Submitted Orders

From the RWI main page, in the .MOBI Orders section, click the **View Completed Orders** link. The **Completed Orders** page opens, listing all .MOBI orders that have been submitted to the Registry.

Being "completed" does not guarantee that the .MOBI domain has been successfully registered. The Registry may respond indicating that the domain has been taken. Completed orders, even those that fail at the Registry, are non-refundable.

## .MOBI Renewals

.MOBI domains can be renewed for 1 to 10 years.

We hold a .MOBI domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry deletes the domain and makes it available to the general public.

## .MOBI Manage Considerations

.MOBI names can be managed through <https://manage.opensrs.net>.

**Note:** Contact changes cannot be made while the domain is locked.

## **.NAME gTLD**

The .NAME namespace is the only generic Top Level Domain (gTLD) authorized exclusively for private individuals. It allows domain registrations on the second and third domain levels.

Second level .NAME registrations allow Registrants to register domains like johnsmith.name; third level registrations allow Registrants to register domains like john.smith.name.

The .NAME registry is run by Global Name Registry (GNR). Their website can be found at <http://www.nic.name>.

The following restrictions apply to .NAME domain names:

- Minimum length for the second level domain name is three characters.
- The second level cannot be composed of only numbers (for example, 101.name, 534231.name).
- Hyphens cannot be used as the third and fourth characters.

Domains may be registered for 1, 2 or 10 year periods.

### **Reserved names**

There are certain names that are not available for registration See <http://www.icann.org/en/tlds/agreements/name/> for a link to the list of reserved names.

### **Leap year considerations**

If you register a .NAME domain on February 29, the expiry date is set to February 28.

### **Deleting new registrations**

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.NAME Registration Eligibility**

Any person can register his or her own personal name. A parent may register the personal name of his or her child, provided that the registration is in the name of the child. The same applies to names given as gifts. All registrations must remain in the name of the rightful owner of the domain. Any individual or entity can register a personal name of a fictional character if that individual or entity has trade or service mark rights to that name.

Registrants can add numeric characters to the beginning or end of a personal name to differentiate it from other personal names. For instance, if john.smith.name is already registered, an eligible registrant may opt to purchase john5.smith.name or john.smith5.name.

## **.NAME Domain Formats and Availability**

When you register a .NAME domain, you can register the .NAME domain alone or you can register a .NAME domain/email-forward bundle.

**Note:** You cannot upgrade from a domain alone to an email-forward bundle; in order to have email forwarding for a domain, you must purchase email forwarding and the domain registration at the same time, in the same order.

You can format .NAME domains according to one of the following examples:

- Firstname.Lastname.name (third-level)
- Lastname.Firstname.name (third-level)
- FirstnameLastname.name (second-level)
- LastnameFirstname.name (second-level)

### **.NAME second- and third-level name conflicts**

Second level registrations that are already in use by a third-level registration are not available. For example, the second level domain 'jsmith.name' cannot be registered if 'mark.jsmith.name' is already registered.

Third level registrations are available for domains that are already registered at the second level. For example, 'john.smith.name' can be registered even if 'smith.name' is taken (provided john.smith.name is available).

## **.NAME DNS Requirements**

In order to activate a .NAME domain, you must provide at least one functional nameserver; however, you may provide up to six nameservers per domain.

If a customer buys a second-level domain, for example, smith.name, the registry controls the DNS for smith.name and the customer controls any sub-domains through their name servers. Sub-domains on smith.name are not available for registration at the registry level.

If a customer buys john.smith.name, the registry controls the DNS for john.smith.name and the customer controls sub-domains on the fourth level through their name servers. The domain name smith.name is not in the DNS based on the TLD domain, and it isn't available for registration.

If a customer buys email forwarding for john@smith.name, the registry publishes the MX records for the shared second level smith.name so they can handle email for it.

**Note:** Any DNS nameservers that were previously registered with foreign registries through other registrars need to be registered with the .NAME

registry. In the **Domain Management** section of the RWI, click **Add Nameserver to All Foreign Registries**.

## **.NAME Email Forwarding**

Email forwarding is available for third-level .NAME registrations only. Email forwarding is not available for second-level .NAME domains.

Third-level .NAME registration with email forwarding cannot be transferred into OpenSRS with the forwarding functionality. Email forwarding can only be added at time of registration.

When you purchase a third level .NAME domain, you can also include an existing email address to which email sent to the .NAME domain will be forwarded.

The email address associated with a third-level domain is created based on the domain name. Depending on the domain name, the forwarding email address will be structured according to one of the following examples:

- `firstname@lastname.name` for a domain like `firstnamelastname.name`
- `lastname@firstname.name` for a domain like `lastnamefirstname.name`

**Note:** There is an additional cost for the email forwarding feature.

## **Registering a Third-Level .NAME Domain with Email Forwarding**

Follow the steps below to purchase a third-level .NAME domain with email forwarding. If you do not want email forwarding, use the **Place Order Manually** link in the RWI and order the domain as you would a gTLD domain.

To register a third-level .NAME domain and purchase email forwarding

1. From the RWI main page, click **Place Order Manually for .name 3rd level with forwarding email** in the **.NAME** section. The standard **Domain Registration Form** page opens.
2. Complete the form as you would for a gTLD registration order.  
**Note:** For .NAME real-time registrations, the phone number **MUST** be in the format: `+CCC.NNNNNNNNNNNNxEEEE`

C =the country dial code  
N=the twelve digits of the phone number  
E=the extension.

The x character is **ONLY** required if an extension is specified.

3. To purchase the Domain/Email bundle, scroll down the page to the **Email Forwarding Option** section, and enter an email address in the **Forwarding Email Address** field. Email sent to the .NAME email address will be forwarded to the email address submitted in this field.

Email Forwarding Option	
Forwarding Email Address	<input type="text" value="joesmith@gmail.com"/>
<i>Filling in this field with a valid email address will indicate to the system to create a domain/email bundle, which is an additional charge beyond the purchase of a .name domain alone.</i>	
<i>In order to take advantage of the .name e-mail product bundle, you must register your email forward at this time. There will be no upgrades available at a later date</i>	

**Note:** Once the order is processed, you cannot add or remove an email forward.

4. When done completing the form, click **Submit**.

## Registering Second- and Third Level .NAME Domains without Email Forwarding

Registration and management of second- and third-level .NAME domains, without the forwarding option, is done in the same way as for General TLDs (gTLDs). Please see "[General TLD Registrations](#)" for complete information on the registration and management of domains.

## .NAME Renewals

Except for the following points, renewal features for .NAME are the same as they are for .COM, .NET and .ORG.

- You can renew either the domain or the domain/email forward bundle, depending on what you purchased.
- Upon renewing a domain, you cannot upgrade to a domain/email forward bundle.
- Upon renewing a domain/email forward bundle, you cannot downgrade to a domain.

When a .NAME domain expires, it is held for 40 days after the expiry date. On the 40th day the name is deleted from the system. It then takes the .NAME registry 1 to 7 days to delete it from their system and make it available to the general public.

## .NAME Transfers and out-of-zone hosts

Any out-of-zone hosts attached to a .NAME domain must be registered before the domain is transferred. This policy applies to all .NAME transfers.

To ensure the nameservers have been added to the root registry

1. In the **Domain Management** section of the RWI, click **Add Nameserver to All Foreign Registries**.
2. From the **Add Nameserver to All Foreign Registries** page, enter the nameserver hostname, for example, ns1.example.com.

3. Click **Add Nameserver**.

The results are displayed at the top of the page, indicating if the addition was successful.

## **.NAME Manage Considerations**

.NAME names can be managed through <https://manage.opensrs.net>.

**Note:** Contact changes cannot be made while the domain is locked.

## **.PRO**

The .PRO domain is reserved for licensed business and service professionals. There are no residency requirements for .PRO domain names.

.PRO domain names must be at least eight characters long, including the ".PRO" characters.

The minimum registration period for .PRO domains is one year and the maximum is ten years.

To register a .PRO domain name, registrants must meet the following qualifications:

- Provide professional services.
- Admitted to or licensed by a government certification body or jurisdictional licensing entity recognized by a governmental body that regularly verifies the accuracy of its data.
- In good standing with the licensing authority.

The .PRO name registration form contains some additional fields that indicate the registrant's eligibility to own a .PRO name:

- **Profession Name**—The stated profession of the registrant. This field is mandatory.
- **Authority Name**—The name of the authority from which the registrant receives their professional credentials. This field is optional.
- **Authority Website**—The URL to an online resource for the authority, preferably, a member search directory. This field is optional.
- **License Number**—The license number of the registrant's credentials, if applicable. This field is optional.

**Note:** The PRO registry does not support extensions in phone and fax numbers. If you include an extension in the number, for example, +1.4165550123x1234, the string will be accepted, but the registry drops the extension part of the number and the resulting number becomes +1.4165550123.

## **.PRO name verification**

Each month, the .PRO registry randomly selects domain names to check for compliance with the registration eligibility requirements. Although Authority Name, Authority Website and License Number are all optional fields for registration, the registry may request this information if the name is selected for verification.

If the .PRO domain fails verification, the registry changes the status of the domain to ServerUpdateProhibited, and OpenSRS notifies the Reseller. The Reseller must contact the Registrant to collect valid, updated Professional Information and forward this to OpenSRS. The domain remains active for 14 days to allow the Registrant to submit updated or corrected data. If

successful verification does not occur within 14 days, the domain stops resolving until successful verification is complete.

Once the registry has verified the new Professional Information, they remove the ServerUpdateProhibited status, allowing the Registrant to update their domain information as necessary.

## **.PRO DNS requirements**

To register a .PRO domain, you do not need to provide nameservers; however, you can provide up to eight nameservers per domain.

**Note:** The .PRO registry does not currently support IPv6 addresses for nameservers.

## **.PRO renewals**

.PRO domains can be renewed prior to their expiry date for one to ten years.

The renewal process for .PRO domains is the same as for gTLDs.

## **.PRO transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

Note: Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .PRO domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfer Form for** page appears.
2. Complete the transfer form.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter the Owner Transfer Authorization Code. The Owner Transfer Authorization Code or 'AuthCode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.PRO Changes of Ownership**

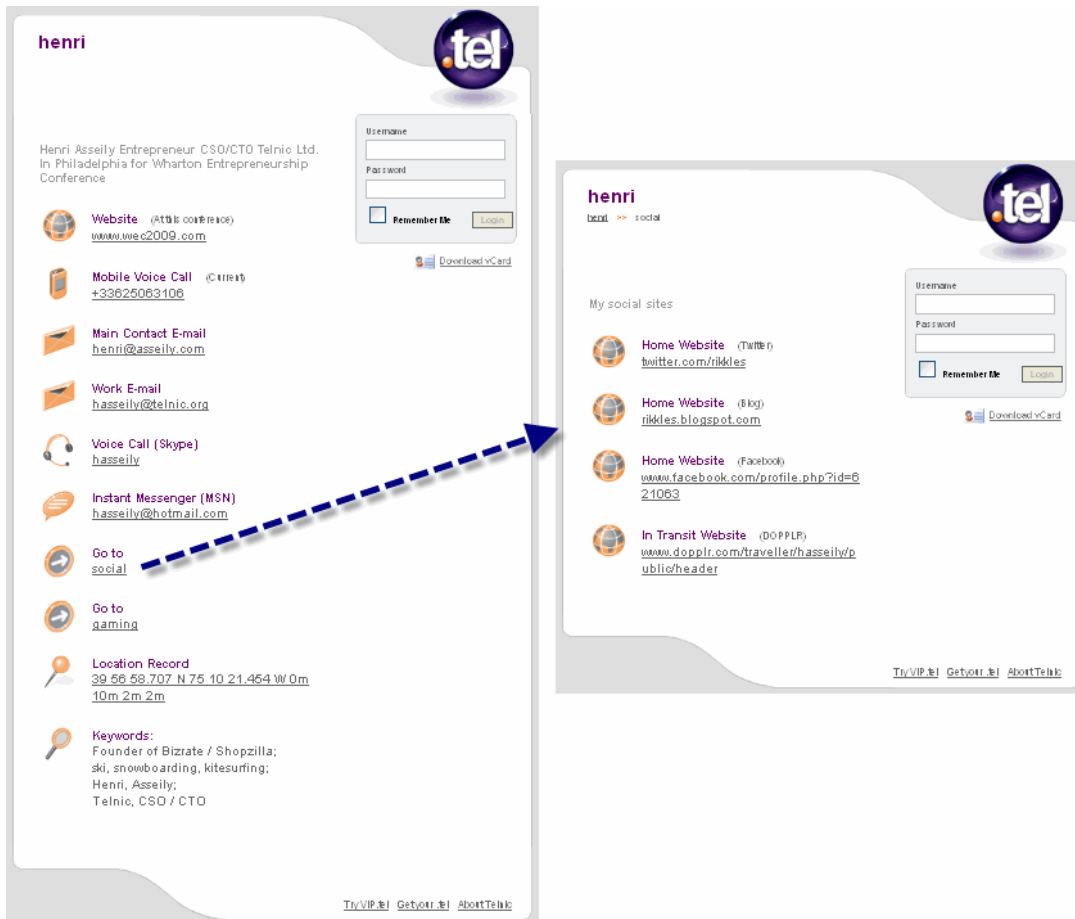
The change of ownership process for .PRO domains is the same as for gTLDs.

## .TEL

.TEL is a new type of gTLD domain that is regulated by the Telnic registry. Its purpose is to store all of the contact information for an individual or business, for example, email addresses, cellular phone numbers, website addresses, IM addresses, Twitter addresses, social networking sites such as Facebook, street addresses, and Google maps.

Registration of .TEL domains is done in the same way as it is for General TLDs (gTLDs). The minimum registration period for .TEL domains is one year and the maximum is ten years.

.TEL websites look similar to the following:



.TEL pages can be accessed by any device that is connected to the Internet, and visitors to a .TEL page can click on any of the displayed links, and a connection is established to the associated destination. In addition, you can specify whether your contacts are available to everyone or only to certain people.

**Important:** .TEL registrants can input the MX records, allowing them to set up .TEL branded email address such as you@yourname.tel or you@yourcompany.tel; however, .TEL email addresses require external hosting.

All of this information is stored directly in the DNS. This is different from other TLDs where the DNS simply maps domain names to IP addresses. All content for .TEL domains is hosted on Telnic's TelHosting platform, a hosted platform operated by the registry. This is where registrants go to manage their websites.

Initial usernames and passwords for the TelHosting system are sent to .TEL domain holders through the existing OpenSRS messaging system (any subsequent password changes are done directly via the TelHosting platform). Domain holders of completed registrations will automatically receive credentials as soon as the registration of a .TEL domain is completed.

The message template list in the RWI contains a section called **.TEL Messaging**, which contains a link to the message **.TEL Community Hosting Username and Password to End User**, so that you can review and edit the message that is sent to your customers.

.TEL domain names must adhere to the following guidelines:

- Can be a minimum of 2 and a maximum of 63 characters (not including the .tel extension).
- Can only contain letters, numbers, and hyphens.
- Can consist of numbers only; however, in this case, the maximum number of characters (including any combination of numbers and hyphens) is 7.
- Cannot begin or end with a hyphen.
- Cannot have hyphens as the 3rd and 4th characters.
- Two-character names cannot be country code top level domains (ccTLDs, such as uk.tel).

For more information, refer to the Telnic website: <http://www.telnic.org/tel-tutorial-overview.html>.

## Viewing Pending Orders

To view pending orders

1. In the **Order Management** section, under **View Orders**, click **View Pending Orders**.  
The **Pending Orders** page opens, listing any .TEL orders that are pending or that could not be submitted.
2. **To edit a pending order**, click the domain name in the **Domain Name** column. Make any change to the form, then click **Submit**.
3. **To cancel the order**, in the **Action** drop-down, select **Cancel Order**, and then click **Submit**.

## Deleting new registrations

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## .TEL Residency Requirements

There are no residency requirements for .TEL domains. Anyone is allowed to register and use .TEL domain names.

## .TEL DNS Requirements

Rather than using DNS to map domain names to IP addresses, .TEL stores the contact information on the DNS, using TXT records for keywords, LOC (Location) records for the location of the domain owner, and NAPTR (Naming Authority Pointer Record) records for all the contact data. The DNS servers are maintained by the registry.

## .TEL Telhosting Platform

### Registrant access to the Telhosting Platform

In order for registrants to access the TelHosting platform and modify their domain name, they are required to visit a registrar-sponsored address (Reseller-level management addresses are not available). The address <https://telhosting.opensrs.com> is available for this purpose.

### Supporting the Telhosting Platform

You are responsible for supporting your customers for .TEL domains and TelHosting. If you have any questions about the platform and how TelHosting works, please refer to the Telnic website at <http://www.telnic.org/tel-tutorial-overview.html>

## .TEL WHOIS Opt-Out

The .TEL registry allows individuals to opt-out of their WHOIS database so that none of their personal information is returned with a WHOIS query.

**Note:** Organizations cannot use the WHOIS opt-out feature. The WHOIS opt-out feature for .TEL domains is available from the MWI at <https://rr-n1-tor.opensrs.net/manage/>, on the **Domain Extras** page.

## **.TEL Renewals**

.TEL domains can be renewed prior to their expiry date for one to ten years.

We hold a .TEL domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which a 60 day lockdown period begins. After the 60 days, the registry makes the domain name available to the general public.

## **.TEL Transfers**

Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

### **Before you begin**

When a domain is transferred in from another registrar, **the related telhosting site and DNS details will be reset**. If the registrant wants to preserve the content of their .TEL domain, they should export their site from their TelHosting control panel before requesting the transfer. They will then have to import the content once the transfer completes.

To transfer a .TEL domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfer Form for <domainname>.tel** page appears.
2. Complete the Transfer Form.
3. Once the Transfer Form is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

When the transfer completes, the username and password for the TelHosting system is sent to the .TEL domain holder through the existing OpenSRS

messaging system (any subsequent password changes are done directly via the TelHosting platform).

## **.XXX**

.XXX is regulated by the ICM registry. It is available to those within the adult entertainment industry who are members of the Sponsored Community (SC), and only domains that are owned by members of the Sponsored Community will be allowed to resolve.

The minimum registration period for .XXX domains is one year and the maximum is ten years.

### **Sponsored Community**

The Sponsored Community includes individuals, business, entities, and organizations that provide online, sexually-oriented adult entertainment intended for consenting adults or for other community members, represent providers, or provide products or services to providers and representatives.

### **Reserved names**

There are certain names that are not available for registration. See <http://data.iana.org/TLD/tlds-alpha-by-domain.txt> for a list of reserved names. This list may be modified by ICANN from time to time

In addition, the following restrictions apply to .XXX domain names:

- Minimum length for the second level domain name is three characters.
- Maximum name length (excluding "http://www" and ".XXX") is 63 characters.
- The name can consist of letters, numbers, and hyphens.
- Hyphens cannot be used for the first or last character of the second level domain name. As well, hyphens (-) cannot be used as both the third and fourth character.
- Spaces and special characters (for example, !, \$, &) are not permitted.

### **General Availability**

General Availability (GA) for .XXX domain names begins December 6, 2011. At that time, registrations will be open to all members of the Sponsored Community on a first-come, first-served basis. If the registration is successful, the application fee includes a 1-year registration term.

Customers can register .XXX domain names and specify that they do not want them to resolve. If the registrant wants to change the name to a resolving name, they need be validated as members of the Sponsored Community and then modify the domain registration with the membership ID.

### Additional information

The registration form for .XXX domains contains a section called **Additional Information** that determines the way in which you want the domain to be handled.

Click to select the appropriate button and complete the associated fields if applicable.

- **This domain should not resolve**—Register the domain name but do not allow the domain to resolve.
- **Use Owner contact email below for membership communications**—Send all communications from the registry to the specified Owner contact.
- **Associate domain with an existing member ID**—Choose this option if the registrant is already a member of the Sponsored Community. Enter the Sponsored Community membership ID in the **Member ID** field;
- **Use a unique contact for membership communications (recommended for WHOIS Privacy)**—Send all communications from the registry to the specified email address. Complete the **Name** (specify **firstname lastname**) and **Email Address** fields.

From the **Action** drop-down list at the bottom of the registration form, choose **Save Order** and then click **Submit**.

If the **Member ID** field is not completed, the ICM registry emails the registrant with instructions on how to complete the Membership Application Process to verify that they are members of the Sponsored Community and eligible to own a resolving .XXX domain. Domain names will not resolve unless the applicant has completed the Membership Application Process.

**Note:** This email is not sent if you select **This domain should not resolve**.

### Deleting new registrations

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### .XXX DNS requirements

In order to activate a .XXX domain, you must provide at least two functional nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .XXX domain, or when activating the .XXX domain.

## **.XXX Renewals**

.XXX domains can be renewed prior to their expiry date for one to ten years.

We hold a .XXX domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry takes another one to seven days to delete the domain and make it available to the general public.

## **XXX Manage Considerations**

.XXX names can be managed through <https://manage.opensrs.net>.

## Country Code TLDs

The term ccTLD stands for Country Code Top Level Domain; it is a term used to differentiate country code name spaces such as .CA, .UK, .AU (Canada, United Kingdom, Australia) from gTLDs (generic top level domains) such as .COM, .NET, or .ORG. A complete listing of ccTLDs and their corresponding countries can be found at <http://www.iana.org/cctld/cctld-whois.htm>.

It is important to note that some ccTLDs are closed or chartered, meaning that there are restrictions placed on registering a domain in that space, while others are less restrictive and are open to everyone to register domains.

For a complete list of the available ccTLDs and their requirements, see the [gTLD and ccTLD Reference Chart](#).

## **.AT**

.AT is the TLD for Austria, and is regulated by the [nic.at registry](#). All .AT domains have a registration term of one year.

**Note:** Submissions for this TLD are processed during EST business hours. Please allow up to three business days for all orders to complete.

Management of .AT domains can be done at <https://rr-n1-tor.opensrs.net/xpackmanage/>

.AT domain names must adhere to these rules:

- Must be between 3 and 63 characters in length.
- Can include numbers (0 through 9), English language letters (A-Z), and a hyphen (-)
- Must contain at least one letter
- Cannot begin or end with a hyphen (-).
- Cannot use hyphen (-) as the third or fourth character.

**Note:** There is no refund when you cancel a .AT domain name.

### **Leap year considerations**

If you register a .AT domain on February 29, the expiry date is set to February 28.

### **.AT Residency Requirements**

.AT is an open registry; you do not have to be an Austrian resident or business operator to register a .AT domain.

### **.AT DNS Requirements**

To register a .AT domain, you do not need to provide a functional nameserver.

### **.AT Renewals**

.AT domains must be renewed at least 28 days prior to their expiry date. Please allow up to three business days for the renewal order to complete.

If no renewal order is received by that date, the domain is deleted from OpenSRS and removed from OpenSRS management. At that point, the Registrant becomes solely responsible for the name. The name is NOT deleted at the registry; only a Registrant can delete a .AT name through the registry, and must sign a cancellation waiver in order to do so. .AT domains are auto-renewed at the registry by default; therefore, if the Registrant does not delete the name, they will be responsible for paying the renewal charge to the registry.

An expired .AT name can be restored into OpenSRS management by submitting a registrar transfer order. It will be processed as a regular .AT registrar transfer. For more information, see "[.AT Transfers](#)".

## **.AT Transfers and Changes of Ownership**

NIC.AT is the registry that oversees all .AT transfers and changes of ownership.

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade) transfers ownership of a domain name from one registrant to another.

### **.AT Transfers**

To initiate a transfer, the registrant contacts the new Registrar and notifies them that they want to transfer their domain. The Registrar then initiates the transfer request through the RWI.

To transfer a .AT domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.at** page appears.
2. Complete the **Transfer Form**.  
You can complete the **Retrieve Order Information** section and click **Retrieve Data** to autopopulate the fields.
3. Click **Submit**.
4. The registry (NIC.at) sends an email to the registrant requesting confirmation of the transfer. If the email is not received, or if the current listed email address for the registrant is no longer valid, the registrant can complete the .at transfer form found at <http://opensrs.com/site/resources/agreements/domain-policies> and email it to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

OpenSRS processes the request and notification is sent once the transfer is complete. Please allow up to three business days for the transfer to complete.

### **.AT Changes of Ownership**

There is no charge for registrant to registrant transfers, and the registration term does not change.

To change ownership of a .AT domain

1. Log in to the **Manage Web Interface** and enter the new owner's information in the **Manage Profile** section. For more information on the Manage Web Interface, see [The Manage Web Interface \(the MWI\)](#).

## IDN (Internationalized Domain Name) Registrations

The registry sends an email to the current owner requesting confirmation of the transfer.

2. **Optionally**, complete the **.AT Change of Owner** form, which can be found at <http://opensrs.com/site/resources/agreements/domain-policies> and fax the form to the NIC.at registry. The fax number is displayed at the top of the form.

### **.AT Cancellations**

To cancel a .AT registration, you need to submit a request to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com). When the request is processed, the registrant receives a confirmation email from NIC.AT that they must respond to in order to complete the cancellation.

**Alternatively**, you can submit the .AT Cancellation form, which can be found at <http://opensrs.com/site/resources/agreements/domain-policies>. This form must be signed by the registrant and can be submitted by email to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

If the registrant is an organization, a company stamp must be affixed to the form in the area labeled **Company Chop**.

**Important:** There is no refund when you cancel .AT name. The cancellation must be processed at least 28 days prior to expiry, otherwise the domain will be auto-renewed by the registry.

## .AU

.AU is the country code TLD for Australia and is regulated by auDA, the Australian Domain Name Administrator.

OpenSRS offers domain name registrations for these second level domains:

- .ASN.AU—For incorporated associations, political parties, trade unions, sporting and special interest clubs.
- .COM.AU—For commercial entities, such as companies and businesses.
- .NET.AU—For commercial entities, such as companies and businesses.
- .ID.AU—For individuals who are Australian citizens or residents.
- .ORG.AU—For charities and non-profit organizations.

The following restrictions apply to .AU domain names:

- Must be at least 2 characters long.
- Can contain only letters (a-z), numbers (0-9) and hyphens (-).
- Must start and end with a number or a letter, not a hyphen.
- Must not contain hyphens in the third and fourth position.

For information about reserved and blocked names, see <http://www.auda.org.au/>.

The registration period for .AU domains is two years.

Once the domain name is registered, the registrar sends a PDF to the registrant confirming that they are now the owner of the domain name. At that time, the registrar also sends the Authcode to the registrant. Both of these communications are required by the auDA registry and will be sent directly to the registrant from OpenSRS.

**Important:** The auDA registry requires you, the Reseller, to indicate somewhere on your website that you are an OpenSRS Reseller.

### **Additional Registry Requirements**

auDA, the registry operator for .AU, requires all Registrars and Resellers of .AU domains to comply with the following:

- Reseller must identify themselves as a reseller of .AU domain names during the purchase process.
- Registrars must send Registrants the domains' authorization code upon registration, as well as a certificate of registration. Both of these items are sent to the registrant by OpenSRS upon registration. The Reseller that facilitated the transaction is listed in both of these notifications.

## **Deleting new registrations**

A refund may be issued for new domain registrations if the domain is deleted within three days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.AU Residency Requirements**

Registrants must meet the following requirements to register a second level .AU domain name:

### **.ASN.AU**

Domain names must be an exact match, abbreviation, or acronym of the Registrant's name or otherwise closely and substantially connected to the Registrant.

To register a .ASN.AU domain name, Registrants must be one of the following:

- An association incorporated in any Australian State or Territory.
- A political party registered with the Australian Electoral Commission.
- A trade union or other organization registered under the Workplace Relations Act 1996.
- A sporting or special interest club operating in Australia.
- A charity operating in Australia, as defined in the registrant's constitution or other documents of incorporation.
- A non-profit organization operating in Australia, as defined in the registrant's constitution or other documents of incorporation.

### **.COM.AU**

Domain names must be an exact match, abbreviation, or acronym of the Registrant's name or trademark, or otherwise closely and substantially connected to the Registrant.

To register a .COM.AU domain name, registrants must be one of the following:

- An Australian registered company.
- Trading under a registered business name in any Australian State or Territory.
- An Australian partnership or sole trader.
- A foreign company licensed to trade in Australia.
- The owner of an Australian Registered Trademark.
- An applicant for an Australian Registered Trademark.

## IDN (Internationalized Domain Name) Registrations

- An association incorporated in any Australian State or Territory.
- An Australian commercial statutory body.

### **.ID.AU**

Domain names must be an exact match, abbreviation, or acronym of the Registrant's personal name or otherwise closely and substantially connected to the Registrant. The name must include or be derived from one or more words of the Registrant's name or the name by which the Registrant is commonly known (nickname).

To register a .ID.AU domain name, registrants must be an Australian citizen or an Australian resident.

### **.NET.AU**

Domain names must be an exact match, abbreviation, or acronym of the Registrant's name or otherwise closely and substantially connected to the Registrant.

To register a .NET.AU domain name, registrants must be one of the following:

- An Australian registered company.
- Trading under a registered business name in any Australian State or Territory.
- An Australian partnership or sole trader.
- A foreign company licensed to trade in Australia.
- The owner of an Australian Registered Trademark.
- An applicant for an Australian Registered Trademark.
- An association incorporated in any Australian State or Territory.
- An Australian commercial statutory body.

### **.ORG.AU**

Domain names must be an exact match, abbreviation, or acronym of the Registrant's name or otherwise closely and substantially connected to the Registrant.

To register a .ORG.AU domain name, registrants must belong to one of the following:

- An association incorporated in any Australian State or Territory.
- A political party registered with the Australian Electoral Commission.
- A trade union or other organization registered under the Workplace Relations Act 1996.
- A sporting or special interest club operating in Australia.
- A charity operating in Australia, as defined in the registrant's constitution or other documents of incorporation.

## IDN (Internationalized Domain Name) Registrations

- A non-profit organization operating in Australia, as defined in the registrant’s constitution or other documents of incorporation.

### .AU Registration Considerations

Prospective Registrants of a .AU domain name must meet specific requirements to register a domain name in each of the available second level .AU domains. Consequently, when registering a .AU domain, registrants must complete some additional fields on the **New Domain Registration Form**.

Additional Domain Information	
<b>Registrant Name</b>	<input type="text"/> The legal entity such as a company, incorporated association, government agency or individual person. It cannot be a registered business name or trademark.
<b>[optional] Registrant ID</b>	<input type="text"/> ACN <input type="button" value="v"/> The identifier of the registrant (e.g. the business or trade license number).
<b>Eligibility Type</b>	Other <input type="button" value="v"/> The reason the registrant is eligible for the domain name. If the registrant is using their company name to register the domain, then their Eligibility Type is Company. But if they are using their Registered Business Name to register the domain, then their Eligibility Type is Registered Business, even if they are also a company.
<b>[optional] Eligibility Name</b>	<input type="text"/> The name on the eligibility ID document. Enter the name of the registrant eligible to register the domain.
<b>[optional] Eligibility ID</b>	<input type="text"/> ACN <input type="button" value="v"/> The identifier of the eligibility document. Only use if it differs from the registrant's own corresponding ID such as when the registrant is using a registered business name or trademark to make themselves eligible for the domain name.

Field	Description
Registrant Name	Enter the legal name for the business or individual. May be a company, incorporated association, government agency or individual person, but cannot be a registered business name or trademark.
Registrant ID	Enter the registrant identifier (for example, the business or trade license number). From the drop-down list, choose the identifier type. The options are: <ul style="list-style-type: none"> <li>▪ <b>ACN</b>—Australian Company Number</li> <li>▪ <b>ABN</b>—Australian Business Number</li> <li>▪ <b>OTHER</b></li> </ul> <b>Note:</b> If you choose <b>ACN</b> or <b>ABN</b> from the drop-down list, you must enter a value in the <b>Registrant ID</b> text field; if you choose <b>OTHER</b> , the text field is optional.

## IDN (Internationalized Domain Name) Registrations

Field	Description
Eligibility Type	<p>From the drop-down list, choose the reason that the registrant is eligible for the domain name. For example, if the registrant is using their company name to register the domain, then their <b>Eligibility Type</b> is <b>Company</b>. If they are using their Registered Business Name to register the domain, then their <b>Eligibility Type</b> is <b>Registered Business</b>, even if they are also a company.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>▪ <b>Charity</b></li> <li>▪ <b>Child Care Centre</b></li> <li>▪ <b>Citizen/Resident</b></li> <li>▪ <b>Club</b></li> <li>▪ <b>Commercial Statutory Body</b></li> <li>▪ <b>Company</b></li> <li>▪ <b>Government School</b></li> <li>▪ <b>Higher Education Institution</b></li> <li>▪ <b>Incorporated Association</b></li> <li>▪ <b>Industry Body</b></li> <li>▪ <b>National Body</b></li> <li>▪ <b>Non-Government School</b></li> <li>▪ <b>Non-profit Organisation</b></li> <li>▪ <b>Other</b></li> <li>▪ <b>Partnership</b></li> <li>▪ <b>Pending TM Owner</b></li> <li>▪ <b>Political Party</b></li> <li>▪ <b>Pre-school</b></li> <li>▪ <b>Registered Business</b></li> <li>▪ <b>Religious/Church Group</b></li> <li>▪ <b>Research Organisation</b></li> <li>▪ <b>Sole Trader</b></li> <li>▪ <b>Trade Union</b></li> <li>▪ <b>Trademark Owner</b></li> </ul>
Eligibility Name	Enter the name that appears on the eligibility ID document.

Field	Description
Eligibility ID	<p>Enter the identifier of the eligibility document if it differs from the registrant's own corresponding ID, for example, when the registrant is using a registered business name or trademark to make themselves eligible for the domain name.</p> <p>From the drop-down list, choose the identifier type. The options are:</p> <ul style="list-style-type: none"> <li>▪ <b>ACN</b>—Australian Company Number</li> <li>▪ <b>ABN</b>—Australian Business Number</li> <li>▪ <b>VIC BN</b>—Victoria Business Number</li> <li>▪ <b>NSW BN</b>—New South Wales Business Number</li> <li>▪ <b>SA BN</b>—South Australia Business Number</li> <li>▪ <b>NT BN</b>—Northern Territory Business Number</li> <li>▪ <b>WA BN</b>—Western Australia Business Number</li> <li>▪ <b>TAS BN</b>—Tasmania Business Number</li> <li>▪ <b>ACT BN</b>—Australian Capital Territory Business Number</li> <li>▪ <b>QLD BN</b>—Queensland Business Number</li> <li>▪ <b>TM</b>—Trademark</li> <li>▪ <b>OTHER</b></li> </ul>

## .AU DNS Requirements

In order to activate a .AU domain, it is not necessary to provide a functional nameserver; however, you may provide up to six nameservers per domain.

## .AU Renewals

Domain names may be renewed up to 90 days before the expiry date and up to 30 days after the expiry date.

**Note:** There is a three day grace period following the renewal, during which the renewal can be cancelled, and the renewal fee will be refunded.

If the domain name is not renewed by the expiry date, the status of the name becomes **Expired Hold**. The domain name is removed from the DNS, and the domain name cannot be updated; however, it can be renewed or transferred to another registrar.

If the domain name is not renewed within 30 days after the expiry date, the status changes to **Expired Pending Purge**, and the domain name cannot be updated, renewed, or transferred to another registrar. The domain name is then purged from the registry during the next purge cycle.

## **.AU Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

If the domain's expiry date is less than 60 days from the date of the transfer, the domain is automatically renewed when it is transferred in, and the new expiry date is one year from the original expiry date.

To transfer a domain name to OpenSRS

1. In the **Domain Search** section, enter the domain name in the text field, and then click **Transfer In**.  
The **Transfers for <domainname>.au** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the **Owner Confirmation Email** address specified on the transfer form, and they have two days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain. If the transfer request is not approved within the two day period, the registry declines the transfer request.

## **.AU Changes of Ownership**

To change the ownership of a .AU domain

1. Complete and sign both of the .AU change of ownership documents - **Current Owner** and **New Owner** - found on the [OpenSRS Domain Policies](#) page.
2. Submit the forms by email to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

## **.BE**

.BE is the TLD for Belgium, and is regulated by [DNS.BE](#).

Registration and management of .BE domains is done through OpenSRS in the same way as it is for General TLDs (gTLDs). Please see "[General TLD Registrations](#)" for complete information on the registration and management of domains.

All .BE domains have a registration term of one year.

**Note:** There is no refund when you cancel a .BE domain name.

### **Leap year considerations**

If you register a .BE domain on February 29, the expiry date is set to February 28.

### **.BE Contact Information**

Unlike gTLDs, two contacts are required to register a .BE domain: Owner and Tech.

### **.BE Residency Requirements**

.BE is an open registry; you do not have to be a Belgian resident or business operator to register a .BE domain.

### **.BE DNS Requirements**

In order to activate a .BE domain, it is not necessary to provide a functional nameserver; however, you may provide up to six nameservers per domain.

### **.BE Renewals and Registration Term**

All .BE domains have a registration term of one year, and may only be renewed for one year terms, one year at a time.

There is no renewal grace period for .BE domains, so it is important to ensure that domains are renewed prior to their expiry dates. Sixty days prior to the expiry date, a scheduled deletion request is submitted to the registry. If the domain is renewed during that sixty day period, the deletion request is removed and the domain is renewed at the registry at the end of the month in which it would have expired.

If a domain name is not renewed by its expiry date, it continues to work until the end of the expiry month, after which time it goes into quarantine where it is held for 40 days. During that 40 day period, it can be retrieved (reactivated) by the owner; however, the cost to reactivate a domain that is in quarantine is higher than the standard renewal rate. After the 40 day quarantine period, if the domain has not been reactivated, it is made available to the public.

Domains that have been deleted from OpenSRS and that are in quarantine at the registry can be recovered by using the **Domain Redemption** form in the RWI. When you reactivate a domain that has been in quarantine, the new expiry date is one year from the date on which it is reactivated.

**Note:** In order to transfer in a .BE domain name that is in quarantine at another registrar, contact Support at [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

### **.BE Transfers and Changes of Ownership**

DNS.BE oversees all .BE transfers and changes of ownership.

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade) transfers ownership of a domain name from one registrant to another. The current owner of the domain contacts their Reseller/Registrar, and the Reseller enters the new information.

### **.BE Transfers**

To transfer a .BE domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.be** page appears.
2. Complete the **Transfer Form**.  
You can complete the **Retrieve Order Information** section and click **Retrieve Data** to autopopulate the fields.  
Be sure to enter the domain owner's email address in the **Owner Confirmation Email** field.  
**Note:** You must specify at least one nameserver.
3. Click **Submit**.

When the transfer request is submitted, OpenSRS sends an email to the registrant asking them to confirm the transfer. When confirming the transfer, the registrant must supply the domain's Authcode. If the domain owner does not have an Authcode, you can use the **Request BE Domain Authcode** link on the main page of the RWI to send an Authcode to the domain owner. If confirmation is not received within 5 days of the request, the transfer is cancelled. Once the registrant approves the request the transfer completes.

When the transfer process is complete, a new 12 month term starts from the date of the transfer, and a charge is applied that is equal to the cost of a one year registration.

**Note:** If you want to transfer a domain to OpenSRS that is currently in quarantine, please submit the request through the RWI like a regular transfer, but also follow up with an email to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com). Be sure to include the domain name in the Subject line, and in the body of the

email, state that you have submitted a transfer order for this name and that it is to be a TRANSFER-FROM-QUARANTINE. Once initiated, the transfer still needs to be confirmed by the registrant. The charge that is applied is for re-activating a quarantined name rather than a standard transfer fee.

### **.BE Changes of Ownership**

To initiate a change of ownership, the current owner of the domain contacts their Reseller/Registrar and notifies them that they want to change the ownership information for their domain. The Reseller then initiates the request.

To change ownership of a domain

1. In the **Change Owner/Registrant** section of the RWI, click **Submit .BE ownership change**.  
The **.BE Ownership Change** page appears.
2. Enter the list of .BE domains for which you want to change ownership.  
**Important:** For each domain, be sure to include the Authcode. If the domain owner does not have an Authcode, you can use the **Request BE Domain Authcode** link on the main page of the RWI to send an Authcode to the domain owner.
3. Complete the fields in the **Owner Contact** section, and click **Submit**.

When the change of ownership request is submitted, an email is sent to the new and previous owners asking for confirmation of the change in ownership. To confirm the change in ownership, they can reply to the emails or they can send confirmation faxes. The faxes must be on their company letterhead, and sent to +32 2 401 27 52. If confirmation is not received within 14 days, the change in ownership does not proceed.

Once the confirmation is received, the trade is executed immediately. A new 12 month term starts for the domain name and a charge is applied that is equal to the cost of a one year registration.

## **.BZ**

.BZ is the TLD for Belize, and is regulated by the Afilias registry.

Registration of .BZ domains is done in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for information on the registration and management of domains.

There are certain names that are not available for registration. Consistent with ICANN procedures, all one and two-character country codes are reserved from registration. In addition, the following restrictions apply to .BZ domain names:

- Domain names may include only letters, numbers, or hyphen ("-").
- Domain names cannot begin or end with a hyphen.
- Domain names cannot have more than 63 characters, not including extensions.
- Minimum length of a second or third level domain name is 3 characters, not including extensions.

The minimum registration period for .BZ domains is one year and the maximum is ten years.

### **Leap year considerations**

If you register a .BZ domain on February 29 for 1 to 3 or 5 years, the expiry date is set to February 28; if you register the domain for 4 years, it expires on February 29.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **.BZ Residency Requirements**

.BZ is an open registry; you do not have to be a resident or business operator in Belize to register a .BZ domain.

### **.BZ DNS Requirements**

To register a .BZ domain, you must have at least two configured and working nameservers.

## **.BZ Renewals**

A .BZ domain name can be renewed for a period of 1-9 years.

We hold a .BZ domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry deletes the domain and makes it available to the general public.

## **.BZ Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .BZ domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.bz** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.BZ Changes of Ownership**

The change of ownership process for .BZ domains is the same as for [gTLDs](#).

## **.CA**

CA is the country code TLD for Canada and is regulated by the Canadian Internet Registration Authority (CIRA).

Registration and management of .CA domains is done through OpenSRS in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for information on the registration and management of domains.

Domains cannot be transferred from one registrar to another during the first 60 days following the domain registration or during the 60 days following a transfer. The .CA registry locks the domain for 60 days following changes to the owner contact or the CPR legal type. During that 60 day period, you cannot transfer the domain or make any contact changes, though you can make changes to the DNS.

**Important:** You are required to display the CIRA Registrant Agreement, in full, and to ensure that the registrant agrees to the conditions of the agreement before you accept an order for a .CA domain name. Furthermore, you must ensure that the registrant scrolls through the entire agreement prior to accepting the terms of the agreement. The CIRA Registrant Agreement is available at <http://www.cira.ca/policies/>.

The minimum registration period for .CA domains is one year and the maximum is ten years.

**Note:** CIRA no longer allows the registration of third and fourth level domains; however, they will continue to support any third and fourth level domains that already exist.

### **Leap year considerations**

If you register a .CA domain on February 29, the expiry date is set to February 28

### **Deleting new registrations**

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **.CA Residency Requirements**

Anyone who wants to register a .CA domain name must meet certain Canadian Presence Requirements (CPR). When registering .CA domain names, registrants must complete the following additional fields in the

**Registrant Contact Information** section of the **New Domain Registration Form**:

**Language**—From the drop-down list, choose the preferred language: **English** or **French**.

**CPR Category**—From the drop-down list, choose the most appropriate Canadian Presence Requirement (CPR) category for the registrant.

## **Canadian Presence Requirements (CPR)**

In order to satisfy the Canadian Presence requirement, the registrant must fall into one of the following categories:

**Aboriginal Peoples (individuals or groups) indigenous to Canada**—Any Inuit, First Nation, Metis or other people indigenous to Canada, any individual belonging to any Inuit, First Nation, Metis or other people indigenous to Canada and any collectivity of such Aboriginal peoples.

**Canadian Educational Institution**—Any of the following: (i) a university or college which is located in Canada and which is authorized or recognized as a university or college under an Act of the legislature of a province or territory of Canada; (ii) a college, post-secondary school, vocational school, secondary school, pre-school or other school or educational institution which is located in Canada and which is recognized by the educational authorities of a province or territory of Canada or licensed under or maintained by an Act of Parliament of Canada or of the legislature of a province or territory of Canada.

**Canadian Hospital**—A hospital which is located in Canada and which is licensed, authorized or approved to operate as a hospital under an Act of the legislature of a province or territory of Canada.

**Canadian Library, Archive or Museum**—An institution, whether or not incorporated, that (i) is located in Canada and (ii) is not established or conducted for profit or does not form part of, or is not administered or directly or indirectly controlled by, a body that is established or conducted for profit, in which is held and maintained a collection of documents and other materials that is open to the public or to researchers.

**Canadian Political Party**—A political party registered under a relevant electoral law of Canada or any province or territory of Canada.

**Canadian Trade Union**—A trade union which is recognized by a labour board under the laws of Canada or any province or territory of Canada and which has its head office in Canada.

**Canadian Unincorporated Association**—An unincorporated organization, association or club:

- At least 80% of whose members: (A) are ordinarily resident in Canada (if such members are individuals); or (B) meet one of the conditions

set out in paragraphs (a) to (f) above (if such members are not individuals); and

- At least 80% of whose directors, officers, employees, managers, administrators or other representatives are ordinarily resident in Canada

**Canadian citizen**—A Canadian citizen of the age of majority under the laws of the province or territory in Canada in which he or she resides or last resided.

**Corporation (Canada or Canadian province or territory)**—A corporation under the laws of Canada or any province or territory of Canada.

**Government or government entity in Canada**—A province or a territory; an agent of Her Majesty the Queen in right of Canada, of a province or of a territory; a federal, provincial or territorial Crown corporation, government agency or government entity; and a regional, municipal or local area government.

**Her Majesty the Queen**—Her Majesty the Queen in right of Canada

**Indian Band recognized by the Indian Act of Canada**—Any Indian band as defined in the *Indian Act*, R.S.C. 1985, c. I-5, as amended from time to time, and any group of Indian bands.

**Legal Representative of a Canadian Citizen or Permanent Resident**—An executor, administrator or other legal representative of a Canadian citizen or a permanent resident.

**Official mark registered in Canada**—A Person which does not meet any of the foregoing conditions, but which is a Person intended to be protected by Subsection 9(1) of the *Trade-Marks Act* (Canada) at whose request the Registrar of Trade-marks has published notice of adoption of any badge, crest, emblem, official mark or other mark pursuant to Subsection 9(1), but in this case such permission is limited to an application to register a .ca domain name consisting of or including the exact word component of such badge, crest, emblem, official mark or other mark in respect of which such Person requested publications.

**Partnership Registered in Canada**—A partnership, more than 66 2/3 % of whose partners meet one of the conditions set out in paragraphs (a) to (e) above, which is registered as a partnership under the laws of any province or territory of Canada.

**Permanent Resident of Canada**—A permanent resident as defined in the *Immigration Act* (Canada) who is ordinarily resident in Canada (as defined below) and of the age of majority under the laws of the province or territory in Canada in which he or she resides or last resided.

**Trade-mark registered in Canada (by a non-Canadian owner)**—A Person which does not meet any of the foregoing conditions, but which is the owner of a trade-mark which is the subject of a registration under the *Trade-marks Act* (Canada), but in this case such permission is limited to an

application to register a .ca domain name consisting of or including the exact word component of that registered trade-mark

**Trust established in Canada**—A trust established and subsisting under the laws of a province or territory of Canada, more than 66 2/3 % of whose trustees meet one of the conditions set out in paragraphs (a) to (d) above.

**Important:** If you make any changes to the owner contact or the CPR legal type, the .CA registry locks the domain for 60 days. During that 60 day period, you cannot transfer the domain or make any contact changes, though you can make changes to the DNS.

### **.CA DNS requirements**

In order to activate a .CA domain, it is not necessary to provide a functional nameserver; however, if you do submit nameservers, you must specify between two and six.

### **WHOIS Privacy for .CA domains**

CIRA limits the personal information of .CA Registrants that is available to the public via the WHOIS lookup service. By default, the .CA public WHOIS does not provide personal information for individual domain name registrants; however, registrants may disable WHOIS Privacy through the MWI if they choose to do so.

Interested third parties can contact the registrant by using a contact form available on CIRA's website (similar to other WHOIS privacy services).

Registrant information for domains registered to corporations continues to be provided. Corporations and organizations can request similar WHOIS protection in special circumstances, but this feature is disabled by default.

The current authoritative WHOIS server for .CA domains is:

<http://www.cira.ca/en/home.html>

### **.CA Renewals**

A .CA domain name can be renewed for a period of 1-10 years.

Reminder emails are sent to the registrant and the Reseller 90, 60, 30, and 0 days before the domains expire. .CA renewal management is an extension of the gTLD renewal management features. If, for example, your renewal messaging is enabled for .COM/.NET/.ORG, the same messages are used for .CA names.

We hold a .CA domain for 40 days after the expiry date (Renewal Grace Period). On the 40th day the domain enters into the Redemption Grace Period which lasts for 30 days. During the Renewal and Redemption Grace periods, the domain can be restored by completing the **Redemption Request Form**, which is accessed by clicking **Domain Redemption** in the **Domain Management** section of the RWI.

After the Redemption Grace Period, the registry deletes the domain and makes it available to the general public.

### **.CA Transfers**

**Important:** Domains cannot be transferred from one registrar to another during the first 60 days following the domain registration or during the 60 days following a transfer. The .CA registry locks the domain for 60 days following changes to the owner contact or the CPR legal type. During that 60 day period, you cannot transfer the domain or make any contact changes, though you can make changes to the DNS.

Registrar transfers for .CA domains are done in the same way as transfers for .COM domains.

To transfer .CA names from other Registrars to OpenSRS via the Reseller Web Interface, use the **Transfer a domain** field in the **Order Management** section. The name is immediately transferred to OpenSRS and one year is added to the registration. The new expiration date is one year from the original expiration date.

**Note:** Domains cannot be transferred from one registrar to another during the first 60 days following the registration or within 60 days following a transfer.

### **Changes of Ownership**

The change of ownership process for .CA domains is the same as for gTLDs.

## **.CC**

.CC is the country code TLD for the Cocos Islands. The Cocos Islands have made their name space available to any interested registrants, regardless of residency.

The following restrictions apply to .CC domain names:

- Maximum name length is 63 characters excluding the dot.
- Domain name must not start with a dash or a dot, and must not start with the sequence alphanumeric\_alphanumeric\_dash\_dash. (**Note:** This format is only allowed when it is an International Domain Name which has the PUNYCODE prefix of "XN- - ")
- The last character must be a digit or a letter; it cannot be a dash.

Registration and management of .CC domains is done in the same way as it is for General TLDs (gTLDs). Please see "[General TLD Registrations](#)" for complete information on the registration and management of domains.

.CC domains can be registered for a minimum of one year to a maximum of ten years.

### **Leap year considerations**

If you register a .CC domain on February 29, the expiry date is set to February 28.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **.CC Residency Requirements**

.CC is an open registry; you do not have to be a Cocos Islands resident or business operator to register a .CC domain.

### **.CC DNS Requirements**

In order to activate a .CC domain, you must provide at least two functional nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .CC domain, or when activating the .CC domain.

The domain name and nameserver details are transferred to the zone file within 24 hours, after which time the domain name will become active.

**Note:** An Authcode will be issued for .CC domains, and once issued, the Authcode is required to process any changes (for example, transfers) to that domain.

### **.CC Renewals**

We hold a .CC domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry takes another 1 to 7 days to delete the domain and make it available to the general public.

### **.CC Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

The following restrictions apply to transfers:

- A domain name cannot be transferred within the first 60 days after it is created or within 60 days of a previous transfer.
- If the domain is transferred to another registrar during the 45 day auto-renew grace period, the losing registrar is refunded for the auto-renewal and the year is removed from the domain name term. The gaining registrar is charged for the transfer and the expiration date is extended one year from the original expiration date.

To transfer a .CC domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
*The Transfers for <domainname>.cc* page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.CC Changes of Ownership**

The change of ownership process for .CC domains is the same as for [gTLDs](#).

## **.CH**

.CH is the TLD for Switzerland, and is regulated by the [SWITCH registry](#). All .CH domains have a registration term of one year.

Submissions for this TLD are processed during EST business hours. Please allow up to three business days for all orders to complete.

**Note:** There is no refund when you cancel a .CH domain name.

All modifications to the domain (DNS, contact changes, etc.) must be confirmed by the registrant, either by replying to a confirmation email from the registry or by sending a fax on company letterhead.

Management of .CH domains can be done at:  
<https://rr-n1-tor.opensrs.net/xpackmanage/>

### **Leap year considerations**

If you register a .CH domain on February 29, the expiry date is set to February 28.

### **.CH Residency Requirements**

.CH is an open registry; you do not have to be a Swiss resident or business operator to register a .CH domain.

### **.CH DNS Requirements**

In order to activate a .CH domain, you must provide at least two nameservers; however, you may provide up to six nameservers per domain. There are no specific zone requirements, and nameservers can be provided either when registering the .CH domain, or when activating the .CH domain. The domain name and nameserver details are transferred to the zone file within 24 hours, after which time the domain name becomes active.

**Note:** Any modifications to the DNS must be confirmed by the registrant. The registry sends an email that must be responded to in order for the modification to be completed.

### **.CH Renewals**

If not set to auto-renew, .CH domains must be renewed at least one day prior to the expiry date. If not renewed by one day prior to the expiry date, the domain is removed from OpenSRS.

After the domain expires, you have two weeks in which to restore the name. To restore an expired .CH name, the registrant must submit a signed request printed on the registrant's letterhead.

## **.CH Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

To transfer a .CH domain to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.ch** page appears.
2. Complete the **Transfer Form**.
3. Click **Submit**.
4. Display the transfer order, enter the Authorization Code for the domain in the **Notes** section, and save your change.  
The registrant can obtain the Authorization Code or 'Authcode' from the SWITCH registry or the SWITCH partner through which the domain is registered.

When the transfer process is complete, one year is added to the registration term.

Please allow up to three business days for the transfer to complete.

If you need the Authcode for a .CH domain that is registered with OpenSRS, email [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

## **.CH Changes of Ownership**

The change of ownership process for .CH domains is the same as for [gTLDs](#).

## **.CN**

.CN is the country code TLD for China.

**Important:** CNNIC has announced an indefinite suspension of all .CN registrations from overseas Registrars, including our registration provider Neustar. This change is in effect as of January 6, 2010. As a result of this action by CNNIC, we have no choice but to suspend new .CN registrations through OpenSRS. Until further notice, .CN domains that are currently registered through Tucows can be renewed and transferred; however, new orders will not be accepted for .CN domain names.

### **.CN Deletions**

.CN domains are deleted at the expiry date; there is no redemption grace period for .CN domains.

### **.CN Manage Considerations**

.CN names can be managed through <https://manage.opensrs.net>. Registrants can obtain the Authcode for .CN domains via the Manage Web Interface.

## **.CO**

.CO is the country code TLD for Colombia. Colombia has made their name space available to any interested registrants, regardless of residency.

In addition to second level .CO names, OpenSRS offers domain name registrations for the following third level domains: .COM.CO, .NET.CO, and .NOM.CO.

.CO domains can be registered for 1 to 5 years.

The following restrictions apply to .CO domain names:

- The name may contain only letters, numbers or hyphens. A hyphen may not begin or end a name, nor have two or more consecutive hyphens, in the 3rd and 4th positions. No other special characters are permitted.
- The name must be at least 3 characters and no more than 63 characters, not including the TLD (or the second level domain)
- Contains at least one letter ("a" to "z" or "A" to "Z") in standard US ASCII script;
- Does not begin or end with a hyphen ("-");
- Does not contain a hyphen ("-") in the 3rd and 4th positions; and
- Does not consist purely of digits

Spanish IDNs are allowed, so you can include the following characters: á, é, í, ó, ú, ñ, ü.

### **Reserved names**

There are certain names that are not available for registration. A complete list of reserved names can be found at:

<http://www.cointernet.co/sites/default/files/documents/Restricted%20Domain%20Names%2003-16-10.pdf>

### **Leap year considerations**

If you register a .CO domain on February 29, the expiry date is set to February 28.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.CO Residency Requirements**

.CO is an open registry; you do not have to be a resident or business operator in Colombia to register a .CO domain.

## **.CO DNS Requirements**

A .CO domain can have 0 to 6 nameservers; however, it must have at least 2 nameservers for it to appear in the zone file and resolve on the Internet.

## **.CO Renewals**

.CO domains may be renewed at any time, but the total term cannot exceed 5 years.

## **Suspension period**

When a domain expires, it enters a suspension period and the domain is re-delegated to a .CO Registry suspension page. The expired domain remains in a suspended state for up to 40 days during which time, the domain may be renewed for the regular renewal fee, in which case, the domain's original nameservers are restored..

The domain cannot be deleted while in the suspension period.

Domains that are deleted prior to the expiration date do not go into the suspension period; instead, they immediately enter the Restore Grace Period.

## **Restore Grace Period**

After the 40 day suspension period, if the domain has not been renewed, it enters the Restore Grace Period, which lasts for 15 days. The domain may be restored during this period for a restore fee plus a renewal fee.

If the domain is not renewed during the 15 day Restore Grace Period, the domain is held in pendingDelete status for an additional five days, after which is deleted by the registry.

## **.CO Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

Domains cannot be transferred from one registrar to another during the first 60 days following the registration or within 60 days following a transfer.

To transfer a .CO domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.co** page appears.
2. Complete the Transfer Form.

## IDN (Internationalized Domain Name) Registrations

### 3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.DE**

.DE is the country code TLD for Germany, and is regulated by the [DENIC Registry](#).

.DE names must follow a specific format and must be 3 to 63 characters in length. The names can include numbers, letters (A-Z), and a hyphen (-), and must begin and end with either a letter or a number. As well, the hyphen (-) cannot be used as the third or fourth character.

**Note:** There are certain names that are not available for registration. Consistent with ICANN and gTLD procedures, all existing TLDs and two-character country codes are reserved from registration. For example, COM.DE or NET.DE will not be accepted. In addition, all German license-plate numbers are reserved for possible third-level registrations. A complete list of reserved names can be found at: <http://www.denic.de/en/richtlinien.html>

The registration period for .DE domains is one year.

### **Leap year considerations**

If you register a .DE domain on February 29, the expiry date is set to March 1.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **.DE Residency Requirements**

Registrations in the .DE TLD space are second-level registrations. In order to register a .DE domain name, either the Registrant (Owner) or the Administrative Contact must be based in Germany with a verifiable German address.

**Note:** There are no proxy registrations whereby one individual registers a .DE name on behalf of another.

### **.DE Registration Process**

The following outlines the basic steps in registering a .DE domain name, assuming that the name being requested is available.

- 1. Registrant requests a .DE domain**

The Registrant either submits their request for a .DE domain name

through the RCL, or notifies you directly to submit the request on their behalf.

### 2. **Registration is submitted to DENIC**

Once the request has been submitted to OpenSRS, the system sends the registration information to DENIC.

### 3. **Confirmation**

Registrations through DENIC are asynchronous, which means that, once the registration has been submitted, there is a waiting period that could take from several hours up to two business days before confirmation is received. During this waiting period, money for the registration is placed on hold and changes to the domain are not accepted unless they are changes made to an existing contact.

### 4. **Registration completes**

When the registration process completes, DENIC sends an email to OpenSRS indicating success or failure. If the registration failed, the email includes the reason for the failure. If the registration could not be completed due to inactive nameservers, the email also indicates how much time is left to activate them. If the nameservers are not activated in that time period, the name is deleted and the Registrant receives an email informing them of the deletion.

## **.DE DNS Requirements**

In order to activate a .DE domain, you must provide at least two functional nameservers; however, you may provide up to five nameservers per domain. Additionally, the two required nameservers must be active on two different subnets and must be authoritative for the domain name at the time of registration.

If the name is registered and the nameservers are not active, the Registrant has thirty (30) days in which to activate and park the name on them. If the nameservers are not activated at the end of the 30-day period, DENIC deletes the name without refund. The nameservers associated with the domain name can be modified during the 30-day period, subject to DENIC verification. If the nameservers do not meet DENIC criteria, the change request is ignored.

If we are transferring .DE domains that have no actual nameservers but are using DENIC nameservers, we provide a new DNS and ensure that the DNS is set up properly, or the domain will be deleted in 30 days.

## **.DE Expiries/Deletions**

If a .DE domain has reached its expiration date but has not yet been renewed, it is automatically removed from the Reseller account. There is no grace period for .DE domains.

At expiry, the .DE domain is given to DENIC, the root registry for .DE domains. The Registry contacts the Registrant regarding renewal, so it's important to make sure that the domain contact information is accurate.

To return the expired domain to OpenSRS management, submit a registrar transfer order. The registrant must contact [DENIC support](#) to obtain the Authcode for the expired domain.

**Note:** .DE Authcodes expire 30 days after they are created.

For more information, see "[.DE Transfers to OpenSRS](#)."

### **.DE Renewals**

.DE renewals can be performed at any time; however, because of the min/max one (1) year registration term, if you set a .DE domain to renew before the one-year term is up, it goes into a renewal applied state. The cost for the renewal is decremented from your account at the time you set the domain to renew. The domain is then renewed for an additional year at its actual renewal date.

All other renewal features for .DE are the same as they are for .COM, .NET, and .ORG.

### **.DE Transfers**

Unlike .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .ME, .MOBI, and .US which have a sixty (60) day post-registration transfer-hold restriction for Registrar to Registrar transfers, .DE transfers in and out are not restricted to any type of hold period. This means that a transfer can be performed at any time after a domain is registered.

Because the Registry does not hold expiry dates (domains are renewed monthly), Registrants who transfer a registration lose any remaining time on the current registration. In order to minimize any lost time for the Registrant, OpenSRS has imposed a min/max one (1) year registration term.

**Note:** As of February 2, 2010, Authcodes are required for all transfers.

### **.DE Transfers in to OpenSRS**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Authcodes are required for all .DE transfers. The registrant must create an Authcode with the losing registrar before they initiate the transfer; .DE Authcodes expire 30 days after they are created.

To transfer a .DE domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.de** page appears.
2. Complete the **Transfer Form**.
  - Under **Transfer Management**, in the **Owner Confirmation Address** field, enter the address of the domain owner. This

address must match the owner contact details with the losing Registrar.

- Under **Zone Contact Information**, enter the contact information for the individual who is responsible for nameserver management.

3. Click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact to approve or reject the request.

You can view the status of .DE transfers by selecting any of the existing transfer views.

### **.DE Transfers Away From OpenSRS**

If a Registrant chooses to transfer their .DE domains from an OpenSRS Reseller to a non-OpenSRS Reseller, a transfer notice is sent to you advising you of the request. Once this occurs, you cannot prevent the transfer from going through.

**Note:** To transfer away a .DE domain, the Authcode must be provided in the request. The Registrant can log in to the [Manage Web Interface](#) and create the Authcode in the Domain Extras sections. .DE Authcodes expire 30 days after they are created.

### **.DE Reseller to Reseller Transfers**

Reseller transfers occur in the same manner as Registrar transfers. For more information, refer to the *OpenSRS Domain Transfers Guide*, which can be found at <http://opensrs.com/site/resources/documentation/controlpanels>.

### **.DE Manage Considerations**

Registrants can manage their .DE domain names directly through <https://manage.opensrs.net>.

Only changes that are in accordance with DENIC's registration rules can be made. For example, if the Registrant is not a resident of Germany, changes can only be made by the administrative contact (provided that they are still a German resident). Similarly, if modifications are requested for a domain name for which the associated nameservers are either not active or authoritative, the changes are not accepted.

## **.DK**

.DK is the TLD for Denmark, and is regulated by the [dk-hostmaster.dk](http://dk-hostmaster.dk) Registry. All .DK domains have a registration term of one year.

**Note:** Submissions for this TLD are processed during EST business hours. Please allow up to three business days for all orders to complete.

Management of .DK domains can be done at:  
<https://rr-n1-tor.opensrs.net/xpackmanage/>

The contact email address for all .DK names registered through OpenSRS is listed in WHOIS as [servicebureau@tu cows.com](mailto:servicebureau@tu cows.com), regardless as to what is entered in the order form. This is required in order for us to manage the name.

**Note:** There is no refund when you cancel a .DK domain name.

**Important:** Registrants of DK names can obtain a User ID and password from DK-Hostmaster and manage their names directly at the registry; however, they should be strongly discouraged from doing so. Any actions or modifications that registrants want to perform on their names should be done through their Reseller (and in turn, through OpenSRS). DK-Hostmaster and Tucows maintain separate databases, and any changes made at DK-Hostmaster by the registrant can result in serious discrepancies.

In particular, the registrant should never change the billing contact of their name; this should always be done through Tucows. Changing the billing contact effectively transfers the name away from Tucows' management. If this happens unintentionally, the only way to rectify it is to transfer it back (see "[.DK Transfers](#)").

### **Leap year considerations**

If you register a .DK domain on February 29, the expiry date is set to February 28.

### **.DK Residency Requirements**

.DK is an open registry; you do not have to be a resident or business operator to register a .DK domain.

### **.DK DNS Requirements**

In order to activate a .DK domain, you must provide at least two nameservers.

The DNS must be set up to allow zone transfer from the name server to DK Hostmaster's primary name server - hostcount.dk-hostmaster.dk, 193.163.102.6. Each server also has to be registered and approved by DK Hostmaster before it can be used, and the approval is granted to each name server separately.

The registration and approval of a name server is initiated by the person in charge of the domain name server, who completes and submits the application form to DK Hostmaster. The online form is available at <http://www.dk-hostmaster.dk/index.php?id=200>. When your application has been processed and your nameserver has been approved, you will receive a notification by email.

**Note:** The registry charges a fee to register nameservers. This is done with the registry directly. Details can be found at: <https://www.dk-hostmaster.dk/english/technical-administration/dns-server-contacts/>

### **.DK Renewals**

Domains names are registered for a period of one year. Renewal requests must be submitted prior to the domain's expiry date in order to renew the name for another one-year period. Domains that have not been renewed will be deleted. Please allow up to three business days for the renewal order to complete.

Note that the registry does not apply renewals until the expiration day of the domain name. So , while OpenSRS will reflect a renewal immediately, the Registry WHOIS will not reflect the renewal until the day it is supposed to expire.

### **.DK Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

To transfer a .DK domain to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.dk** page appears.
2. Complete the **Transfer Form** and then click **Submit**.
3. In the **Order Management** section, click **View Pending Orders** and then click the domain name to open the pending transfer order.
4. In the **Notes** field, click **view/add**.  
The **Order Notes** page appears.
5. In the text field, enter the current registrant's DK-Hostmaster User ID and password, and then click **Add Note**.

**Important:** If you don't add the required DK login information, the transfer order will be cancelled and a note will be added that asks you to resubmit the order with the current registrant's DK-Hostmaster login information.

## **.ES**

.ES is the TLD for Spain, and is regulated by the [RED.ES](#) Registry. All .ES registrations can be registered for a minimum of one year to a maximum of five years.

Registration and management of .ES domains is done in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for complete information on the registration and management of domains.

On the registration form, **state** is a required field for .ES registrations.

Spanish IDNs are supported, so you can use the following characters: á, é, í, ó, ú, ñ, ü.

**Note:** There is no refund when you cancel a .ES domain name.

### **Leap year considerations**

If you register a .ES domain on February 29, the expiry date is set to February 28.

### **.ES Residency Requirements**

.ES is an open registry; you do not have to be a resident or business operator to register a .ES domain.

### **.ES DNS Requirements**

In order to activate a .ES domain, you must provide at least two nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .ES domain, or when activating the .ES domain.

The domain name and nameserver details are transferred to the zone file within 24 hours, after which time the domain name becomes active.

### **.ES Renewals**

.ES names can be renewed at any time for one to five years or for ten years.

If a .ES domain is not renewed by the expiry date, it enters a 10 day grace period after which the domain is de-activated and deleted from the registry.

### **.ES Transfers and Changes of Ownership**

Esnic oversees all .ES transfers and changes of ownership.

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade) transfers ownership of a domain name from one registrant to another.

**Note:** You cannot submit a transfer and a change of ownership at the same time; you must wait for the transfer to complete before submitting the change of ownership.

### **.ES transfers**

To initiate a transfer, the registrant contacts the new Registrar and notifies them that they want to transfer their domain. The Registrar then initiates the transfer request through the RWI.

To transfer a .ES domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and click **Transfer**.  
The **Transfers for <domainname>.es** page appears.
2. Complete the **Transfer Form**.  
You can complete the **Retrieve Order Information** section and click **Retrieve Data** to autopopulate the fields.
3. Click **Submit**.

When the transfer request is submitted, the request is sent to the registry. The registry sends an email to the admin contact asking for confirmation of the transfer. Confirmation must be received within 10 days in order for the transfer to be completed. If confirmation is not received with the required 10 days of the initial request, the transfer is cancelled.

When the transfer process is complete, a year is added to the existing registration term, and a charge is applied that is equal to the cost of a one year registration.

**Note:** Because renewal requests are not processed at the registry until 15 days before expiration, the new expiry date for the transferred in domain will be displayed in OpenSRS, but may not be immediately reflected at the registry.

### **.ES changes of ownership**

To change a domain's registrant information, log in to the **Manage Web Interface** and enter the new owner's information. After submitting the changes, you need to submit a customer ticket to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com) stating "Please process the registrant changes submitted through the MWI for *domainname.es*."

Changes to the registrant information for a .ES domain name must be confirmed by both the old and new registrants. Each party receives an email from the registry, RED.ES, that must be responded to accordingly. In some cases, the registry may also request some additional documentation such as photo ID or Power Of Attorney.

## **.EU**

.EU is the TLD for the European Community, and is managed by the [EURid Registry](#). As of April 7, 2011, the minimum registration period for .EU domains is one year and the maximum is ten years. The expiration date for a .EU domain is always at the end of the month in which it was registered.

Registration and management of .EU domains is done in the same way as it is for General TLDs (gTLDs). Please see "[General TLD Registrations](#)" for complete information.

There are certain names that are not available for registration. All one and two-character country codes are reserved from registration. In addition, .EU member states were allowed to submit a limited list of broadly recognized names related to geographical and/or geopolitical concepts which affect their political or territorial organization that either may not be registered, or may be registered only under a second level domain according to the public policy rules.

For more documentation about reserved and blocked names, see <http://www.eurid.eu/en/eu-domain-names/blocked-reserved-names>

**Note:** There is no refund when you cancel a .EU domain name.

### **Leap year considerations**

If you register a .EU domain on February 29, the expiry date is February 29 for 4 and 8 year registrations and February 28 for all other terms.

## **.EU Contact Information**

Unlike the gTLDs, two contacts are required to register a .EU domain: Legal Owner and Technical Contact.

When registering a .EU domain, registrants can keep their name private in the WHOIS record by leaving the **Organization** field blank. In that case, the email address displays in the registry WHOIS.

## **.EU Residency Requirements**

The .EU Registry maintains the following list of General Eligibility requirements, one of which must be met in order to qualify to register a .EU domain:

- Be an undertaking having its registered office, central administration or principal place of business within the European Community.
- Be an organization established within the European Community without prejudice to the application of national law.
- Be a natural person resident within the European Community.

For a list of the countries that are within the European Community, see: [http://www.eurid.eu/files/Annex1\\_EN.pdf](http://www.eurid.eu/files/Annex1_EN.pdf)

## **.EU DNS Requirements**

In order to activate a .EU domain, it is not necessary to provide a functional nameserver; however, you may provide up to six nameservers per domain.

## **.EU Renewals and Registration Term**

As of April 7, 2011, .EU domains can be renewed for one to ten years.

Sixty days prior to the expiry date, a scheduled deletion request is submitted to the registry. If the domain is renewed during that sixty day period, the deletion request is removed and the domain is renewed at the end of the month in which it would have expired.

Renewals can be requested at any time during the domain's term. We will mark the domain as "renewal applied" and will not delete the name at the expiry date. The new expiry date for the domain will not change at the registry but will be visible within the Control Panel.

If a domain name is not renewed by its expiry date, it continues to work until the end of the expiry month, after which time it goes into quarantine where it is held for 40 days. During that 40 day period, it can be retrieved (reactivated) by the owner; however, the cost to reactivate a domain that is in quarantine is higher than the standard renewal rate. After the 40 day quarantine period, if the domain has not been reactivated, it is made available to the public.

Domains that have been deleted from OpenSRS and that are in quarantine at the registry can be recovered by using the **Domain Redemption** form in the RWI. When you reactivate a domain that has been in quarantine, the new expiry date is one year from the original expiry date. For example, if the domain's original expiry date was July 31, 2016, when it is reactivated, the new expiry date will be July 31, 2017.

## **.EU Transfers and Changes of Ownership**

EURid oversees all .EU transfers and changes of ownership.

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade) transfers ownership of a domain name from one registrant to another. The current owner of the domain contacts their Reseller/Registrar, and the Reseller initiates the request.

### **.EU Transfers**

To transfer a .EU domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.eu** page appears.

### 2. Complete the **Transfer Form**.

You can complete the **Retrieve Order Information** section and click **Retrieve Data** to autopopulate the fields. Be sure to enter the domain owner's email address in the **Owner Confirmation Email** field.

You must specify the domain's nameservers. If nameservers are not provided, the domain name will be stripped of its existing nameservers and will not have any nameservers.

**Important:** If **Organization Name** is not applicable, leave the **Organization Name** field blank, that is, do not enter **na** or **none**; otherwise the trade or transfer will fail.

### 3. Click **Submit**.

When the transfer request is submitted, OpenSRS sends an email to the registrant asking them to confirm the transfer. If confirmation is not received within 5 days of the request, the transfer is cancelled.

Once the registrant approves the request from OpenSRS, the transfer request is sent to the registry. The registry then sends an email to the registrant asking them to confirm the transfer. Confirmation must be received by the registry within 14 days in order for the transfer to be completed. The transfer may not complete immediately after the registrant confirmation. The registry allows for an internal verification period, and transfers may take up to 21 days to complete.

**Note:** If the transfer is from one OpenSRS Reseller to another OpenSRS Reseller, OpenSRS sends a confirmation email, but the registry does not.

When the transfer process is complete, one year is added to the registration term and a charge is applied that is equal to the cost of a one year registration.

**Note:** If you want to transfer a domain to OpenSRS that is currently in quarantine, please submit the request through the RWI like a regular transfer, but also follow up with an email to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com). Be sure to include the domain name in the Subject line, and in the body of the email, state that you have submitted a transfer order for this name and that it is to be a TRANSFER-FROM-QUARANTINE. Once initiated, the transfer still needs to be confirmed by the registrant. The charge that is applied is for re-activating a quarantined name rather than a standard transfer fee.

### **.EU Changes of Ownership**

To initiate a change of ownership, the current owner of the domain contacts their Reseller/Registrar and notifies them that they want to change the ownership information for their domain. The Reseller then initiates the request through the RWI.

To change ownership of a domain

#### 1. Launch the RWI

## IDN (Internationalized Domain Name) Registrations

2. In the **Change Owner/Registrant** section, click **Submit .EU ownership change**.  
The **.EU Ownership Change** page appears.
3. Enter the list of .EU domains for which you want to change ownership.
4. Complete the fields in the **Owner Contact** section, and click **Submit**.

When the change of ownership request is submitted, an email is sent to the new and previous owners asking for confirmation of the change in ownership. To confirm the change in ownership, they can reply to the emails or they can send confirmation faxes. The faxes must be on their company letterhead, and sent to +32 2 401 27 52. If confirmation is not received within 14 days, the change in ownership does not proceed.

When the confirmation is received, the change is processed and an email is sent to the previous owner saying that the trade took place. One year is added to the registration term for the domain name and a charge is applied that is equal to the cost of a one year registration.

### **Monitored updates**

Please send all requests for monitored updates (special changes to registrant contact information that cannot be done through the interface) to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

## **.FR**

.FR is the TLD for France, and is regulated by the [AFNIC Registry](#). All .FR domains have a registration term of one year.

**Note:** There is no refund when you cancel a .FR domain name.

### **.FR prohibited and reserved names**

AFNIC maintains a list of names that are not available for registration. You can view a complete list of domains that are prohibited or reserved by AFNIC at: [http://www.afnic.fr/obtenir/chartes/fondamentaux\\_en](http://www.afnic.fr/obtenir/chartes/fondamentaux_en).

Registrants can apply for names that are on this list, and they will be allowed to register these names if they can prove that they are entitled to them. When submitting an order for a prohibited or reserved name, you must provide a detailed statement (maximum 4000 characters) explaining the registrant's interest in the name\*. You can enter this information in the **Notes** section (accessible after you submit the order) or you can email it to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

The request will then be sent to AFNIC's legal department, who will approve or deny the request. If necessary, AFNIC may require the registrant to provide follow-up documentation to substantiate their claim. Please allow several days for processing.

\*The registrant still needs to meet the usual "FR Residency Requirements" and provide the required residency information in the **Additional Owner Information** section.

### **Leap year considerations**

If you register a .FR domain on February 29, the expiry date is set to March 1.

### **.FR Residency Requirements**

.FR domains are available to any individuals and organizations located in the following countries: Åland Islands, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, French Guiana, French Polynesia, French Southern Territories, Gibraltar, Greece, Guadeloupe, Ireland, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, New Caledonia, Netherlands, Norway, Austria, Poland, Portugal, Réunion, Romania, Sweden, Switzerland, Slovakia, Slovenia, Spain, Saint Pierre and Miquelon, Czech Republic, Hungary, United Kingdom, Wallis and Futuna, Cyprus. Individuals must reside within one of the qualifying countries; organizations must have their registered or main office located in a qualifying country.

When you place an order for a .FR domain name, you must provide some additional information to satisfy the regional presence requirements of the .FR registry.

## IDN (Internationalized Domain Name) Registrations

In the **Additional Owner Information** section of the registration form, beside **Registrant Type**, click a button to specify whether the registrant is an **Individual** or an **Organization**. The fields that you see in this section depend on which Registrant Type you choose.

<b>Registrant Type</b>	<b>Fields</b>
Individual	<p>The following fields must be completed when the Registrant Type is Individual:</p> <ul style="list-style-type: none"><li>• <b>Date of Birth</b>—The registrant's date of birth in the format <i>YYYY-MM-DD</i>.</li><li>• <b>Country of Birth</b>—The country in which the registrant was born.</li><li>• <b>Place of Birth</b>—The city in which the individual was born; required only if Country of Birth is France.</li><li>• <b>Postal Code of Birth</b>—The postal code of the registrant's place of birth; required only if Country of Birth is France.</li></ul>
Organization	<p>The following fields are optional; however, we strongly recommend that you complete them as this information helps the registry to validate the registration.</p> <ul style="list-style-type: none"><li>• <b>VAT Number</b>—The Value Added Tax (VAT) number of the organization.</li><li>• <b>Trademark Number</b>—The organization's trademark registration number.</li><li>• <b>SIREN/SIRET Number</b>—The 9 digit SIREN code or the 14 digit SIRET code that is used to identify the business for tax reasons.</li></ul>

## .FR DNS Requirements

In order to activate a .FR domain, you must provide at least two functional nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .FR domain, or when activating the .FR domain.

The domain name and nameserver details are transferred to the zone file within 24 hours, after which time, the domain name becomes active.

The nameservers must comply with the following registry requirements and conditions:

### General conditions

- The zone is installed in all the nameservers (at least two) given in the installation request ticket sent to the [auto-ticket@nic.fr](mailto:auto-ticket@nic.fr) address.

## IDN (Internationalized Domain Name) Registrations

- The primary server name in the Server of Authority (SOA) record corresponds to the first server given in the list of servers to install.
- The zone contact (RNAME) is valid and contactable by email.
- The zone serial number is the same on each server.
- The refresh time is at least one hour.
- The retry time is at least one hour.
- The expire time is at least a week, and much higher than the refresh time.
- The TTL time in the SOA specifies the TTL for negative responses (NXDOMAIN) and must not exceed one day.
- The TTL time is at least one hour for SOA and NS records.
- The list of zone name servers returned by the server corresponds to the list of servers requested in the ticket.
- There is one MX for the zone, using a message service relay with a legal name that must be (or must point to) an Internet address (A record); any alias (CNAME) will be refused in accordance with the RFCs.
- The postmaster@domain-name.fr or postmaster@domain-name.re mailbox must be contactable.
- The contents of the zone conform to the RFCs.

### **Configuration of nameservers**

- The server must have international IP connectivity.
- The server must be online 24 hours a day, 7 days a week.
- The DNS service must be accessible on port 53 in UDP and TCP, and to ICMP echo packets, for packets sent from any machine on the Internet.
- The server must have authority for the requested zone.
- The server must obtain the correct list of name servers corresponding to each of the ".fr / .re", ".in-addr.arpa" and "." zones, and must not have authority unless it is mentioned in this list. The addresses of the servers mentioned must be correct.
- The server obtains the correct address for each of the other servers in the zone.
- The server calculates checksums for UDP packets and generates its IP packets with a TTL of at least 64.
- The server does not forward requests to AFNIC servers.
- It must be possible to obtain the server names based on their IP addresses.

### **Messaging**

- The VRFY command is implemented in accordance with RFC1123.
- The return code must be of type "2xx" in accordance with RFC1893.

- The postmaster@domain-name.fr or postmaster@domain-name.re address can be delivered to on the first message service relay.
- It must be possible to deliver to the zone contact address specified in the SOA record on the first message service relay.

## Network database (RIPE - RADB)

For each server mentioned:

- There is an "inetnum" record for the network to which it belongs.
- There is a "route" record for the network to which it belongs.

For each zone registration request:

- The first technical contact is located at the requesting registrar,
- The identifier of the first technical contact is a NIC-HDL of a role object in the FRNIC database.

## .FR Renewals

.FR domains should be set to Auto-Renew, in which case the domain automatically renews at the expiration date. If Auto-Renew is not turned on, the domain will expire at the end of the registration period without notification.

For 30 days after that, the name can be recovered by submitting a request through the **Domain Redemption** tool in the RWI.

## .FR Transfers

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

To transfer in a .FR domain name

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.fr** page appears.
2. Complete the **Transfer Form**.
  - In the **Additional Owner Information** section, click a button to specify whether the registrant is an **Individual** or an **Organization**. The additional fields that you see depend on which **Registrant Type** you choose.

Registrant Type	Fields
Individual	The following fields must be completed when the Registrant Type is Individual: <ul style="list-style-type: none"> <li>• <b>Date of Birth</b>—The registrant's date of birth in the format <i>YYYY-MM-DD</i>.</li> </ul>

Registrant Type	Fields
	<ul style="list-style-type: none"> <li>• <b>Country of Birth</b>—The country in which the registrant was born.</li> <li>• <b>Place of Birth</b>—The city in which the individual was born; required only if Country of Birth is France.</li> <li>• <b>Postal Code of Birth</b>—The postal code of the registrant's place of birth; required only if Country of Birth is France.</li> </ul>
Organization	<p>The following fields are optional; however, we strongly recommend that you complete them as this information helps the registry to validate the registration.</p> <ul style="list-style-type: none"> <li>• <b>VAT Number</b>—The Value Added Tax (VAT) number of the organization.</li> <li>• <b>Trademark Number</b>—The organization's trademark registration number.</li> <li>• <b>SIREN/SIRET Number</b>—The 9 digit SIREN code or the 14 digit SIRET code that is used to identify the business for tax reasons.</li> </ul>

- If you are requesting a change of ownership as well as a transfer, be sure to select Yes beside Are changes required to the Ownership (Owner Name or Organization).

3. Click **Submit**.

When the transfer request is submitted, the request is sent to the registry (AFNIC). Once submitted, the losing registrar has 22 days to confirm or deny the transfer; otherwise, the transfer automatically completes.

### **.FR Changes of Ownership**

Changing the listed registrant of a .FR name must be confirmed by both the outgoing and incoming registrants. Each party will receive an email from the registry (AFNIC) that must be responded to accordingly. They each have 15 days to confirm the change; otherwise, the request is cancelled. Once completed, a new registration term begins and the Reseller is charged the price of a registration.

To change ownership of a .FR domain

1. In the **Order Management** section, under **Change Owner/Registrant**, click **Submit .FR ownership change**.
2. Enter the list of .FR domains for which you want to change ownership. Be sure to enter each one on a separate line.

## IDN (Internationalized Domain Name) Registrations

### 3. Complete the fields in the **Owner Contact** section

- Beside **Registrant Type**, click a button to specify whether the new owner is an **Individual** or an **Organization**. The fields that you see depend on which **Registrant Type** you choose.

<b>Registrant Type</b>	<b>Fields</b>
Individual	<p>The following fields must be completed when the Registrant Type is Individual:</p> <ul style="list-style-type: none"><li>• <b>Date of Birth</b>—The registrant's date of birth in the format <i>YYYY-MM-DD</i>.</li><li>• <b>Country of Birth</b>—The country in which the registrant was born.</li><li>• <b>Place of Birth</b>—The city in which the individual was born; required only if Country of Birth is France.</li><li>• <b>Postal Code of Birth</b>—The postal code of the registrant's place of birth; required only if Country of Birth is France.</li></ul>
Organization	<p>The following fields are optional; however, we strongly recommend that you complete them as this information helps the registry to validate the registration.</p> <ul style="list-style-type: none"><li>• <b>VAT Number</b>—The Value Added Tax (VAT) number of the organization.</li><li>• <b>Trademark Number</b>—The organization's trademark registration number.</li><li>• <b>SIREN/SIRET Number</b>—The 9 digit SIREN code or the 14 digit SIRET code that is used to identify the business for tax reasons.</li></ul>

### 4. Click **Submit**.

## **.IN**

.IN is the country code TLD for India; however, India has made its name space available to any interested registrants, regardless of residency.

Registration of .IN domains is done in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for information on the registration and management of domains.

There are certain names that are not available for registration. All one-character and two-character domains, are reserved by government and NIXI order, and are not available to the public. In addition, the following restrictions apply to .IN domain names:

- Minimum length for the second level domain name is three characters.
- Maximum name length (excluding "http://www" and ".IN") is 63 characters.
- Only letters, digits, and hyphens will be accepted in a domain name. Names cannot begin or end with hyphens.

A complete list of reserved names can be found at:

<http://www.inregistry.in/Reserved%20Names>

The following third level domains are also available:

- .CO.IN
- .FIRM.IN
- .ORG.IN
- .IND.IN
- .NET.IN
- .GEN.IN

The minimum registration period for .IN domains is one year and the maximum is ten years.

### **Leap year considerations**

If you register a .IN domain on February 29 for 1 to 3 or 5 years, the expiry date is set to February 28; if you register the domain for 4 years, it expires on February 29.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.IN Residency Requirements**

.IN is an open registry; you do not have to be a resident or business operator in India to register a .IN domain.

## **.IN DNS Requirements**

To register a .IN domain, you do not need to provide nameservers; however, in order to appear in the zone file and resolve on the Internet, at least one valid nameserver must be associated with the domain name. The use of at least two valid nameservers is highly recommended.

## **.IN Renewals**

.IN domains can be renewed prior to their expiry date for one to ten years.

We hold a .IN domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry deletes the domain and makes it available to the general public.

## **.IN Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .IN domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.in** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.IN Changes of Ownership**

The change of ownership process for .IN domains is the same as for [gTLDs](#).

## .IT

.IT is the TLD for Italy.

All .IT registrations are for one year.

**Note:** There is no refund when you cancel a .IT domain name.

When you place an order for a .IT domain, you need to complete the following additional fields in the **Registrant Contact Information** section of the order form:

- **Entity Type**—From the drop-down list, choose the category that best describes the Registrant:
  - Persons, Foreign and Italian
  - Italian Companies/One Man Companies
  - Italian Freelance Worker/Professionals
  - Italian Non-profit Organizations
  - Italian Other subjects
  - Non Italian, Non Persons
- **Nationality**—This field is required if **Entity Type** is **Persons, Foreign and Italian**. From the drop-down list, choose the Registrant's nationality. For more information, see [.IT Residency Requirements](#).
- **VAT/Codice Fiscale**—The value that you need to enter depends on the entity type of the registrant.
  - Italian citizens must enter their Codice Fiscale.
  - Non Italians can enter n.a.
  - Italian companies, freelancers and other subjects must enter their 11 digit VAT number or tax identification number.
  - Italian non-profit organizations must enter their VAT number or tax identification number; if they do not have one, they can enter **n.a.**
  - Non Italian entities other than persons (organizations, freelancers, companies, etc.) must enter their VAT number.

If the **Entity Type** is anything other than **Persons, Foreign and Italian**, you must also complete the **Admin Contact Information** section of the order form. If the **Entity Type** is **Persons, Foreign and Italian**, the Admin contact is assumed to be the same as the Registrant contact, and you will not see the **Admin Contact Information** section on the order form.

## .IT contact addresses

For contact addresses (registrant, admin, tech) where **country = Italy**, you must enter a valid two letter code for their province, using capital letters, for example, **RM** for Roma. For a complete list of Italian provinces, see [http://en.wikipedia.org/wiki/ISO\\_3166-2:IT](http://en.wikipedia.org/wiki/ISO_3166-2:IT) ).

You must also have a valid five digit Italian postal code, for example. 00199. For a complete list of Italian postal codes, see [http://en.wikipedia.org/wiki/List\\_of\\_postal\\_codes\\_in\\_Italy](http://en.wikipedia.org/wiki/List_of_postal_codes_in_Italy).

## Leap year considerations

If you register a .IT domain on February 29, the expiry date is set to March 1.

## .IT Residency Requirements

In order to register a .IT domain, it is not necessary to reside in Italy or in the European Union; however, depending on the registrant's entity type, the following criteria must be met:

Entity Type	Residency Criteria
Persons, Foreign and Italian	Must be either resident of an EU nation or a citizen of an EU country.  For example, a French citizen living in the U.S. can buy a .IT domain ( <b>Nationality=France, Country=United States</b> ), and a U.S. citizen living in France can also buy a .IT domain ( <b>Nationality=United States, Country=France</b> ), but an American living in the U.S. cannot buy a .IT domain.
Italian Companies/One Man Companies Italian Freelance Worker/Professionals Italian Non-profit Organizations Italian Other subjects	The registrant's <b>Country</b> must be the same as their <b>Nationality</b> , and both must be <b>Italy</b> .
Non Italian, Non Persons	The registrant's <b>Country</b> must be the same as their <b>Nationality</b> , and both must be part of the EU. For a complete list of EU countries, see <a href="http://en.wikipedia.org/wiki/EU_countries">http://en.wikipedia.org/wiki/EU_countries</a> .

## **.IT DNS Requirements**

In order to activate a .IT domain, you must provide at least two functional nameservers. Nameservers can be provided when registering the .IT domain or when activating the .IT domain. All DNS zones must be configured beforehand. The IT registry checks the DNS requirements at registration and if that fails, periodically thereafter. If, after 30 days, the DNS requirements are not met, the IT registry will delete the domain.

The following DNS requirements must be pre-configured for any domain name registered:

- The servers' IP addresses must be static and correspond to those actually associated with them.
- The first nameserver must be the same as indicated in the Server of Authority (SOA) record of the domain name.
- A CNAME must not be associated with the domain name.
- The name of the nameserver specified in the SOA cannot be a CNAME.
- At least one MX or A record must exist for the domain name.
- Where an MX record is listed, it must not have an associated CNAME.
- Whenever interrogated, the servers must not give the following responses: not responding, not reachable, not running, non-existent domain, host not found, server failure, query failed.
- Indicated nameservers must be authoritative for the domain name.

**Important:** Effective June 30, 2009, the .IT registry does not allow you to use the nameservers **dns2.nic.it** and **dns3.nic.it**.

The domain name and nameserver details are transferred to the zone file within 24 hours, after which time the domain name becomes active.

**Note:** Nameserver changes can take up to five days to complete pending validation by the Registry. During that time, the domain's status is pendingUpdate, and the old nameservers continue to be displayed.

## **.IT Renewals**

All .IT domains have a registration term of one year, and may only be renewed for one year terms, one year at a time. .IT renewals can be submitted at any time. If you set a .IT domain to renew before the one-year term is up, it goes into a renewal applied state. The domain is then renewed for an additional year at its actual renewal date.

We hold a .IT domain for 10 days after the expiry date. If the domain is not renewed by 10 days after the expiry date, on the 10th day the domain is deleted from the Reseller account and removed from OpenSRS management. The domain status at the registry becomes pendingDelete/pendingRedemption.

For 30 days after that, the name can be recovered by submitting a request through the Domain Redemption tool in the RWI or by contacting Reseller Support. If no action is taken, the registry deletes the name.

### **.IT Transfers and Changes of Ownership**

Transfers and Changes of Ownership are differentiated as follows:

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade or a registrant to registrant transfer) transfers ownership of a domain name from one registrant to another.

### **.IT Transfers**

To transfer a .IT domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.it** page appears.
2. Complete the **Transfer Form**.
3. Click **Submit**.

The current Registrar has five days to confirm or deny the transfer. If there is no response after five days, the transfer automatically completes, and a new one year registration period begins.

### **.IT Changes of Ownership**

When you change the registrant information, there is no charge applied, and the registration term does not change.

To change ownership of a .IT domain

1. Log in to the **Manage Web Interface** and enter the new owner's information in the **Manage Profile** section. For more information on the Manage Web Interface, see [The Manage Web Interface \(the MWI\)](#).

### **.IT Transfers Away**

Registrants who are transferring domains away may be asked by the gaining registrar for their "RegCode". This RegCode can be obtained by contacting Reseller Support at [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

## **.LI**

.LI is the TLD for Liechtenstein, and is regulated by the [SWITCH registry](#). All .LI domains have a registration term of one year.

**Note:** Submissions for this TLD are processed during EST business hours. Please allow up to three business days for all orders to complete.

Management of .LI domains can be done at:  
<https://rr-n1-tor.opensrs.net/xpackmanage/>

All modifications to the domain (DNS, contact changes, etc.) must be confirmed by the registrant, either by replying to a confirmation email from the registry or by sending a fax on company letterhead.

**Note:** There is no refund when you cancel a .LI domain name.

### **Leap year considerations**

If you register a .LI domain on February 29, the expiry date is set to February 28.

### **.LI Residency Requirements**

.LI is an open registry; you do not have to be a Liechtenstein resident or business operator to register a .LI domain.

### **.LI DNS Requirements**

In order to activate a .LI domain, you must provide at least two nameservers; however, you may provide up to six nameservers per domain. There are no specific zone requirements, and nameservers can be provided either when registering the .LI domain, or when activating the .LI domain.

The domain name and nameserver details are transferred to the zone file within 24 hours, after which time the domain name becomes active.

**Note:** Any modifications to the DNS must be confirmed by the registrant. The registry sends an email that must be responded to in order for the modification to be completed.

### **.LI Renewals**

If not set to auto-renew, .LI domains must be renewed at least one day prior to the expiry date. If not renewed by one day prior to the expiry date, the domain is removed from OpenSRS.

After the domain expires, you have two weeks in which to restore the name. To restore an expired .LI name, the registrant must submit a signed request printed on the registrant's letterhead.

## **.LI Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

To transfer a .LI domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.li** page appears.
2. Complete the **Transfer Form**.
3. Click **Submit**.
4. Display the transfer order, enter the Authorization Code for the domain in the **Notes** section, and save your change.  
The registrant can obtain the Authorization Code or 'Authcode' from the SWITCH registry or the SWITCH partner through which the domain is registered.

When the transfer process is complete, one year is added to the registration term.

Please allow up to three business days for the transfer to complete.

If you need the Authcode for a .LI domain that is registered with OpenSRS, email [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

### **.LI Changes of Ownership**

The change of ownership process for .LI domains is the same as for [gTLDs](#). There is no charge for registrant transfers, and the registration term does not change.

## **.ME**

.ME is the country code TLD for Montenegro; however, Montenegro has made its name space available to any interested registrants, regardless of residency. .ME is regulated by the Afiliat registry.

Registration of .ME domains is done in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for information on the registration and management of domains.

The minimum registration period for .ME domains is one year and the maximum is ten years.

Domain names may contain the English letters a through z, and the digits 0 through 9.

### **Reserved names**

There are certain names that are not available for registration. Consistent with ICANN procedures, all one and two-character country codes are reserved from registration. In addition, the following restrictions apply to .ME domain names:

- Minimum length for the second level domain name is three characters.
- Maximum name length (excluding "http://www" and ".ME") is 63 characters.
- Hyphens cannot be used for the first or last character of the second level domain name.
- Spaces and special characters (for example, !, \$, &) are not permitted.

For a list of reserved names, use this link:

[http://www.domen.me/cms/site\\_files/dotME\\_Reserved\\_Names.txt](http://www.domen.me/cms/site_files/dotME_Reserved_Names.txt)

### **Leap year considerations**

If you register a .ME domain on February 29, the expiry date is set to February 28.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## **.ME Residency Requirements**

There are no residency requirements for .ME domains.

## **.ME DNS Requirements**

In order to activate a .ME domain, you must provide at least 2 functional nameservers; however, you may provide up to 13 nameservers per domain. Nameservers can be provided either when registering the .ME domain, or when activating the .ME domain.

## **.ME Renewals**

.ME domains can be renewed prior to their expiry date for one to ten years.

The renewal process for .ME domains is the same as for gTLDs.

OpenSRS holds a .ME domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry takes another 1 to 7 days to delete the domain and make it available to the general public.

## **.ME Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .ME domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.me** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.ME Changes of Ownership**

The change of ownership process for .ME domains is the same as for [gTLDs](#).

## **.MX and .COM.MX**

.MX is the TLD for Mexico, and is regulated by [registry.MX](http://registry.mx).

All .MX and .COM.MX registrations are for one year.

Submissions for this TLD are processed during EST business hours. Please allow up to three business days for orders to complete.

**Note:** There is no refund when you cancel a .MX or .COM.MX domain name.

Management of .MX domains can be done at <https://rr-n1-tor.opensrs.net/xpackmanage/>

### **Leap year considerations**

If you register a .MX or .COM.MX domain on February 29, the expiry date is set to March 2.

### **.MX Residency Requirements**

NIC.MX is an open registry; you do not have to be a Mexican resident or business operator to register a .MX or .COM.MX domain.

### **.MX DNS Requirements**

There are no DNS requirements for .MX and .COM.MX domains; however, if submitted, the maximum number of nameservers is five.

### **.MX Renewals**

Domains names are registered for a period of one year. Renewal orders can be submitted at any time up to the expiry date. Please allow up to three business days for the renewal order to complete.

Domains that are not renewed are removed from OpenSRS the day that they expire. They remain in a pending-delete state at the registry for 30 days.

During this time, these names can be recovered by using the **Domain**

**Redemption** tool in the the RWI, or by sending an email to

[reseller.support@tu cows.com](mailto:reseller.support@tu cows.com)

**Important:** The **Domain Redemption** tool is currently only available through the RWI. To access the RWI, click **Return to the Domains Service** at the top of the Control Panel.

To reactivate an expired domain name

1. In the RWI, click **Domain Redemption**.
2. Complete the **Redemption Request Form**, and click **I understand and agree**. A Domain Rescue charge of 80 USD will be deducted from your Reseller account. This fee includes a one year renewal, and the new expiry date is one year from the original expiry date.

## **.MX Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

### **Transfers in**

Transfers require an authorization code. Registrants can obtain this code from the current registrar and provide by adding a note to the transfer order submitted in the RWI.

### **Transfers away**

To transfer a domain to another Registrar, you can obtain the authorization code for the name by sending a request to [reseller.support@tu cows.com](mailto:reseller.support@tu cows.com).

## **.MX Changes of Ownership**

The change of ownership process for .MX domains is the same as for [gTLDs](#).

## **.NL**

.NL is the TLD for the Netherlands, and is regulated by the [SIDN Registry](#). All .NL domains have a registration term of one year.

The following restrictions apply to .NL domain names:

- Must be at least 2 and no more than 63 characters in length.
- Can include numbers (0 through 9), English language letters (A-Z), and a hyphen (-).
- Hyphens may be used only between letters and/or numbers.

**Note:** There is no refund when you cancel a .NL domain name.

### **Leap year considerations**

If you register a .NL domain on February 29, the expiry date is set to February 28.

### **.NL Residency Requirements**

.NL is an open registry; you do not have to be a resident or business operator in the Netherlands to register a .NL domain.

### **.NL DNS Requirements**

In order to activate a .NL domain, the nameservers must comply with the following registry requirements.

- Each domain must have a primary nameserver and at least one secondary nameserver. The nameservers specified for inclusion in the .NL zone file should be redundant machines on separate (sub)networks.
- The name servers specified for inclusion in the NL zone file must be accessible from anywhere on the Internet using IPv4 and preferably also IPv6.
- The name servers specified for inclusion in the .NL zone file must be accessible from anywhere on the Internet using UDP port 53 and TCP port 53. If the domain name generates query responses more than 512 octets long, the EDNS0 protocol (RFC 2671) must also be supported.

Before a domain is added to the .NL zone file, the .NL zone file manager checks all the associated name servers, including nameservers that are not specified, but are (or appear to be) included in the zone file of the relevant domain. The checks will address (but may not be limited to) the following points:

- The zone file NS records must include at least the specified nameservers.

## IDN (Internationalized Domain Name) Registrations

- The primary data source specified in the MNAME field of the SOA record must be a valid host name.
- The MNAME field in the SOA record and the NS and MX records must point to objects with A records (and possibly AAAA records), not to objects with CNAME records.
- The RNAME field in the SOA record must follow the syntax referred to in RFC 1912, section 2.2, and must yield a clear, valid email address that accepts mail.
- The TTL values of the NS records of the name servers included in the .NL zone must not be less than 7200 (2 hours) to prevent unnecessary querying of the .NL zone in the event of misconfigurations. Since such record represents important infrastructure components, which will not be modified quickly without preparation, a default TTL value of 172800 (48 hours) is recommended.
- The expire value in a zone's SOA record must be between 604800 (7 days) and 3456000 (40 days). SIDN's administrative arrangements (e.g. quarantine periods) assume a value in this range. The expire value of a zone must be at least seven times the refresh value, and the retry value of a zone must never be greater than the refresh value.
- In compliance with the standards, for every name server host at any subdomain level within the .NL domain, there must be a glue (A and possibly AAAA) record in the .NL zone file.
- If a name server for a domain is running on a host operated by the relevant registrar, the canonical host name used by the registrar must be included in the zone file and must be specified; it is not acceptable to include an alias of the domain name in question. This is to avoid littering of the .NL zone file with unnecessary glue records and to prevent problems arising if the IP address of such a name server is changed.

## **.NL Renewals**

Renewal requests should be submitted prior to the domain's expiry date in order to renew the name.

If a domain name is not renewed by its expiry date, it is not immediately released, but is held in quarantine for 40 days. During that 40 day period, it can be retrieved (reactivated) by the owner; however, the cost to reactivate a domain that is in quarantine is higher than the standard renewal rate. After the 40 day quarantine period, if the domain has not been reactivated, it is made available to the public.

To reactivate a domain name that is in quarantine

1. In the RWI, click **Domain Redemption**.
2. Complete the **Redemption Request Form**, and click **I understand and agree**.  
A Domain Rescue charge of 80 USD will be deducted from your

Reseller account. This fee includes a one year renewal, and the new expiry date is one year from the original expiry date.

### **.NL Transfers and Changes of Ownership**

Transfers and Changes of Ownership are differentiated as follows:

- A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.
- A Change of Ownership (also referred to as a Trade) transfers ownership of a domain name from one registrant to another.

### **.NL Transfers**

SIDN is the registry that oversees all .NL transfers

All .NL transfers require a transfer authorization code or 'Authcode' that can be obtained from the current registrar. The registrant will have to provide the Authcode when confirming the transfer.

To transfer a .NL domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.nl** page appears.
2. Complete the **Transfer Form**.  
You can complete the **Retrieve Order Information** section and click **Retrieve Data** to autopopulate the fields.
3. Click **Submit**.

If the transfer request is not approved or rejected within five days, the registry automatically approves the transfer request.

When the transfer completes, the domain's new registration term begins on the date that the transfer completed, and the new expiry date is one year from that date.

### **.NL Changes of ownership**

A new registration term begins when the order completes.

To change ownership of a .NL domain, log in to the **Manage Web Interface** and enter the new owner's information in the **Manage Profile** section.

For more information on the Manage Web Interface, see [The Manage Web Interface \(the MWI\)](#).

## **.TV**

.TV is the country code TLD for Tuvalu. Tuvalu has made its name space available to any interested registrants, regardless of residency.

The following restrictions apply to .TV domain names:

- Maximum name length is 63 characters excluding the dot.
- Domain name must not start with a dash or a dot, and must not start with the sequence alphanumeric\_alphanumeric\_dash\_dash. (**Note:** This format is only allowed when it is an International Domain Name which has the PUNYCODE prefix of "XN- - ")
- The last character must be a digit or a letter; it cannot be a dash.

Registration and management of .TV domains is done in the same way as it is for General TLDs (gTLDs). See "[General TLD Registrations](#)" for complete information on the registration and management of .TV domains.

.TV domains can be registered for a minimum of 1 year to a maximum of 10 years.

### **Leap year considerations**

If you register a .TV domain on February 29, the expiry date is set to February 28.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **.TV Residency Requirements**

.TV is an open registry; you do not have to be a Tuvalu resident or business operator to register a .TV domain.

### **.TV DNS Requirements**

In order to activate a .TV domain, it is not necessary to provide a functional nameserver; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .TV domain, or when activating the .TV domain.

The domain name and nameserver details are transferred to the zone file within 24 hours, after which time the domain name becomes active.

## **.TV Renewals**

OpenSRS hold a .TV domain for 40 days after the expiry date. On the 40th day it is deleted from our system and enters into the Redemption Grace Period with the registry.

The Redemption Grace Period lasts for 30 days after which the registry takes another 1 to 7 days to delete the domain and make it available to the general public.

## **.TV Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

The following restrictions apply to transfers:

- A domain name cannot be transferred within the first 60 days after it is created or within 60 days of a previous transfer.
- If the domain is transferred to another registrar during the 45 day auto-renew grace period, the losing registrar is refunded for the auto-renewal and the year is removed from the domain name term. The gaining registrar is charged for the transfer and the expiration date is extended one year from the original expiration date.

To transfer a .TV domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**. The **Transfers for <domainname>.tv** page appears.
2. Complete the **Transfer Form**.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.TV Changes of Ownership**

The change of ownership process for .TV domains is the same as for [gTLDs](#).

## **.UK**

.UK is the TLD for the United Kingdom, and is regulated by the [Nominet Registry](#).

OpenSRS offer domain name registrations for .ORG.UK, .CO.UK, and .ME.UK in much the same way as we do with the .COM and .NET gTLDs. Due to Nominet's requirements, .LTD.UK, .PLC.UK, and .NET.UK domains must be registered with Nominet directly; however, we do offer renewals and transfers of these domains.

To register a .UK domain name, the registrant name must contain four or more characters, at least three of which must be letters (a-z).

The minimum registration period for .UK domains is one year and the maximum is ten years.

**Note:** The Admin **Email** field is mandatory for all new registrations; however, you no longer need to complete the **Fax** fields.

### **Registration Confirmation**

When a domain has been successfully registered, Nominet sends the registrant a welcome email that contains login details for the new account. The welcome email contains a secure link to access your account on Nominet's system. When you access your account for the first time you will be asked to set a password.

### **Leap year considerations**

If you register a .UK domain on February 29, the expiry date is set to February 28.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within two days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **VAT (Value Added Tax)**

VAT refers to Value Added Tax, a tax levied by the UK government. Depending on the location from which you operate your business, there are different implications.

Resellers who are not UK corporations must pay VAT on .\*UK registrations, but may be able to reclaim the VAT that was paid.

Resellers who are residents of the UK or elsewhere in Europe must pay VAT on \*.UK registrations and then reclaim the VAT paid as they normally would because the services we provide are considered to be supplied from outside the UK.

See <http://customs.hmrc.gov.uk/> for details on the requirements governing VAT refunds.

### **.UK Residency Requirements**

The .UK Registry restricts registrations into their top-level domain (.UK) to registrants living in the United Kingdom. However, anyone can register the following second-level domains, regardless of where they live: .CO.UK, .ORG.UK, .ME.UK, .PLC.UK, .LTD.UK, and .NET.UK.

### **.UK DNS Requirements**

In order to register a .UK domain, it is not necessary to provide a functional nameserver; however, you may provide up to six nameservers per domain.

### **.\*.UK Deletions**

Domain deletions are handled between the Registrant and Nominet directly. You can assist Registrants in the deletion, but we do not get involved with this process.

Surrendering a domain name (without refund) is straightforward. On the reverse of the Domain Name Certificate, there is a surrender form. Complete this form and return it to Nominet, along with a letter of authorization on company letterhead. If you do not have a certificate or if you downloaded an online certificate, you can obtain a copy of Nominet's surrender form from their website. You must then print, complete, and return the form to Nominet along with your authorization letter.

On receipt of these documents, Nominet cancels the domain name, removing it completely from the .UK Register Database. Once this is done, the name is available for someone else to register.

If the Registrant has misplaced their Domain Name Certificate, they should notify Nominet in writing – on company letterhead – of their requirement to surrender their domain name.

### **.\*.UK Renewals**

Renewals of .UK domains are done the same way as other domains, that is, via the RWI or client code.

### **.\*.UK Domain Expiration**

If a .UK domain has reached its renewal date, but has not yet been renewed, Nominet sends an invoice directly to the Admin Contact. The Registrant then has 30 days from the invoice date to submit the renewal fee to their Reseller.

If the renewal fee is not paid within those 30 days, the domain is suspended for 60 days and the domain does not resolve. After the domain is suspended by Nominet, it is deleted from your Reseller account. Deleted domains can be recovered by placing a normal transfer request.

If the 60-day suspension period passes and the domain is not renewed, the domain is deleted and is made available for registration by someone else.

Once a suspended domain is renewed and the renewal is processed, the domain resolves within 24-48 hours.

### **\*.UK Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

Nominet's transfer policy requires the losing Registrar to initiate transfers on behalf of the Registrant. For domains that are being transferred in, you should advise the Registrant to contact their current Registrar to initiate the process of getting their domain transferred to the Tucows tag TUCOWS-CA.

#### **Notes:**

- Due to parsing problems at Nominet, contact data may be skewed. Instructions about how to rectify this are noted on the transfer confirmation emails sent to you and your customers.
- When transferring a domain, the losing Registrar must change the Domain Tag of the domain to that of the gaining Registrar.
- The Domain Tag can only be changed to a valid Nominet tag. To see valid Nominet tags, visit the Nominet website at <http://www.nominet.org.uk/registrars/becomeregistrar/taglist/>
- It is not possible to force the completion of .UK transfers that are Pending Registry Approval.
- Transfer Winback is not available for .UK domains.

### **Reseller to Reseller \*.UK Transfers**

With this type of transfer, the domain tag does not change, as both the losing Reseller and the gaining Reseller are part of the same system. In this scenario, the Registrant notifies the gaining Reseller, and the gaining Reseller initiates the transfer, following the regular transfer process for gTLDs.

Once the transfer is initiated:

1. We send the Registrant a transfer-away notification. In order to complete the transfer, Registrants must approve (ACK) the transfer request. If the Registrant fails to respond, the transfer is cancelled.
2. We send the losing Reseller a transfer-away notification. This is simply a notification; the losing Reseller cannot NACK the transfer.

3. Once complete, we send a confirmation of the successful transfer to the gaining Reseller.

**Note:** If you, the gaining Reseller, place the transfer of an expired domain, the renewal cost for that domain is charged to your Reseller account if and when it completes.

### **.\*.UK Transfers in**

To transfer a domain from a non-OpenSRS Reseller, the Registrant, the losing Registrar (Tag Holder), and the gaining Reseller must do the following:

- The Registrant contacts their new Reseller (that is, the gaining OpenSRS Reseller).
- The Registrant asks the losing Registrar (Tag Holder) to submit the tag change to Nominet; the tag is TUCOWS-CA.
- The gaining Reseller accepts the transfer, according to the instructions below.

To accept the domain transfer

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** text field, and then click **Transfer**.



The screenshot shows a web interface titled "Domain Registration Administration" with a sub-section "Order Management". Under "Order Management", there are two bullet points: "Place Order Manually" (a blue link) and "Transfer a domain:". The "Transfer a domain:" option is highlighted with a red rectangular box. To the right of the text "Transfer a domain:" is a text input field and a grey button labeled "Transfer".

2. In the **Transfer for <domain>** page, specify an existing Registrant profile or create a new Registrant profile to associate with the transferred-in .UK domain.  
**To add the transfer-in domain to an existing registrant profile** enter the existing domain and registrant profile information in the **Retrieve Order Information** area, then click **Retrieve Data**. The profile details are needed to ensure that domains get inserted into the correct profile once the transfer has completed.  
**To create a new registrant profile for the transfer-in** enter the new owner and contact details in the **registrant Profile Information** and **Contact Information** sections.
3. Scroll down the page and ensure that **Transfer Now** is selected in the **Action** drop-down list.
4. When done entering details, click **Submit**.  
Provided that the domain is under the Tucows tag (the losing Registrar

submitted the tag change to Nominet), that domain is added to your Reseller profile.

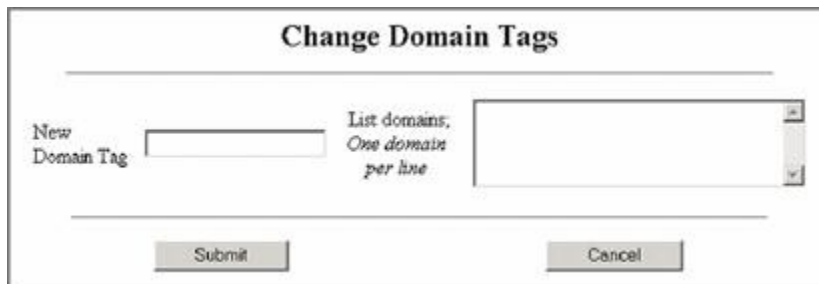
**Note:** If you (gaining Reseller) place the transfer of an expired domain, the renewal cost for that domain is charged to your Reseller account if and when it completes.

### **.\*.UK Transfers Away From OpenSRS**

Transfers away can be done by the domain Admin in the **Domain Extras** section of the [Manage Web Interface](http://manage.opensrs.net) (manage.opensrs.net) or by the Reseller through the RWI.

To transfer away from OpenSRS

1. In the **Order Management** section of the RWI, click **Place UK Domain Tag Transfer Away**. The **Change Domain Tags** page opens.



2. In the **New Domain Tag** field, enter the gaining Registrar's tag.
3. In the **List domains** box, enter the domain(s) to transfer away.
4. Click **Submit**.  
OpenSRS sends the tag change to Nominet. The gaining Registrar can then claim the transferred domain from Nominet.

### **Transferring a De-tagged Domain to a New Tag Holder**

When a de-tagged domain is transferred to a new Tag Holder, Nominet's automated system requests an ISP Reference number:

#### **Nominet message**

You have arranged with your new registration agent for them to pay the registration or renewal fees due for the domain name(s). Your registration agent should have given you a reference number, which will allow you to proceed with your application to move your domain name(s) to them.

We do not provide such a number; simply enter your Reseller username or any number to proceed with your transaction.

### **.\*.UK Transfers of Registrant**

Nominet requires that a transfer of a domain to a new Registrant be handled between the Registrants and Nominet directly. Both the existing and new Registrant must complete Nominet's transfer form and send Nominet the

completed form along with a letter of authorization. Nominet’s transfer form is available from Nominet’s website: <http://www.nic.uk/>.

**Note:** Nominet charges a fee for this type of transfer.

## Canceling a Transfer-in Request and Resubmitting a Failed Transfer-in

Resellers can view their transfer-in requests in the RWI.

To cancel a transfer-in request

1. In the **Requests Queuing** section of the RWI, click **UK Transfer In Requests**.
2. From the **Transfer In Requests** page, click **Cancel** or **Re-submit** in the **Options** column, and then click **Process**.

Domain	Request Date	Status	Options
test-1083683776164.co.uk	Tue May 4 11:16:06 2004	in progress	Cancel <input type="checkbox"/>
test-1083613559036.co.uk	Mon May 3 15:45:55 2004	completed	
test-5000.co.uk	Sun Apr 11 13:46:32 2004	cancelled	Re-submit <input type="checkbox"/>

**Note:** It is not possible to force the completion of .UK transfers that are Pending Registry Approval.

## .\*.UK Changes of Ownership

Nominet requires that a transfer of a domain to a new Registrant be handled between the Registrants and Nominet directly. Both the existing and new Registrant must complete Nominet’s transfer form and send Nominet the completed form along with a letter of authorization. Instructions for transferring ownership is available from Nominet’s website: <http://www.nic.uk/registrants/maintain/transfer/>.

**Note:** Nominet charges a fee of £30 plus VAT (value added tax) per name for this type of transfer.

## .\*.UK WHOIS

The Nominet WHOIS server is authoritative for all .\*.UK names. You can search the .UK WHOIS database at <http://www.nic.uk/>

**Note:** Both the Quickstart and Full Access interfaces have a domain lookup tool to check domain name availability; the WHOIS interface simply provides more information about the domain registrar and registrant.

At this time, the OpenSRS WHOIS service does not do recursive lookups for \*.UK registrations.

**Note:** The information returned with a .UK WHOIS is substantially less than the information available for gTLDs.

## Modification of Contact Info - WHOIS Considerations

- If only the contact information is updated for a \*.UK name, the change is reflected in the WHOIS database within one hour. If nameservers are updated, the change doesn't take effect until the root nameservers are reloaded, which happens twice daily.
- When a nameserver based on a .UK domain is created, it is not usable by other domains until it has first been added to the parent domain. For instance, to be able to attach the new nameserver ns1.parent.CO.UK to other.CO.UK, the following procedure must be done:
  - Create nameserver through the normal means.
  - Add the new nameserver to parent.CO.UK.
  - Add the new nameserver to other.CO.UK.

**Note:** This requires that ns1.parent.CO.UK DNS be setup to return details on both the parent and the other domains.

## WHOIS Opt-Out

Nominet allows individuals to opt-out of their WHOIS database so that none of their personal information is returned with a WHOIS query.

**Note:** Organizations cannot use the WHOIS opt-out feature.

The WHOIS opt-out feature for .UK domains is available from the MWI at <https://rr-n1-tor.opensrs.net/manage/>, on the **Domain Extras** page:

- Manage Domain Extra Information -	
<b>Displaying personal information in the Nominet whois</b>	
Display personal info in whois?	<input checked="" type="radio"/> No <input type="radio"/> Yes
Registrant Type	<input type="radio"/> Individual (UK) <input checked="" type="radio"/> Individual (non-UK) <input type="radio"/> Other
<i>Please note that only Individuals can choose not to have their personal info displayed</i>	
Apply to all .uk domains in this profile?	<input checked="" type="radio"/> No <input type="radio"/> Yes
<input type="button" value="Save Configuration"/> <input type="button" value="Cancel Changes"/>	

## **.US**

.US is the TLD for the United States, and is regulated by the [NeuStar registry](#).

There are certain names that are not available for registration. Consistent with ICANN and gTLD procedures, all existing TLDs and two-character country codes are reserved from registration. In addition, the following names are reserved:

- All domains, of any length, beginning with 18xx, or 1-8xx, or 8xx, where x is any number from 0 to 9 inclusive.
- All domains beginning with nxx or 1nxx or 1-nxx followed by exactly seven numbers, not including hyphens, where n is any number from 2 to 9 inclusive, and x is any number from 0 to 9 inclusive.
- All domains beginning with xxxxx, where x is any number from 0 to 9 inclusive.

Examples of reserved names

- 1800abc.us
- 812abc-def.us
- 1-805-999-9999.us
- 212-999-9999.us
- 19009998888.us
- 1-212---1-2-3-4-5-6-7--.us
- 20176.us
- 90210-Melrose.us

Examples of non-reserved names

- 18-00bar.us
- 1111.us
- yourname.us
- 1-212-5.us
- 1-212---1-2-3-4-5-6-7--abc.us
- 2222.us

.US domains can be registered for a minimum of 1 year to a maximum of 10 years.

### **Leap year considerations**

If you register a .US domain on February 29, the expiry date is set to February 28.

## Deleting New Registrations

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## .US Registration Considerations

Prospective Registrants in the .US TLD must fall in one of three U.S. Nexus categories and must certify that they have a "bona fide presence in the United States." When registering a .US domain, prospective registrants must indicate their use of the domain by selecting one of the Nexus categories. The **New Domain Registration Form** for .US domains contains the following section:

.US Nexus Information	
Domain Name Application Purpose	Select Application Purpose <span style="float: right;">▼</span>
Nexus Category of Applicant	<b>Category 1 - A natural person</b> <input type="radio"/> Who is a United States citizen <input type="radio"/> Who is a permanent resident of the United States of America or any of its possessions or territories
	<b>Category 2 - U.S. Corporation</b> <input type="radio"/> U.S. organization incorporated within one of the 50 states of a U.S. territory
	<b>Category 3 - Bona Fide U.S. Presence</b> <input type="radio"/> Regularly engages in lawful activities (sales of good or services or other business, commercial or non-commercial, including not-for-profit relations in the United States). <input type="radio"/> Entity has an office or other facility in the U.S.
	<b>Country of Citizenship: (required for Category 3)</b> United States <span style="float: right;">▼</span>

## Nexus Categories

When registering a .US domain, prospective registrants must indicate their use of the domain by selecting one of the following categories:

### Nexus Category 1

A natural person (i) who is a United States citizen, (ii) a permanent resident of the United States of America or any of its possessions or territories, or (iii) whose primary place of domicile is in the United States of America or any of its possessions.

## **Nexus Category 2**

A United States entity or organization that is (i) incorporated within one of the fifty (50) U.S. states, the District of Columbia, or any of the United States possessions or territories or organized, or otherwise constituted under the laws of a state of the United States of America, the District of Columbia or any of its possessions or (including a federal, state, or local government of the United States, or a political subdivision thereof, and unincorporated organizations based in the United States).

## **Nexus Category 3**

An entity or organization (including a federal, state, or local government of the United States, or a political subdivision thereof) that has a bona fide presence in the United States of America or any of its possessions or territories.

- If foreign entity, applicant must state country of citizenship.
- Check from category list, basis for compliance with Nexus requirement - regularly sells goods in the United States; regularly provides services in the United States; regularly engages in business activities, trade or other business (commercial or non-commercial including not-for-profit) relations in the United States;
- Maintains an office or other property within the United States.

Nexus requirements can be entered during the registration process, and altered via the Manage Web Interface.

**Note:** By agreeing to the policies of the registry, Registrants agree to having one of these requirements. Nothing further is required from the Reseller to prove the Registrant has a legitimate registration.

For an up to date version of the official Nexus Requirements from the Neustar registry, please see the usTLD Nexus Requirements document located here:

<http://www.neustar.us/the-ustld-nexus-requirements/>

## **.US DNS Requirements**

In order to activate a .US domain, you must provide at least two functional nameservers; however, you may provide up to six nameservers per domain. Nameservers can be provided either when registering the .US domain, or when activating the .US domain.

**Note:** The nameservers must be located in the United States; otherwise, the registration will be rejected.

The domain name and nameserver details are usually transferred to the zone file within 24 hours, after which time the domain name becomes active.

## The .US Authcode

Once Registrants successfully register a .US domain, they are provided an 'Authcode' which is a secret pass phrase that shows verifiable proof of ownership of a domain. This Authcode is specific to the registry technologies employed by the .US registry. This code should be kept secret, and is separate from the management username/password required to manage your domains. You may obtain this information via the Manage Domain interface, or from the current Registrar of record.

Users can change their Authcode using the Manage Web Interface. Registrants log in to the page using their existing data and either modify or change the necessary data.

## .US Registration Flow

### Description

1. Registrant completes required information (RCL or other).
2. Registrant submits information to Reseller (RCL or other).
3. Reseller submits information to OpenSRS (via RWI or RCL).
4. OpenSRS submits registration to NeuStar.
5. OpenSRS debits Reseller's account.
6. OpenSRS notifies Reseller of successful domain registration.

## .US Registrant/Registrar/Reseller Transfers

Transferring of .US domains follows the [gTLD transfer](#) process.

## Deleting New Registrations

A refund may be issued for new domain registrations if the domain is deleted within four days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

## .US Manage Considerations

.US names can be managed through <https://manage.opensrs.net>. Please note the following:

- Registrants may register associate .US names with profiles created with a previous gTLD registration, but not with a previous ccTLD.
- Registrants can obtain the Authcode for .US domains via the Manage Web Interface.
- Contact changes cannot be made while the domain is locked.

## **.US Domain Redemption**

Redemptions for .US domains are done the same way as other gTLDs. In the **Domain Management** section of the RWI, click **Domain Redemption**, and complete the **Redemption Request Form**.

## **.WS**

.WS is the country code TLD for Western Samoa; however, Western Samoa has made its name space available to any interested registrants, regardless of residency.

The minimum length for second level domain names is four characters. Third level domains cannot be registered.

Registration of .WS domains is done in the same way as it is for General TLDs (gTLDs). Please see "General TLD Registrations" for information on the registration and management of domains.

The minimum registration period for .WS domains is one year and the maximum is ten years.

### **Leap year considerations**

If you register a .WS domain on February 29 for 1 to 3 or 5 years, the expiry date is set to February 28; if you register the domain for 4 years, it expires on February 29.

### **Deleting New Registrations**

A refund may be issued for new domain registrations if the domain is deleted within five days of registration. A processing fee will be applied to the domain refund.

To delete a domain, click the **Domain Refunds** link in the **Domain Management** section of the RWI, and use the form to submit your deletion request.

### **.WS Residency Requirements**

.WS is an open registry; you do not have to be a resident or business operator in Western Samoa to register a .WS domain.

### **.WS DNS Requirements**

We recommend that you provide a minimum of 2 nameservers.

### **.WS Renewals**

.WS domains can be renewed prior to their expiry date for one to ten years.

The renewal process for .WS domains is the same as for gTLDs.

**Note:** There is a 30-day grace period for .WS renewals, but after 30 days the name can be deleted by the registry at any time.

## **.WS Transfers**

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

A Transfer moves a domain name from one registration provider to another. The owner of the domain contacts you and you initiate the transfer process on their behalf.

**Note:** Domain names cannot be transferred within the first 60 days after they are created or within 60 days of a previous transfer.

To transfer a .WS domain name to OpenSRS

1. In the **Order Management** section, enter the domain name in the **Transfer a domain** field, and then click **Transfer**.  
The **Transfers for <domainname>.ws** page appears.
2. Complete the **Transfer Form**.  
You can complete the **Retrieve Order Information** section and click **Retrieve Data** to autopopulate the fields.
3. Once the **Transfer Form** is complete, click **Submit**.

When the transfer request is submitted, an email is sent to the Admin Email Contact, and they have five days to approve or reject the request. When approving the transfer, they are required to enter their Transfer Authorization Code. The Transfer Authorization Code or 'Authcode' can be obtained from the current registrar for the domain.

If the transfer request is not approved or rejected by the losing registrar within the five day period, the registry automatically approves the transfer request.

When the transfer process is complete, the expiration date is extended one year from the original expiration date, and a charge is applied that is equal to the cost of a one year registration.

## **.WS Changes of Ownership**

The change of ownership process for .WS domains is the same as for [gTLDs](#).

## **IDN (Internationalized Domain Name) Registrations**

IDNs (Internationalized Domain Names) enable the use of local language characters with gTLDs. For example, [μυθoμoιv.COM](#) uses local characters followed by .COM.

As of April 24, 2004, only Punycode compliant (xn--) IDNs are supported. Any IDN registrations submitted after April 24, 2004 must be in Punycode. RACE encoded submissions will not be accepted. If you are trying to register a domain in a language other than English, convert the domain using the IDN Conversion Tool.

### **IDN features include:**

#### **Client**

- Support for IDN registrations/management in all supported languages. See the "[IDN supported TLDs and languages](#)" table.
- Bulk registrations of IDNs.
- Punycode conversion tool.

#### **Server**

- Support for IDN registrations/management in specified languages. See the "[IDN supported TLDs and languages](#)" table.

## **IDN Registration Agreement**

Multilingual .COM and .NET domains are governed by the same registration agreement as their English equivalents. All customers registering IDNs must be bound to the existing ICANN sanctioned registration terms and conditions.

## **IDN Registrations**

This section identifies the differences between registering domains and registering IDNs.

### **Domain Name field**

When registering a domain, the **Domain Name** field allows you to input a domain in a specific language and binds it to the language selected in the **Language** drop-down list. See the "[IDN Supported TLDs and Languages](#)" table for the complete of list of languages.

### **Language specification drop-down list**

Anywhere in the interface that there is a domain name to be input, the language selection drop-down is displayed.

The default language is **Standard ASCII**, which can only be used for English language registrations. If you are registering an IDN, you must choose the native language from the **Language** drop-down list. If you try to register an

IDN but do not change the language from **Standard ASCII** to the native language, the registration will fail.

It is important to note that all other input fields (address, contact info, etc.) can accept input of other languages but that the current registry/registrar schema does not support the correct display of this information, especially within WHOIS searches. Therefore we encourage you to post a warning to your IDN customers not to do so. Otherwise WHOIS data will be completely incomprehensible.

You must bear in mind that ccTLDs, even if enabled in your profile, are not enabled for IDN registrations. For example, attempting to register "yourname.co.uk" in its Japanese translated version would cause an error to occur and the registration to fail.

### **Username and Password**

Username and password fields do not accept non-ASCII characters. Attempting to submit local language characters will result in registration errors. For additional restrictions that apply to these fields, please see "[Data Constraints](#)".

## **IDN Renewals and Registration Periods**

As with regular .COM and .NET domains, IDNs are available for a registration period ranging from one to ten years. IDN renewals work in exactly the same way as non-IDNs.

### **IDN Transfers**

IDN transfers work in exactly the same way as .COM and .NET domain transfers. Simply submit a properly formatted transfer request via the RWI, or use the API as specified in the API Specification guide.

### **IDN WHOIS Info**

WHOIS lookups must be done in Punycode format. OpenSRS provides a publicly available Punycode conversion tool <http://precow.tucows.com/cgi-bin/IDN/index.cgi>. This conversion tool is also packaged with the client distribution.

## **Viewing IDN Orders**

Within all "view domain" areas of the RWI, the value in the **Encoding Type** column identifies the language type, for example: **Russian** or **Standard ASCII**. For non-IDN domains registered before April 24 2004, a blank field identifies the name as being a Standard ASCII based English domain.

**Important:** When communicating with OpenSRS regarding IDNs, use the Punycode converted name (for example xn—2kjskjdfkjsf.com). This helps facilitate any language barriers that may exist and allows proper resolution of any issue regarding these names.

## Converting to Punycode and Verifying Punycode Compliance

The Punycode converter allows Registrants and Resellers to view a domain name in all encoding formats (for example, RACE, UTF-8, Punycode). You can also use the Punycode converter to ensure that any domain names you intend to submit are in correct Punycode format.

The Punycode converter is publicly available at <http://precow.tucows.com/cgi-bin/IDN/index.cgi>, and accepts domain names in the formats listed below, and converts the domain name to the remaining formats.

### Native Characters

This option allows you to enter the domain in the native language, using either the language characters in Unicode, or using an IME (Input Method Editor), and returns the domain's representation in Punycode, RACE, and UTF-8 format.

To learn more about Unicode, please visit <http://www.unicode.org>.

### RACE

This option allows the input of a RACE converted name and converts it to UTF-8 and Punycode format. When entering a RACE encoded name, make sure that the name is prefaced with "bq--".

### Punycode

This option allows the input of a Punycode converted name and converts it to UTF-8 and RACE format. When entering a Punycode encoded name, make sure the name is prefaced with "xn--".

To verify a domain name for Punycode compliance

1. Using the [Punycode converter](#), copy and paste the complete, Punycode-converted domain name into the **Input** field.
2. From the **Type** options, select **Punycode**.
3. Click **Convert**. The page reloads, displaying the conversion results.

The screenshot shows a web form for converting domain names. The 'Input' field contains 'ep-TECT.COM' and the 'Type' is set to 'Punycode'. Below the form is a table of results.

Description	Type	Result
Input String	PUNYCODE	ep-TECT.COM
Prepared String	RACE	bq--at7wl73q74wuenkbii.com
Prepared String	UTF8	ep-TECT.COM

If the **Input String** name does resemble your input, then your data is not encoded in Punycode, and cannot be used for IDN registrations.

**Note:** The data may not exactly match your input due to case folding and other syntactical rules of Punycode.

### Changing Your Browser Settings to View IDNs

To enable your browser to display an IDN in your own language, download and install the I-Nav plug-in from <http://www.idnnow.com/index.jsp>.

Once installed, you can access domains that use an IDN.

**Note:** To view the actual characters used in some IDN URLs, you will need to install the language pack used by that IDN.

To add a language in Internet Explorer choose **View > Encoding > More**, and then select the language that you would like to view.

To add a language in Mozilla Firefox choose **View > Character Encoding**, and then select the language that you would like to view.

### IDN Bulk Registrations Process Overview

The following list outlines the steps that you should take to prepare and submit your files for bulk registrations.

**Step 1:** Collect domain name registration requests from your customers.

**Step 2:** Create flat files based on the names collected. For more information, see "[Creating an IDN Flat File](#)".

**Step 3:** We strongly recommend that you visually inspect your files to ensure that the representation of the domain name in the flat file matches the domain name requested by the customer. You should also verify that the data you've entered is Punycode compliant using the Punycode converter. For more information, see "[Converting to Punycode and Verifying Punycode Compliance](#)".

**Step 4:** Submit your requested domain names via the RWI in a flat file as described in "[Creating an IDN Flat File](#)".

**Step 5:** The RWI reads the batch file and converts the local language characters to Punycode.

**Step 6:** OpenSRS has integrated the IDN specification defined by Verisign into the server OpenSRS software. Once the requested domain name has been transformed into Punycode by the browser, the OpenSRS system uses Punycode to transform the requested domain name into a representational ASCII character string.

**Note:** Bulk IDN registration works only with supported languages. For a list of supported languages, see the "[IDN Supported TLDs and Languages](#)" table.

## Entering Data in Punycode for Bulk Registrations

In order to create the flat file you need to use for bulk IDN registration (or to create single domain names to use via the standard registration process or the client code), you need a method of inputting data in Punycode or UTF-8 format. There are various methods available to you; three possible options are explained below.

### Method 1: Encoding using characters native to your system

Method 1 assumes that you already have a process and the tools to translate from your native encoding type into Punycode or UTF-8. If this is the case, simply enter the Punycode or UTF-8 characters into the domain name field (or in the text file for the bulk loader) and everything will work properly.

To test whether your data is properly Punycode encoded, see "[Converting to Punycode and Verifying Punycode Compliance](#)".

### Method 2: Encoding using Microsoft Word and a Unicode Font

Microsoft Word 2000 and later versions are packaged with a Unicode font and a character input tool. Before accessing the tool, first make sure you have a Unicode font installed. A Unicode font (such as Arial Unicode MS) is required to represent all the various possible characters. This font is available with Microsoft Office 2000, or from the Microsoft web site.

Once you've installed the font, open MS Word and perform these steps:

1. From the **Insert** menu, choose **Symbol**.
2. From the **Symbol** dialog box, make sure that the **Symbols** tab is active.
3. From the **Font** drop-down list, choose **Arial Unicode MS** (or your Unicode font).
4. From the **Subset** drop-down list, choose the character set you want to use.
5. Enter the string you want to register as a domain name.
6. Repeat steps 1 to 5 for each domain name.
7. Once you have added all domain names to your file, see "[Creating an IDN Flat File](#)" for file saving instructions.

### Method 3: Obtain a freeware IME (Input Method Editor)

An IME is an application that allows users to input foreign language characters. IMEs usually display foreign language characters using an on-screen keyboard which you can also use to enter each character.

We have done limited testing with SC UniPad for Windows, and have found that it works as a Unicode character input tool:

<http://www.sharmahd.com/unipad/unipad.en.html>.

With proper mapping information, available from <http://www.unicode.org>, this tool will work for all supported languages.

## Creating an IDN Flat File

The following procedures describe the easiest and safest way to create a batch IDN Bulk File.

To submit bulk orders, the file should be in a CSV (comma delimited) format and must conform to the file format as outlined below.

Field List	Max Length	Variable
Domain_Name	50	N/A
User_Name	100	N/A
Password	20	N/A
Reg_Period	2	1-10

**Note:** The **Domain\_Name** length presented in the table above is, of necessity, an approximate value. There is no way to tell the length of the Punycode converted name before conversion.

## Creating a Flat File

1. Enter each registration in MS Word using the following format:

Domain\_Name, User\_Name, Password, Reg\_Period

Domain\_Name, User\_Name, Password, Reg\_Period

Etc.

**Notes:**

- Be sure to use one of the input methods described in "[Entering Data in Punycode for Bulk Registrations](#)".
  - Domain\_Name = the domain in the desired UTF8 encoded characters (found using the Input Symbol tool as described above). The TLD (.COM, .NET) must use English characters.
  - Username = the username for Registrant control of the name.
  - Password = the password for Registrant control of the name.
  - Reg\_Period = the registration term.
2. Save the Word file as HTML: choose **File > Save as Web Page** and save the file.
  3. Open the HTML file in IE 5.0 or greater.
  4. Re-save the file in IE:

## IDN (Internationalized Domain Name) Registrations

- a. Choose **File > Save As**.
- b. File name field, change the file name to something in ASCII (e.g. domains).
- c. From the **Save as Type** drop-down list, choose **Text**.
- d. From the **Encoding** drop-down list, choose **Unicode (UTF-8)**.
- e. Click **Save** to save the file.

You're now ready to upload the file!

### Submitting Bulk IDN Registrations

1. In the **Domain Management** section, click **Bulk Domain Change Management > Place Bulk Order Manually**. The **Domain Registration Form** opens.
2. Ensure that all required fields in this form are filled out with your default settings for your placement of batch domains (Admin., Billing, and Technical, and Desired Nameservers). You can also submit these names based on an existing domain profile.
3. Once all of the required fields are filled out, click **Browse** in the **Upload File** section. Use the **Choose File** dialog to locate the flat file that you created (for example, domains.txt), then click **Open** in the dialog box.
4. Click **Submit**. The browser reads your batch file and opens the **Domain List** page, listing all of the domains from the submitted batch file.
5. Ensure that all domains appear correctly, and check that your browser is set to UTF-8 Encoding. Corrections or changes to any domains may be done directly on this page. While your batch file is being read, it is checked for any duplicates and/or invalid domains before displaying this page. A routine is then run to discard any duplicates or invalid names.

The screenshot shows a web form titled "Domain List". At the top, there is a text input field labeled "Start registration process at number:" with the value "1" and a red arrow pointing to it with the text "Start From input-box". Below this is a table with the following columns: "Domain Name", "Username", "Password", "Period", and "Language Tag". The table contains three rows of data:

Domain Name	Username	Password	Period	Language Tag
1 pn-fl aacbdic.com	user1	password1	2	
2 pn-fl aceae.com	user2	password2	3	
3 pn-fl aceaf.com	user3	password2	4	

Below the table is a "Register" button. At the bottom of the form, there are two lines of text: "There are 0 repeat domains in your list that have been discarded" and "There are 0 domain(s) in your list that have been discarded because they are too long". To the right of these lines, there is a red text label: "Domains checked for duplicates or invalid entries".

## IDN (Internationalized Domain Name) Registrations

6. To submit your batch file from a numbered position, enter the number in the **Start registration process at number** field. This feature is useful should your registrations be stopped at any point within the registration process and you need to resubmit part of your batch.
7. Once you have visually inspected your domains, click **Register** to commence the bulk lookup and registration process.

The time it takes to register your bulk file depends on the size of your batch file. Each name appears on the screen as it either registers or fails to register because it's taken. The word **Done** appears at the bottom of the domain list once the file is completely done.

As orders are looked up and registered, a new page is displayed showing the status of each order. Please make sure that your browser is still set to UTF-8 when reviewing the results page.

**Note:** In some cases, especially with large files or during times when the registry's response is slow, your browser may not display live updates of the registration progress until it has completed the file. **Do not shut down your browser and try again; instead, let the browser complete the process.**

### **IDN UDRP Considerations**

As with the Registration Agreement, IDNs fall under the same UDRP consideration as regular .COM and .NET names. The UDRP protects individuals and companies with Trade Marks and Copyright protections. Cybersquatting on multilingual names will prove as fruitless as with regular English domain names. Squatters stand as good a chance of losing their squatted names in other languages as they do in English.

### **IDN Pricing**

OpenSRS does not impose any additional costs for the registration of IDNs. IDNs follow the same pricing schedule as .COM and .NET transactions.

## IDN Supported TLDs and Languages

Punycode enables the conversion of the following languages:

### **.COM, .NET, .NAME, .CC, .TV**

Language	Language code
Afrikaans	AFR
Albanian-ALB	ALB
Arabic	ARA
Aragonese	ARG
Armenian-ARM	ARM
ASCII	(blank, no language code)
Assamese	ASM
Asturian; Bable	AST
Avestan	AVE
Awadhi	AWA
Azerbaijani	AZE
Balinese	BAN
Baluchi	BAL
Basa	BAS
Bashkir	BAK
Basque-BAQ	BAQ
Belarusian	BEL
Bengali	BEN
Bhojpuri	BHO
Bosnian	BOS
Bulgarian	BUL
Burmese-BUR	BUR
Carib	CAR
Catalan	CAT
Chechen	CHE
Chinese-CHI	CHI
Chuvash	CHV
Coptic	COP
Corsican	COS
Croatian-SCR	SCR

## IDN (Internationalized Domain Name) Registrations

<b>Language</b>	<b>Language code</b>
Czech-CZE	CZE
Danish	DAN
Divehi	DIV
Dogri	DOI
Dutch-DUT; Flemish	DUT
English	ENG
Estonian	EST
Faroese	FAO
Fijian	FIJ
Finnish	FIN
French-FRE	FRE
Frisian	FRY
Gaelic; Scottish Gaelic	GLA
Georgian-GEO	GEO
German-GER	GER
Greek-GRE, Modern (1453-)	GRE
Gondi	GON
Gujarati	GUJ
Hebrew	HEB
Hindi	HIN
Hungarian	HUN
Icelandic-ICE	ICE
Indic (Other)	INC
Indonesian	IND
Ingush	INH
Irish	GLE
Italian	ITA
Japanese	JPN
Javanese	JAV
Kashmiri	KAS
Kazakh	KAZ
Khmer	KHM
Kirghiz	KIR

## IDN (Internationalized Domain Name) Registrations

<b>Language</b>	<b>Language code</b>
Korean	KOR
Kurdish	KUR
Lao	LAO
Latvian	LAV
Lithuanian	LIT
Luxembourgish; Letzeburgesch	LTZ
Macedonian-MAC	MAC
Malayalam	MAL
Malay-MAY	MAY
Maltese	MLT
Maori-MAO	MAO
Mixed (English)	ENG
Moldavian	MOL
Mongolian	MON
Nepali	NEP
None specified	NO
Norwegian	NOR
Oriya	ORI
Ossetian; Ossetic	OSS
Panjabi	PAN
Persian-PER	PER
Polish	POL
Portuguese	POR
Pushto	PUS
Rajasthani	RAJ
Romanian-RUM	RUM
Russian	RUS
Samoan	SMO
Sanskrit	SAN
Sardinian	SRD
Serbian-SCC	SCC
Sindhi	SND
Sinhalese	SIN

## IDN (Internationalized Domain Name) Registrations

<b>Language</b>	<b>Language code</b>
Slovak-SLO	SLO
Slovenian	SLV
Somali	SOM
Spanish; Castilian	SPA
Swahili	SWA
Swedish	SWE
Syriac	SYR
Tajik	TGK
Tamil	TAM
Telugu	TEL
Thai	THA
Tibetan-TIB	TIB
Turkish	TUR
Ukrainian	UKR
Urdu	URD
Uzbek	UZB
Vietnamese	VIE
Welsh-WEL	WEL
Yiddish	YID

**.ORG**

<b>Language</b>	<b>Language code</b>
Belarusian	BEL
Bosnian	BOS
Bulgarian	BUL
Danish	DAN
German	GER
Hungarian	HUN
Icelandic	ICE
Korean (Hangul)	KOR
Latvian	LAV
Lithuanian	LIT
Macedonian	MAC
Polish	POL
Russian	RUS
Serbian	SCC
Spanish; Castilian	SPA
Swedish	SWE
Simplified Chinese	ZH-CN
Traditional Chinese	ZH-TW
Ukrainian	UKR

**.INFO and .ME**

<b>Language</b>	<b>Language code</b>
Danish	DAN
German	GER
Hungarian	HUN
Icelandic	ICE
Korean (Hangul)	KOR
Latvian	LAV
Lithuanian	LIT
Polish	POL
Swedish	SWE

## IDN (Internationalized Domain Name) Registrations

### **.BIZ**

<b>Language</b>	<b>Language code</b>
Chinese-CHI	CHI
Danish	DAN
German	GER
Finnish	FIN
Hungarian	HUN
Icelandic	ICE
Japanese	JPN
Korean (Hangul)	KOR
Latvian	LAV
Lithuanian	LIT
Norwegian	NOR
Polish	POL
Portuguese	POR
Spanish; Castilian	SPA
Swedish	SWE

### **.DE**

<b>Language</b>	<b>Language code</b>
Chinese-CHI	CHI
Danish	DAN
German	GER
Icelandic	ICE
Japanese	JPN
Norwegian	NOR
Spanish; Castilian	SPA
Swedish	SWE

### **.CO and .ES**

<b>Language</b>	<b>Language code</b>
Spanish; Castilian	SPA

### **.EU**

As of December 10, 2009, .EU supports IDNs. Not all characters are supported however, for example, the German ß is not allowed. For a list of the supported non-ASCII characters, see <http://www.eurid.eu/en/eu-domain-names/idns-eu/supported-characters>.

The following restrictions apply when using non-ASCII characters for .EU domains:

- You cannot mix scripts or character sets (for example, Latin, Greek and Cyrillic), in a single IDN. This means each IDN must use characters from a single script only.
- An IDN may not be longer than 63 characters after it is converted.
- .EU IDNs may not start with the characters **xn--**.

# Bulk Changes

The bulk changes feature allows you to update domain details for multiple domains in a single request. You can submit bulk change requests for the following:

- [Bulk Domain Availability Search](#)
- [Add, Remove, or Reset the DNS Service](#)
- [Add, Remove, or Modify DNS Zone Records](#)
- [Domain Contact Modification](#) (Owner, Admin, Tech, and Billing contacts)
- [Add Domain Forwarding to Multiple Domains](#)
- [Domain Lock](#) (and unlock)
- [Bulk Renewals](#)
- [Nameserver Modification](#)
- [Parked Pages](#)
- [Push Domains](#) (bulk transfer to another Reseller account)
- [Importing and Exporting Storefront Domains](#)
- [WHOIS Privacy Enable](#)
- [Place Bulk Order Manually](#)

You can change up to 10,000 domains at one time when you submit a bulk request. If this limit is insufficient for your needs, please contact your sales representative.

**Note:** You can have up to three active requests in the queue at a time. If you need to queue more than one request, contact your sales representative.

## Restrictions by TLD for Type of Bulk Change

Some TLDs do not support certain types of bulk changes. Below is a list of the supported bulk changes according to TLD.

TLD	Modify Contacts	Lock Domains	Modify DNS	Parked Pages	Renew Domains	Push Domains	WHOIS Privacy
<b>.COM</b>	Y	Y	Y	Y	Y	Y	Y
<b>.NET</b>	Y	Y	Y	Y	Y	Y	Y
<b>.ORG</b>	Y	Y	Y	Y	Y	Y	Y
<b>.INFO</b>	Y	Y	Y	Y	Y	Y	Y
<b>.BIZ</b>	Y	Y	Y	Y	Y	Y	Y
<b>.MOBI</b>	Y	Y	Y	Y	Y	Y	Y
<b>.NAME</b>	Y	Y	Y	Y	Y	Y	Y
<b>.ASIA</b>		Y	Y	Y	Y	Y	

## Bulk Changes

TLD	Modify Contacts	Lock Domains	Modify DNS	Parked Pages	Renew Domains	Push Domains	WHOIS Privacy
<b>.AT</b>					Y	Y	
<b>.BE</b>				Y	Y	Y	
<b>.BZ</b>	Y	Y	Y	Y	Y	Y	Y
<b>.CA</b>			Y	Y	Y	Y	
<b>.CC</b>	Y	Y	Y	Y	Y	Y	Y
<b>.CH</b>					Y	Y	
<b>.CN</b>	Y		Y		Y	Y	
<b>.CO</b>	Y	Y	Y	Y	Y	Y	Y
<b>.DE</b>			Y		Y	Y	
<b>.DK</b>					Y	Y	
<b>.ES</b>					Y	Y	
<b>.EU</b>				Y	Y	Y	
<b>.FR</b>					Y	Y	
<b>.IN</b>	Y	Y	Y	Y	Y	Y	
<b>.IT</b>					Y	Y	
<b>.ME</b>	Y	Y	Y	Y	Y	Y	Y
<b>.MX</b>					Y	Y	
<b>.NL</b>					Y	Y	
<b>.TV</b>	Y	Y	Y	Y	Y	Y	Y
<b>.UK</b>	Y		Y	Y	Y	Y	
<b>.US</b>	Y	Y	Y	Y	Y	Y	
<b>.WS</b>	Y	Y	Y	Y	Y	Y	Y

## The Bulk Domain Change Management

To access all of the bulk change features, in the **Domain Management** section, click **Bulk Domain Change Management**.

**Bulk Domain Change Management**

- [Bulk Domain Search](#)  
**Please Note:** This search is performed on our asynchronous system. Any domains registered within the last 24 hours will not appear in the result set
- [Standard Bulk Requests](#)
  - [Availability Check](#)
  - [Domain Contact Modification](#)
  - [Domain Lock](#)
  - [Domain Renew](#)
  - [Nameserver Modification](#)
  - [Parked Pages](#)
  - [Push Domains](#)
  - [Storefront Domain Import/Export](#)
  - [Whois Privacy](#)
- [Place Bulk Order Manually](#)
- [View Change Request Queue](#)

## Specifying the Domains to Which to Apply a Bulk Change

You can specify the domains to which to apply a bulk change by manually entering up to 10,000 domain names in the appropriate bulk change page (one domain per line), or you can create and upload a plain text file that lists all of the domains.

### Generating a text file using the Bulk Changes Domain Search function

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **Bulk Domain Search**.
3. On the **Bulk Changes Domain Search** page, use the form to define your search criteria. If no search criteria are selected, all the domains you have under management are returned.  
**Note:** If you choose the **Include Domain Status** option in your search criteria, this request may take longer to complete as each domain's status must be queried.

4. In the **Email Address** field, enter the email address to which you want the text file to be sent.
5. Click **Results to File**.

The results are emailed to the address specified on the search page.

**Note:** This search is performed on our asynchronous system, so any domains registered within the last 24 hours will not appear in the results.

Once you have a text file listing the domains that you want to modify, you can upload that list when you create the bulk domain change request.

## Standard Bulk Requests

Many of the bulk job requests require the same basic pieces of information, for example, you need to specify the list of affected domains and the contact email address. To simplify the bulk submissions process, these job requests are grouped together on the **Bulk Domain Change Management** page under **Standard Bulk Requests**.

In the **Domain Management** section, click **Bulk Domain Change Management**.

When you click **Standard Bulk Requests**, a generic page displays showing all of the common fields that you need to complete.

**Change Type**

- Availability Check
- DNS Zone
- DNS Zone Record
- Domain Contact Modification
- Domain Forwarding
- Domain Lock
- Domain Renew
- Nameserver Modification
- Parked Pages
- Push Domains
- Storefront Domain Import/Export
- Whois Privacy

**Item List**

Enter a list manually
  Upload a list of items

(One item per line)

**Contact Email Address**

Email results and notifications to:  ✖ (Required)

When you select a particular bulk job type in the **Change Type** section, the page displays additional fields that are specific to that request type. For example, if you select **Domain Contact Modification**, the page changes to display the fields that you need to complete to change the owner, admin, billing, and technical contact information.

For information on creating an uploadable text file of the domains to which you want to apply the bulk change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".

## Checking the Availability of Multiple Domains

The **Availability Check** feature allows you to submit a list of domain names and find out whether they are available to be registered. The request checks the registry as well as Premium Domains and Personal Names, and sends a CSV file to the specified email address. The CSV file lists each of the domain names that you sent in the request and indicates whether each name is available. For Premium Domain names, it also indicates the cost to purchase the name.

**Note:** For Personal Names, you must use the format *firstname.lastname*. You do not have to include the TLD; however, if you do, the results will be limited to that TLD and will only match the exact first name and last name that you specified.

To check the availability of multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **Availability Check**.
3. In the **Item List** section, specify the domain names that you want to check.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For more information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".
4. In the **Contact Email Address** field, enter the email address where you want the results to be sent. When you enter a valid email address, the red X changes to a green checkmark.
5. Click **Submit**.  
The **Bulk Changes Contact Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Adding, Removing, or Resetting the DNS Service

The bulk DNS Zone feature allows you to use a template to apply the DNS service to up to 10,000 domains in one request. Domain zones can then be modified by the end user or Reseller. You can also use this feature to remove the DNS service or to reset the zones to those specified in a template.

To add, remove, or reset the DNS service for multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **DNS Zone**.
3. In the **Item List** section, specify the domains to which you want to apply the DNS service.
  - To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.
  - To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".
  - To specify all domains in your account,** click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. In the **DNS Zone Options** section, choose one of the following options:
  - **Reset zones to template**—applies the zone definitions from the template that you choose from the drop-down list. You can specify that you only want to apply the selected template to domains that are already using a specific template. In that case, select **only if current template is**, and then select that template from the drop-down list.
  - **Add DNS to domains and apply template**—applies the zone definitions in the template that you choose from the drop-down list. If you don't select a template, the DNS service is enabled, but the zone records are not defined.
  - **Remove DNS from domains**—removes the DNS service from the specified domains. You can specify that only want to remove the DNS service from domains that are using a specific template. In that case, select **only if current template is**, and then select that template from the drop-down list.
6. In the **Additional Options** section, choose one of the following:
  - **Apply to all selected domains**—applies the bulk change to all domain in the **Item List**.

- **Only apply to domains using our DNS nameservers**—applies the bulk change to only those domains in the **Item List** that are already using the DNS nameservers.
  - **Only apply to domains not using our DNS nameservers**—applies the bulk change to only those domains in the **Item List** that are not already using the DNS service nameservers.
7. **Optionally**, click the checkbox beside **Change nameservers to use our DNS**. When checked, this option sets the nameservers to ns1.systemdns.com, ns2.systemdns.com, and ns3.systemdns.com.
  8. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Adding, Removing, or Modifying DNS Zone Records

The bulk DNS Zone Record feature allows you to define zone records for up to 10,000 domains in one request.

**Note:** To use this feature, the DNS service must already be enabled for the specified domains. For information on applying the DNS service to multiple domains, see "[Adding, Removing, or Resetting the DNS Service](#)".

To define the DNS zone records for multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **DNS Zone Record**.
3. In the **Item List** section, specify the domains for which you want to define DNS zone records.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account,** click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. In the **DNS Zone Record Options** section, choose one of the operation that you want to perform - **Add**, **Remove**, or **Modify** - and then choose the record type: **A**, **AAAA**, **CNAME**, **MX**, **SRV**, or **TXT**.  
The record fields that appear depend on which record type that you choose.

6. If you are modifying or removing records, click the checkbox next to the fields that you want to modify or remove, and complete the associated fields; if you are adding a record, you must complete all of the associated fields.  
For an explanation of each of the DNS zone records , see "[DNS Templates](#)".
7. **Optionally**, if you are modifying or removing DNS records, you can restrict the domains to which the changes are applied. The restrictions are applied to the list of domains in the **Item List** section.  
The type of restrictions that you can make depends on the type of zone record type that you choose.
8. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Making Bulk Contact Changes

A bulk contact change request allows you to change the Technical and Billing contact information for up to 10,000 domains at once.

To make bulk contact changes

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **Domain Contact Modification**.
3. In the **Item List** section, specify the domains to which you want to apply the bulk contact change.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For more information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account**, click **All applicable domains**
4. **Optionally**, in the **Lock Options** section, click **Apply Changes to Locked Domains**. If this option is selected, when you submit the bulk job, locked domains are unlocked, the changes are made, and then the domains are locked again.
5. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email address, the red X changes to a green checkmark.
6. In the **Contact Changes** section, select the contact types that you want to update.

To reuse contact information for different contact types: click the appropriate checkboxes - **Same as Owner Information**, **Same as Admin Information**, or **Same As Billing Information**.

7. Select the contact fields that you want to change, and enter the new information; unselected fields are not changed.  
**Note:** If you select a field, but leave it blank, the previous information for that field is deleted, and the field will be empty.
8. Click **Submit**.  
The **Bulk Changes Contact Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Adding Domain Forwarding to Multiple Domains

The bulk domain forwarding feature allows you to apply the domain forwarding service to up to 10,000 domains in one request. Domain forwarding can then be modified by the end user or Reseller.

To add domain forwarding to multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **Domain Forwarding**.
3. In the **Item List** section, specify the domains to which you want to apply domain forwarding.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account**, click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. In the **Operation (Domain Forwarding)** section, click either **Add domain forwarding to domain(s)** or **Remove domain forwarding from domain(s)**.  
**Note:** You cannot both add and remove domain forwarding in the same request; instead, you must submit one request to add domain forwarding to specific domains, and an additional request to remove forwarding from other domains.

6. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Locking and Unlocking Multiple Domains

Domain locking prevents unauthorized changes to a domain. If a domain is locked, transfers and DNS modification cannot be made until the domain is unlocked. For more information, see "[Domain Locking](#)".

You can use the **Bulk Domain Change Management** tools to lock or unlock multiple domains for the following TLDs: .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .MOBI, .ASIA, .CC, .ME, .TV, and .US.

To lock or unlock multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **Domain Lock**.
3. In the **Item List** section, specify the domains that you want to lock or unlock.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account,** click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. In the **Operation (Domain Lock)** section, click either **Lock Domain(s)** or **Unlock Domain(s)**.  
**Note:** You cannot both lock and unlock domains in the same request; instead, you must submit one request to lock domains, and an additional request to unlock domains.
6. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Renewing Multiple Domains

The bulk renewals feature allows you to renew up to 10,000 domains in one request. Depending on the renewal restrictions imposed by the registry for each TLD, domains may be renewed for one to ten years. For information about renewal terms by TLD, see the specific section for that TLD.

You can use the **Bulk Domain Change Management** tools to renew multiple domains for the following TLDs: .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .MOBI, .ASIA, .BE, .CA, .CC, .CH, .CN, .DE, .DK, .ES, .EU, .FR, .IT, .ME, .MX, .NL, .TV, .UK, and .US.

To renew multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. From the **Bulk Domain Change Management** page, click **Domain Renew**.
3. In the **Item List** section, specify the domains you want to renew.
  - To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.
  - To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".
  - To specify all domains in your account,** click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. Complete the **Renewal** section as follows:
  - Choose the renewal term from the **Period** drop-down list.
  - Click the appropriate **Auto-Renew** and **Let Domain Expire** options.
 

**Note:** When changing renewal settings, we recommend that you explicitly select the action you want to occur as well as the action that you don't want to occur, that is, choose either **Yes** or **No** for both **Auto-Renew** and **Let Domain Expire**, and ensure that **No Change** is not selected. For example, suppose you want to set all of the domains in the **Item List** to expire at the end of their terms. In the **Renewal Settings** section, you choose **Let Domain Expire = Yes**. You should also choose **Auto-Renew = No** rather than leaving the **Auto-Renew** option set to **No Change** because if even one of the domains in the list is currently set to renew automatically, leaving **Auto-Renew** set to **No Change** results in a conflict and your request will fail.

- If applicable, enter the unique identifier of your Reseller affiliate in the optional **Affiliate** text box.
6. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Making Bulk DNS Changes

The bulk DNS change functionality allows you to perform three types of changes:

- Add nameservers: Adds new nameservers to the specified domains.
- Remove nameservers: Removes nameservers from the specified domains.
- Assign nameservers: Replaces the existing nameservers with new ones for the specified domains.  
**Important:** Use this feature with caution. When you make DNS changes, the original nameservers are removed.

To make bulk DNS changes

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. On the **Bulk Domain Change Management** page, click **Nameserver Modification**.
3. In the **Item List** section, specify the domains to which you want to apply the bulk nameserver change.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account,** click **All applicable domains**.
4. **Optionally**, in the **Lock Options** section, click **Apply Changes to Locked Domains**. If this option is selected, locked domains are unlocked, the changes are made, and then the domains are locked again.
5. In the **Contact Email** field, enter the email address where you want the change confirmation to be sent.
6. In the **Nameserver modifications** section, click either **Add/Remove Nameservers** or **Assign Nameservers**, and in the appropriate textbox, specify the nameservers to add, remove, or assign  
**Note:** You cannot add nameservers and assign nameservers in the same request.

7. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Enabling Parked Pages for Multiple Domains

The Parked Pages Program is an excellent way for you to generate revenue from domains that are currently not in use. For a complete explanation of the Parked Pages Program, see "[Parked Pages Program](#)". You can use the **Bulk Domain Change Management** tools to enable or disable Parked Pages for multiple domains for the following TLDs: .COM, .NET, .ORG, .INFO, .BIZ, .NAME, .MOBI, .ASIA, .BE, .CC, .CA, .EU, .ME, .TV, .UK and .US.

To enable or disable Parked Pages for multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. From the **Bulk Domain Change Management** page, click **Parked Pages**.
3. In the **Item List** section, specify the domains for which you want to enable or disable Parked Pages.

**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.

**To upload a text file that lists the domains:** click **Upload a list of domains**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".

**To specify all domains in your account,** click **All applicable domains**.

4. **Optionally**, in the **Lock Options** section, click **Apply Changes to Locked Domains**. If this option is selected, locked domains are unlocked, the changes are made, and then the domains are locked again.
5. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
6. In the **Operation (Parked Pages)** section, click either **Enable Parked Pages** or **Disable Parked Pages**.
7. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Transferring Multiple Domains to another Reseller Account

You can use the **Bulk Domain Change Management** tools to transfer or "push" up to 10,000 domains to another Reseller account in one request.

**Note:** Before you can push domains to another Reseller account, that Reseller has to add you to their allow list by entering your username on the **Push Domain Settings** page.

In the **Domain Management** section, click **Transfer Management**, and then in the **Transfer Management** section, click **Push Domain Settings**.

To transfer multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. From the **Bulk Domain Change Management** page, click **Push Domains**.
3. In the **Item List** section, specify the domains that you want to transfer.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account,** click **All applicable domains**.
4. **Optionally**, in the **Lock Options** section, click **Apply Changes to Locked Domains**. If this option is selected, when you submit the bulk job, locked domains are unlocked, the changes are made, and then the domains are locked again.
5. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
6. In the **Push Domain Options** section, enter the username of the Reseller to whom you want transfer the domains (gaining Reseller).
7. Click **Submit**.
8. The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

**Note:** When the domains are transferred to the new Reseller, each domain is set up with its own profile.

## Importing and Exporting Storefront Domains

You can export any or all of your domains from the Domain Name Control Panel to Storefront or you can import domains from Storefront to the Domain Name Control Panel.

**Important:** When you import domains from Storefront to the Domain Name Control Panel, any services that were enabled in Storefront (for example, domain forwarding or email forwarding) will be lost.

To import or export Storefront domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.
2. From the **Bulk Domain Change Management** page, click **Storefront Domain Import/Export**.
3. In the **Item List** section, specify the domains that you want to import or export.
  - To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.
  - To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".
  - To specify all domains in your account,** click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. In the **Operation (Storefront Domain Import/Export)** section, choose whether you want to move the specified domains from Storefront to OpenSRS (**Move to OPENSRS**) or from OpenSRS to Storefront (**Move to STOREFRONT**).
6. Click **Submit**.

When you export domains from the OpenSRS RWI to Storefront, your end users will receive email notifications with your branded Storefront Domain Manager URL as well as their Storefront usernames and passwords.

## Enabling WHOIS Privacy for Multiple Domains

You can use the **Bulk Domain Change Management** tools to enable or disable WHOIS Privacy for multiple domains.

To enable or disable WHOIS Privacy for multiple domains

1. In the **Domain Management** section of the RWI main page, click **Bulk Domain Change Management**.

2. On the **Bulk Domain Change Management** page, click **Whois Privacy Enable**.
3. In the **Item List** section, specify the domains for which you want to enable WHOIS Privacy.  
**To manually enter each domain:** click **Enter a list manually**, and then type each domain name, one domain per line, in the **Item List** textbox.  
**To upload a text file that lists the domains:** click **Upload a list of items**, and then navigate to the text file that lists the domains. For information on generating a text file that contains the domains that you want to change, see "[Specifying the Domains to Which to Apply a Bulk Change](#)".  
**To specify all domains in your account:** click **All applicable domains**.
4. In the **Contact Email Address** field, enter the email address where you want the change confirmation to be sent. When you enter a valid email, the red X changes to a green checkmark.
5. In the **Operation (Whois Privacy)** section, click **Enable whois privacy** or **Disable whois privacy**.
6. Click **Submit**.  
The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours. The change request ID is provided so that you can view or change the status of the request.

## Place Bulk Order Manually

You can place an order to register multiple domain names in one request by uploading a comma-delimited file. On the **Bulk Domain Change Management** page, click **Place Bulk Order Manually**.

Domain Registration Form	
<b>Retrieve Order Information</b>	
<b>From Registrant Profile:</b>	
Previous Domain:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Retrieve Data"/>	
<b>Upload File</b>	
<p><b>NOTE:</b> Each line of the text file must include - domain name, username, password, registration length, language tag. For ASCII domains, the language tag can be left blank. IDN domain names (multi-lingual domain names) must be in UTF-8 or punycode encoding and must include the language tag as the last field. Each field must be separated by a comma.</p>	
<p><b>Example of ASCII domain:</b></p> <p>domain.com, domainusername, domainpassword, 1</p>	
<p><b>Example of IDN domain:</b></p> <p>xn--tcovs-kva.com, domainusername, domainpassword, 1, ger</p>	
File Name:	<input type="text"/> <input type="button" value="Browse..."/>
<b>Domain Information</b>	
Affiliate ID:	<input type="text"/>
<small>Leave blank for no affiliate</small>	
Additional Comments:	<input type="text"/>
Lock Domain:	Yes <input type="radio"/> No <input checked="" type="radio"/>
<small>(applicable for .com, .net, .org, .biz, .vc, .us, .cc, .tv, .info, and .asia domains)</small>	
Auto Renew	Yes <input type="radio"/> No <input checked="" type="radio"/>
<b>Owner Contact Information</b>	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>

## Viewing Queued Bulk Change Requests

Bulk change requests are visible in the queue for two weeks after completion, after which the request is removed from the queue. You can have up to three active requests in the queue at a time.

**To view current bulk change requests and their status** on the **Bulk Domain Change Management** page, click **View Change Request Queue**.

The **Bulk Change Request Queue** page opens, showing the status and details of the request.

Bulk Change Request Queue				
Search				
Request ID: <input type="text"/> Search				
1 2 3 4 5 6 7 8 9 Total: 172				
Request ID	Description	Request Date	Current State	
<a href="#">1034</a>	domain auth info	09-MAY-2008 17:38:53	COMPLETED	
<a href="#">1033</a>	domain auth info	09-MAY-2008 17:36:39	COMPLETED	
<a href="#">1032</a>	domain auth info	09-MAY-2008 17:35:25	COMPLETED	
<a href="#">1031</a>	domain auth info	09-MAY-2008 17:25:56	COMPLETED	
<a href="#">1030</a>	domain auth info	09-MAY-2008 17:22:19	COMPLETED	
<a href="#">1029</a>	domain auth info	09-MAY-2008 17:17:59	COMPLETED	

You can click the **Request ID** number to view details about a specific bulk job. The **Bulk Change Request View** page displays general information about the bulk job, and you can drill down for details about each domain by clicking **View status of each domain** in the **Details** section. The **Bulk Change Results Report** displays each domain that was submitted in the bulk job and indicates whether the change succeeded or failed, and the reason for any failures. Because this list of domains may be very long, you can click **Download this list in CSV format** to view the results in a separate CSV file.

## Suspending or Resuming a Bulk Change Request

Any bulk change request in the waiting or processing phase may be suspended temporarily.

**Note:** You cannot suspend a request that has a status of **Terminated**, **cancelled**, or **Complete**.

Once a request is suspended, you have two weeks to resume the process. If the process is not resumed within two weeks, it is removed from the queue.

**To suspend a request:** locate your request in the **Request Queue** and click **Suspend**.

For information on the request queue, see "[Viewing Queued Bulk Change Requests](#)".

## Cancelling a Bulk Change Request

Any change request that has not yet begun may be cancelled.

**To cancel a request:** locate your request in the **Request Queue** and click **Cancel**.

For information on the request queue, see "[Viewing Queued Bulk Change Requests](#)".

## Terminating a Bulk Change Request

Any change request in the processing phase may be terminated.

**Note:** Terminating a request may not affect all domains in the request as some changes may have already been applied.

**To terminate a request:** locate your request in the **Request Queue** and click **Terminate**.

For information on the request queue, see "[Viewing Queued Bulk Change Requests](#)".

# WHOIS Privacy

WHOIS Privacy hides the identity of a Registrant when a user does a WHOIS lookup on that Registrant's domain. The benefit of having WHOIS Privacy is that the Registrant's identity, including home address, phone number, and email address, is shielded from spammers, identity thieves, scammers, and other undesirables. When Registrants enable the WHOIS Privacy service, masked WHOIS contact information appears in the public WHOIS database.

If someone tries to contact an email address associated with a domain that is protected by WHOIS Privacy, they receive an autoresponder message instructing them to visit [contactprivacy.com](http://contactprivacy.com) in order to reach the registrant.

## Supported TLDs

**gTLDs** -.COM, .NET, .ORG, .INFO, .BIZ, .NAME, .MOBI, .TEL

**ccTLDs** -.BZ, .CC, .CO, .ME, .TV, .WS

## Product Overview

You can enable WHOIS Privacy for a domain when

- Purchasing a new domain.
- Renewing an existing domain.
- Transferring in a domain.
- Adding to an existing domain.

Only domains in your Reseller account can be set-up for WHOIS Privacy, and WHOIS Privacy remains in effect until you disable it.

**Note:** WHOIS Privacy can be enabled on locked domains.

The WHOIS Privacy service can be disabled at any time; however, if you disable WHOIS Privacy, make sure that the Registrant is aware that, from that point forward, their personal WHOIS information will display whenever a WHOIS query is done on their domain name.

If WHOIS Privacy is disabled, and the domain is still active, the correct WHOIS information is sent to the Registry.

If the domain is deleted, the WHOIS Privacy service must be disabled so that renewal messages are not sent to the Registrant listed in the WHOIS record, since they no longer own the domain.

## Enabling WHOIS Privacy for a New Domain

When registering a new domain, the domain registration form includes an option to enable WHOIS Privacy.

**Note:** There is no WHOIS Privacy for email forwarding WHOIS, only for the domain name.

To enable WHOIS Privacy

1. In the **Domain Information** section of the registration form, click **Yes** beside **WHOIS Privacy**.
2. Complete and submit the domain registration order.

**Note:** WHOIS Privacy for new .NAME registrations can only be enabled after the first five days after the registration has passed.

## Enabling WHOIS Privacy for an Existing Domain

To enable WHOIS Privacy for an existing domain

1. Do one of the following:
  - In the **View Domain** field, enter the domain name and click **Query**.
  - Click **WHOIS Privacy Management**, click **View Domains with WHOIS Privacy Disabled**, and then select the domain for which you want to enable WHOIS Privacy.
  - Click **Search Domains**, and in the **Whois Privacy Status** criteria, select **Disabled**. In the results list, select the domain for which you want to enable WHOIS Privacy.
2. In the **WHOIS Privacy Settings** section, click the **Enable** button.
3. Click **Update WHOIS Privacy**.

## Enabling WHOIS Privacy when Transferring a Domain

You can add WHOIS Privacy to a domain during the transfer-in process. On the **Transfer Domain** form, choose **Yes** beside **WHOIS Privacy** to enable this service.

WHOIS Privacy is enabled once the transfer process completes.

When a domain is transferred away, if WHOIS Privacy was enabled for the domain, the service remains enabled.

## Disabling WHOIS Privacy

To disable WHOIS Privacy

1. Enter the domain name in the **View Domain** page and then click **Query**. Alternatively, click **WHOIS Privacy Management**, select the appropriate link, and then click the domain name.
2. In the **WHOIS Privacy Settings** section, click the **Disable** button, and then click **Update WHOIS Privacy**.

WHOIS Privacy Settings	
Current State	<b>Enabled</b>
Enable	<input checked="" type="radio"/>
Disable	<input type="radio"/>
<input type="button" value="Update WHOIS Privacy"/>	

## Viewing Domains with WHOIS Privacy

To view domains with WHOIS Privacy enabled

1. In the RWI, click **WHOIS Privacy Management**.  
The **WHOIS Privacy Management** page opens.
2. Click **View Domains with WHOIS Privacy Enabled**.  
Search results for all domains with WHOIS Privacy enabled for your Reseller account are returned.

The Lock Status result is not authoritative. To get authoritative result, individual domain must be queried.  
Total Cost includes WHOIS Privacy charges, if purchased.

Date Registered	Expiry Date	v Domain Name	Lock State	WHOIS Privacy	Parked Pages	Initial Cost	Total Cost	Charges
Apr 13, 2005	Apr 13, 2012	<a href="#">alex-whois-yes1.org</a>	Unlocked	Enabled	Disabled	\$9.85	\$56.04	<a href="#">view</a>
Oct 2, 2006	Oct 2, 2007	<a href="#">davetestinfo1.info</a>	Unlocked	Enabled	Disabled	\$9.85	\$9.85	<a href="#">view</a>
Jul 20, 2007	Jul 20, 2008	<a href="#">extra.com</a>	Unlocked	Enabled	Disabled	\$7.25	\$7.42	<a href="#">view</a>

**To view domains with WHOIS Privacy disabled:** click **View Domains with WHOIS Privacy Disabled** on the **WHOIS Privacy Management** page.

## Searching for Domains with WHOIS Privacy

The **Search Domains** page allows you to search for domains that have WHOIS Privacy **Enabled**, **Disabled**, or **Suspended**, along with the other search criteria to which you are accustomed.

To access the **Search Domains** page, in the **Domain Management** section, click **Search Domains**.

From the **Search Domains** page, choose the search criterion from the **WHOIS Privacy status** drop-down list.

## Changes to the Manage Web Interface

In the MWI, the WHOIS Privacy functionality is available from the **Domain Extras** page, but only if you are enabled to offer the WHOIS Privacy service.

If WHOIS Privacy is disabled for a domain, the only option that appears on the **Domain Extras** page is **Enable WHOIS Privacy**. The Registrant can apply the changes to all domains in their portfolio. If WHOIS Privacy is suspended, no options are available to the Registrant to make changes.

If WHOIS Privacy is enabled for a domain, the only option that appears on the **Domain Extras** page is **Disable WHOIS Privacy**. The Registrant can apply the changes to all domains in their portfolio.

**Manage Your Domain**

Domain Name: 15abc.com  
 Expires: 2005-03-12 16:23:56    [Waiting Requests: 0](#)

[Profile](#) | [Organization](#) | [Admin](#) | [Billing](#) | [Technical](#) | [Name Servers](#) | [Domain Extras](#) | [Reseller Contact](#)  
[Domain Locking](#) | [Logout](#)

Manage Another Domain: [127 Total](#)

<b>Domain</b>	<input type="text"/>	<small>(Use an asterisk** to do wildcard searches.)</small>
<b>Expiry Date</b>	<input type="text"/>	<small>(E.g., mm/dd/yyyy)</small>
<b>Number of Records per Page</b>	<input type="text"/>	<small>(Default is 4) records per page)</small>
<input type="button" value="Find Domain"/>		

**- Manage Domain Extra Information -**

WHOIS Privacy will allow the registrant information to not be displayed in the public WHOIS, but will still be available in the event that an authorized request is made.

**WHOIS Privacy currently Enabled**

Disable WHOIS Privacy:

**Also Apply these changes to:**

YES    NO

All Domains (127)       

If you are modifying all the domains in the profile and you would like a status report sent to you, please enter a valid email address in the field provided.

Report Email

Disabling the feature does not refund any fees paid for the service. The service may be Enabled at any time.

## WHOIS Rate Limiting

WHOIS rate limiting provides you with access to the OpenSRS WHOIS server while preventing abuse from unscrupulous users trying to mine data.

### Access Limits for Port 43 WHOIS

The default limit for each IP or IP range is one (1) lookup per second. A daily rate-limit for each IP or IP range has also been set. Contact your account manager to discuss the daily rate-limit applied to your IP.

Daily and per second rate-limits ensure system stability and load management, while still allowing Registrars to perform daily lookups required to properly perform transfers.

### WHOIS Rate Limit Error Messages

Message	Description
Maximum daily connection limit reached. Lookup refused.	The IP address in question has reached its maximum for communication with the WHOIS server.  Contact your account manager if you feel that this was done in error.
WHOIS lookup refused for this IP range. This IP range is on the OpenSRS block-list for WHOIS lookups. To request that this IP range be removed from the block-list, please send an email to <a href="mailto:whoisblock@tu cows.com">whoisblock@tu cows.com</a> . Please include the IP range and a reason why it should be removed from the block-list. Please note that OpenSRS reserves the right to make final determinations on block-list inclusion.	The IP address in question has been blocked for perceived abuse of the WHOIS server.  Resellers must follow the instructions and send an email to <a href="mailto:whoisblock@tu cows.com">whoisblock@tu cows.com</a> with the IP range and justification for removal from the block list.  As per the message, the request will be investigated, but OpenSRS does not guarantee removal from the block list.

# Order Queuing

Queue Setting is a powerful feature that allows you to have the system automatically queue transactions if a supplier (registry) is offline or having communications problems, and then process those transactions once the supplier (registry) is reachable again. If enabled, this is done in real-time and requires no effort on your part.

Note that this ONLY queues billable transactions (new domains, transfer requests, renewals). Funds are not removed from your account until the queue (and transactions therein) is processed. Additionally, any transactions entering the queue are NOT guaranteed, since the transaction has not yet reached the registry. Given this, you must ensure that, if you are enabling this capability, you are aware that you are potentially turning a synchronous supplier into an asynchronous supplier. While this allows you to take orders when a supplier is offline (scheduled, unscheduled, or unreachable due to internet connectivity issues) it also means that you may be taking orders (paid for) that won't process.

## Settings

Use these settings to have the OpenSRS system automatically queue transactions if a supplier (registry) is offline or having communications problems. Once the supplier is available, the queued orders will automatically be processed. You can choose which suppliers you would like to have orders queued for.

## View Queued Requests

Use this option to view any orders that may be queued as a result of a registry being unavailable. You can also cancel any order from this view.

## Requests Submitted to Registry

This feature allows you to search for requests that have been submitted to a Registry based on their current status.

## .UK Transfer in Requests

Use this option to view .UK transfer-in requests in the RWI. You can cancel or resubmit the orders. For more information, see "[Cancelling a Transfer in Request and Resubmitting a Failed Transfer in](#)".

**Note:** It is not possible to force the completion of .UK transfers that are Pending Registry Approval.

## Configure .UK Retry and Failure Reporting

This option allows you to specify whether to retry .UK registry requests and whether to send notification messages about failure.

The default setting for transaction Queuing is OFF for all suppliers. If you select **Enabled**, it turns on queuing for ALL the products that you offer. If you select **Disabled**, you can then opt to select whichever supplier concerns you (or for whom you are willing to handle the potential asynchronous billing). Below is an example of an account that has only .COM, .NET, .ORG, .BIZ and .US enabled for queuing.

## Enable / Disable Request Queuing by Registry

Request Queuing for ALL Registry's (this will **OVERRIDE** any settings in the *Individual Settings*, below):

Enabled  Disabled

Individual Settings	
Registry	Queuing Enabled
NSI: .com .net	<input checked="" type="checkbox"/>
UK: .co.uk .org.uk .me.uk .net.uk .ltd.uk .plc.uk	<input type="checkbox"/>
CIRA: .ca	<input type="checkbox"/>
Neulevel(.biz): .biz	<input checked="" type="checkbox"/>
Afilias(.info): .info	<input type="checkbox"/>
VRSN Namestore TV: .tv	<input type="checkbox"/>
VRSN Namestore CC: .cc	<input type="checkbox"/>
vc: .vc .com.vc .net.vc .org.vc	<input type="checkbox"/>
GNR(.name): .name	<input type="checkbox"/>
Neustar(.us): .us	<input checked="" type="checkbox"/>
Neustar(.cn): .com.cn .org.cn .net.cn .cn	<input type="checkbox"/>
ISOC/PIR: .org	<input checked="" type="checkbox"/>
DENIC: .de	<input type="checkbox"/>
XPack: .fr .nl .ch .at .it .dk .mx .pl	<input type="checkbox"/>
Euclid: .eu	<input type="checkbox"/>
dotBe: .be	<input type="checkbox"/>

Update Queuing Settings

## Viewing Queued Requests

During a supplier outage (or unavailability), any queued transactions, whether placed through the RWI or the Client Code, are viewable via this interface. This shows the Request ID, Registry, Time Queued, Request Details, and an option to Cancel.

**Request ID** is for internal purposes only and can be ignored, unless you require specific support (for example, why an ID is still in the queue). **Registry** shows the supplier for which this transaction has been queued. **Time Queued** shows the date and timestamp when the transaction was placed into the queue (consequently, ordered). **Request Details** show details such as order type (new domain/renew/transfer), the reg\_system order #, and the domain in question.

The queues are processed automatically by our system as it determines supplier availability. This is done in real-time without any interaction by you. Transactions are done first in, first out from the queue. If errors occur during the processing of the transaction (domain not available, insufficient funds, etc.), an error is generated and the order is placed into **Pending Orders**.

You may opt to cancel a transaction that resides in the queue before it's processed. Note that this **ONLY** works if a) the supplier is down or b) that particular transaction hasn't been re-processed from the queue.

### View Queued Requests

Request ID	Registry	Time Queued	Request Details	Cancel
196	NSI	14-JUN-2002 13:36:28	sw_register new tucowsqueuetest.com for 1	<input type="checkbox"/>
291	Neulevel	14-JUN-2002 14:39:00	process_sw_order #3489343 for tucowsqueue.biz	<input type="checkbox"/>
345	Neustar	14-JUN-2002 14:39:09	process_sw_order #3490102 for tucowsqueue.us	<input type="checkbox"/>

Cancel Selected Requests

# Parked Pages Program

The Parked Pages Program is an excellent way for you to generate revenue from domains that are currently not in use. When the Parked Pages Program is implemented, a customized page containing contextual ads is displayed on the domain. The ads generate revenue whenever a visitor clicks on one of the links, and that revenue is shared between OpenSRS and you, the Reseller. Ad revenue is added to your Reseller account after the end of each month. For information on viewing ad revenue, see "[Checking Your Parked Pages Revenue Report](#)".

Even though the domain displays content that is not created by the registrant, the domain still belongs to the registrant, and if a WHOIS lookup is done on that domain, the registrant's information is displayed, unless they have enabled [WHOIS Privacy](#).

The Parked Pages Program is available for new and existing registrations for .COM, .NET, .ORG, .INFO, .BIZ, .MOBI, .NAME, .ASIA, .BE, .BZ, .CA, .CC, .CO, .EU, .IN, .ME, .NL, .TV, .UK, .US, .WS and .XXX domains.

**Note:** Changes to the parked pages state for .CA domains may take up to 48 hours to take effect. This is due to the Registry's (CIRA) zone-file publication schedule.

## Enabling Parked Pages

To maximize the revenue that you earn from the Parked Pages Program, you can configure your account profile so that whenever you register a new domain, by default, the nameservers are set to the OpenSRS Parked Pages nameservers.

To enable Parked Pages for all new registrations, by default

1. In the **Profile Management** section, click **Tech Contact Information**.
2. On the **Reseller Modification Form**, in the **Nameserver Information** section, select **Enable Default Parked Page**.
3. Click **Save Changes**.

When you enable default Parked Pages, all new registrations will use the Parked Pages nameservers; however, you can override this setting, either at the time of registration or by changing the Parked Pages setting after registration. For more information, see "[Adding the Parked Pages Program to an Existing Domain](#)".

## Adding the Parked Pages Program to an Existing Domain

You can add the Parked Pages Program to any non-expired domain that is not currently in use and that is under your management. When you enable Parked Pages, the OpenSRS Parked Pages nameservers are used; however, the original DNS information for the domain is saved so that you can disable the Parked Pages Program at any time.

To add the Parked Pages Program to an existing domain

1. In the **View Domain** textbox, enter the domain name, and then click **Query**.
2. In the **Change Parked Pages Settings** section, select **Enable Parked Pages**.
3. Click **Update Parked Pages Settings**.  
The domain's DNS is automatically switched to the OpenSRS internal DNS servers for Parked Pages. Once the new DNS settings have propagated, the domain displays your parked page.

**To disable Parked Pages** follow the steps above, but in step 2, select **Disable Parked Pages**.

## Adding the Parked Pages Program when Registering a Domain

You can add the Parked Pages Program to a new domain at the time that you register it.

To add the Parked Page Program to a new domain

1. In the **Order Management** section of the RWI, enter the domain name that you want to register in the **Place Order Manually** textbox, and then click **New Order**.  
The **New Domain Registration Form** page opens.
2. Enter the required information for the new domain.
3. In the **Domain Information** section, select **Yes** beside **Enable Parked Pages**. If you specify nameservers, information about those servers is saved in the Parked Pages database but the Parked Pages servers are used instead.

4. When the information is complete, ensure that **Register Now** appears in the **Action** drop-down list, and click **Submit**.  
The domain's DNS is automatically switched to the OpenSRS internal DNS servers for the Parked Pages Program. Once the new DNS settings have propagated, the new domain displays your Parked Page.

## Adding the Parked Pages Program when Renewing a Domain

You can add the Parked Pages Program to a domain at the same time that you renew it.

To add the Parked Pages Program when renewing a domain

1. In the **View Domain** textbox, enter the domain name, and then click **Query**.  
The **View Domain** page opens.
2. In the **Renew Domain** section, choose the appropriate renewal duration from the **Renewal Period** drop-down list.
3. In the **Change Parked Pages** section, ensure that the **Enable Parked Pages** radio button is selected.
4. Click **Update Parked Pages Settings**.  
The domain's DNS is automatically switched to the OpenSRS internal DNS servers for Parked Pages. Once the new DNS settings have propagated, the domain displays your parked page.

## Adding the Parked Pages Program when Transferring a Domain

You can add the Parked Pages Program to a domain that is being transferred to your management.

To add the Parked Pages Program when transferring a domain

1. In the **Transfer a domain** textbox, enter the domain name, and then click **Transfer**.  
The **Transfer Form for <domain name>** page opens.
2. Enter the information required to transfer the domain, and ensure that the **Action** drop-down list shows **Transfer Now**.
3. Click **Submit**.  
You are returned to the main RWI page.
4. In the **View Domain** textbox, enter the domain name, and then click **Query**.  
The **View Domain** page opens.
5. Select the **Yes** radio button in the **Enable Parked Pages** area of the **Domain Information** section and, optionally, enter any comments.

6. Click **Update**.  
The domain's DNS is automatically switched to the OpenSRS internal DNS servers for Parked Pages. Once the new DNS settings have propagated, the domain displays your parked page.

## Searching for Domains that display Parked Pages

To search for domains under your management that display Parked Pages

1. Click **Search Domains**.  
The **Search Domains** page opens.
2. Use the **Parked Pages Status** drop-down list to choose one of the following values:
  - **All**—display domains where the Parked Pages Program is both enabled and disabled; this is the default.
  - **Disabled**—display only those domains where the Parked Pages Program is disabled
  - **Enabled**—display only those domains where the Parked Pages Program is enabled
3. Scroll to the bottom of the page, and click **Results to HTML page**.  
The **Search Results** page opens, displaying the results for the Parked Pages Program search.

**To sort the search results** click one of the following headings: **Date Registered**, **Expiry Date**, or **Domain Name**.

**To view domain charges for a single domain** click the **view** link in the **Charges** column.

**To view the settings for a single domain** click the link in the **Domain Name** column.

**To carry out another search** click **Back to Search Domains Page**.

## Checking Your Parked Pages Revenue Report

You can access Business Reporter to view the revenue that is generated from the Parked Pages Program.

The revenue report displays data by month. Monthly reports are available within five business days after the last day of the month.

To check your Parked Pages revenue

1. In the **Profile Management** section, click **Advanced Business Reports**, and then click **Go to Business Reporter**. Your personal **Business Reporter** page opens.
2. Click the **Parked Pages Details** link.  
The **Parked Pages Details** page opens.
3. Use the drop-down lists to choose the time period for the report, then do one of the following:
  - To see the revenues for all domains, click **Go**.
  - To see the revenues for a single domain, enter the domain name in the **Domain Name** textbox, then click **Go**.

The **Parked Pages Details** page opens, displaying the revenue for your Parked Pages Program. To see more detail, click the links to change the view. You can choose to display total revenue by month, by day, or by domain.

To save the **Parked Pages detail report** click **Download CSV File** and save the file.

## Opting out of the Parked Pages Program

You can opt out of the Parked Pages Program for one or more specific domains; however, if you opt out of the Parked Pages Program, you will not be able to generate parking revenue from those domains.

If registrants want to launch their own website, you can disable the Parked Pages Program for their domains. When you do, the DNS for the domains automatically reverts back to the DNS you specified when you registered the domains.

To opt out of the Parked Pages Program for a specific domain

1. In the **View Domain** textbox, enter the domain name, and click **Query**.
2. In the **Change Parked Pages Settings** section, select **Disable Parked Pages**.
3. Click **Update Parked Pages Settings**.  
The domain's DNS is automatically switched from the OpenSRS internal DNS servers for Parked Pages to the DNS that you specified when you registered the domain.

To opt out of Parked Pages for multiple domains

1. In the **Domain Management** area of the RWI, click **Bulk Domain Change Management**.  
The **Bulk Domain Change Management** page opens.

2. Click **Parked Pages**.

**Alternatively**, click **Parked Pages Program Management** and then click the link at the bottom of the **Parked Pages Settings** page.

3. In the **Item List** section, specify the domains for which you want to disable Parked Pages.

**To manually enter each domain** type each domain name, one domain per line, in the textbox.

**To upload a text file that already lists the domains** create a text file that contains a list of the domains to be changed, one domain per line. Click to select the **Upload a list of items** button, and then click **Browse**, and navigate to the text file.

For more information on generating a text file listing domains for a bulk change, see "[Identifying the Domains to Which to Apply a Bulk Change](#)".

4. In the **Operation (Parked Pages)** section, select **Disable Parked Pages**.

**Note:** You cannot enable Parked Pages for some domains and disable Parked Pages for other domains in the same request; instead, you must submit one request to enable Parked Pages, and a separate request to disable Parked Pages.

5. In the **Contact Email** field, enter the email address where you want the change confirmation to be sent.
6. Click **Submit**.

The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed. A confirmation email is sent to the email address specified in step 5.

**Important:** Remember, if you opt out of the Parked Pages Program for one or more domains, you will not be able to generate parking revenue from those domains.

# Expired Domains

If a domain name is not renewed by its expiry date, it is not immediately deleted, although it does cease to operate. From this point on, it is considered to be "expired". Three days after the expiry date, the nameservers are changed to the OpenSRS Expired Domains nameservers.

OpenSRS makes every effort to allow registrants to reinstate their domain names after they have expired.

## **Day 0 to day -40: Domain has expired, but is within Grace Period**

If a domain name has expired, but is still within the 40 day Grace Period, the top of the web page may display a renewal reminder message three days after the expiry date.

During the Grace Period, the domain name is still considered to be owned by the registrant, and the WHOIS information continues to display the registrant's information (or WHOIS Privacy, if applicable).

**Note:** The grace period for .TV, and .US domains is 30 days. The grace period for other ccTLDs varies; for information about a specific ccTLD, please refer to that section.

## **Reinstating the domain during the Grace Period**

During the 40 days following the expiry date (Grace Period) the registrant can reinstate the domain name simply by renewing it. If the registrant renews the domain name during this period, the original nameservers are restored (unless you have enabled Parked Pages for that domain, in which case, the Parked Page is displayed). The cost is the standard renewal rate that is normally charged to renew a domain name.

During this period, the domain name may be listed by OpenSRS for auction, but the name can be removed from the auction listings if the original registrant renews the domain name. For information about the auction process, see "[Auctions](#)".

If a third party wants to buy this domain name, they need to contact the Registrant.

## **Day -40 to day -70: Domain not renewed during Grace Period, but is within Redemption Period**

After the 40 day Grace Period, if the domain name has not been renewed, it may be queued for deletion and eventually dropped or auctioned off, or OpenSRS may decide to add it to our portfolio. If it is added to our portfolio, the domain name then enters a 30 day Redemption Period. For information about expired domain names being offered for auction, see "[Auctions](#)".

During this period, if the domain name is not in the Live Auction, the domain name is still considered to be owned by the registrant. The WHOIS information displays a Contact Privacy address. If a third party wants to purchase the domain name, they need to contact the registrant; however, the domain name cannot change ownership during this period. The original registrant has to redeem the domain name first and then they can sell it, if they choose.

**Important:** Once the domain name is queued to enter the Live Auction, it cannot be redeemed by the original registrant.

### **Redeeming the domain during the Redemption Period**

If the domain name was not sent to the Live Auction (which usually runs from day -41 to day -45), the registrant can redeem their domain name during the 30 day Redemption Period; however, the cost is higher than a simple renewal.

To redeem a domain name during the redemption period

1. In the **Domain Management** section of the RWI, click **Domain Redemption**.
2. Complete the **Redemption Request Form**, and click **I understand and agree**.

A Domain Rescue charge of 80 USD plus the cost of a one year renewal will be deducted from your Reseller account.

**Note:** There is no redemption period for .NAME domain names.

### **Day -70 to day -75: Domain is dropped, not moved into Tucows Portfolio**

After the Redemption Period, if the domain name has not been auctioned off and acquired by another party, it is dropped and made available for re-registration by the general public. Anyone who wants to buy the domain name after that must contact the new registrant.

### **Day -70 to day -100: Domain was renewed by YummyNames**

If the Tucows Portfolio business unit (YummyNames) decides to renew the domain name during the Redemption Period, it is added to the YummyNames Portfolio. The expired domain displays a customized page that contains contextual ads.

Depending on the domain name's value, we may decide to retain the domain name or to sell it. Whether the domain name is made available for sale is at the discretion of the YummyNames Portfolio Manager. If we decide to sell it, the selling price to the original registrant is 50% of the Fair Market Value, as determined by the YummyNames Portfolio Team, and includes a one year registration fee. (The minimum Fair Market Value is \$200.)

During this period, the domain name can only be sold to the original registrant. If the original registrant wants to purchase the domain name, they should contact you, their Reseller, and you can determine the price that you charge the registrant.

**Note:** We reserve the right not to sell the domain name at any price.

### **Day -100 to day -250: Domain is owned by YummyNames**

During this period, the expired domain continues to display a customized page that contains contextual ads. We may decide to retain the domain name or to sell it. Whether the domain name is made available for sale is at the discretion of the YummyNames Portfolio Manager.

Anyone who wants to purchase this domain name must contact OpenSRS. If the domain name is made available for sale, the selling price to the original registrant is Fair Market Value, as determined by the YummyNames Portfolio Team, less 20% and includes a one year registration fee. (The minimum Fair Market Value is \$200.) The Reseller can determine the price to charge the registrant for the domain name, and the price will include a one year registration fee.

### **Day -250 and later: Domain still owned by YummyNames**

We may decide to retain the domain name or to sell it. Whether the domain name is made available for sale is at the discretion of the YummyNames Portfolio Manager. If we decide to sell it, the selling price is Fair Market Value, as determined by the YummyNames Portfolio Team and includes a one year registration fee. (The minimum Fair Market Value is \$200.) The Reseller can determine the price to charge the registrant for the domain name.

# Auctions

Once a domain name has expired, OpenSRS may decide to list the domain name in an online auction marketplace. Before that happens however, OpenSRS makes every effort to allow registrants to reinstate their expired domain names. During the first 40 days after a domain name expires, the original registrant can reinstate the domain name simply by renewing it. Between day -40 and day -70, the original registrant can still redeem their domain name as long as the domain name is not in the Live Auction, though the cost is higher than a simple renewal. For more information about renewing expired domain names, see "Expired Domains".

OpenSRS has collaborated with SnapNames to offer .COM, .NET, .ORG, .INFO, .BIZ, .TV, and .MOBI domain names for auction on SnapNames' site. This section explains the lifecycle of expired domain names as they enter the SnapNames auction process.

## Day 0

OpenSRS sends a list to SnapNames that contains all the domain names that have expired and that may be available for auction.

## Day -3

The OpenSRS Parked Pages Program is implemented on the domain names. For more information about Parked Pages, see "[Parked Pages Program](#)".

## Day -28

Some of the expired domain names are listed on the SnapNames auction site, and anyone who is interested in any of the names can place a backorder for the domain name. A backorder is an offer to purchase that is made before the domain name goes into the SnapNames Live Auction. Multiple backorders can be made for domain names from the time they are listed on the SnapNames site until the SnapNames Live Auction begins. Domain names with backorders are virtually guaranteed to sell at the SnapNames Live Auction.

The WHOIS information for expired domains that are listed on the SnapNames auction site is appended to include a message that promotes the auction.

Even if a domain name is listed by OpenSRS for auction on SnapNames, until day -40, it is still considered to be within the Grace Period and can be renewed by the original registrant. For information about reinstating the domain name, see "Reinstating the domain during the Grace Period".

**Day -40**

This is the last day that SnapNames accepts backorders for domain names listed on their site. If a domain name does not receive any backorders, SnapNames assumes that there is no interest in the name and the name will not be part of the SnapNames Live Auction.

**Day -40 to day -41**

Domain names on the list sent to SnapNames for the Live Auction are processed in one of several ways, depending on what has happened up to this point.

- Domain name has backorders—The domain name is renewed and placed in an SnapNames Live Auction auction account. It is included in the upcoming SnapNames Live Auction, which usually begins the next day (day -41) and lasts for three days.  
**Important:** Once a domain name enters the SnapNames Live Auction, it cannot be redeemed by the original registrant.
- Domain names without backorders are queued for deletion.

**Day -41 to day -70**

When the domain name is sold in the SnapNames Live Auction, it is transferred to an authorized OpenSRS Reseller, the WHOIS information is changed to reflect the winning bidder's contact information, and the domain name is parked. The domain name's new expiration date is approximately one year from Day 0.

# Messaging

This section describes the messages that are sent from OpenSRS.

## End user messages

The following messages are sent to end users.

### Domain Registration Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Email message from Tucows	Confirmation email sent to registrant when registration is completed.	Y	Reseller Modification Form - In RWI, click Tech Contact Information	Admin contact or owner contact (if no admin contact email address exists)	Optional, Auto
Email message to customer	Email sent to customer when domain order is submitted.	Y	Reseller Modification Form - In RWI, click Tech Contact Information	Admin contact or owner contact (if no admin contact email address exists).	Optional, Auto
Email .ca blocker cancelled message to customer	Sent to customer when .ca order is blocked	Y	Reseller Modification Form - In RWI, click Tech Contact Information	Admin contact or owner contact (if no admin contact email address exists)	Optional, Auto

### Domain Administration Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Email domain auth-code to customer	Sends authcode to customer	N	View Message Templates > Domain Admin Messaging	Admin contact	Manual
Email domain password to customer	Send password to customer	Y	View Message Templates > Domain Admin Messaging	Admin contact	Manual

### Domain Renewal Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Renewal Confirmation, To End User	Optional messages sent at domain renewal thresholds (90/60/30/5 before, 10 after). Configure settings in Renewal Management > Renewal Settings.	Y	Renewal Management > Renewal Settings or View Message Templates > Domain Renewal Messaging	Admin contact	Optional, Auto
.UK Renewal Confirmation	Confirms renewal of a UK domain. Renewal confirmation can be turned on or off via the "Configure renewal order processing messages, to RSP" link.	Y	Renewal Management > Renewal Settings or View Message Templates > Domain Renewal Messaging	Admin contact	Optional, Auto
Manual Renewal Reminder	Reminder that domain is due for renewal	Y	View Message Templates > Domain Renewal Messaging	Admin contact	Optional, Auto

## WHOIS Privacy Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
WHOIS Data Reminder Policy	Delivered 120 days prior to a domain's expiration.	Y	View Message Templates > EU WDRP Domain Messaging	Admin contact	Required, Auto
WHOIS Data Reminder Policy - .US	Delivered prior to the anniversary of a .US domain's creation date.	Y	View Message Templates > EU WDRP Domain Messaging	Admin contact	Required, Auto
End User WHOIS Privacy confirmation request	Contains link for user to confirm WHOIS Privacy request	Y	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto
End User Bulk WHOIS Privacy confirmation request	Contains link for user to confirm bulk WHOIS Privacy request	Y	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto
WHOIS Privacy bulk confirmation results to EU	Bulk WHOIS Privacy successfully enabled	Y	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto
WHOIS Privacy contact instructions To "Interested Party"	Says to go to contactprivacy.com contact domain owner	Y	View Message Templates > WHOIS Privacy Messaging	Interested party	Required, Auto
WHOIS Privacy forwarded message	Notifies end user that someone used contactprivacy.com to try to contact them.	N	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto
Domains WHOIS Privacy Modification Report to EU	Confirms that change to WHOIS Privacy state was processed.	N	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
WHOIS Privacy service disabled message to EU	Notifies end user that WHOIS Privacy was disabled by RSP	Y	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto
WHOIS Privacy service pending 10 days message to EU	Notifies end user that confirmation was not received and WHOIS Privacy could not be enabled	Y	View Message Templates > WHOIS Privacy Messaging	Admin contact	Required, Auto

### Transfers In Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Initial Authorization for Registrar Transfer	Request for authorization of REG2REG transfer to Tucows	Y	Transfer Messaging or View Message Templates > Transfers IN Messaging	Admin contact	Auto
Initial Authorization for BATCH Registrar Transfer	Request for authorization of bulk gTLD REG2REG transfer to Tucows	Y	Transfer Messaging or View Message Templates > Transfers IN Messaging	Admin contact	Auto
Initial Authorization for RSP to RSP Transfer	Request for authorization of RSP2RSP transfer	Y	Transfer Messaging or View Message Templates > Transfers IN Messaging	Admin contact	Auto
Initial Authorization for BATCH RSP to RSP Transfer	Request for authorization of bulk RSP2RSP transfer	Y	Transfer Messaging or View Message	Admin contact	Auto

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
			Templates> Transfers IN Messaging		
Transfer Notification Courtesy Message to Admin Contact	Tells admin contact that transfer authorization email was sent	Y	Transfer Messaging or View Message Templates> Transfers IN Messaging	Admin contact	Auto
All Other Transfer IN Messaging	Various confirmation messages when transfer is accepted, rejected, declined, successful, or timed out	Y	Transfer Messaging> Transfers IN Messaging	Domain owner or Admin contact	Optional, Auto

### Transfers Away Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Confirmation of Registrar Transfer Request	Confirms that transfer away request was received by OpenSRS	Y	Transfer Messaging or View Message Templates > Transfers AWAY Messaging	Owner contact	Auto
Transfer Away Declined by Losing Registrar to EU	Notification that transfer away request was rejected by Tucows EU	Y	View Message Templates > Transfers AWAY Messaging	Admin contact	Auto
All Other Transfer AWAY Messaging	Acknowledgement messages when transfer away accepted or rejected	Y	Transfer Messaging > Transfers AWAY Messaging	Admin contact	Auto

### Contact Management Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Domains Contact Modification Report to EU	Result of contact modification request - successful or unsuccessful	N	View Message Templates > Contact Management Messaging	Admin contact	Auto

### .CA Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
.CA new registrant confirmation letter	Order confirmation and CIRA signon credentials.	Y	View Message Templates > .CA Messaging	Admin contact	Auto
.CA Blocker Messaging	Notification that order was cancelled because name is blocked.	Y	Reseller Modification Form - In RWI, click Tech Contact Information	Admin contact	Auto

### .DE Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
.DE nameservers for transfer notification, to end user	Notification that nameserver setup must meet DENIC rules for transfer to complete.	Y	View Message Templates > .DE Messaging	Admin contact	Auto

## .TEL Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
.TEL Community Hosting Username and Password to end user	Provides user name and password for domain and URL to modify domain information.	Y	View Message Templates > .TEL Messaging	Admin contact	Auto

## .UK Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Confirmation of Domain Tag change away, to EU	Confirms that domain was successfully transferred to new provider.	Y	View Message Templates > .UK Messaging	Admin contact	Auto
EU Email for Manage Interface failures	Notification that MWI change failed.	Y	View Message Templates> .UK Messaging	Tech contact	Auto

## Reseller messages

The following messages are sent to Resellers.

### Domain Redemption Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Domain redemption request to OpenSRS/HRS staff	Notifies OpenSRS/HRS customer that a request has been made to redeem a domain that is in grace period.	N	View Message Templates > Domain Redemption Messaging	OpenSR S/RSP	Auto

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Domain redemption notification. to RSP	Notifies RSP that domain redemption is successful.	N	View Message Templates > Domain Redemption Messaging	RSP	Auto

### Domain Renewal Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Daily renewal reminder to RSP	Daily 90 advance renewal reminder. Configure settings in Renewal Management > Renewal Settings.	Y	View Message Templates > Domain Renewal Messaging	RSP	Optional, Auto
Configure renewal order processing messages, to RSP	Confirms domain renewal. Can also control whether end user receives a renewal confirmation message.	Y	Renewal Management > Renewal Settings	RSP and possibly registrant	Optional, Auto

### WHOIS Privacy Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Whois Privacy bulk update results to RSP	Results of Whois Privacy bulk update.	Y	View Message Templates > WHOIS Privacy Messaging	RSP	

### Transfers Away Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Transfer Away Declined by Losing Registrar to Attempting Gaining Registrar	Notification that transfer away request was rejected by current registrar.	N	View Message Templates > Transfer AWAY Messaging	Admin contact	Auto

### Account Notifications Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Payment email invoice/receipt, to RSP	Details of credit card charges.	N	View Message Templates > Account Notification	RSP	Auto
Withdrawal email invoice/receipt, to RSP	Notification that a withdrawal was made from RSP account.	N	View Message Templates > Account Notification	RSP	Auto
Account balance is below reseller threshold, to RSP	Notification that RSP account balance is below minimum.	Y	View Message Templates > Account Notification	RSP	Auto
Account balance is below than half of reseller threshold, to RSP	Notification that RSP account is less than half the minimum balance.	Y	View Message Templates > Account Notification	RSP	Auto
Domain Refund Notification, to RSP	List of domains deleted from registry, and amount refunded to RSP account as a result.	Y	View Message Templates > Account Notification	RSP	Auto
Autorenew enabled, to RSP	Notification that renewal settings for a domain were changed to autorenew.	Y	View Message Templates > Account Notification	RSP	Optional, Auto

<b>Message Name</b>	<b>Description</b>	<b>Editable (Y/N)</b>	<b>Location</b>	<b>Sent to</b>	<b>Trigger Type</b>
Autorenew disabled, to RSP	Notification that autorenew setting for a domain was disabled.	Y	View Message Templates > Account Notification	RSP	Optional, Auto
Autorenew enabled for all domains in profile, to RSP	Notification that renewal settings for all domains in profile were changed to autorenew.	Y	View Message Templates > Account Notification	RSP	Optional, Auto
Autorenew disabled for all domains in profile, to RSP	Notification that autorenew settings for all domains in profile were disabled.	Y	View Message Templates > Account Notification	RSP	Optional, Auto
Message to Reseller when ACH Service is enabled	Notification that automated cheque handling has been activated.	Y	View Message Templates > Account Notification	RSP	Auto
Message to reseller when ACH request is rejected	Notification that automated cheque handling has been rejected.	Y	View Message Templates > Account Notification	RSP	Auto
Message to reseller when ACH request is returned	Notification that automated cheque handling payment was unsuccessful.	Y	View Message Templates > Account Notification	RSP	Auto
Message to reseller when ACH payment cannot be processed [Min. Acc. Bal.]	Notification that automated cheque handling payment was unsuccessful due to insufficient account balance.	Y	View Message Templates > Account Notification	RSP	Auto
Message to reseller when ACH payment cannot be processed [Max	Notification that automated cheque handling payment was unsuccessful due	Y	View Message Templates > Account Notification	RSP	Auto

<b>Message Name</b>	<b>Description</b>	<b>Editable (Y/N)</b>	<b>Location</b>	<b>Sent to</b>	<b>Trigger Type</b>
3 day ACH]	to maximum number of requests allowed in a 3 day period.				
Message to reseller when ACH minimum account balance threshold is reached	Notification that minimum automated cheque handling account balance has been reached.	Y	View Message Templates > Account Notification	RSP	Auto
Message to reseller when automated ACH request is processed	Notification that automated payment to cheque handling account has been processed.	Y	View Message Templates > Account Notification	RSP	Auto
Message to reseller when online ACH request is processed	Notification that manual payment to cheque handling account has been processed.	Y	View Message Templates > Account Notification	RSP	Auto

### **Bulk Changes Messages**

<b>Message Name</b>	<b>Description</b>	<b>Editable (Y/N)</b>	<b>Location</b>	<b>Sent to</b>	<b>Trigger Type</b>
Bulk Change Search Results to RSP	Contains a text file of bulk search results.	Y	View Message Templates > Bulk Changes Messaging	RSP	Auto
Bulk Change Results to RSp	Confirms processing of bulk changes.	Y	View Message Templates > Bulk Changes Messaging	RSP	Auto
Bulk Change Cancellation to RSP	Confirms cancellation of bulk changes.	Y	View Message Templates > Bulk Changes Messaging	RSP	Auto

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Bulk Change Termination to RSP	Confirms termination of bulk changes.	Y	View Message Templates > Bulk Changes Messaging	RSP	Auto

### .CA Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
CA registrant transfer notification to RSP	Confirms receipt of request to transfer domain to another registrant.	N	View Message Templates > .CA Messaging	RSP	Auto

### .DE Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
.DE nameservers for transfer notification, to RSP	Notifies RSP that nameservers must be set up correctly before registry approves domain transfer.	N	View Message Templates > .DE Messaging	RSP	Auto

### .UK Messages

Message Name	Description	Editable (Y/N)	Location	Sent to	Trigger Type
Confirmation of Domain Tag change away, to RSP	Notification that domain was successfully transferred away.	N	View Message Templates > .UK Messaging	RSP	Auto
Failure of Domain Tag change away	Notification that domain tag change was rejected.	N	View Message Templates > .UK Messaging	RSP	Auto

<b>Message Name</b>	<b>Description</b>	<b>Editable (Y/N)</b>	<b>Location</b>	<b>Sent to</b>	<b>Trigger Type</b>
RSP Email for Reseller Interface failures	Notice of failed .UK order.	N	View Message Templates > . UK Messaging	RSP	Auto
RSP Email for Manage Interface failures	Notice of failed change request.	N	View Message Templates > . UK Messaging	RSP	Auto

### **Parked Pages Messages**

<b>Message Name</b>	<b>Description</b>	<b>Editable (Y/N)</b>	<b>Location</b>	<b>Sent to</b>	<b>Trigger Type</b>
Parked Paged Enabled	Confirms that Parked Pages service is enabled.	Y	View Message Templates > Parked Pages Messaging	RSP	Auto
Parked Pages Disabled	Confirms that Parked Pages service is disabled.	Y	View Message Templates > Parked Pages Messaging	RSP	Auto

## Technical Support

This section outlines the various support resources available to Resellers.

OpenSRS Support can be reached using the following methods:

- Email—[reseller.support@tu cows.com](mailto:reseller.support@tu cows.com) or for a much faster response, the private reseller-ONLY address listed at the bottom of the Reseller Web Interface
- Phone—1-800-371-6992 (North America) or +800-371-6992 (International)

## Peer Based Support

OpenSRS operates and maintains several web based forums for our Resellers. We heavily encourage participation in these forums, as they allow Resellers to discuss issues, and solve business and technical problems. The forums are closely monitored by OpenSRS staff, who contribute regularly.

To view current discussions and to subscribe, please go to:  
<http://forum.opensrs.com>.

## Other Documentation

Other documentation is available from the OpenSRS web site or in the current code distribution. All current documents can be found at:  
<http://opensrs.com/site/resources/documentation/>

In addition to this, our web site has several FAQs that are updated on a daily basis.

## Communication Methods

The following is a description of how OpenSRS communicates important information to Resellers.

### Live Reseller Notification

We have a system that sends messages to all active Resellers. Resellers can control where these messages are directed, by selecting **Reseller Contact Information** in the **Profile Management** section of the RWI.

This sends a message to all Resellers who have configured this setting appropriately (by default it is populated with your technical contact info). This notification system is used for:

- Downtime announcements (scheduled and unscheduled)
- New release information
- Critical operational information

It is important to ensure that this setting is configured correctly so that you receive these important announcements.

## System Status

The System Status tool provides technical details about every maintenance window and service status update. If you want to receive these status messages, you must subscribe to System Status. There are three ways to receive notifications: email, RSS, and Twitter.

To subscribe to System Status via email

1. Go to <http://opensrsstatus.com/>
2. Click on the mail envelope icon.
3. Enter your email address in the text field, and click **Continue**.
4. Select the services for which you want to receive notifications, or click **all** to receive notifications for all services.
5. Click **Save**.
6. You will receive an email requesting confirmation of your subscription. You must click the confirmation link within 72 hours or the subscription request will be discarded.

**Note:** If you make changes to your subscriptions at a later date, you will receive an email confirming the changes, but you will not be required to confirm your changes.

To subscribe to System Status via RSS

1. Go to <http://opensrsstatus.com/>
2. Click on the RSS icon for the service you want to monitor.
3. Depending on your own RSS subscription preferences, you will be prompted to add the feed to your default RSS reader (for example, Google Reader).

To subscribe to System Status via Twitter

1. If you don't already have a Twitter account, go to <http://www.twitter.com> to sign up.
2. Log in to your Twitter account, go to <http://twitter.com/opensrsstatus/>, and click **Follow**.

# Data Constraints

This section shows the data rules that must be followed when entering data in the various Domain Name Control Panel fields.

## Username

- Allowed characters: A-Z a-z 0-9

## Password

- Allowed characters: A-Z a-z 0-9 [ ] ( ) ! @ \$ ^ , . ~ | = - + \_ ]

## Phone Numbers

- max 20 characters
- whitespace stripped
  - `/^[\\d\\-\\(\\)\\.\\+\\#\\*]{4,}((x|ex|ext|xt)\\.?.?\\d+)?(TDD)?$/i`
  - `>= 4d`
  - `> 1/3` digits total
  - matching # left/right brackets

For EPP domains (.INFO/.BIZ/.ME/.US/.NAME)

- EPP Phone Format
- `+CCC.NNNNNNNNNNNNNxEEEE`
- C = Country Dial Code, N = number, E = extension
- x is ONLY required if an extension is specified
- `-/^[\\+\\d{1,3}\\.\\d{1,12}( *x\\d{1,4})?$/`

## Fax Numbers

- max 20 characters
- whitespace stripped
- `/^[\\d\\-\\(\\)\\.\\+]{4,}$/`
- `>= 4d`
- `> 1/3d` total
- matching # left/right brackets
- checking not currently implemented

For EPP domains (.INFO/.BIZ/.ME/.US/.NAME)

- EPP Phone Format
- `+CCC.NNNNNNNNNNNNNxEEEE`
- C = Country Dial Code, N = number, E = extension
- x is ONLY required if an extension is specified
- `/^[\\+\\d{1,3}\\.\\d{1,12}( *x\\d{1,4})?$/`

## Email Addresses

- uses RFC822 check in Email::Valid

## Affiliate ID

If you have your own Reseller or affiliate base, you can use an optional **Affiliate ID** field to track this business. This field can also be used to store any information that you want associated with each record.

- Allowed characters: A-Z a-z 0-9
- Maximum characters: 100
- Optional – if no affiliate, leave this field blank

## Field Limits

- \*\_first\_name => 64
- \*\_last\_name => 64
- \*\_org\_name => 64
- \*\_address1 => 64 (note, conflicts in various areas)
- \*\_address2 => 64 (optional) (note, conflicts in various areas)
- \*\_address3 => 64 (optional) (note, conflicts in various areas)
- \*\_city => 64
- \*\_state => 32
- \*\_country => 2
- \*\_postal\_code => 32 (required) ("na" accepted as a placeholder)
- \*\_phone => 20 (note, conflicts in various areas)
- \*\_fax => 20 (note, conflicts in various areas) (optional)
- \*\_email => 100
- \*\_url => 255 (optional)
- reg\_username => 20
- reg\_password => 20, 1S+
- domain => 80
- fqdn1 => 60, /^[a-z0-9][a-z0-9\.\-]\*[a-z0-9]\$/
- fqdn2 => 60, /^[a-z0-9][a-z0-9\.\-]\*[a-z0-9]\$/
- fqdn3 => 60, /^[a-z0-9][a-z0-9\.\-]\*[a-z0-9]\$/
- fqdn4 => 60, /^[a-z0-9][a-z0-9\.\-]\*[a-z0-9]\$/
- fqdn5 => 60, /^[a-z0-9][a-z0-9\.\-]\*[a-z0-9]\$/
- fqdn6 => 60, /^[a-z0-9][a-z0-9\.\-]\*[a-z0-9]\$/
- lang\_pref => (for .ca domains)
- legal\_type => (for .ca domains)
- period => int 1..10 (1 if renewal)

# Registry Errors

When performing certain actions on a domain, the Registry for that domain may return the following errors. OpenSRS does not issue these messages and cannot control when they are returned.

## **552 — Domain is less than 60 days old**

This can occur if:

- Domain is not yet 60 days old.
- Existing registrar has the name locked for either non-payment or at the end users request.
- Requesting party needs to contact existing registrar to resolve.
- Domain name is in dispute.
- The name has been deleted.

## **557 — Name server locked**

Extracted from the RRP spec:

An attempt has been made to modify or delete a name server that is hosting a TLD in the root zone. Modifications to the root zone can only be made with the approval of the U.S. Department of Commerce and IANA, so if the registrar absolutely needs to modify or delete such a name server, the action needs to be coordinated through the registry operator using an out-of-band communications channel.