User MANUAL

Manual Version 8.0 October 2015

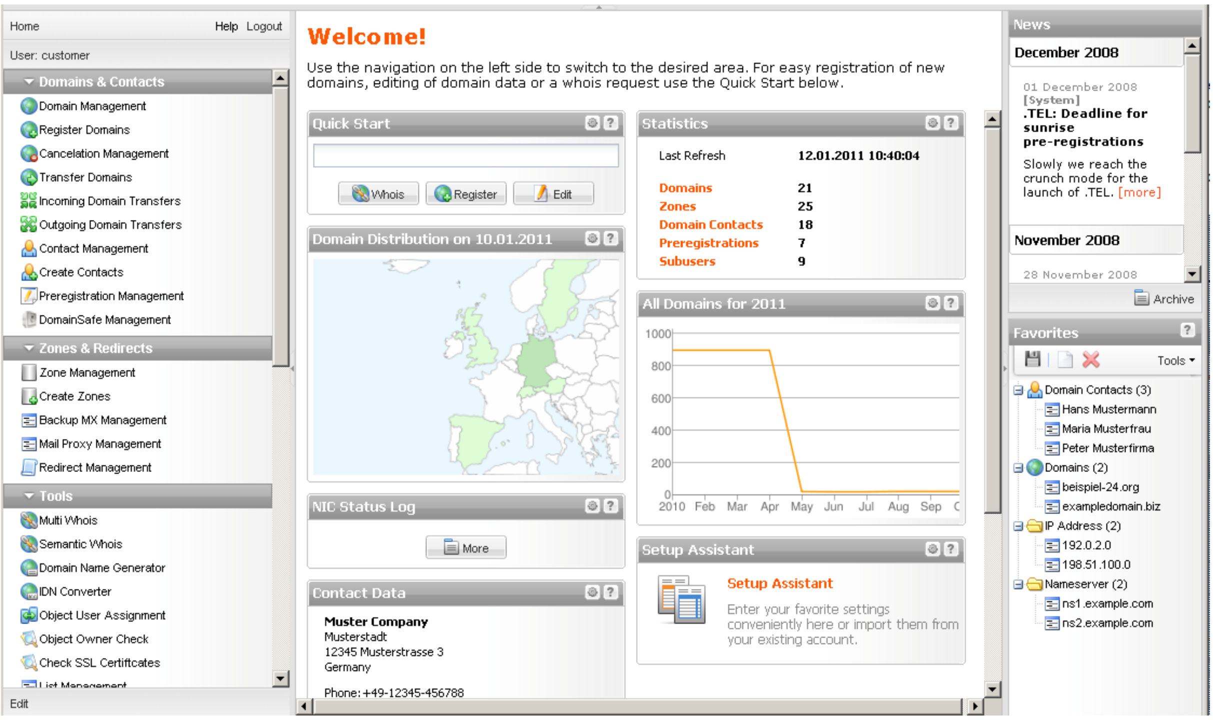
Table of Contents

1 Introduction

1.1 WELCOME

This domain management system allows efficient domain registration in real time and provides simple and viable nameserver management. The complete domain delegation, creation of domain contacts, domain registrations, updates and the automatic transfer of large domain portfolios or domain transfer can be realized conveniently and immediately, as far as this is supported by the registries.

Comprehensive reseller capabilities
As a customer, you have access to defined areas in the domain management interface. You can give your customers restricted or full access to these areas.



1.2 THE NEW INTERFACE VERSION 3.0

The new interface scores with an up-to-date design, remarkable user-orientation, additional and optimized features and detailed documentation.

Clarity

Well-structured navigation for quick access to all areas.
In the new information area, you get news and useful information about selected objects.
Helpful logs and statistics in the main area.
The Quick Start for quick registration and updates of domains. It's also handy if you want to start your session with a Whois request.
Clearly structured and informative overviews for your objects.
New well-structured forms with a minimum amount of form fields.

New and optimized functions

The Domain Name Generator - a smart tool to easily create extensive domain name lists using combinations of your favorite terms.

The Multi Whois Tool - a clear structure, new features and five to ten times faster - the Multi Whois is now unbeatable.
Domain Update Wizard und Zone Update Wizard - perfect tools for fast and targeted domain and zone bulk updates.
The Cancelation Management area - for a better overview of your cancelations.

Optimized usability

New object list functions, e.g. the comparison of lists.
The Favorites. In the Favorites area you can store all domains, domain contacts, nameservers and IP addresses you frequently use. You can simply drag and drop these objects into the form fields.

Useful information and detailed documentation

The Information area. Information details and support are in your field of vision. You get the information you need, when you need it.
The context-sensitive online help: You can click on the question mark icon in the forms and form sections to get targeted help for the respective areas. You can find further help and support in the Help area. As usual, the most important questions are answered in the FAQs.

2 Documentation and Help

2.1 USING THIS DOCUMENTATION

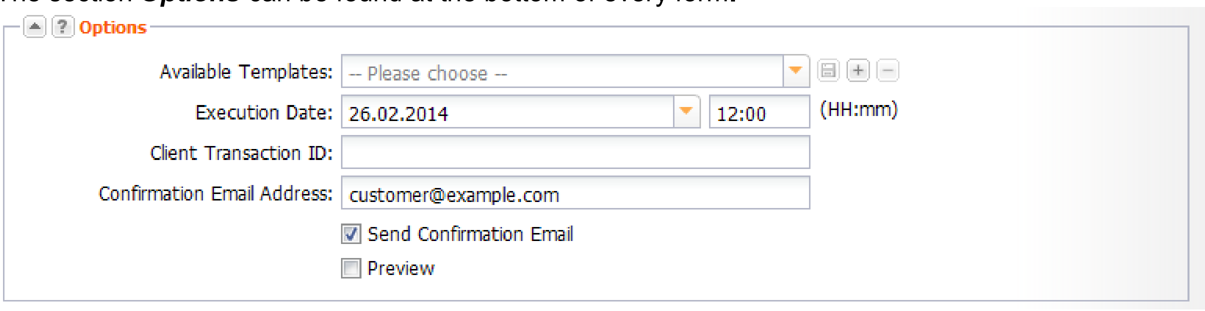
Conventions

The different contents are formatted uniquely.

Formatting	Meaning
Item in the user interface	Elements in the user interface, e.g. menu items, labels of drop-down lists, command buttons etc.
1. Action 2. Action 3. Action	For the steps of an action.
▪ List item1 ▪ List item2 ▪ List item3	The items in a drop-down item list or simple lists.
ATTENTION Text of the note	This warning contains information that you should be aware of.
NOTE Text of the note	A note contains background information.
TIP Text of the tip	A tip contains hints for better handling.
FAQ Question Answer	The FAQ contains a question and its answer.

Form Section Options

The section ***Options*** can be found at the bottom of every form.



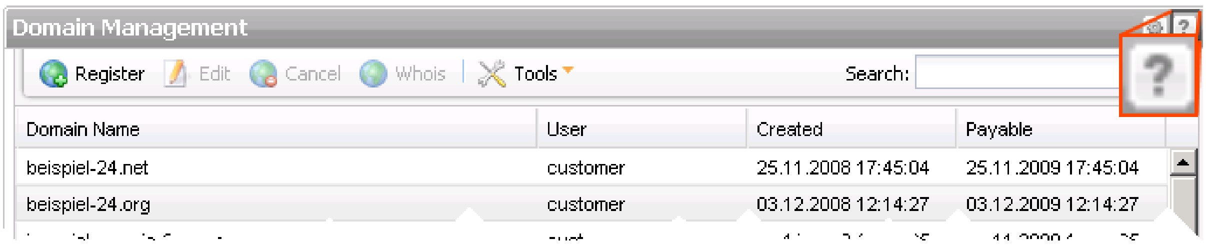
For reasons of clarity the details of this section will be explained only once and not in each form. See *"Retaining Control over the Requests: the Request Options"*.

2.2 GETTING HELP

There are several possibilities to get help when working with the System.

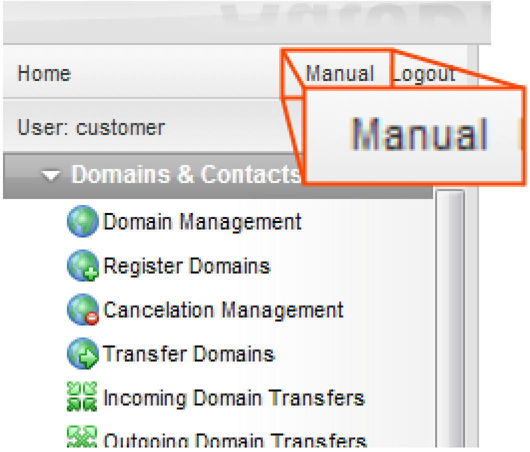
Context-Sensitive Help

The context-sensitive help the quickest way to get help. The help topics are integrated into the user interface. You can open the help topic for the respective form or form section by clicking the ? icon in the form grid or the form heading.



Manual Download in the Menu

Click the ***Manual*** button in the head of the menu to download the current manual. This function can be deactivated by the owner of the system account.



The Help Center

Click ***Help & FAQs*** in the menu section ***Customer Center.***

FAQs

Click the relevant category for your question or click ***All FAQs*** to display all FAQs. In the column TLD FAQs there are FAQs concerning certain TLDs.

Documents and Downloads

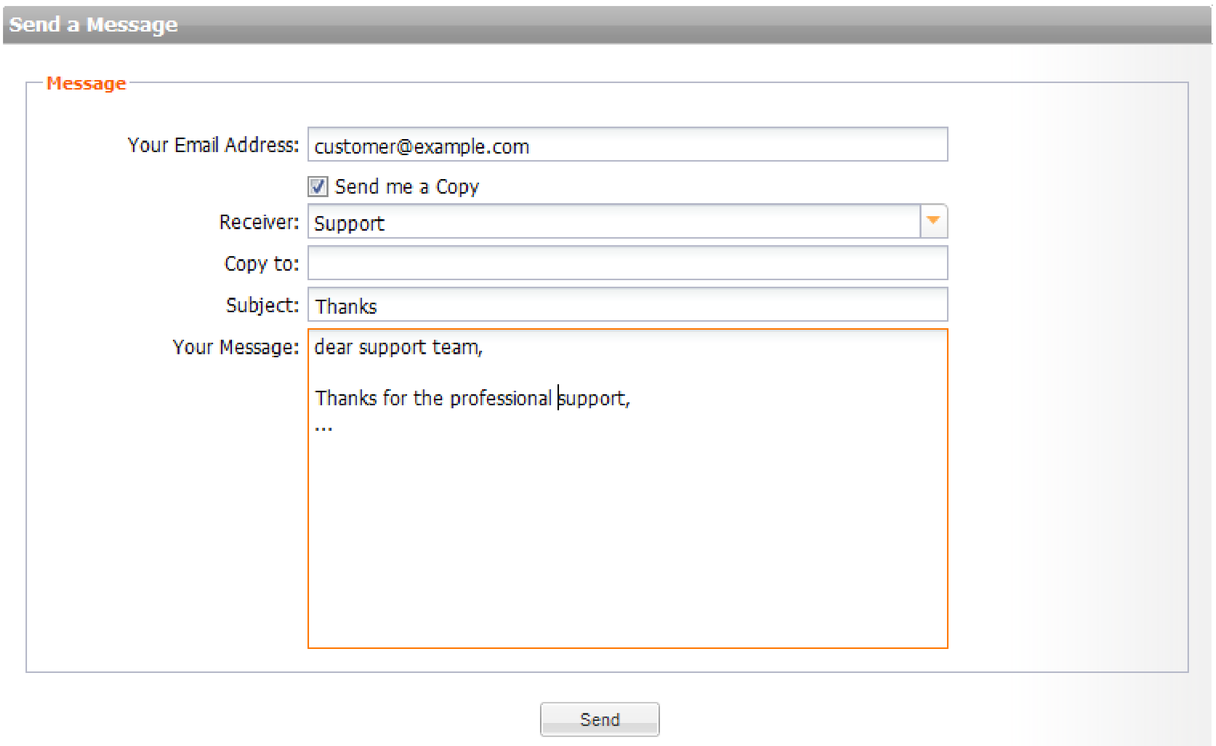
Click the relevant category and select the desired documentation.

Support

If you cannot solve your problems with the help of the documentation and FAQs, feel free to contact our support. Click the ***Support*** entry in the menu ***Customer Center*** to open the support contact form.

Sending an Email to our Support

Customer Center > Support



1. Click Support in the menu group Customer Center.

The form Send a message opens.

Note

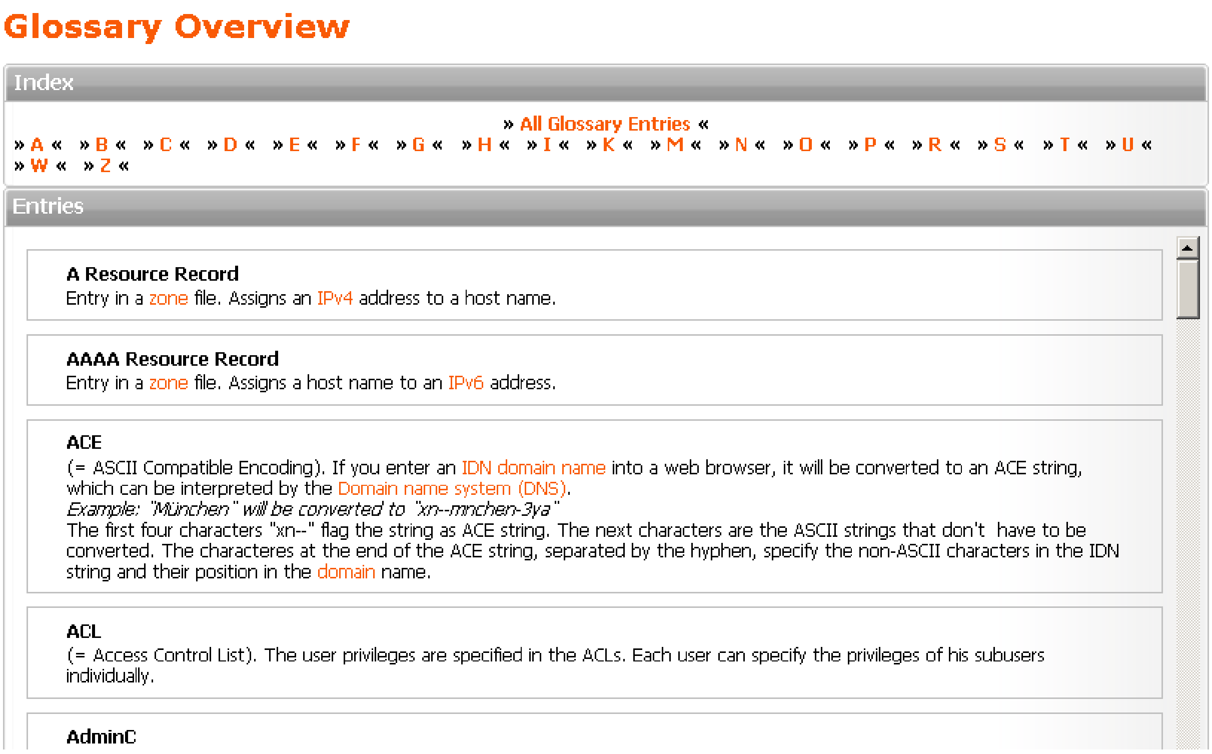
We normally obtain your support email address when you order the domain management system. You can overwrite this address at any time

2. Activate the checkbox ***Send me a Cop***y to send a copy of your support request to you email address.
3. Select the receiver of your request in the list receiver.
4. You can enter further receivers of a copy in the ***Copy to*** field.
5. Enter the subject line for your mail in the ***Subject*** field.
6. Enter the content of your mail in the ***Your Message*** field.
7. Click ***Submit*** to send the mail. Please enter the text in English, German or Spanish only.

2.3 GLOSSARY

In the glossary the most important terms related to domain management are explained.

1. Click ***Glossary*** in the menu group ***Customer Center***.
2. Click the initial letter of the term you a searching for to display all terms with this initial.
3. Click ***All Glossary Entries*** to display all entries.



In several entries there are links to other glossary entries. Click one to switch to the respective entry.

3 Getting familiar with the System

3.1 THE USER INTERFACE

Here we familiarize you with the user interface.

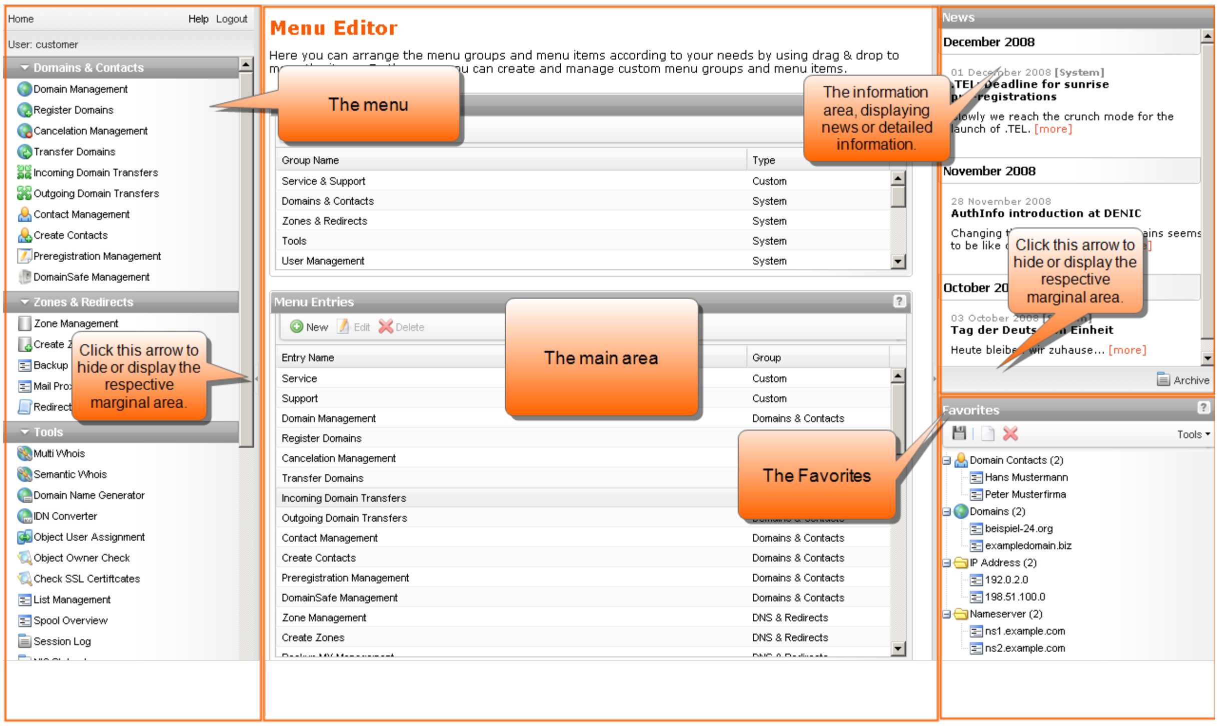
The menu: click the menu group fields to expand the menu and display the menu entries.

The main area: several widgets are displayed here. You can change the order simply by using drag & drop. Click the icon in the title bar of any widget to display or hide widgets.

The information area: news or important information is displayed here. E.g. while you are registering domains, the terms and conditions of registration for the respective TLDs are displayed here.

The favorites: you can add your favorite objects, like domain contacts or nameservers here. You can enter them into the form fields simply by using drag & drop. *See: "Working with the Favorites" on page 27.*

The Homepage

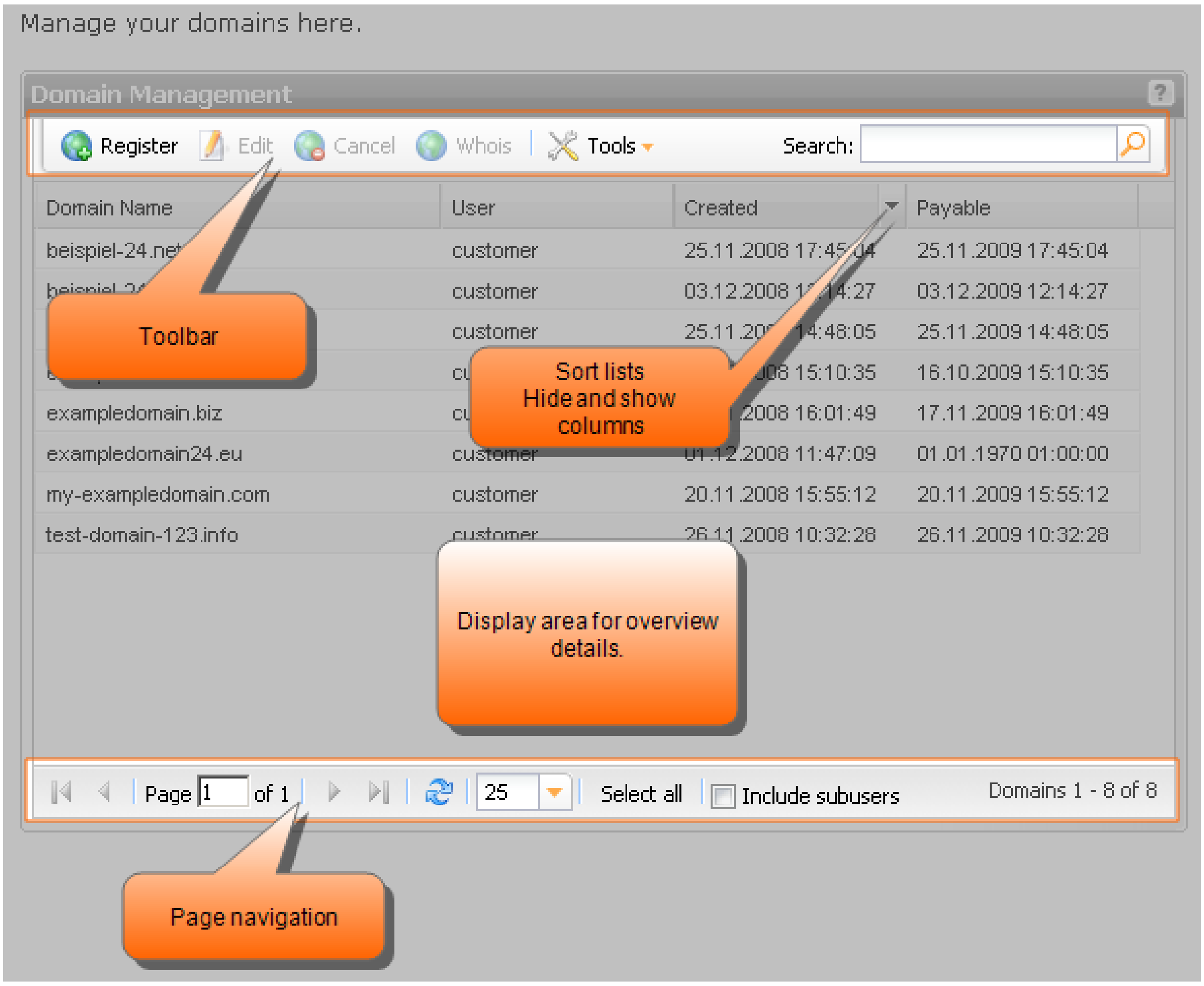


The Overviews

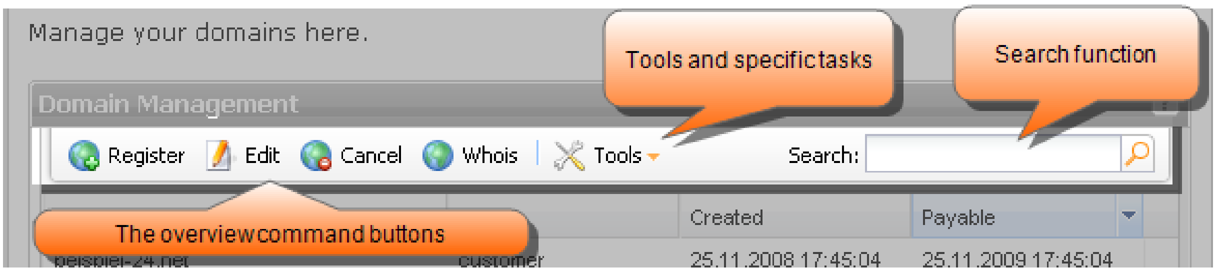
For all object types a detailed overview is available. You can find the related help topics here:

- Domain Management
- Contact Management
- Preregistrations
- Zone Management
- Managing BackupMX (optional)
- MailProxy Management (optional)
- Redirect Management (optional)
- User Management

You can make yourself familiar with the area names in the overviews.

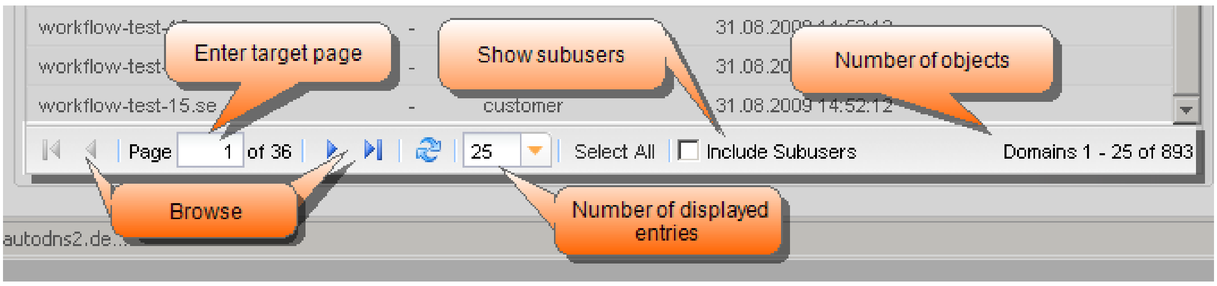


The overview toolbar



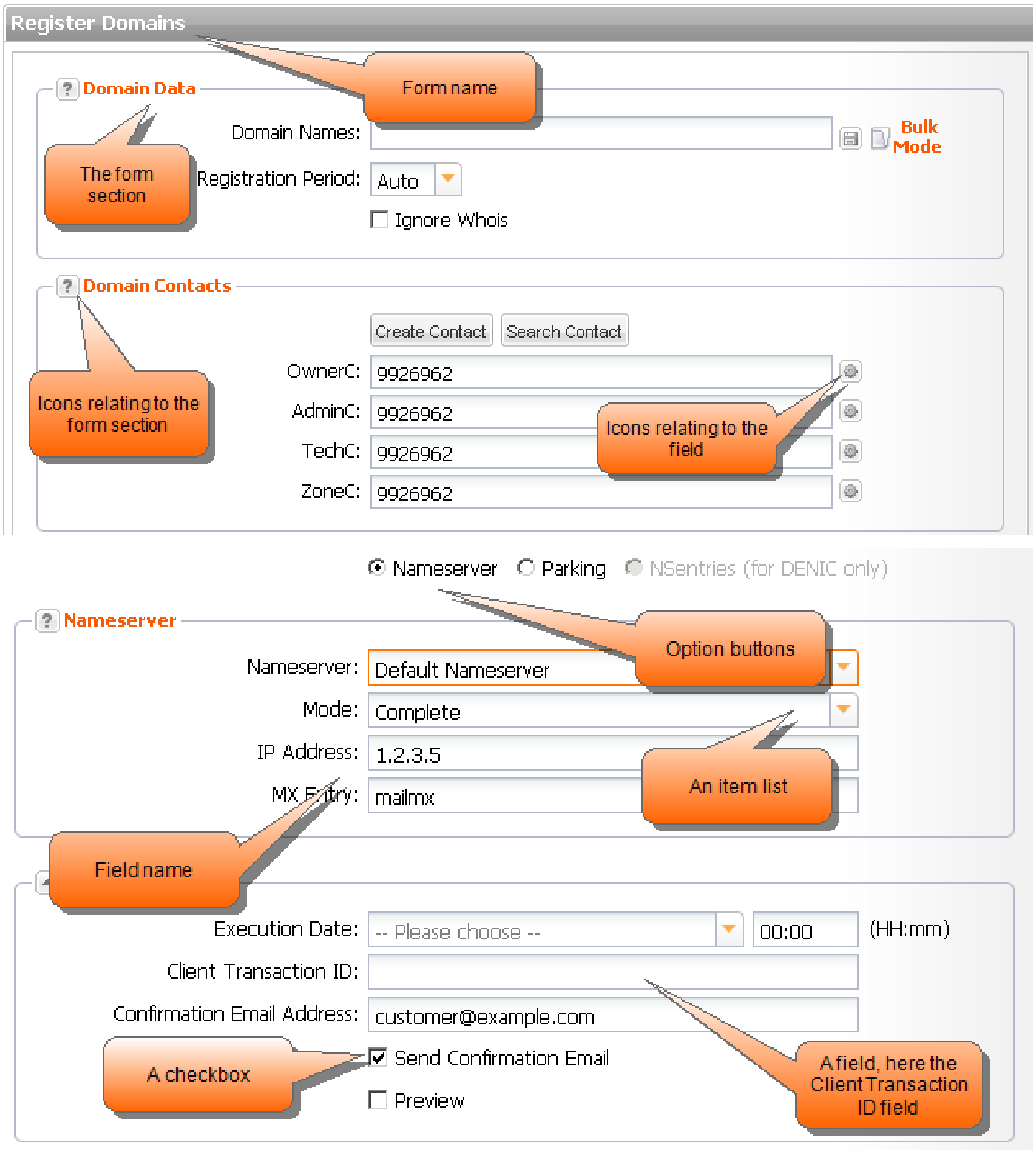
Page navigation at the bottom of an overview

Here you can see the labeled page navigation elements of an overview.



The Forms

You can make yourself familiar with the area names in the forms.



3.2 LOGIN, LOGOUT AND PASSWORD CHANGE

Login

1. Open your browser and enter the URL for your domain management system, into the address bar.

   The ***Login*** form opens.
2. Enter your user name into the ***User*** field. Enter your password into the ***Password*** field.
3. Click ***Login***.

   The homepage opens. Please note that the content of the homepage depends on your configuration.

Logout

Click ***Logout*** in the upper menu bar to end your session in the system and to log out.
The current status of the menu groups and the width of the marginal areas will be saved.

Changing the Login Password

As a new user, you receive your account details (user name and password) via email. For security reasons, we highly recommend that you change your password upon receiving the account details.

NOTE: Valid passwords
Minimal length: 6 characters.
Maximum length: 40 characters.
Allowed characters: a-z A-Z 0-9 ! \ " # $ % & ( ) * + . , _ - / : ; < = > ? @ ^ ` ´ | ~ ' [ ] { }
Forbidden characters: ä Ä ö Ö ü Ü ß

NOTE: Safe Password
A safe password consists of at least 13 characters and contains letters and numbers. It should not contain meaningful parts like "domain" or "london" but should consist of meaningless sequences like "aKhg". Caps and lower case characters should be mixed. An example of a safe password is "3aK1EnZ5nb56L". to increase the security even more use special characters from the list of allowed special characters.

1. Click ***User Configuration*** in the menu group ***User Management***.
2. Click ***User Profile.***

   The ***Edit User Profile*** form opens.

3. Enter the new password into the ***Password*** field and also into the ***Confirm Password*** field.
4. Click ***Save***.

3.3 THE MENU

The menu includes the following default menu groups:

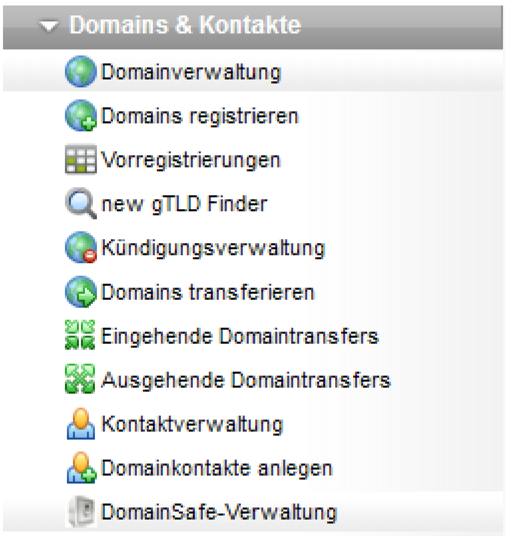
- Domains & Contacts
- Domain Backorders
- Zones & Redirects
- Tools
- User Management
- Customer Center

Please note that the contents and arrangement may vary from the default.

Functions overview

We'd like to give you a quick introduction of the menu groups and their main functions.

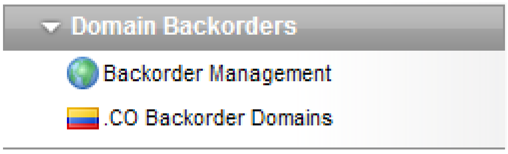
Functions in the *Domains & Contacts* menu group



- Display domain overview
- Registering, editing and deleting domains.
- Changing domain status
- Starting an owner change.
- Renewing domains.
- Using the Domain Update Wizard for targeted domain updates.

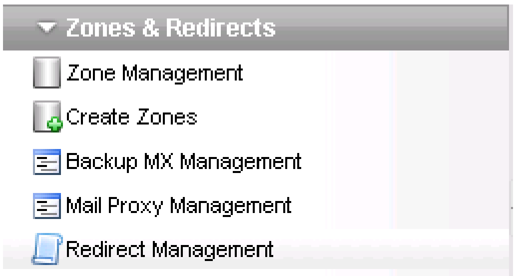
- Starting Whois queries
- Reading logs.
- Creating inventory lists.
- Canceling domains.
- Restoring canceled domains
- Starting and managing domain transfers.
- Answering requests for outgoing transfers.
- Creating and managing preregistrations.
- Creating, editing and deleting domain contacts.
- Managing domain contact verifications
- Managing Trademark Claims Notices
- Protecting domains with DomainSafe

Functions in the Domain Backorders Menu Group



- Creating and editing .co backorders
- Managing backorders

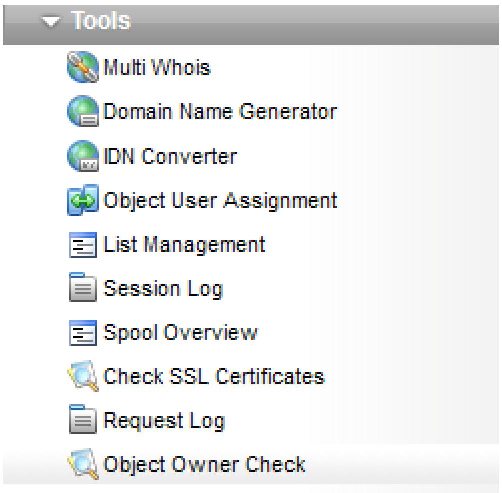
Functions in the *Zones & Redirects* menu group



- Creating, editing and managing zones.
- Creating additional nameserver entries (subdomains).
- Importing zones.
- Using the Zone Update Wizard for targeted bulk zone updates.
- Reading logs.

If activated you can also:
- Creating and managing redirects for domains and emails.
- Creating BackupMX entries.
- Using MailProxy.

You can find these helpful tools in the *Tools* menu group:



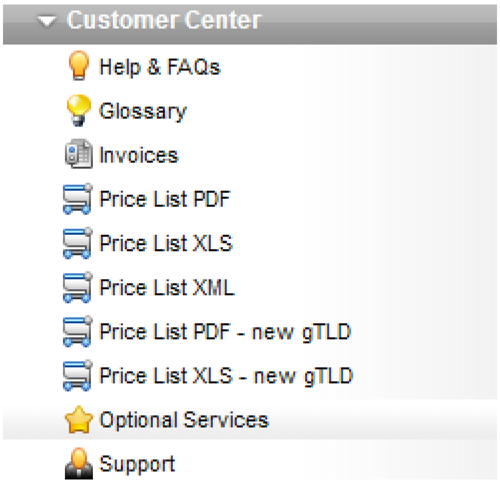
- The ***Multi Whois*** tool checks the availability of domains fast and easily.
- The ***Domain Name Generator*** creates domain name lists.
- The ***IDN Converter*** converts IDN domain names into UTF8 domain names and vice versa.
- The ***Object User Assignment*** tool assigns objects e.g. domains and zones to another user.
- The ***List Management*** tool creates and manages user-defined object lists.
- The ***Session Log*** allows you to see the functions of the current session.

- The ***Spool Overview*** allows you to see the requests waiting to be processed.
- The ***Check SSL Certificates***tool checks the validity of SSL certificates.
- The ***Request Log*** logs the data of all requests which have been sent to the system and all system answers.
- The ***Object Owner Check*** inquires after the owner of an object.

Functions in the *User Management* menu group

- Creating and managing users.
- Configuring the user interface to the user's demands.
- Selecting the language for the user interface.
- Editing the user profile.
- Assigning user privileges.
- Activating modules for the subusers.
- Configuring backorder settings.
- Configuring the domain parking settings.

Functions in the *Customer Center*



- The ***Help & FAQs*** area: you can use the FAQs and the manuals to get help here. Necessary forms can also be downloaded here.
- The ***Glossary***: main: Important terms concerning domain management are explained here.
- The ***Invoices*** area: you can read and download your invoices here.
- The ***Support*** area: you can get email support here.
- The ***Price List PDF*** area: you can download the current price list as.PDF file here.
- The ***Price List XLS*** area: you can download the current price list as Excel file here.
- The ***Price List XML*** area: you can download the current price list as XML file here.
- The ***Price List PDF - new gTLD*** area: you can download the current price list for the net gTLDs as PDF file.
- The ***Price List XLS - new gTLD*** area: you can download the current price list for the net gTLDs as PDF file.
- In the ***Optional Services*** area you can order or add additional functions or display information and FAQs for optional functions.

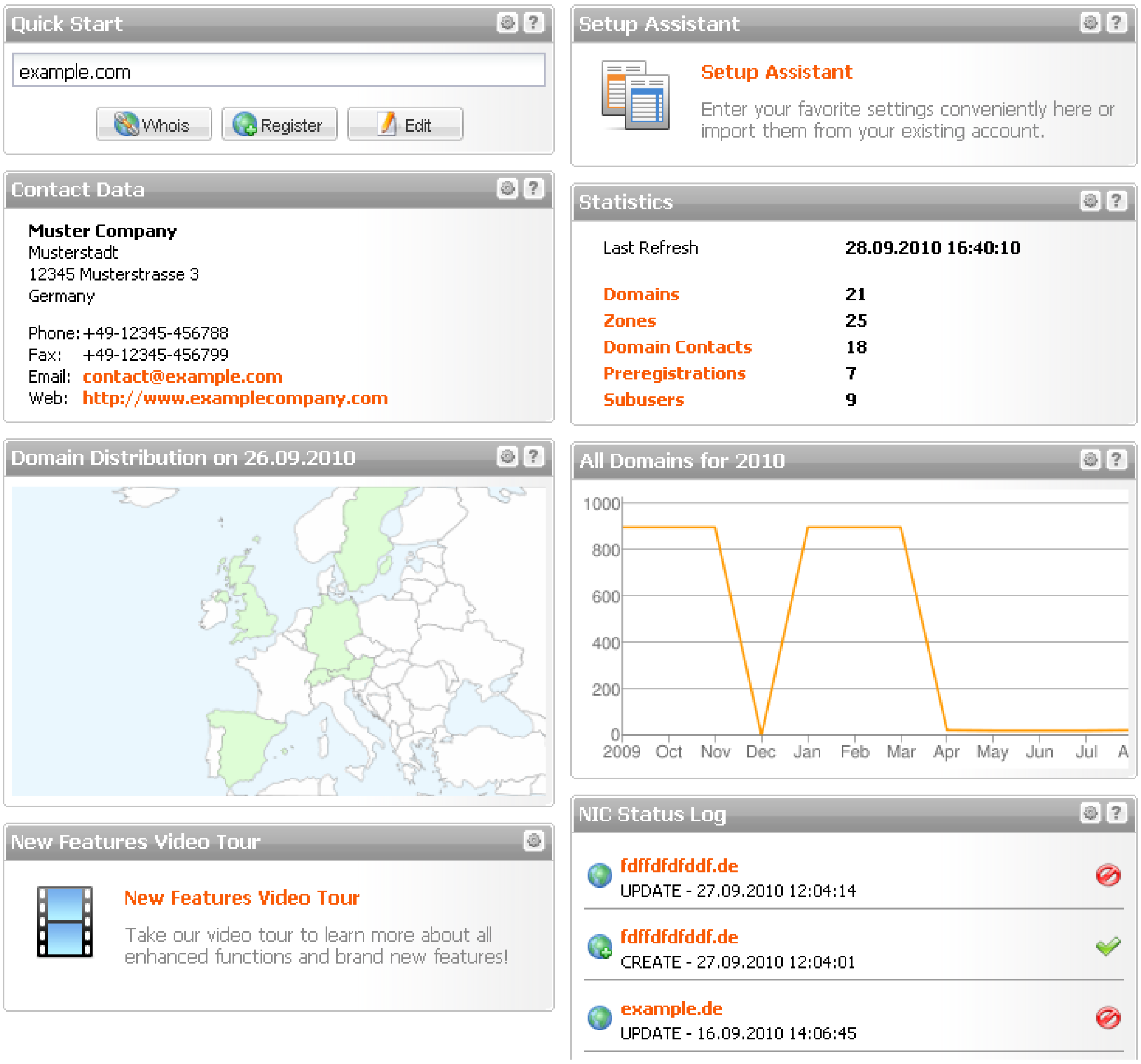
3.4 THE MAIN AREA WIDGETS

After the login of a new user two widgets are displayed in the main area, the ***Quick Start*** and the ***Setup Assistant.***

By request you can display further widgets.

Configuring Widgets

Click the icon to add or remove widgets. If available, click ***Settings*** to customize the widget. You can move all widgets using drag & drop and arrange them according to your preference.



The Widgets at a Glance

Use the ***Quick Start*** to register or edit a domain quickly or to make a Whois request. *See: "The Main Area Widgets" on page 24.*

The ***Setup Assistant*** supports you when configuring the System. Step by step, you can enter the default data for the user like domain contacts, nameservers, nameserver details and your confirmation email address. *See: "The Setup Assistant" on page 34. See: "Statistics and Graphs" on page 57.*

The ***Statistics*** widget informs you about the number of objects in your possession. *See: "Statistics and Graphs" on page 57.*

The Multi Whois widget allows you to start Whois queries on the home page. *See: "Multi Whois Widget" on page 1.*

The ***NIC Status Log*** displays all registry operations. *See: "Logs" on page 53.*

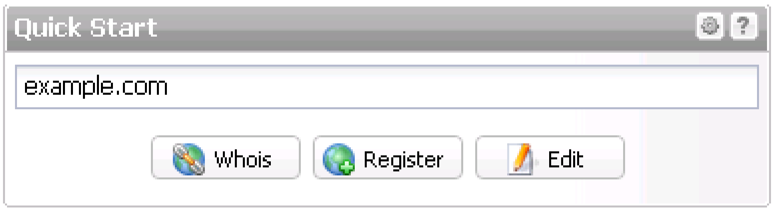
The ***Domain Registration Chart*** visualizes the domain registrations of all or selected TLDs. *See: "Number of your Domains" on page 57.*
The ***Domain Distribution Map*** visualizes the geographical distribution of your domains. *See: "The Distribution Map of your Domains" on page 59.*
The ***Contact Data*** widget shows your contact person data. *See: " In the Contact Data widget you can see the company contact data." on page 1.*

Using the Quick Start

The ***Quick Start*** is a widget on the homepage of the domain management system.

Use the ***Quick Start*** to register or edit a domain quickly or to make a Whois request. Enter a domain contact ID to edit the contact quickly.

Tip
For a efficient use of the Quickstart enter defaults for your domain contacts and nameservers first (menu group ***User Data,*** menu item ***Defaults***).



To register a domain

1. Enter a domain name.
2. Click ***Register*** to switch to the ***Register Domain*** form.

   The ***Register Domains*** form opens. *See: "Registering new Domains" on page 63.*

To edit a domain

1. Enter a domain name.
2. Click ***Edit*** to edit a domain which is already registered.

   The ***Update Domain*** form opens. *See: "Editing a Domain" on page 72.*

To edit a domain contact

1. Enter a domain contact ID.
2. Click ***Edit***. *See: "Editing Domain Contacts " on page 213.*

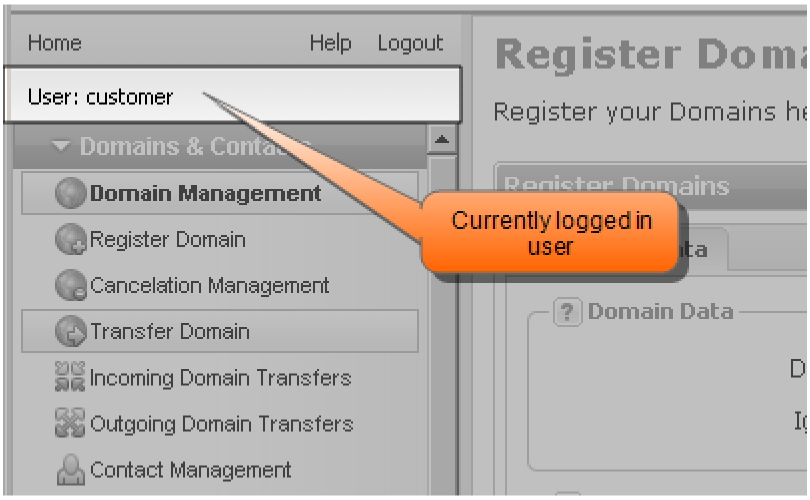
To display the Whois data

1. Enter a domain name.
2. Click ***Whois*** to carry out a Whois request.

   The Whois data will be displayed.

3.5 WORKING AS A SUBUSER

Every action you carry out in the system is an action of the currently logged in user. You can see the logged in user at the top of the menu in the ***User*** bar.

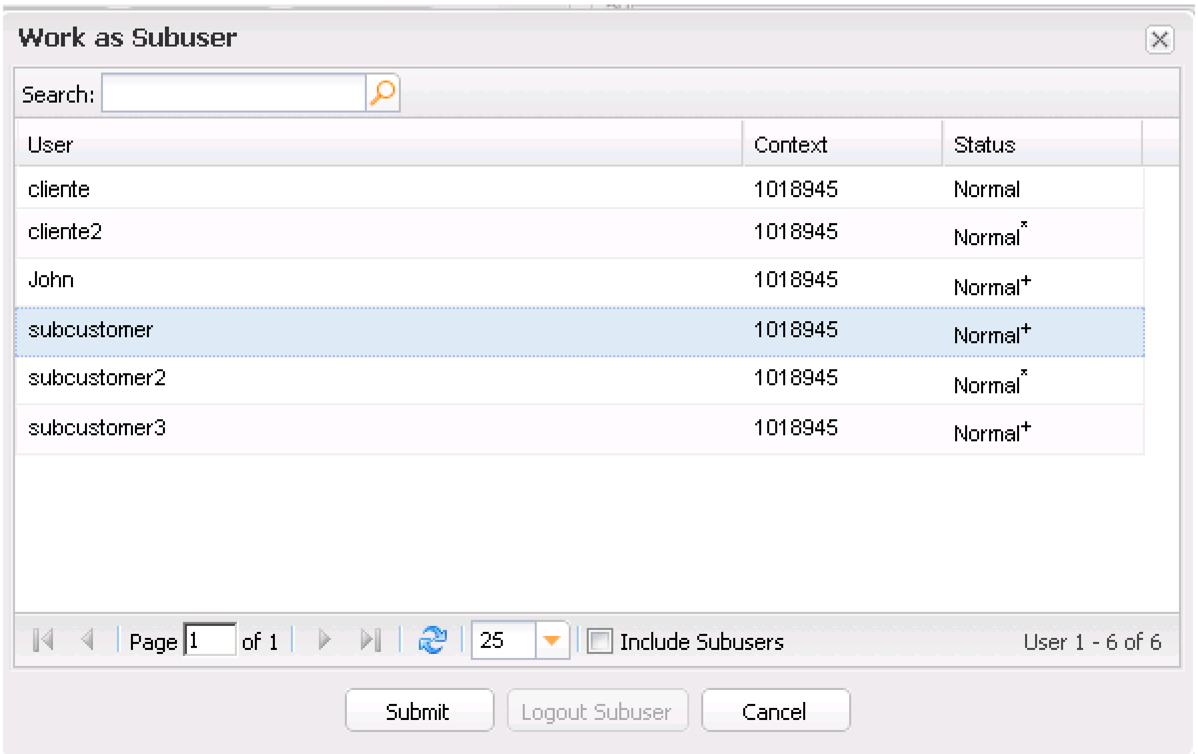


You also have the possibility to work as a subuser.

N O T E
Users with the status and substatus "Normal" cannot work as another user. For these users the ***User*** button is not active.

1. To work as a subuser, click the ***User*** bar in the menu.

   The form ***Work as Subuser*** opens, displaying the user list.



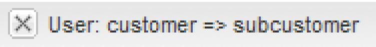
The following details are shown:

- User: the name of the user
- Context: the context of the user (= ID of your personalized system)
- Status: the status of the user

2. Select the desired user or use the search function to find the desired user.
3. Click ***Submit*** or double-click the desired user to work as this subuser

Unassigning and detaching as a Subuser

Click the icon next to the user name in the menu to detach the subuser and work as the parent user again.



3.6 WORKING EFFICIENTLY

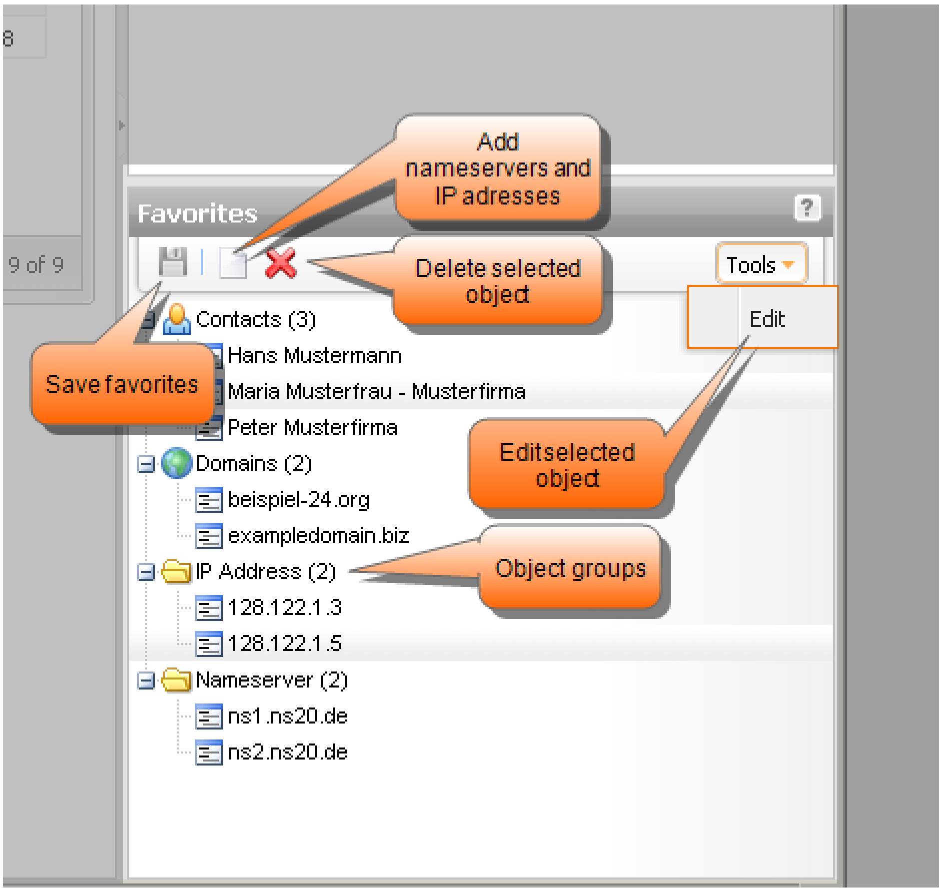
Short Cuts

For some functions short cuts are available.

Short Cut	Function
Ctrl + Alt + h	Show short cuts
Ctrl + Alt + w	Run Whois query
Ctrl + Alt + d	Edit domain
Ctrl + Alt + n	Check zone
Ctrl + Alt + c	Edit domain contact
Ctrl + Alt + z	Edit zone
Ctrl + Alt + f	Set cursor in active form field
Ctrl + m	Maximize main area
esc	Close active window

Working with the Favorites

In the ***Favorites*** area, you can store the domains, domain contacts, nameservers, zones and IP addresses you frequently use.
You can paste these objects in the designated form fields with drag & drop. You can also use ***Favorites*** as a starting point for editing the stored objects and other actions depending on the object type.



How to add domains and domain contacts to the favorites

1. Open the overview of the desired object, e.g. the domain overview.
2. Drag the desired object in the ***Favorites*** area. The object will automatically be arranged into the respective object type group.
3. Click the ***Save*** icon to permanently save the object in the ***Favorites***.
   If you don't save, the object only remains in the ***Favorites*** for the current session.

How to add, nameservers and IP addresses to the favorites

1. In the ***Favorites*** toolbar click the ***Add Favorites*** icon.

   An entry field will be displayed at the bottom of the area.
2. Enter the nameserver or the IP address into the entry field.
3. Press ***Enter***.
4. Click the ***Save*** icon to permanently save the object in ***the Favorites***.
   If you don't save, the object only remains in the ***Favorites*** for the current session.

How to use favorite objects

1. Open the desired form, e.g. the form to register a domain.
2. Drag the desired object from the ***Favorites*** into the form field.

How to edit favorite objects

1. Select the desired object (a domain or domain contact) in the ***Favorites***.
2. Select ***Edit*** in the ***Tools*** item list.

   The corresponding dialog opens.

How to delete favorite objects

1. Select the desired object.
2. Click the ***Delete*** icon. The object itself will not be deleted, only the ***Favorites*** entry.

How to sort the favorites

You can move the ***Favorites*** entries and the ***Favorites*** groups with he mouse to the desired position.

3.7 THE SEARCH FUNCTION

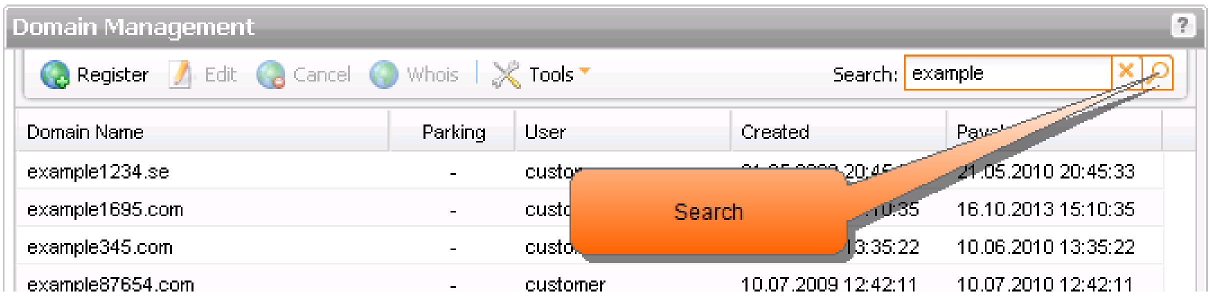
The ***Search*** is embedded in the overviews in the main area. You can use it to gain easy access to domains, contacts and users you want to edit.

The following search functions are available:

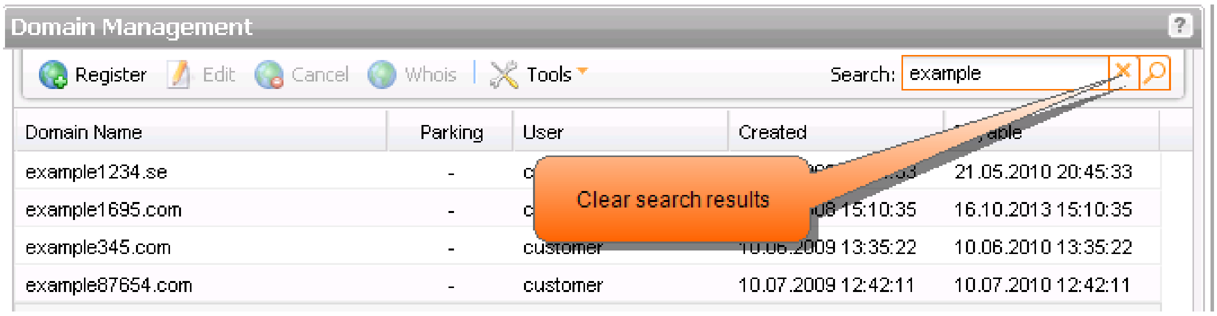
- The Domain Search
- The Domain Contact Search
- The User Search
- The Search Domain Contacts dialog

The Domain Search

The domain search helps you to find a domain in domain lists. It is embedded in the toolbars of the areas ***Domain Register***, ***Domain Cancel***, ***Incoming Transfers*** and ***Outgoing Transfers***.

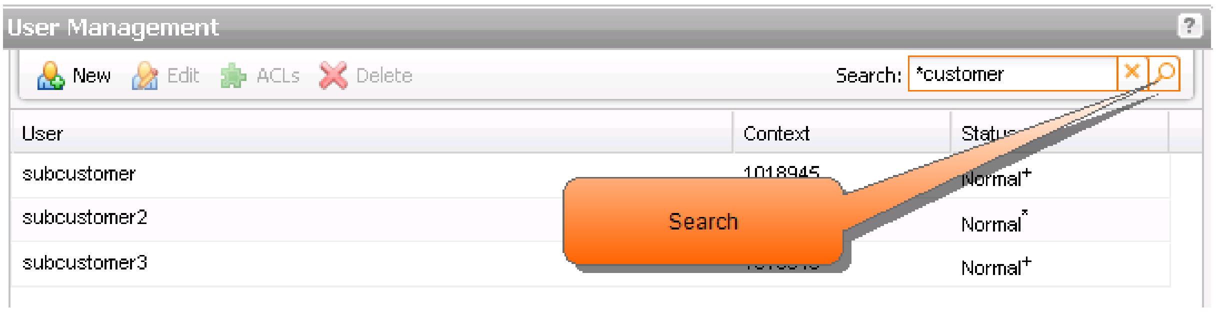


1. Enter the name of the domain in the ***Search*** field. You can enter only parts of the domain names too.
2. Click  or press ***Enter*** to start searching. The search result is shown in the same area.
3. Click  to delete the search result.

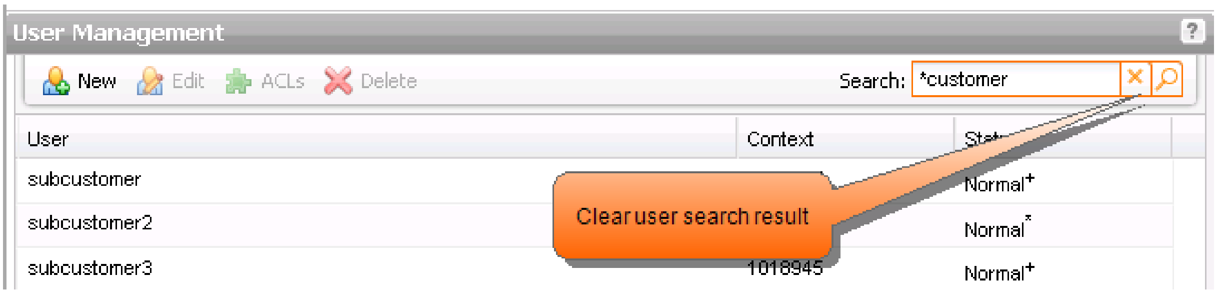


The User Search

The user search helps you to find a user. It is embedded in the toolbar of the ***User Management*** overview.

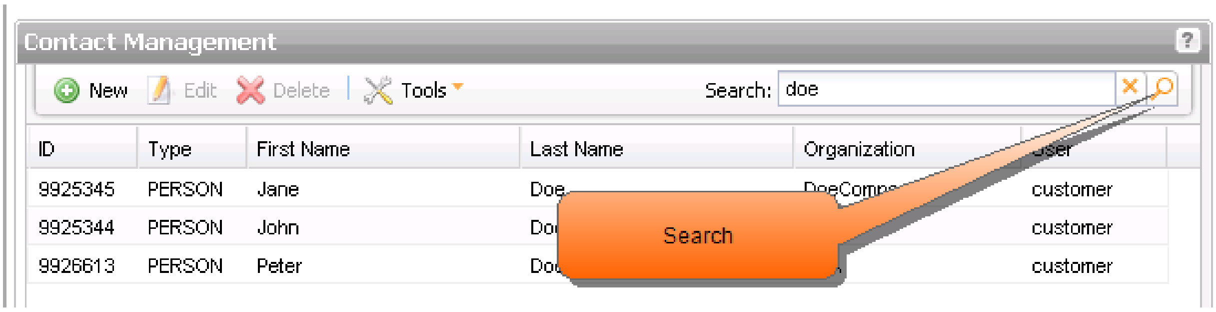


1. Enter the user name of the user you want to find in the ***Search*** field. You can enter only parts of the user names too.
2. Click or press ***Enter*** to start searching. The search result is shown in the overview.
3. Click to delete the search result.

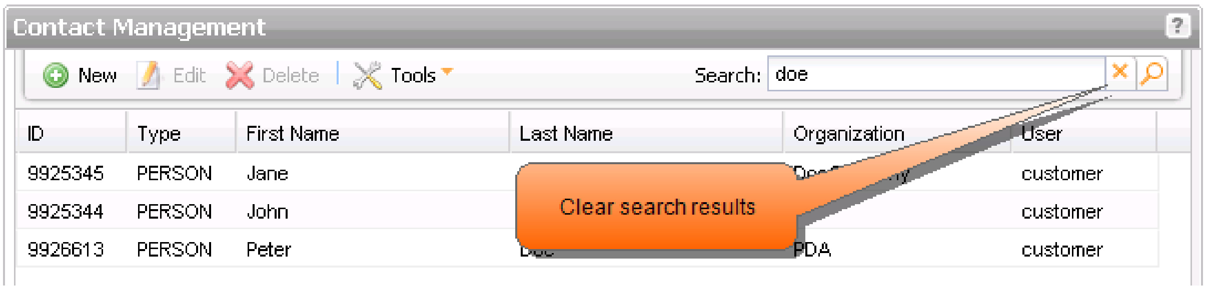


The Domain Contact Search

The domain contact search helps you to find a domain contact. It is embedded in the toolbar of the ***Domain Contact Overview.***



1. Enter the first or last name of the contact you want to find in the ***Search*** field. You can enter only parts of the names too.
2. Click or press ***Enter*** to start searching. The search result is shown in the overview.
3. Click to delete the search result.

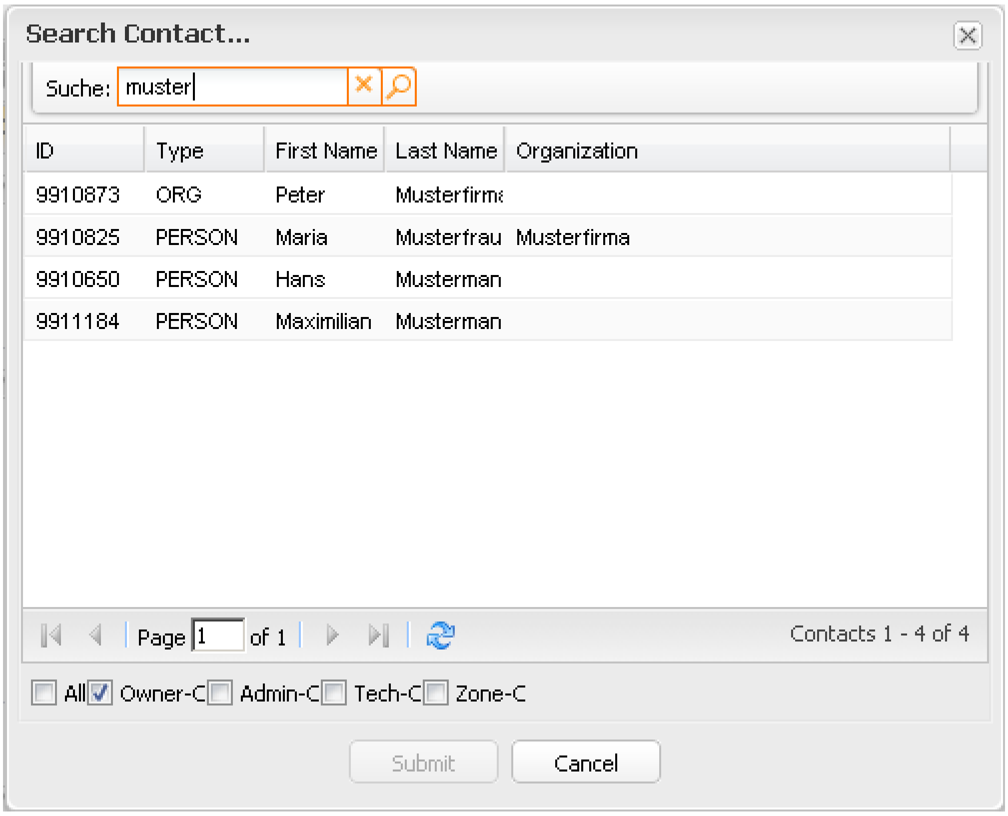


The Search Contact Dialog

You can use the ***Search Contact*** form in all form sections where domain contacts can be selected. The ***Search Contact*** button is displayed in these forms.

1. Click the ***Search Contact*** button.

   The ***Search Contact*** dialog opens.



2. Enter the term you want to find (ID, type, first name, last name or organization) into the ***Search*** field.

3. Click the search button . The matching contacts are listed
4. Select the desired contact.
5. In the toolbar at the bottom of the dialog, select the desired checkboxes to determine which entry fields are searched.
6. Select the ***All*** checkbox to search all domain contact entry fields.
7. Click ***Submit***.

   The contact will be searched for in the selected domain contact entry fields.

3.8 FORM TEMPLATES

In some forms you can work with templates. You can fill in a new form and save them it under a special name as a template for further activities.
For a procedure with equal values such as for domain contacts and name servers, you can use this template and use it.

You can use form templates for the following tasks:

- Create new contacts
- Edit contacts
- Create new zones
- Edit zone
- Register domains
- Update domain
- Transfer domains

NOTE
The form templates are being stored for the respective user. That means that every user can create his own templates.
One exception exists in the case of users being created as clone users of another user. These are able to use the sub-users templates. These templates are marked as " *| " .

Creating a form template

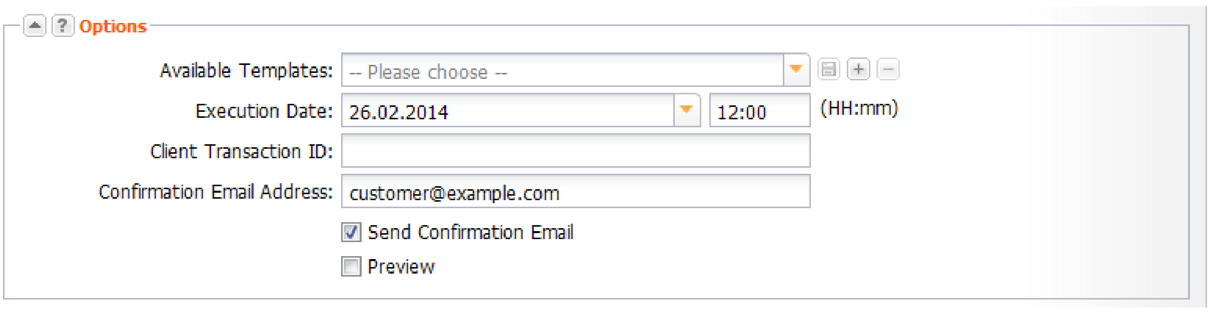
1. Open the form and enter the desired values.
2. Click the button ***Create new Template*** at the form bottom.

   The window ***Name*** opens.
3. Enter a template name and click OK.

NOTE
Please note that entries for the execution date and time will not be saved in the template.

Updating a form template

1. Open the form.
2. Click the icon to open the area ***Options*** at the form bottom.



1. Select the template you want to update in the list ***Available Templates***. The values saved in the list are entered in the forms now.
2. Actualize the values. Click the icon right next to the form section.

Creating a new form template by copying an existing one

1. Open the form.
2. Click the icon to open the area ***Options*** at the form bottom.
3. Select the template you want to update in the list ***Available Templates***. The values saved in the list are entered in the forms now.
4. Complete the values and change them if you want to. click ***Create New Template*** and give a new name to the template.

Applying the form template

1. Open the form.
2. Click the icon to open the area ***Options*** at the form bottom.
3. Select the template which you want to use as template for the new template in the ***Available Templates*** list. Doing this the respective values will be entered into the form fields.
4. Add additional values if necessary. Click ***Submit*** to send the request.

Deleting a form template

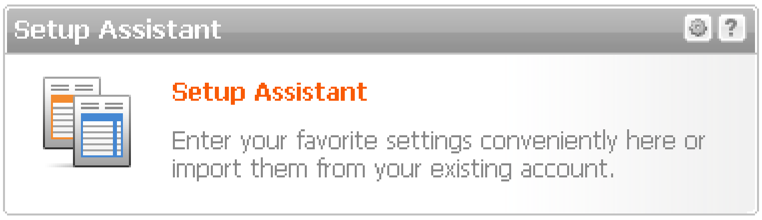
1. Open the form.
2. Click the icon to open the area ***Options*** at the form bottom.
3. Select the form you want to delete in the list ***Available Templates***.
4. Click the icon to delete the template.

4 Customizing the Domain Management System

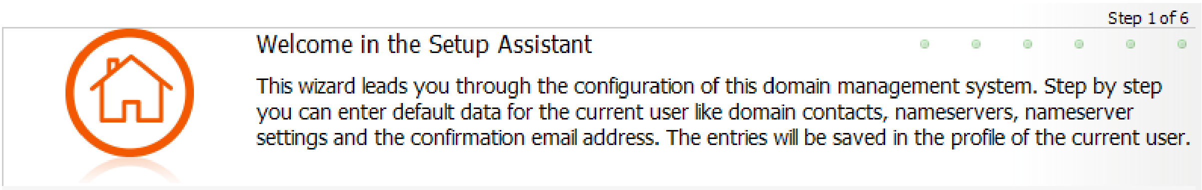
4.1 THE SETUP ASSISTANT

The ***Setup Assistant*** helps you to configure the domain management system. You can enter default data like domain contacts, nameservers, nameserver settings and the confirmation email address, step by step. The data is stored in the profile of the current user. When creating new objects, the profile data is entered into the respective form fields. The data can be edited in the forms.

Click ***Setup Assistant*** to start the assistant.

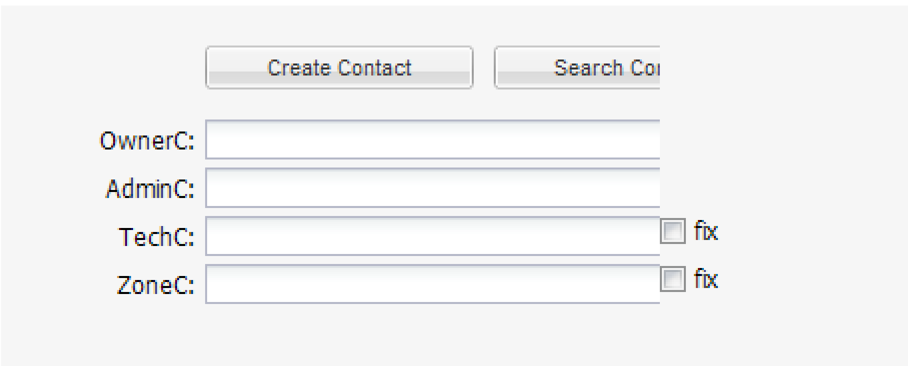


Step 1 of 6 - Welcome



Click ***Next***.

Step 2 of 6: Define Domain Contacts

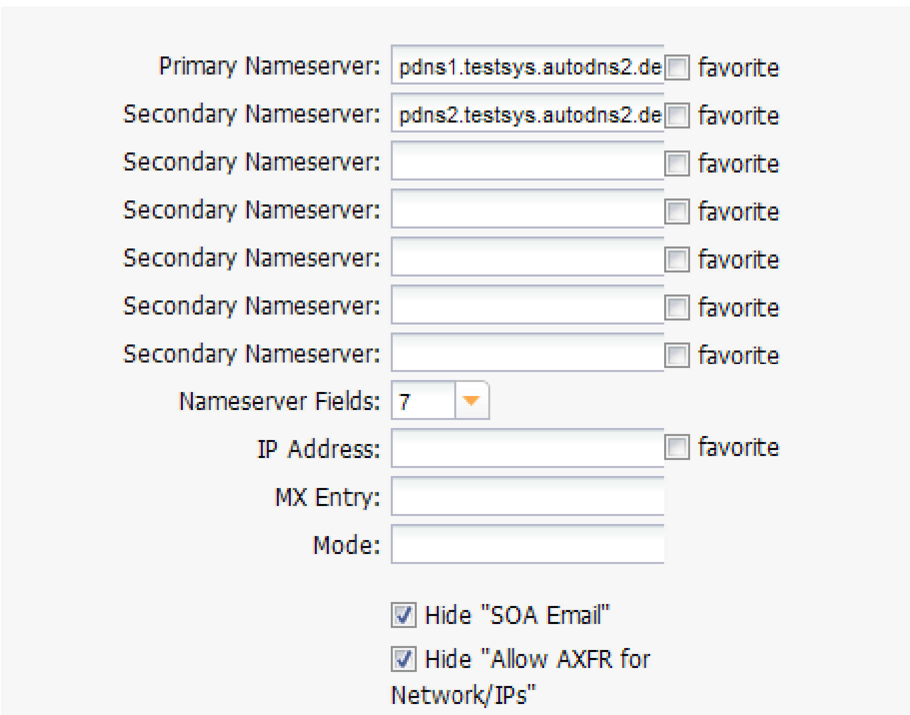


OwnerC	Enter the domain contact ID of the domain owner here. Or: Click ***Search Contact*** to search for an existing one. *Or:* Click ***Create Contact*** to create a new one.
AdminC	Enter the domain contact ID of the administrative contact here. Or: Click ***Search Contact*** to search for an existing one. *Or:* Click ***Create Contact*** to create a new one.
TechC	Enter the domain contact ID of the technical contact here. Or: Click ***Search Contact*** to search for an existing one. *Or:* Click ***Create Contact*** to create a new one.
ZoneC	Enter the domain contact ID of the zone contact here. Or: Click ***Search Contact*** to search for an existing one. *Or:* Click ***Create Contact*** to create a new one.

For details about the entries in the ***Contact Create*** form click the icons in the form sections or read the corresponding chapters in the manual.

Click ***Next***.

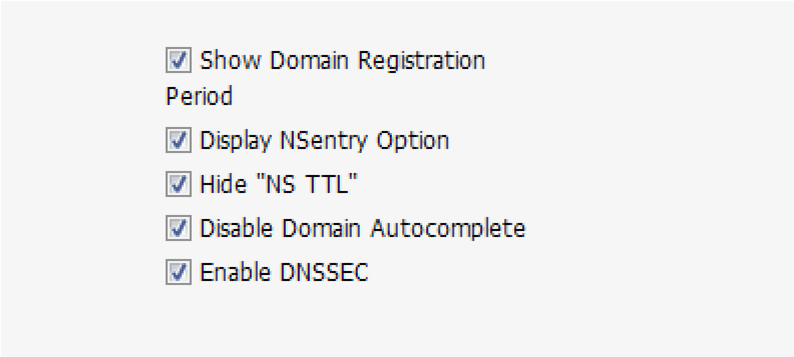
Step 3 of 6: Define Nameservers



Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
Hide "SOA Email"	Activate the checkbox to hide the ***SOA Email*** checkbox in forms.
Hide "Allow AXFR for Network/IPs"	Activate the checkbox to hide the ***Allow AXFR for Network/IPs*** checkbox in forms. (AXFR= "Asynchronous Full Transfer Zone". This is a complete zone transfer between two nameservers).

Click ***Next.***

Step 4 of 6: Configur Form Fields

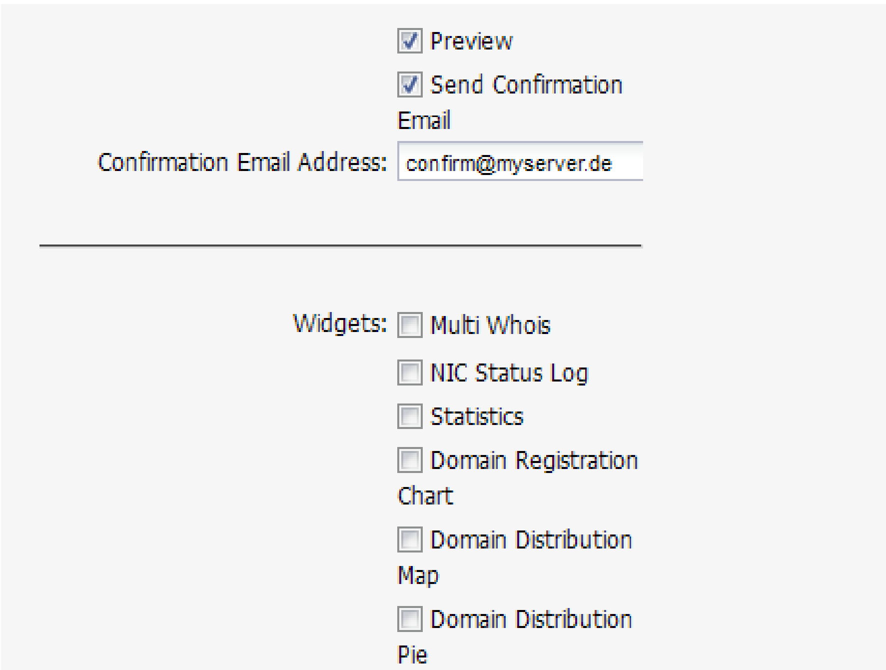


Enter the nameserver details here.

Show Domain Registration Periods (Life Time)	Select the checkbox to display the item list ***Registration Period*** in the ***Domain Register*** form. With this item list you can select the registration period of the domains you want to register.
Display NSentry Option	Select the checkbox to display the option ***NSentry*** in the ***Domain Register*** form.
Hide "NS TTL"	Activate the checkbox to hide the ***NS TTL*** checkbox in forms.
Disable Domain Autocomplete	An autocomplete list displaying the top ten TLDs is shown by default when entering domain names in the ***Domain Names*** field in the forms ***Register Domain*** and ***Update Domain***. You can disable this function here.
Enable DNSSEC	Activate the checkbox to display the ***DNSSEC*** tab in the forms ***Domain Register*** and ***Domain Update.***

Click ***Next.***

Step 5 of 6 : General Settings



Preview	Activate the checkbox if a preview has to be displayed for requests.
Send Confirmation Email	Activate the checkbox if a confirmation mail for requests should be sent.
Confirmation Email Address	Enter an email address to which the confirmation mail for requests can be sent.
Widgets	Activate the checkboxes of the widgets that you want to display on the start page.

Click ***Next.***

Check the summary and click ***Save*** to finish the ***Setup Assistant***.

4.2 USER PROFILES AND PRESETTINGS

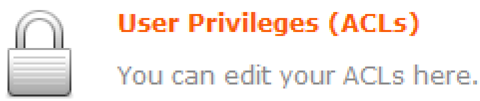
The ***User Configuration*** area offers functions to customize the system. The ***User Interface***, ***User Profile*** and ***User Privileges*** areas allow you to define the default data for users and subusers and configure basic settings for the user interface and some forms.

You can set the desired interface language in the section ***Change Interface Language.***

You can create basic settings and configure user interface contents like overviews and forms in the ***User Interface*** area.

You can change data or add additional data in the ***User Profile*** area. The user profile is generated automatically when creating a new user. When creating new requests, the data you define here will automatically be taken over by the corresponding form fields.

You can specify the ACLs of the main user in the ***User Privileges (ACLs)*** area.

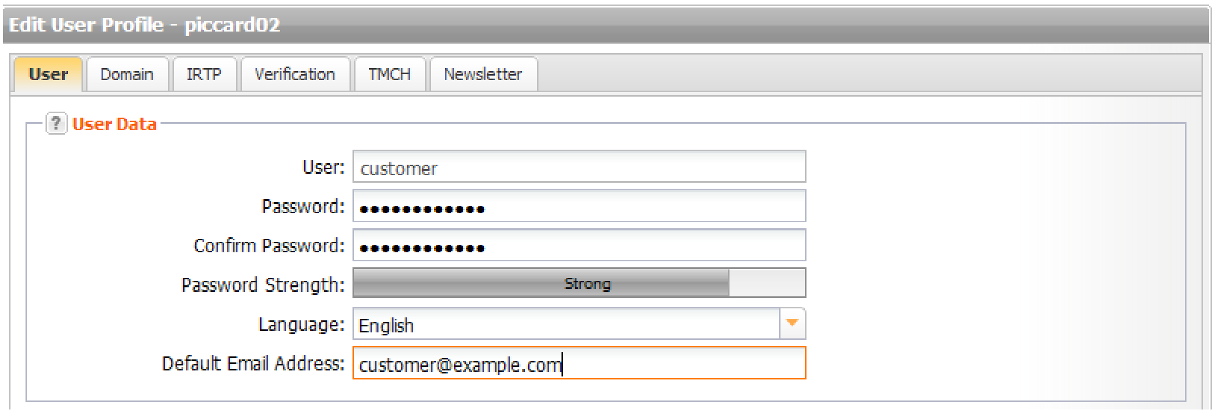


4.3 EDITING THE USER PROFILE

The user profile is automatically generated when you create a new user. When the user creates new objects, the user profile data is automatically entered in the corresponding form fields. The default entries in the form fields can be edited. Click the respective tab to predefine the settings for the user data, domains, IRTP, domain contact verification, TMCH and, if configured by the parent user, the newsletter.

For details concerning the form fields see the help in the form sections. Click the icon next to the form section label.

1. Log in as the user whose profile you want to edit.
2. Click ***User Configuration*** in the menu group ***User Management***.
3. Click ***User Profile*** in the main area.
4. Select the desired tab to edit the data.



User Profile / User

Entry details:

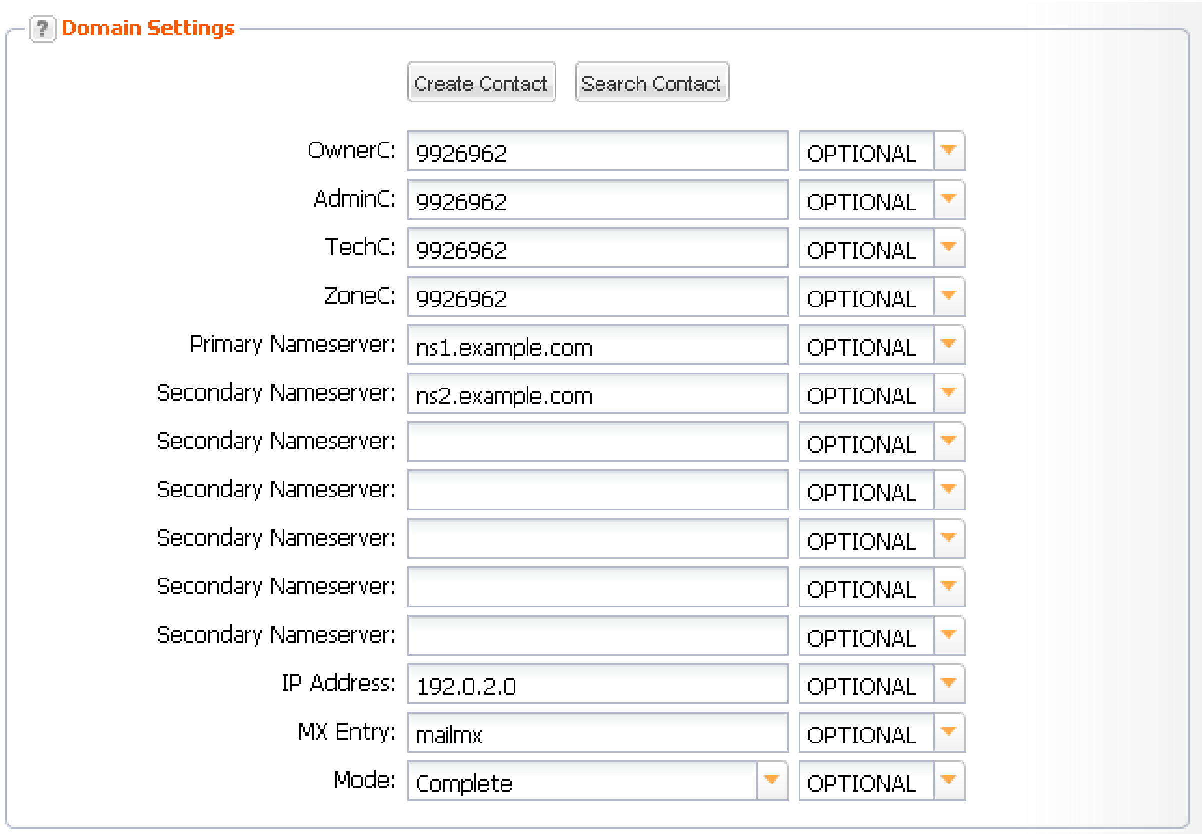
Password	Enter the user password here.
Confirm Password	Enter your password again here.

NOTE: Valid passwords
Minimal length: 6 characters.
Maximum length: 40 characters.
Allowed characters: a-z A-Z 0-9 ! \ " # $ % & ( ) * + . , _ - / : ; < = > ? @ ^ ` ´ | ~ ' [ ] { }
Forbidden characters: ä Ä ö Ö ü Ü ß

NOTE: Safe Password
A safe password consists of at least 13 characters and contains letters and numbers. It should not contain meaningful parts like "domain" or "london" but should consist of meaningless sequences like "aKhg". Caps and lower case characters should be mixed. An example of a safe password is "3aK1EnZ5nb56L". to increase the security even more use special characters from the list of allowed special characters.

Language	Select the user language here. This affects the user interface and system messages.
Default Email Address	Enter the default email address for the new user here.

Domain Settings



All entries you make here are used by default in the corresponding forms of the user. All entries are editable. You can use the item lists on the right to define the degree to which the entries are automatically taken over by subuser forms.

You also can specify to which degree the entries are automatically taken over by the subuser forms.

You can choose:

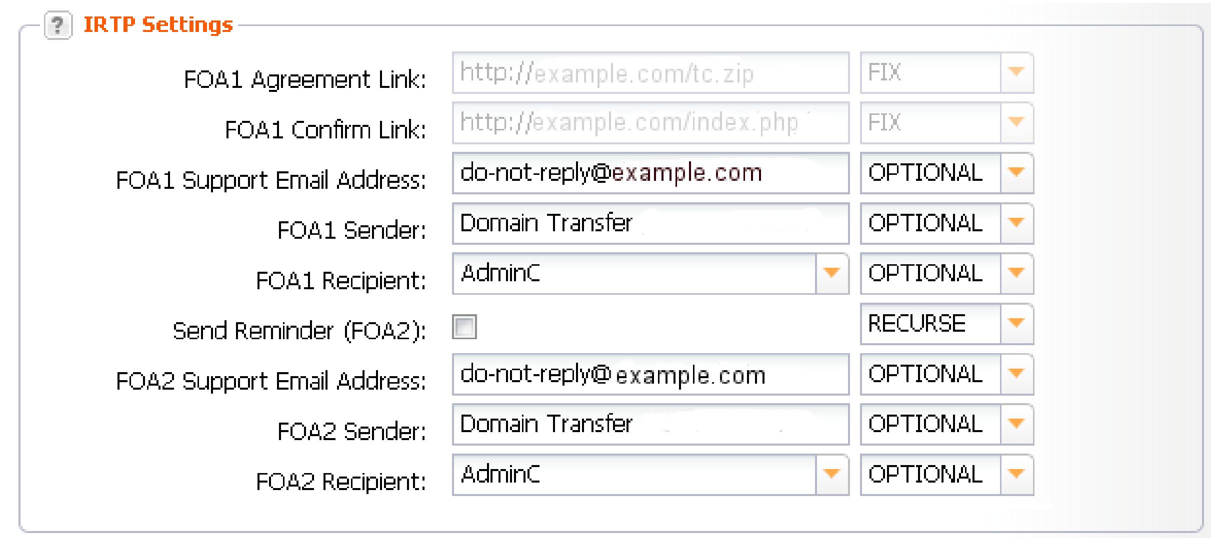
- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

Entry details:

OwnerC	Enter the domain contact ID of the domain owner here.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.
Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone.

ATTENTION
You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.

IRTP



The "Inter Registrar Transfer Policy" (IRTP) regulates the transfer of domains. You can enter the communication data which is required for the transfer process here. In this context, the abbreviation "FOA" stands for "Form of Authorization".

All entries you make here are used by default in the corresponding forms. All entries in the forms are editable.

You also can specify to which degree the entries are automatically taken over by the subuser forms.

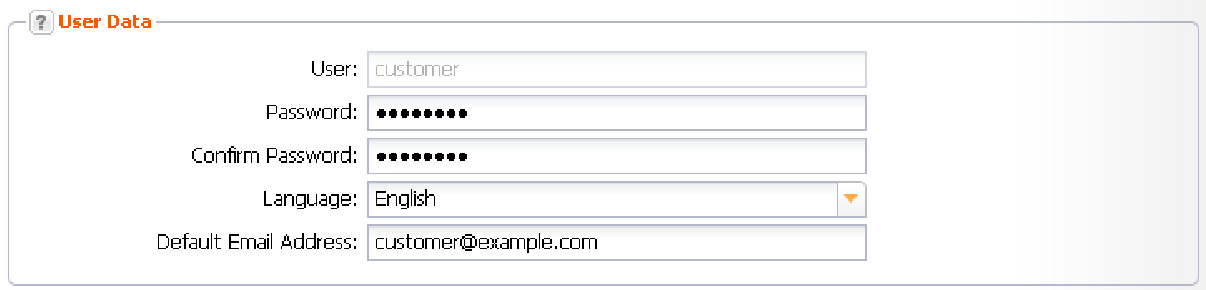
You can choose:

- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

Entry details:

FOA1 Support Email Address	Enter a valid support email address here.
FOA1 Sender	Enter the name of the FOA1 email sender.
FOA1 Recipient	Select the recipient of FOA1 email.
Send Reminder (= FOA2)	Select the checkbox if a reminder is to be sent after 1 week (= FOA2).
FOA2 Support Email Address	Enter a valid support email address.
FOA2 Sender	Enter the name of the FOA2 email sender.
FOA2 Recipient	Select the recipient of FOA2 email.

Verification / Contact Verification Settings



You can specify the data of the sender and the reply email address of the domain contact verification email here.

According to ICANN guidelines, the contact data of the OwnerC (domain owner) must be verified in the future. This is carried out along the lines of the opt-in procedure: Following a domain registration, incoming transfer or change to the email address of the OwnerC, an email is automatically sent to the OwnerC. This email contains a verification link which the OwnerC must use to actively confirm the contact details.

Important Note
The verification via this link must be carried out within 15 days. If the details are not confirmed within this period, the relevant domains will be deactivated!
In order to avoid unnecessary domain deactivations, the domain owner will receive email reminders with the verification link every 3 days within this period. If the verification is not carried out, user will be informed 5 days before the domain is deactivated.

You also can specify to which degree the entries are automatically taken over by the subuser forms.

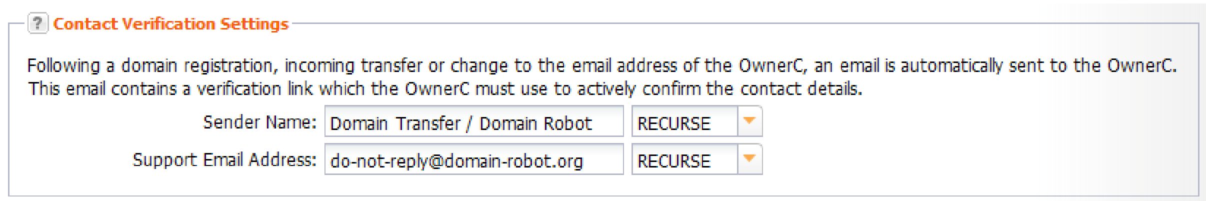
You can choose:

- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

Entry details:

Sender Name	Enter the senders name of the domain contact verification email here.
Support Email Address	Enter the email address here you want to use as reply address for the domain contact verification email.

Verification / Whois Data Reminder



The ICANN Registrar Agreement requires yearly data reminder emails to the domain administrator (AdminC). The following contact data is used for sending the reminder email.

You also can specify to which degree the entries are automatically taken over by the subuser forms.

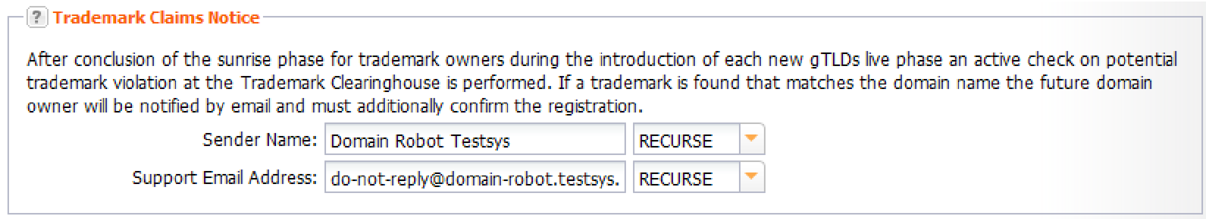
You can choose:

- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

Entry details:

Sender Name	Enter the senders name of the reminder email here.
Support Email Address	Enter the email address here you want to use as reply address for the reminder email.

Trademark Claims Notice



In case that a desired domain name violates a trademark right, a notification mail is sent to the potential future domain registrant via email - this is called the Trademark Claims Notice. This notice informs the potential domain registrant about the trademark infringement.
The potential registrant then has to click on a link confirming that they are aware of this trademark infringement and that they assume all liabilities associated with registering the domain name. Once the Trademark Claims notice has been confirmed, the domain is registered.
You also can specify to which degree the entries are automatically taken over by the subuser forms.

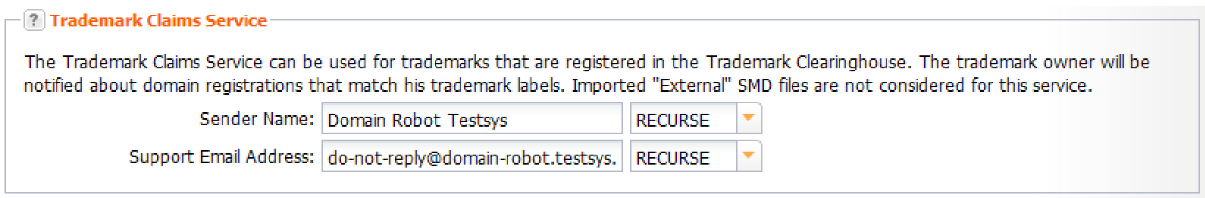
You can choose:

- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

Entry details:

Sender Name	Enter the senders name of the notification email here.
Support Email Address	Enter the email address here you want to use as reply address for the notification email.

Trademark Claims Service



The Trademark Claims Service can be used for trademarks that are registered in the Trademark Clearinghouse. The trademark owner will be notified about domain registrations that match his trademark labels.
You also can specify to which degree the entries are automatically taken over by the subuser forms.

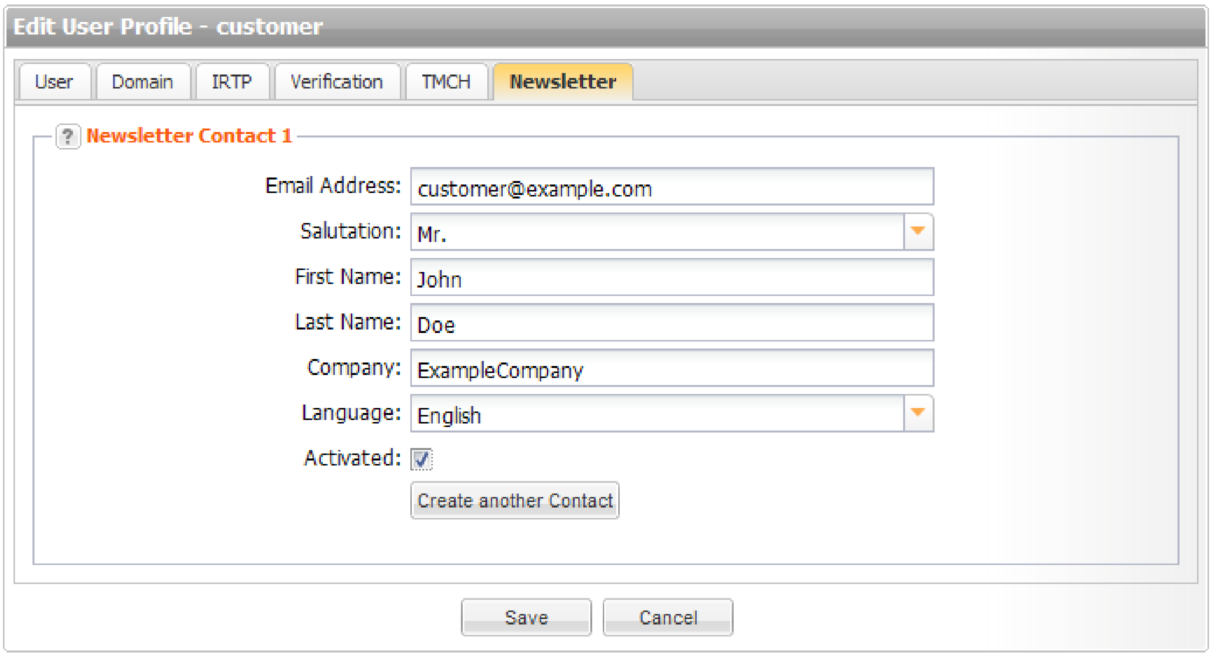
You can choose:

- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

Entry details:

Sender Name	Enter the senders name of the notification email here.
Support Email Address	Enter the email address here you want to use as reply address for the email.

Newsletter Contact



You can enter up to three recipients of our newsletter here and personalize the salutation.

Email Address	Enter the email address of the recipient here.
Salutation	Select the salutation here.
First Name	Enter first name here.
Last Name	Enter last name here.
Company	Enter the company here.
Language	Select the newsletter language for this recipient here.
Activated	Activate the checkbox to personalize the newsletter using the data above.

To add an additional contact click the ***Create another Contact*** button.
To remove a recipient delete the form data.

4.4 EDITING THE USER INTERFACE SETTINGS

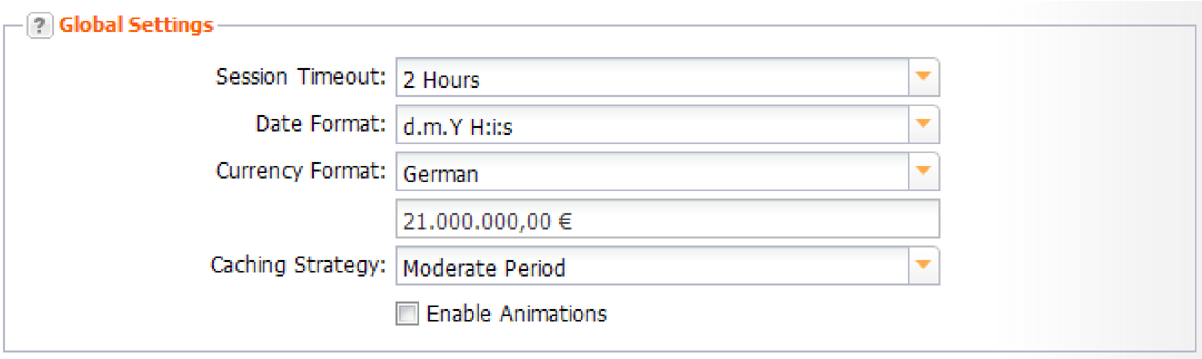
You can customize the user interface in the ***User Interface*** area. These global settings affect the date format or the session timeout as well as the behavior and content of overviews with their associated.

Possible settings:

- Session timeout
- Date format
- Caching method for the data display in the overviews
- Activating or deactivating the automatic display of data in the overview
- Activating or deactivating the display of subuser data in the overview
- Displaying or hiding form fields, e.g. domain registration periods or the NSentry option
- Settings for the form section ***Options***
- Setting the TLD favorites. The TLD favorites are used for the autocomplete function of the domain entry fields and for the Multi Whois.

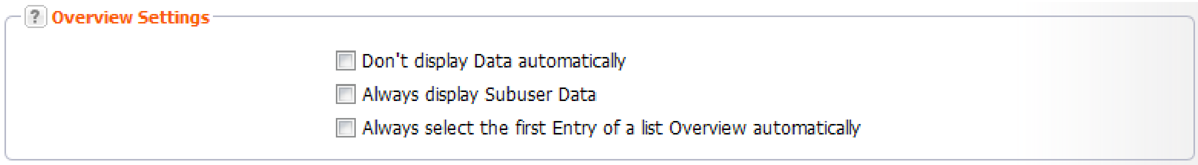
1. Log in as the user whose user interface you want to edit.
2. Click ***User Configuration*** in the menu group ***User Management***.
3. Click ***User Interface*** in the main area.

Global Settings



Session Timeout	Enter the time span after which the session should be terminated if the user is inactive.
Date Format	Select the date format for all form fields in which dates are entered.
Currency Format	You select the currency format here which you want to be used in the user interface. Select the desired language.
Caching Strategy	A cache is used to speed up the display of data in the overviews and some forms. It stores the results and displays them for the next requests until the cache is refreshed. Select: ▪ No Caching: if you do not want to use the cache ▪ Moderate Period: if you want the cache data to be refreshed regularly ▪ Longer Period: if you want the cache to be refreshed after a longer period When generally using the cache you can use the ***Refresh*** button to load data in individual cases from the database
Enable Animations	Activate the checkbox, if you want animations to be enabled.

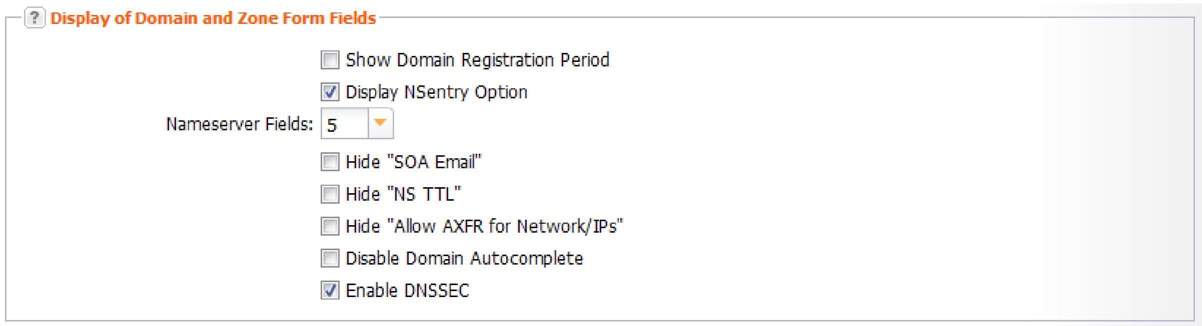
Overview Settings



Entry details:

Don't display Data automatically	Select this checkbox to load the overviews without data. This reduces the loading time. Use this function if you often use the search function of the overview.
Always display Subuser Data	Select this checkbox to load the overviews automatically including the subuser data. Note, that this is not recommended, if you have lots of subusers, because it increases the loading time significantly.
Always select the first Entry of a list Overview automatically	Select this checkbox, if you want the first entry of an overview to be always selected automatically.

Display of Domain and Zone Form Fields

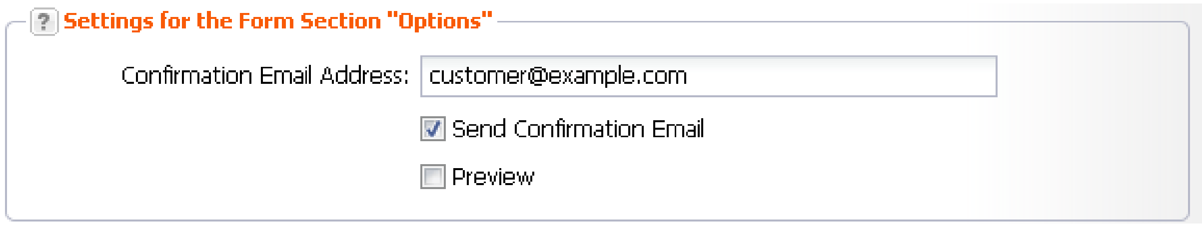


Entry details:

Show Domain Registration Periods (Life Time)	Select the checkbox to display the item list ***Registration Period*** in the ***Domain Register*** form. With this item list you can select the registration period of the domains you want to register.
Display NSentry Option	Select the checkbox to display the option ***NSentry*** in the ***Domain Register*** form.
Nameserver Fields	Select the number of nameserver entry fields to be displayed in forms.
Hide "SOA Email"	Activate the checkbox to hide the ***SOA Email*** checkbox in forms.
Hide "NS TTL"	Activate the checkbox to hide the ***NS TTL*** checkbox in forms.
Hide "Allow AXFR for Network/IPs"	Activate the checkbox to hide the ***Allow AXFR for Network/IPs*** checkbox in forms. (AXFR= "Asynchronous Full Transfer Zone". This is a complete zone transfer between two nameservers).
Disable Domain Autocomplete	An autocomplete list displaying the top ten TLDs is shown by default when entering domain names in the ***Domain Names*** field in the forms ***Register Domain*** and ***Update Domain***. You can disable this function here.

Enable DNSSEC	Activate the checkbox to display the ***DNSSEC*** tab in the forms ***Domain Register*** and ***Domain Update.***

Settings for the Form Section *Options*



These settings concern the form section ***Options*** at the bottom of the request forms. Click the icon at the top of the ***Options*** form section to display it.

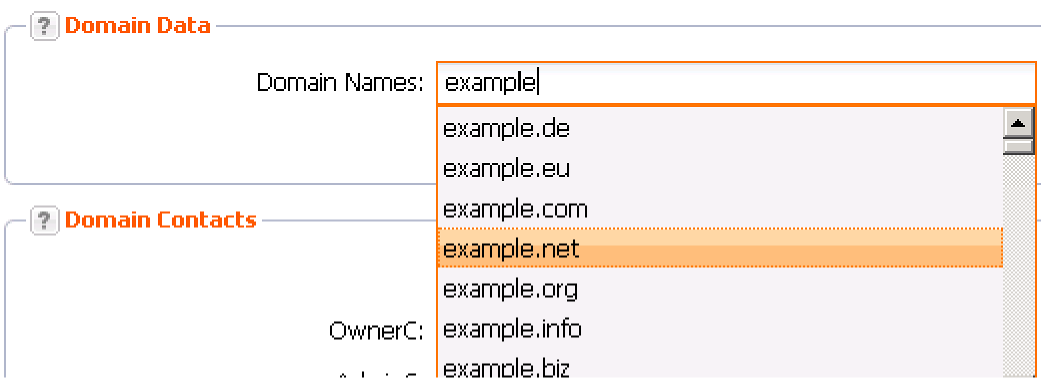
Entry details:

Confirmation Email Address	Enter an email address to which the confirmation mail for requests can be sent.
Send Confirmation Email	Activate the checkbox if a confirmation mail for requests should be sent.
Preview	Activate the checkbox if a preview has to be displayed for requests.

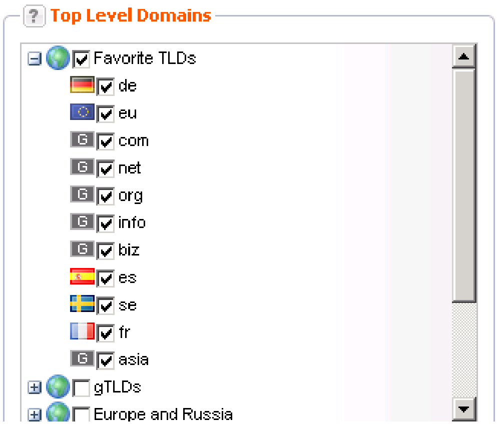
Favorite Top Level Domains

Domain autocomplete: The TLDs you define here will be listed at the top of the drop-down menu which is displayed when entering characters in domain name entry fields. You can easily select the desired domain in this drop-down menu.

NOTE
You can disable domain autocomplete in the User Interface Settings. *See: "Display of Domain and Zone Form Fields" on page 47.*



The defined TLDs also are used in the ***Multi Whois*** as ***Favorite TLDs*** list.



Entry details:

Comma separated List	Enter the desired TLDs here. Separate the TLDs with comma. **NOTE** This field accepts ASCII lower case letters, numbers and the characters "." and ",". Other characters are not allowed. Only valid TLDs can be entered.

Retaining Control over the Requests: the Request Options

The form section ***Options*** offers you several functions to retain control over your requests. You can find the form section ***Options*** at the bottom of most forms.

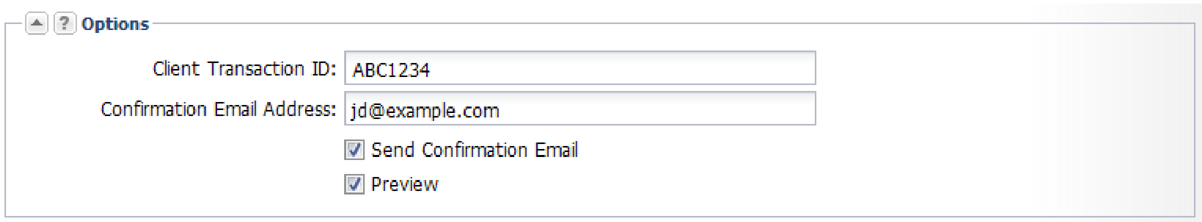
Options for all forms

With the ***Client Transaction ID,*** you create for a request, all system answers can be easily assigned to the request.

Further Options

In some forms you can use form templates. In the list ***Available Forms*** you can select the desired form.
With the ***Execution Date,*** you define the date on which the request is to be executed. This option is not offered for all tasks.
For each request you can get a ***Confirmation Email*** which informs you about the success of the request or the reasons for the failure, if that is the case.
With the ***Preview,*** you can check your request before sending it.

Options

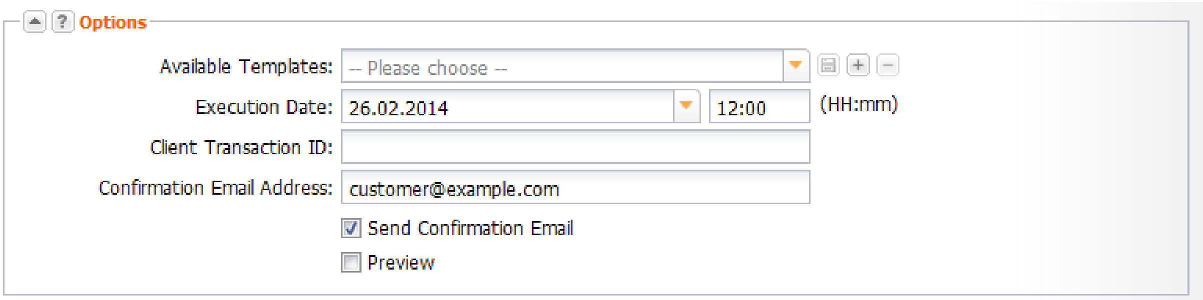


Entry details:

Client Transaction ID	Here you can define a identification number to identify the request clearly. This Client Transaction ID will be included in all server responses.

Confirmation Email Address	Enter the email address that you want the report to be sent to. In the ***User Profile*** you can define a default email address. You can overwrite this email address for each request if desired. *See: "Menu Editor"*.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you generally want to use the preview, you can define this behavior in the presettings for the user interface. *See: "Menu Editor"*.

Options



Entry details:

Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon ? in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

5 Overviews, Statistics and Logs

5.1 OBJECT OVERVIEWS

The overviews offer functions for convenient use. All changes you make here are valid for the current session.
Use the button in the gray overview heading to safe the overview settings you have made permanently.
Select the menu entry ***Save Settings***.

Following settings are saved:

- The number of objects per page
- The displayed columns
- The position of the columns

The sort sequence will not be saved.

Select ***Reset Settings*** to restore the default settings.

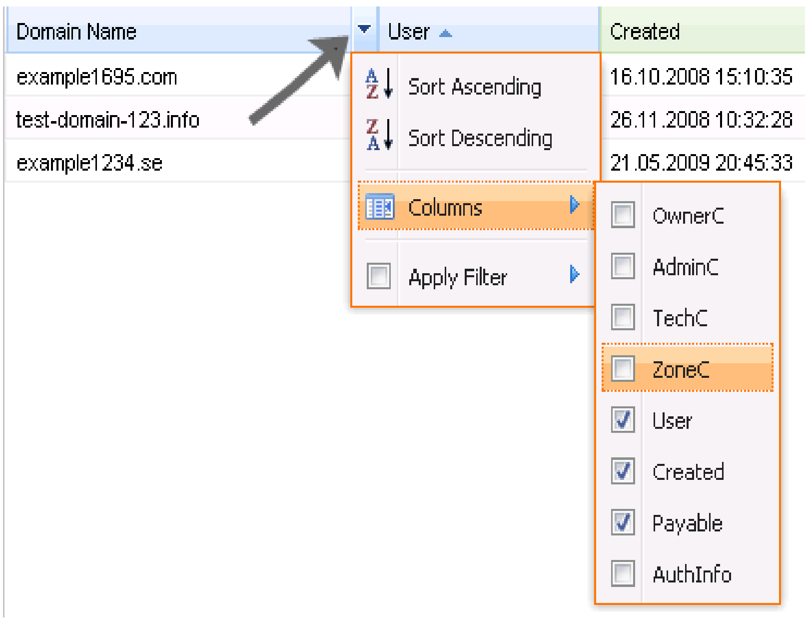
You can customize the overviews:

- Changing the sequence of the columns and showing or hiding columns
- Sorting the contents
- Applying filters

Changing the sequence of the columns and showing or hiding columns

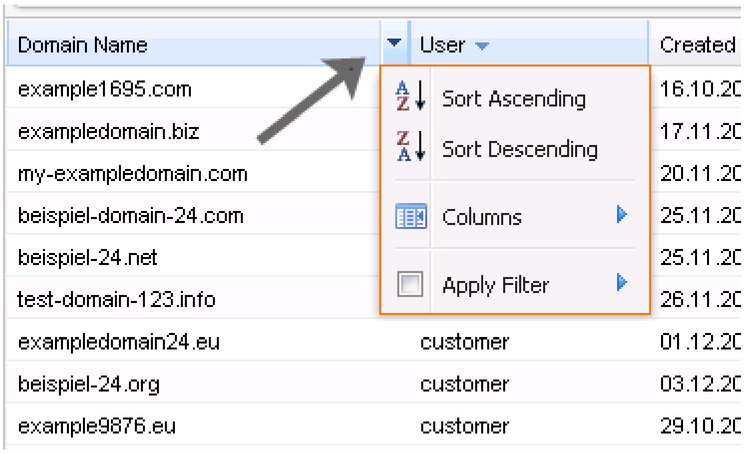
To change the position of a column, click the column header and drag it to the desired position.

To show and hide columns, click the arrow on the right in a column header. Select ***Columns*** in the menu. A menu opens offering all available columns. Select the columns you want to show, clear those you want to hide.



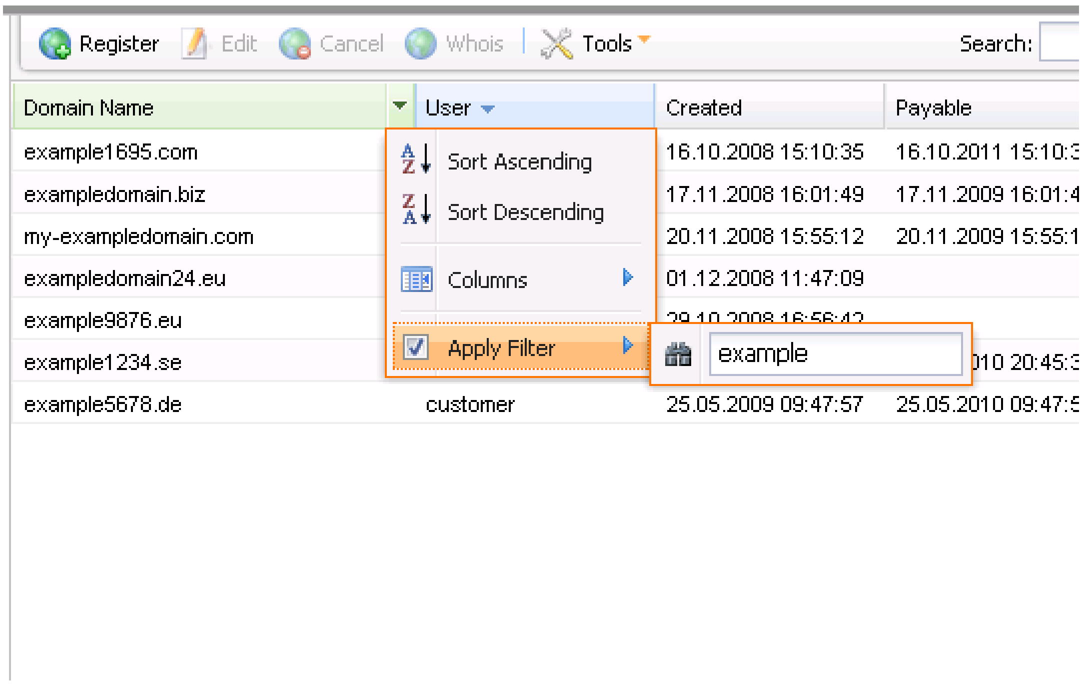
Sorting Contents

Click the arrow on the right in a column header and select the desired sort sequence.

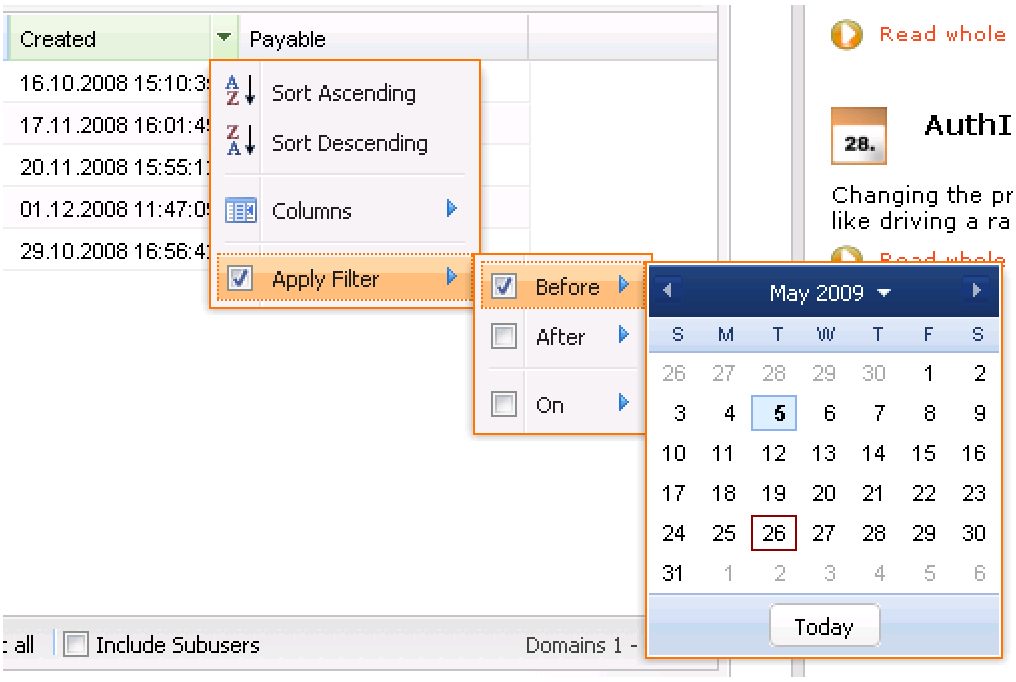


Applying filters

Click the arrow on the right in a column header. A search field opens when moving the mouse over ***Apply Filter.*** Enter the desired string into the search field. Wait a moment. The ***Apply Filter*** checkbox will be selected automatically and the filter will be applied.



In columns which contain dates, you can select a date in the schedule and choose between the possibilities ***Before***, ***After*** and ***At***. Clear the checkbox to remove the filter.

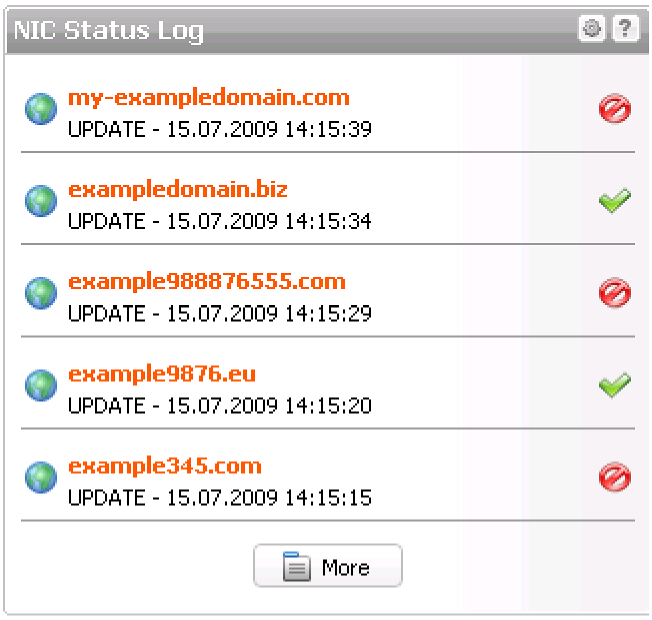


5.2 LOGS

Displaying the NIC Status for your last five Requests (NIC Status Log)

You can access the ***NIC Status Log*** for the last five requests on the homepage of the domain management system.

The ***NIC Status Log*** informs you about the NIC processing status of your requests.

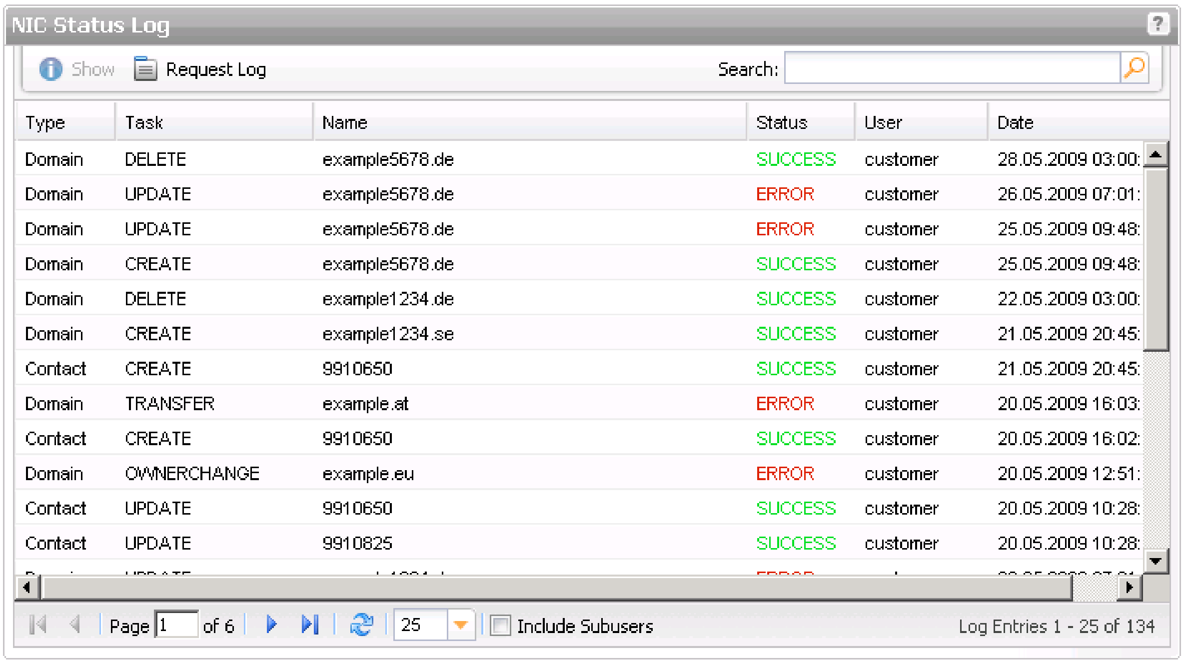


To see details and the complete ***NIC Status Log,*** click the ***More*** button or ***NIC Status Log*** in the ***Tools*** menu***.***

Displaying the NIC Status for all your Requests (NIC Status Log)

1. Click ***NIC Status Log*** in the menu group ***Tools***.

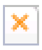
The log entries of all NIC operations are displayed here.



The following details are displayed:

- Type: the object type, e.g. domain or contact
- Task: the action which was executed
- Name: the object name
- Status: the request status (Error or Success)
- User: the user the object belongs to
- Date: when the action was carried out

Searching entries:

1. Enter an arbitrary detail of a term you want to search for into the ***Search*** field.
2. Click  to have the corresponding entries displayed.
3. Click  to display all entries again.

To see details select the desired entry and click ***Show***. In addition to the general data and system response, you can also see the detailed NIC response.

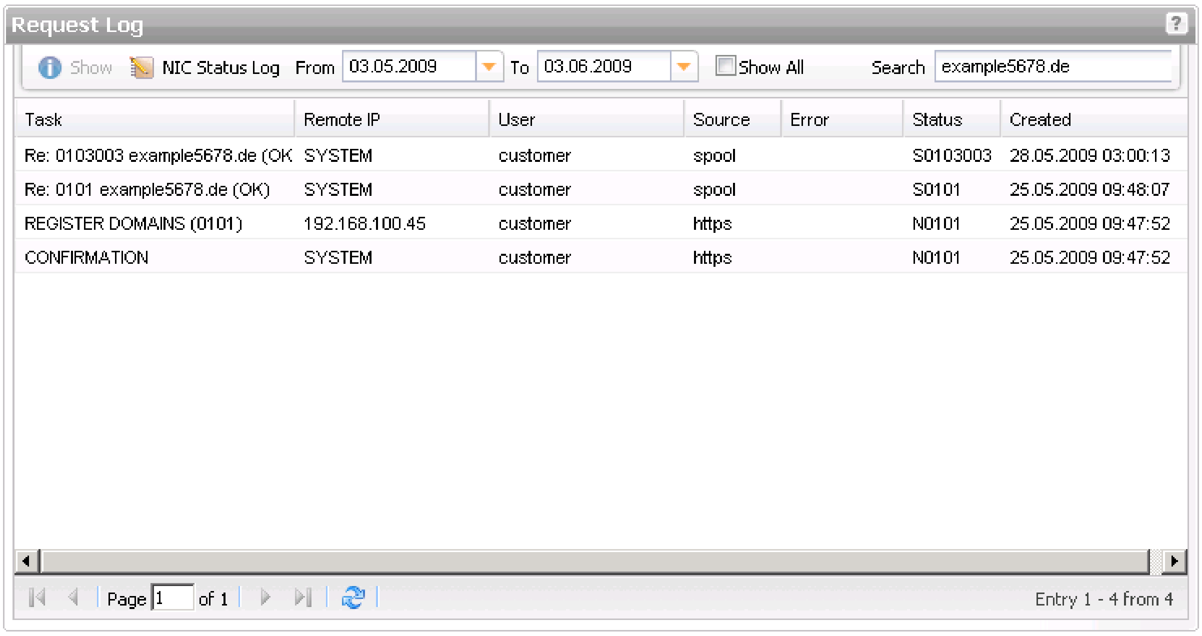
To see all requests for an object as well as the system response, select the object and click the ***Request Log*** button. *See: "Request Log" on page 55.*

Request Log

The ***Request Log*** contains the data of all requests which have been sent to the system as well as all system responses. You can display all requests for a special object or specify the timeframe shown.

1. Click ***Request Log*** in the menu group ***Tools.***

   The ***Request Log*** overview opens.



2. Enter the name of the object you want to see the log data for in the ***Search*** field. Please enter the complete object name. Wildcards are not supported here.
3. Enter the timeframe for which you want to see the data in the fields ***From*** and ***Until.*** Select the ***Show All*** check box to see all requests.
4. Press ***Enter*** to start the request or click the ***Search*** icon.

The following data will be displayed in the *Request Log* overview:

- Task: the task which was sent to the system along with the system responses. The subject of system emails can also be displayed here, e.g. "confirmation"
- Remote IP: the IP the request was sent from. For system answers the entry ***SYSTEM*** is shown
- User: the owner of the object
- Source: the gateway via which the request was sent. For requests which are not processed in real time, spool entries are also listed.
- Error: any errors which occurred
- Status: the request status
- Created: when the request was sent

Select the desired request and click the ***Show*** icon to see the request details.

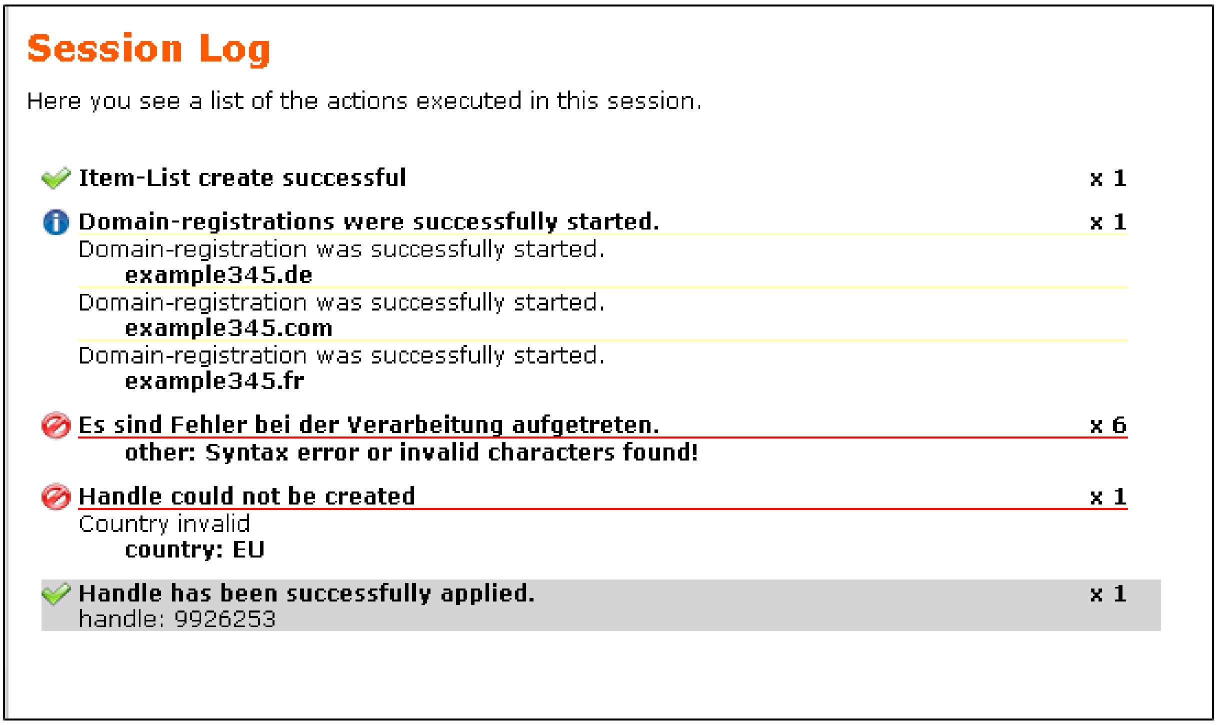
Click the ***NIC Status Log*** button to switch to the ***NIC Status Log.*** To only see the entries for a desired object, first select the corresponding entry in the ***Request Log***.
See: "Displaying the NIC Status for all your Requests (NIC Status Log)" on page 54.

Session Log

In the ***Session Log*** you can see all the requests which have been executed in the current session.

1. Click ***Session Log*** in the menu group ***Tools.***

   The ***Session Log*** will be displayed in the main area.

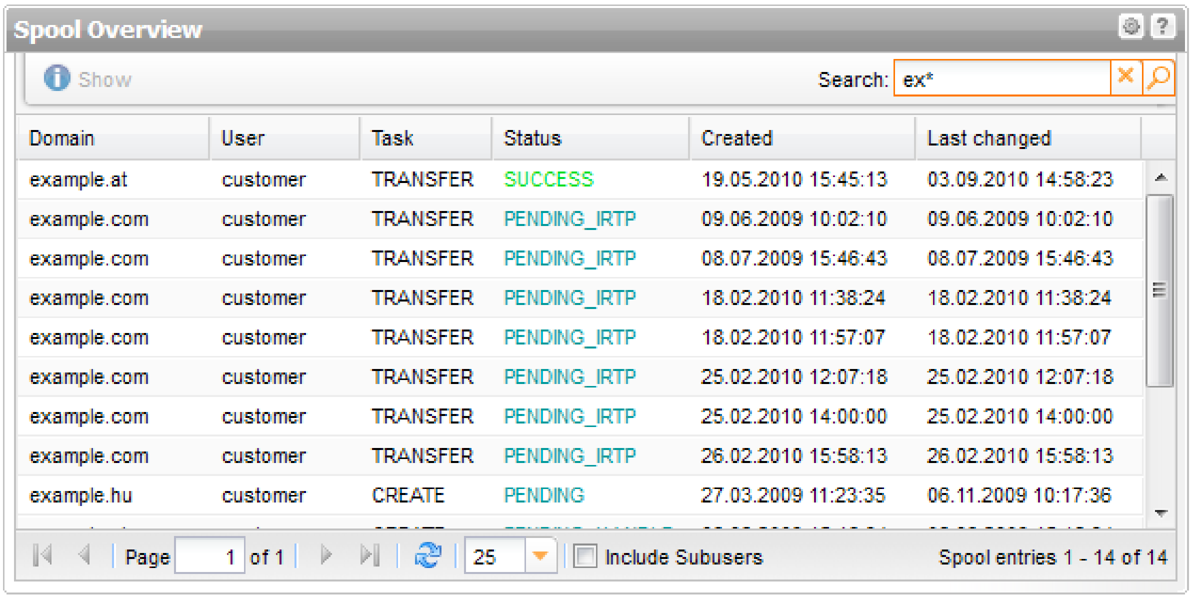


Spool Overview

You can see all current requests which have not yet been executed by the system yet in the ***Spool Overview*** area.

1. Click ***Spool Overview*** in the menu group ***Tools***

   The ***Spool Overview*** will be displayed.



Domain	User	Task	Status	Created	Last changed
example.at	customer	TRANSFER	SUCCESS	19.05.2010 15:45:13	03.09.2010 14:58:23
example.com	customer	TRANSFER	PENDING_IRTP	09.06.2009 10:02:10	09.06.2009 10:02:10
example.com	customer	TRANSFER	PENDING_IRTP	08.07.2009 15:46:43	08.07.2009 15:46:43
example.com	customer	TRANSFER	PENDING_IRTP	18.02.2010 11:38:24	18.02.2010 11:38:24
example.com	customer	TRANSFER	PENDING_IRTP	18.02.2010 11:57:07	18.02.2010 11:57:07
example.com	customer	TRANSFER	PENDING_IRTP	25.02.2010 12:07:18	25.02.2010 12:07:18
example.com	customer	TRANSFER	PENDING_IRTP	25.02.2010 14:00:00	25.02.2010 14:00:00
example.com	customer	TRANSFER	PENDING_IRTP	26.02.2010 15:58:13	26.02.2010 15:58:13
example.hu	customer	CREATE	PENDING	27.03.2009 11:23:35	06.11.2009 10:17:36

The following information will be displayed:

- Domain: the domain the request is related to
- User: the user the object belongs to
- Type: the task type
- Created: when the request was sent

- Last changed: when the request was changed last

Select the desired entry and click ***Show*** to see the details.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

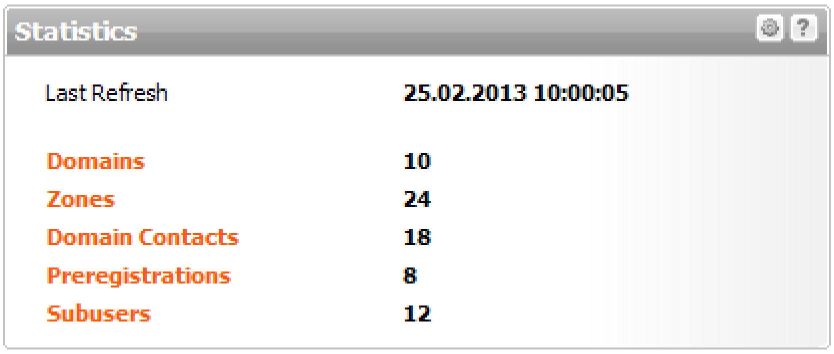
5.3 STATISTICS AND GRAPHS

Obtaining Object Statistics

The ***Statistics*** widget on the ***Home*** page informs you about the number of the objects in your possession. They are displayed in the main area of the homepage in the domain management system.

The quantity of following object types are listed:

- Domains
- Zones
- Contacts
- Preregistrations
- Subusers

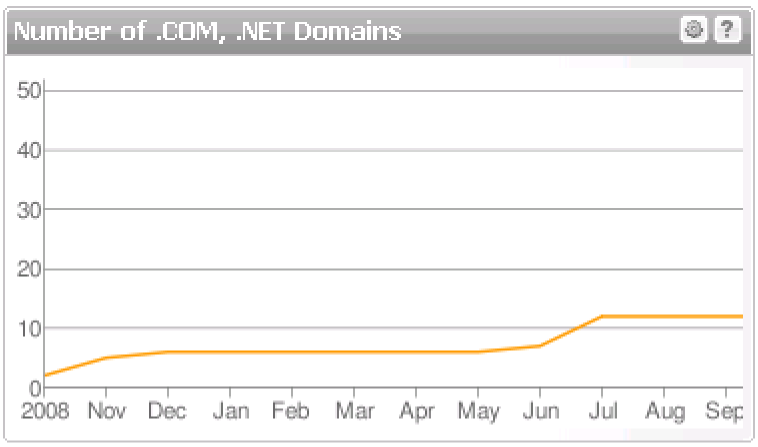


Configuring Widgets

Click the icon to add or remove widgets. If available, click ***Settings*** to customize the widget. You can move all widgets using drag & drop and arrange them according to your preference.

Number of your Domains

With this widget you can visualize domain registrations for either all TLDs or for defined TLDs the last month or the last year. You can add several charts displaying different data at the same time.

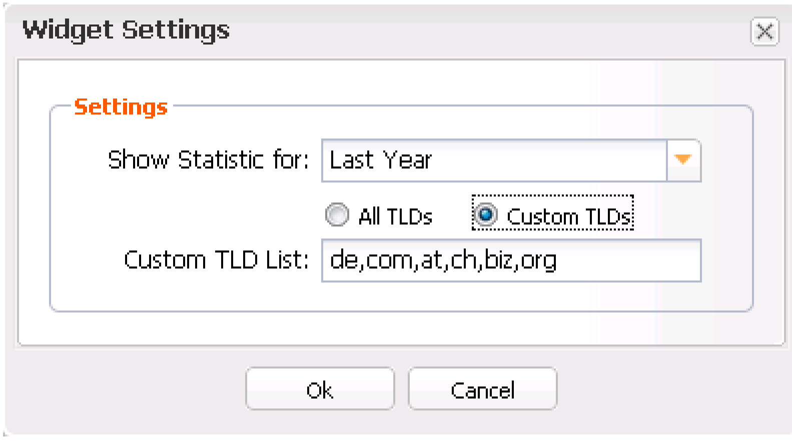


The widget is a great tool to watch the success of promotions for specific TLDs.

1. Click the icon in the toolbar of any widget.
2. Click ***Add Widget*** in the menu and select ***[+] Domain Registration Chart*** in the submenu.
3. Another ***Domain Registration Chart*** widget will be displayed.

Specify the time span and the TLDs to be displayed in the chart.

4. Click the icon of this widget.
5. Click ***Settings*** in the menu.



Settings:

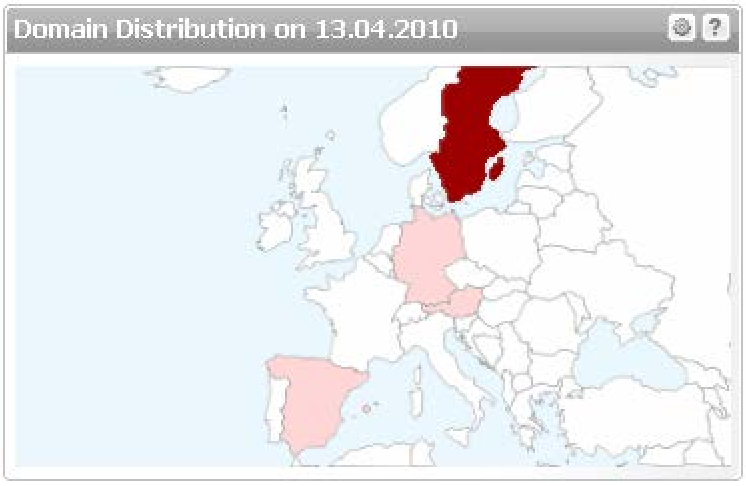
- Click the drop-down menu in the ***Show Statistic for list*** and select if the data for the last month or the last year is to be displayed.
- Select if ***All TLDs*** or ***Custom TLDs*** are to be displayed.
- If you have selected ***Custom TLDs*** in the ***Custom TLD List*** entry field, enter the desired TLDs separated with comma and without space.

Configuring Widgets

Click the icon to add or remove widgets. If available, click ***Settings*** to customize the widget. You can move all widgets using drag & drop and arrange them according to your preference.

5.4 THE *DISTRIBUTION MAP* OF YOUR DOMAINS

The ***Domain Distribution Map*** widget on the ***Home*** page visualizes the geographical distribution of your registered ccTLD domains for the last month or the last year. You also can vary the region to be displayed. It is possible to add several maps, displaying different data.

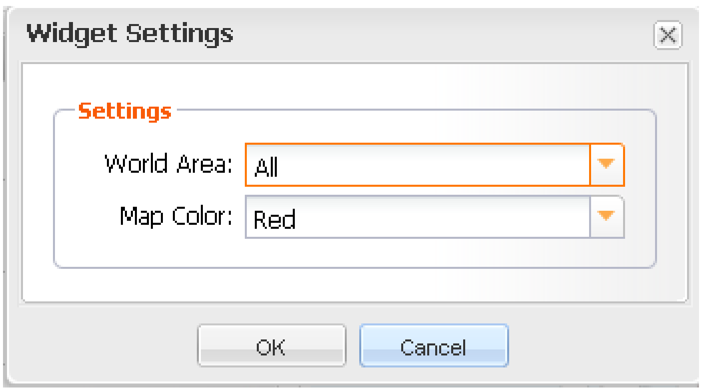


Displaying the Widget:

1. Click the icon in the toolbar of any widget.
2. Click ***Add Widget*** in the menu and select in the submenu ***[+] Domain Distribution Map.***
3. The ***Domain Distribution*** widget will be displayed.

Specifying the region, the map color and the desired TLDs to be displayed in the map:

1. Click the icon in this widget.
2. Click ***Settings*** in the menu.



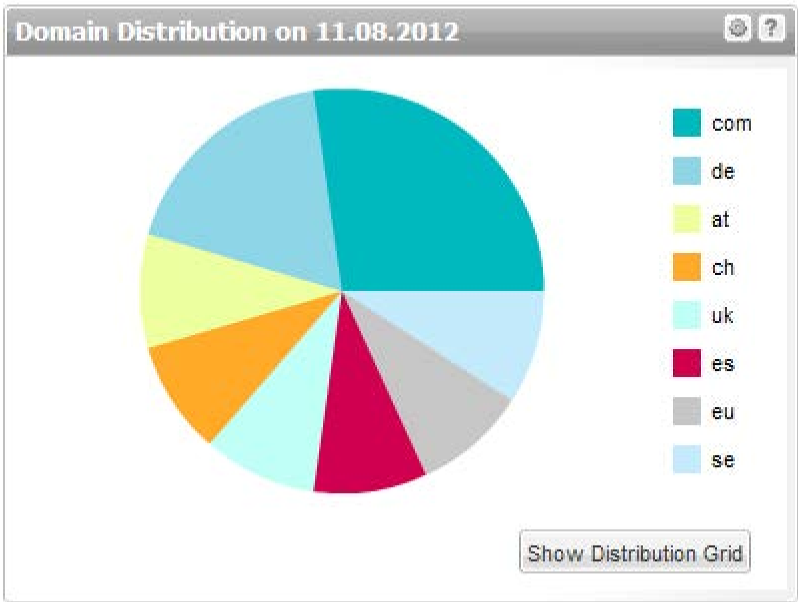
3. Select the region you want to be displayed in the ***World Area*** list.
4. Select the desired color for the map in the ***Map Color*** list. The saturation of the color will increase proportionally to the occurrence of the TLD.

Displaying the *Distribution Pie* of your Domains

The ***Domain Distribution Pie*** widget on the Home page visualizes your registered domains for the current data.

You can switch between two views:

- Pie Chart: displays the domain distribution as pie chart
- Distribution Grid: displays the domain distribution as a table.



Click the button ***Show Distribution Grid*** or ***Show Pie Chart*** in the lower right corner to switch to the other view

Displaying the Widget:

1. Click the settings icon in the toolbar of any widget.
2. Click ***Add Widget*** In the menu and in the submenu select ***[+] Domain Distribution Pie.***
3. The ***Domain Distribution Pie*** widget will be displayed.

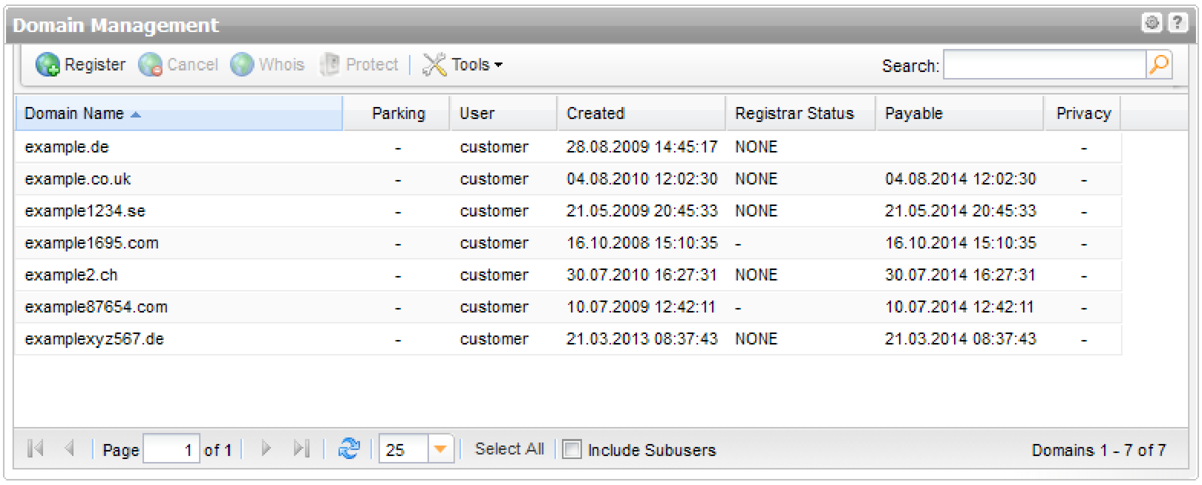
Configuring Widgets
Click the icon to add or remove widgets. If available, click ***Settings*** to customize the widget. You can move all widgets using drag & drop and arrange them according to your preference.

6 Domain Management

6.1 DOMAIN MANAGEMENT

The ***Domain Management*** area is the starting point for working with your domain management system. All domain tasks can be carried out from here.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts*** to see the area ***Domain Management.***

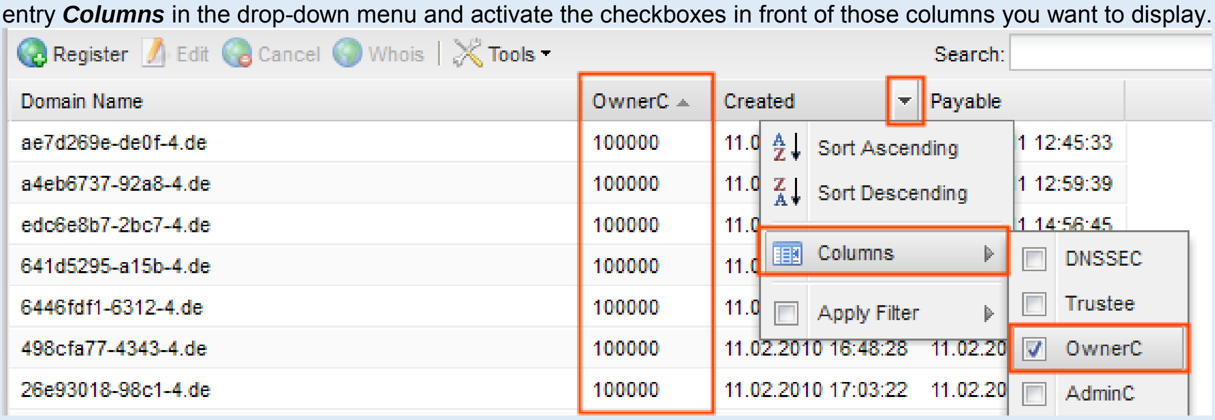


<u>The following details are displayed in the overview:</u>

- Domain Name: the name of the registered domain
- User: the user the object belongs to
- Created: the date the domain was registered
- Payable: the billing date
- Registry Status: the status of the domain at the registry
- Registrar Status: For gTLDs and new gTLDs the domain status at the registrar is displayed here. For ccTLDs there is no registrar status (Value = NONE).
- NodeSecure (has to be displayed additionally): Domains for which the NodeSecure service is activate

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



NOTE
If you have configured a domain parking account, the column ***Parking*** will additionally be displayed by default. Additional columns can be displayed for domain contacts, DNSSEC, DomainSafe, the Whois Privacy Service and additional information.

The possible values for AutoRenew are:

- Yes: expiring domains are renewed automatically
- No: expiring domains will be deleted automatically, if they are not renewed manually before expire date.

Use the toolbar to create, edit and cancel domain registrations and start a Whois request. Please note, that you cannot select more than ten domains for the Whois request here.

The following tasks can be started in the *Tools* menu:

- Domain Restore Management
- Apply for AuthInfo2
- Owner Change
- Change Object Owner
- Update Status
- Renew
- Editing Zone
- Editing Redirect
- DNSSEC Key Rollover
- Bulk Update
- Domain Update Wizard
- External Domains
- Contact Verification
- Trademark Claims Notices
- NIC Status Log
- Request Log
- Domains as .CSV File

Searching certain entries:

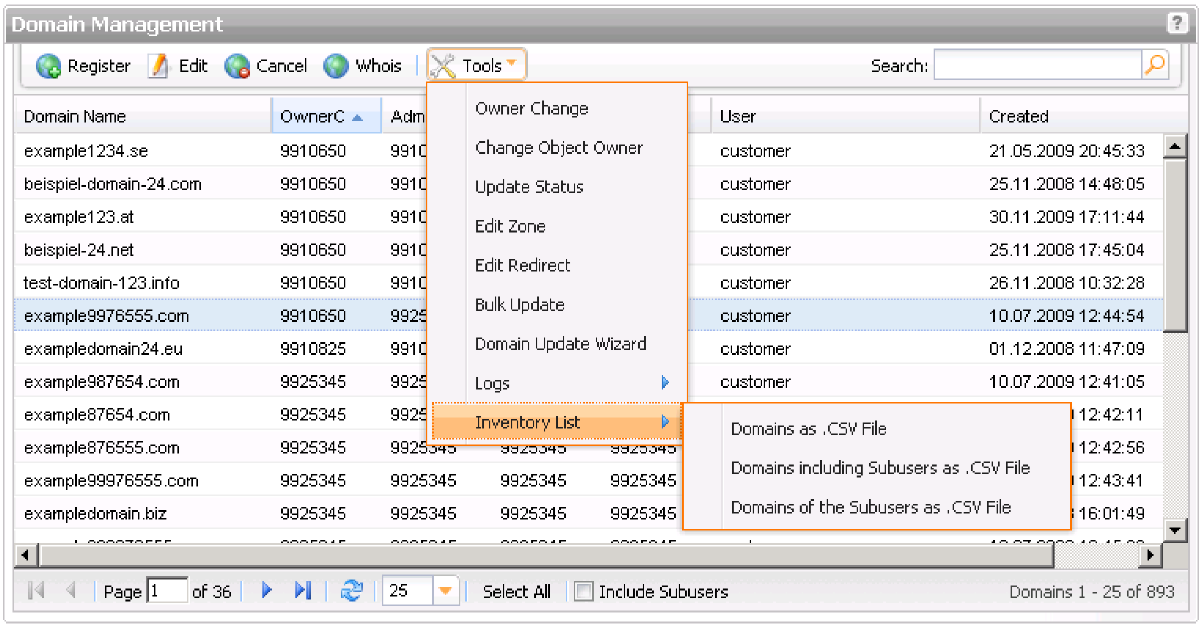
1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.
To refresh the data manually click at the bottom of the overview.

Creating a List (.CSV) of all registered Domains in your account

You can create domain lists as .CSV files here. Alternatively, you can display an overview of your registered domains

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Click ***Tools*** in the toolbar and select***Inventory List***.
3. Select whether you want to create a list including or excluding subusers or if you want to obtain only the registrations of the subusers.



The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

6.2 REGISTERING DOMAINS AND EDITING DOMAIN REGISTRATIONS

Registering new Domains

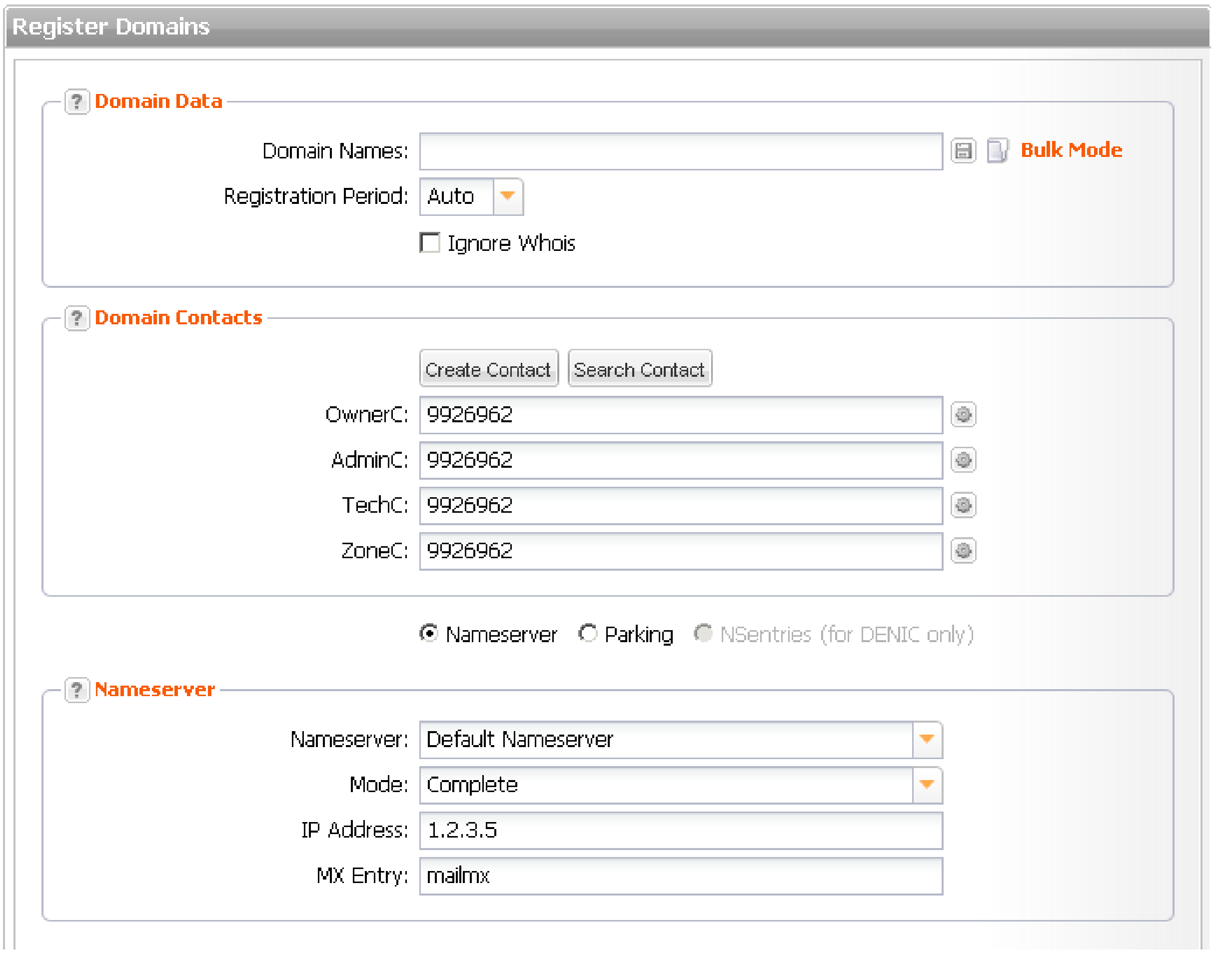
Initiate a single or bulk domain registration. Domain Contacts can be created within this process if needed.

1. Click ***Register Domain*** in the menu ***Domains & Contacts.***

Or:

1. Click**Domain Management** in the menu group ***Domains & Contacts.***
2. Click ***Register*** in the toolbar of the area ***Domain Management.***

   The ***Register Domains*** form opens.



Form section details:

Domain Data

Enter the details of the domains you want to register here.

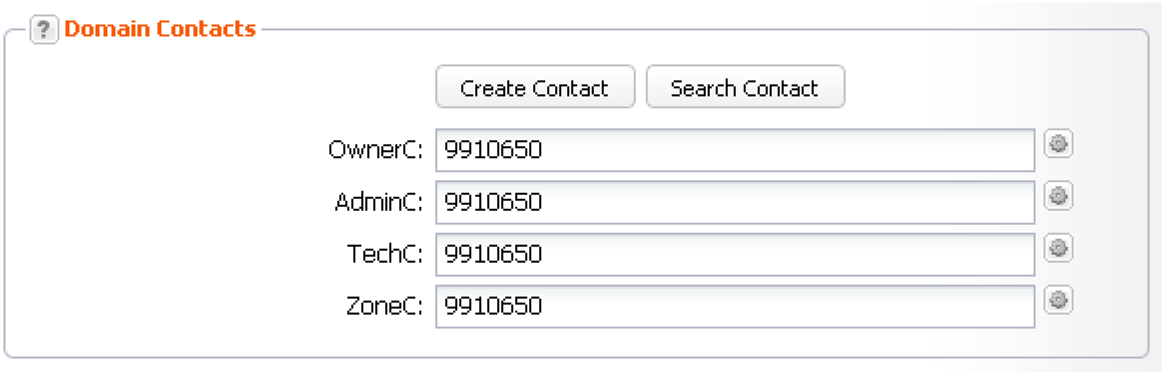
NOTE
For some TLDs you have to accept the registration terms. A respective checkbox and a link to the registration terms will be displayed.

Entry details:

Domain Name	Enter the domain name here.
Registration Period	You can select the registration period here. Select ***Auto*** to register the domain for the minimum registration period, which depends on the TLD. The ***Registration Period*** item list will only be displayed if this is set in

	the ***User Configuration.*** If the item list is not displayed, the ***Auto*** setting will be used.
Status	Select the desired registry status in the list: ▪ LOCK: the domain is protected against transfer ▪ HOLD: the domain is registered but not connected (Example: resellers can set this status e.g. if a client does not pay) ▪ HOLD-LOCK: the domain is registered but not connected; it is also protected against transfer. (Example: Resellers can set this status e.g. if a client does not pay) ▪ ACTIVE: the domain will be unlocked ▪ AUTO-LOCK: after the domain action (Create/Transfer), the domain is automatically locked against transfer. Not all registries support this feature. This form field will only be displayed for some TLDs.
Ignore Whois	Activate the checkbox to skip the domain availability check..

Domain Contacts



You can enter your domain contacts here. Domain contacts are persons or organizations who are responsible for the administration of the domain. Each contact has a unique identifier, assigned by the system.

<u>There are following domain contacts:</u>

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

<u>You can:</u>

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

<u>Entry details:</u>

I would like to make use of the trustee service for the domain registration / transfer. (See price list for price)	For some TLDs we offer a trustee service. Enable the check box to use the trustee service. See price list for price.

OwnerC	Enter the domain contact ID of the domain owner here.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

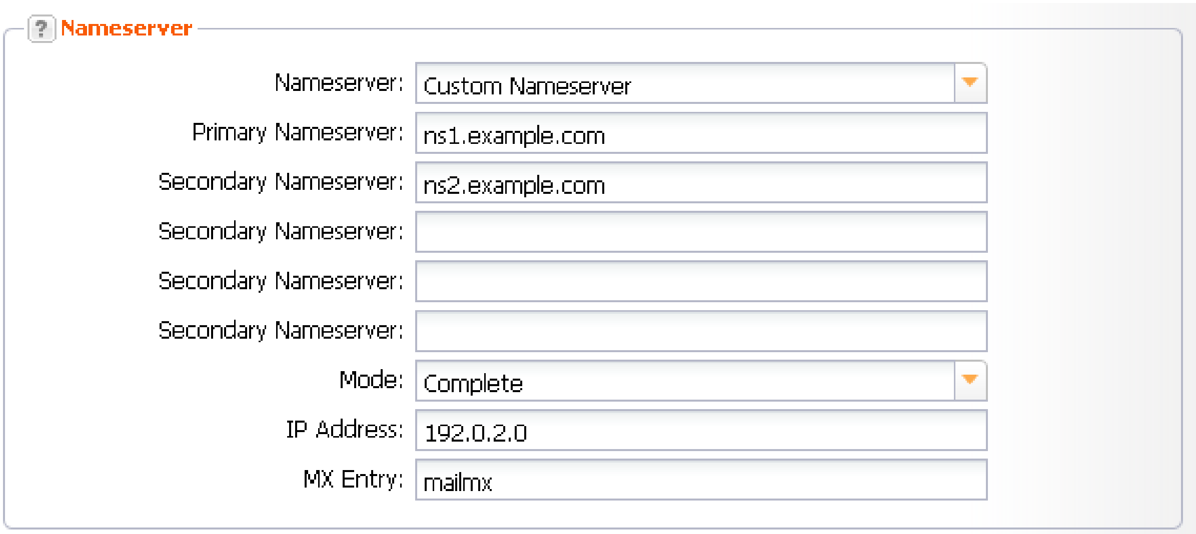
The following actions can be started in the *Domain Contacts* form section:

- Click the ***Search Contact*** button to search for domain contacts. *See: "The Search Contact Dialog" on page 31.*
- Click the ***Create Contact*** button to create new domain contacts. See *Creating Domain Contacts*.
- Click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

Custom Nameserver



You can enter hostname and IP address of your nameservers here. Select the ***Nameserver Type*** in the form section ***Domain Data*** before. Click the question mark next to the section label to get detailed information about the nameserver type.

Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0.

	Glue Record IPv4: Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

NOTE

The **Parking** option will only be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 302.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed. The option ***NSentries (for DENIC only)*** will only be displayed, if it is activated in the user configuration. *See: "Editing the User Interface Settings" on page 46.* Click it if you want to configure NSentries instead of nameservers for a .de domain.
For .de domains you can alternatively configure NSentries. To configure NSentries for .de domains, see: "NSentry" on page 83.

TIP
Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

Default Nameserver

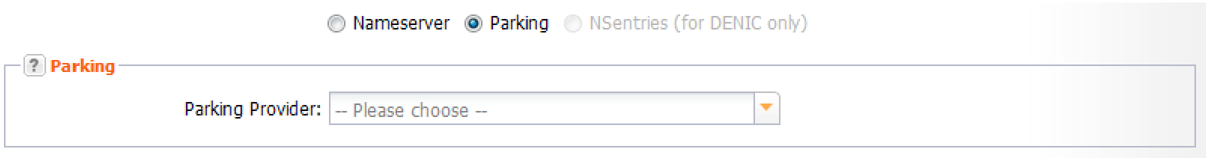
The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

Entry details:

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Parking

Select the ***Parking*** option below the ***Domain Contact*** section, if you want to park the domain at a parking provider. You can select the desired parking provider now.



A new form section concerning the parking provider will be displayed below. *See: "Domain Parking" on page 136.*

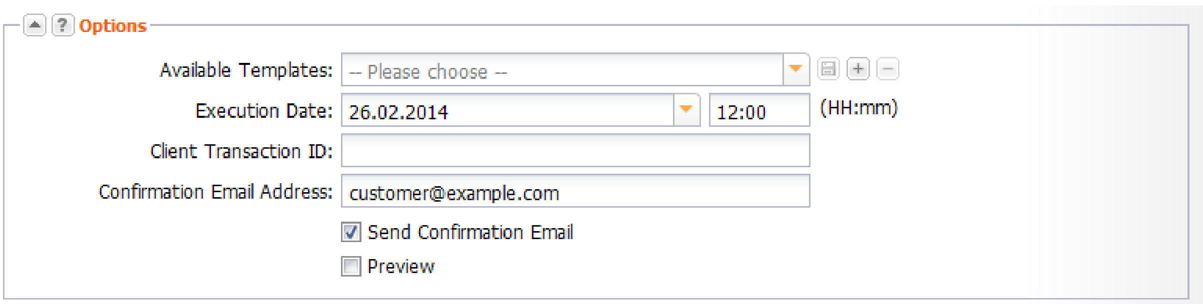
NSentry

NSentries can only be configured for .de domains. Click ***NSentry*** option to configure NSentries instead of nameservers.

Entry details:

NSentry 1-5	Only available for .de. If nameservers are used, these fields will be ignored. You can create the NSentries like this: my.domain.de IN A 192.0.2.0. These records will be published directly on the DENIC root nameservers.

Options



Entry details:

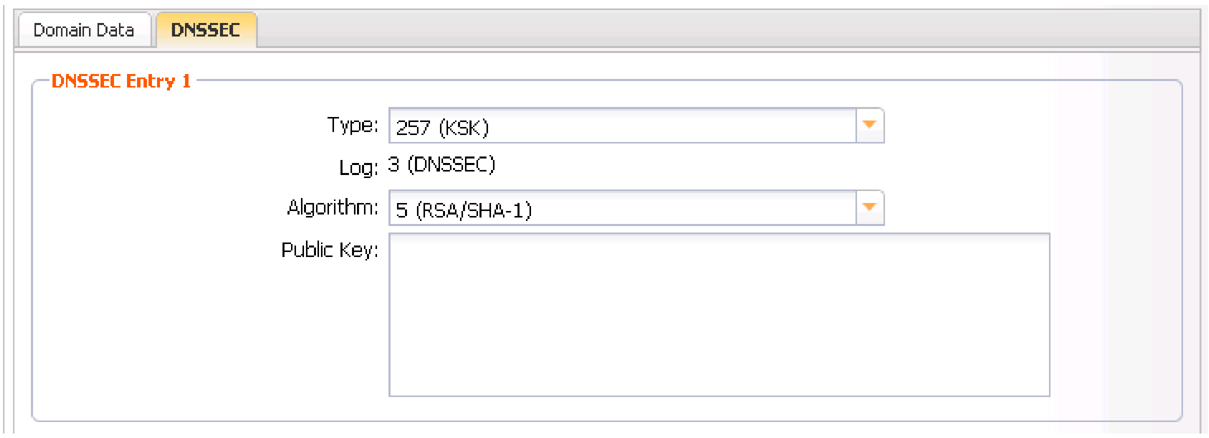
Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save

	it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

DNSSEC Entry

Click the tab DNSSEC to specify the DNSSEC entries.

N O T E
Please take in mind that you have to use NodeSecure, our AnyCast nameserver service, if you want to use DNSSEC.



Entry details:

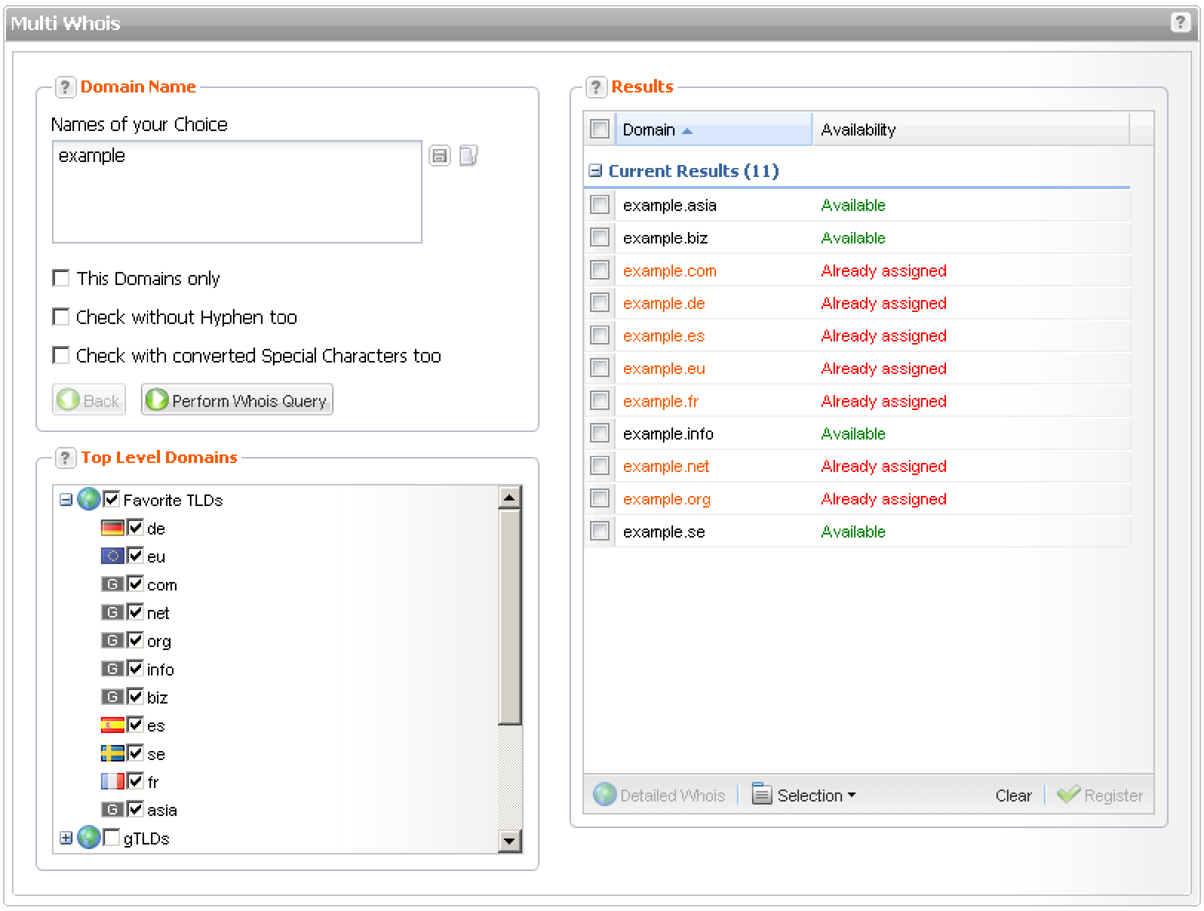
Type	Select the desired type here. You can choose between 257 (KSK) and 256 (ZSK). **N O T E** Please normally enter only one KSK or for a KSK rollover two, the old one and the new one. If you want to carry out a ZSK rollover, you have to run a domain

	update in the domain management system, too. Thereby you have to send all ZSKs and KSKs again to the registry. We disadvise this method because it often causes errors.
Algorithm	Select the favored algorithm. You can choose between: 1=RSA/MD5 2=Diffie Hellman 3=DSA/SHA-1 4=Elliptische Kurven 5=RSA/SHA-1 7=RSASHA1-NSEC3-SHA1 8=RSA/SHA-256 10=RSA/SHA-512 12=GOST R 34.10-2001
Public Key	Enter the public key here. Enter the public key here. If the field remains empty, a set key, if existing, will be deleted at the registry.

Using the Result of an Whois Query for smart Domain Registration

You can use the results of a Whois query to register domains.

1. Carry out a Whois query first. *See: "Multi Whois" on page 313.*



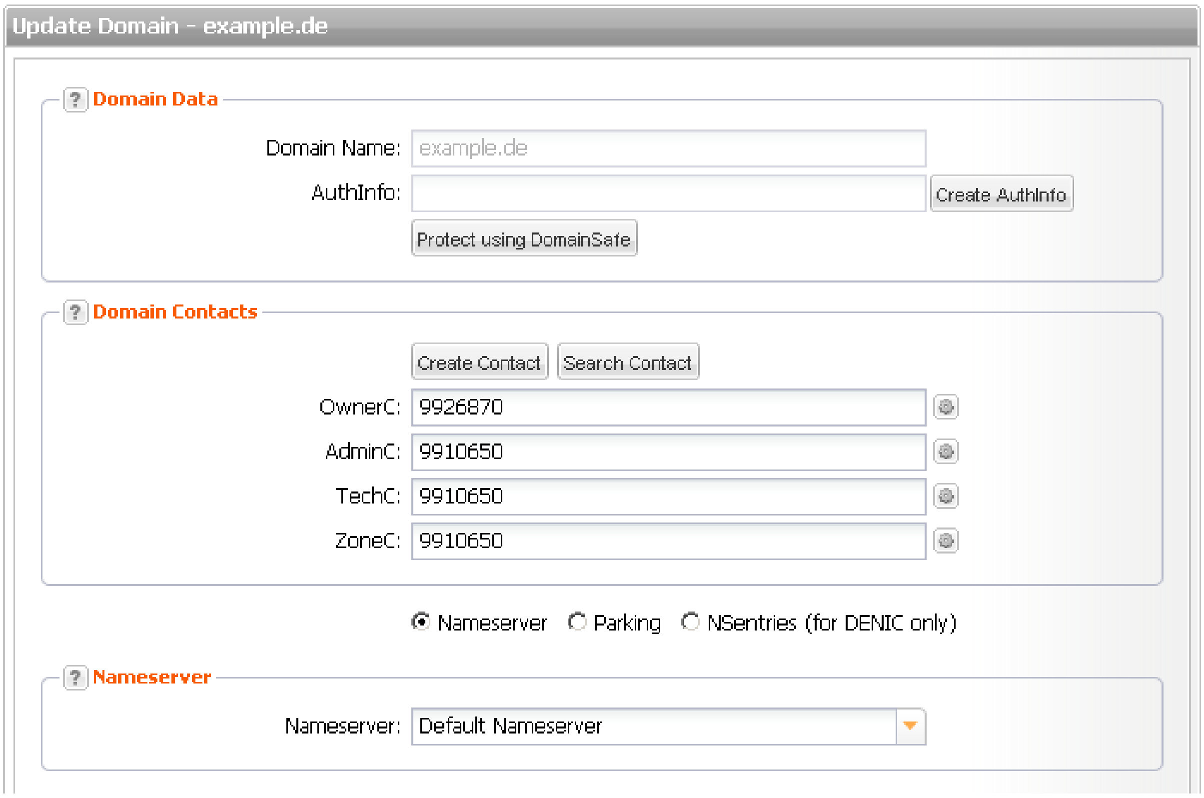
2. Select the domains you want to register in the list of results. To select all available domains in the ***Selection*** list, click the entry ***Select all free domains***.
3. Click ***Register***. The ***Register Domains*** form opens. *See: "Registering new Domains" on page 63.*

Editing a Domain

Updating domain contacts or nameservers for a domain. If applicable, you can generate or view an AuthInfo that is needed for a domain transfer.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts***. Select the domain you want to edit in the ***Domain Management*** overview. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
2. Click ***Edit*** in the toolbar.

   The ***Update Domain*** form opens.

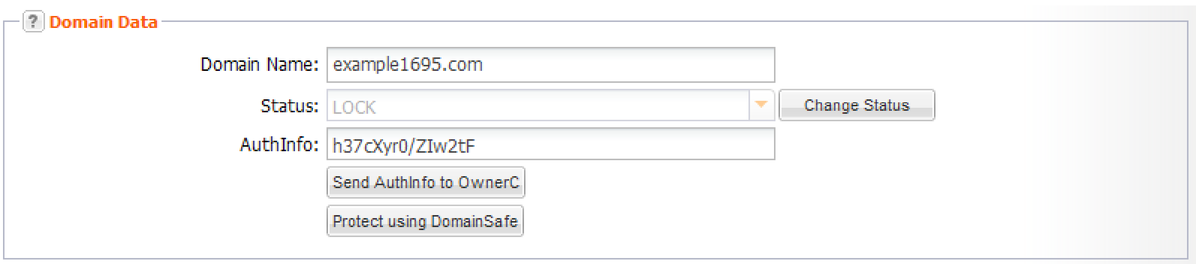


3. Edit the data.

Form section details:

Domain Data

You can change the data of the selected domain here and use some functions.



NOTE
The displayed form fields and buttons depend on the TLD of the selected domain.

Entry details:

Status	Select the desired registry status in the list: ▪ LOCK: the domain is protected against transfer ▪ HOLD: the domain is registered but not connected (Example: resellers can set this status e.g. if a client does not pay) ▪ HOLD-LOCK: the domain is registered but not connected; it is also protected against transfer. (Example: Resellers can set this status e.g. if a client does not pay) ▪ ACTIVE: the domain will be unlocked ▪ AUTO-LOCK: after the domain action (Create/Transfer), the domain is automatically locked against transfer. Not all registries support this feature. This form field will only be displayed for some TLDs. Click the ***Change Status*** button to change the domain status. *See: "Changing the Domain Status " on page 86.*
AuthInfo	This field is displayed for some TLDs only. For .de domains you can create an AuthInfo here. To create one, click the ***Create AuthInfo*** button. To delete an existing AuthInfo, click the ***Delete AuthInfo*** button.
Send AuthInfo to OwnerC	Click this button to create an AuthInfo and send it to the domain owner (OwnerC). An AuthInfo is required for a domain transfer.
Protect using DomainSafe	If you have activated the DomainSafe function this button is displayed. Click the button to add the domain to your DomainSafe to protect it against unauthorized access and transfer.

Domain Contacts

You can edit your domain contacts here.

NOTE
Please note that some TLDs do not allow bulk owner change or it is associated with costs. If your owner change contains such TLDs, the following hint will be displayed.
Owner Change
For the TLDs which bring an owner change to account, the ***OwnerC*** field is not active and the ***Owner Change*** button is displayed.
To carry out an owner change, click the ***Owner Change*** button. For all the other TLDs, the OwnerC can be updated here.

There are following domain contacts:

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

Entry details:

OwnerC	To edit the owner, enter the contact ID of the owner here. For exceptions please see the hint above.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

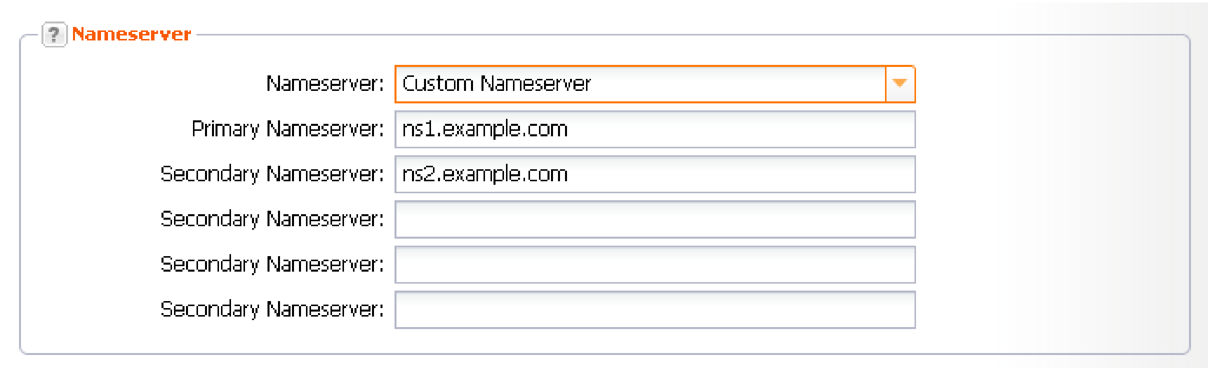
You can:

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

Custom Nameserver



Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address

	Example: ns1.mynameserver 1.2.3.4 **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

NOTE

The ***Parking*** option only will be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 302.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed.
The option ***NSentries (for DENIC only)*** will only be displayed if it is activated in the user configuration. Click it if you want to configure NSentries instead of nameservers for a .de domain.
For .de domains you can alternatively configure NSentries. See*See: "NSentry" on page 83.*

TIP

Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

Default Nameserver

The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

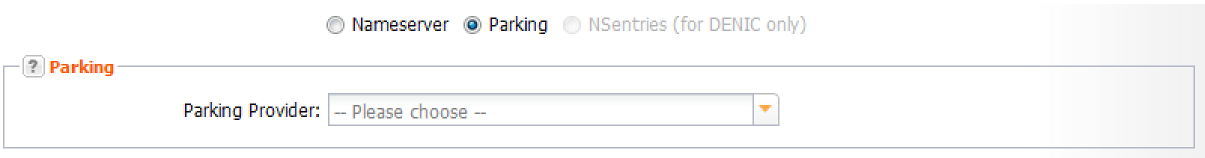
Entry details:

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver.

	▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Parking

Select the ***Parking*** option below the ***Domain Contact*** section, if you want to park the domain at a parking provider. You can select the desired parking provider now.



A new form section concerning the parking provider will be displayed below. *See: "Domain Parking" on page 136.*

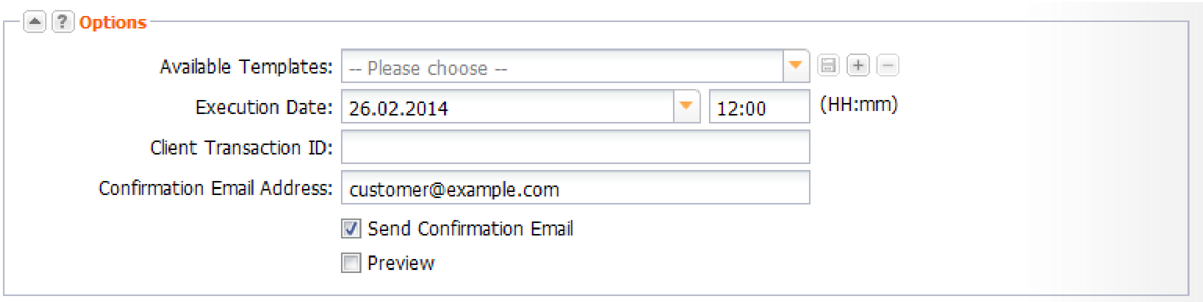
NSentry

NSentries can only be configured for .de domains. Click ***NSentry*** option to configure NSentries instead of nameservers.

Entry details:

NSentry 1-5	Only available for .de. If nameservers are used, these fields will be ignored. You can create the NSentries like this: my.domain.de IN A 192.0.2.0. These records will be published directly on the DENIC root nameservers.

Options



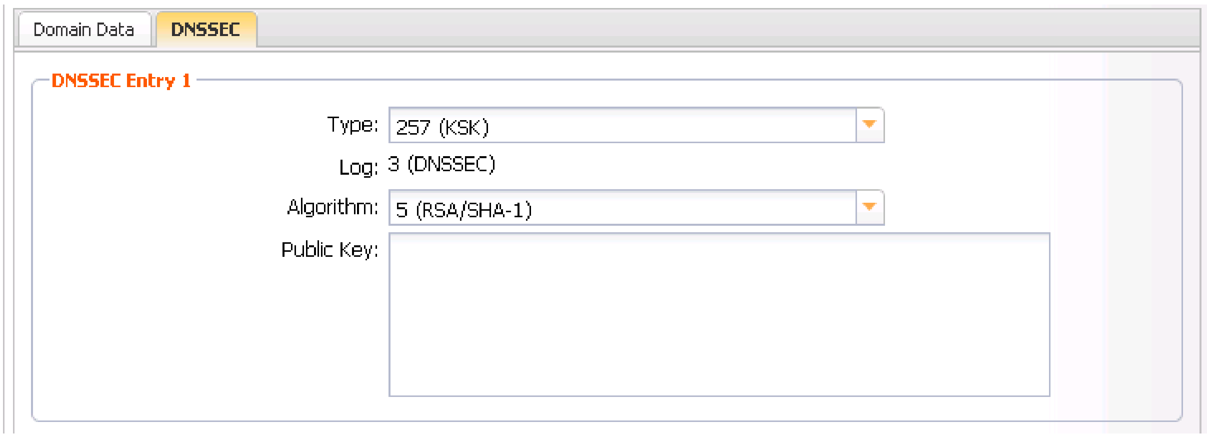
Entry details:

Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon ? in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

DNSSEC Entry

Click the tab DNSSEC to specify the DNSSEC entries.

N O T E
Please take in mind that you have to use NodeSecure, our AnyCast nameserver service, if you want to use DNSSEC.



Entry details:

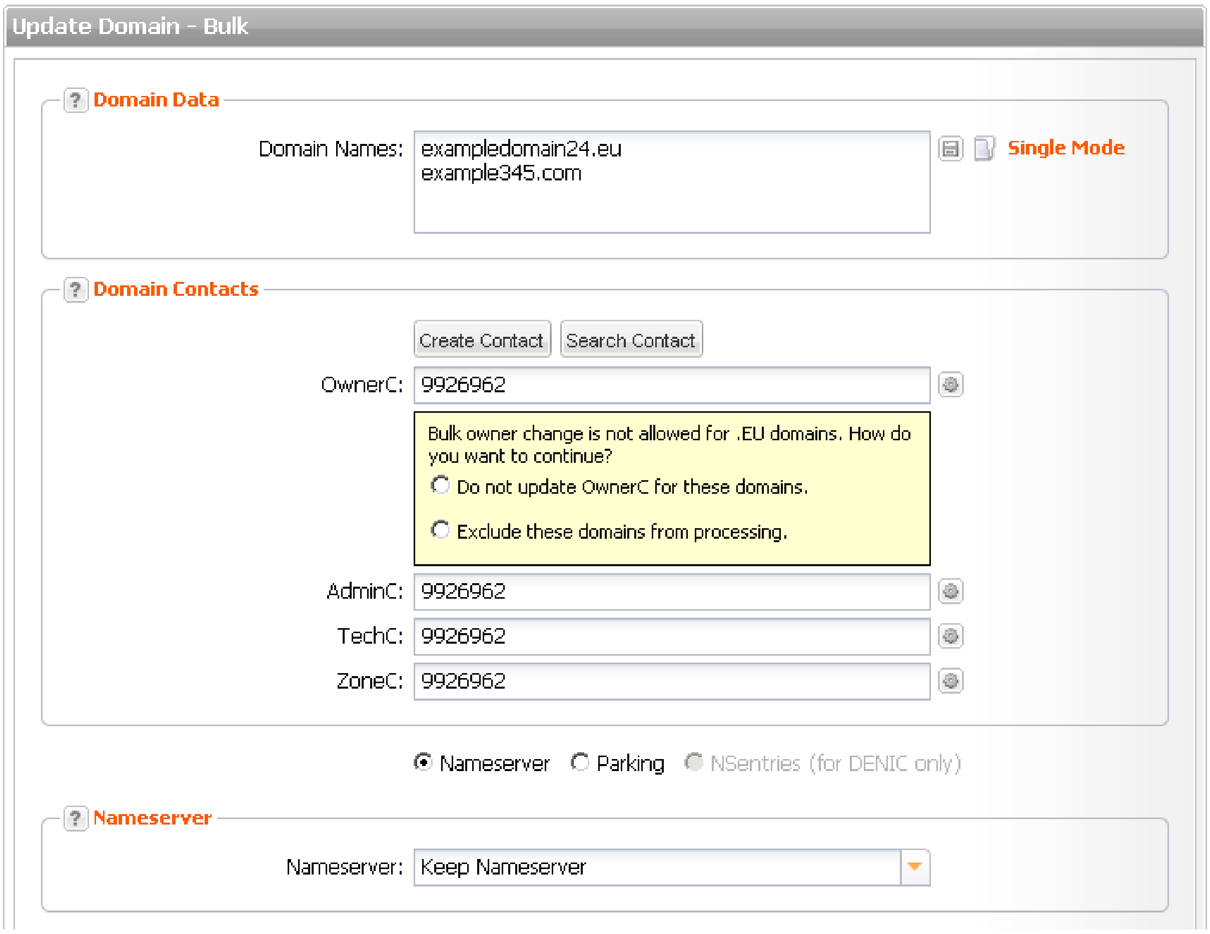
Type	Select the desired type here. You can choose between 257 (KSK) and 256 (ZSK). **N O T E** Please normally enter only one KSK or for a KSK rollover two, the old one and the new one. If you want to carry out a ZSK rollover, you have to run a domain update in the domain management system, too. Thereby you have to send all ZSKs and KSKs again to the registry. We disadvise this method because it often causes errors.
Algorithm	Select the favored algorithm. You can choose between: 1=RSA/MD5 2=Diffie Hellman 3=DSA/SHA-1 4=Elliptische Kurven 5=RSA/SHA-1 7=RSASHA1-NSEC3-SHA1 8=RSA/SHA-256 10=RSA/SHA-512 12=GOST R 34.10-2001
Public Key	Enter the public key here. Enter the public key here. If the field remains empty, a set key, if existing, will be deleted at the registry.

Editing Domains (Bulk Request)

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select the domains you want to edit in the ***Domain Management*** overview. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Edit*** in the toolbar.

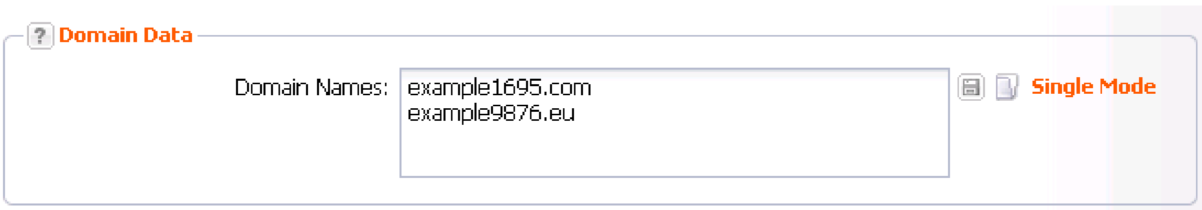
Or:

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Click ***Edit*** in the toolbar.
3. Enter the domains in the ***Domain Name*** field or click the to load an existing domain list.
4. The ***Update Domain-Bulk*** form opens.



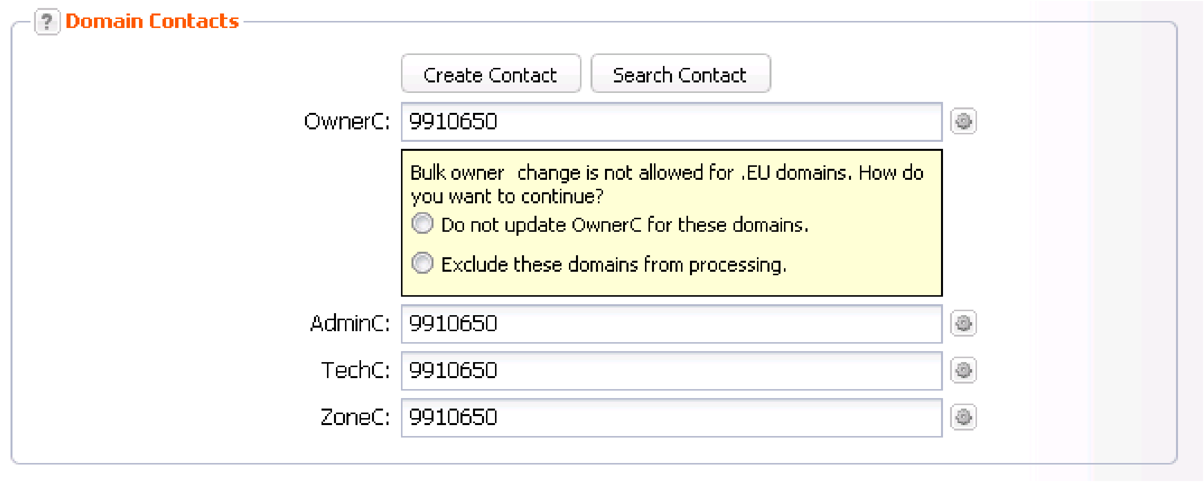
Form section details:

Domain Data



You can enter the domains you want to edit here. For a bulk request press ***Enter*** to separate the entries. Click to load an existing domain list.

Domain Contacts



You can edit your domain contacts here.

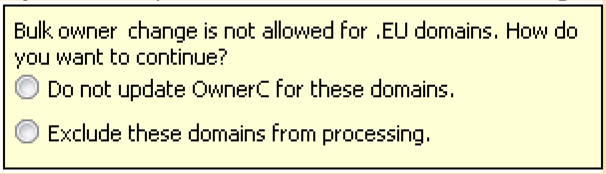
<u>There are following domain contacts:</u>

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues

NOTE

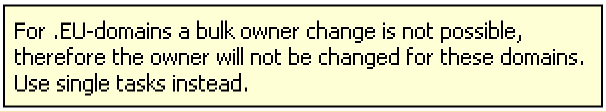
<u>Bulk Owner Change</u>

Please note that some TLDs do not allow bulk owner change or it is associated with additional costs. If your bulk request contains such TLDs, the following hint will be displayed. (Examples for .eu)



Select ***Do not update OwnerC for these domains*** to carry out all other data updates for the domains of these TLDs.
Select ***Exclude these domains from processing*** if you do not want to change any data for these domains. The data for the domains of the other TLDs will be updated.

If your bulk request only contains domains which do not allow bulk, the following hint will be displayed:



You can still submit the request, but the owner change will not be carried out. You have to send a single owner change request for each domain.

<u>Entry details:</u>

OwnerC	To change the owner enter the contact ID if the owner here. For exceptions please see the note above.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

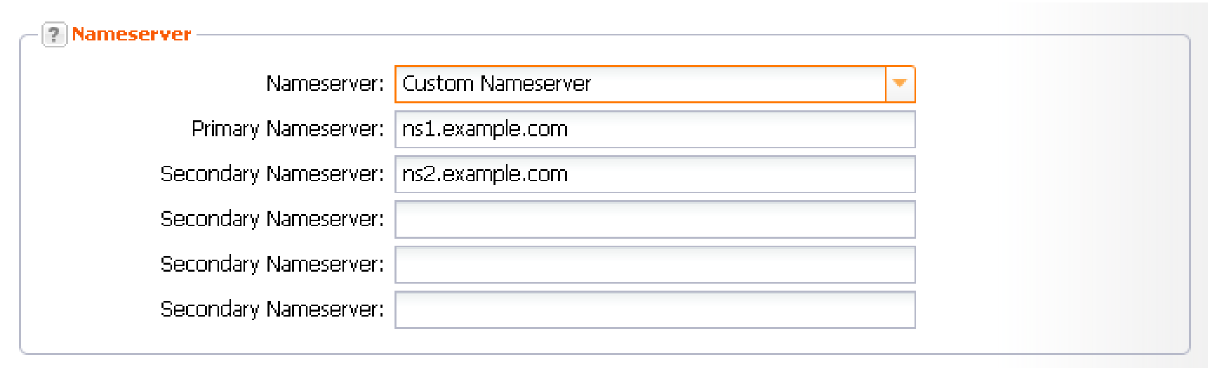
<u>You can:</u>

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

Custom Nameserver



<u>Entry details:</u>

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **<u>Glue Record IPv4:</u>** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **<u>Glue Record IPv6:</u>** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row.

The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

NOTE
The ***Parking*** option only will be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 302.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed.
The option ***NSentries (for DENIC only)*** will only be displayed if it is activated in the user configuration. Click it if you want to configure NSentries instead of nameservers for a .de domain.
For .de domains you can alternatively configure NSentries. See*See: "NSentry" on page 83.*

TIP
Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

Default Nameserver

The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

<u>Entry details:</u>

Mode

Select a nameserver mode:
- Complete: the zone will be generated on all nameservers.
- Primary only: the zone will only be generated on the primary nameserver.
- Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR.
- Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone.

ATTENTION
You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.

IP Address

Enter the IP address of your domain zone here.
For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*

MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

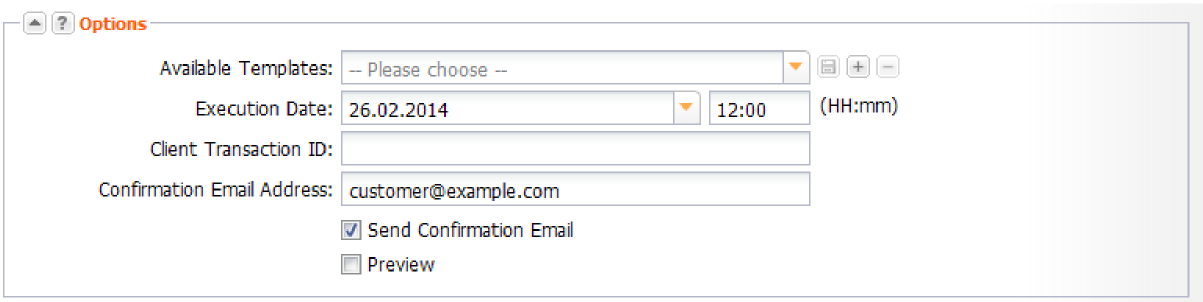
NSentry

NSentries can only be configured for .de domains. Click ***NSentry*** option to configure NSentries instead of nameservers.

Entry details:

NSentry 1-5	Only available for .de. If nameservers are used, these fields will be ignored. You can create the NSentries like this: my.domain.de IN A 192.0.2.0. These records will be published directly on the DENIC root nameservers.

Options



Entry details:

Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also

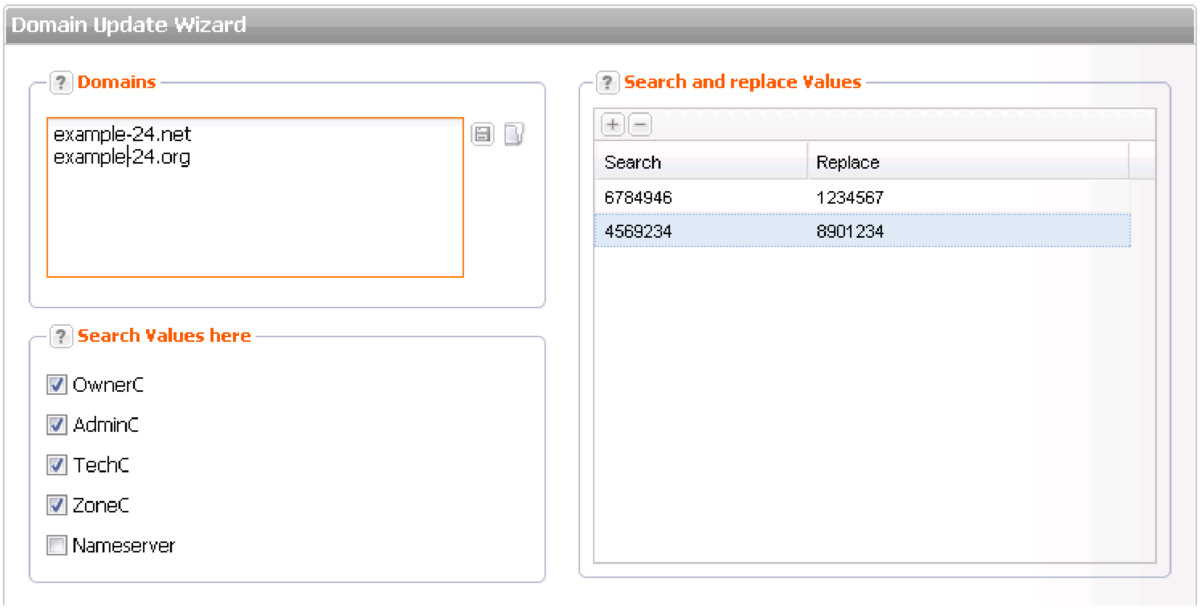
	available in the user interface. Click the icon in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

Using the Domain Update Wizard

With the ***Domain Update Wizard,*** you can change specific domain data in a targeted bulk request. You can select the domains, specify the data to be found and replace them by specific values.

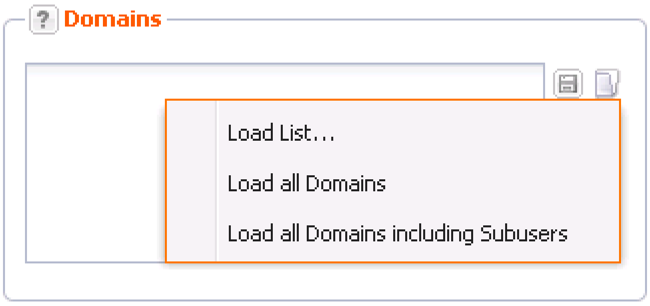
1. Click ***Domain Management*** in the menu group ***Domains & Contacts***.
2. Select the domains you want to edit in the ***Domain Management*** overview. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Tools*** in the toolbar and select the ***Domain Update Wizard***.

The selected domains are listed in the ***Domains*** section. You can also click to select a specified domain list or to select all domains.
You can then select the domain contacts or nameserver values to be changed in the ***Search Values*** here section. Finally in the ***Search and replace Values*** section, you can enter the values to be found and replaced.



Form section details

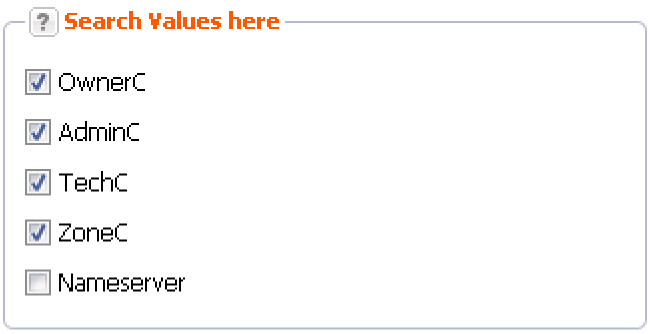
Domains



You can enter the domains to be updated here. Press ***Enter*** to separate the entries for a bulk request. Or click the icon and select an option.

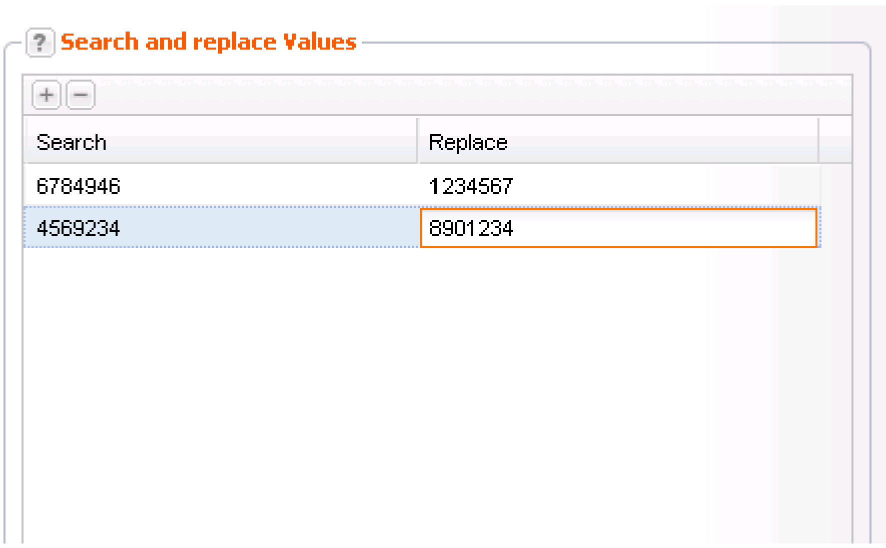
- Select ***Load List***... to load an existing domain list.
- Select ***Load all Domains*** to load all domains.
- Select ***Load all Domains including Subusers*** to load the domains of the subusers too. This option is not offered for the system owner, because there could be too much data to load.

Search Values here



You can select which domain contact values you want to update or if nameserver values are changed. Select the desired checkboxes..

Search and replace Values



You can define the values which replace existing values.

1. Click + to add a new entry.
2. Double-click the entry field to activate it and enter the desired values which you want to find and replace. For domain contacts enter the domain contact IDs, which you can see in the ***Contact Management*** overview.

Changing the Domain Status

The domain status affects its protection against transfer and its delegation. Changing the status here means to change it in the public Whois database.This function is only supported by certain TLDs.

The following statuses are available:

- Lock: the domain is protected against transfer
- Hold: the domain is registered but not connected (Example: resellers can set this status e.g. if a client does not pay)
- Hold-Lock: the domain is registered but not connected; it is also protected against transfer. (Example: Resellers can set this status e.g. if a client does not pay)
- Active: Domain will be unlocked

There are two methods to change the status.

Method 1: Changing the Status of one or several Domains (Bulk)

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select the domains you want to change the status for. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Tools*** in the toolbar and select the ***Update Status***.

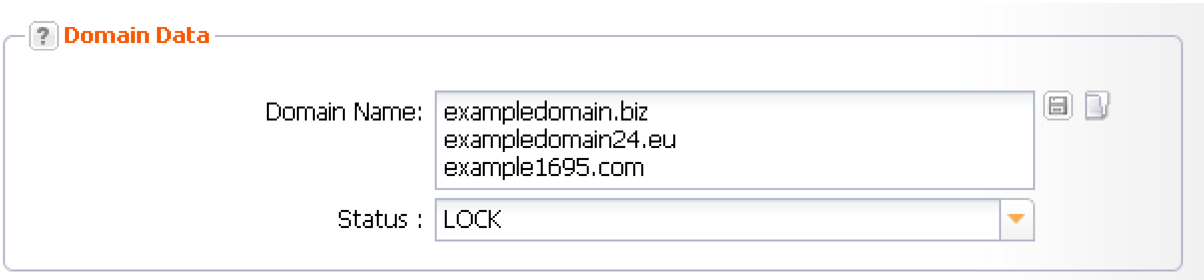
   The form ***Update Status*** will be displayed.
4. Choose the status you want in the ***Status*** item list.
   If one or several TLDs do not support this function a note is displayed.

Method 2: Changing the Status of one Domain

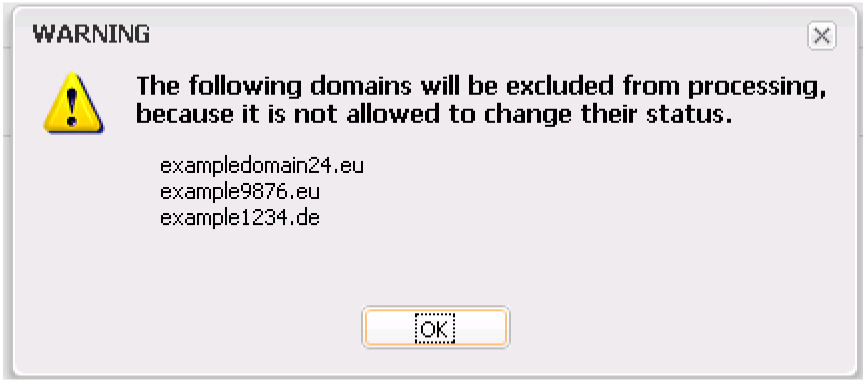
1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select the domain you want to change the status for.
3. Click ***Edit*** in the toolbar.

   The ***Update Domain*** form opens.
4. Click the ***Change Status*** button next to the ***Status*** form field in the ***Domain Data*** section.

   The ***Change Status*** form opens.
5. Select the domain status you want.



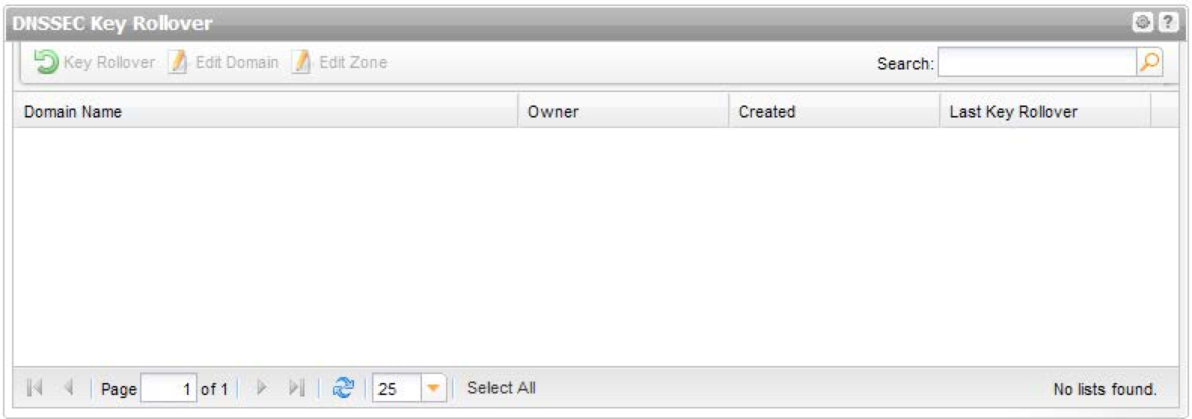
If the domain selection includes TLDs which do not allow a status update, a warning will be displayed.



DNSSEC Key Rollover

In the area ***DNSSEC Key Rollover*** you can carry out the Key Rollover for your DNSSEC signed files. The overview lists all DNSSEC signed NodeSecure Domains.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts***.
2. Click ***Tools*** in the toolbar and select the ***DNSSEC Key Rollover***.



NOTE
The key rollover can only be done once a month.

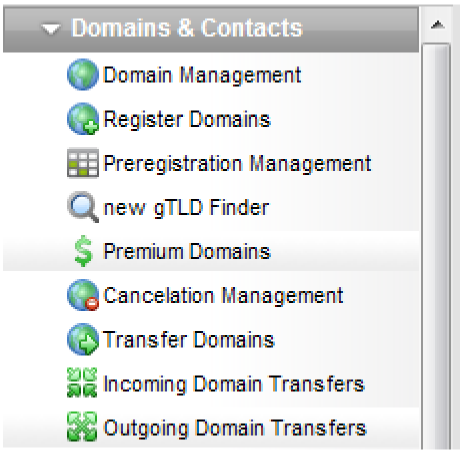
The following details are displayed:

- Domain Name: name of the domain
- Owner: The owner, the object belongs to.
- Created: Date of the DNSSEC signing
- Last Key Rollover: date of the last Key Rollover for this domain

Carrying out a key rollover

- Select the desired domain
- Click the ***Key Rollover*** button.

6.3 PREMIUM DOMAINS



On the page ***Premium Domains*** you will find an overview of ***All Premium Domains*** and one of ***All Premium TLDs***.

All Premium Domains

You can see all Premium Domains that are being offered here.

All Premium TLDs

This overview shows all Premium TLDs and their respective availability.

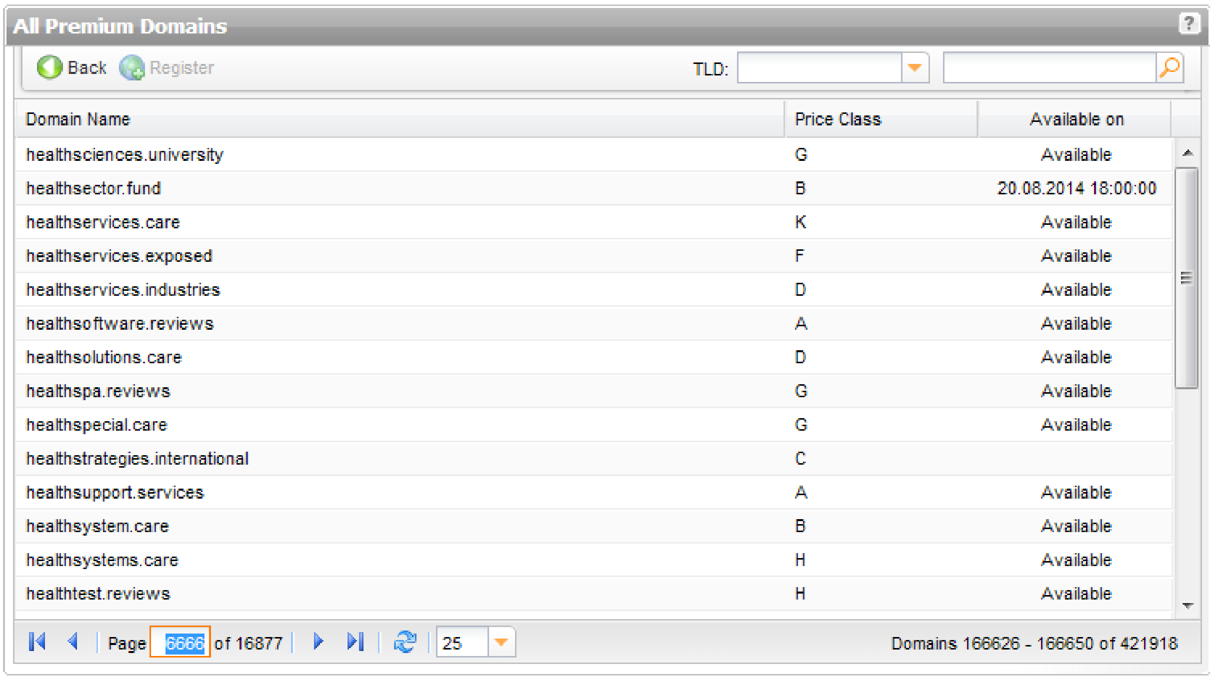
In the area ***Current Recommendations for Premium TLDs*** we have gathered a list of suggestions for you.

In the area ***Overview of all Premium TLDs*** you can see all Premium TLDs in a tag cloud.
Click the desired TLD to see the list of the relating Premium Domains.

All Premium Domains

The page ***All Premium Domains*** lists all Premium Domains that are offered for the Premium TLDs.

1. Click ***Premium Domains*** in the menu group ***Domains & Contacts.***
2. Click ***All Premium Domains*** in the main area.



The following details are displayed per default in the overview:

- Domain Name: the name of the registered domain.
- Price Class: the price class is shown here. See its respective price in the new gTLD price list.
- Available on: possible entries are "Available" or the start date of availability. No entry means that the start date of availability is not yet known.

Displaying the Premium Domains of one TLD only

1. In the right upper area there is the drop-down-list ***TLD***. Please select the desired TLD here. Only the Premium Domains of this TLD are listed now.
2. To register a domain select it and click the button ***Register***. The domain registration form opens. The button is inactive for domains that are not yet live.
3. To return to the ***Overview of all Premium TLD***s click ***Back***.

Displaying only Premium Domains which contain a certain word

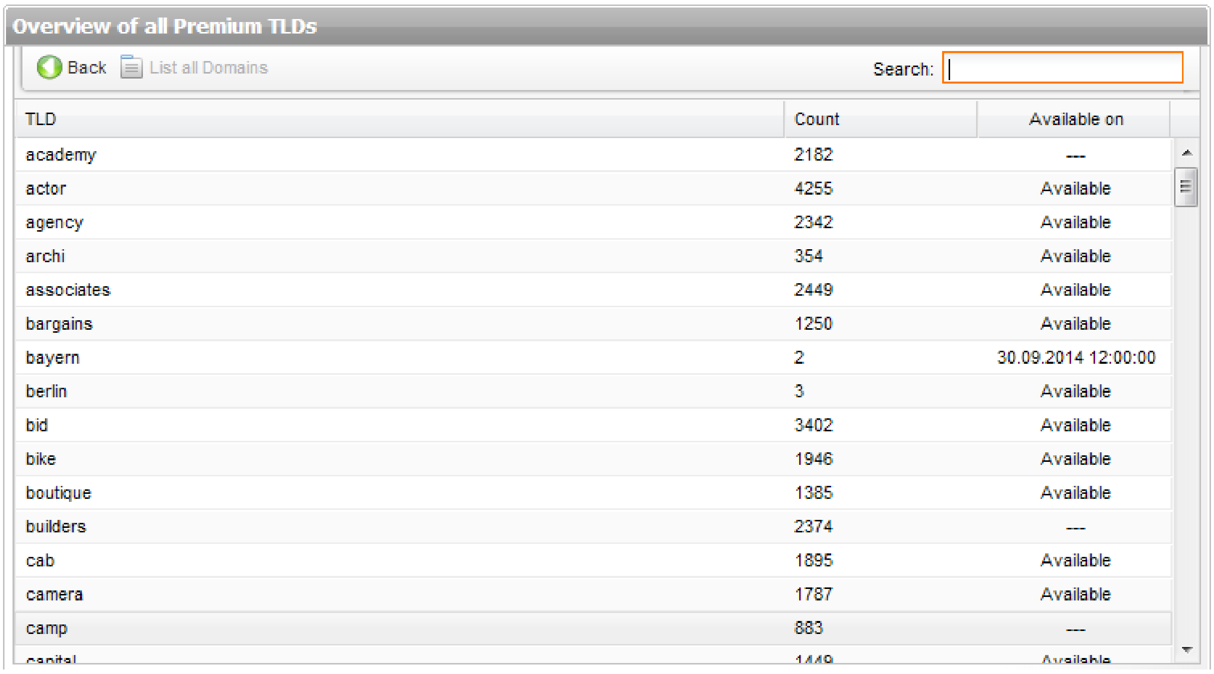
1. Enter the desired word in the search box in the upper right area of the toolbar. Use "*" if you want to search domain names containing the entered word.
2. Click the search icon to start the search. Now the domains containing the entered word are listed.
3. To register a domain select it and click the button ***Register***. The register domain form opens. The button is inactive for domains that are not yet live.
4. To return to the ***Overview of all Premium TLD***s click ***Back***.

NOTE
If you have configured a domain parking account, the column ***Parking*** will additionally be displayed by default. Additional columns can be displayed for domain contacts, DNSSEC, DomainSafe, the Whois Privacy Service and additional information.

Overview of all Premium TLDs

The page ***Overview of all Premium TLDs*** lists all Premium TLDs.

1. Click ***Premium Domains*** in the menu group ***Domains & Contacts***.
2. Click ***All Premium TLDs*** in the main area.



The following details are displayed per default in the overview:

- TLD: the name of the TLD
- Count: number of Premium Domains for this TLD
- Available on: possible entries are "Available" or the start date of availability. No entry means that the start date of availability is not yet known.

Displaying only Premium Domains of a certain TLD

1. Select the desired TLD and click ***List all Domains*** in the toolbar. The system switches to the overview ***All Premium Domains.***
2. To register a domain select it and click the button ***Register***. The domain registration form opens. *See: "Registering Premium Domains " on page 91.*
3. To return to the ***Overview of all Premium TLD***s click ***Back***.

Displaying only certain TLDs

1. Enter a part of the desired TLD in the search field in the upper right part of the toolbar. Only the TLDs containing this string will be displayed.

NOTE
If you have configured a domain parking account, the column ***Parking*** will additionally be displayed by default. Additional columns can be displayed for domain contacts, DNSSEC, DomainSafe, the Whois Privacy Service and additional information.

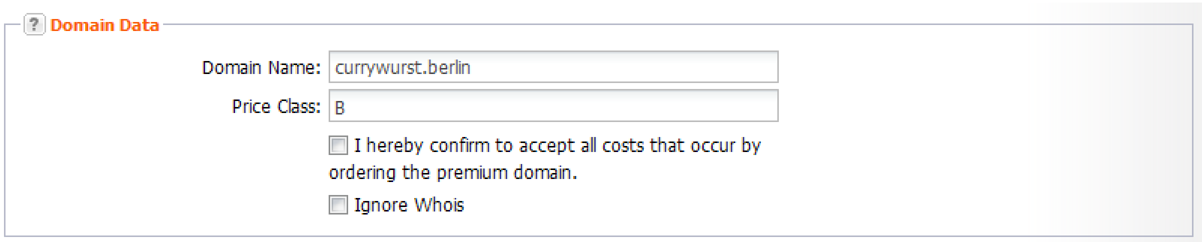
Registering Premium Domains

1. Click ***Premium Domains*** in the menu group ***Domains & Contacts***.
2. Click ***All Premium Domains*** in the main area.
3. Select the desired domain.
4. Click the ***Register*** button. When the TLD is not yet available the ***Register*** button is not active.

   The ***Register Domains*** form opens.

Form section details:

Domain Data

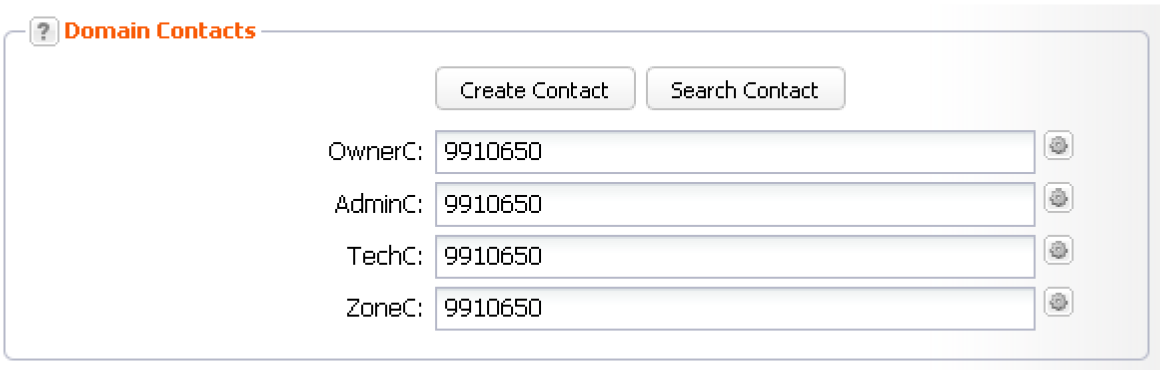


Enter the details of the domains you want to register here.

Entry details:

Domain Name	Enter the domain name here.
Price Class	Price class is displayed here. View the new gTLD price list for the current price details.
I hereby confirm to accept all costs that occur by ordering the premium domain.	To order the domain you have to activate the checkbox.
Ignore Whois	Activate the checkbox to skip the domain availability check..

Domain Contacts



You can enter your domain contacts here. Domain contacts are persons or organizations who are responsible for the administration of the domain. Each contact has a unique identifier, assigned by the system.

There are following domain contacts:

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

You can:

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Entry details:

I would like to make use of the trustee service for the domain registration / transfer. (See price list for price)	For some TLDs we offer a trustee service. Enable the check box to use the trustee service. See price list for price.
OwnerC	Enter the domain contact ID of the domain owner here.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

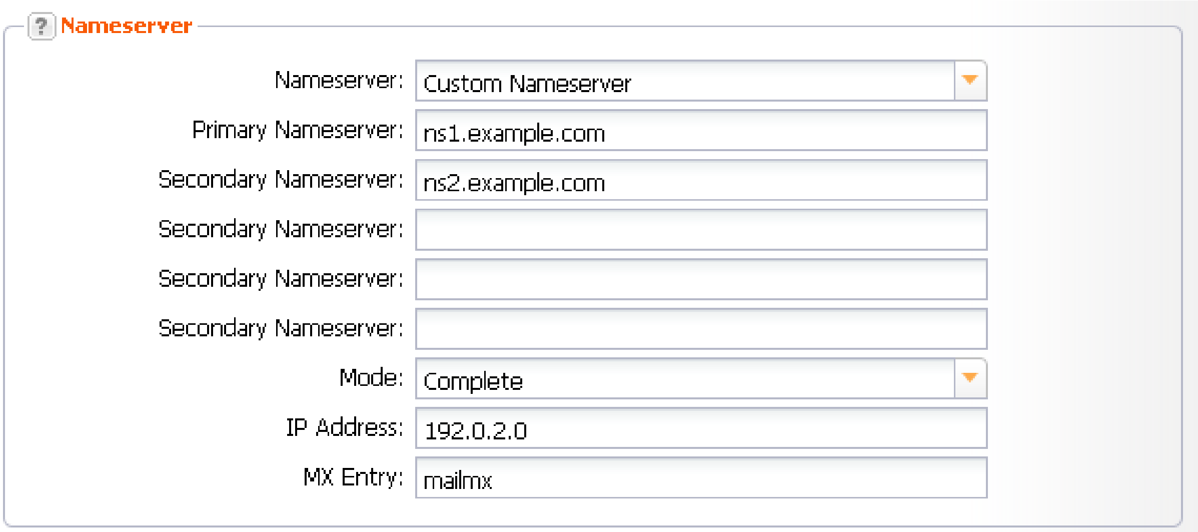
The following actions can be started in the *Domain Contacts* form section:

- Click the ***Search Contact*** button to search for domain contacts. *See: "The Search Contact Dialog" on page 31.*
- Click the ***Create Contact*** button to create new domain contacts. See *Creating Domain Contacts*.
- Click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

Custom Nameserver



You can enter hostname and IP address of your nameservers here. Select the ***Nameserver Type*** in the form section ***Domain Data*** before. Click the question mark next to the section label to get detailed information about the nameserver type.

Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

NOTE

The **Parking** option will only be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 302.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed.

The option ***NSentries (for DENIC only)*** will only be displayed, if it is activated in the user configuration. *See: "Editing the User Interface Settings" on page 46.* Click it if you want to configure NSentries instead of nameservers for a .de domain.

For .de domains you can alternatively configure NSentries. To configure NSentries for .de domains, see: "NSentry" on page 83.

TIP

Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

Default Nameserver

The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

Entry details:

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

6.4 DOMAIN TRANSFER

Transferring a domain means moving the domain from one registrar (= losing registrar) to another (= gaining registrar.) For the losing registrar this is a transfer-out, for the gaining registrar it is a transfer-in. The transfers you start in this form are transfer-ins.

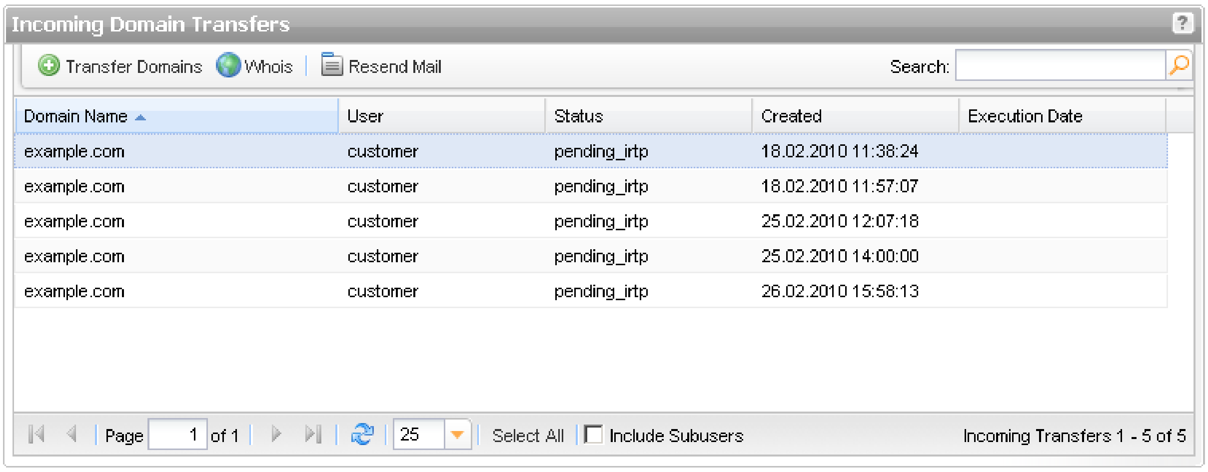
The following transfer tasks can be carried out:

- You can get an overview of your incoming transfers. *See: "Displaying incoming Transfers" on page 96.*
- You can start a transfer. *See: "Starting a Domain Transfer " on page 98.*
- You can start a bulk transfer. *See: "Starting a Bulk Domain Transfer " on page 105.*
- You can get an overview of your outgoing transfers. *See: "Displaying outgoing Transfers" on page 110.*
- You can answer requests for outgoing transfers. *See: "Answering a Request for Transfer-Out (ACK/NACK)" on page 112.*
- You can display the AuthInfo of a domain. *See: "Displaying the AuthInfo" on page 112.*
- You can create an AuthInfo for a .de domain. *See: "Creating an AuthInfo for a .de Domain" on page 113.*
- You can delete an AuthInfo. *See: "Deleting an AuthInfo" on page 113.*

Displaying incoming Transfers

All current incoming transfers are displayed in the ***Incoming Domain Transfers*** overview.

1. Click ***Incoming Domain Transfers*** in the menu group ***Domains & Contacts***.

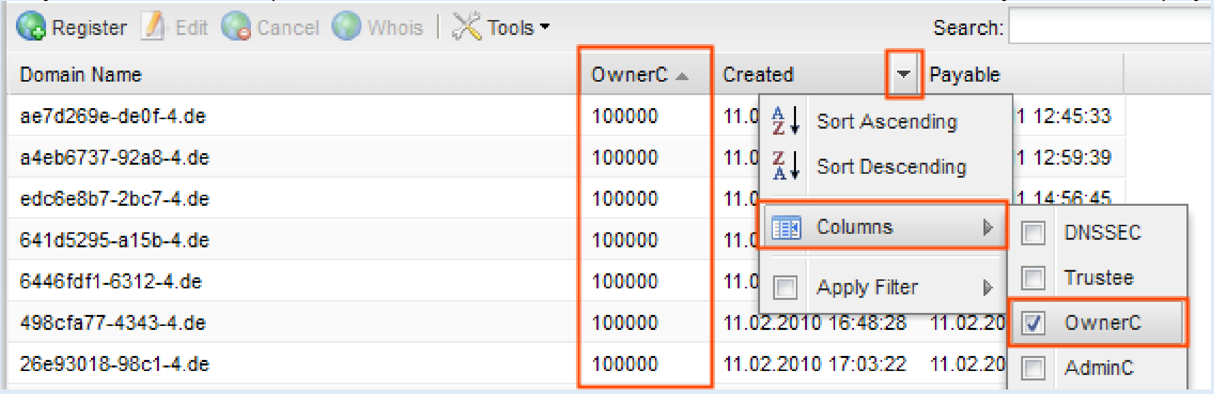


The following details are displayed:

- Domain Name: the name of the domain to be transferred
- User: the user the transfer object belongs to
- Status: the status of the domain
- Created: when the transfer request was created
- Execution Date: the date the transfer will be execute

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



<u>The following actions can be carried out with the buttons in the toolbar:</u>

- Click the ***Transfer Domain*** button to create a new incoming transfer. *See: "Starting a Domain Transfer " on page 98.*
- Select a domain and click ***Whois*** to get the Whois data. Please note, that you cannot select more than ten domains for the Whois request here.
- Use the domain search to find the desired domain easily. *See: "The Domain Search" on page 29.*
- Click ***Resend Approver Mail*** to send the FOA1 Mail once more.

TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.

In the form section ***Overview Settings*** you can select:

- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.

- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click  at the bottom of the overview.

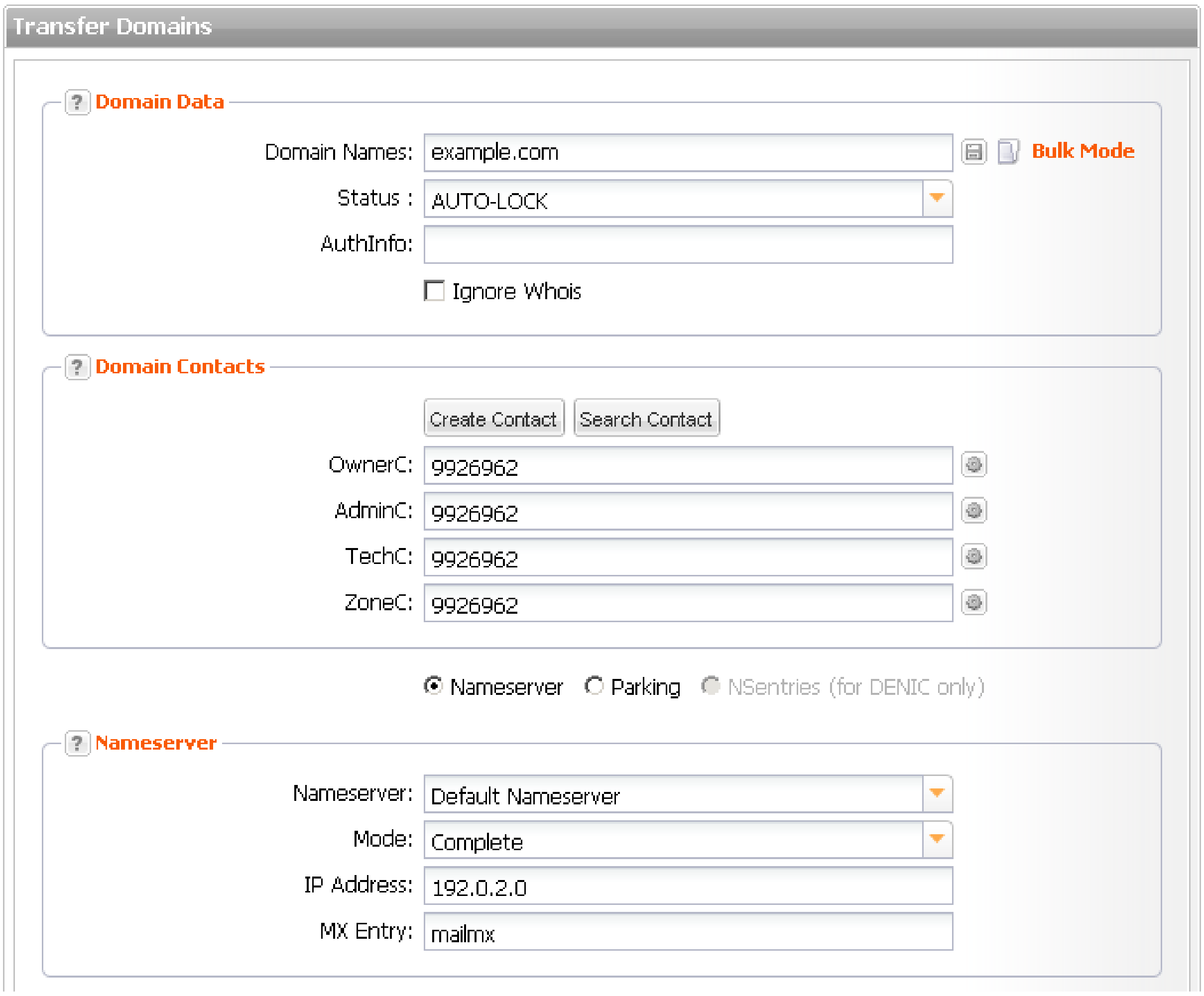
Starting a Domain Transfer

Initiating an incoming domain transfer from another registrar.

1. Click ***Transfer Domain*** in the menu group ***Domains & Contacts.***

   The ***Transfer Domain*** form opens.

NOTE
When transferring DNSSEC signed domains, validation errors may occur when changing the nameservers. We recommend that you deactivate the DNSSEC signature before you initiate the domain transfer and then reactivate the DNSSEC signature once the transfer is completed.



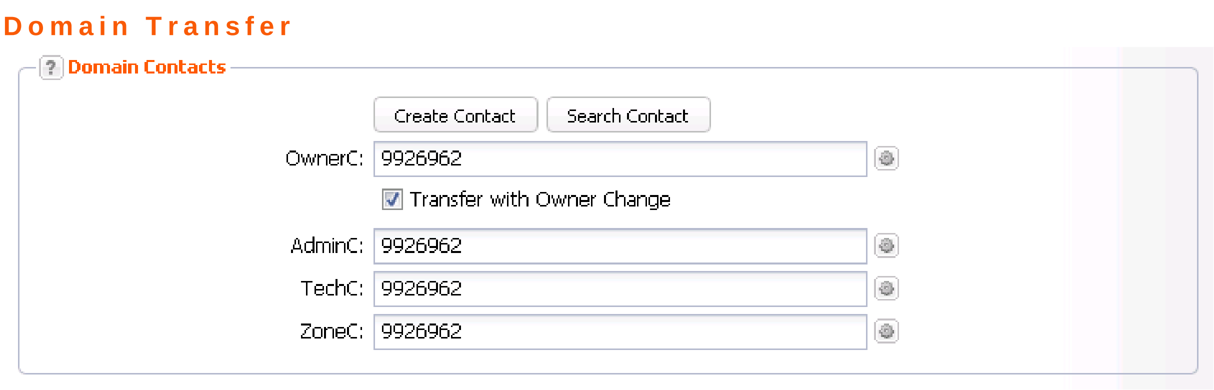
Form section details:

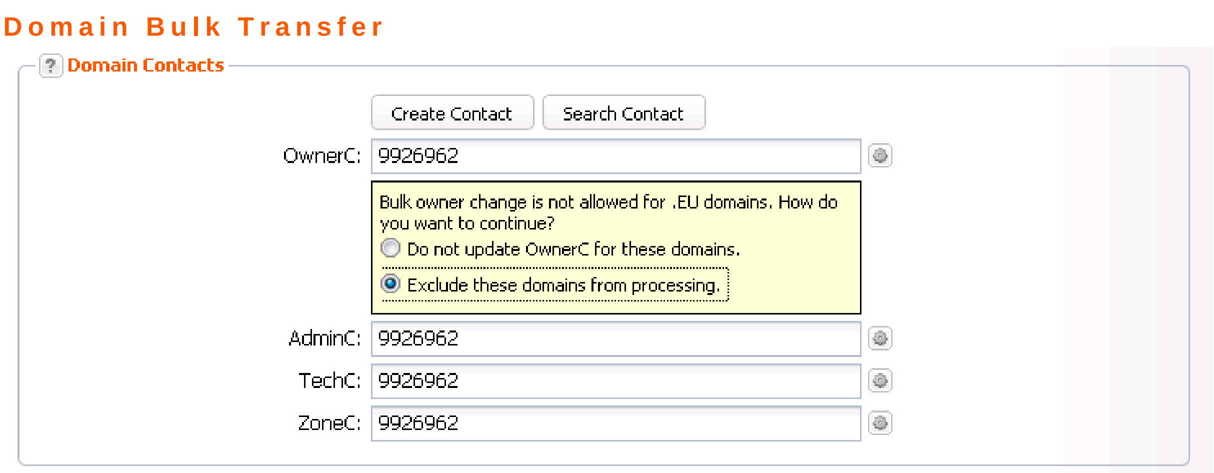
Enter the details of the domains you want to transfer here.

Entry details:

Domain Names	Enter the domain name here.
Status	Select the desired registry status in the list: ▪ LOCK: the domain is protected against transfer ▪ HOLD: the domain is registered but not connected (Example: resellers can set this status e.g. if a client does not pay) ▪ HOLD-LOCK: the domain is registered but not connected; it is also protected against transfer. (Example: Resellers can set this status e.g. if a client does not pay) ▪ ACTIVE: the domain will be unlocked ▪ AUTO-LOCK: after the domain action (Create/Transfer), the domain is automatically locked against transfer. Not all registries support this feature. This form field will only be displayed for some TLDs.
AuthInfo	You can enter the AuthInfo from the old provider to initiate a domain transfer here. This entry field will only be displayed if the TLD requires the AuthInfo for transfer.
Activate Whois Privacy Service	Activate the checkbox to use Whois Privacy Service for the domain. Using Privacy Service your contact data will not appear in the public Whois.
Ignore Whois	Activate the checkbox to skip the domain availability check..

Domain Contacts





You can enter the domain contacts here.

<u>There are following domain contacts:</u>

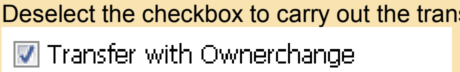
- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

NOTE

Some TLDs invoice owner change or do not allow it.

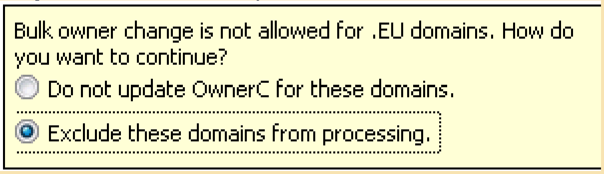
<u>Transfer with owner change (single)</u>

For the TLDs which invoice owner change, the ***Transfer with Owner Change*** checkbox is displayed.
Select the checkbox to carry out a transfer with owner change.
Deselect the checkbox to carry out the transfer without owner change.

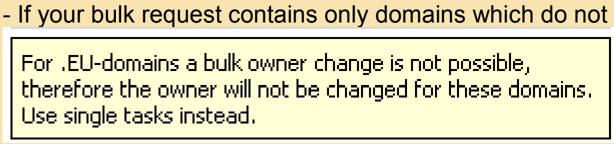


<u>Bulk transfer with owner change</u>

Please note that some TLDs do not allow bulk owner change or it is associated with additional costs.
- If your bulk transfer request contains such TLDs, the following hint will be displayed. (Examples for.eu)



Select ***Do not update OwnerC for these domains*** to transfer these domains without an owner change.
Select ***Exclude these domains from processing*** if you do not want to transfer the domains with this bulk transfer request.
- If your bulk request contains only domains which do not allow bulk, the following hint will be displayed.



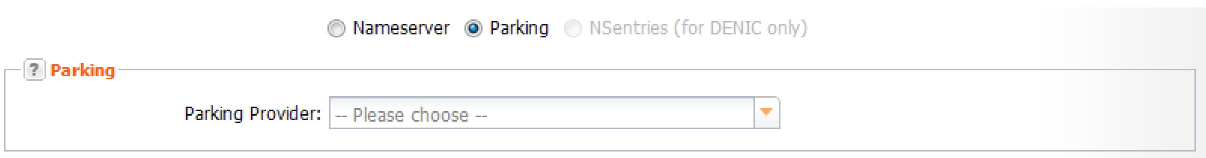
You can still submit the request, but the owner change will not be carried out. You have to send a single owner change request for each domain.

<u>Entry details:</u>

OwnerC	To change the owner, enter the contact ID of the owner here. For exceptions please see the note above.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

Parking

Select the ***Parking*** option below the ***Domain Contact*** section, if you want to park the domain at a parking provider. You can select the desired parking provider now.



A new form section concerning the parking provider will be displayed below. *See: "Domain Parking" on page 136.*

Nameserver

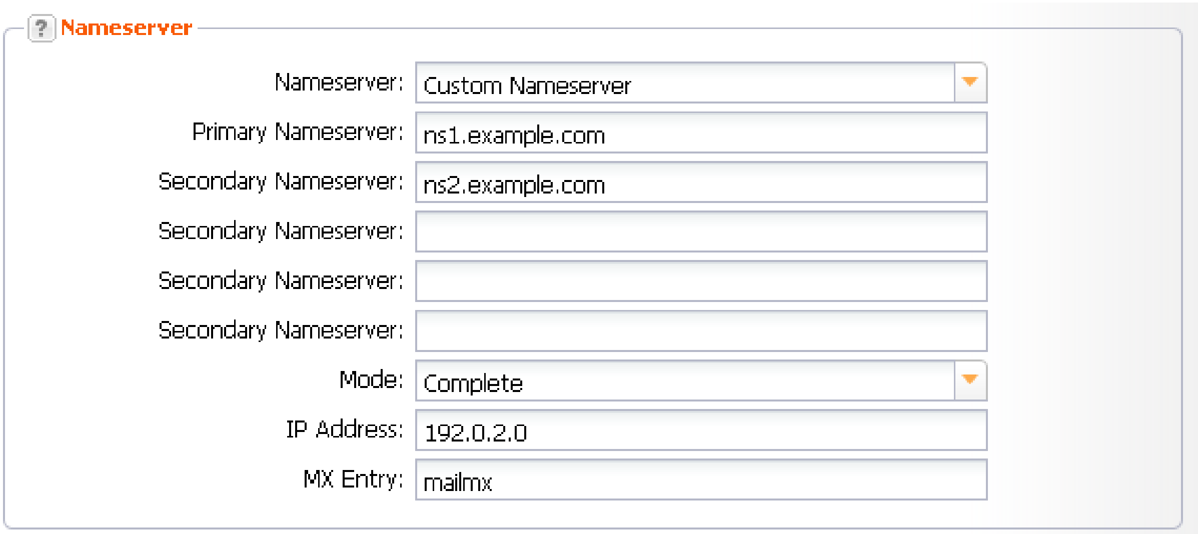
Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

If you don't want to change the nameservers of the transferred domains select the item ***Keep Nameserver.***

TIP
Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

NOTE
The ***Parking*** option will only be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 302.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed.
The option ***NSentries (for DENIC only)*** will only be displayed, if it is activated in the user configuration. *See: "Editing the User Interface Settings" on page 46.* Click it if you want to configure NSentries instead of nameservers for a .de domain.
For .de domains you can alternatively configure NSentries. *See: "NSentry" on page 83.*

Custom Nameserver



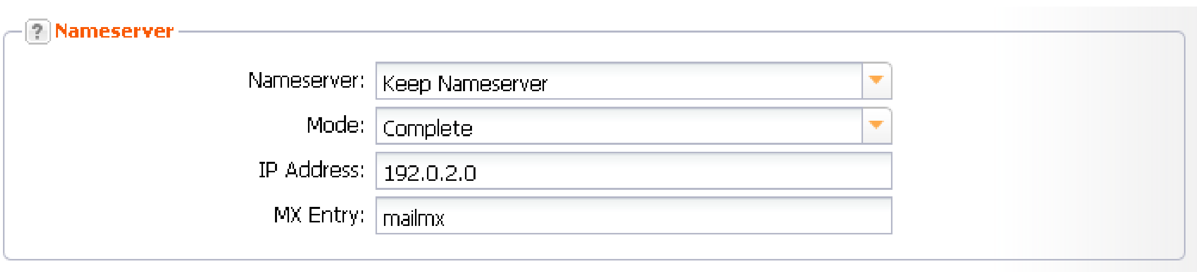
Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address

	Example: ns1.mynameserver 1.2.3.4 **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Keep Nameserver

Select this option, if you do not want to change the nameservers.



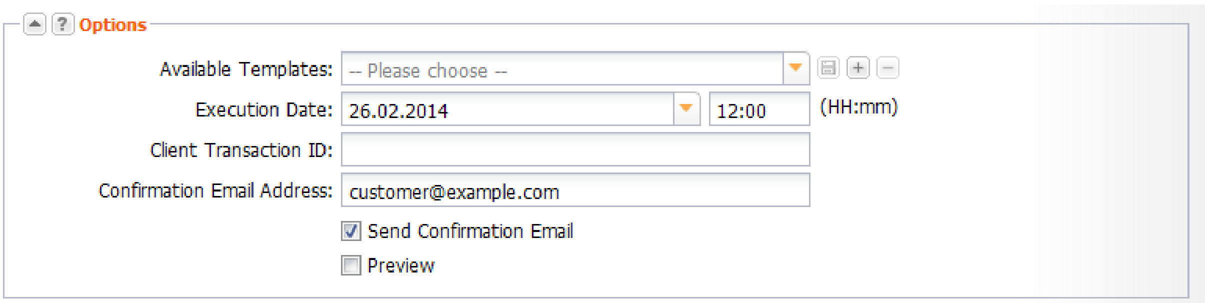
Default Nameserver

The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

Entry details:

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Options



Entry details:

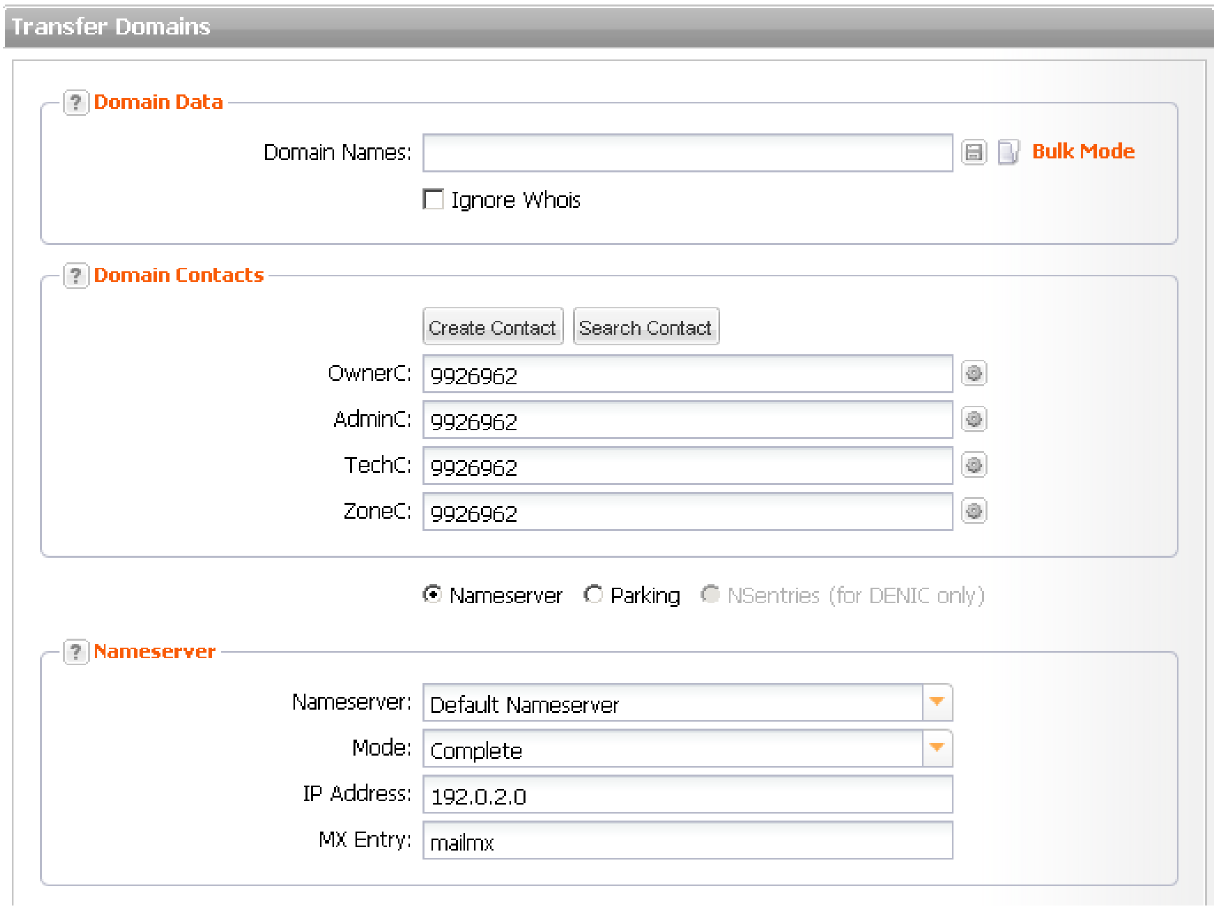
Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

Starting a Bulk Domain Transfer

1. Click ***Transfer Domain*** in the menu group ***Domains & Contacts.***

   The ***Transfer Domain*** form opens.
2. Click the ***Bulk Mode*** link.

NOTE
When transferring DNSSEC signed domains, validation errors may occur when changing the nameservers. We recommend that you deactivate the DNSSEC signature before you initiate the domain transfer and then reactivate the DNSSEC signature once the transfer is completed.



Form section details:

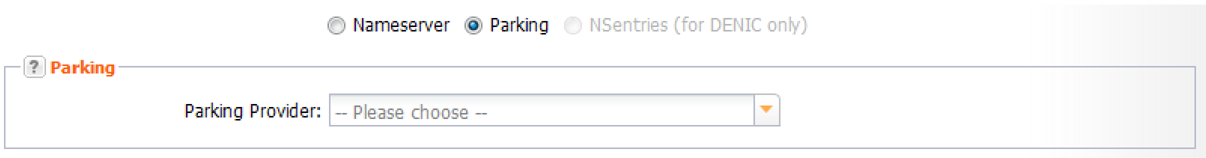
Domain Data

Entry details:

Domain Names	Enter the domain names and the AuthInfos here. Separate the data with ",,". Example: example.com,,h37cXyr0/ZIw2tF example.net,,Km1YdOR+EkjnHLf Press ***Enter*** to insert the next domain. Click the icon to load an existing object list.
Status	Select the desired registry status in the list: ▪ LOCK: the domain is protected against transfer ▪ HOLD: the domain is registered but not connected (Example: resellers can set this status e.g. if a client does not pay) ▪ HOLD-LOCK: the domain is registered but not connected; it is also protected against transfer. (Example: Resellers can set this status e.g. if a client does not pay) ▪ ACTIVE: the domain will be unlocked ▪ AUTO-LOCK: after the domain action (Create/Transfer), the domain is automatically locked against transfer. Not all registries support this feature. This form field will only be displayed for some TLDs.
AuthInfo	You can enter the AuthInfo from the old provider to initiate a domain transfer here. This entry field will only be displayed if the TLD requires the AuthInfo for transfer.
Ignore Whois	Activate the checkbox to skip the domain availability check..

Parking

Select the ***Parking*** option below the ***Domain Contact*** section, if you want to park the domain at a parking provider. You can select the desired parking provider now.



A new form section concerning the parking provider will be displayed below. *See: "Domain Parking" on page 136.*

Nameserver

Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

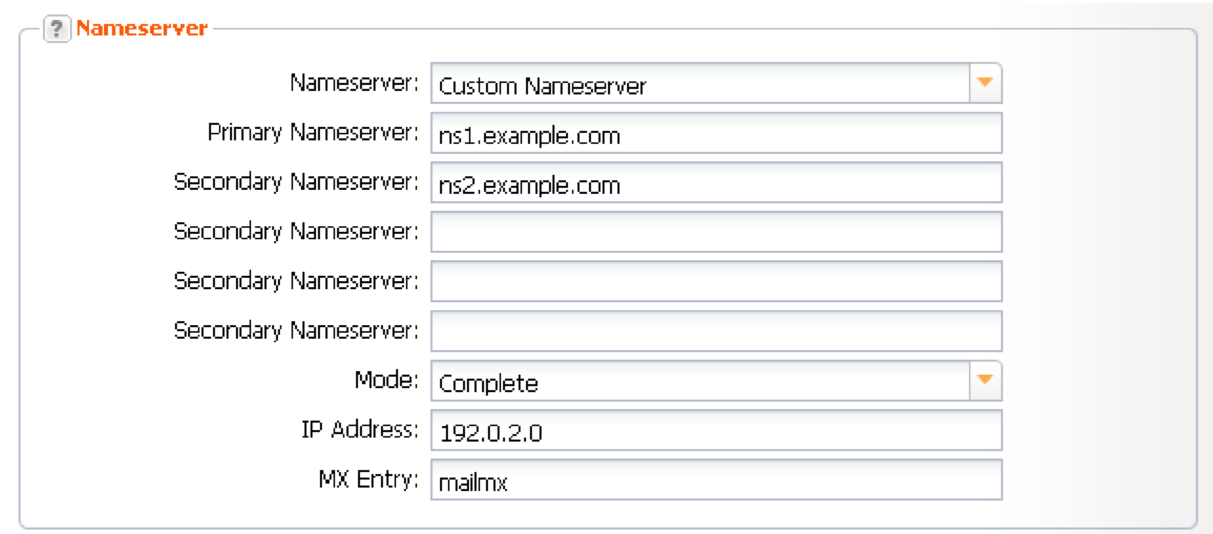
If you don't want to change the nameservers of the transferred domains select the item ***Keep Nameserver.***

TIP
Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

NOTE

The ***Parking*** option will only be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 302.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed.
The option ***NSentries (for DENIC only)*** will only be displayed, if it is activated in the user configuration. *See: "Editing the User Interface Settings" on page 46.* Click it if you want to configure NSentries instead of nameservers for a .de domain.
For .de domains you can alternatively configure NSentries. *See: "NSentry" on page 83.*

Custom Nameserver



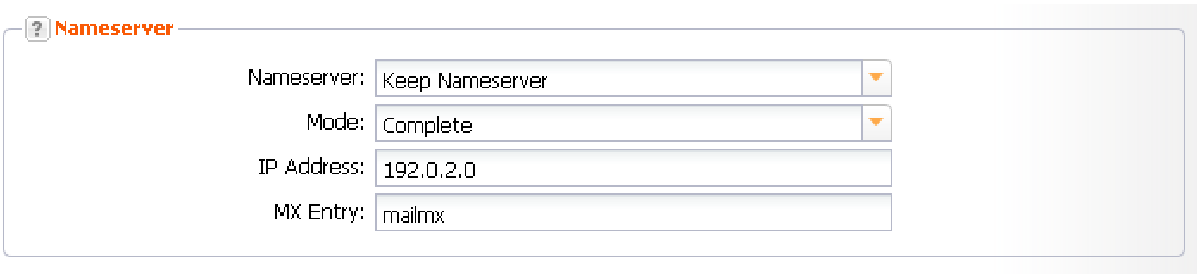
Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be

	configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Keep Nameserver

Select this option, if you do not want to change the nameservers.



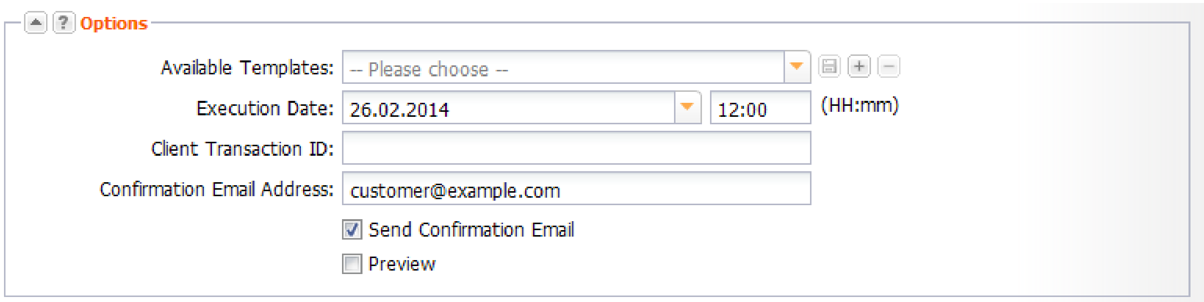
Default Nameserver

The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

Entry details:

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Options



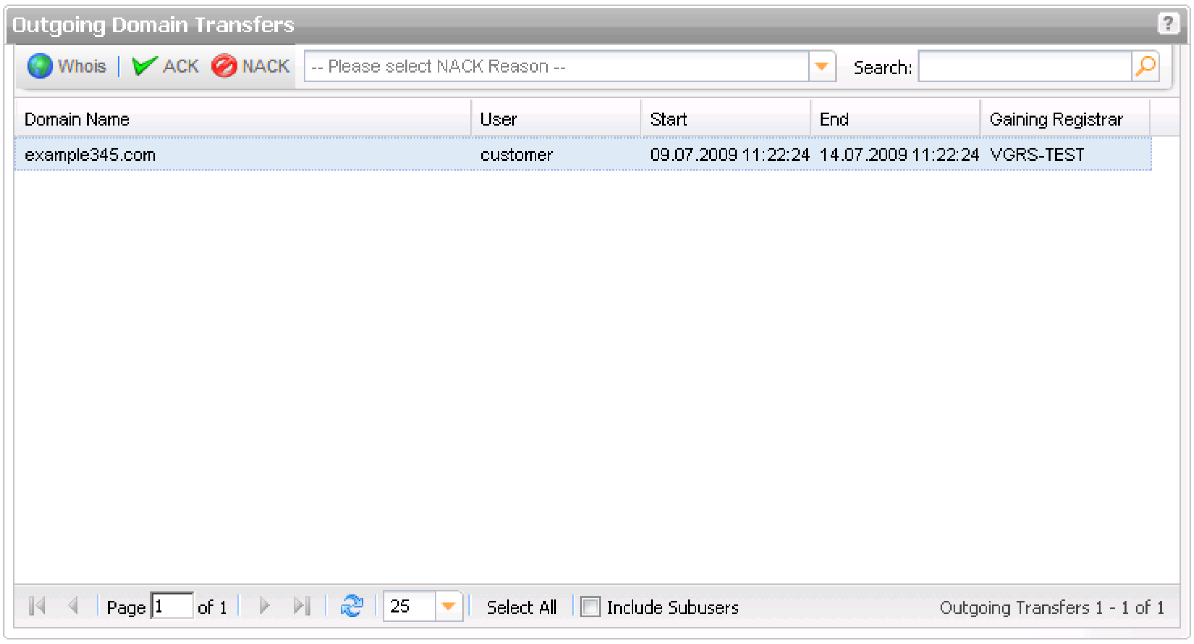
Entry details:

Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon ? in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.

Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

Displaying outgoing Transfers

All current outgoing transfers are displayed in the ***Outgoing Domain Transfers*** overview.



The following details are displayed:

- Domain Name: the name of the domain to be transferred
- User: the user the domain belongs to
- Start: the execution date
- End: the date the transfer finishes
- Gaining Registrar: the registrar the domain will be transferred to.

The following actions can be carried out here:

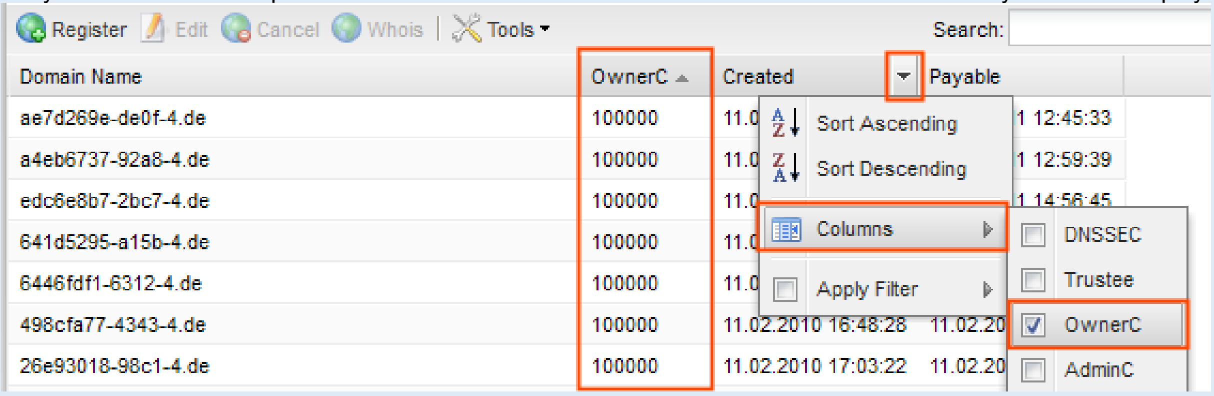
- Click the buttons ***ACK*** or ***NACK*** to answer requests for preacknowledgement of transfer outs.
- Use the ***Whois*** button for convenient Whois request. Please note, that you cannot select more than ten domains for the Whois request here.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.

In the form section ***Overview Settings*** you can select:

- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

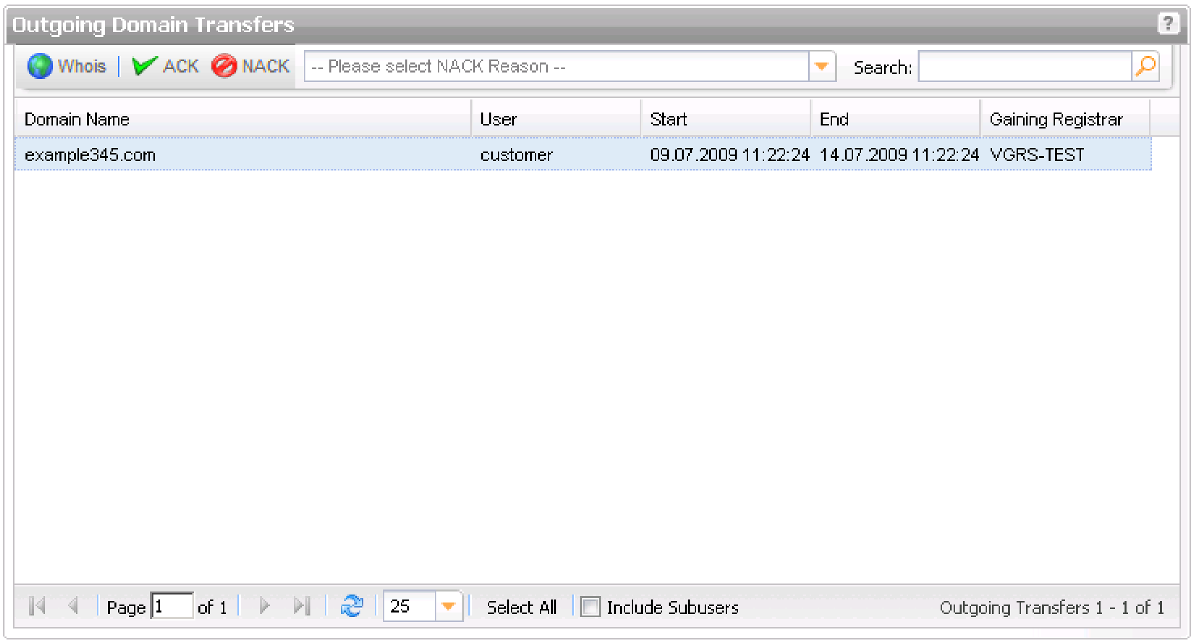
To refresh the data manually click at the bottom of the overview.

Answering a Request for Transfer-Out (ACK/NACK)

You can accept or reject an application for outgoing transfers in the overview Outgoing Transfers.

1. Click ***Outgoing Domain Transfers*** in the menu group ***Domains & Contacts.***

The ***Outgoing Domain Transfer*** overview opens, displaying the current requests for outgoing transfer.



Agreeing to the request for outgoing transfer (ACK):

1. Select the domain in the list. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
2. Click ***ACK*** (=acknowledgement) in the toolbar.
3. Confirm the confirmation request

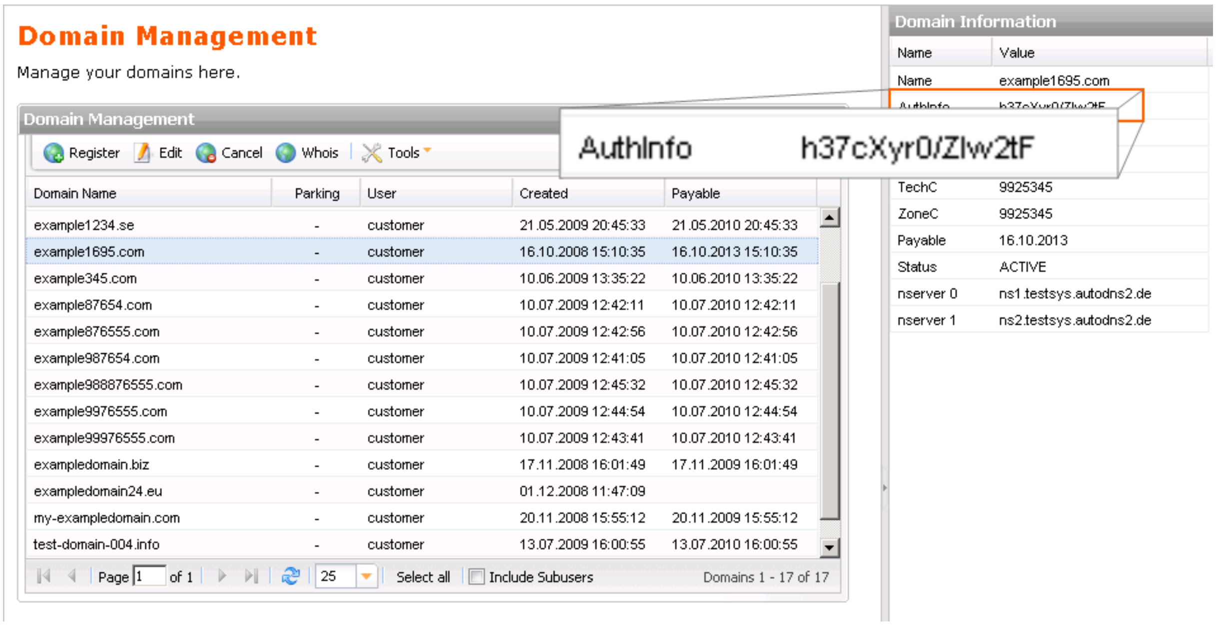
Rejecting the request for outgoing transfer (NACK):

1. Select the domain in the list. Press ***Ctrl*** to select several domains.
2. Select the NACK reason in the list.
3. Click ***NACK*** (=no acknowledgement) in the toolbar.
4. Confirm the request.

Displaying the AuthInfo

To transfer a domain an authorization code, the so called AuthInfo is necessary. This AuthInfo is only valid for the domain it was created for.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select the domain you want to see the AuthInfo for.
3. The AuthInfo will be displayed in the information area on the right.



Creating an AuthInfo for a .de Domain

You need an AuthInfo in order to start a .de domain transfer. You can create an AuthInfo for the transfer of .de-domains here.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts***.
2. Select the domain you want to create an AuthInfo for in the ***Domain Management*** overview.
3. Click ***Edit.***

   The ***Create AuthInfo*** button will be displayed in the ***Domain Data*** form section.

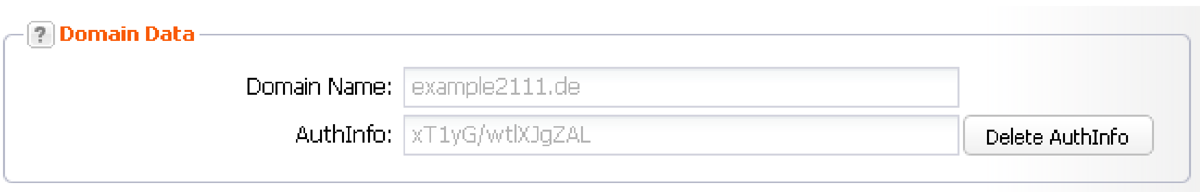
4. Click the ***Create AuthInfo*** button.

   The AuthInfo will be generated and displayed in the ***AuthInfo*** entry field.

Deleting an AuthInfo

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select the domain you want to delete the AuthInfo for in the ***Domain Management*** overview.
3. Click ***Edit.***

   The ***Delete AuthInfo*** button will be displayed in the ***Domain Data*** form section.



4. Click the ***Delete AuthInfo*** button.

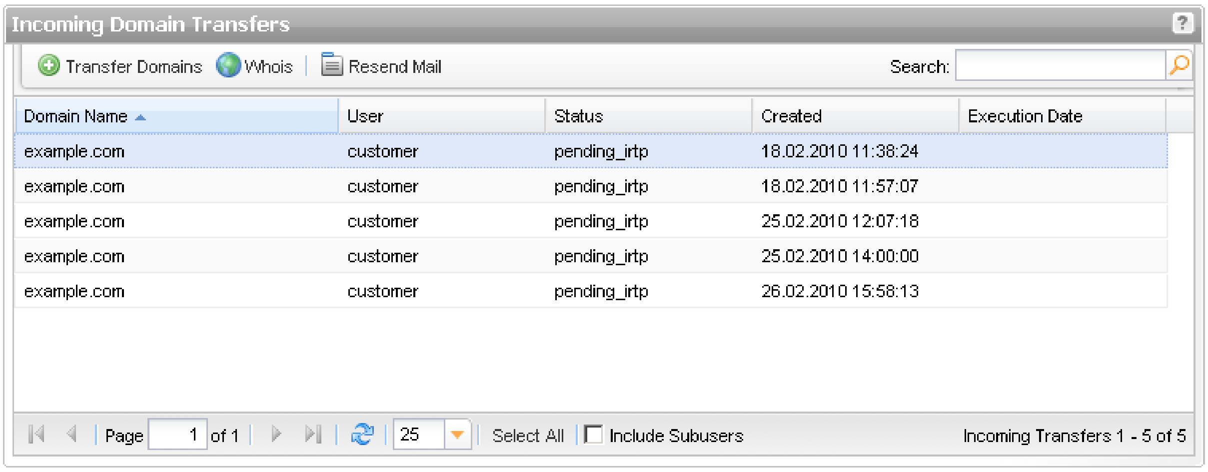
   The AuthInfo will be deleted.

Resending the FOA1 Email

The domain owner has to acknowledge the transfer of his domains. Therefore, the FOA1 (Form of Authorization) email is sent to the domain owner when the transfer is started. It includes a link, that the domain owner has to click. If the domain owner does not react you can resend the FOA mail here.

1. Click ***Incoming Domain Transfers*** in the menu group ***Domains & Contacts.***

   The ***Incoming Domain Transfers*** form opens.



2. Select the domain for which you want to resend the FOA1 mail.
3. Click ***Resend Mail*** in the tool bar.

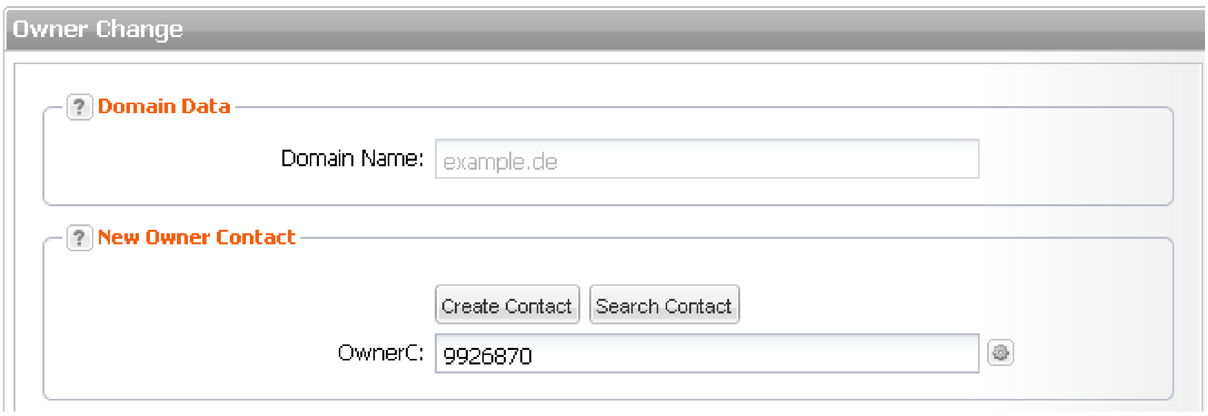
6.5 OWNER CHANGE AND RENEW

Starting an Owner Change

If the owner (OwnerC) of a domain has changed, you have to carry out an owner change. An owner change is only supported for some TLDs only. The owner change menu command is inactive if you have selected a TLD which does not support an owner change.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select one or several domains you want to carry out an owner change for.
3. Click ***Tools*** in the tool bar and select the command ***Owner Change***.
   Or:
3. Click ***Edit*** and then click the ***Owner Change*** button in the ***Domain Contacts*** section.

   The form ***Domain Owner Change*** opens.



Form section details:

Domain Data

The domain you selected for the owner change is displayed here.

NOTE
Some TLDs require an AuthInfo for the owner change. In these cases a respective form field is displayed.

New Owner Contact

You can specify the future owner of the domain. To carry out the owner change, you need a domain contact for the new owner. You can start creating the new contact from this form, using the button ***Create Contact***. *See: "Creating Domain Contacts" on page 1.*

Or you can use an existing contact and find it using the button ***Search Contact***. *See: "The Domain Contact Search" on page 30.*

If the owner change is associated with costs for the TLD, a note will be displayed.

Renewing a Domain Registration

The registration of a domain is normally renewed automatically (AutoRenew). Some TLDs (e.g. .com and .info) offer the possibility of renewing the domain registration manually (Renew).

NOTE
Please note that each individual registry has its own terms concerning the minimum and maximum period of time that can be used for a manual renew.

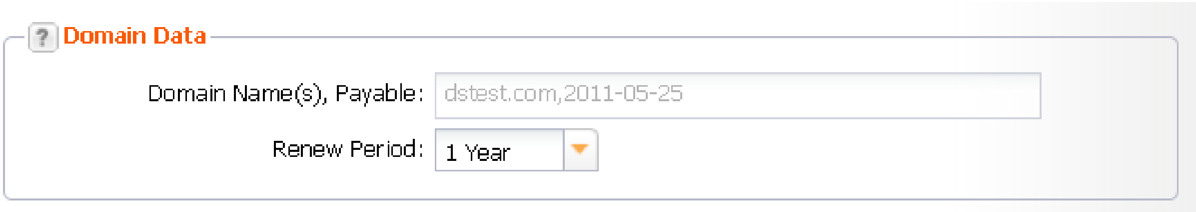
1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***

   The ***Domain Management*** overview opens.
2. Select the domain you want to renew. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Select ***Renew*** in the ***Tools*** item list.

   The form ***Renew Domain*** opens.

Form section details:

Domain Data



In this section, you can define the settings for the domain renew here.
If you have selected domains before switching to the ***Renew*** function, they will be displayed together in the ***Domain Name*** entry field.

Entry details:

Domain Name(s), Payable	Enter the domain name here.
Renew Period	Select the desired renew period. **NOTE** Please note that registries have their own terms concerning the length of possible minimum and maximum registration period that applies to their TLD.

6.6 PREREGISTRATIONS

When new TLDs are introduced, you have the possibility to preregister desired domain names. There are several phases for preregistration, determined by the respective registry. The purpose of these phases is, partly, to protect the rights of governments and trademarks. Preregistration is also available if a registry introduces new features for existing TLDs (e.g. the .eu IDN domain names or numeric domains).

During the introduction of new top-level domains, you can preregister domains with this domain management system. Preregistration orders that are placed via the system are sent to the respective registries as soon as the selected registration phase starts. We will inform you by email before the registration phase starts. The preregistration may then be cancelled.
You can find a list of the domains that can be preregistered under the section ***Information*** in the user interface on the right.

Functions for the preregistration of domain:

Preregistration Management

Your current preregistrations are displayed in this overview. You can preregister domains, edit and cancel preregistrations and create CSV inventory lists..
See: "Preregistration Management" on page 117.

Preregister Domains

You can create new preregistrations here except preregistrations in the Sunrise phase.To preregister domains in the Sunrise phase select the entry ***TMCH Sunrise Orders***.
See: "Preregistering Domains " on page 119.

Overview of new gTLDs and Phases

You can see all new gTLDs that can be preregistered and the dates of the preregistration phases here.
See: "Overview of new gTLDs and Phases" on page 127.

new gTLD Finder

Use the new gTLD Finder to search for the ideal TLDs to go with your domain name. This tool helps you to find the most appropriate TLDs from the wide range of new gTLDs that are at the beginning of their introduction.
See: "new gTLD Finder" on page 128.

Functions for TMCH and Sunrise preregistrations:

TMCH Management

In this overview you see all marks that are registered at TMCH. You can run all actions for you TMCH here like creating, editing and confirming orders. You also can import SMD files here for managing your marks in this system.
See: "Trademark Clearinghouse (TMCH)" on page 163.

Order TMCH Entry

In this overview all your trademark labels assigned to your trademarks by TMCH are listed here. You can preregister the desired TLDs for these labels here.
See: "Ordering TMCH Entry" on page 166.

TMCH Sunrise Orders

Overview of all existing trademark labels and submit an order for the Sunrise phase.
See: "TMCH Sunrise Orders" on page 131.

Importing an SMD File

In this area you can import an SMD file, which includes your trademarks registered at TMCH.
See: "SMD File" on page 133.

Preregistration Management

Your current preregistrations are displayed in the ***Preregistration Management*** overview. You can preregister domains, edit and cancel preregistrations and create CSV inventory lists by using the toolbar.

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts.***

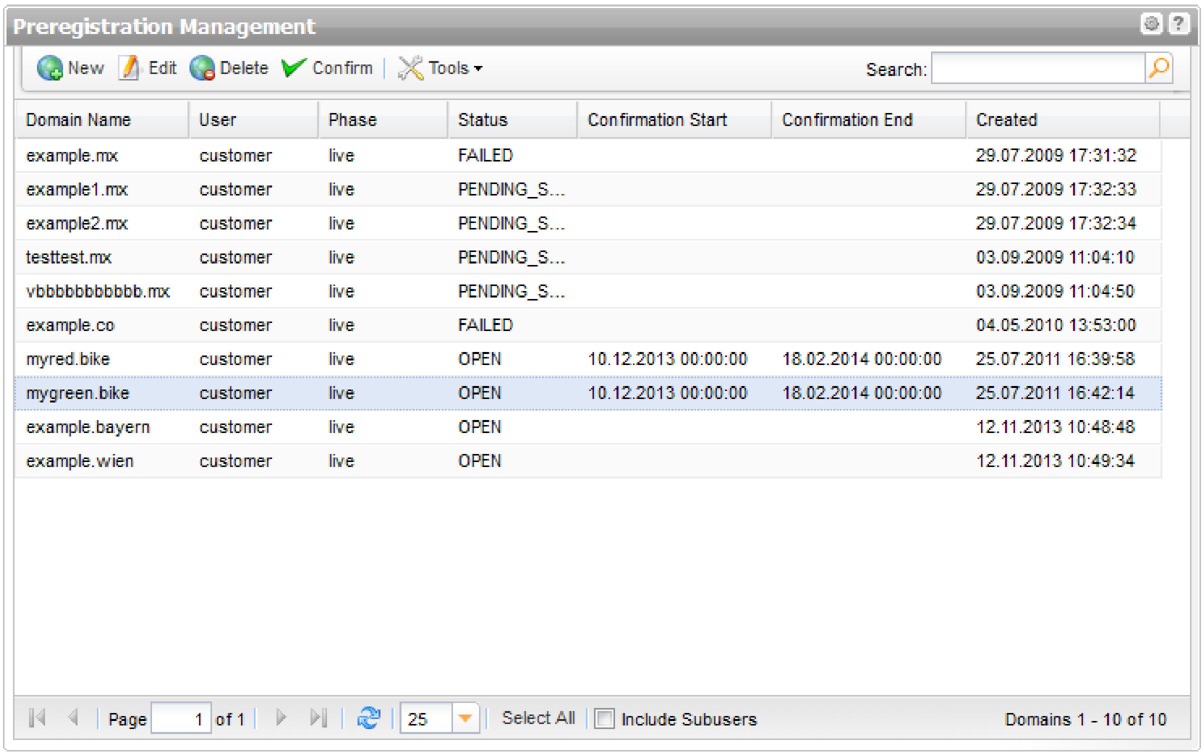
   The ***Preregistration Management*** overview will be displayed.

The following details are displayed in the overview:

- Domain Name: the name of the preregistered domain
- User: the user the domain object belongs to
- Phase: the phase the domain is registered for
- Status: the status of the preregistration request
- Confirmation Start: Start of the period in which you have to confirm the order.
- Confirmation End: End of the period in which you have to confirm the order.
- Created: when the domain was preregistered

Description of the statuses of the preregistration process

Status	Description
accept	The domain was registered successfully. For FCFS (first come first served) and APPLICATION).
auto_cancel	The domain has already been assigned.
decline	The registry denied the registration. Is to be seen similar to a "invalid_name".
failed	By first-come, first, served (FCFS) the domain is already assigned, otherwise a miscellaneous error has occurred.
invalid_name	The domain name is not available.
open	The customer did not yet confirm the preregistration. These domains will not be processed.
pending	The customer has confirmed the domain preregistration.
pending_sent	The application was sent to the registry.
For TMCH domains	
tmch_claim	A trademark exists for this domain. The prospective domain owner must additionally confirm that he wants this domain.
tmch_claim_pending	TMCH is in progress. Waiting for tmch_claim_confirmed oder tmch_claim_expired.
tmch_claim_confirmed	The prospective domain owner has confirmed that he wants to register this domain.
tmch_claim_expired	The prospective domain owner has neither confirmed nor rejected his request within the confirmation time frame.
tmch_claim_rejected	The request was automatically cancelled because the TMCH Claims Notice was not confirmed within the allotted time of 15 days.



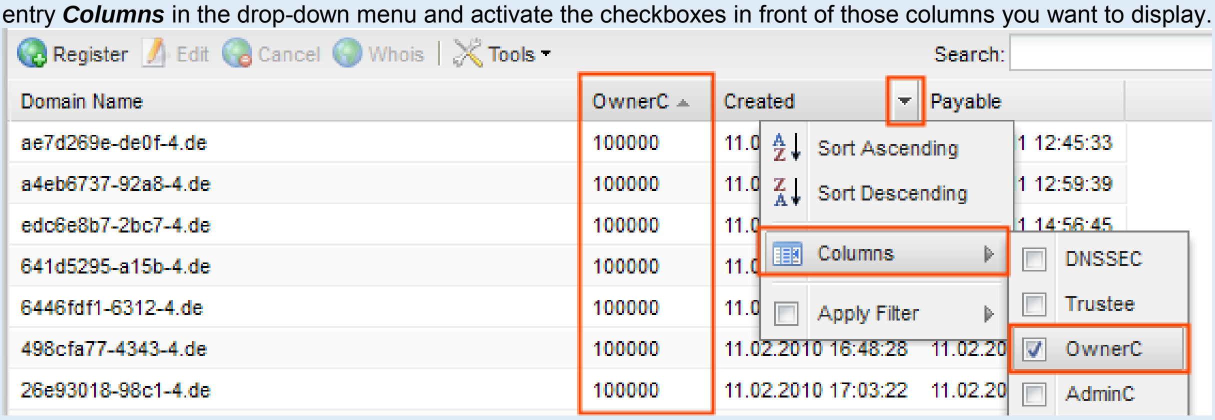
Use the toolbar to create, edit and cancel domain preregistrations. The confirm button confirms your preregistration order. As soon as we are able to offer you the domain for registration, the confirmation button will be activated. You must then confirm the order within the allowed timeframe.

The following tasks can be started in the *Tools* menu:

- Inventory List: create a .CSV inventory list of your contacts.

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.

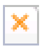
In the form section ***Overview Settings*** you can select:

- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click  at the bottom of the overview.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click  to have the corresponding entries displayed.
3. Click  to have all entries displayed again.

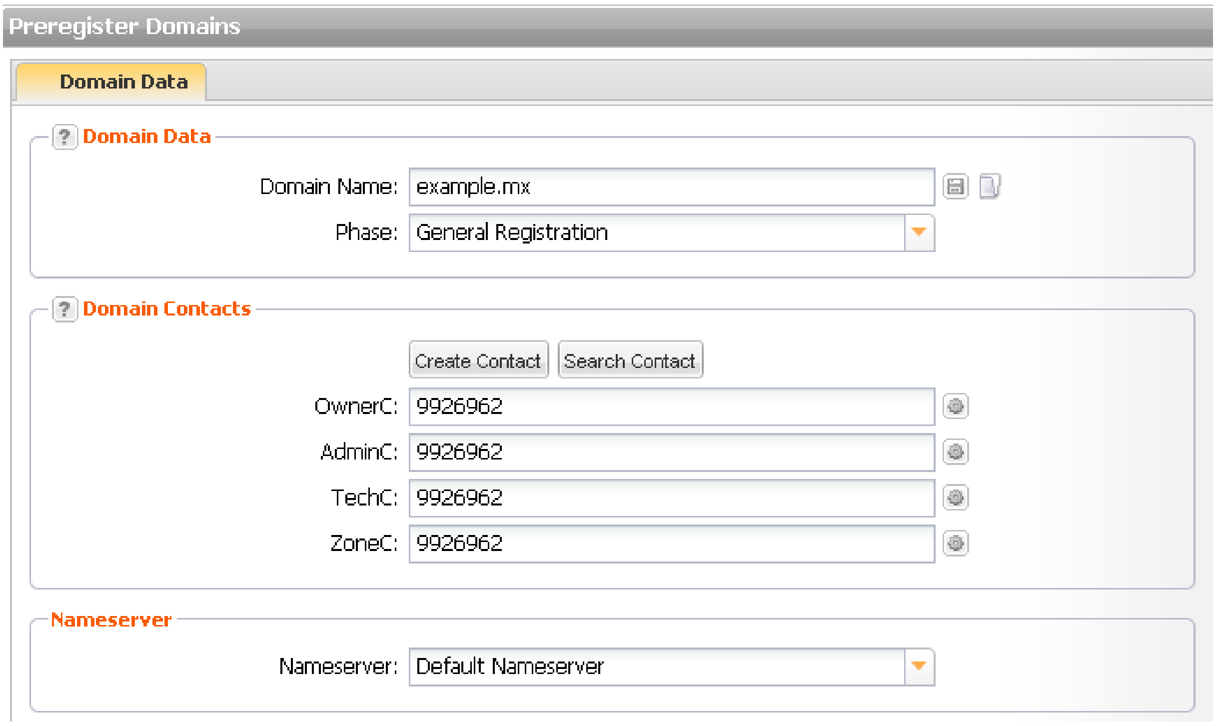
Preregistering Domains

Submit registrations for new TLDs that are being introduced in the future. Due to the nature of how TLDs are introduced, there is no guarantee that you will be able to register the domain successfully – however the requests will be sent to the registry in the order that they have been received in. Certain new TLDs may have additional requirements that have to be met by the registrant in order to complete a domain registration. We will inform you of the launch of the registration phase beforehand via email so that you have the possibility to cancel any unwanted preregistrations.

The list of domains, that can be preregistered at the present, are listed in the ***Information*** area on the right side of the user interface.

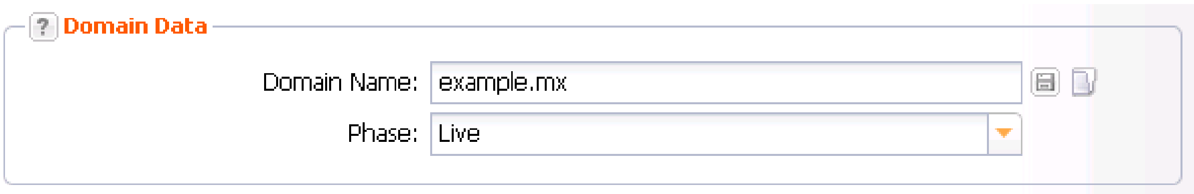
1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts***.
2. Click the entry ***Create New Preregistration*** in the main area.

   The ***Preregister Domains*** form opens.



Form section details:

Domain Data

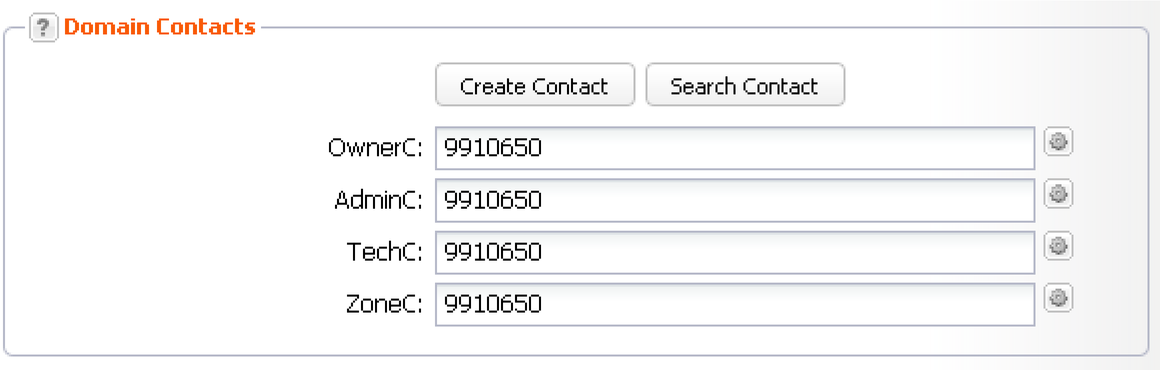


You can enter details of the domain you want to preregister here.

TIP
After you have entered the domain name the start and end date of all registration phases are displayed in the upper right information area.

Domain Name	Enter the domain name here.
Phase	Enter the phase you want the domain to be preregistered for here.

Domain Contacts



You can enter your domain contacts here. Domain contacts are persons or organizations who are responsible for the administration of the domain. Each contact has a unique identifier, assigned by the system.

There are following domain contacts:

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

You can:

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Entry details:

I would like to make use of the trustee service for the domain registration / transfer. (See price list for price)	For some TLDs we offer a trustee service. Enable the check box to use the trustee service. See price list for price.
OwnerC	Enter the domain contact ID of the domain owner here.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

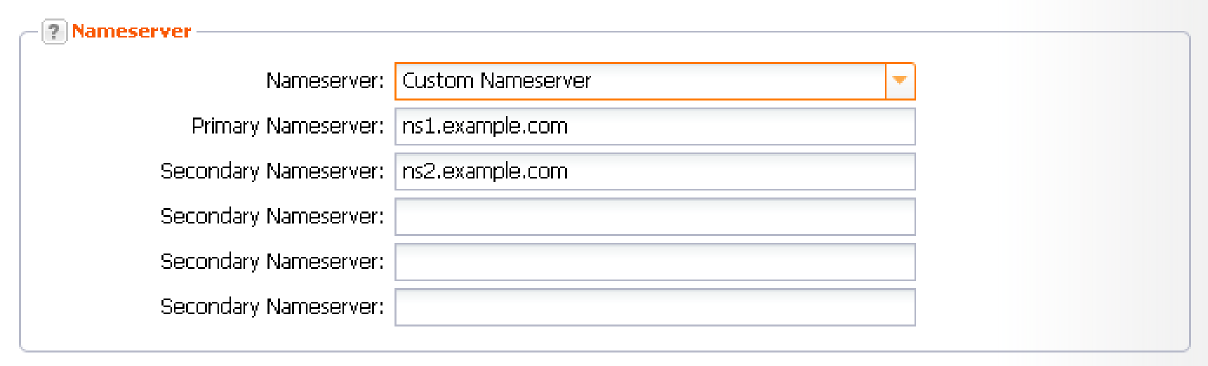
The following actions can be started in the *Domain Contacts* form section:

- Click the ***Search Contact*** button to search for domain contacts. *See: "The Search Contact Dialog" on page 31.*
- Click the ***Create Contact*** button to create new domain contacts. See *Creating Domain Contacts*.
- Click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select ***Default Nameserver*** or ***Custom Nameserver*** in the ***Nameserver*** form field.

Custom Nameserver



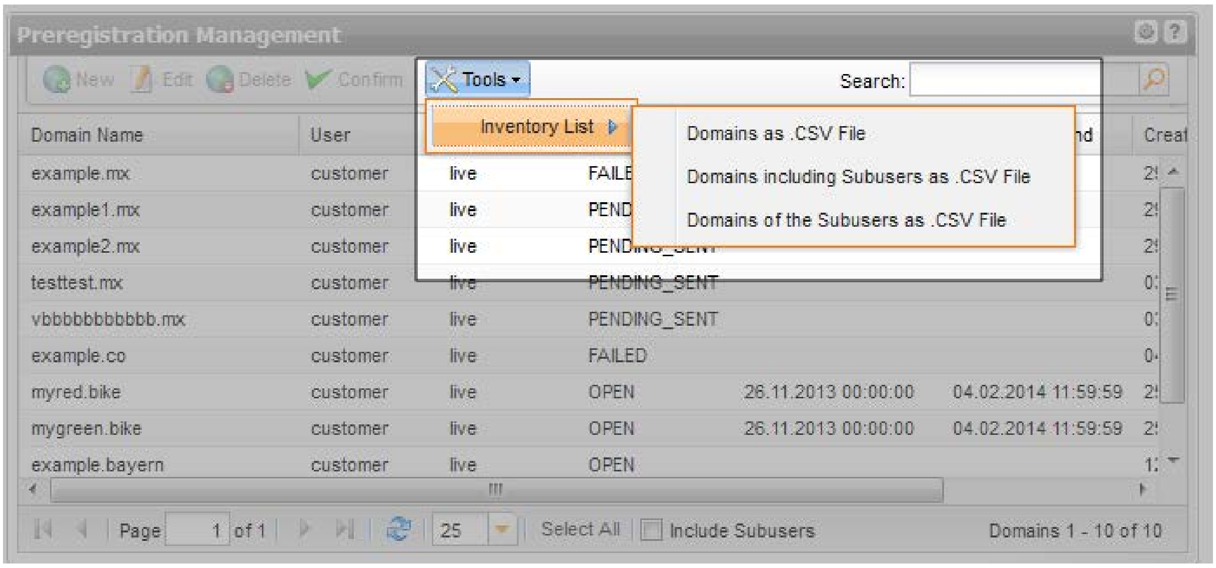
Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

Creating a .CSV Inventory List of the Preregistrations

The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts.***

   The ***Preregistration Management*** overview opens.
2. Click ***Tools*** in the toolbar.



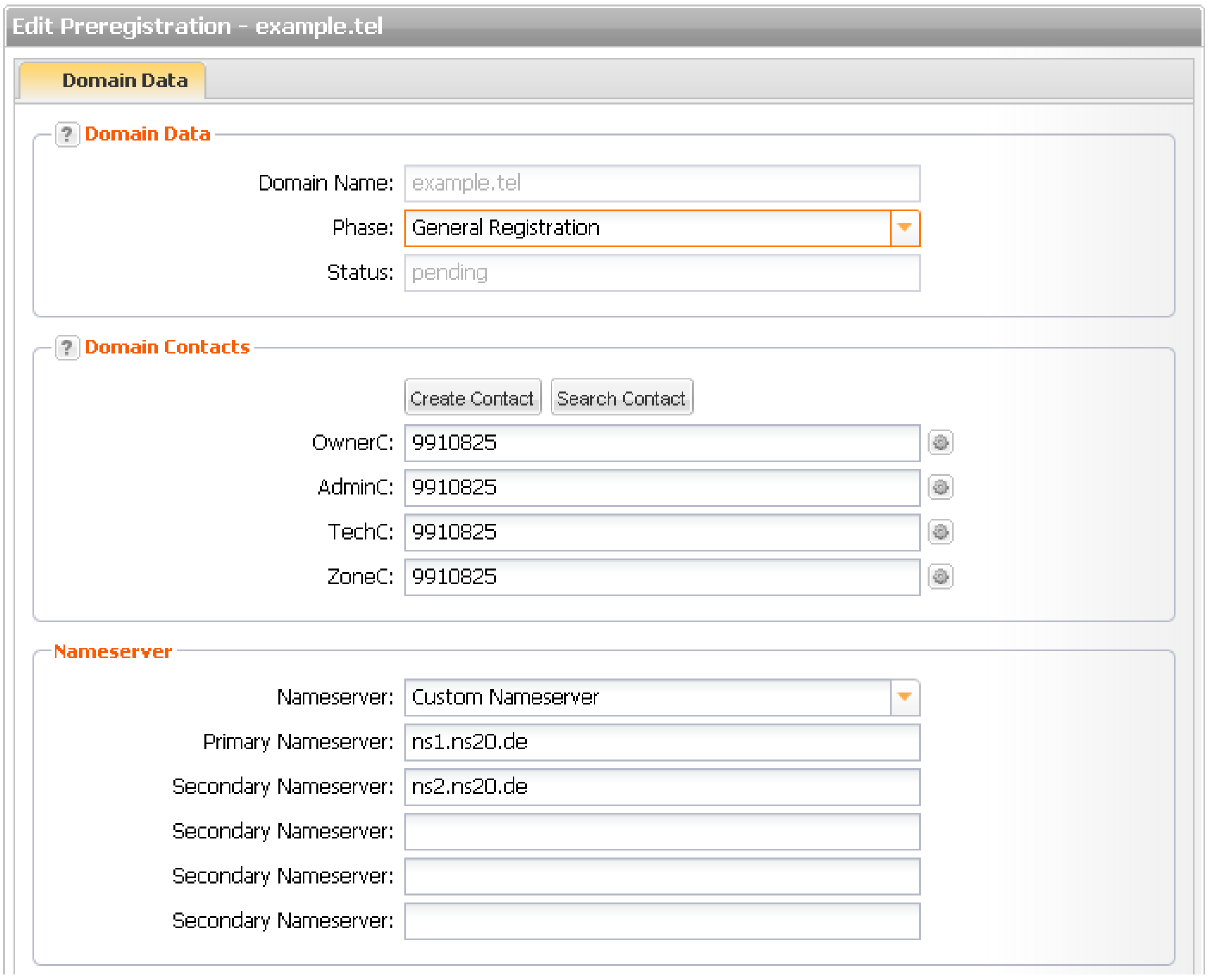
3. Select whether you want to create a list including or excluding subusers or if you want to obtain only the registrations of the subusers.

Editing Domain Preregistrations

1. Click **Preregistration Management** in the menu group ***Domains & Contacts.***
2. Select the entry ***Preregistration Management*** in the main area.

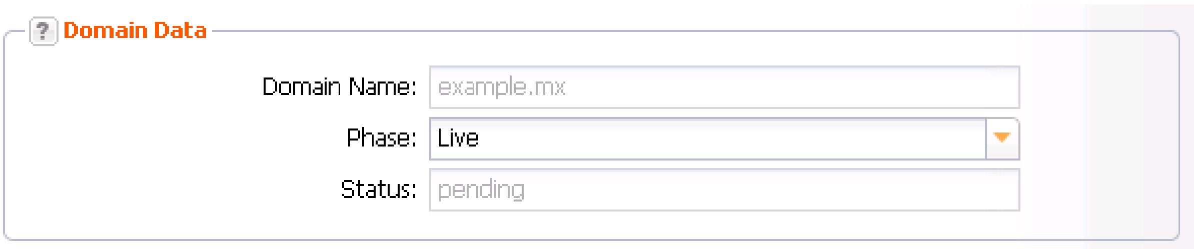
   The **Preregistration Management** overview opens.
3. Select the preregistration you want to edit.
4. Click ***Edit*** in the toolbar.

   The ***Edit Preregistration*** form opens.



Form section details:

Domain Data

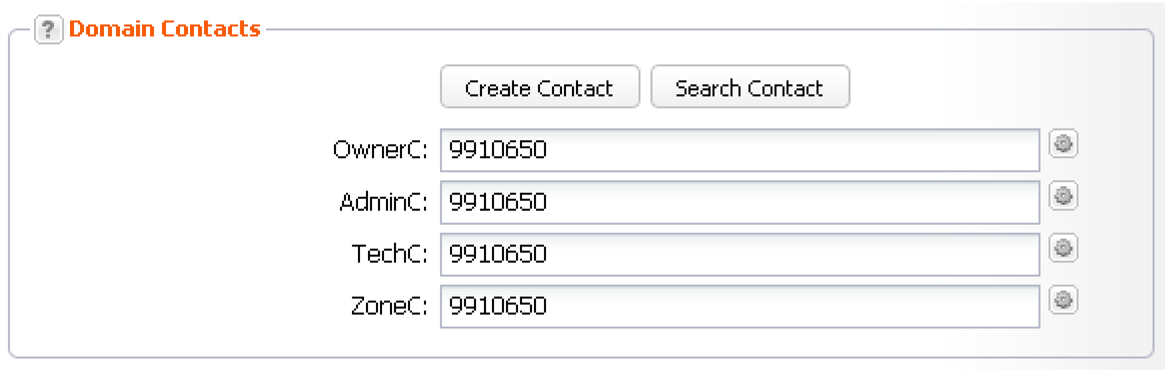


You can enter the details of the domain you want to preregister here.

Form field details:

Domain Name	Enter the domain name here.
Phase	Enter the phase you want the domain to be preregistered for here.
Status	The processing status is displayed here.

Domain Contacts



You can enter your domain contacts here. Domain contacts are persons or organizations who are responsible for the administration of the domain. Each contact has a unique identifier, assigned by the system.

There are following domain contacts:

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

You can:

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Entry details:

I would like to make use of the trustee service for the domain registration / transfer. (See price list for price)	For some TLDs we offer a trustee service. Enable the check box to use the trustee service. See price list for price.
OwnerC	Enter the domain contact ID of the domain owner here.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

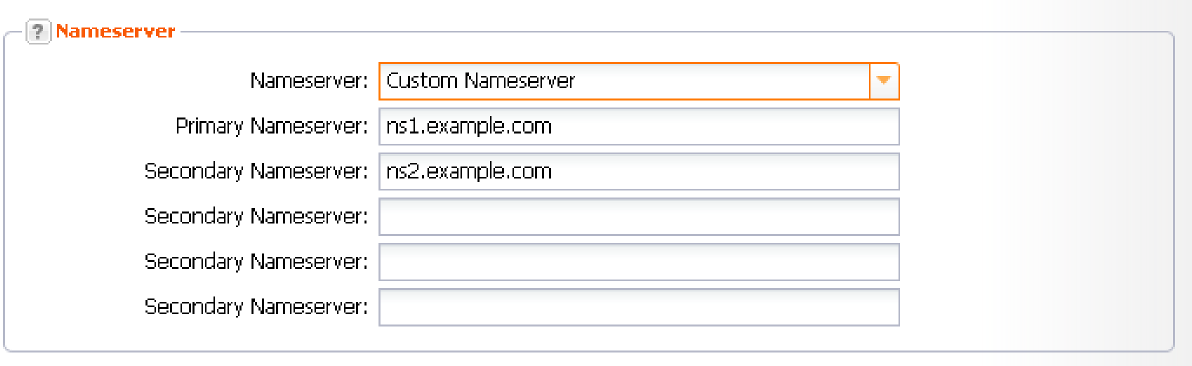
The following actions can be started in the *Domain Contacts* form section:

- Click the ***Search Contact*** button to search for domain contacts. *See: "The Search Contact Dialog" on page 31.*
- Click the ***Create Contact*** button to create new domain contacts. See *Creating Domain Contacts*.
- Click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select ***Default Nameserver*** or ***Custom Nameserver*** in the ***Nameserver*** form field.

Custom Nameserver



Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

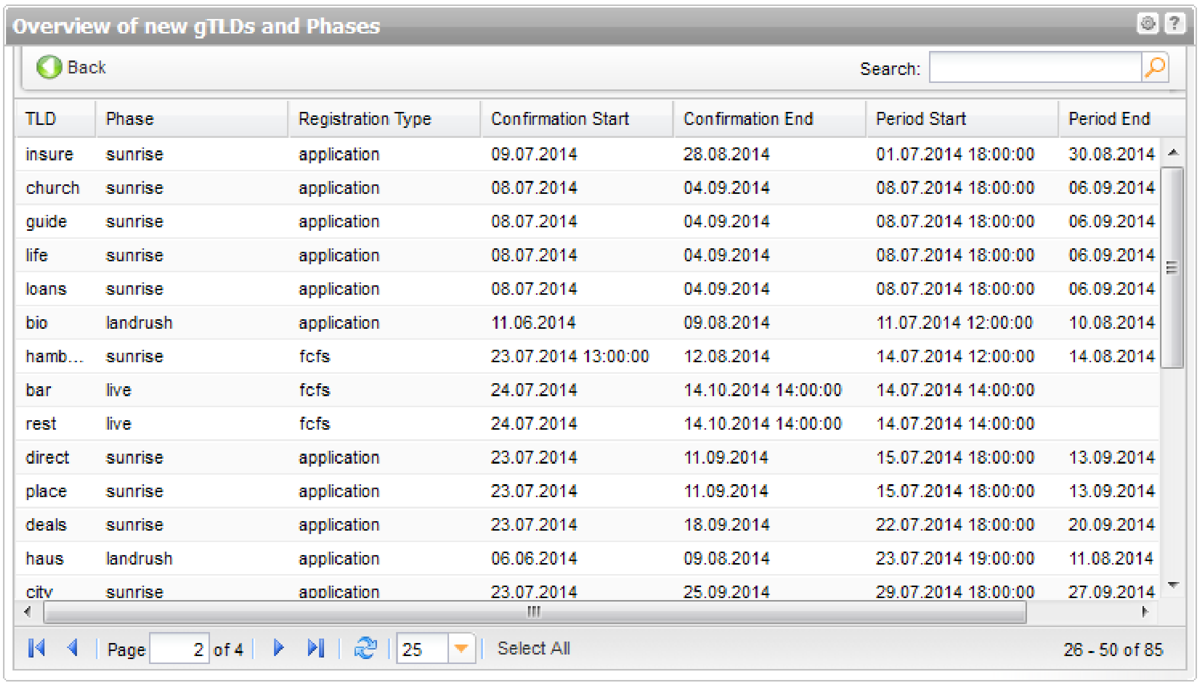
Deleting Preregistrations

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts.***
2. Select the entry ***Preregistration Management*** in the main area.
3. Select the preregistration you want to delete. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
4. Click ***Delete*** in the toolbar.
5. Confirm the request.

Overview of new gTLDs and Phases

In this overview all TLDs and their registration phases are listed.

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts.*** Click the entry ***Preregistration Information*** in the main area.


Overview of new gTLDs and Phases
Back Search:

TLD	Phase	Registration Type	Confirmation Start	Confirmation End	Period Start	Period End
insure	sunrise	application	09.07.2014	28.08.2014	01.07.2014 18:00:00	30.08.2014
church	sunrise	application	08.07.2014	04.09.2014	08.07.2014 18:00:00	06.09.2014
guide	sunrise	application	08.07.2014	04.09.2014	08.07.2014 18:00:00	06.09.2014
life	sunrise	application	08.07.2014	04.09.2014	08.07.2014 18:00:00	06.09.2014
loans	sunrise	application	08.07.2014	04.09.2014	08.07.2014 18:00:00	06.09.2014
bio	landrush	application	11.06.2014	09.08.2014	11.07.2014 12:00:00	10.08.2014
hamb...	sunrise	fcfs	23.07.2014 13:00:00	12.08.2014	14.07.2014 12:00:00	14.08.2014
bar	live	fcfs	24.07.2014	14.10.2014 14:00:00	14.07.2014 14:00:00	
rest	live	fcfs	24.07.2014	14.10.2014 14:00:00	14.07.2014 14:00:00	
direct	sunrise	application	23.07.2014	11.09.2014	15.07.2014 18:00:00	13.09.2014
place	sunrise	application	23.07.2014	11.09.2014	15.07.2014 18:00:00	13.09.2014
deals	sunrise	application	23.07.2014	18.09.2014	22.07.2014 18:00:00	20.09.2014
haus	landrush	application	06.06.2014	09.08.2014	23.07.2014 19:00:00	11.08.2014
city	sunrise	application	23.07.2014	25.09.2014	29.07.2014 18:00:00	27.09.2014

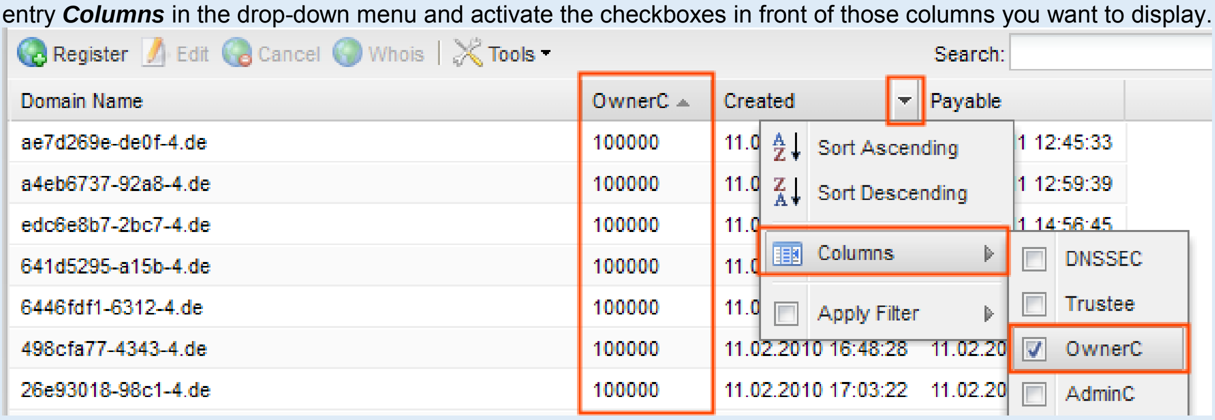
Page 2 of 4 | 25 | Select All | 26 - 50 of 85

Entry details:

- TLD: Top Level Domains that can be preregistered
- Phase: Name of the preregistration phase
- Registration Type:
  - application: The registry decides according to their assignment rules and regulations who receives the domain.
  - fcfs: Domain assignment during the start of the registration phase is based on receipt of the first valid preregistration. This is also commonly known as "first-come, first-served".
- Confirmation Start: Start of the period in which you have to confirm the order
- Confirmation End: End of the period in which you have to confirm the order
- Period Start : Start of the registration phase
- Period End : End of registration phase

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

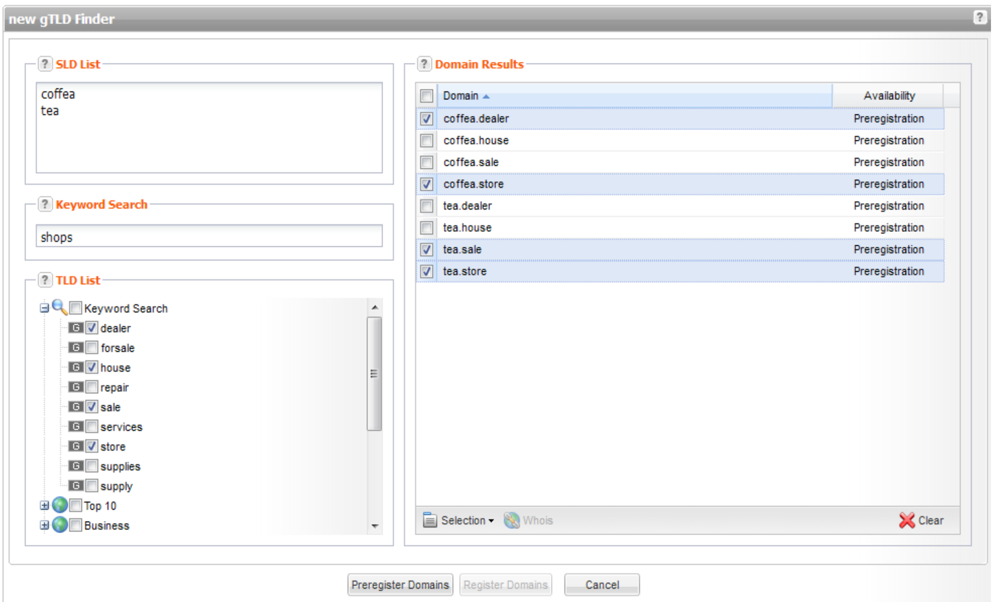
TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.
To refresh the data manually click at the bottom of the overview.

new gTLD Finder

Use the new gTLD Finder to search for the ideal TLDs to go with your domain name.

Run a new gTLD Finder Request

1. Click the entry ***new gTLD Finder*** in the main area..
2. Enter the desired domain name in the form field ***SLD List.***
3. Use can use the ***Keyword Search*** to find the new gTLDs fitting to your desired domains. For details about the ***Keyword Search*** see the help in the corresponding form section. *See: "Keyword Search" on page 129.*
4. Select the desired TLDs in the ***TLD List*** form.
5. Select the domain name you want to preregister in the list ***Domain Results***.
6. Finally you can click the button ***Preregister Domains*** to carry out the preregistration. Alternatively you can save the domain selection as a list. *See: "Creating Object Lists in Forms" on page 1.*



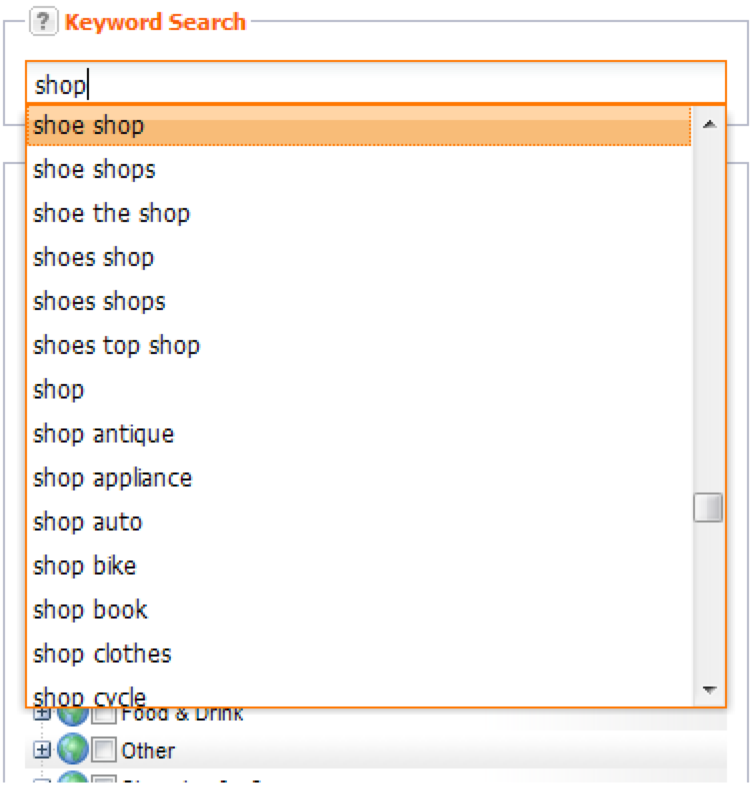
Entry Details

SLD List

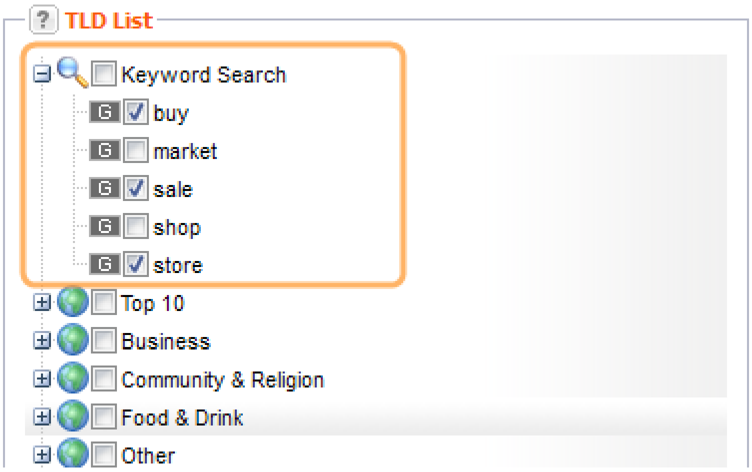
1. Enter the domain names you want to select TLDs for in the form field ***SLD List.***

Keyword Search

With the help of the ***Keyword Search*** you can filter those new gTLDs out that fit thematically to your domain.
For example enter a term like "shop". As soon as 4 characters have been entered into the ***Keyword Search***, all submitted keywords that contain this string are displayed as a drop-down menu. You can then choose the best matching keywords.



In the ***TLD List*** an additional section "keyword search" is displayed containing the new gTLDs.



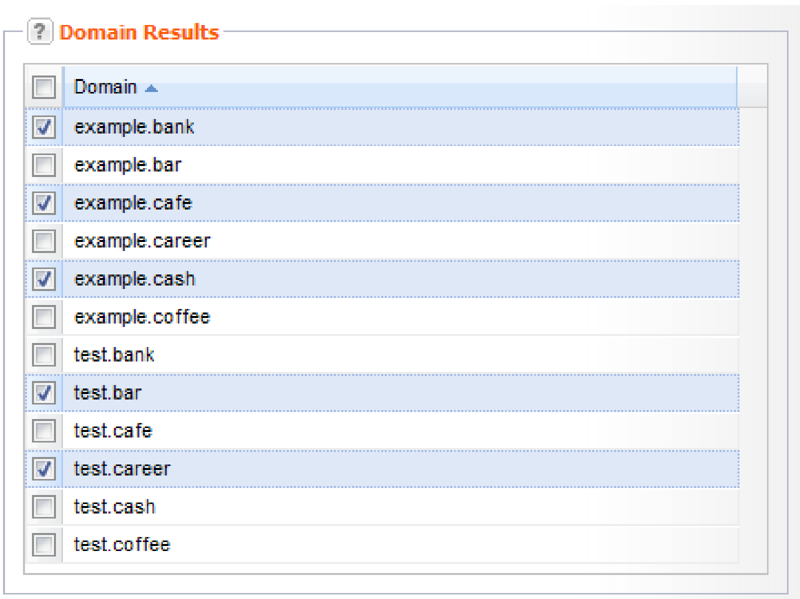
By choosing the desired new gTLDs, the complete domain name is displayed in the section ***Domain Results***. Choose the domains that you would like to preregister in this section. TLDs which are already "live" can be registered here.
You can now search for other key words independently of the results. All domain results that are displayed on the right hand side will remain as is.

TLD List

Select the checkbox next to the desired TLDs, to choose them. Activating the checkbox next to the category you can select all TLDs of this category.

Domain Results

In the list ***Domain Results*** the results of the ***new gTLD Finder*** request are displayed. Now you can select the desired domain names and preregister or, if they are yet live, register them.



Preregister Domains

1. Select the checkbox next to the desired domains to preregister them. To preregister all domains select the checkbox next to the label ***Domain***.
2. Click the button ***Preregister Domains***. *See: "Preregistering Domains " on page 119.*

Register Domains

1. Select the checkbox next to the desired domains to register them.
2. Click the button ***Register Domains***.

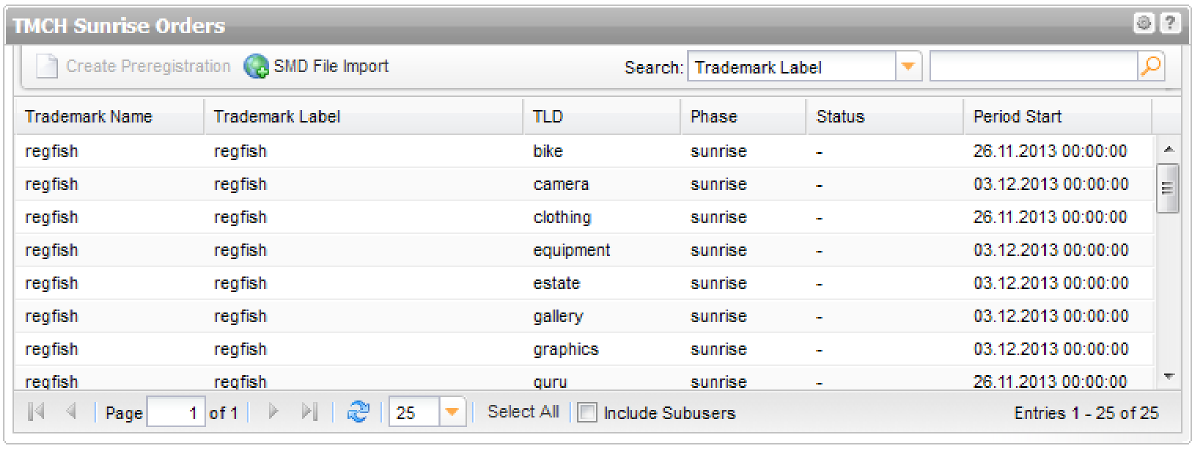
   See: "Registering new Domains" on page 63.

TMCH Sunrise Orders

You see a list of all existing trademark labels and you can submit preregistration orders for the Sunrise Phase in this overview.

What exactly is a trademark label?
In addition to the trademark name, so-called labels can also be stored in the Trademark Clearinghouse. These are variations of the trademark name. The labels are generated automatically by the Trademark Clearinghouse and cannot be selected individually by the trademark owner. Up to 20 labels are included free of charge while typically only 10 labels can be stored in the Trademark Clearinghouse.
The Trademark Clearinghouse follows two rules in this regard:
Special characters that cannot be included in domain names, e.g. asterisk, are either eliminated or replaced by a dash (hyphen).
The special character "&" is replaced by the word "and" in the respective language for the court of jurisdiction of the trademark name.
For the trademark "Fisher & Son", for example, the following labels would be possible:
fisher-son; fisher--son; fisherandson; fisherand-son; fisher---son; fisher-andson; fischer-and-son

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts***. Select the entry ***TMCH Sunrise Orders*** in the main area.



Trademark Name	Trademark Label	TLD	Phase	Status	Period Start
regfish	regfish	bike	sunrise	-	26.11.2013 00:00:00
regfish	regfish	camera	sunrise	-	03.12.2013 00:00:00
regfish	regfish	clothing	sunrise	-	26.11.2013 00:00:00
regfish	regfish	equipment	sunrise	-	03.12.2013 00:00:00
regfish	regfish	estate	sunrise	-	03.12.2013 00:00:00
regfish	regfish	gallery	sunrise	-	03.12.2013 00:00:00
regfish	regfish	graphics	sunrise	-	03.12.2013 00:00:00
regfish	regfish	guru	sunrise	-	26.11.2013 00:00:00

Entry details

- Trademark Name: name of the trademark that is registered at TMCH
- Trademark Label: label of the trademark
- TLD:Top Level Domain
- Phase: preregistration phase
- Status: processing status of the preregistered domain
- Period Start: start date of the registration phase

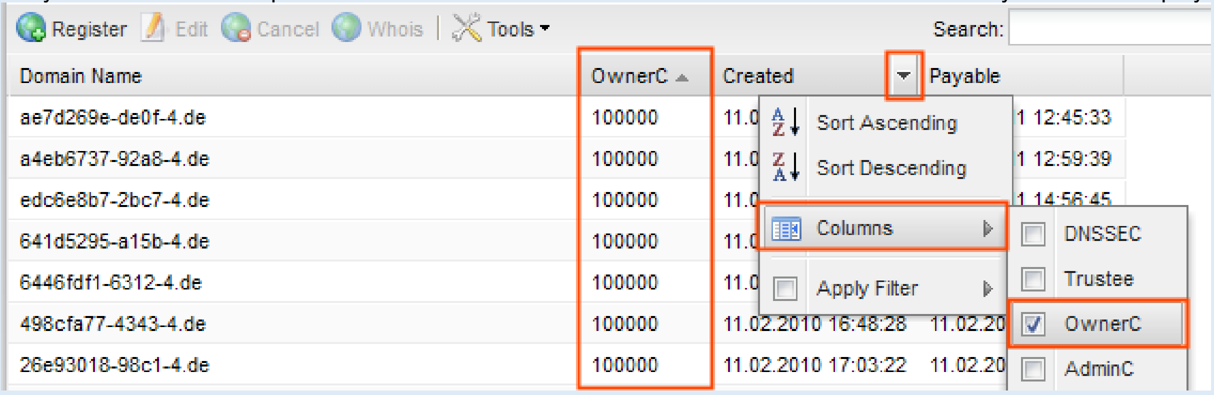
Use the buttons in the toolbar to manage your TMCH entries. You can import the SMD file here.

The following tasks can be started in the *Tools* menu:

- Inventory List: create a .CSV inventory list of your contacts.

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item. In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click at the bottom of the overview.

Importing an TMCH SMD file

The function of an SMD file is to prove that TMCH has verified your trademark. This entitles you to register domains for the trademark or corresponding trademark labels in the Sunrise phase of a new gTLD.

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts***.
2. Click the entry ***TMCH SMD File Import*** in the main area.

   The form ***TMCH SMD File Import opens***.

Form section details:

SMD File

You can import a SMD file here. This file contains all data concerning the trademark and serves as evidence of the required trademark rights. All registries have access to these files and can therefore process the Sunrise applications more efficiently.

1. Click the button ***Search*** and select the SMD file. Finally click ***Submit***.

Preregistering Domains in the Sunrise Phase

Preregistering the desired trademark label for the Sunrise phase. You receive the trademark labels by the entry in Trademark Clearinghouse.

What exactly is a trademark label?

In addition to the trademark name, so-called labels can also be stored in the Trademark Clearinghouse. These are variations of the trademark name. The labels are generated automatically by the Trademark Clearinghouse and cannot be selected individually by the trademark owner. Up to 20 labels are included free of charge while typically only 10 labels can be stored in the Trademark Clearinghouse.
The Trademark Clearinghouse follows two rules in this regard:
Special characters that cannot be included in domain names, e.g. asterisk, are either eliminated or replaced by a dash (hyphen).
The special character "&" is replaced by the word "and" in the respective language for the court of jurisdiction of the trademark name.
For the trademark "Fisher & Son", for example, the following labels would be possible:
fisher-son; fisher--son; fisherandson; fisherand-son; fisher---son; fisher-andson; fischer-and-son

1. Click ***Preregistration Management*** in the menu group ***Domains & Contacts***.
2. Click ***TMCH Sunrise Orders*** in the main area.
3. Select the desired domain in the list.
4. Click the button ***Create Preregistration***.

   The ***Preregister Domains*** form opens.

Form section details:

Domain Data

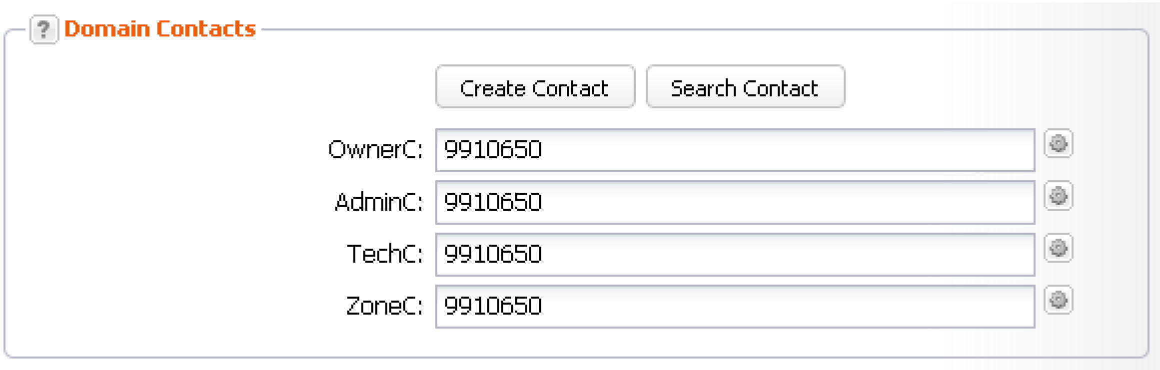
You can enter details of the domain you want to preregister here.

TIP

After you have entered the domain name the start and end date of all registration phases are displayed in the upper right information area.

Domain Name	Enter the domain name here.
Phase	Enter the phase you want the domain to be preregistered for here.

Domain Contacts



You can enter your domain contacts here. Domain contacts are persons or organizations who are responsible for the administration of the domain. Each contact has a unique identifier, assigned by the system.

<u>There are following domain contacts:</u>

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

<u>You can:</u>

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

<u>Entry details:</u>

I would like to make use of the trustee service for the domain registration / transfer. (See price list for price)	For some TLDs we offer a trustee service. Enable the check box to use the trustee service. See price list for price.
OwnerC	Enter the domain contact ID of the domain owner here.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

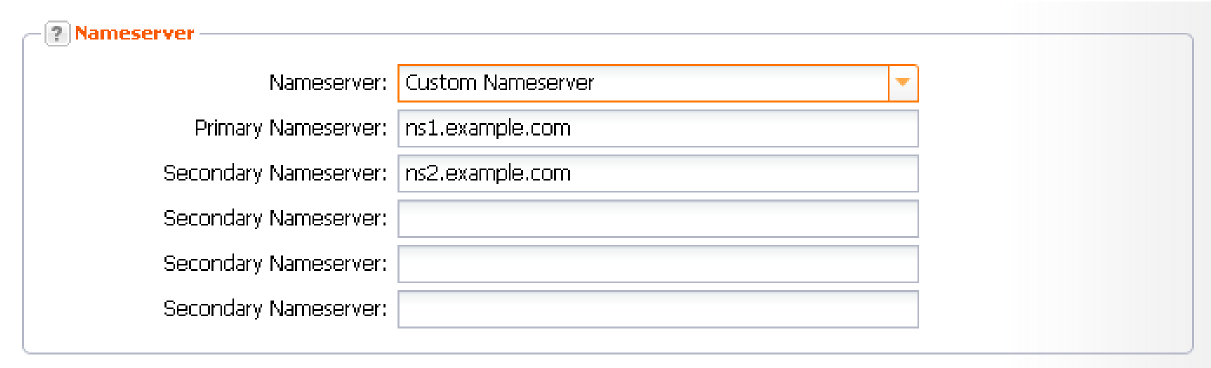
<u>The following actions can be started in the *Domain Contacts* form section:</u>

- Click the ***Search Contact*** button to search for domain contacts. *See: "The Search Contact Dialog" on page 31.*
- Click the ***Create Contact*** button to create new domain contacts. See *Creating Domain Contacts*.
- Click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select ***Default Nameserver*** or ***Custom Nameserver*** in the ***Nameserver*** form field.

Custom Nameserver



Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **Glue Record IPv4:** Pattern: nameservername space ipv4-ip-address *Example: ns1.mynameserver 1.2.3.4* **Glue Record IPv6:** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

6.7 DOMAIN PARKING

Parking a Domain

You can park your domain when registering or updating domains.

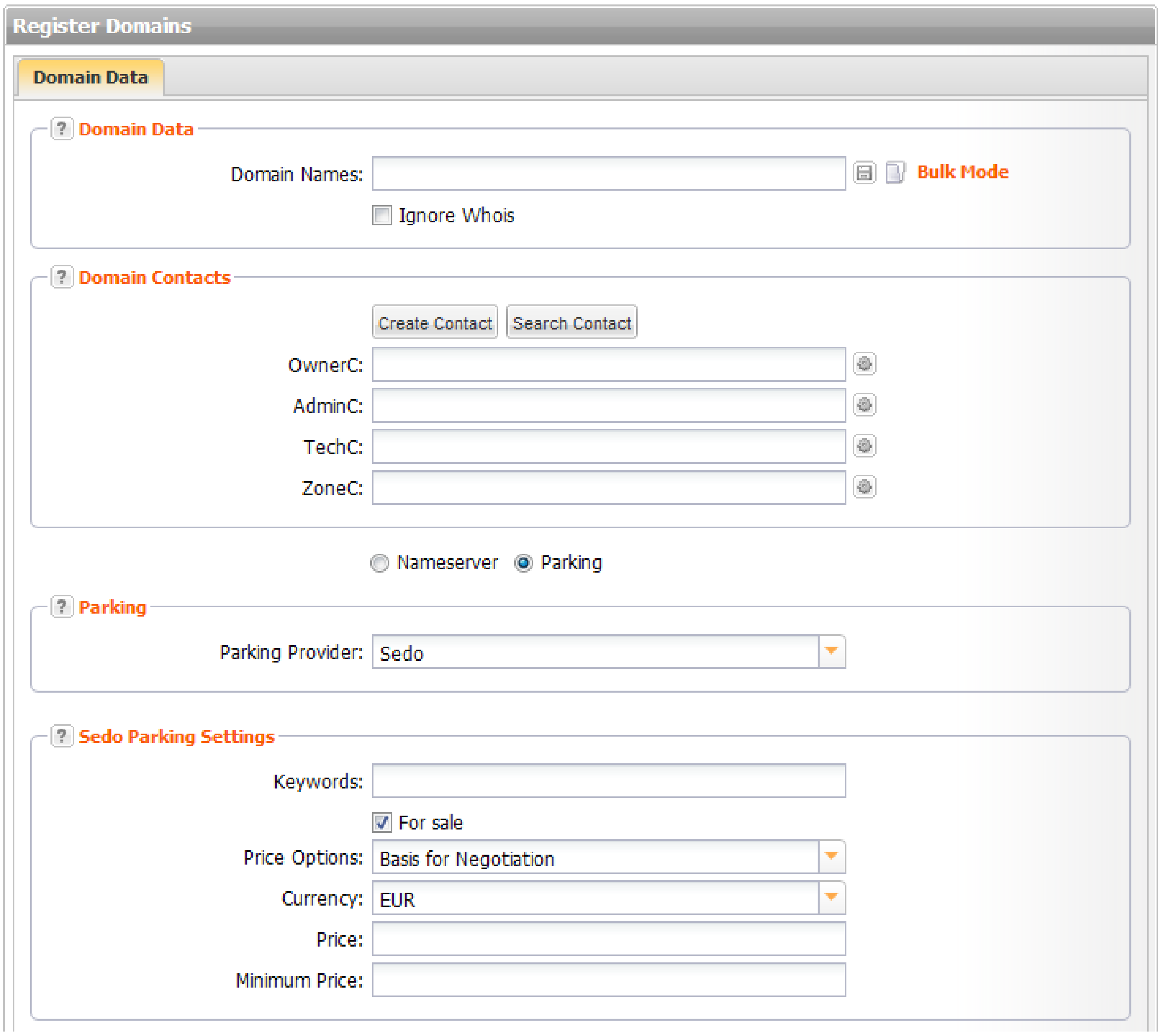
Parking when registering

1. Click ***Register Domain*** in the menu for ***Domains & Contacts***.

   Or:

1. Click ***Domain Management*** in the menu for ***Domains & Contacts***.
2. Click ***Register*** in the toolbar of the area ***Domain Management***.

   The ***Register new Domain*** form opens.

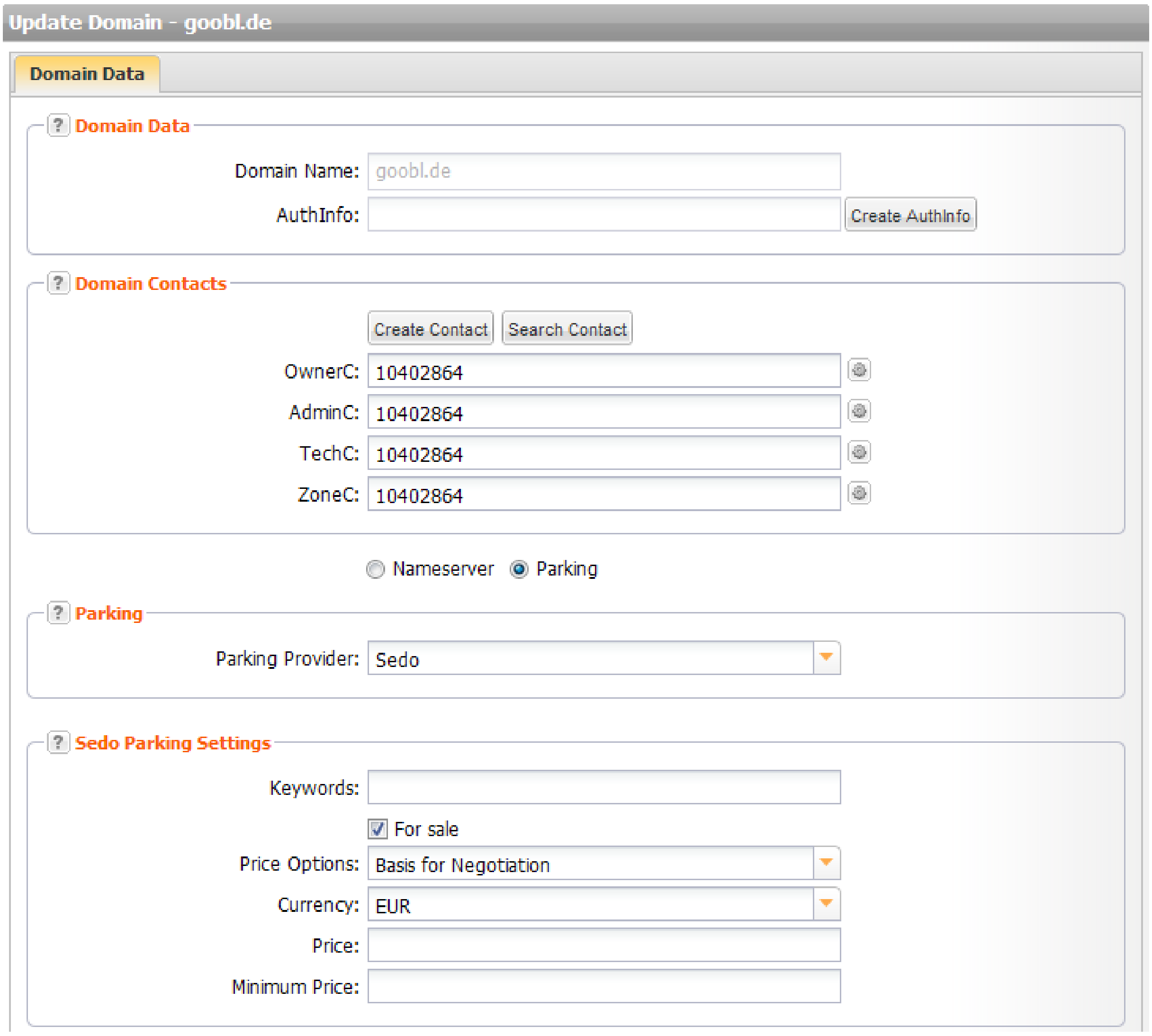


3. Enter all data required for the registration. *See: "Registering new Domains" on page 63.*
4. Select the ***Parking*** option below the ***Domain Contacts*** section.

Parking when updating a domain

1. Click ***Domain Management*** in the menu for the group ***Domains & Contacts***.
2. Select the domain you want to park in the ***Domain Management*** overview. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Edit*** in the toolbar.

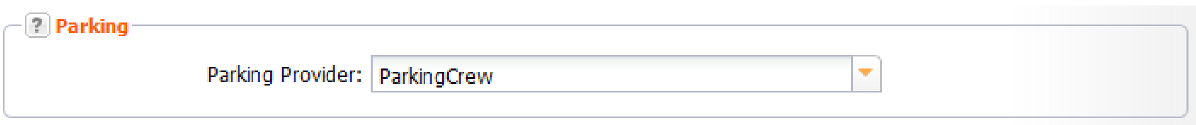
   The ***Update Domain*** form opens.



Select the ***Parking*** option below the ***Domain Contacts*** section.

Form fields details:

Parking



NOTE

The form section ***Parking*** is only visible in the forms ***Register Domains, Update Domains*** and ***Transfer Domains***, if at least one parking provider account is entered in the ***Parking Settings*** (menu group ***User Administration/User Settings***). Additionally only in this case the column ***Parking*** can be displayed in the ***Domain Management*** overview.

Form field details:

Parking Provider	Select the desired provider here.

Sedo Parking Settings

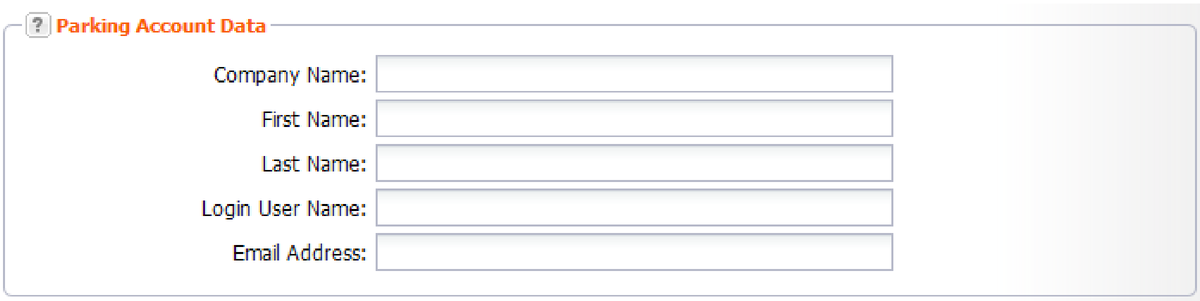
Enter details for Sedo here. This data will be synchronized with the data you have stored at Sedo.

Form field details:

Keywords	Enter your keywords here. With these keywords the domain can be found at the parking provider.
For sale	Select the checkbox if you want to sell the domain.
Price Options	Select if the entered price is a fixed price or subject to negotiation.
Currency	Select the currency of your price here.
Price	Enter the price here.
Minimum Price	Enter the minimum price here.

Parking Account Data - ParkingCrew

You can enter the data for your new ParkingCrew account here.

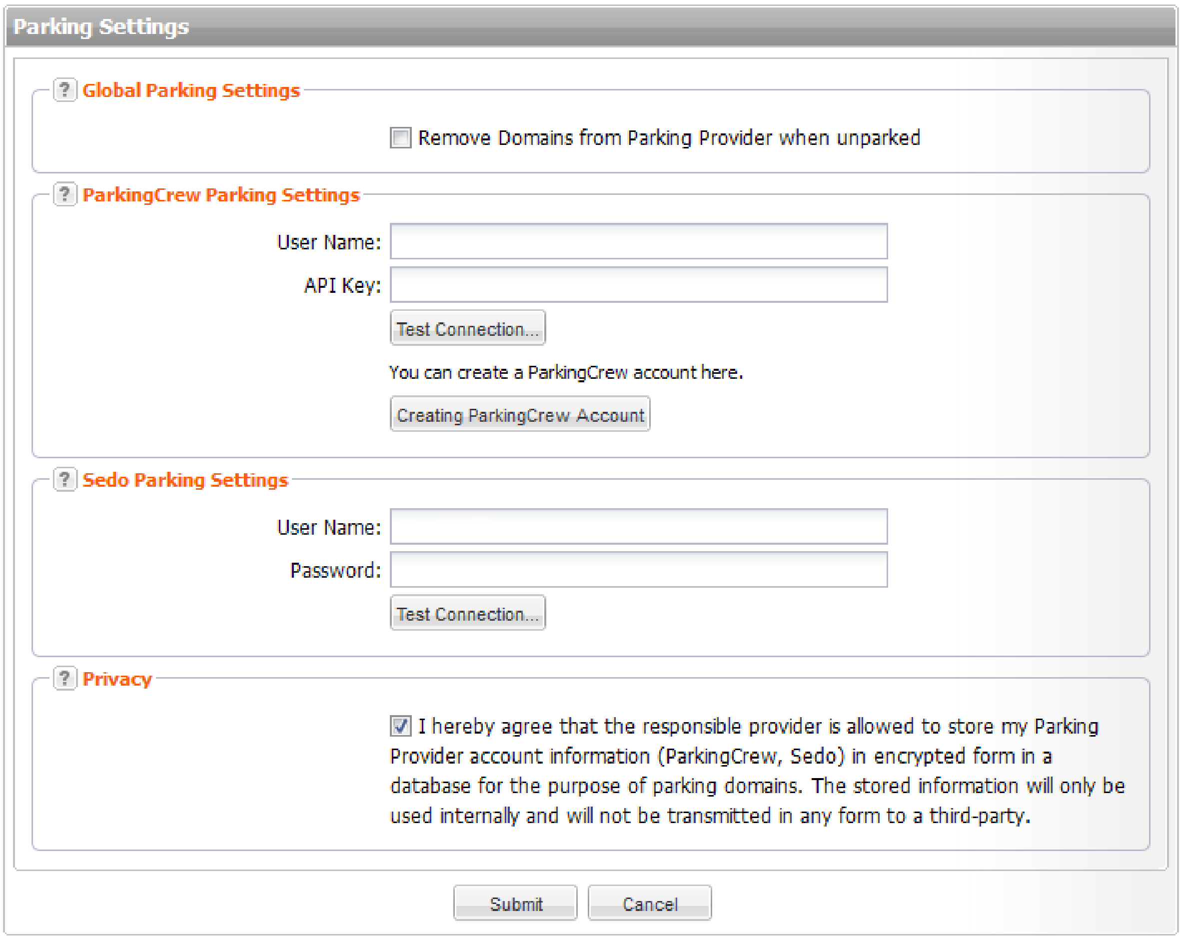


Company Name	Enter your company name here.
First Name	Enter first name here.
Last Name	Enter last name here.
Login User Name	You can create a new parking account at Parking-Crew here.
Email Address	Enter the email address you want to use for your parking account here. We send the email confirmation for this account to this address.

Storing Domain Parking Account Data

If you have a domain parking account, you can manage domain parking in this system. To do this, you need to store your parking account data here.

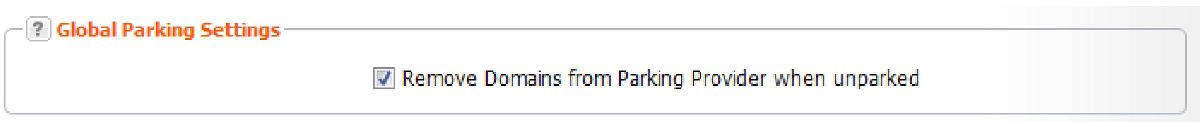
1. Click ***User Configuration*** in the menu group ***User Management.***
2. Click ***Parking Settings***.



1. Enter your account data in the section for the corresponding parking provider.
2. Accept the privacy rules.

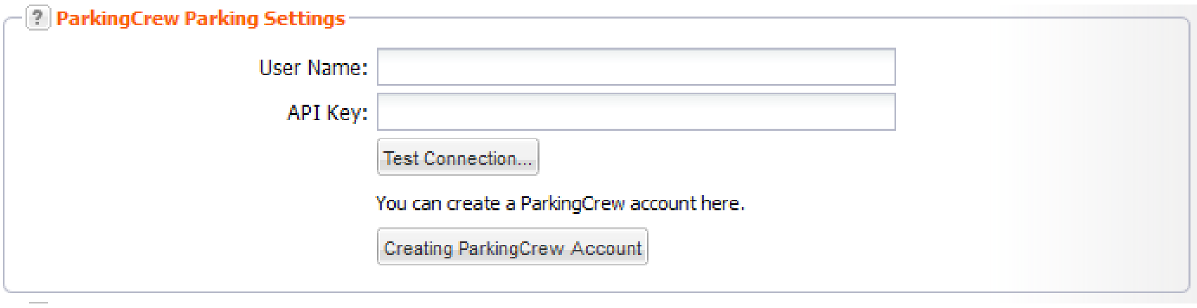
Form section details:

Global Parking Settings



Activate the checkbox to remove those domains that are parked no longer at the parking provider.

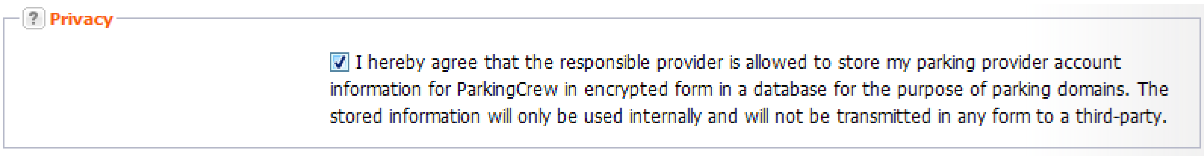
ParkingCrew Parking Settings



You can enter the data for your existing ParkingCrew parking account here or create a new ParkingCrew parking account.

User Name	Enter your ParkingCrew user name here.
API-Key	Enter your key for the XML interface here.
Test Connection	Click the button to test the connection to ParkingCrew.
Creating ParkingCrew account	You can create a new ParkingCrew account here.

Privacy



Activate the checkbox to accept the privacy policy.

Sedo Parking Settings

You can enter the data of your Sedo Parking account here.

User Name	Enter your Sedo user name here.
Password	Enter your Sedo password here. It will be encrypted and stored in the database.
Test Connection ...	Click the button to test the connection to Sedo.

6.8 DOMAINSAFE MANAGEMENT

On the ***Domains*** tab you can edit the protected domains or remove them from DomainSafe.

On the ***Authorized Users*** tab you can update your DomainSafe account, authorize subusers for DomainSafe, update your PIN and remove an authorization from a subuser.

These actions can be carried out for Domain Safe

DomainSafe Account

- Activating DomainSafe for your account
- Editing DomainSafe account data

Protect Domains

- Protecting your domains with DomainSafe
- Editing protected domains
- Removing domains from DomainSafe

User Authorization

- Authorizing subusers for DomainSafe
- Changing user PIN
- Withdrawing DomainSafe authorization from a user

Activating DomainSafe for your Account

With DomainSafe you can place your valuable domains under the TLDs .DE, .COM, .NET, .NAME, .TV, .ORG, .INFO, .MOBI, .BIZ and .ASIA in a virtual safe, where they are protected against unwanted third-party access.
The key element to the security procedure is the comprehensive authentification process. In order to make any changes to a protected domain, multiple personalized verification steps are required. A domain order can only be initiated with a TAN process.

Initially, you have to activate the DomainSafe for your account. You can store then your domains in the DomainSafe and protect them effectively. You can also authorize subusers for DomainSafe.

With this form, you can activate DomainSafe for your account.

This is the procedure to activate DomainSafe for your account:

1. Enter the required data into the form Activating Domain Safe

Please be aware of the following details

- A valid mobile number is required in the form field Mobile Phone. To this mobile phone number we send the verification codes and the TANs, which you need for managing your domains in the DomainSafe.
- Enter a safe PIN into the form fields PIN and Confirm PIN. A safe PIN must have at least 8 characters including capitals, lowercase, numbers and special characters.
- Click on the button ***Request Verification Code*** and you will receive the verification code via SMS within a few minutes. Enter this verification code in order to jump forward to the preview in which you can control and verify your data. Click on ***Send*** to start the activation process.
  After approximately one business day we will send you the request form via the regular postal service or fax. In this request form you will find your entered data and conditions for using the DomainSafe. After you've signed, dated and sent us this request form we will activate the DomainSafe for you and inform you by E-Mail.

You can protect your domains with DomainSafe now.

Contact Data

Enter the details of the person which is to be authorized for DomainSafe and stored as billing contact in our system here. Only this person is permitted to authorize subusers (only direct clone users) for DomainSafe and update the account data.

Entry details:

Name	Enter the name (first name and last name) here.
Organization	Enter company name here.
Address	Enter address here (street and house number).
Postal Code	Enter postal code here.
City	Enter city name here.
Country	Select a country.
State	Enter state here (optional).
Language	Enter the language you want to communicate with. This affects documents and support.

DomainSafe Data

Entry details:

Mobile Phone	Enter a mobile phone number here. The verification codes and TANs will be sent to this number.
PIN	Enter a safe PIN here. A valid DomainSafe PIN consists of 6-10 characters and must contain special characters, lower case and upper case letters.
PIN Confirmation	Enter your PIN again here.

Verification Code

With the verification code the entered mobile phone number will be verified. You can enter the verification code here. The ***Request Verification Code*** button will only become active when a mobile phone number has been entered.

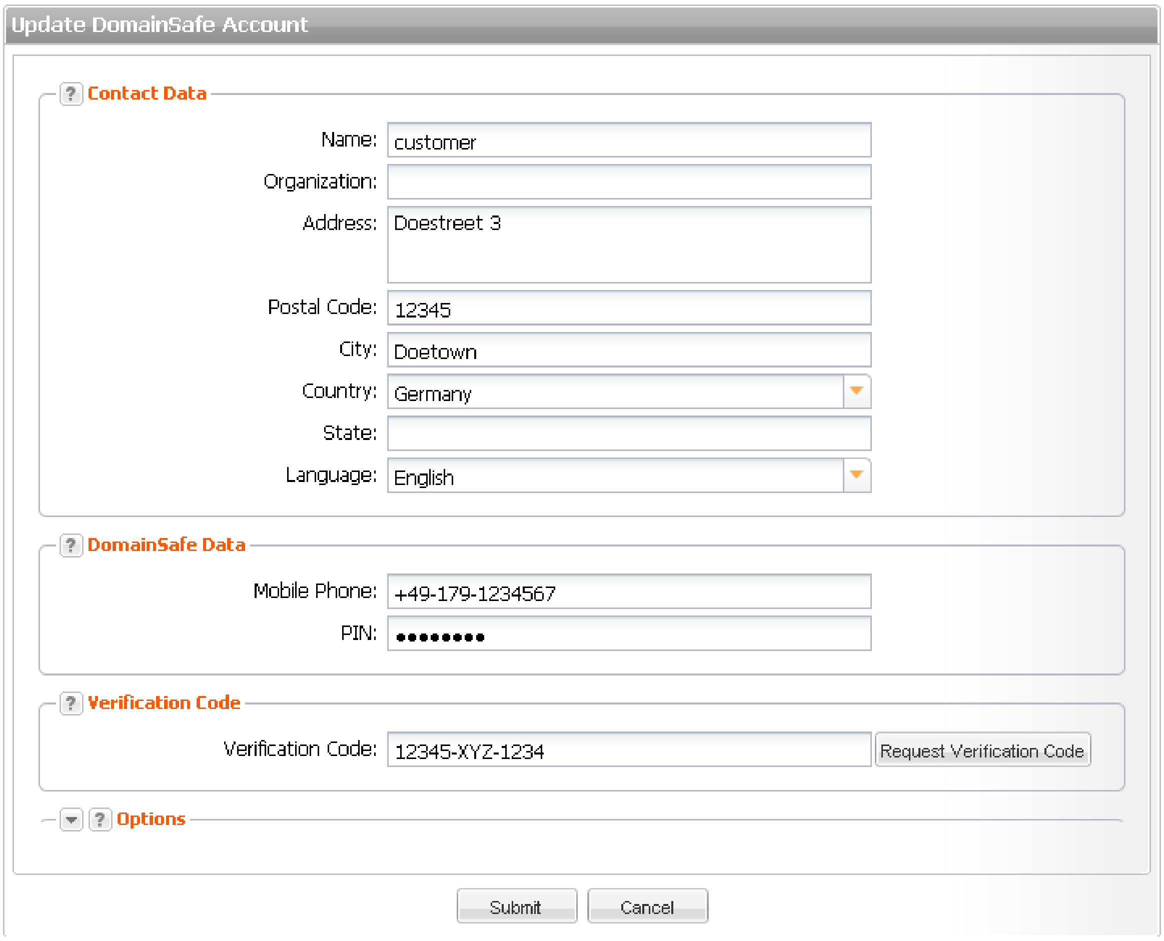
1. Click the ***Request Verification Code*** button.
2. You will receive the verification code via SMS.
3. Enter the verification code into the ***Verification Code*** entry field.
4. Click ***Submit*** to send the request.

Updating DomainSafe Account

ATTENTION
A validation code is requested for every change to the DomainSafe account data. Fees will be charged for this.

1. Click ***DomainSafe Management*** in the menu group ***Domains & Contacts***.
2. Click the tab ***Authorized Users***.
3. Click ***Update Account*** in the toolbar of the area ***Domain Management.***

   The ***Update DomainSafe Account*** form opens.



4. Edit the data.

Form section details:

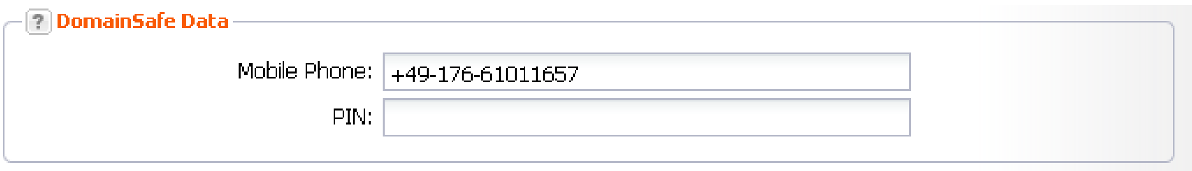
Contact Data

Enter the details of the person which is to be authorized for DomainSafe and stored as billing contact in our system here. Only this person is permitted to authorize subusers (only direct clone users) for DomainSafe and update the account data.

Entry details:

Name	Enter the name (first name and last name) here.
Organization	Enter company name here.
Address	Enter address here (street and house number).
Postal Code	Enter postal code here.
City	Enter city name here.
Country	Select a country.
State	Enter state here (optional).
Language	Enter the language you want to communicate with. This affects documents and support.

DomainSafe Data



Entry details:

Mobile Phone	Enter a mobile phone number here. To this number the verification codes and TANs will be send to.
PIN	Enter the DomainSafe Account PIN here.

Verification Code

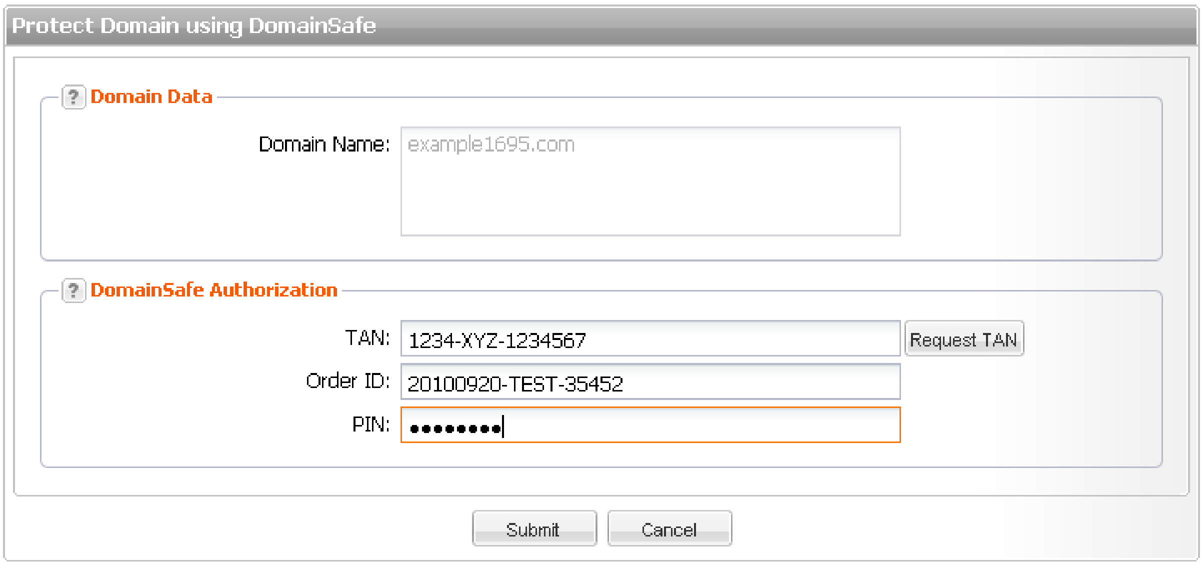
With the verification code the entered mobile phone number will be verified. You can enter the verification code here. The ***Request Verification Code*** button will only become active when a mobile phone number has been entered.

1. Click the ***Request Verification Code*** button.
2. You will receive the verification code via SMS.
3. Enter the verification code into the ***Verification Code*** entry field.
4. Click ***Submit*** to send the request.

Protecting your Domains with DomainSafe

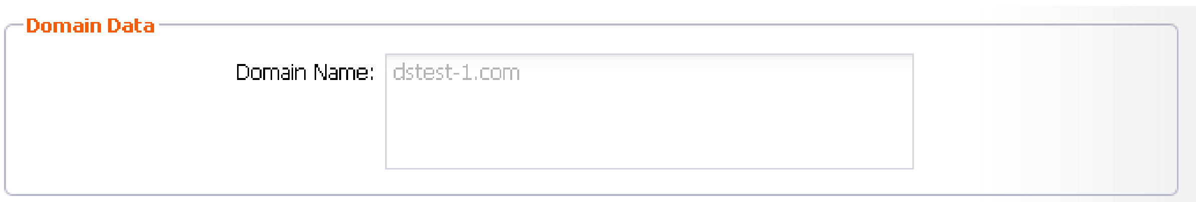
1. Click**Domain Management** in the menu group ***Domains & Contacts.***
2. Select the domain you want to protect with DomainSafe. Please note that you can only select domains for these TLDs: DE, .COM, .NET, .NAME, .ASIA, .ORG, .INFO, .MOBI, .BIZ, .TV
3. Click ***Protect*** in the toolbar of the area ***Domain Management.***

   The form ***Protect Domain using DomainSafe*** opens.



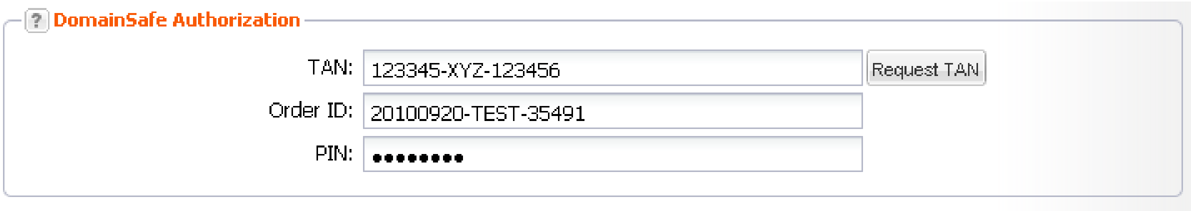
Form section details:

Domain Data



Domain Name	You can see the selected domain here.

DomainSafe Authorization



This authorization is required every time you change data and also to remove the domain from DomainSafe and for all subuser actions.

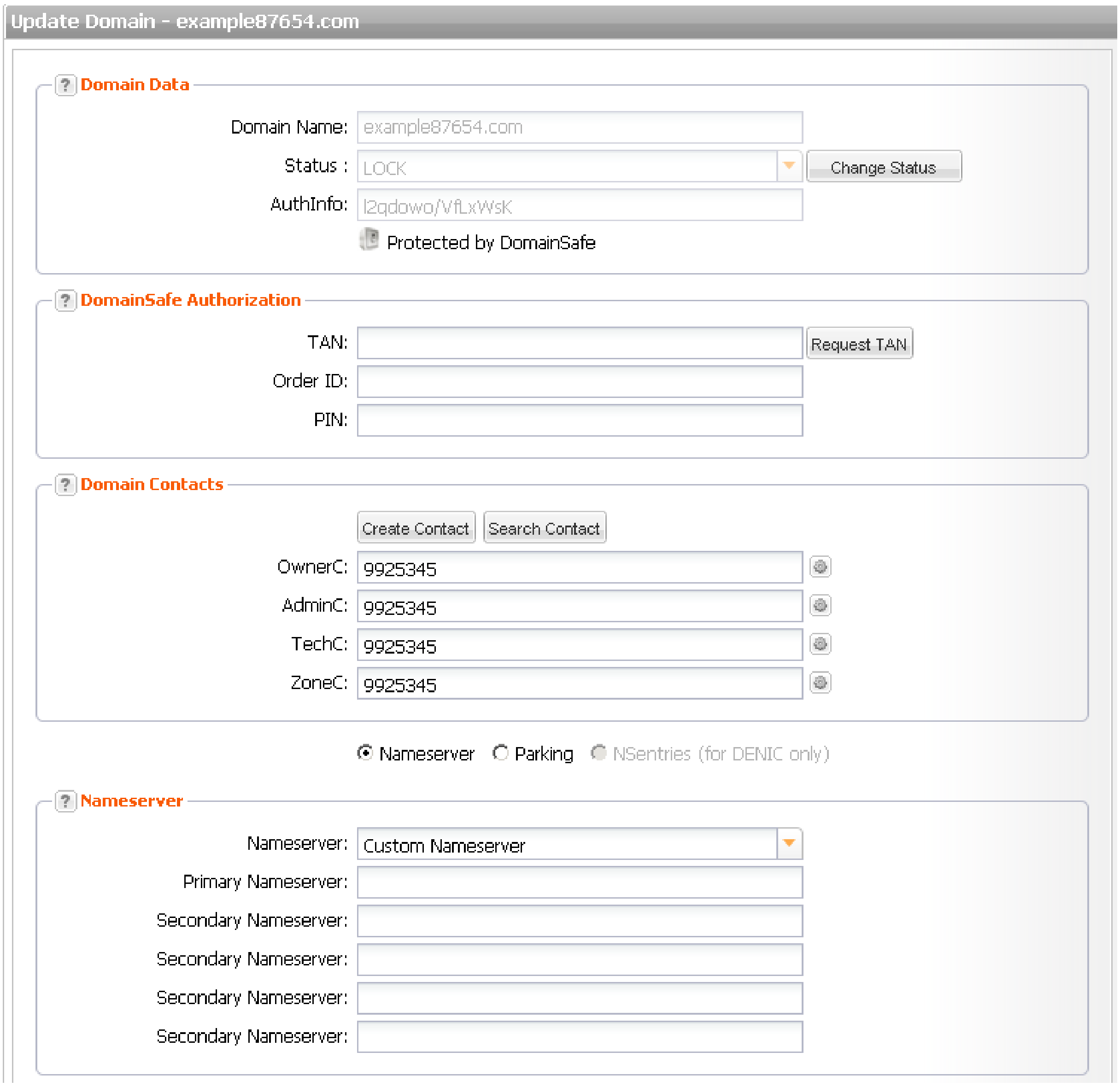
1. Click ***Request TAN*** to get a TAN. TAN and Order ID are send to you via SMS.
2. The Order ID is additionally entered into the field by the system.
3. Enter your PIN
4. Click ***Submit*** to send the request.

Editing Domains protected by DomainSafe

NOTE
To update domain data, you have to confirm the changes with a TAN. Only an authorized user can apply for a TAN.

1. Click**DomainSafe Management** in the menu group ***Domains & Contacts.***
2. Select the protected domain you want to edit.
3. Click ***Edit Domain*** in the toolbar.

   The ***Update Domain*** form opens.



Form section details:

Domain Data

Protected domains are marked by the tag ***Protected by DomainSafe***.

Domain Name	You see the selected domain here.
Status	The current domain status is displayed here. Select the desired registry status in the list: ▪ LOCK: the domain is protected against transfer ▪ HOLD: the domain is registered but not connected (Example:

	resellers can set this status e.g. if a client does not pay) ▪ HOLD-LOCK: the domain is registered but not connected; it is also protected against transfer. (Example: Resellers can set this status e.g. if a client does not pay) ▪ ACTIVE: the domain will be unlocked ▪ AUTO-LOCK: after the domain action (Create/Transfer), the domain is automatically locked against transfer. Not all registries support this feature. This form field will only be displayed for some TLDs.
Change Status	(Only displayed for some TLDs). Click this button, if you want to change the domain status. *See: "Changing the Domain Status " on page 86.*
AuthInfo	You can see the AuthInfo here.

DomainSafe Authorization

This authorization is required every time you change data and also to remove the domain from DomainSafe and for all subuser actions.

1. Click ***Request TAN*** to get a TAN. TAN and Order ID are send to you via SMS.
2. The Order ID is additionally entered into the field by the system.
3. Enter your PIN
4. Click ***Submit*** to send the request.

Domain Contacts

You can edit your domain contacts here.

N O T E
Please note that some TLDs do not allow bulk owner change or it is associated with costs. If your owner change contains such TLDs, the following hint will be displayed.
Owner Change
For the TLDs which bring an owner change to account, the ***OwnerC*** field is not active and the ***Owner Change*** button is displayed.
To carry out an owner change, click the ***Owner Change*** button. For all the other TLDs, the OwnerC can be updated here.

<u>There are following domain contacts:</u>

- OwnerC: the domain owner
- AdminC: the contact for administrative issues
- TechC: the contact for technical issues
- ZoneC: the contact for nameserver issues.

<u>Entry details:</u>

OwnerC	To edit the owner, enter the contact ID of the owner here. For exceptions please see the hint above.
AdminC	Enter the domain contact ID of the administrative contact here.
TechC	Enter the domain contact ID of the technical contact here.
ZoneC	Enter the domain contact ID of the zone contact here.

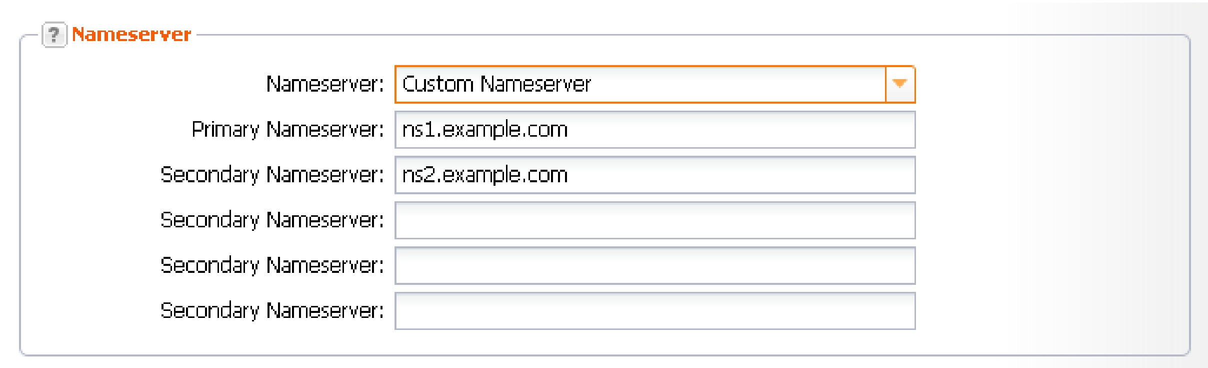
<u>You can:</u>

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*
- click the icon to edit the domain contact data. *See: "Editing Domain Contacts " on page 213.*

Nameserver

Select your nameservers here. If you have configured default nameservers in the **User Profile,** you can select ***Default Nameserver*** in the list. For details about configuring default nameservers: *See: "Domain Settings" on page 40.*

Custom Nameserver



<u>Entry details:</u>

Primary Nameserver	Enter the host name of your primary nameserver. *Example: ns1.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. **<u>Glue Record IPv4:</u>** Pattern: nameservername space ipv4-ip-address

	Example: ns1.mynameserver 1.2.3.4 **<u>Glue Record IPv6:</u>** Pattern: nameservername space ipv4-ip-address space ipv6-ip-address *Example: ipv6-ip-adresse ns1.mynameserver 1.2.3.4 2a01:130:2000:118:1:2:3:4*
Secondary Nameserver	Enter the host names of your secondary nameservers here. *Example: ns2.example.com.* To create glue records, enter the domain name and the IP address of the nameserver. Use the space tab to separate the entries, e.g.: ns1.example.com 192.0.2.0. See patterns and examples for glue records in the upper row. The number of nameserver fields for the secondary nameserver can be configured in the form section ***Display of Domain and Zone Form Fields (Menu User Management,*** menu item ***User Configuration,*** area ***User Interface).***

NOTE

The ***Parking*** option only will be displayed if a parking provider account is configured. *See: "Storing Domain Parking Account Data" on page 139.* Click it if you want to park a domain. Then the form section ***Parking*** will be displayed.
The option ***NSentries (for DENIC only)*** will only be displayed if it is activated in the user configuration. Click it if you want to configure NSentries instead of nameservers for a .de domain.
For .de domains you can alternatively configure NSentries. See*See: "NSentry" on page 83.*

TIP

Add your frequently used nameservers to your favorites and user profile. The number of displayed form fields can be configured in the user interface menu.

Default Nameserver

The entry ***Default Nameserver*** is displayed only when you have configured default nameservers in the ***User Profile***. *See: "Domain Settings" on page 40.* The default nameservers will be automatically filled in the respective form fields when a form with nameserver form fields is opened.

<u>Entry details:</u>

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver.

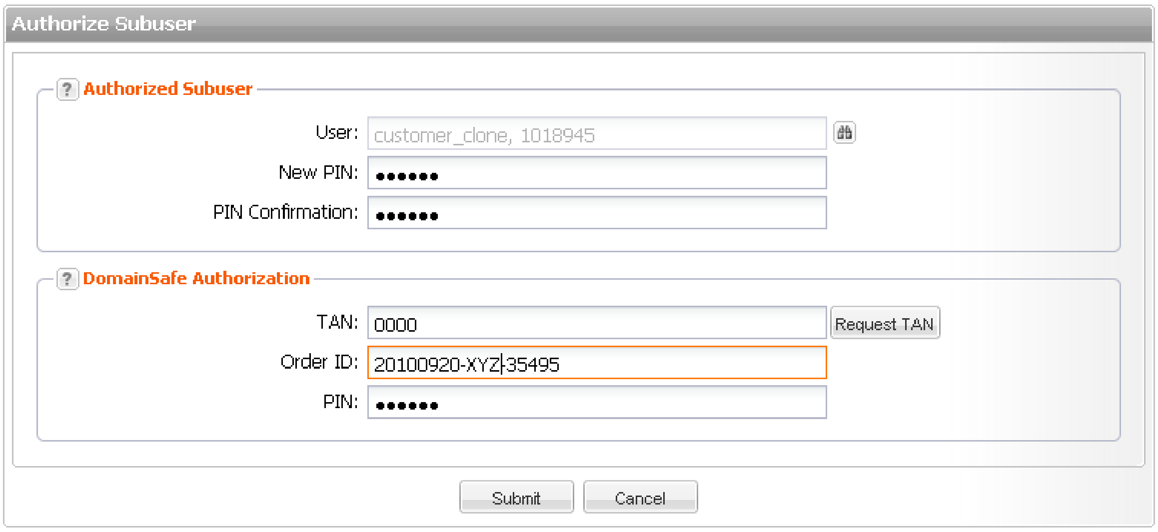
	▪ Secondary only: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. Primary nameserver is not recorded as nameserver for the zone. **ATTENTION** You have to select a mode here. If the mode "none" remains, no zone will be created on the nameserver.
IP Address	Enter the IP address of your domain zone here. For quick fill-in, click the fitting suggestion in the drop-down list of the entry field or use the favorites. *See: "Working with the Favorites" on page 27.*
MX Entry	Enter one MX entry here. You can enter any term for the subdomain, e.g. "mail". In this case the complete domain is "mail.example.com". Or you can enter a subdomain for an external domain , e.g. "mail.external_example.com".

Authorizing Subusers for DomainSafe

NOTE
Only direct clone users can be authorized for for Domain Safe.

1. Click **DomainSafe Management** in the menu group ***Domains & Contacts.***
2. Click the ***Authorized Users*** tab.
3. Click ***Authorize Subuser*** in the toolbar.

   The ***Authorize Subuser*** form opens.

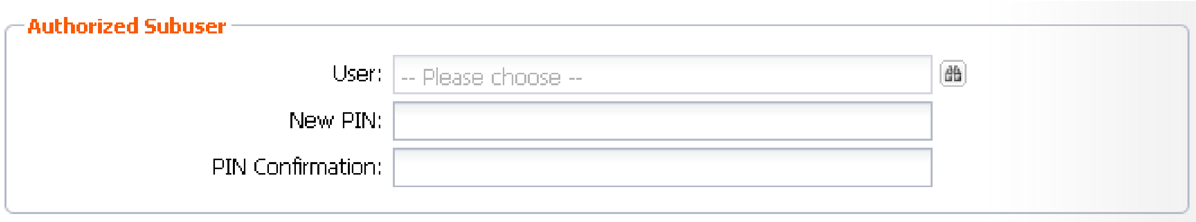


   The form ***Search User*** opens.

4. Click in the ***User*** field or on the icon  to select the subuser.
5. Select the desired user and click ***Submit***.
6. Enter a PIN for the user in the fields ***New PIN*** and ***PIN Confirmation.***
7. Request for a TAN in the form section ***DomainSafe Authorization***.
8. Click ***Submit*** to send the request.

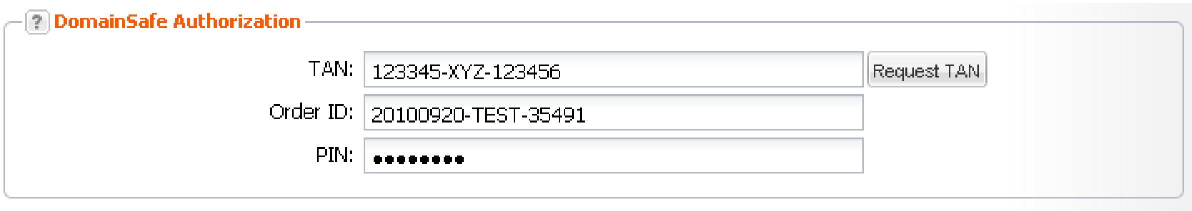
Form section details:

Authorized Subuser



User	Click to open the ***Search User*** dialog. Select the user you want to authorize. Click ***Submit***.
New PIN	Enter a PIN for the subuser here. The subuser should change the PIN immediately. A valid DomainSafe PIN consists of 6-10 characters and must contain special characters, lower case and upper case letters.
PIN Confirmation	Enter the PIN once more.

DomainSafe Authorization



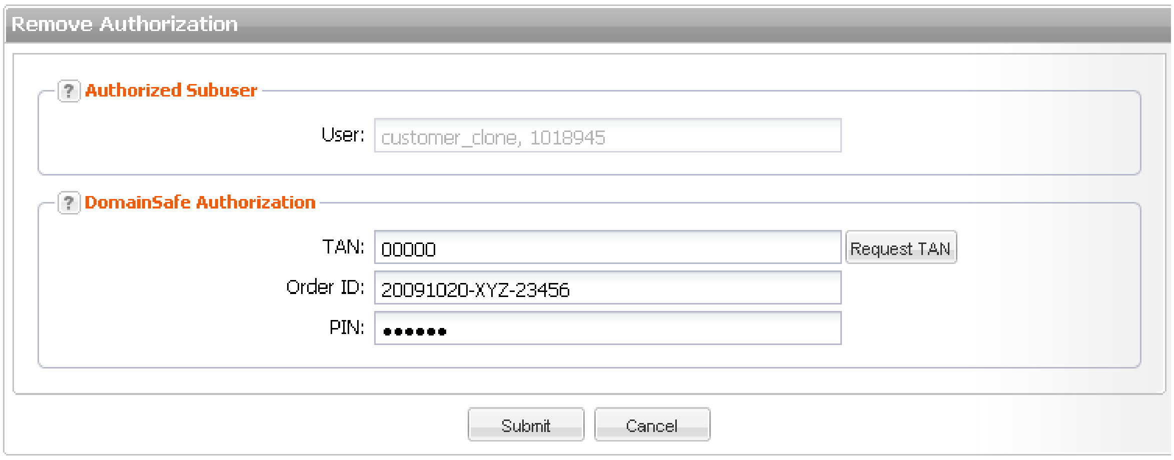
This authorization is required every time you change data and also to remove the domain from DomainSafe and for all subuser actions.

1. Click ***Request TAN*** to get a TAN. TAN and Order ID are send to you via SMS.
2. The Order ID is additionally entered into the field by the system.
3. Enter your PIN
4. Click ***Submit*** to send the request.

Withdrawing DomainSafe Authorization from a User

1. Click**DomainSafe Management** in the menu group ***Domains & Contacts.***
2. Click the tab ***Authorized Users***.
3. Select the user you want to withdraw authorization from.
4. Click ***Remove Authorization***.

   The ***Remove Authorization*** form opens



5. Click ***Request TAN***.

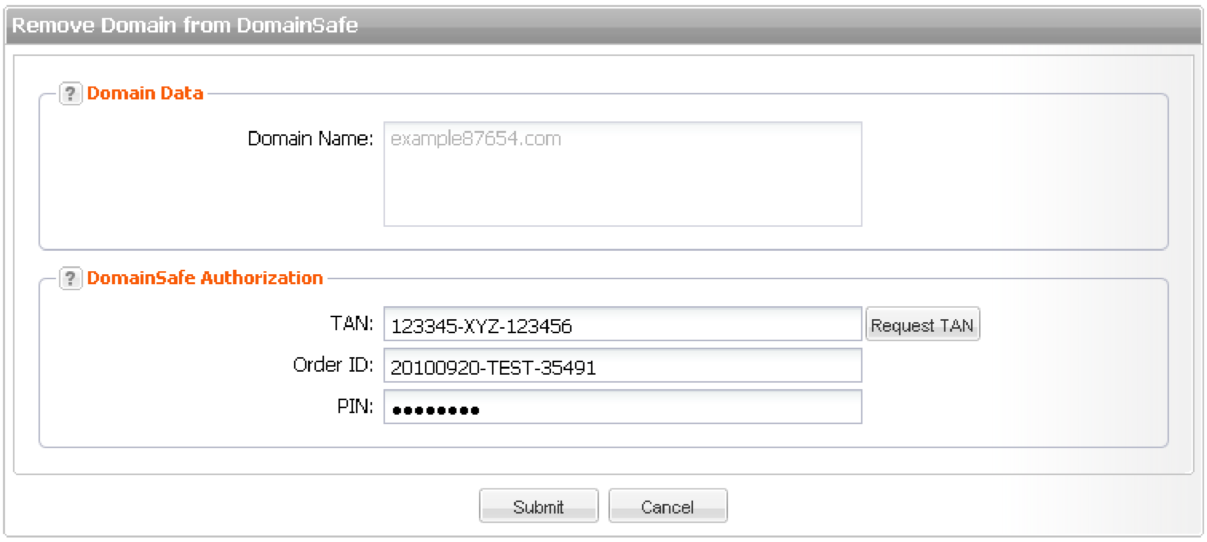
   TAN and order ID are sent to the mobile phone number, stored for the DomainSafe account. The order ID is additionally entered automatically in the respective form field.
6. Enter the TAN.
7. Enter your PIN.
8. Click ***Submit*** to send the request.

Removing Domains from DomainSafe

NOTE
The removal of a domain from the DomainSafe has to be confirmed by a TAN. Only authorized users can apply for a TAN.

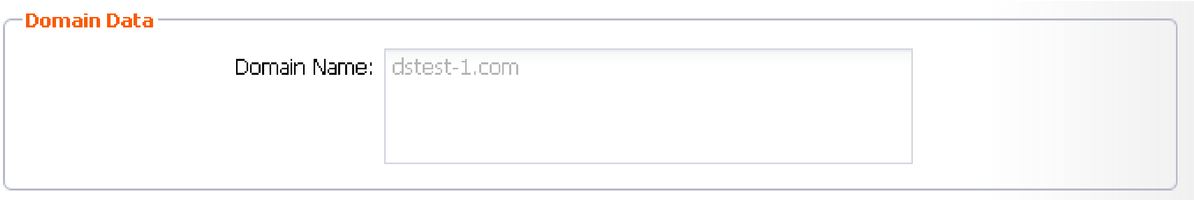
1. Click **DomainSafe Management** in the menu group ***Domains & Contacts.***
2. Select the domain you want to remove in the ***DomainSafe Management*** overview.
3. Click ***Remove from DomainSafe*** in the toolbar.

   The ***Remove from DomainSafe*** form opens



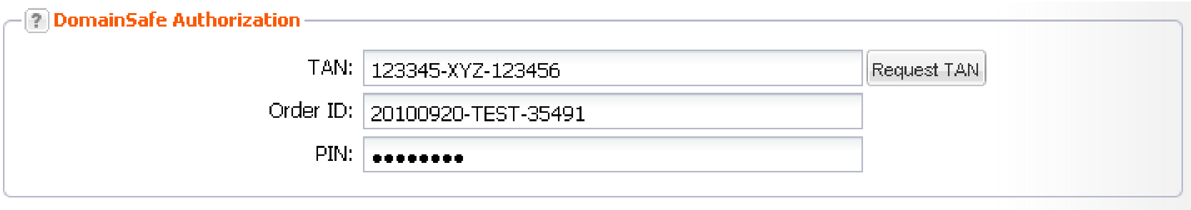
Form section details:

Domain Data



Domain Name	You can see the selected domain here.

DomainSafe Authorization



This authorization is required every time you change data and also to remove the domain from DomainSafe and for all subuser actions.

1. Click ***Request TAN*** to get a TAN. TAN and Order ID are send to you via SMS.
2. The Order ID is additionally entered into the field by the system.
3. Enter your PIN
4. Click ***Submit*** to send the request.

6.9 EXTERNAL DOMAINS

Displaying External Domains

In the area ***External Domains*** you can create a list of your external domains, i.e. those we do not administrate for you.
In the .CSV domain lists your external domains will be listed at the end of the file. They are marked as "external".

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
1. Select ***External Domains*** in the ***Tools*** item list.

   The ***External Domains*** list will be displayed.

Using the buttons in the toolbar you can create, edit and remove external domain entries.

Creating an External Domain Entry

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select ***External Domains*** in the ***Tools*** item list.
3. Click ***New*** in the toolbar.

   Entry fields are displayed at the top of the list.

These entry fields are displayed:

1. ***Domain:*** enter the domain name. The entry is required.
2. ***Provider :*** enter the provider who administrates the domain
3. ***Description:*** enter details which are helpful for you
4. ***Created:*** enter the registration date of the domain. If you want you can enter another date, which is more important for you, e.g. the end of the registration period.

Editing an External Domain Entry

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select ***External Domains*** in the ***Tools*** item list.
3. Select the domain you want to edit.
4. Click ***Edit*** in the toolbar.

   Entry fields are displayed at the top of the list.

   Now you can edit the contents.

These entry fields are displayed:

1. ***Domain:*** the domain name. The entry is required.
2. ***Provider:*** you can change the provider who administrates the domain
3. ***Description:*** you can change the details which are helpful for you
4. ***Created: you can change*** registration date of the domain. If you want you can enter another date, which is more important for you, e.g. the end of the registration period.

Removing an External Domain Entry

With this action you remove an external domain from the list. It will no longer be in a .CSV domain list.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select ***External Domains*** in the ***Tools*** item list.
3. Select the domain you want to remove from the list.
4. Click ***Remove*** in the toolbar.

6.10 DOMAIN BACKORDERING

The following functions are available for domain backordering

- Specifying domain contacts and nameservers for your backorder requests:
  menu group ***User Management***, menu item ***User Settings*** item ***Backorder Settings***.
- Displaying an overview of the existing backorder requests:
  menu group ***Domain Backorders***, menu item ***Backorder Management***.
- Creating .a CSV file of the existing backorder requests:
  menu group ***Domain Backorders***, menu item ***Backorder Management***, pull-down-menu ***Tools*** in the toolbar, menu item ***Inventory List***, menu item ***Backorder Domains as .CSV File***.
- Displaying an overview of the .CO-Domains, that are available for backordering: menu group ***Domain Backorders***, menu item ***.CO Backorder-Domains***.
- Creating a .CSV file of .CO-Domains, that are available for backordering: menu group ***Domain Backorders***, menu item ***.CO Backorder-Domains***, pull-down menu ***Tools*** in the toolbar, menu item ***Inventory List***, menu item ***Backorder-Domains as .CSV File***.
- Creating .CO backorder requests:
  menu group ***Domain Backorders***, menu item ***.CO Backorder-Domains***, button.

NOTE
Please note that you have to enter domain contacts and nameservers into the ***Backorder Settings*** form before creating backorder requests. The ***Backorder Settings*** are in the menu group ***User Management***, menu entry ***User Settings***, section ***Backorder Settings***.

NOTE
Please be aware that backorder requests are binding and associated with costs. For price details please download the current price list in the ***Customer Center***.

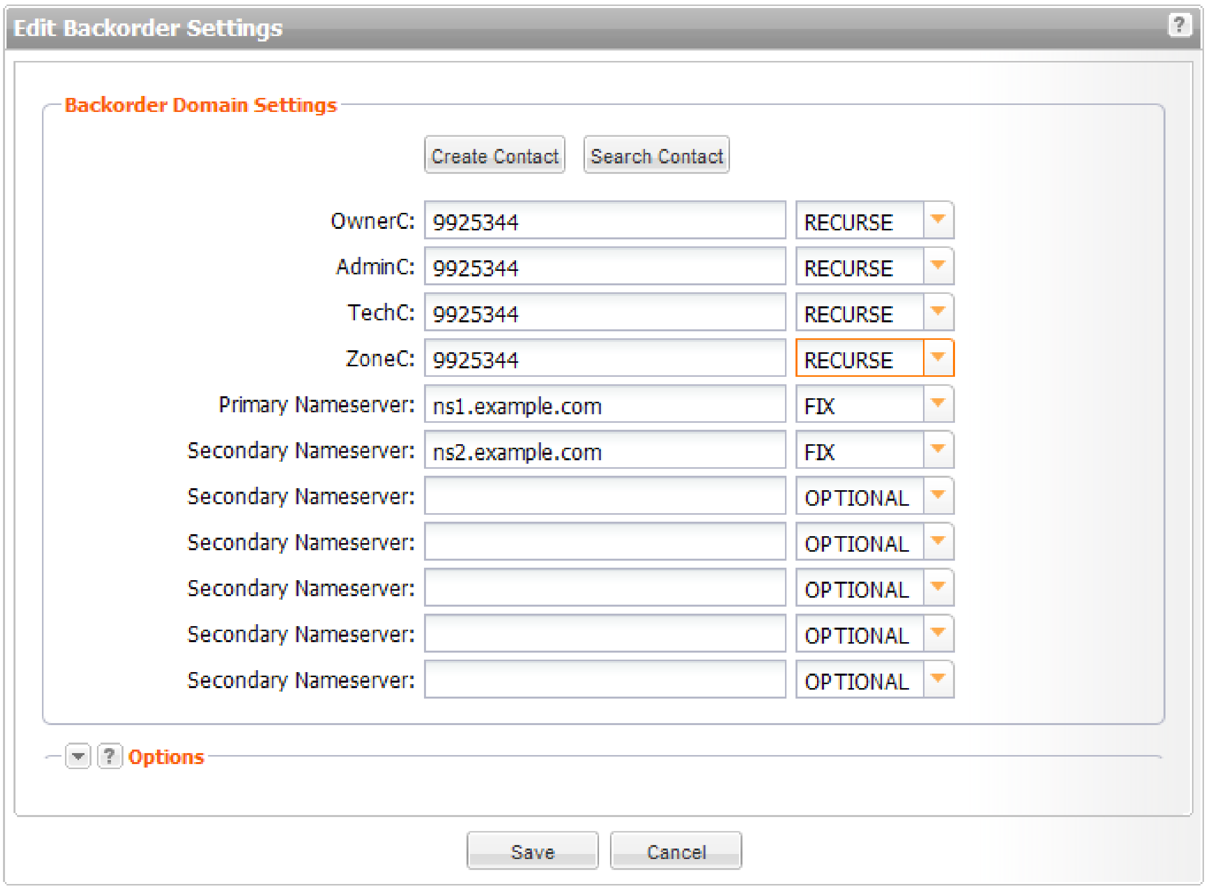
Edit Backorder Settings

In the area ***Edit Backorder Settings*** you can enter the domain contacts and the nameservers you want to use for your backorder requests. To carry out backorder requests all domain contacts and at least one nameserver have to be specified.

NOTE
Please be aware that all used domain contacts require .CO TLD references. If the TLD references are missing an error message is displayed. Below, the creation of TLD references is described.

1. Log in as the user whose backorder settings you want to edit.
2. Click ***User Configuration*** in the menu group ***User Management***.
3. Click ***Backorder Settings*** in the main area.

   The form ***Edit Backorder Settings*** opens.



Enter the domain contact IDs for OwnerC, AdminC, TechC and ZoneC.

<u>You can:</u>

- enter the domain contact id into the form field,
- click the ***Create Contact*** button to create new domain contacts, See *Creating Domain Contacts*
- click the ***Search Contact*** button to search for domain contacts, *See: "The Search Contact Dialog" on page 31.*

Enter at least one nameserver.

You also can specify to which degree the entries are automatically taken over by the subuser forms.

<u>You can choose:</u>

- OPTIONAL: the subusers see an empty entry field.
- RECURSE: the defaults are taken over by the subuser. The subuser can edit them.
- FIX: the defaults are taken over by the subuser. The subuser cannot edit them.

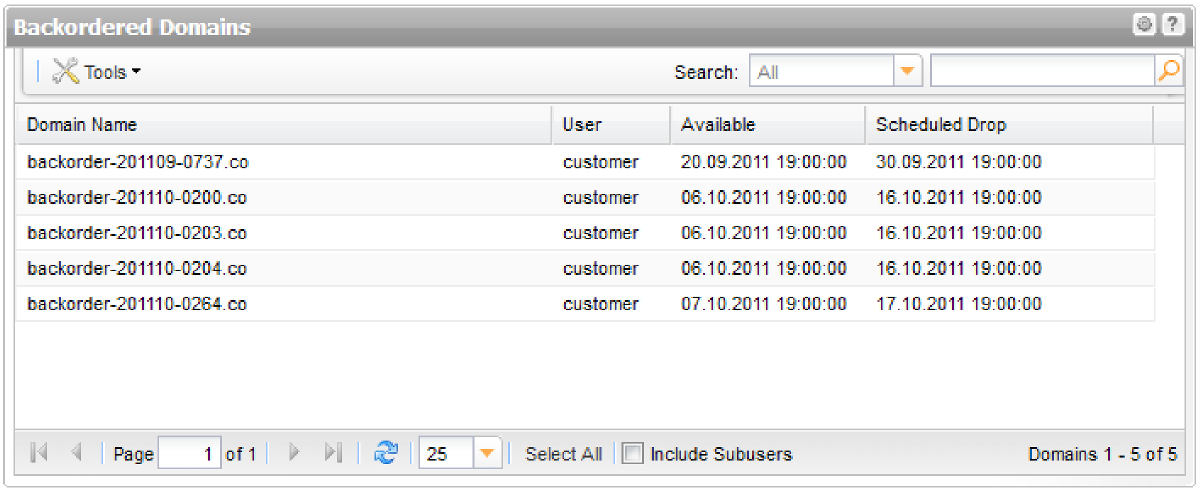
Click ***Save*** to submit the settings

6.11 BACKORDER MANAGEMENT

<u>Backorder requests overview</u>

In the ***Backorder Domains*** overview all domains are listed you have started a backorder request for.

1. Click ***Backorder Management*** in the ***Domain Backorders*** menu group to see all your backordered domains.



<u>The following details are displayed:</u>

- Domain Name: the domain that can be backordered
- User: the user the request object belongs to
- Available: date of cancelation and availability of the domain
- Scheduled Drop: Date on which the domain is deleted if its not re-registered by backordering

<u>The following tasks can be started in the *Tools* menu:</u>

- Create .CSV inventory list

<u>Search details:</u>

1. By default all your backorder domains are displayed here. To display backorder domains starting from a specified date, select the date in the list next to the search field.

2. Enter the search string into the ***Search*** field. To search parts of words use "*" as wildcard.
3. Click to display the search results.
4. Click to display all entries again.

TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

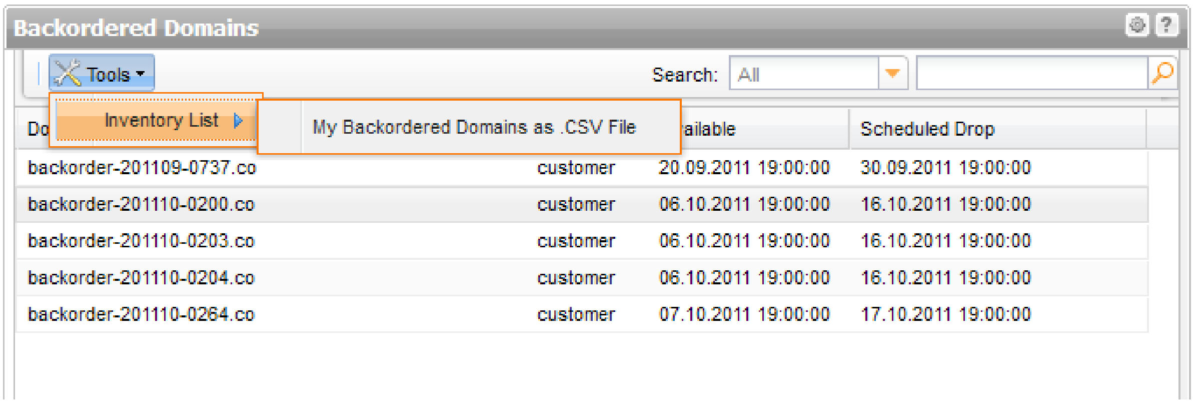
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click at the bottom of the overview.

Creating a .CSV Inventory List of your Backorder Domains

The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

1. Click ***Backorder Management*** in the menu group ***Domain Backorder***.
2. Click ***Tools*** in the toolbar and then ***Inventory List***.



3. Click ***Backorder Domains as .CSV File***
4. When the list has been created, a dialog is displayed. Select if you want to open or save the list.

6.12 .CO DOMAIN BACKORDERING

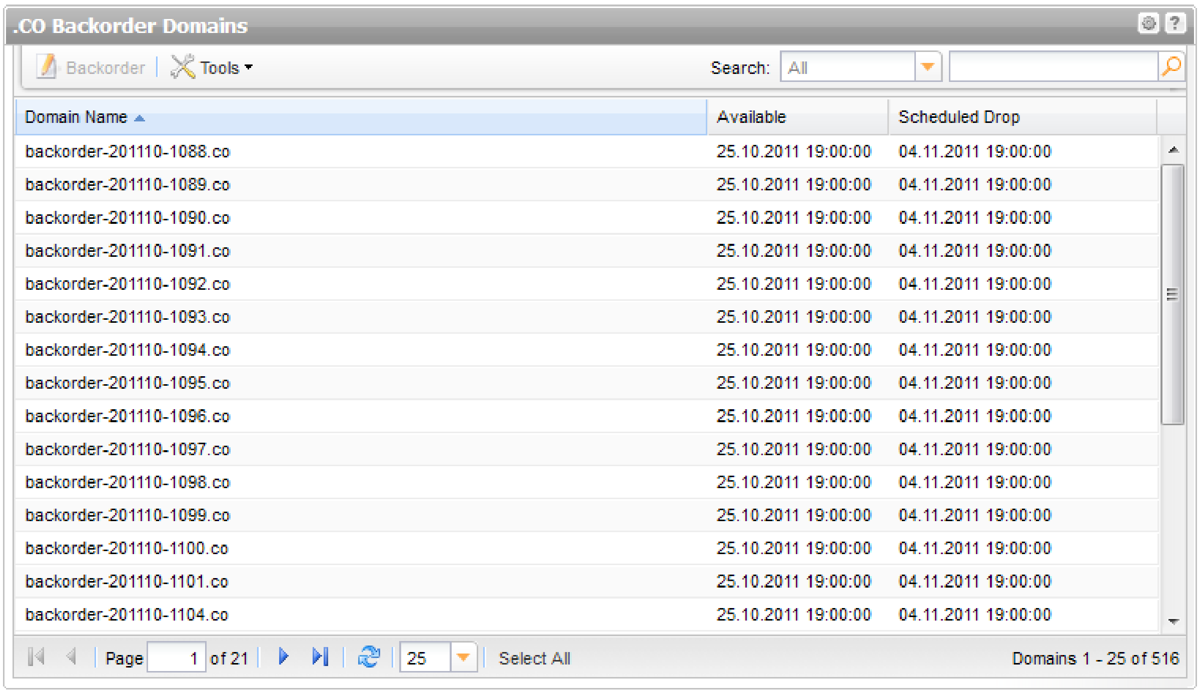
Since August 2011, a backorder process is available that allows to register .CO domains that are entering the "Pending Delete" phase. The .CO registry launches a 15-day "Redemption Period" in case of deletion of a domain. Then, the status of the domain changes to a 5-day "pending delete" phase.
The .CO domains that are pending deletion (“Redemption Period”) and .CO domains disposable for backordering are displayed 15 days prior to their deletion in the overview of the .CO backorders. Domains that are not restored by the current registrar, may be ordered after the redemption period from any authorized registrar. Following a first-come-first-served basis, the first registrar who submits the backorder will receive the domain.

If the registration was successful, the domain will be assigned to you after the 5-day "pending delete" phase.
If the domain was not supposed to be deleted but to be restored, you will be notified in case you have provided a backorder for the domain.

Overview of the Available .CO Backorder Domains

In the area ***.CO Backorder Domains*** all .CO Domains that are available for backordering are listed. You can start your backorder requests here.

1. Click ***.CO Backorders Domains*** in the menu group ***Domain Backorders***. The domains that are available for domain backordering are listed in the .CO Backorder Domains overview.



Domain Name	Available	Scheduled Drop
backorder-201110-1088.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1089.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1090.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1091.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1092.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1093.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1094.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1095.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1096.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1097.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1098.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1099.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1100.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1101.co	25.10.2011 19:00:00	04.11.2011 19:00:00
backorder-201110-1104.co	25.10.2011 19:00:00	04.11.2011 19:00:00

<u>The following details are displayed:</u>

- Domain Name: the domain that can be backordered
- Available: date of cancelation and availability of the domain
- Scheduled Drop: Date on which the domain is deleted if its not re-registered by backordering. If you have registered the domain, it will appear in the list of your backorder domains at this moment.

<u>The following tasks can be started in the *Tools* menu:</u>

- Create .CSV inventory list

<u>Search .CO backorder domains in the overview:</u>

1. By default all available backorder domains are displayed. To display backorder domains starting from a specified date, select the date in the list next to the search field.
2. Enter the search string into the ***Search*** field. To search parts of words use "*" as wildcard.
3. Click to display the search results.
4. Click to display all entries again.

TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click at the bottom of the overview.

Creating .CO Backorder Requests

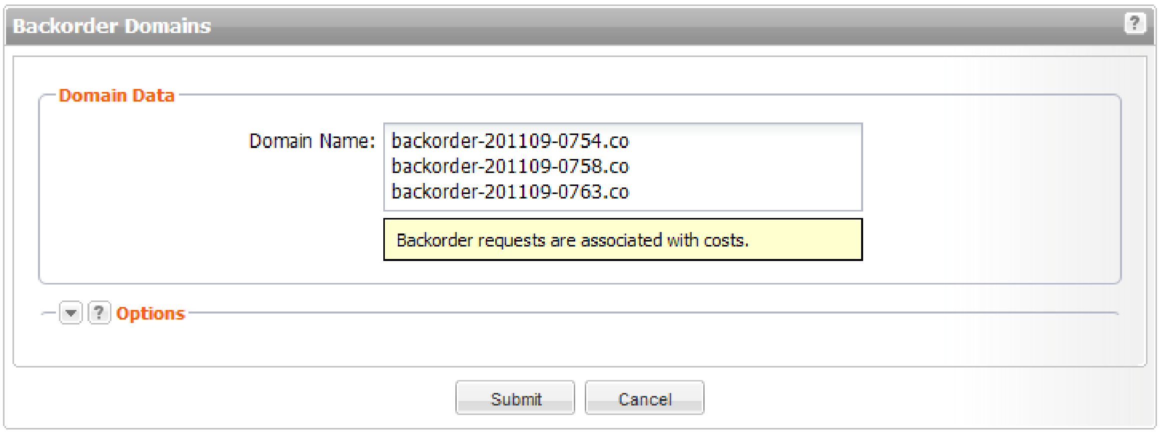
With domain backordering you can send a registration request for domains which are to be deleted by the old registrar. Currently this function is only available for .CO domains.

NOTE

Please note that you have to enter domain contacts and nameservers into the ***Backorder Settings*** form before creating backorder requests. The ***Backorder Settings*** are in the menu group ***User Management***, menu entry ***User Settings***, section ***Backorder Settings***.

1. Click ***.CO Backorder*** in the menu group ***Domain Backorder***.
2. Select the domain you want to backorder in the overview ***.CO Backorder Domains*** .Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click the button ***Backorder*** in the toolbar.

   The form ***Backorder Domains*** opens.



4. Click ***Submit*** to start the request.

When you have ordered the domain it will no longer be displayed in the ***.CO Backorders*** overview, because only one request for a domain is accepted (First-come-first-served).

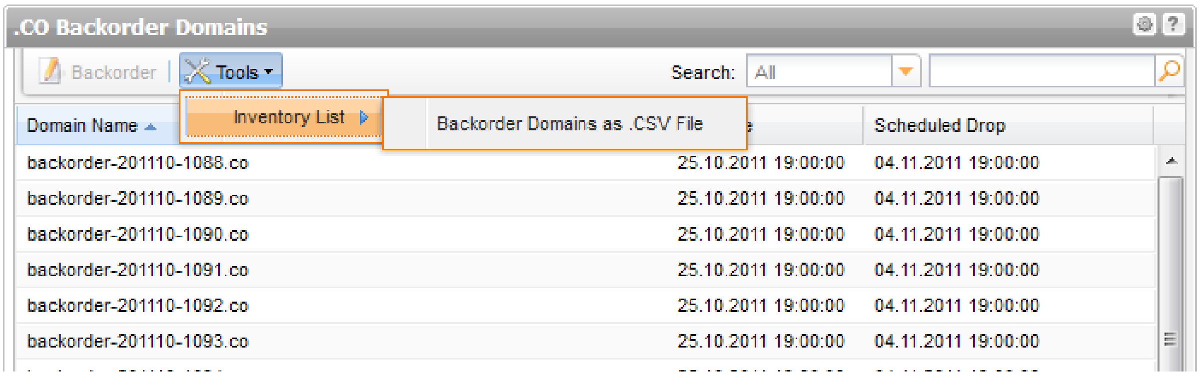
NOTE

Please be aware that backorder requests are binding and associated with costs. For price details please download the current price list in the ***Customer Center***.

Creating a .CSV file of the .CO-Backorder Domains

The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

1. Click ***.CO Backorders*** in the menu group ***Domain Backorders***.
2. Click ***Tools*** in the toolbar and then ***Inventory List***.



3. Click ***Backorder Domains as .CSV***,
4. When the list has been created, a dialog is displayed. Select if you want to open or save the list.

6.13 RESTORING DELETED DOMAINS

The domain restore function enables you to reactivate previously deleted domains within a certain timeframe. The restored domains are then returned to the domain overview page.

Domain Restore Overview

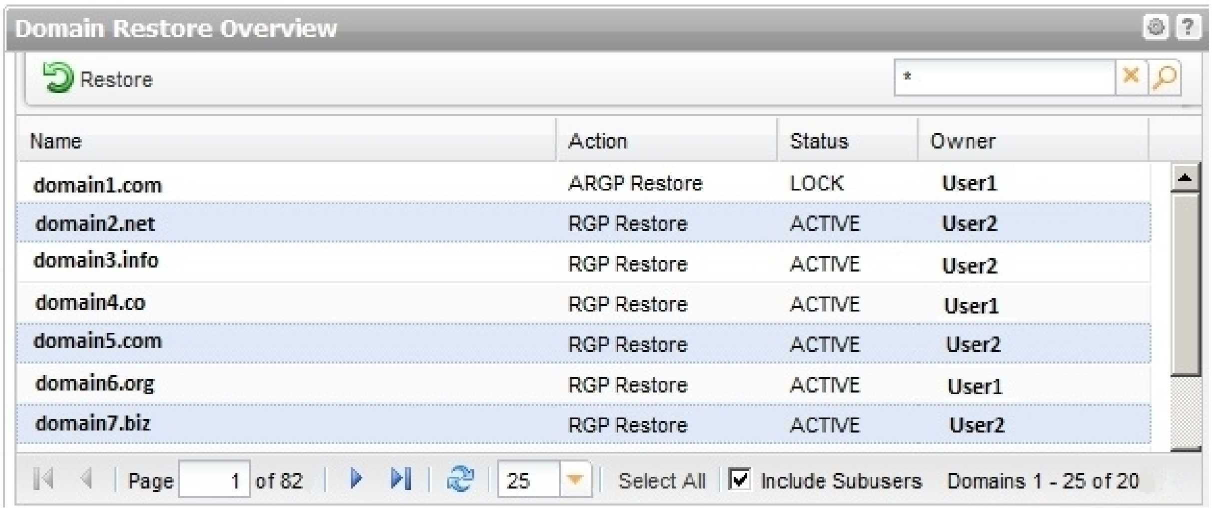
In the ***Domain Restore Overview*** you can see all deleted domains that can be restored.

Restorable TLDs
.ag,.asia,.biz,.bz,.ca,.cc,.co,.com,.in.,info,.it,.jobs,.hn,.lc,.me,.mn,.mobi,.mx,.net,.org,.pro,.sc,.tv,.travel,.us,.vc,.xxx.

Domains & Contacts > Domain Management > *menu* Tools > Domain Restore Management

1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select ***Domain Restore Management*** in the ***Tools*** item list.

   The ***Domain Restore Overview*** will be displayed.



<u>The following details are displayed in the overview:</u>

- Name: the domain name
- Action: the restore phase in which the domain currently is
  - ARGP: (Auto Renew Grace Period): Restoring the domain is without costs.
  - RGP: (Redemption Grace Period): Restoring the domain is associated with costs.
  - Restore not expired: Domain is not yet expired. Restoring the domain is without costs.
- Status: the current domain status
- AuthInfo: AuthInfo of the domain
- Expire: the expire date of the domain

Select the domain and click the button ***Restore*** to open the ***Domain Restore*** form.

Domain Restore - Domains and Settings

You can enter the details for the domains you want to restore here.

Domains	The domains you have selected in the ***Domain Restore*** overview are listed here. You can add additional domains. Press ***Ente***r to separate the entries.
Target User	You can assign a restored domain to another user here. Click  to select the owner in a list. Click  to enter the logged in user as owner.
I confirm that I accept all charges associated with restoring domains that are within the RGP restore phase. To view which domains are in the RGP restore phase, go back to the Domain Restore overview by clicking on the Cancel button below.	Activate the checkbox to restore domains in the RGP phase. Otherwise a restore is not possible.

6.14 TMCH

Introduction

In order to simplify the validation, protection and ultimately the registration of domains for trademark holders under the new gTLDs, ICANN has established the Trademark Clearinghouse (TMCH) as a mandatory service i.e. mechanism for the introduction of a new gTLD.
ICANN has prescribed the mandatory use of the TMCH for new gTLD Sunrise applications, giving trademark owners access to two services: simplified application processes during Sunrise phases and the Trademark Claims Service in new gTLD General Availability phases.

NOTE
For mark holders it is mandatory to use TMCH services for new gTLD sunrise applications.

Easier processes for all new gTLD Sunrise phases

In all Sunrise phases, trademark holders can protect their trademarks under the new gTLDs and get preference to register their trademark domains - as long as they meet the requirements of the respective registries. In order to do this, trademark rights must be validated by submitting all relevant trademark data to the TMCH. After the data is checked and verified by Deloitte (Validation Agent commissioned by ICANN), the TMCH Agent creates a so-called SMD file. This file contains all data concerning the trademark and serves as evidence of the required trademark rights. All registries have access to these files and can therefore process the Sunrise applications more efficiently.

Keep up-to-date with the Trademark Claims Service

In General Availability, domain registration follows the first-come, first-served principle and is open to anyone who meets the registration requirements of the relevant TLD. If an interested party registers a domain that corresponds to the trademark specified in the TMCH, the interested party receives a trademark claims notice and is informed that the registration of the term may infringe the rights of a third party. If the interested party nevertheless decides to carry out the registration, the affected trademark holder receives a so-called "Notification of Registered Name" (NORN) and is informed that the registration of the term may infringe his rights.
If the interested party abstains from a registration of the relevant domain, no NORN will be sent to the trademark owner. The Trademark Claims Service only applies the first 90 days of the General Availability phase after which the mark owner will not be informed any longer.

Trademark Clearinghouse (TMCH)

6.15 TMCH MANAGEMENT

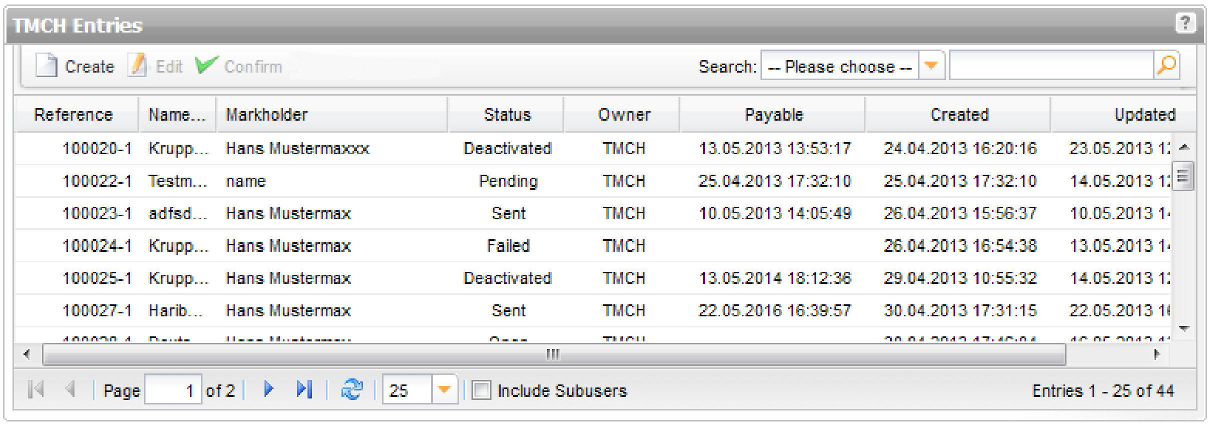
TMCH Management

In order to simplify the validation, protection and ultimately the registration of domains for trademark holders under the new gTLDs, ICANN has established the Trademark Clearinghouse (TMCH) as a mandatory service i.e. mechanism for the introduction of a new gTLD.
ICANN has prescribed the mandatory use of the TMCH for new gTLD Sunrise applications, giving trademark owners access to two services: simplified application processes during Sunrise phases and the Trademark Claims Service in new gTLD General Availability phases.

TMCH Entries Overview

In the ***TMCH Management*** area you see the ***TMCH Entries*** overview with all registered marks and all functions for TMCH trademark management. All previously entered TMCH marks, both complete and ones which have been applied for, are displayed here. The status of the respective registration is shown in the status column. An overview of the statuses and their respective meanings and explanations can be found in the table "Overview of the TMCH Statuses".

1. Click ***TMCH Management*** in the menu group ***Trademark Tools*** to see the overview ***TMCH Entries.***



The following details are displayed in the overview:

- Reference: unique internal ID for the mark entry in the TMCH
- Name of the Mark: name of the mark you want to register in the TMCH
- Markholder: user who owns the mark object (can be hidden or shown)
- Status: the current status of your order
- User: the user to whom the mark object belongs(can be hidden or shown)
- Payable. due date of the mark entry
- Created: order date for the entry
- Updated: date on which the entry was last changed

The following tasks can be started in the tool bar:

- Create: order a TMCH entry for a mark
- Edit: change data of non-confirmed entries or add documents.
- Confirm: confirm an TMCH entry order which will then be charged to your account

Overview of the TMCH Statuses

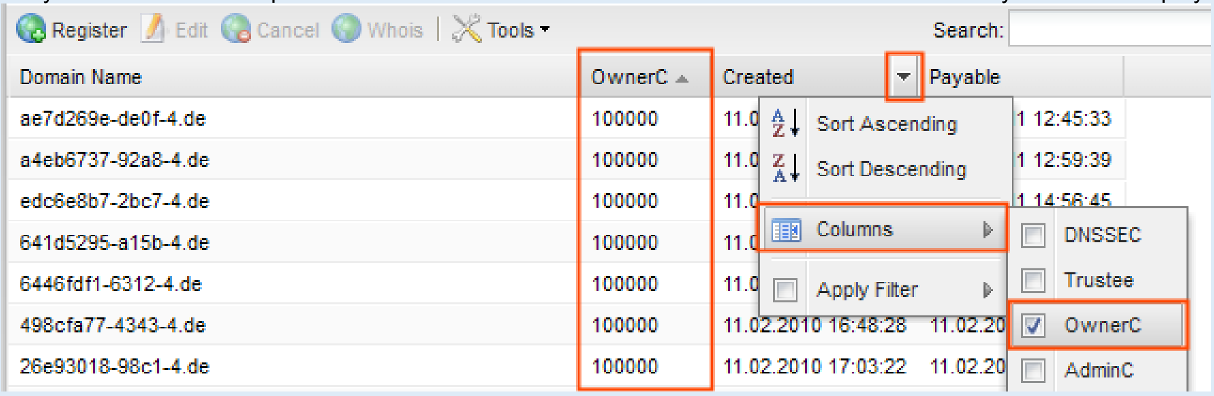
Status	Description	Email
ACTIVE	A successful TMCH registration request which has been approved by TMCH. The TMCH registration is active. An E-Mail is sent informing of the successful TMCH registration.	Yes
CANCELLED	A TMCH registration, which is to be canceled at the expiration date.	No
DEACTIVATED/ PENDING DELETE	The validation by TMCH failed. New registration requests and existing active registrations are validated yearly. In case that a registration expires with the status DEACTIVATED, it is removed from the TMCH management.	Yes
INCORRECT	An incomplete or invalid request which has to be corrected. The user will receive a notification via E-Mail with an appropriate comment describing the exact problem.	Yes
OPEN	A new TMCH registration request which can still be edited and has not been confirmed by the customer.	No
PAYMENT	A TMCH registration request configured for prepayment for which the payment has not been received. After receipt of the payment,	No

Status	Description	Email
	the status will automatically change to PENDING.	
PENDING	A TMCH registration request which has been confirmed and is queued to be processed.	No
RENEW	An existing TMCH registration was billed for the coming year 45 days before the due date. The renewal with TMCH automatically takes place as long as no cancelation was submitted.	No
SENT	A TMCH registration request which has successfully been sent to the Trademark Clearinghouse and whose validation is pending. It can take several weeks (3-5) for TMCH to validate the requests.	No
VERIFIED	A TMCH registration request that has been determined by the internal check routine to be free of errors and "complete". The request will now be sent to TMCH.	No
FAILED	Faulty request	Yes
EXTERNAL	The mark was imported into the system with an SMD file.	No

* "Yes" means, that an email is sent, when switching to this status. "No" means that no email is sent.

TIP: Show and hide columns with details

You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



Use the ***Search*** function in the tool bar of the ***TMCH Entries*** overview to search TMCH entries. Select a certain status in the ***Search*** list to filter the entries by status.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

TIP

You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.

In the form section ***Overview Settings*** you can select:

- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click at the bottom of the overview.

Ordering TMCH Entry

You can order a TMCH entry of a mark or the right to a name with the form ***Order TMCH Entry.***

1. Click ***Order TMCH Entry*** in the menu group ***Trademark Tools***.
2. Fill in all mandatory fields in the form sections ***General Data*** and ***Trademark Holder***. All mandatory fields are marked with "*".
3. Click ***Submit***.

Now the form section ***Documents*** where you can upload all required documents is displayed. Your order is now marked with the status ***Open*** in the ***TMCH Entries*** overview.
In order to bindingly send the registration request, you must confirm it first. The status of the order then changes to the status ***Pending.***
Be aware that no more changes are possible after the confirmation.

Form section details:

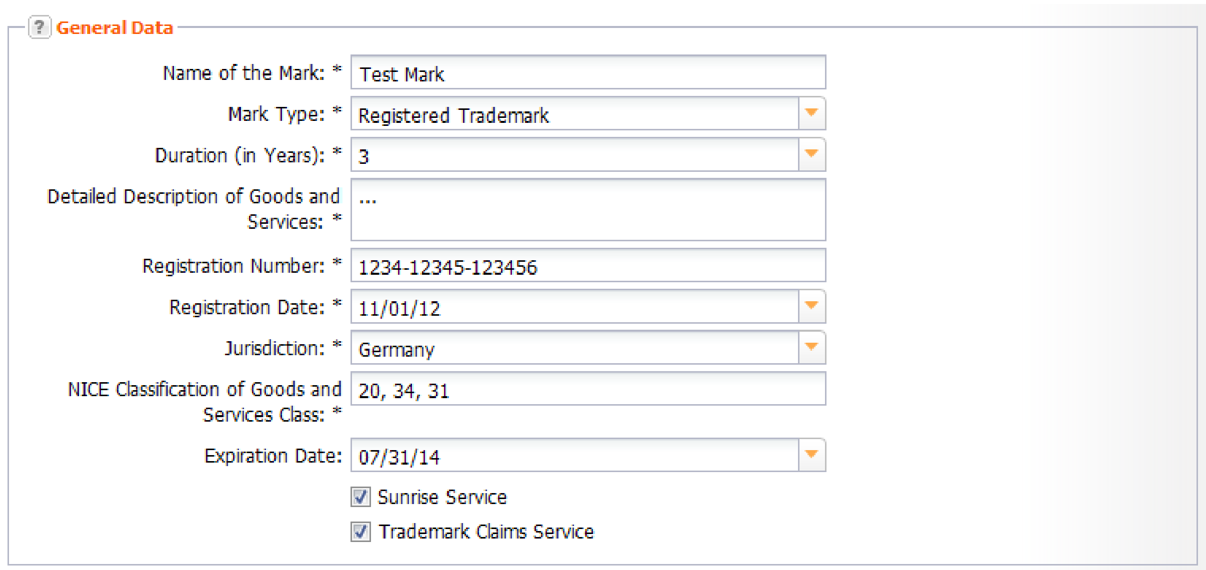
General Data

[General data for registered trademarks](#)

[General data for court validated marks](#)

[General data for marks that are protected by treaty or statute](#)

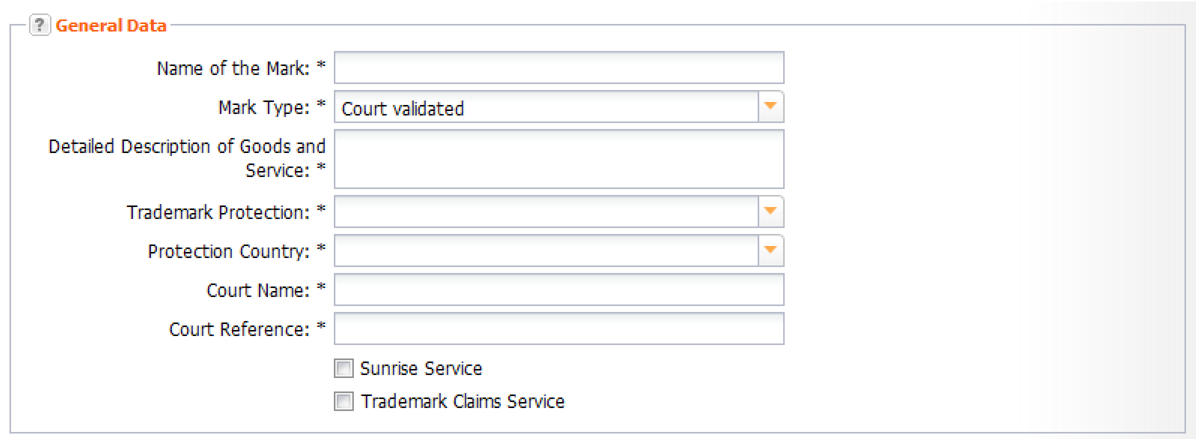
General data for registered trademarks



Form section details:

Name of the Mark*	Name of the mark you want to register.
Mark Type*	Select the fitting mark type here. You can choose from: ▪ Registered Trademark ▪ Court validated (protected by an court order) ▪ Treaty or Statute (protected by a treaty or statutes.
Period*	Select the duration for the TMCH entry here. You can choose 1, 3 or 5 years.
Detailed Description of Goods and Services*	Enter a detailed description of the goods or services here. This description must comply with the trade mark register entry .
Registration Number*	Enter the registration number of your mark here.
Registration Date*	Enter the registration date of your mark here.
Jurisdiction*	Enter the jurisdiction here.
NICE Classification of Goods and Services*	Enter the fitting classes of the NICE classification here.
Expiration Date	Enter the expiration date of the mark registration here.
Sunrise Service	Activate the checkbox if you want to use the Sunrise Service.
Trademark Claims Service	Activate this checkbox to receive a message, in the case when someone registers a domain name containing your mark name.
Extended Trademark Claims Service	The Extended Trademark Claims Service permanently informs the holder of the Trademark about domains that are being registered and potentially violates their Trademark. The service is always automatically activated when selecting "Trademark-Claims-Service" .

General data for court validated marks

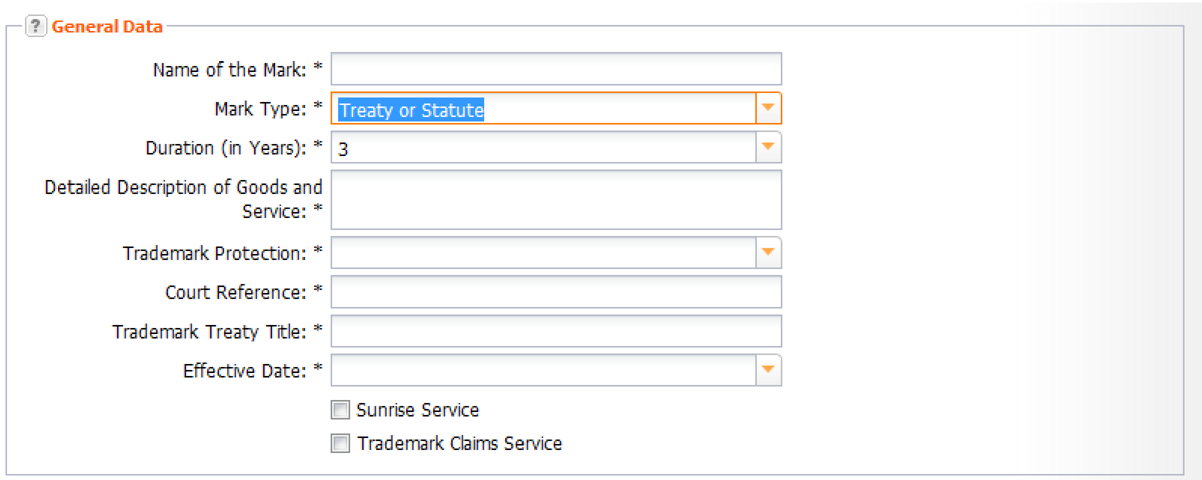


Form section details:

Name of the Mark*	Name of the mark you want to register.
Mark Type*	Select the fitting mark type here.

	You can choose from: ▪ Registered Trademark ▪ Court validated (protected by an court order) ▪ Treaty or Statute (protected by a treaty or statutes.
Detailed Description of Goods and Service*	Enter a detailed description of the goods or services here. This description must comply with the trade mark register entry .
Trademark Protection*	Select the date on which the protection starts.
Protection Country*	Select the country in which the mark is protected.
Court Name*	Enter the name of the local jurisdiction in which the protection of the mark was granted.
Court Reference*	Enter the court reference of the court decision.
Sunrise Service	Activate the checkbox if you want to use the Sunrise Service.
Trademark Claims Service	Activate this checkbox to receive a message, in the case when someone registers a domain name containing your mark name.
Extended Trademark Claims Service	The Extended Trademark Claims Service permanently informs the holder of the Trademark about domains that are being registered and potentially violates their Trademark. The service is always automatically activated when selecting "Trademark-Claims-Service" .

General data for marks that are protected by treaty or statute

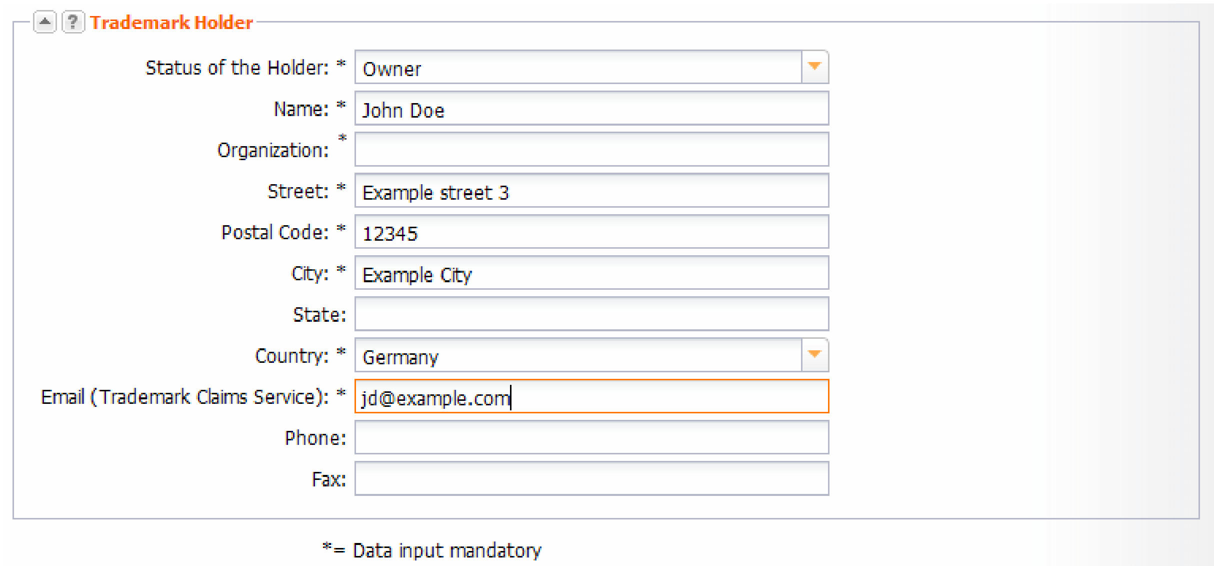


Form section details:

Name of the Mark*	Name of the mark you want to register.
Mark Type*	Select the fitting mark type here. You can choose from: ▪ Registered Trademark ▪ Court validated (protected by an court order) ▪ Treaty or Statute (protected by a treaty or statutes.
Duration (in Years)*	Select the duration for the TMCH entry here. You can choose 1, 3 or 5 years.
Detailed Description of	Enter a detailed description of the goods or services here. This

Goods and Service*	description must comply with the trade mark register entry .
Trademark Protection*	Select the date on which the protection starts.
Court Reference*	Enter the court reference number of the treaty or statute.
Trademark Treaty Title*	Enter the title of the treaty or statute
Effective Date*	Enter the fitting classes of the NICE classification here.
Sunrise Service	Activate the checkbox if you want to use the Sunrise Service.
Trademark Claims Service	Activate this checkbox to receive a message, in the case when someone registers a domain name containing your mark name.
Extended Trademark Claims Service	The Extended Trademark Claims Service permanently informs the holder of the Trademark about domains that are being registered and potentially violates their Trademark. The service is always automatically activated when selecting "Trademark-Claims-Service" .

Trademark Holder



You can enter all data concerning the trademark holder here. Form fields marked with "*" are mandatory.

Form section details:

Status of the Holder *	Select the trademark holder status here. You can choose from: ▪ Owner ▪ Licensee ▪ Assignee Depending on the status, the system will display the input fields and/or graphical elements for the file upload for the required documents in the document section.

Name*	Name of the trademark holder.
Organization*	Organization of the trademark holder .
Street*	Street of the trademark holder.
Postal Code*	Postal code of the trademark holder.
City*	City of the trademark holder.
State	State of the trademark holder.
Country*	Country of the trademark holder.
Email (Trademark Claims Service)*	Email address of the trademark holder that is to be used for the Trademark Claim Service notification email.
Phone	Phone number of the trademark holder.
Fax	Fax number of the trademark holder.

Uploading TMCH Documents

The required documents for the order of your TMCH registration can be directly uploaded after you have submitted an order. As soon as you have clicked on the ***Submit*** button, an additional section for the documents is displayed at the bottom of the order form.
Alternatively you can choose an already existing TMCH registration from the ***TMCH Entries*** overview page and click on ***Edit*** to use the document section. *See: "Updating TMCH Entries" on page 173.*
Which documents are needed depend on the type of mark, the status of the mark owner that you select in the form section "mark owner" and from the selected services.

NOTE
Please verify first, that you have selected the correct ***Mark Type*** (form section ***General Data***) and the correct ***Status of the Holder*** (form section ***Trademark Holder***). Depending on the status, the system will display the input fields and/or graphical elements for the file upload for the required documents in the document section.

Uploading TMCH Documents

The required documents for the order of your TMCH registration can be directly uploaded after you have submitted an order. As soon as you have clicked on the ***Submit*** button, an additional section for the documents is displayed at the bottom of the order form.
Alternatively you can choose an already existing TMCH registration from the ***TMCH Entries*** overview page and click on ***Edit*** to use the document section. *See: "Updating TMCH Entries" on page 173.*
Which documents are needed depend on the type of mark, the status of the mark owner that you select in the form section "mark owner" and from the selected services.

NOTE
Please verify first, that you have selected the correct ***Mark Type*** (form section ***General Data***) and the correct ***Status of the Holder*** (form section ***Trademark Holder***). Depending on the status, the system will display the input fields and/or graphical elements for the file upload for the required documents in the document section.

Documents

In this section you can upload all of the documents that are relevant for the registration of the trademark in the TMCH system. The visual elements for the upload process are displayed depending on the status of the trademark owner.

NOTE
Documents which are marked with a "*" are mandatory and have to be uploaded.

Click on the button ***Upload File*** next to the respective document type, choose the file from your local hard drive to be uploaded and complete the process by clicking on ***Upload***.

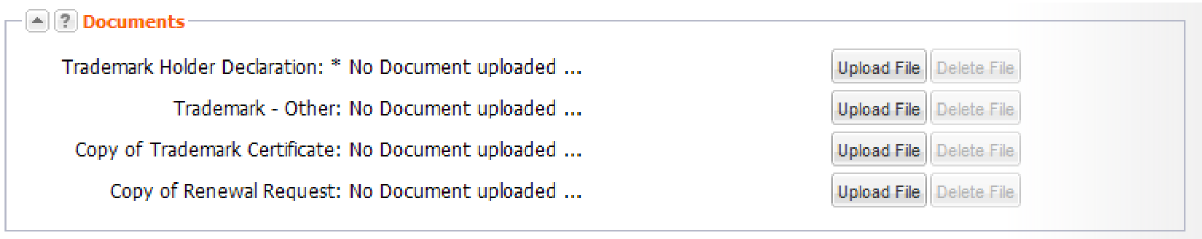
Click on the link to the corresponding trademark type for the description to the documents which have to be uploaded.

Documents for registered trademarks

Documents for court validated trademarks

Documents for marks protected by treaty or statute

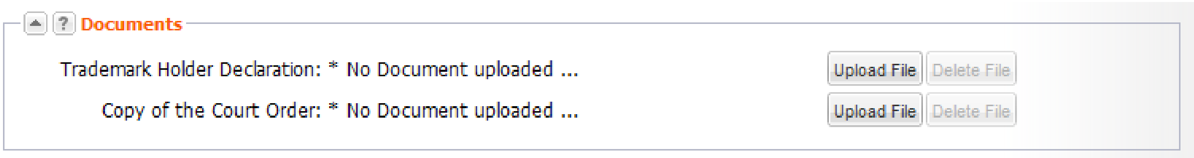
Documents for registered trademarks



Form section details:

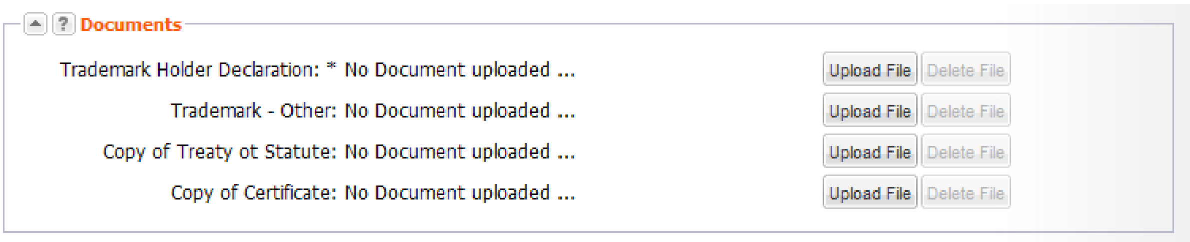
Trademark Holder Declaration*	Upload the signed trademark holder declaration here.
Trademark - Other	Upload other trademark documents here.
Declaration of Proof of Use*	**Required only if the Sunrise Service is activated.** Upload the declaration of proof of use here. **NOTE** Registered trademark owners wishing to register new gTLD domains in the sunrise phase must submit a declaration stating that the submitted trademark is currently in use as well as that the information is correct and complete.
Proof of Use - Other*	**Required only if the Sunrise Service is activated.** Upload other documents for proof of use here.
Copy of Trademark Certificate	Upload a copy of the trademark certificate here.
Renewal Request	Upload a copy of your renewal request for the TMCH entry here.
Trademark Licensee Declaration*	**Additional required form for licensees**: Trademark Licensee Declaration. Upload the trademark licensee declaration here.
Trademark Assignee Declaration*	**Additional required form for assignees.** Trademark Assignee Declaration. Upload the trademark assignee declaration here.

Documents for court validated marks



Trademark Holder Declaration*	Upload the signed trademark holder declaration here.
Copy of the Court Order*	Upload a copy of the court order, by which the mark is protected, here.
Trademark Licensee Declaration*	**Additional required form for licensees**: Trademark Licensee Declaration Upload the trademark licensee declaration here.
Trademark Assignee Declaration*	**Additional required form for assignees:** Trademark Assignee Declaration Upload the trademark assignee declaration here.

Documents protected by treaty or statute



Trademark Holder Declaration*	Upload the signed trademark holder declaration here.
Trademark - Other	Upload other trademark documents here.
Copy of Treaty or Statute	Upload a copy of the treaty or statutes, by which the mark is protected, here.
Trademark Certificate	Upload a copy of the trademark certificate here.
Trademark Licensee Declaration*	**Additional required form for licensees: Trademark Licensee Declaration** Upload the trademark licensee declaration here.
Trademark Assignee Declaration*	**Additional required form for assignees: Trademark Assignee Declaration** Upload the trademark assignee declaration here.

Updating TMCH Entries

With this form you can edit the data of an existing TMCH entry and upload the documents that are required for the entry.

NOTE
Please be aware that you can edit only the data of an order if it has not yet been confirmed. An editable entry has the status "open" or "incorrect".

Updating TMCH Entries

With this form you can edit the data of an existing TMCH entry and upload the documents that are required for the entry.

NOTE
Please be aware that you can edit only the data of an order if it has not yet been confirmed. An editable entry has the status "open" or "incorrect".

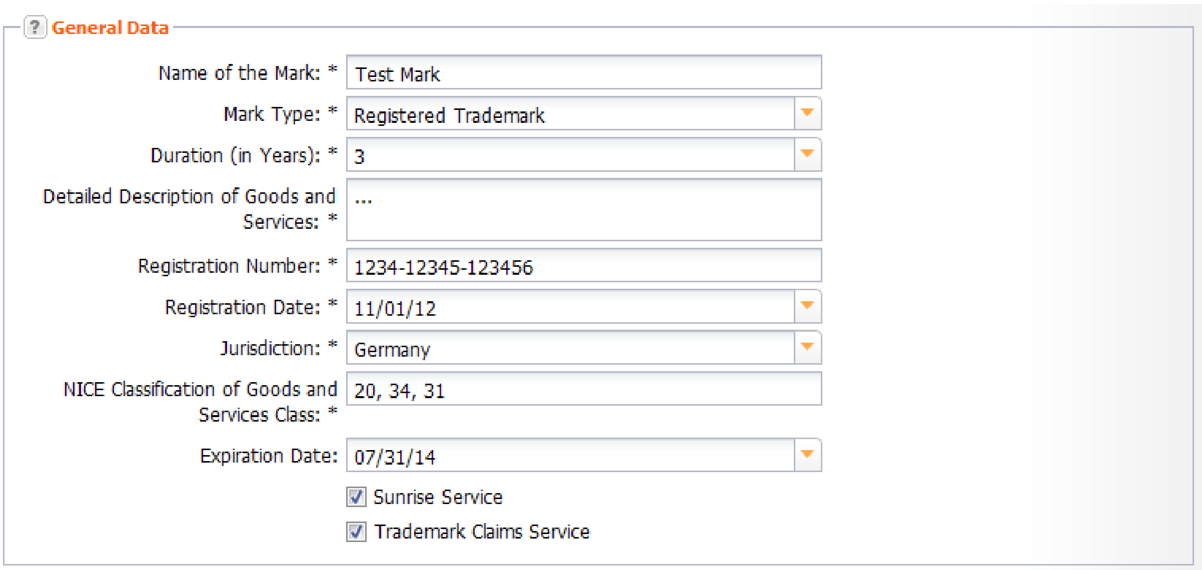
General Data

[General data for registered trademarks](#)

[General data for court validated marks](#)

[General data for marks that are protected by treaty or statute](#)

General data for registered trademarks

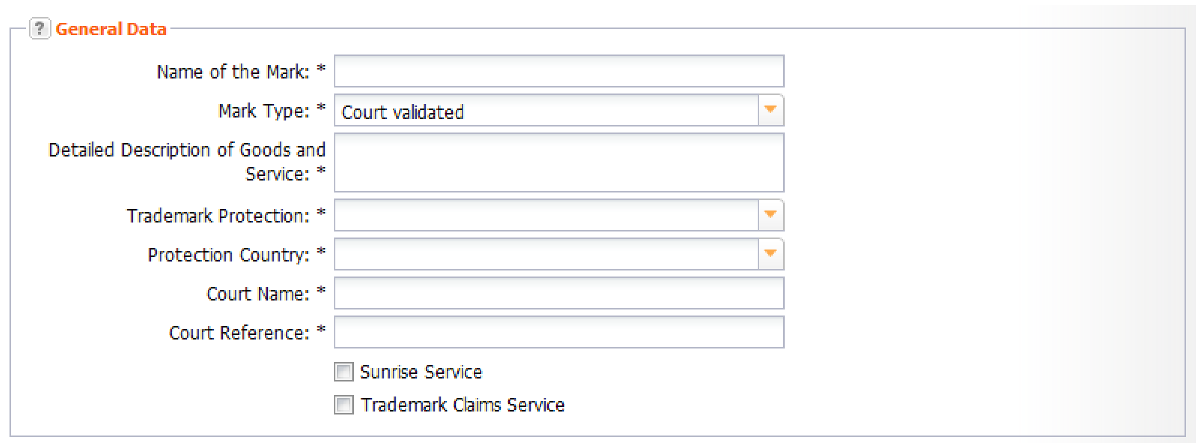


Form section details:

Name of the Mark*	Name of the mark you want to register.
Mark Type*	Select the fitting mark type here. You can choose from: ▪ Registered Trademark ▪ Court validated (protected by an court order)

	▪ Treaty or Statute (protected by a treaty or statutes.
Period*	Select the duration for the TMCH entry here. You can choose 1, 3 or 5 years.
Detailed Description of Goods and Services*	Enter a detailed description of the goods or services here. This description must comply with the trade mark register entry .
Registration Number*	Enter the registration number of your mark here.
Registration Date*	Enter the registration date of your mark here.
Jurisdiction*	Enter the jurisdiction here.
NICE Classification of Goods and Services*	Enter the fitting classes of the NICE classification here.
Expiration Date	Enter the expiration date of the mark registration here.
Sunrise Service	Activate the checkbox if you want to use the Sunrise Service.
Trademark Claims Service	Activate this checkbox to receive a message, in the case when someone registers a domain name containing your mark name.
Extended Trademark Claims Service	The Extended Trademark Claims Service permanently informs the holder of the Trademark about domains that are being registered and potentially violates their Trademark. The service is always automatically activated when selecting "Trademark-Claims-Service" .

General data for court validated marks

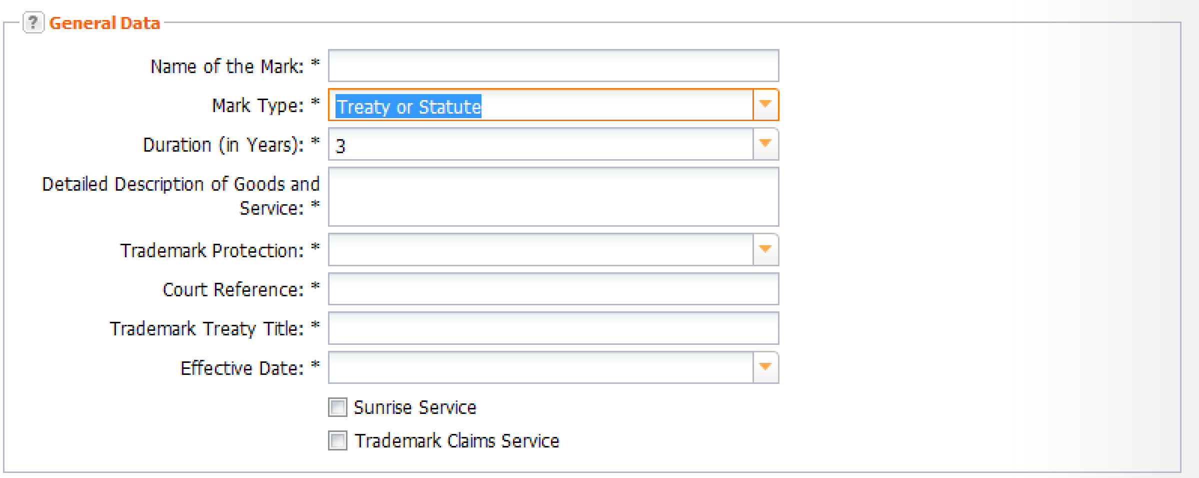


Form section details:

Name of the Mark*	Name of the mark you want to register.
Mark Type*	Select the fitting mark type here. You can choose from: ▪ Registered Trademark ▪ Court validated (protected by an court order) ▪ Treaty or Statute (protected by a treaty or statutes.
Detailed Description of Goods and Service*	Enter a detailed description of the goods or services here. This description must comply with the trade mark register entry .
Trademark Protection*	Select the date on which the protection starts.

Protection Country*	Select the country in which the mark is protected.
Court Name*	Enter the name of the local jurisdiction in which the protection of the mark was granted.
Court Reference*	Enter the court reference of the court decision.
Sunrise Service	Activate the checkbox if you want to use the Sunrise Service.
Trademark Claims Service	Activate this checkbox to receive a message, in the case when someone registers a domain name containing your mark name.
Extended Trademark Claims Service	The Extended Trademark Claims Service permanently informs the holder of the Trademark about domains that are being registered and potentially violates their Trademark. The service is always automatically activated when selecting "Trademark-Claims-Service" .

General data for marks that are protected by treaty or statute

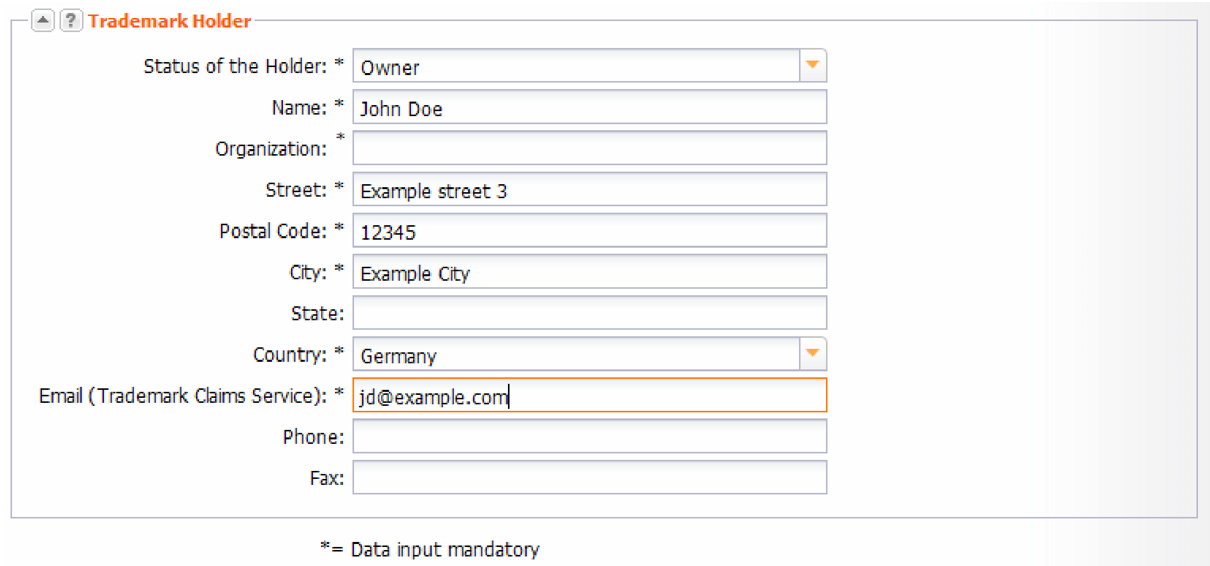


<u>Form section details:</u>

Name of the Mark*	Name of the mark you want to register.
Mark Type*	Select the fitting mark type here. You can choose from: ▪ Registered Trademark ▪ Court validated (protected by an court order) ▪ Treaty or Statute (protected by a treaty or statutes.
Duration (in Years)*	Select the duration for the TMCH entry here. You can choose 1, 3 or 5 years.
Detailed Description of Goods and Service*	Enter a detailed description of the goods or services here. This description must comply with the trade mark register entry .
Trademark Protection*	Select the date on which the protection starts.
Court Reference*	Enter the court reference number of the treaty or statute.
Trademark Treaty Title*	Enter the title of the treaty or statute
Effective Date*	Enter the fitting classes of the NICE classification here.

Sunrise Service	Activate the checkbox if you want to use the Sunrise Service.
Trademark Claims Service	Activate this checkbox to receive a message, in the case when someone registers a domain name containing your mark name.
Extended Trademark Claims Service	The Extended Trademark Claims Service permanently informs the holder of the Trademark about domains that are being registered and potentially violates their Trademark. The service is always automatically activated when selecting "Trademark-Claims-Service" .

Trademark Holder



You can enter all data concerning the trademark holder here. Form fields marked with "*" are mandatory.

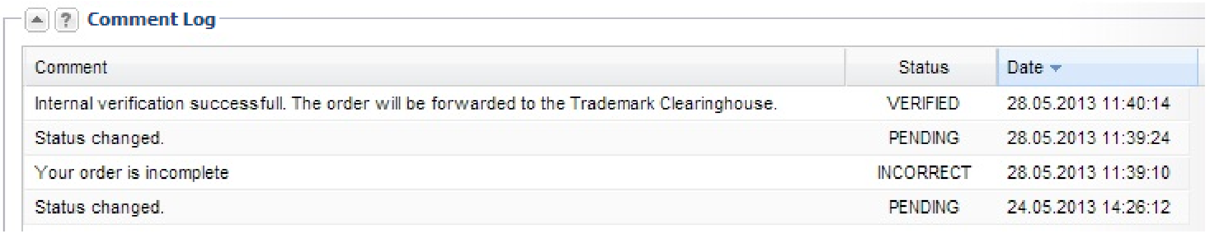
<u>Form section details:</u>

Status of the Holder *	Select the trademark holder status here. You can choose from: ▪ Owner ▪ Licensee ▪ Assignee Depending on the status, the system will display the input fields and/or graphical elements for the file upload for the required documents in the document section.
Name*	Name of the trademark holder.
Organization*	Organization of the trademark holder .
Street*	Street of the trademark holder.
Postal Code*	Postal code of the trademark holder.
City*	City of the trademark holder.
State	State of the trademark holder.
Country*	Country of the trademark holder.

Email (Trademark Claims Service)*	Email address of the trademark holder that is to be used for the Trademark Claim Service notification email.
Phone	Phone number of the trademark holder.
Fax	Fax number of the trademark holder.

Comment Log

All comments which were created by the TMCH-Agent in the course of the application are displayed here.


Comment Log

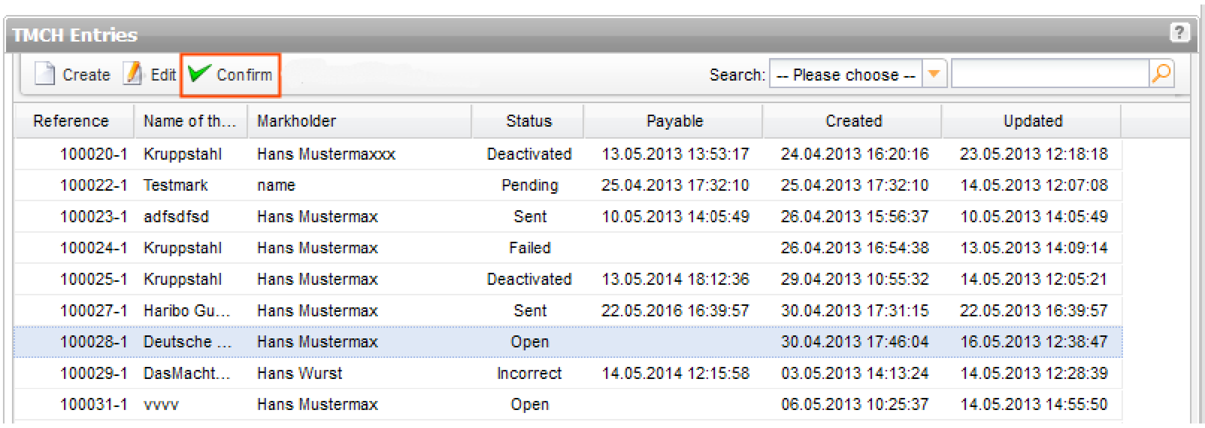
Comment	Status	Date
Internal verification successfull. The order will be forwarded to the Trademark Clearinghouse.	VERIFIED	28.05.2013 11:40:14
Status changed.	PENDING	28.05.2013 11:39:24
Your order is incomplete	INCORRECT	28.05.2013 11:39:10
Status changed.	PENDING	24.05.2013 14:26:12

Confirming TMCH Entries

After you've submitted all data as complete as possible and to the best of your knowledge, you need to confirm the order. Not until then is it possible to send the data to the TMCH team for the verification process.

After your order confirmation, no more changes of any type can be made to the order.

1. Click ***TMCH Management*** in the menu group ***Trademark Tools***.
2. Select the entry you want to confirm.
3. Click the ***Confirm*** button in the toolbar. The status will then change from ***Open*** to ***Pending***.



Reference	Name of th...	Markholder	Status	Payable	Created	Updated
100020-1	Kruppstahl	Hans Mustermaxxx	Deactivated	13.05.2013 13:53:17	24.04.2013 16:20:16	23.05.2013 12:18:18
100022-1	Testmark	name	Pending	25.04.2013 17:32:10	25.04.2013 17:32:10	14.05.2013 12:07:08
100023-1	adfsdfsd	Hans Mustermax	Sent	10.05.2013 14:05:49	26.04.2013 15:56:37	10.05.2013 14:05:49
100024-1	Kruppstahl	Hans Mustermax	Failed		26.04.2013 16:54:38	13.05.2013 14:09:14
100025-1	Kruppstahl	Hans Mustermax	Deactivated	13.05.2014 18:12:36	29.04.2013 10:55:32	14.05.2013 12:05:21
100027-1	Haribo Gu...	Hans Mustermax	Sent	22.05.2016 16:39:57	30.04.2013 17:31:15	22.05.2013 16:39:57
100028-1	Deutsche ...	Hans Mustermax	Open		30.04.2013 17:46:04	16.05.2013 12:38:47
100029-1	DasMacht...	Hans Wurst	Incorrect	14.05.2014 12:15:58	03.05.2013 14:13:24	14.05.2013 12:28:39
100031-1	vvvv	Hans Mustermax	Open		06.05.2013 10:25:37	14.05.2013 14:55:50

Displaying Trademark Labels

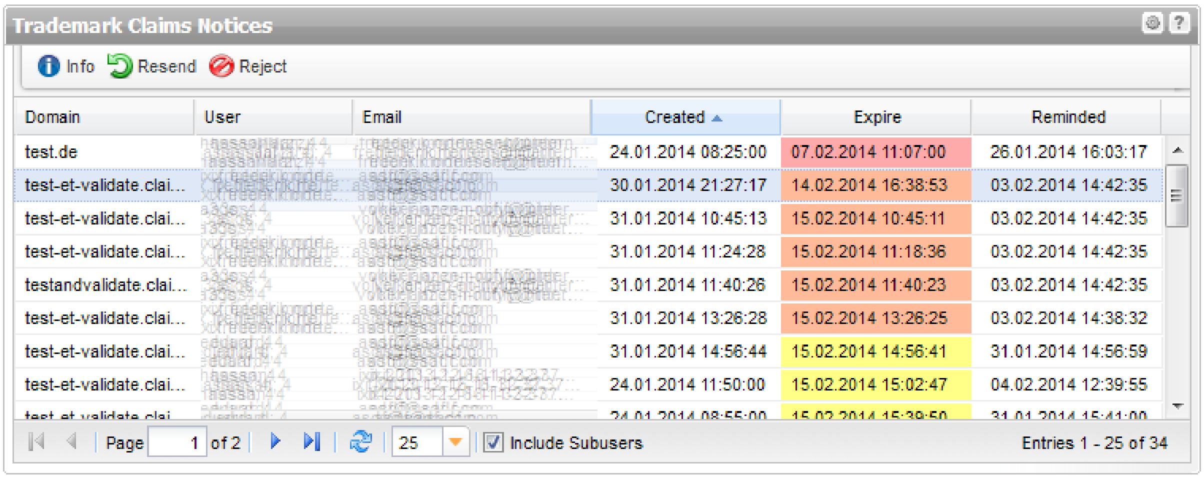
The labels for your mark are variations of your trademark. These are assigned to you by the Trademark Clearinghouse. If you register new gTLDs in the Sunrise phase, all of these assigned labels are available for you to use. Up to a maximum of 20 labels can be assigned per mark. These labels are included with every registration. As soon as your registration has the status ***Active***, you can see the complete list of assigned labels for your mark in this section.

Form section details:

Trademark Labels	You can see all labels for your mark here. You can use all these labels to register new gTLDs for your mark name. **Example:** *Mark name: My mark* *Label1:mymark* *Label2:my-mark*
SMD File	You need the SMD file (Signed Mark Data) as a key to register new gTLDs in the sunrise phase. You have to add the file to the sunrise order that you send to the registry. As soon as TMCH has created the SMD file, it will be shown here and the status will change to ***Active***. This process can take several weeks.

6.16 TRADEMARK CLAIMS NOTICES

In this overview all domains are listed for which the Trademark Claims Notice has been sent to the prospective domain owner.



The following details are displayed:

- Domain: Domain, for which the Trademark Claims Notice has been sent
- User: User to which the order belongs to
- Created: Date on which the Trademark Claims Notice has been sent for the first time.
- Expire: Date which the Trademark Claims Notice exceeds. (=15 days after the creation date) If the Trademark Claims Notice is not confirmed by the receiver within the allowed timeframe, a registration of the said domain will no longer be possible.
- Reminded: Date of the recent reminder email.

The following tasks can be started in the tool bar:

- ***Info:*** Data concerning domains and trademark labels especialliy infringed trademark rights is displayed.
- ***Resend***: You can resend the Trademark Claims Notice manually to the prospective domain owner here. *See: "Resending a Trademark Claims Notice manually" on page 179.*
- ***Cancel***: You can cancel open requests manually here.

The following tasks can be started in the *Tools* menu:

- Exporting Trademark Claims Registrations as .CSV file

Resending a Trademark Claims Notice manually

You can resend a Trademark Claims Notification to the prospective domain owner manually.

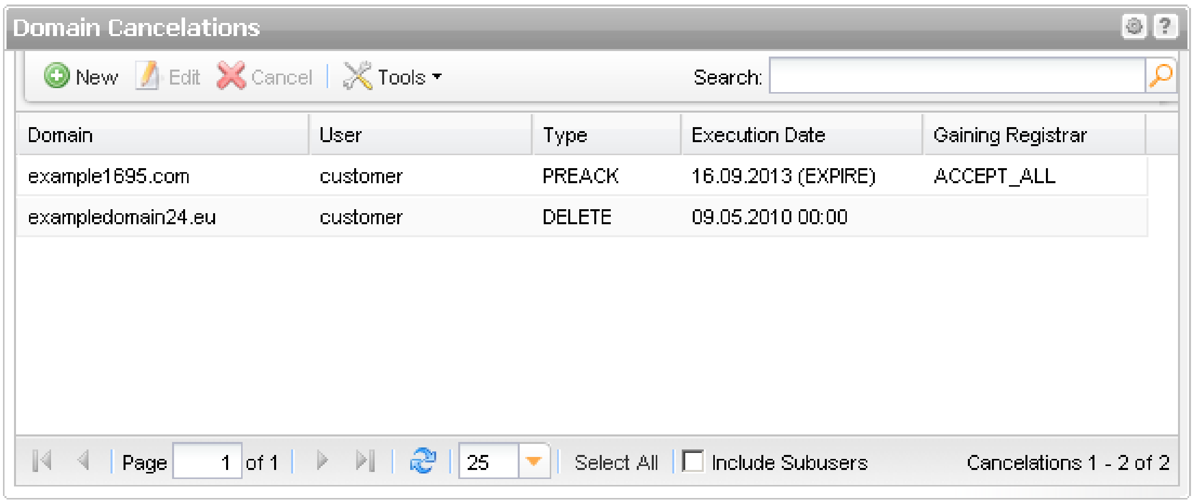
1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Click ***Tools*** in the toolbar and select the entry ***Trademark Claims Notice***.

   The overview ***Trademark Claims Registrations.***opens.
3. Select the desired entry.
4. Click the button ***Resend***.

6.17 CANCELATION MANAGEMENT

You can administrate your domain cancelations in the ***Cancelation Management*** area. There are three types of cancelation: a cancelation (DELETE), a transit (TRANSIT) or the preacknowledegment of an outgoing transfer (PREACK).
You can create, update and delete cancelations here. Furthermore, you can start ***Whois*** requests here.
The current cancelations are displayed in the ***Domain Cancelation*** overview.

1. To display the ***Domain Cancelations*** overview click ***Cancelation Management*** in the menu group ***Domains & Contacts.***

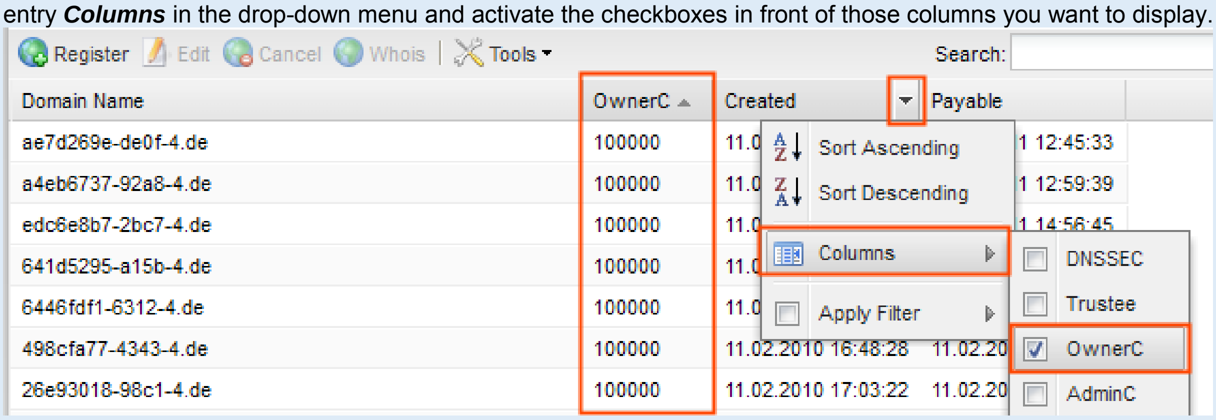


<u>**The following details are displayed:**</u>

- Domain: the name of the domain for which a delayed cancelation request exists
- User: the user the object belongs to
- Type: the cancelation type (delete, transit or preack)
- Execution Date: the date on which the cancelation will be executed
- Gaining Registrar: the future registrar (only for preack)
- Disconnect: will the domain be disconnected or not when cancelation is executed (only for transit).

Use the toolbar to create, edit or revoke domain cancelations. Use the button ***Tools*** to display the ***AuthInfo*** of a domain, list the ***Whois*** data or create a .CSV list of your cancelations.

TIP: Show and hide columns with details
You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

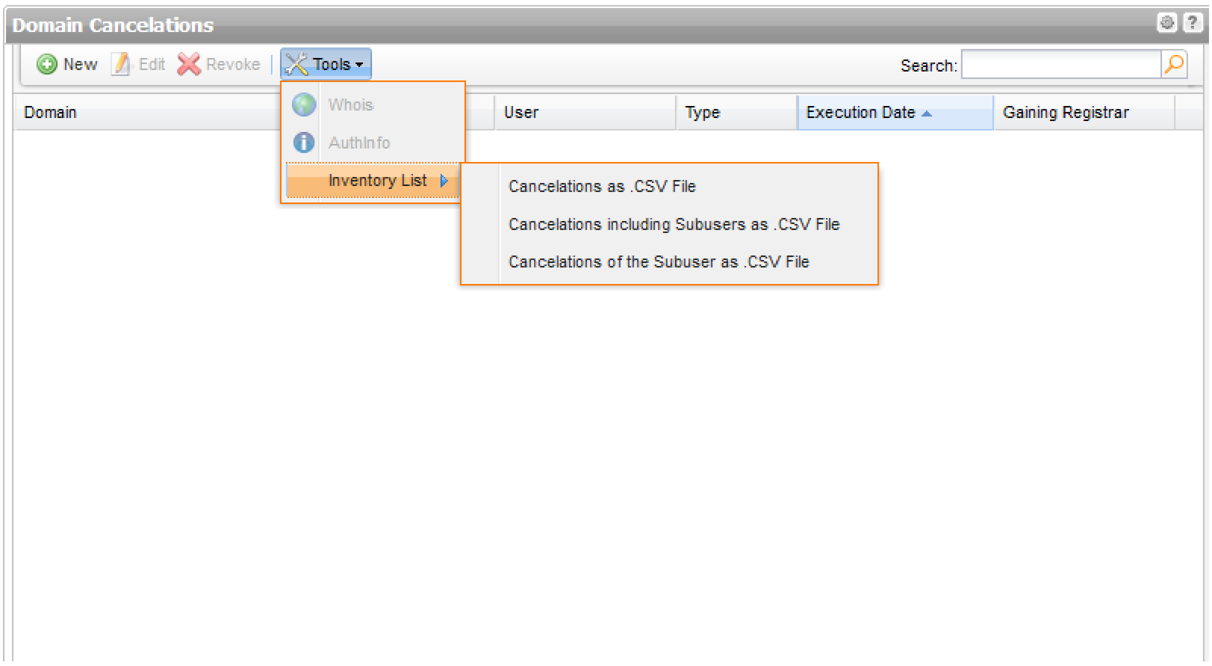
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click at the bottom of the overview.

Creating a .CSV Inventory List of the active Domain Cancelations

You can create inventory lists of your active domain cancelations in .CSV file format.

1. Click ***Cancelation Management*** in the menu group ***Domains & Contacts.***
2. Click ***Tools*** in the toolbar and select ***Inventory List*** in the menu.
3. Select whether you want to create a list including or excluding subusers, or if you only want the cancelations of subusers.



The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

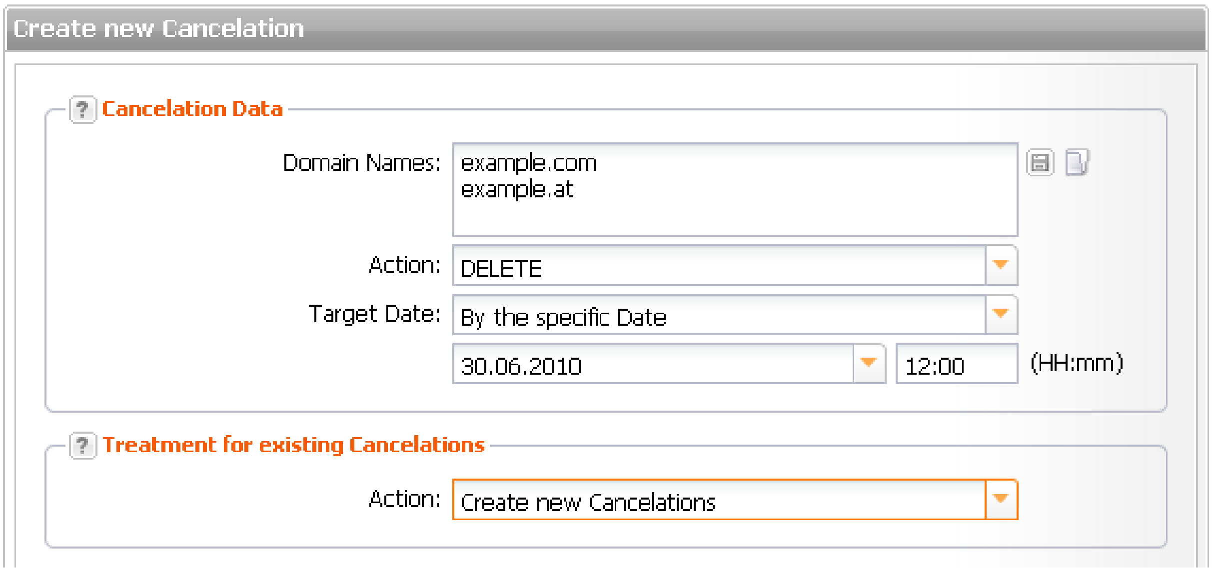
Cancelling Domains (DELETE)

1. Click ***Cancelation Management*** in the menu group ***Domains & Contacts.***
2. Click ***New*** in the toolbar.

   Or:

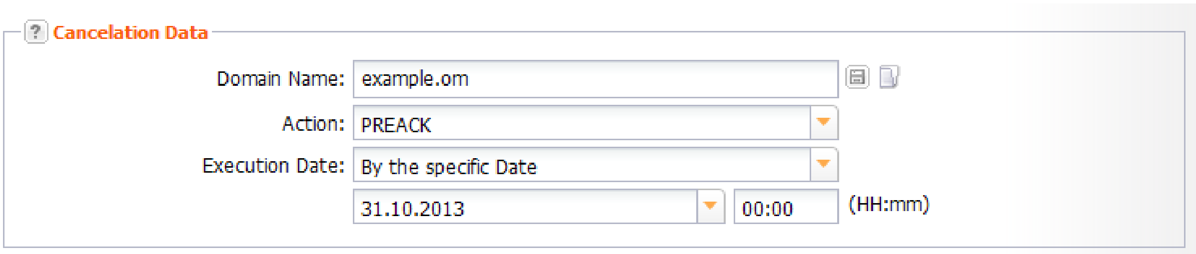
1. Click ***Domain Management*** in the menu group ***Domains & Contacts.***
2. Select the domains you want to cancel in the ***Domain Management*** overview. Press ***Ctrl*** for multi select. (For Mac users ***cmd)*** The domains will be entered in the domain name entry field.
3. Click ***Cancel*** in the toolbar.

   The ***Create Cancelation*** form opens.



Form section details:

Cancelation Data



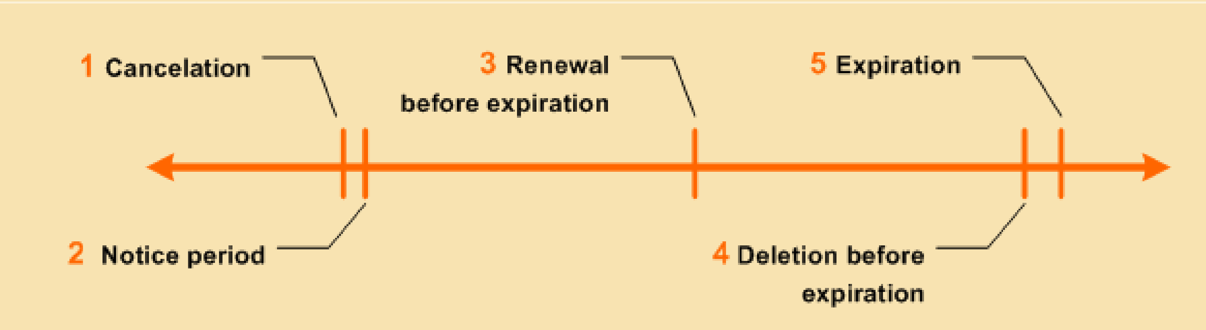
You can specify the domains to be canceled, the cancelation type and the execution date of the cancelation here.

Domain Name	Enter the domain name here.
Action	You can see every action that is possible for all entered domains here. If e.g. a transit is not supported for all TLDs ***Transit*** will not be displayed in the list. In this case, you can carry out the transit for these domains in another request. Select ***Delete*** to cancel the domain. Select ***Transit*** to give the domain back to the registry. Only possible for some TLDs (possible for some TLDs only, e.g. .de"). Select ***Preack*** to release the domain for a domain transfer in advance.

Execution Date	Select ***Now*** for immediate cancelation. Select ***At Expiration Date*** to cancel the domain on the expiration date. Select ***Custom Date*** to specify a cancelation date. The calendar can be displayed by clicking in the form field.

Important target dates for domain cancelations

A domain can be canceled when carrying out the cancelation (immediately), at the end of the period of validity (expiration) or on a specified date.
When carrying out a cancelation, please note:
For each of these possible cancelation times **1**, every TLD has different notice periods 2. Several registries may renew domains some time ahead of the expiration date **3**. Due to administrative reasons, we may already delete domains specified for cancelation at expiration before **4** the actual end of the validity period (expiration) **5**.



Note for a cancelation of the type Preack

A cancelation of the type Preack is not allowed, if an AuthInfo exists for the domain. The error message "AuthInfo 1 already exists" is displayed. Delete the AuthInfo and create the cancelation after that. *See: "Deleting an AuthInfo" on page 113.*

Treatment for existing Cancelations

You can specify whether existing cancelations are replaced or not here.

Entry details:

Action	Select ***Create new Cancelations*** to replace existing cancelations. If a cancelation already exists, you will get an error message. Select ***Replace existing Cancelations*** to replace existing cancelations.

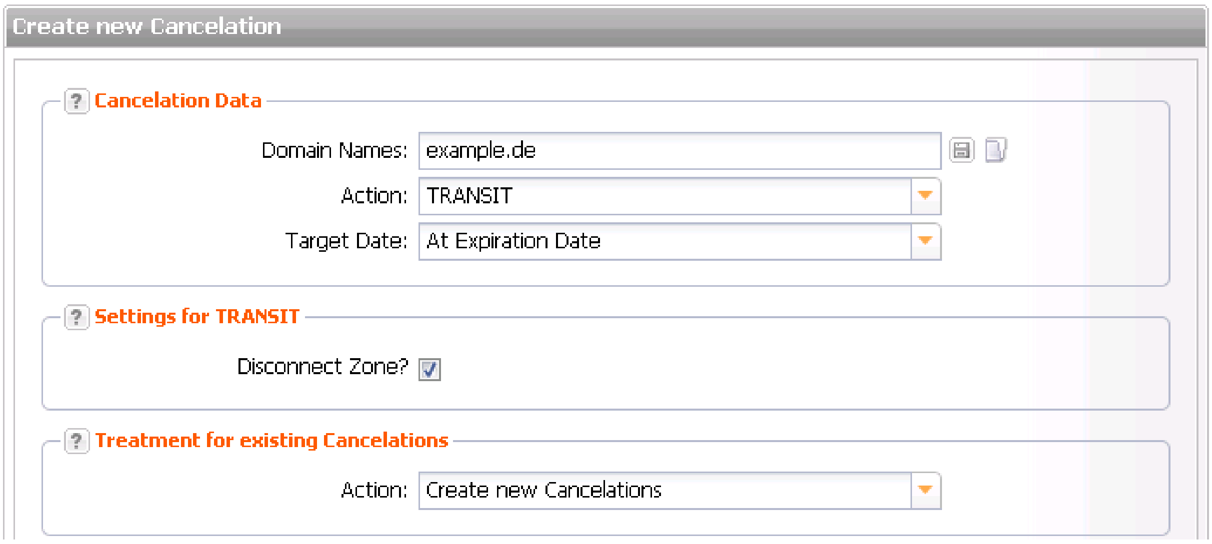
Giving a Domain back to the Registry (TRANSIT)

A domain transit is a kind of cancelation. Executing a transit means giving the domain back to the registry. Only some TLDs support this task, e.g. .de.

1. Click ***Cancelation Management*** in the menu group ***Domains & Contacts.***
2. Click ***New*** in the toolbar.

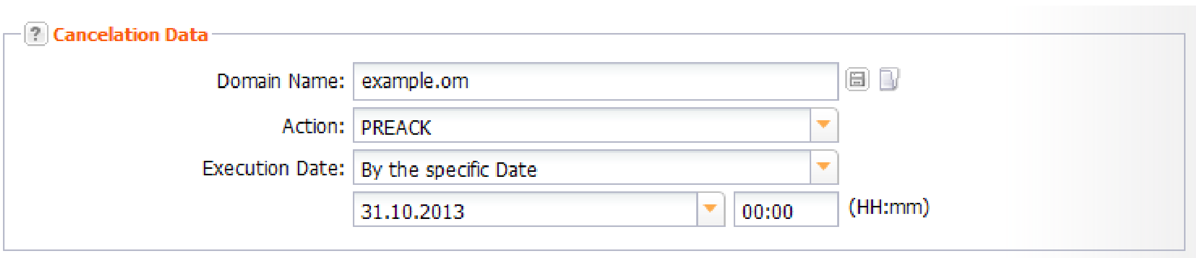
   The ***Create New Cancelation*** form opens.
3. Select ***TRANSIT*** in the ***Action*** item list.

   The form section ***Settings for TRANSIT*** will be displayed.



Form section details:

Cancelation Data



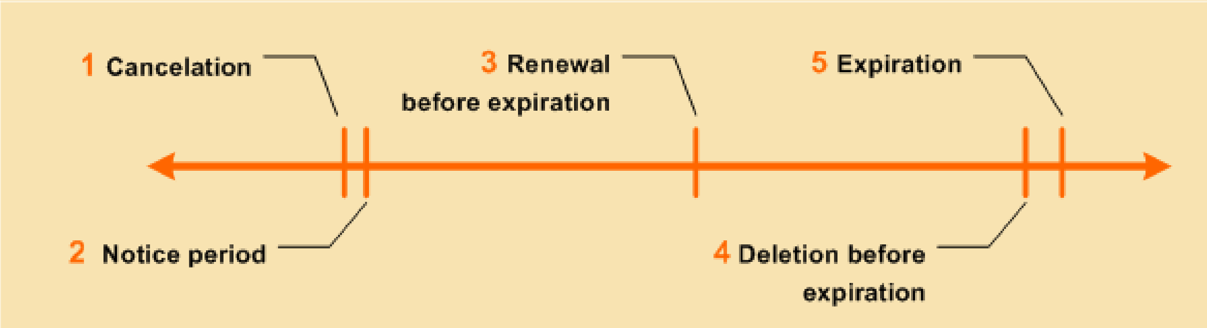
You can specify the domains to be canceled, the cancelation type and the execution date of the cancelation here.

Domain Name	Enter the domain name here.
Action	You can see every action that is possible for all entered domains here. If e.g. a transit is not supported for all TLDs ***Transit*** will not be displayed in the list. In this case, you can carry out the transit for these domains in another request. Select ***Delete*** to cancel the domain. Select ***Transit*** to give the domain back to the registry. Only possible for some TLDs (possible for some TLDs only, e.g. .de"). Select ***Preack*** to release the domain for a domain transfer in advance.
Execution Date	Select ***Now*** for immediate cancelation.

	Select ***At Expiration Date*** to cancel the domain on the expiration date. Select ***Custom Date*** to specify a cancelation date. The calendar can be displayed by clicking in the form field.

Important target dates for domain cancelations

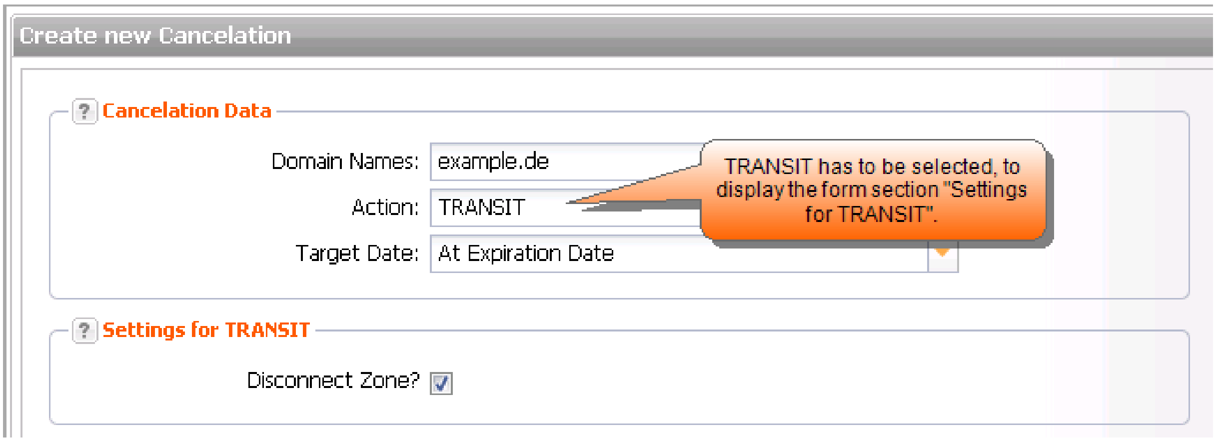
A domain can be canceled when carrying out the cancelation (immediately), at the end of the period of validity (expiration) or on a specified date.
When carrying out a cancelation, please note:
For each of these possible cancelation times **1**, every TLD has different notice periods 2. Several registries may renew domains some time ahead of the expiration date **3**. Due to administrative reasons, we may already delete domains specified for cancelation at expiration before **4** the actual end of the validity period (expiration) **5**.



Note for a cancelation of the type Preack

A cancelation of the type Preack is not allowed, if an AuthInfo exists for the domain. The error message "AuthInfo 1 already exists" is displayed. Delete the AuthInfo and create the cancelation after that. *See: "Deleting an AuthInfo" on page 113.*

Settings for Transit



You can specify if the zone will be disconnected or not here.

NOTE

If the zone is disconnected, the domain will not be reachable

Disconnect Zone?	Select the checkbox to disconnect the zone.

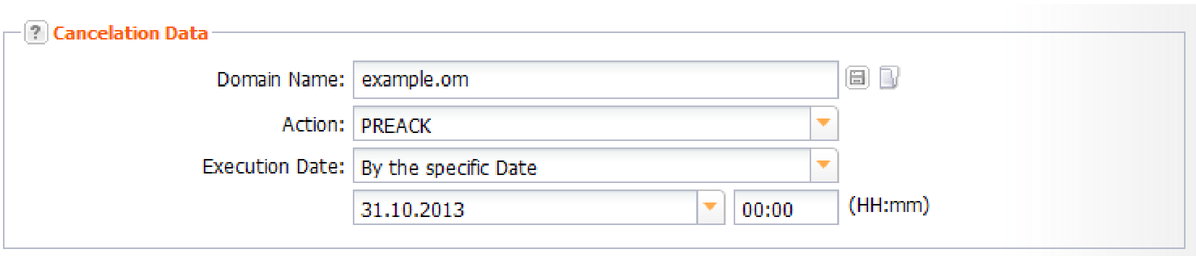
Preacknowledging an outgoing Transfer (PREACK)

1. Click ***Cancelation Management*** in the menu group ***Domains & Contacts.***
2. Click ***New*** in the toolbar.
3. Select ***PREACK*** in the ***Action*** item list.

   The form ***Create Cancelation*** opens.

Form section details:

Cancelation Data



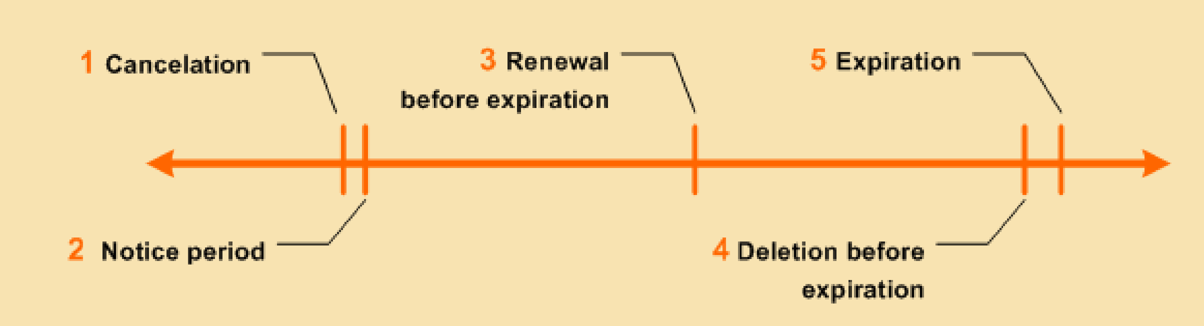
You can specify the domains to be canceled, the cancelation type and the execution date of the cancelation here.

Domain Name	Enter the domain name here.
Action	You can see every action that is possible for all entered domains here. If e.g. a transit is not supported for all TLDs ***Transit*** will not be displayed in the list. In this case, you can carry out the transit for these domains in another request. Select ***Delete*** to cancel the domain. Select ***Transit*** to give the domain back to the registry. Only possible for some TLDs (possible for some TLDs only, e.g. .de"). Select ***Preack*** to release the domain for a domain transfer in advance.
Execution Date	Select ***Now*** for immediate cancelation. Select ***At Expiration Date*** to cancel the domain on the expiration date.

Select ***Custom Date*** to specify a cancelation date.
The calendar can be displayed by clicking in the form field.

Important target dates for domain cancelations

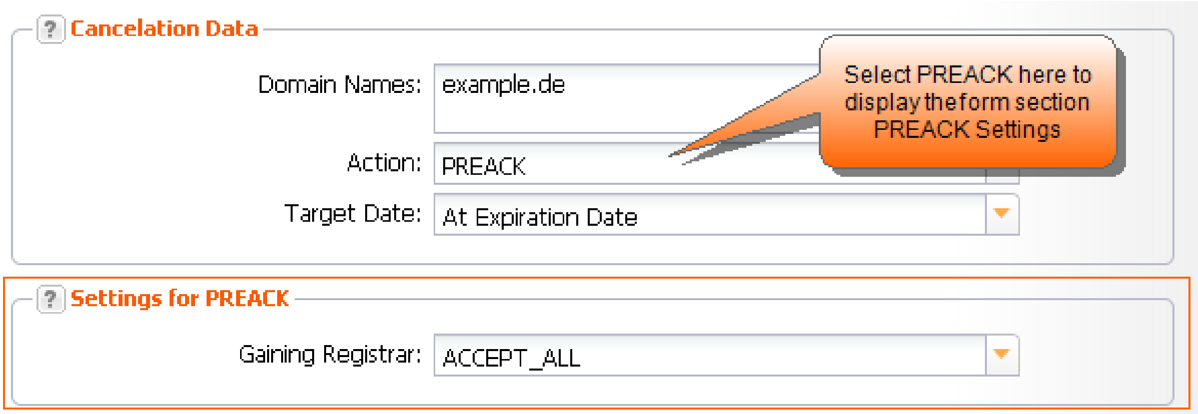
A domain can be canceled when carrying out the cancelation (immediately), at the end of the period of validity (expiration) or on a specified date.
When carrying out a cancelation, please note:
For each of these possible cancelation times **1**, every TLD has different notice periods 2. Several registries may renew domains some time ahead of the expiration date **3**. Due to administrative reasons, we may already delete domains specified for cancelation at expiration before **4** the actual end of the validity period (expiration) **5**.



Note for a cancelation of the type Preack

A cancelation of the type Preack is not allowed, if an AuthInfo exists for the domain. The error message "AuthInfo 1 already exists" is displayed. Delete the AuthInfo and create the cancelation after that. *See: "Deleting an AuthInfo" on page 113.*

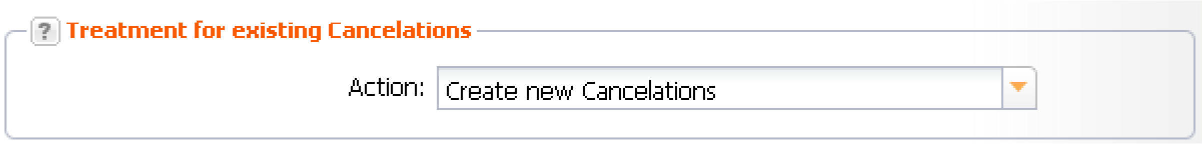
Settings for PREACK



You can specify the registrar the domain will be transferred to here. To display the form section ***Settings for Preack***, select the cancelation type ***Preack*** in the ***Action*** item list.

Gaining Registrar	Select ACCEPT_ALL to accept any registrar. For some TLDs (.de and .uk) the list contains registrars too. In this case, you have the possibility to select the gaining registrar, to make sure that the domain can only be transferred to this registrar.

Treatment for existing Cancelations



You can specify whether existing cancelations are replaced or not here.

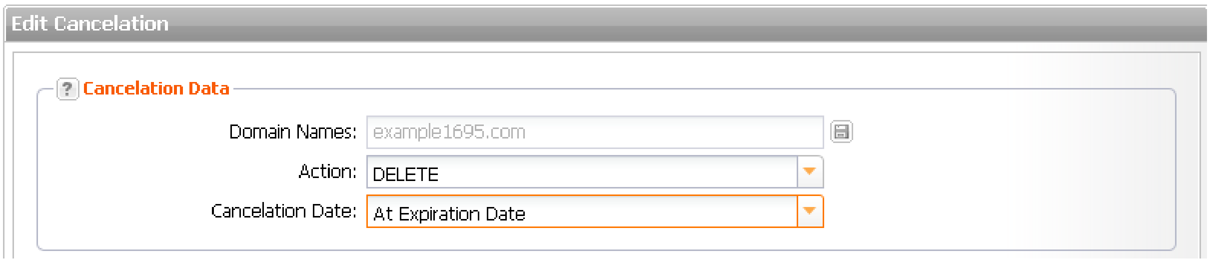
Entry details:

Action	Select ***Create new Cancelations*** to replace existing cancelations. If a cancelation already exists, you will get an error message. Select ***Replace existing Cancelations*** to replace existing cancelations.

Editing Domain Cancelations

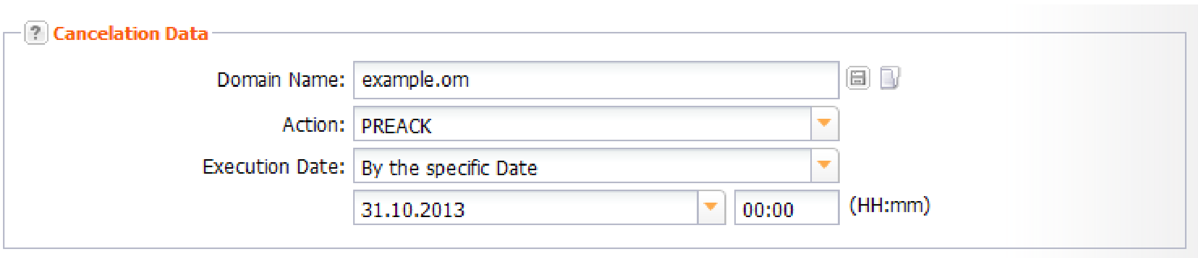
1. Click ***Cancelation Management*** in the menu group ***Domains & Contacts.***
2. Select the cancelation you want to edit. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Edit*** in the toolbar.

   The ***Edit Cancelation*** form opens.



Form section details:

Cancelation Data



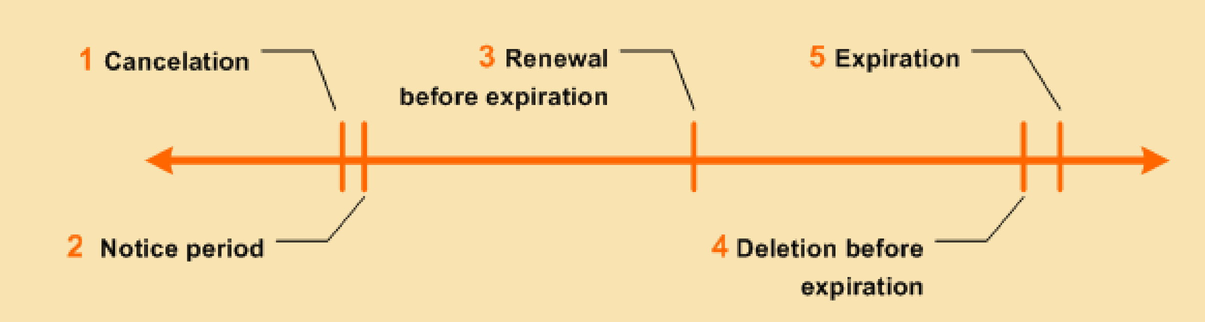
You can specify the domains to be canceled, the cancelation type and the execution date of the cancelation here.

Domain Name	Enter the domain name here.
Action	You can see every action that is possible for all entered domains here. If e.g. a transit is not supported for all TLDs ***Transit*** will not be displayed in the list. In this case, you can carry out the transit for these domains in another request. Select ***Delete*** to cancel the domain.

	Select ***Transit*** to give the domain back to the registry. Only possible for some TLDs (possible for some TLDs only, e.g. .de"). Select ***Preack*** to release the domain for a domain transfer in advance.
Execution Date	Select ***Now*** for immediate cancelation. Select ***At Expiration Date*** to cancel the domain on the expiration date. Select ***Custom Date*** to specify a cancelation date. The calendar can be displayed by clicking in the form field.

Important target dates for domain cancelations

A domain can be canceled when carrying out the cancelation (immediately), at the end of the period of validity (expiration) or on a specified date.
When carrying out a cancelation, please note:
For each of these possible cancelation times **1**, every TLD has different notice periods 2. Several registries may renew domains some time ahead of the expiration date **3**. Due to administrative reasons, we may already delete domains specified for cancelation at expiration before **4** the actual end of the validity period (expiration) **5**.



Note for a cancelation of the type Preack

A cancelation of the type Preack is not allowed, if an AuthInfo exists for the domain. The error message "AuthInfo 1 already exists" is displayed. Delete the AuthInfo and create the cancelation after that. *See: "Deleting an AuthInfo" on page 113.*

Deleting a Domain Cancelation

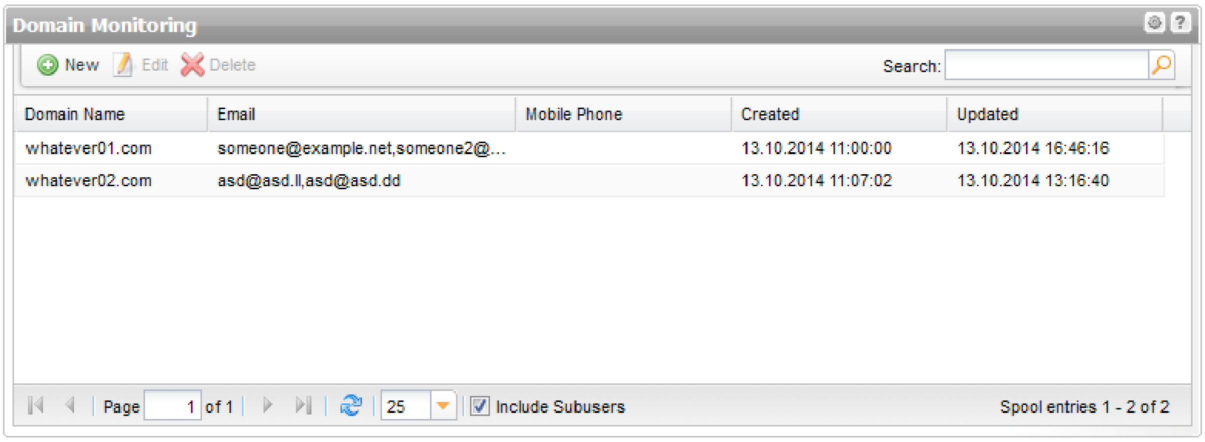
1. Click ***Cancelation Management*** in the menu group ***Domains & Contacts.***
2. Select the cancelation you want to delete. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Delete*** in the toolbar.
4. Confirm the request.

6.18 DOMAIN MONITORING

Domain Monitoring automatically informs you about status changes for domains which have been entered into the list. The monitoring checks for the following changes: cancelation(s), removal of a domain from your inventory (domain away) and domain contact verification (OwnerC verification). As soon as one of these incident takes place, which could lead to the loss or deactivation of the affected domain, you will be notified via email and SMS. The costs for the ***Domain Monitoring*** can be found in the domain price list.

In the ***Domain Monitoring*** overview all domains, which are currently monitored are listed.

1. To display the ***Domain Monitoring*** overview click ***Monitoring Domain*** in the menu group ***Domains & Contacts.***

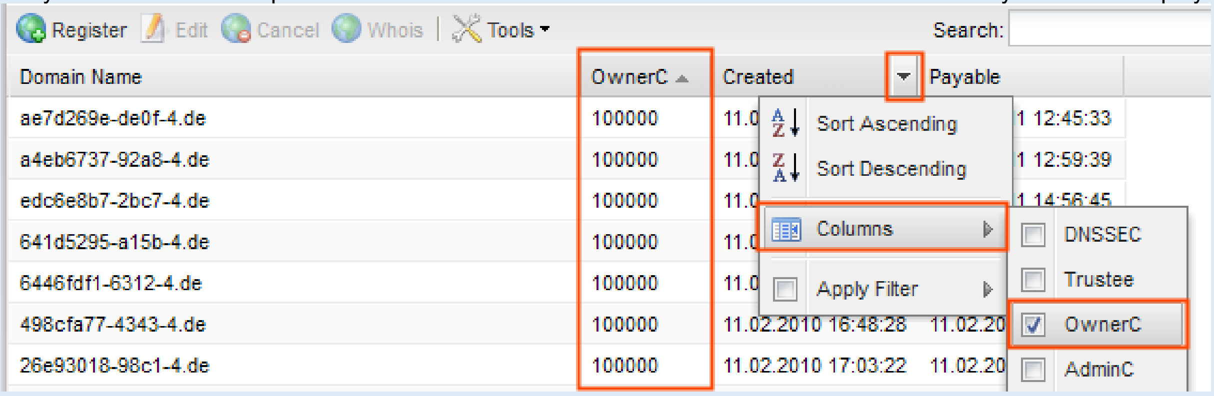


The following information is displayed for the domains:

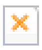
- Domain Name: the name of the domain the monitoring service is used for.
- Email: in the case of status changes an email is sent to this addresses.
- Mobile Phone: in the case of status changes an SMS will be sent to this phone number.
- Created: the date on which the domain was added to the monitoring service.
- Updated: the date on which the domain details were last updated.

Use the toolbar to create, edit or cancel domain monitoring entries.

TIP: Show and hide columns with details
You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.



Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click  to have the corresponding entries displayed.
3. Click  to have all entries displayed again.

TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.

You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

To refresh the data manually click at the bottom of the overview.

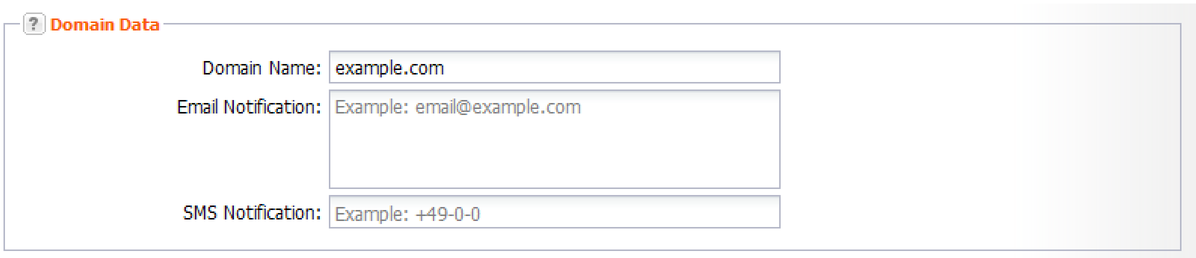
Add new Domains to the Domain Monitoring

1. Click **Domain Monitoring** in the menu group ***Domains & Contacts.***
2. Click ***New*** in the toolbar of the overview ***Domain Monitoring.***

   The ***Create new Domain Monitoring Entry*** form opens.

Form section details:

Domain Data



Enter the required details for the domains you want to have monitored here. You can run bulk request too.

Entry details:

Domain Name	Enter the domain names of the domains, you want to have monitored, here. For bulk request press ***Enter*** after each domain tor click the ***Bulk Mode*** link. Click the icon, if you want to use an existing domain list.
Email Notification	Enter one or several email addresses, to which a email should be send in the case of status changes, here. Press ***Enter*** to separate the entries.
SMS Notification	Enter a mobile phone number (format +12-12345-12345), to which an email should be send in the case of status changes, here.

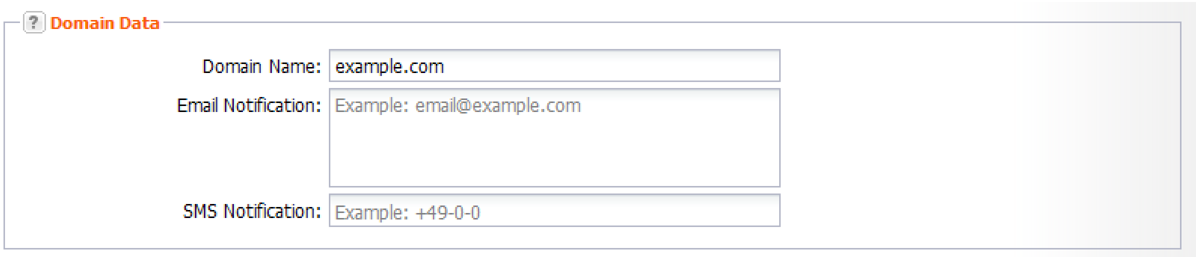
Update Entries in the Domain Monitoring overview

1. Click **Domain Monitoring** in the menu group ***Domains & Contacts.***
2. Select the desired domain in the ***Domain Monitoring*** overview.
3. Click ***Edit*** in the toolbar.

   The ***Edit new Domain Monitoring Entry*** form opens.

Form Section Details:

Domain Data



You can change the domain data for the monitored domain here.

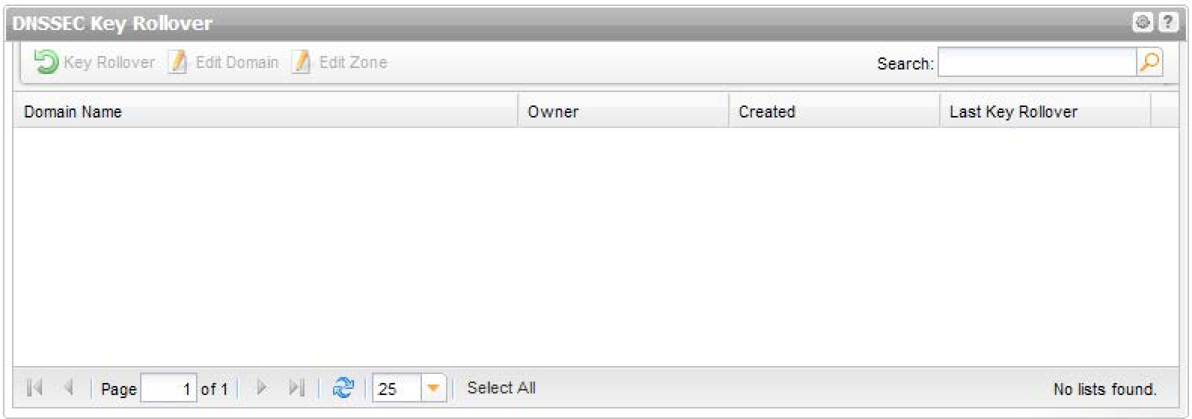
Entry details:

Domain Name	You can see the domain you are currently editing here.
Email Notification	You can edit the email addresses, to which an email should be send in the case of status changes, here. Press ***Enter*** to separate the entries.
SMS Notification	You can edit the mobile phone number (format +12-12345-12345), to which an email should be send in the case of status changes here.

DNSSEC Key Rollover

In the area ***DNSSEC Key Rollover*** you can carry out the Key Rollover for your DNSSEC signed files. The overview lists all DNSSEC signed NodeSecure Domains.

1. Click ***Domain Management*** in the menu group ***Domains & Contacts***.
2. Click ***Tools*** in the toolbar and select the ***DNSSEC Key Rollover***.



NOTE
The key rollover can only be done once a month.

The following details are displayed:

- Domain Name: name of the domain
- Owner: The owner, the object belongs to.
- Created: Date of the DNSSEC signing
- Last Key Rollover: date of the last Key Rollover for this domain

Carrying out a key rollover

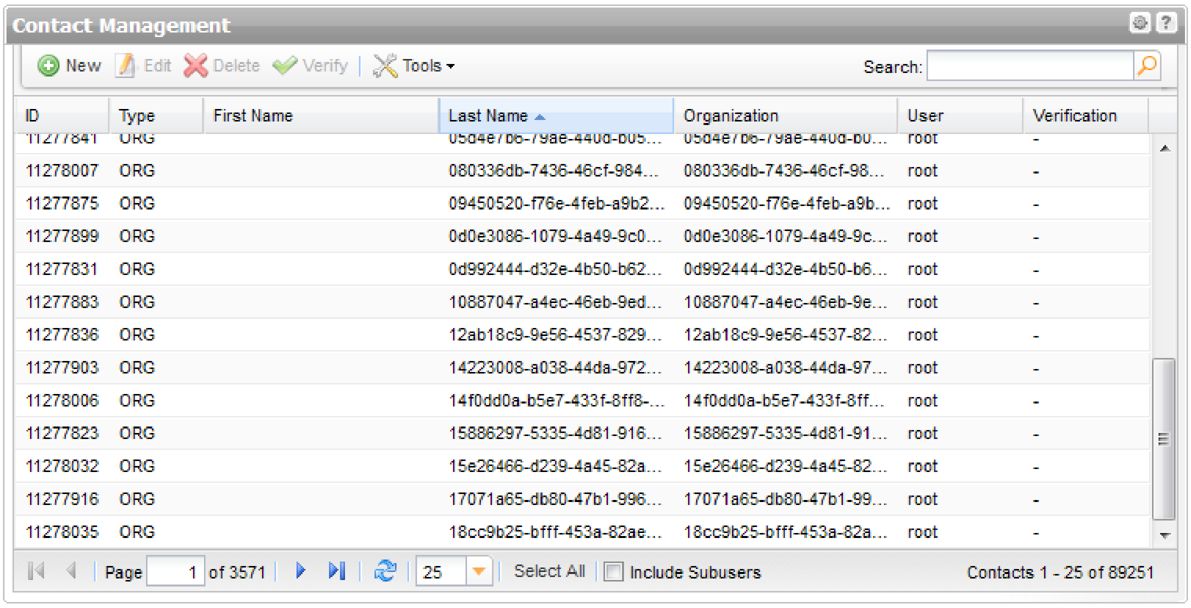
- Select the desired domain
- Click the ***Key Rollover*** button.

7 Contact Management

7.1 CONTACT MANAGEMENT

The area ***Contact Management*** is the control area for your domain contacts. All domain contact tasks can be carried out here. All domain contacts are displayed in the overview.

1. Click ***Contact Management*** in the menu group ***Domains & Contacts*** to see the ***Contact Management*** overview.



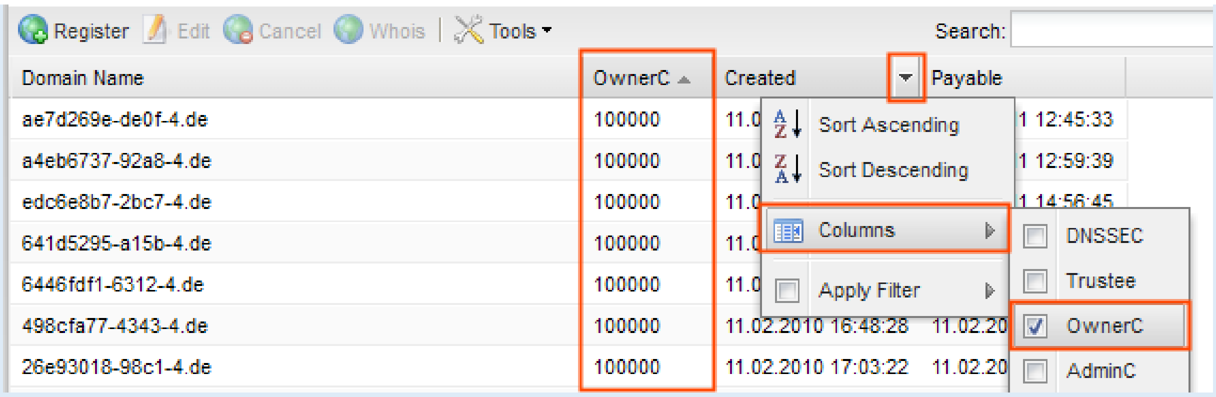
ID	Type	First Name	Last Name	Organization	User	Verification
11277841	ORG		05d4e7b6-79ae-440d-b05...	05d4e7b6-79ae-440d-b0...	root	-
11278007	ORG		080336db-7436-46cf-984...	080336db-7436-46cf-98...	root	-
11277875	ORG		09450520-f76e-4feb-a9b2...	09450520-f76e-4feb-a9b...	root	-
11277899	ORG		0d0e3086-1079-4a49-9c0...	0d0e3086-1079-4a49-9c...	root	-
11277831	ORG		0d992444-d32e-4b50-b62...	0d992444-d32e-4b50-b6...	root	-
11277883	ORG		10887047-a4ec-46eb-9ed...	10887047-a4ec-46eb-9e...	root	-
11277836	ORG		12ab18c9-9e56-4537-829...	12ab18c9-9e56-4537-82...	root	-
11277903	ORG		14223008-a038-44da-972...	14223008-a038-44da-97...	root	-
11278006	ORG		14f0dd0a-b5e7-433f-8ff8-...	14f0dd0a-b5e7-433f-8ff...	root	-
11277823	ORG		15886297-5335-4d81-916...	15886297-5335-4d81-91...	root	-
11278032	ORG		15e26466-d239-4a45-82a...	15e26466-d239-4a45-82...	root	-
11277916	ORG		17071a65-db80-47b1-996...	17071a65-db80-47b1-99...	root	-
11278035	ORG		18cc9b25-bfff-453a-82ae...	18cc9b25-bfff-453a-82a...	root	-

<u>The following details are displayed:</u>

- ID: the ID number for the domain contact. When creating a new contact, the system automatically generates an ID for the contact.
- Type: here you see the contact type (person, role or organization)
- First Name: first name of the contact
- Last Name: last name of the contact
- Organization: the organization of the contact
- User: the user the object belongs to
- Verification: status of the domain contact verification
  Possible statuses are:
  SUCCESS = verification was successful
  FAILED = verification was not successful
  PENDING = verification process is not yet finished
  If the verification process was not yet started the character "-" is displayed
  See: "An email including a link to a confirmation website is sent now to the selected contact." on page 226.

Use the icons in the toolbar to create, edit and delete contacts. With the button ***Verify*** you can verify the domain contacts.

TIP: Show and hide columns with details
You can display additional columns in all overviews. Please click the small arrow next to a header label. Click the entry ***Columns*** in the drop-down menu and activate the checkboxes in front of those columns you want to display.

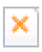


The following tasks can be started in the *Tools* menu:

- Click ***Copy Data*** to copy the data of an existing contact, edit and save it as a new contact. *See: "Creating a new Contact by copying existing Contact Data" on page 211.*
- Click ***Contact Usage*** to display all domains the contact is used for. *See: "Displaying the Domains a Contact is used for" on page 196.*
- Click ***Change Object Owner*** to switch to the ***Object User Assignment*** tool and assign objects to the selected contact. *See: "Object User Assignment" on page 320.*
- ***Inventory List***: create a .CSV inventory list of your contacts. *See: "Creating an .CSV Inventory List of your Contacts (.CSV) " on page 196.*
- Contact verification: verificating the domain owner. *See: "An email including a link to a confirmation website is sent now to the selected contact." on page 226.*

If you create a new domain contact, the system generates a unique ID number. Additionally, the registries generate a NIC handle for their system. TLD references connect the contact in the system and the NIC handles at the registries.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click  to have the corresponding entries displayed.
3. Click  to have all entries displayed again.

T I P
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.
To refresh the data manually click  at the bottom of the overview.

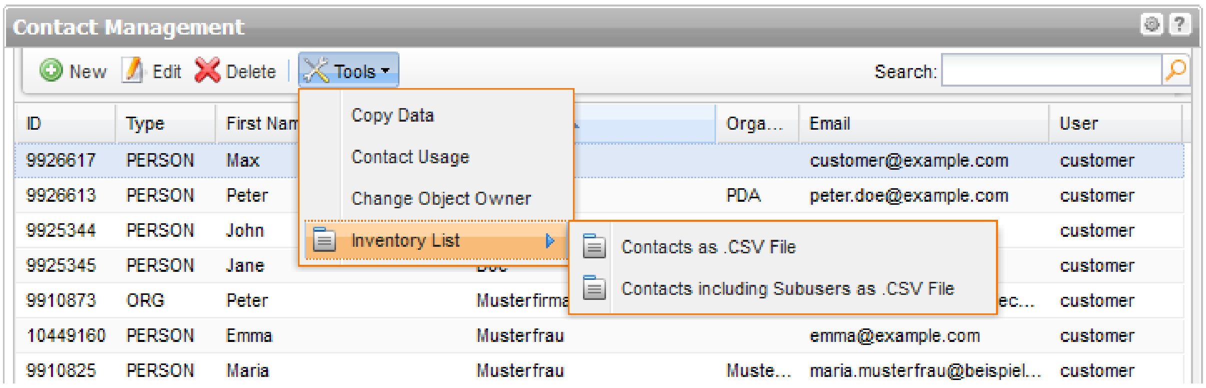
7.2 DISPLAYING DOMAIN CONTACTS

Creating an .CSV Inventory List of your Contacts (.CSV)

Alternatively, you can get an overview of your contacts. See: How to display Domain Contacts on page 1

The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

1. Click ***Domain Contacts*** in the menu group ***Domains & Contacts.***
2. Click ***Tools*** in the toolbar and select the entry ***Inventory List***.
3. Select whether you want to create a list including or excluding subusers or if you want to only get the registrations of the subusers.

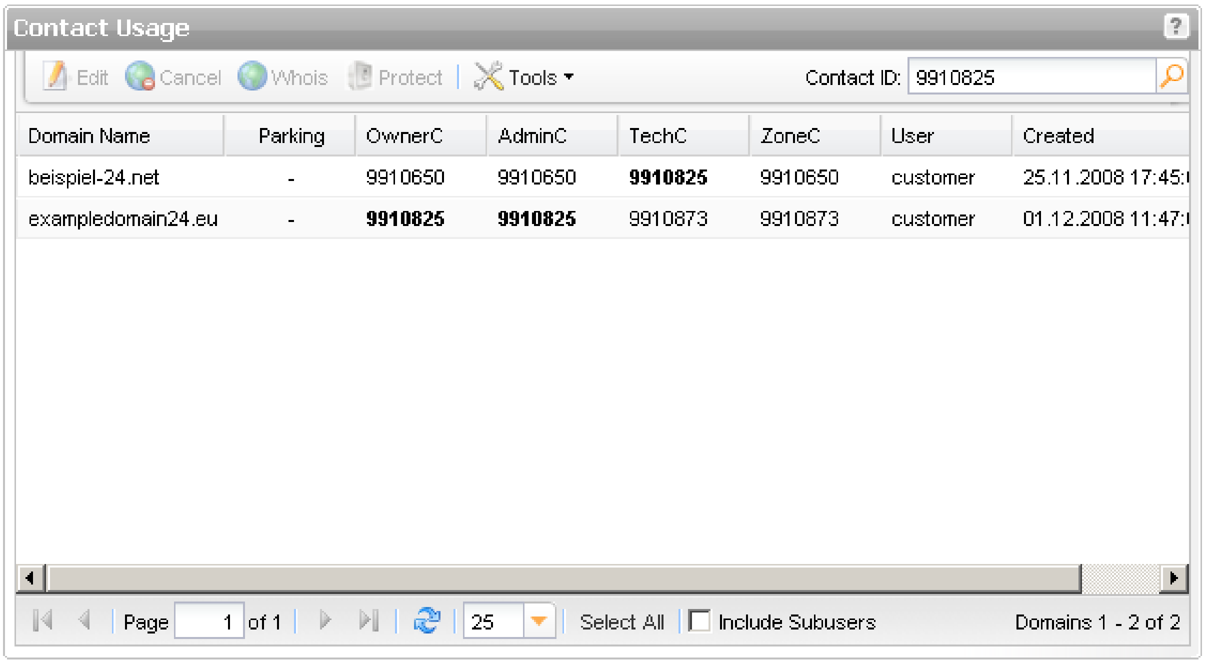


Displaying the Domains a Contact is used for

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to display.
3. Click ***Tools*** in the toolbar***.***
4. Click ***Contact Usage*** in the menu***.***

The ***Contact Usage*** overview opens. It displays all domains the selected contact is used for.

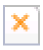
You can check which domain a domain contact is used for in the area ***Contact Usage*** here.



The following details are displayed:

- Domain Name: the domain name the contact is used for.
- OwnerC, AdminC, TechC, ZoneC: the contact IDs for the used contacts; the selected contact is formatted bold.
- User: the user the domain object belongs to.
- Created: when the domain was created.

You can edit the selected domain with the icons in the toolbar, cancel it or see the Whois entry. You can start several tasks in the ***Tools*** menu.

- Click the  icon next to the ***Contact ID*** search field to see all domains and their contacts.
- Enter the contact ID into the ***Contact ID*** search field and click the  icon to see the Domains of another contact.

7.3 CREATING DOMAIN CONTACTS

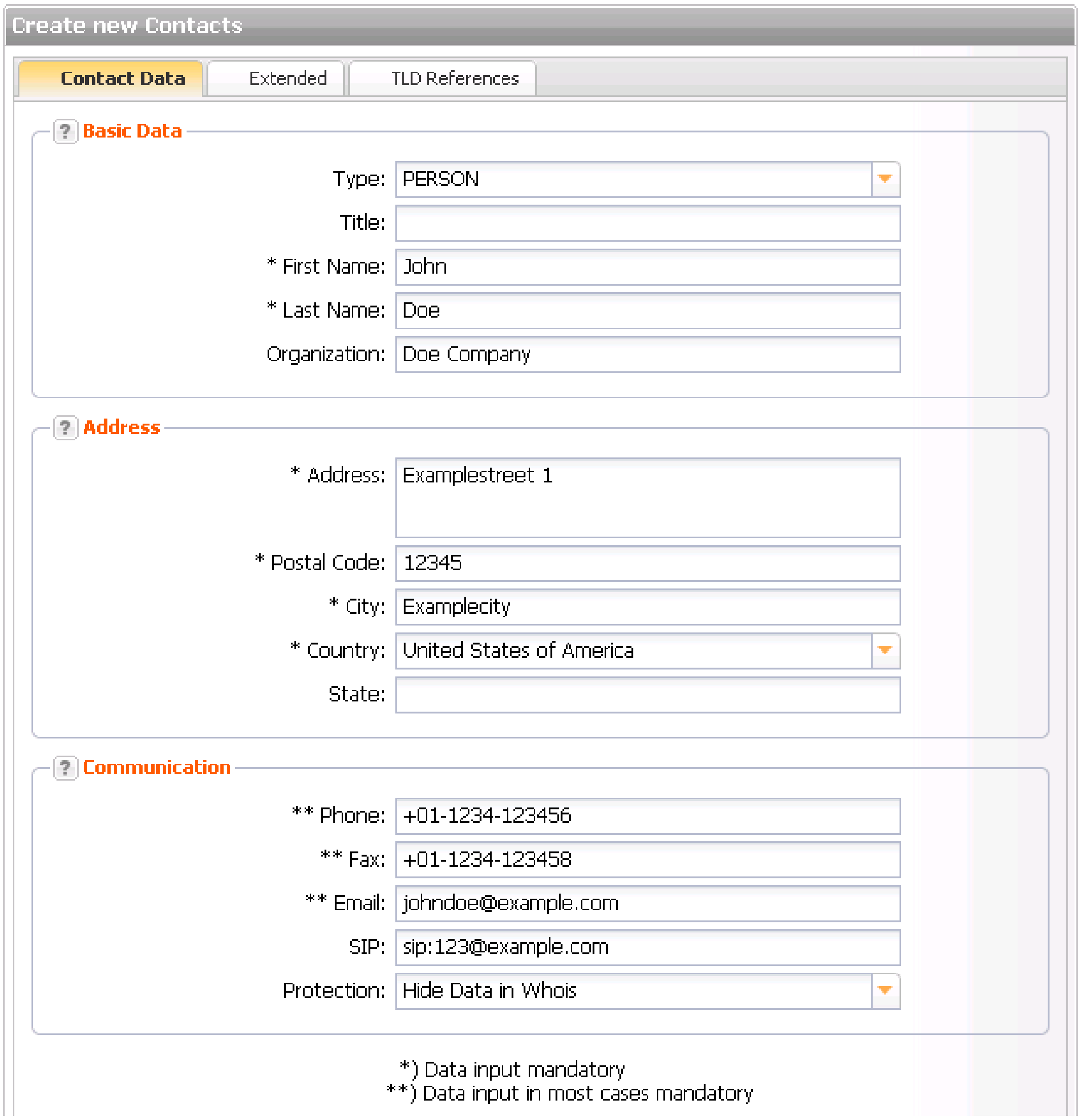
1. Click ***Create Contact*** in the menu group ***Domains & Contacts.***

   Or:

1. Click ***Contact Management*** in the menu group ***Domains & Contacts*** and click ***New*** in the toolbar.

   The ***Create Contact*** form opens.

NOTE
For form fields marked with "*" data input is mandatory. For form fields marked with "**" data input is mandatory in most cases.



2. Enter the required data in the form sections under the ***Contact Data*** tab.

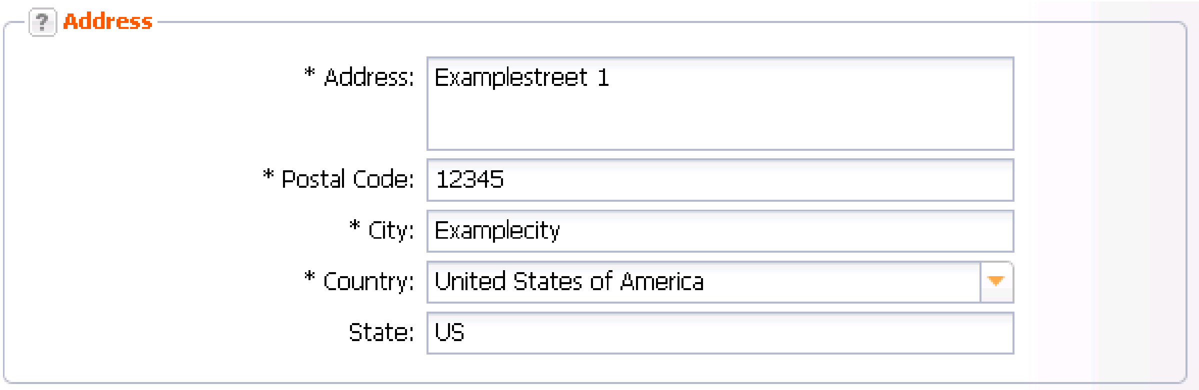
Form section details:

Basic Data

Entry details:

Alias	Enter a short name for the contact here.
Comment	You can enter an comment for the contact here.
Title	Enter your title here, e.g. "Dr." or "Prof.".
First Name	Enter first name here.
Last Name	Enter last name here.
Organization	Enter company name here.

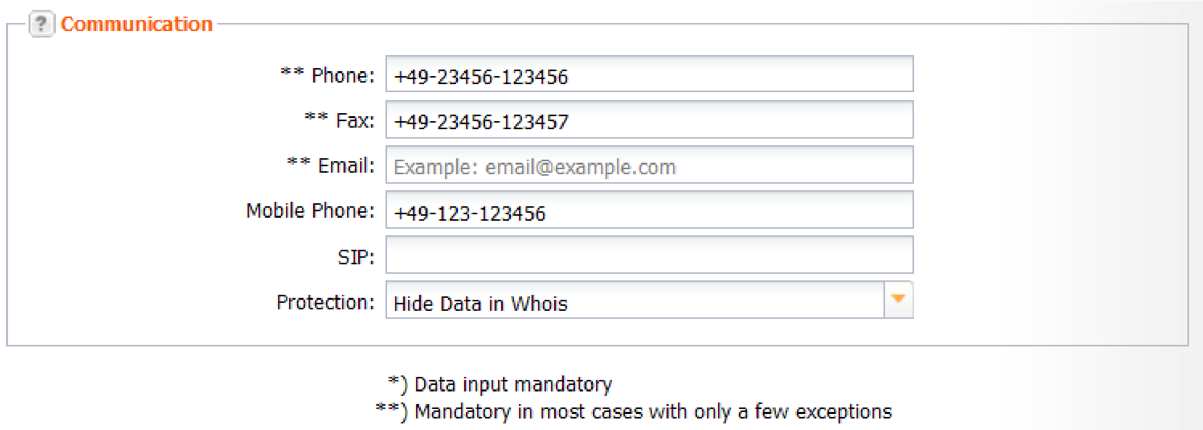
Address



Entry details:

Address	Enter address here (street and house number).
Postal Code	Enter postal code here.
City	Enter city name here.
Country	Select a country.
State	Enter the state here. **NOTE** This primarily applies to the federal states of the United States of America. Registering a .it domain using an Italian OwnerC, you have to enter the abbreviation for the Italian province here. For the correct abbreviation see the list of provinces in the Customer Center (Help/Documents and Downloads/TLD Information).

Communication

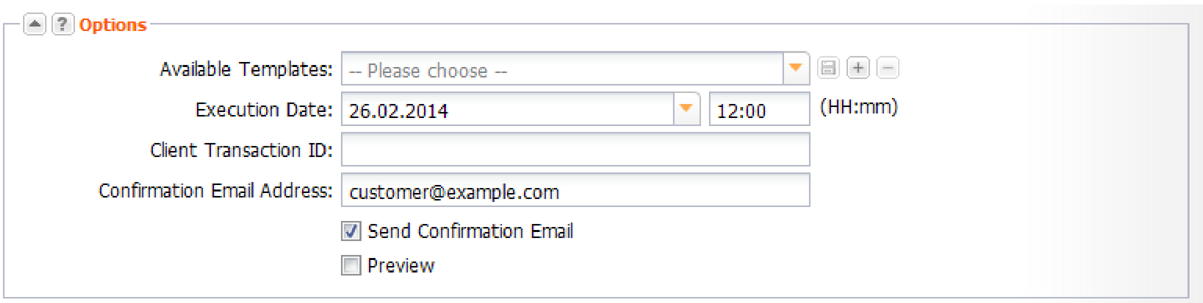


You can enter the contact details for the domain contact here.

Entry details:

Phone	Enter phone number here (Format: +49-1234-123456).
Fax	Enter fax number here (Format +49-1234-123456).
Email	Enter email address.
Mobile Phone	Enter mobile phone number here (Format +49-1234-123456).
SIP	Enter SIP address here. SIP addresses are similar to email addresses and have the additional prefix "sip". Example: sip:123@example.com
Protection	Select the protection level here. The protection level determines, which data is displayed in the Whois data. ▪ Show Data in Whois: all data is displayed. ▪ Hide Data in Whois: Some data is not displayed, e.g. email address, phone number and fax number (Referring to the registry and its use of handles). **NOTE** You have to fill in all text fields on the form even if you select "Hide Data in Whois" here.

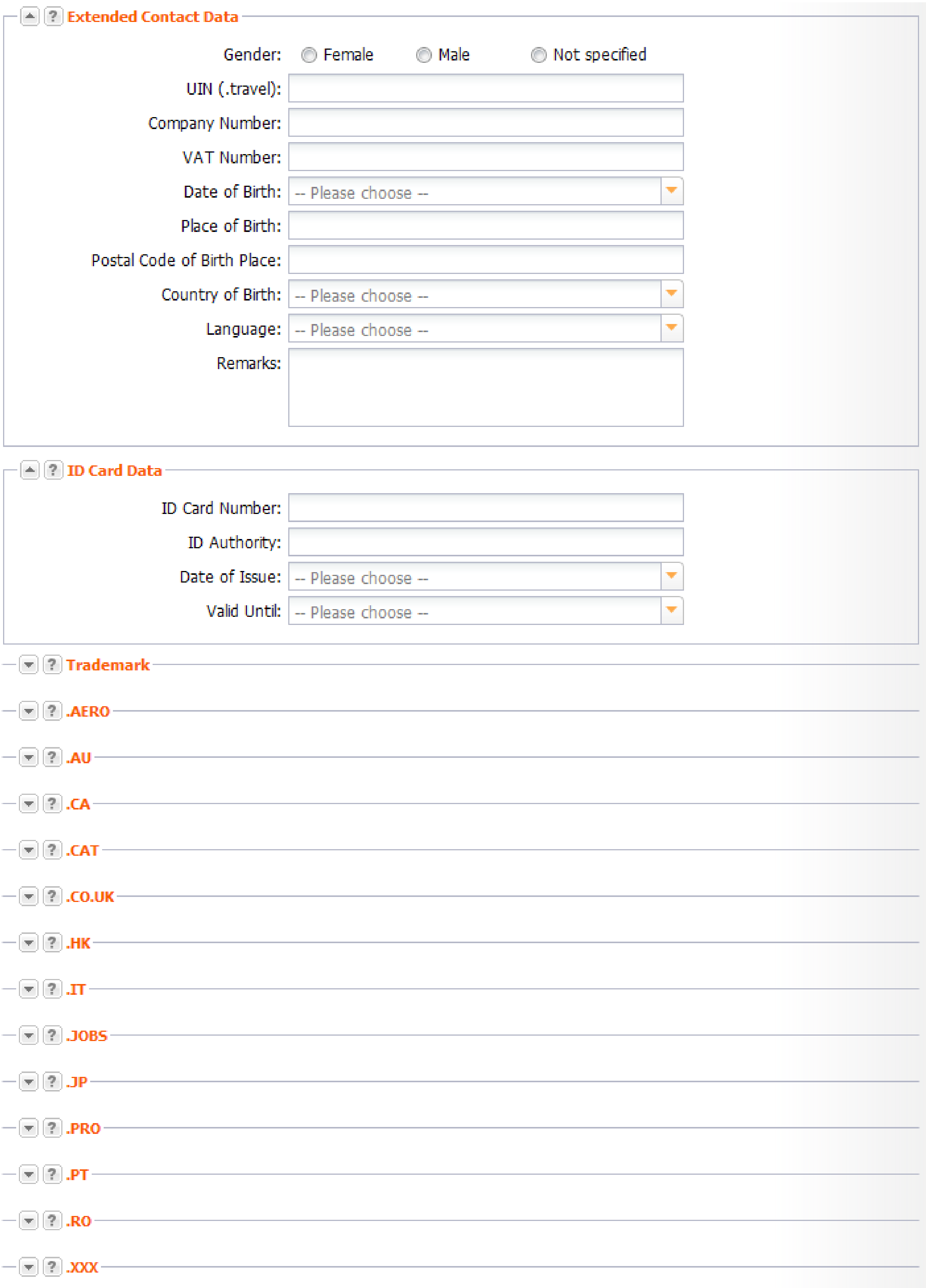
Options



Entry details:

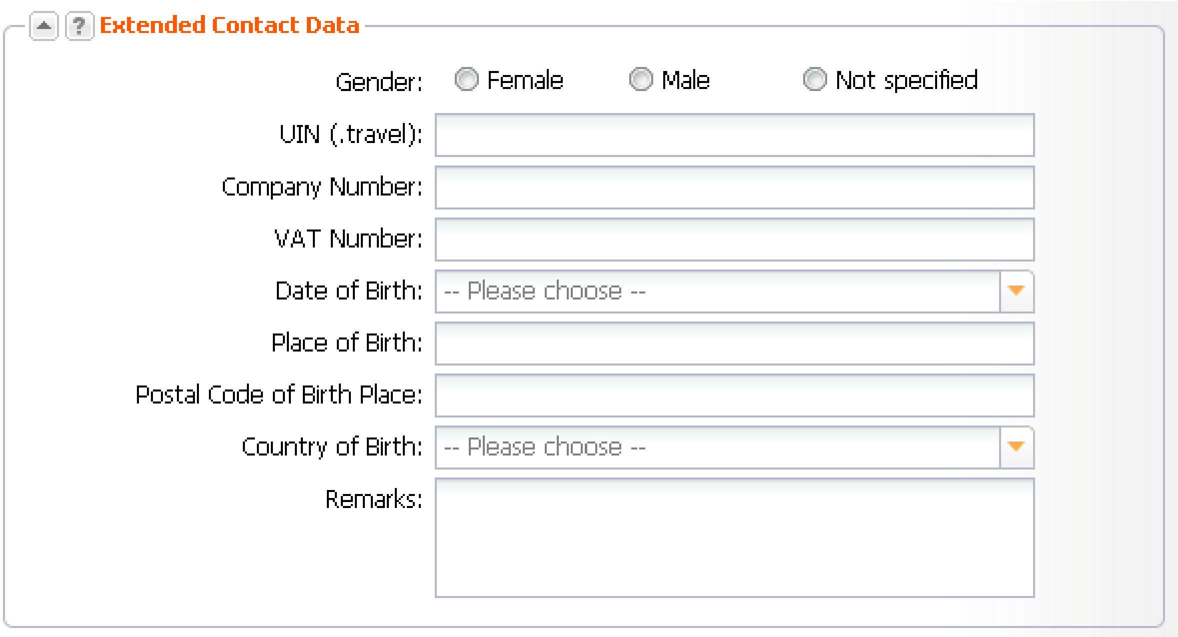
Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon ? in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

3. Some TLDs require additional information for domain contacts. Click the tab ***Extended*** to enter the data.


Extended Contact Data
Gender:
Female
Male
Not specified
UIN (.travel):
Company Number:
VAT Number:
Date of Birth:
-- Please choose --
Place of Birth:
Postal Code of Birth Place:
Country of Birth:
-- Please choose --
Language:
-- Please choose --
Remarks:
ID Card Data
ID Card Number:
ID Authority:
Date of Issue:
-- Please choose --
Valid Until:
-- Please choose --
Trademark
.AERO
.AU
.CA
.CAT
.CO.UK
.HK
.IT
.JOBS
.JP
.PRO
.PT
.RO
.XXX

Form section details:

Extended Contact Data



Entry details:

UIN (Travel)	Enter the travel unique identifying number here.
Company Number (HR NR)	Enter the company number here.
VAT Number	Enter the VAT number here.
Day of Birth	Enter the day of birth here or select the date in the calendar.
Place of Birth	Enter the place of birth here.
Postal Code of Birth Place	Enter the postal code of the birth place here.
Country of Birth	Enter the country of birth here. (ISO 3166 Country Code).
Language	Select the communication language.
Remarks	Here you can enter remarks.

ID Card Data

Form section details:

ID Card Number	Enter your ID Card Number here.
ID Authority	Enter the issuing authority here.
Date of Issue	Select the date of issue here.
Valid until	Select the validity date here.

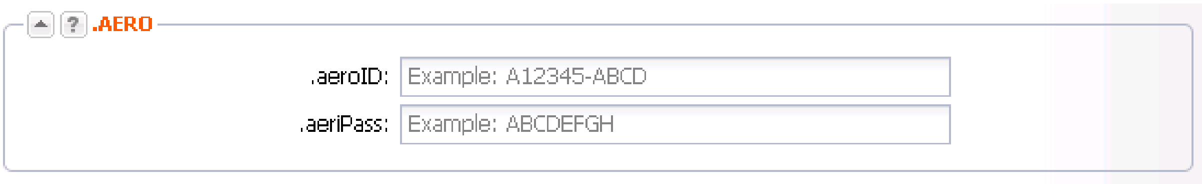
Trademark

You can enter trademark details here.

Entry details:

Trademark Name	Enter trademark name here.
Trademark Office	Enter the office where the trademark was registered at here. The data input is not mandatory. For .pt: please enter INPI, OAMI or OMPI
Trademark Number	Enter trademark number here.

.AERO



You can enter the extensions required for the registration of a .aero domain here.

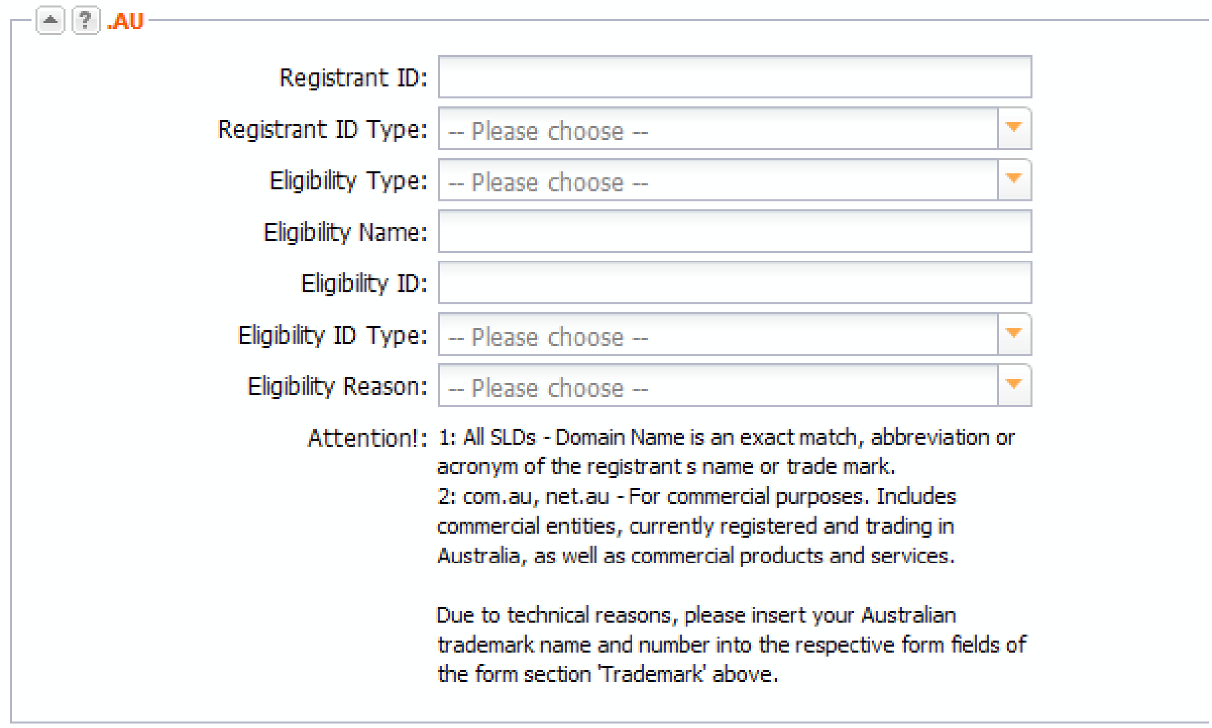
Entry details:

.aero ID Number	Enter your .aero ID here.
.aero Password	Enter your .aero password here.

Use this link to apply for a .aero ID number:
http://www.information.aero/registration/manage_your_aero_id/apply.

Please feel free to contact our domain support to get help with registering an .aero domain.

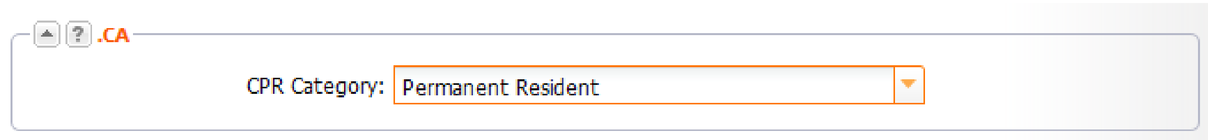
.AU



You can enter the extensions required for the registration of a .au domain (Australia) here. Select the desired entries in the item lists.

Registrant ID	Australian Business Number or Australian Business Number or Registered Business Number.
Registrant ID Type	Concerns the Registrant ID which you have selected in the Registrant ID form field. Select the matching entry in the list.
Eligibility Type	The type of entity that the registrant is, e.g. Company or Sole Trader.
Eligibility Name	This field is usually optional and whether it is required is determined by your policy reason for the domain registration, if in doubt just use the same details as your Registrant Name.
Eligibility ID	The corresponding ID number for the eligibility name if applicable, if in doubt just use the same details as your Registrant ID.
Eligibility ID Type	The type of Eligibility ID as above. Select the type in the list.
Eligibility Reason	Select"1" or "2" in the list. 1: All SLDs- Domain Name is an exact match, abbreviation or acronym of the registrant s name or trade mark. 2: com.au, net.au - For commercial purposes. Includes commercial entities, currently registered and trading in Australia, as well as commercial products and services. Due to technical reasons, please insert your Australian trademark name and number into the respective form fields of the form section 'Trademark' above.

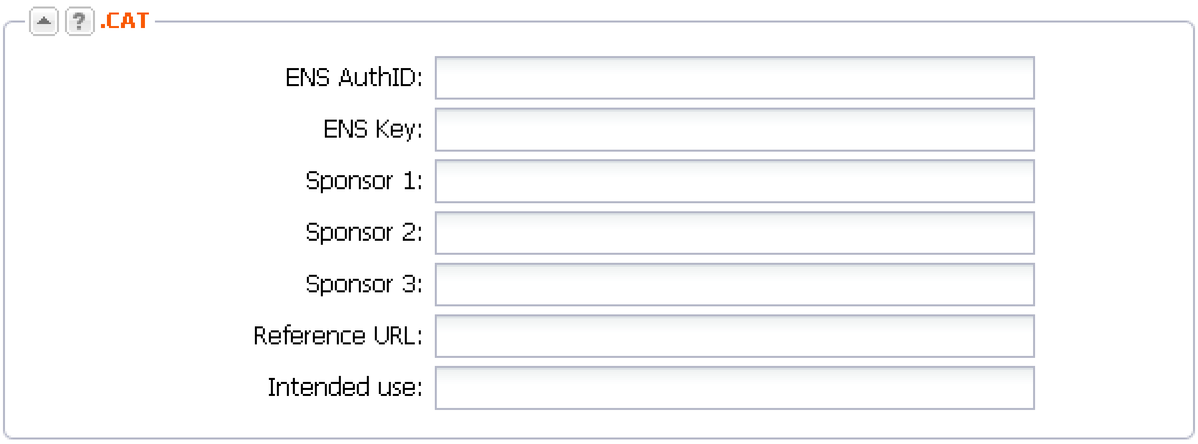
.CA



Entry details:

Category CPR	(= Canadian presence requirements) Select the entity the contact belongs to.
Official Representative	Enter the official representative.
Percentage of Canadians	Enter the percentage of Canadians. For "Trust" it has to be at least 66,66 %.

.CAT



You can enter the extensions required for the registration of a .cat domain (Catalan language and culture area) here.

You can register a .cat domain if you have an ENS Auth ID and an ENS Key. These are often given away in promotions. Another way to register a .cat domain is registration by deferred check up, which automatically starts if you don’t send a ENS Auth ID and an ENS Key in your registration request. The registry will send the applicant the registration policies via email. The domain will be assigned to you once you accept the policies. The registry will later check whether the domain is being used as specified under intended use. For up to date details see http://domini.cat/en_com_registrar.html#conditions.

Entry details:

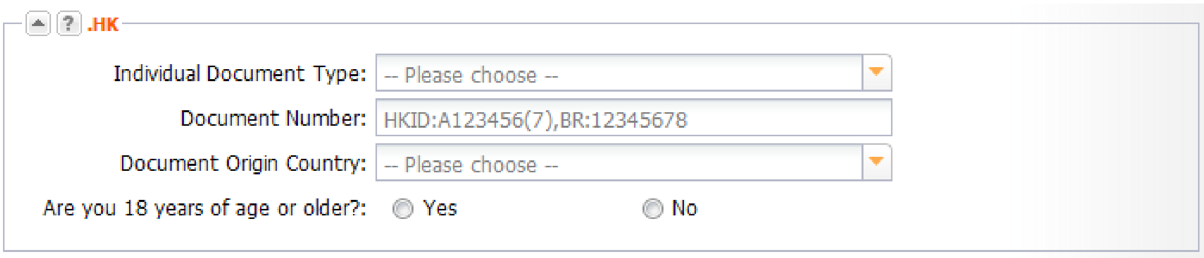
ENS Auth ID	Here you can enter your ENS Auth ID here you got for example from a promotion. You additionally need an ENS Key to register a .cat domain.
ENS Key	Enter your ENS Key here, you got for example, from a promotion.
Sponsor 1-3	You can enter sponsors here.
Reference URL	You can enter the URL of your reference website here.
Intended Use	Specify the intended use of the domain. This field is mandatory and required for both ways of registration.

.CO.UK

UK Type	This extension was introduced to support the categorization of organization types. The indication of the UK type is mandatory for the subdomains ltd.uk, net.uk and plc.uk. It is not mandatory for the subdomains co.uk and me.co. If you want Whois privacy, select the UK type ***IND*** or ***FIND.***

For further details see http://www.nominet.org.uk/registrars/systems/data/regtype/.

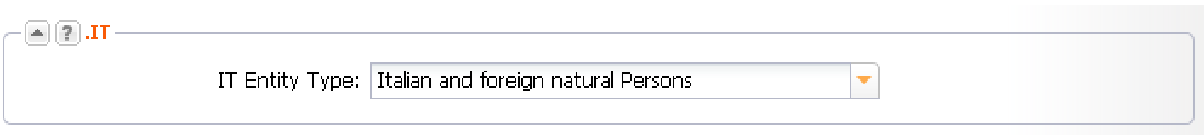
.HK



Enter the details for the registration of a .HK domain here.

Individual Document Type	Select the document type here.
Document Number	Enter the document number here.
Document Origin Country	Select the document origin country here.
Are you 18 years of age or older?	If you are 18 years of age or older click ***Yes***. Otherwise click ***No***.

.IT

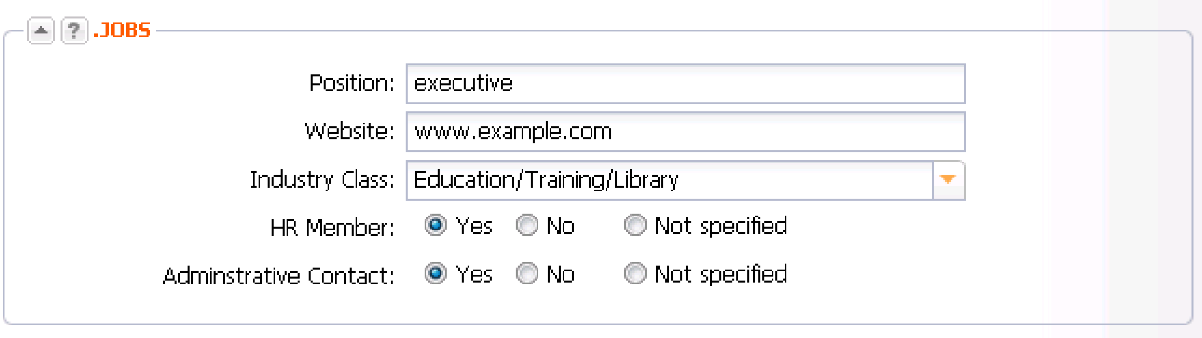


<u>Entry details:</u>

IT Entity Type	Select the entity the contact belongs to. The following entities are listed: ▪ Italian and foreign natural persons ▪ Foreign non-natural persons ▪ Italian companies/one man companies ▪ Italian freelance workers/professionals ▪ Italian non-profit organizations ▪ Italian public organizations ▪ Italian other subjects

NOTE
If the OwnerC (company or natural person) is Italian, the abbreviation for the Italian province is required in the "State" field. See the list of the abbreviations of the Italian provinces in the Customer Center (Help/Documents and Downloads/TLD Information).

.JOBS



Enter the details for the registration of a .jobs domain here.

Entry details:

Position	Enter position in the organization here.
Website	Enter website of organization here.
Industry Class	Select company industry class.
HR Member	Select ***Yes*** if you are a member of the Human Resource Association.
Administrative Contact	Select ***Yes*** if you are the administrative contact with the permission to act as an independent agent /recruiter on behalf of the listed registrant. Select ***No***, if you are not. Select ***Not specified*** to delete the current settings.

.JP

Enter the details for the registration of a .JP domain here.

NOTE
Pleas enter data in japanese characters.

Form field details:

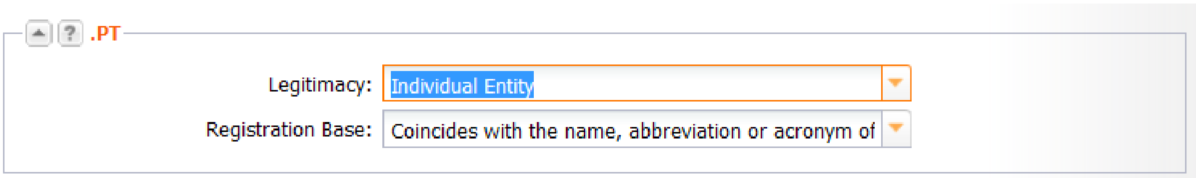
First Name	Enter first name here.
Last Name	Enter last name here.
Organization	Enter company name here.
Address 1, 2, 3	Enter addresses here.

.PRO

Enter the details for the registration of a .PRO domain here.

Profession	Enter the profession of the registrant here.
Authority Name	Licensing Authority. Enter the name of the licensing authority which can confirm the submitted data here.
Authority URL	Licensing Authority URL. Enter the URL of the Licensing Authority which can confirm the submitted data.
License Number	Enter the license number here. Please note that self-employed registrants which use their local tax office to verify the accuracy of the data (for example in Germany) can enter their tax identification number instead.

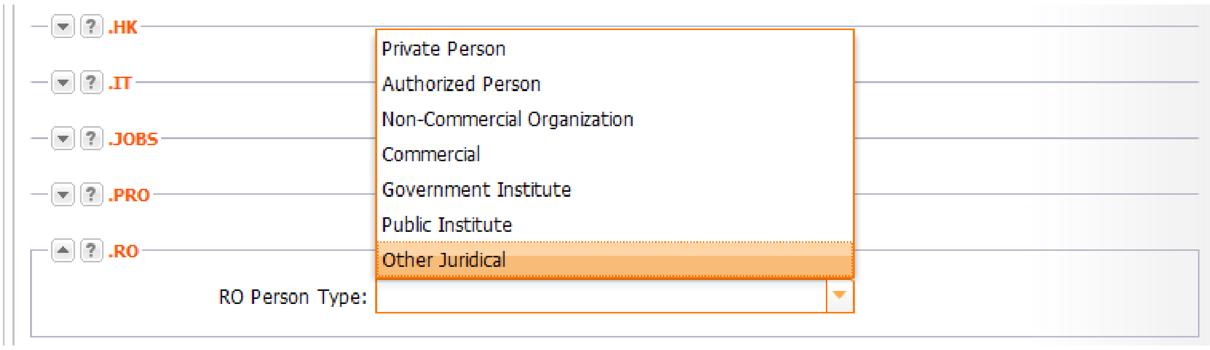
.PT



Entry details:

Legitimacy	Select the reason for you legitimacy.
Registration Base	Select the basis for the domain registration.

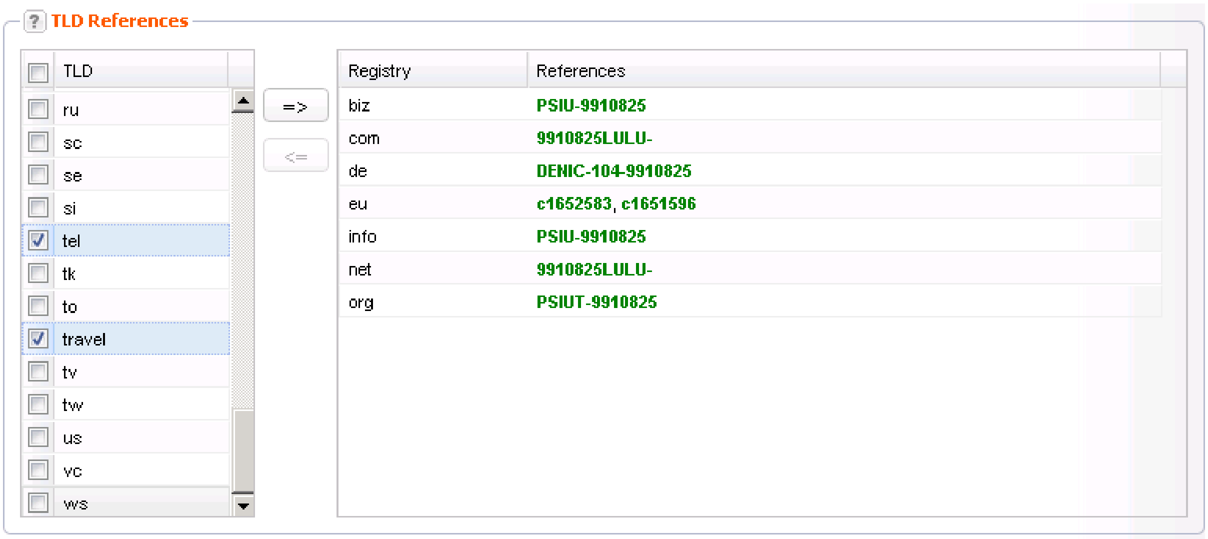
.RO



Entry details:

RO Person Type	Select the person type the contact belongs to. The following types are listed: ▪ Private Person ▪ Authorized Person ▪ Non-Commercial organization ▪ Commercial ▪ Government Institute ▪ Public Institute ▪ Other Juridical

Creating TLD References



Every time you create a domain for a contact, the registry creates a TLD reference. The same TLD reference is used for all further domains for that contact.
To create a TLD reference for your contact manually, you have to fill the required data into the ***Contact Data*** and ***Extended*** tabs. The data required depends on the registry.

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to edit in the overview.
3. Click ***Edit*** in the toolbar.

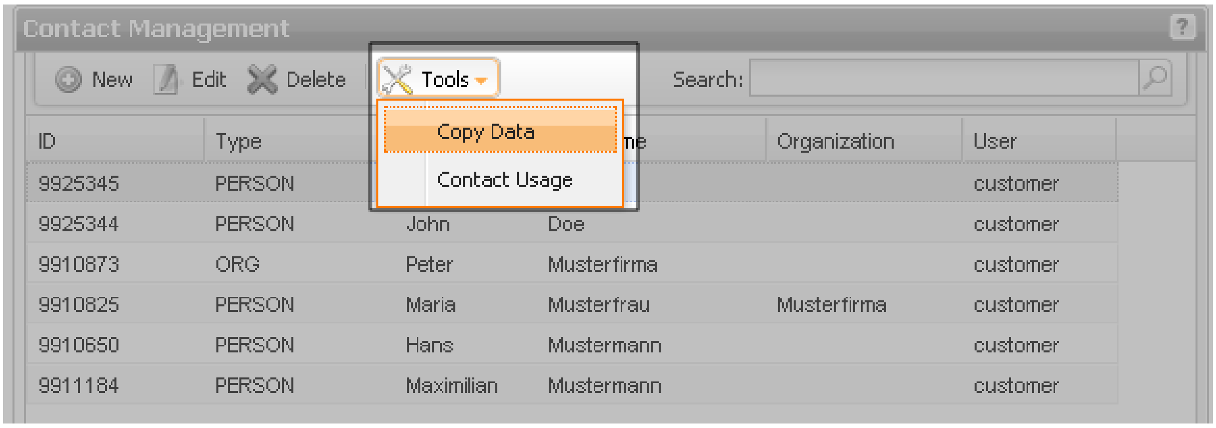
   The form ***Edit Contact*** opens.

4. Click the TLD References tab.
5. Select the TLD you want to create a TLD reference for in the list ***TLD***. Select the checkbox next to ***TLD*** in the table header to select all TLDs.
6. Click the top arrow to move the selected items to the area on the right. Use the bottom arrow to remove selected TLDs from the selection.
7. Click ***Submit*** to create the TLD references for the selected TLDs.

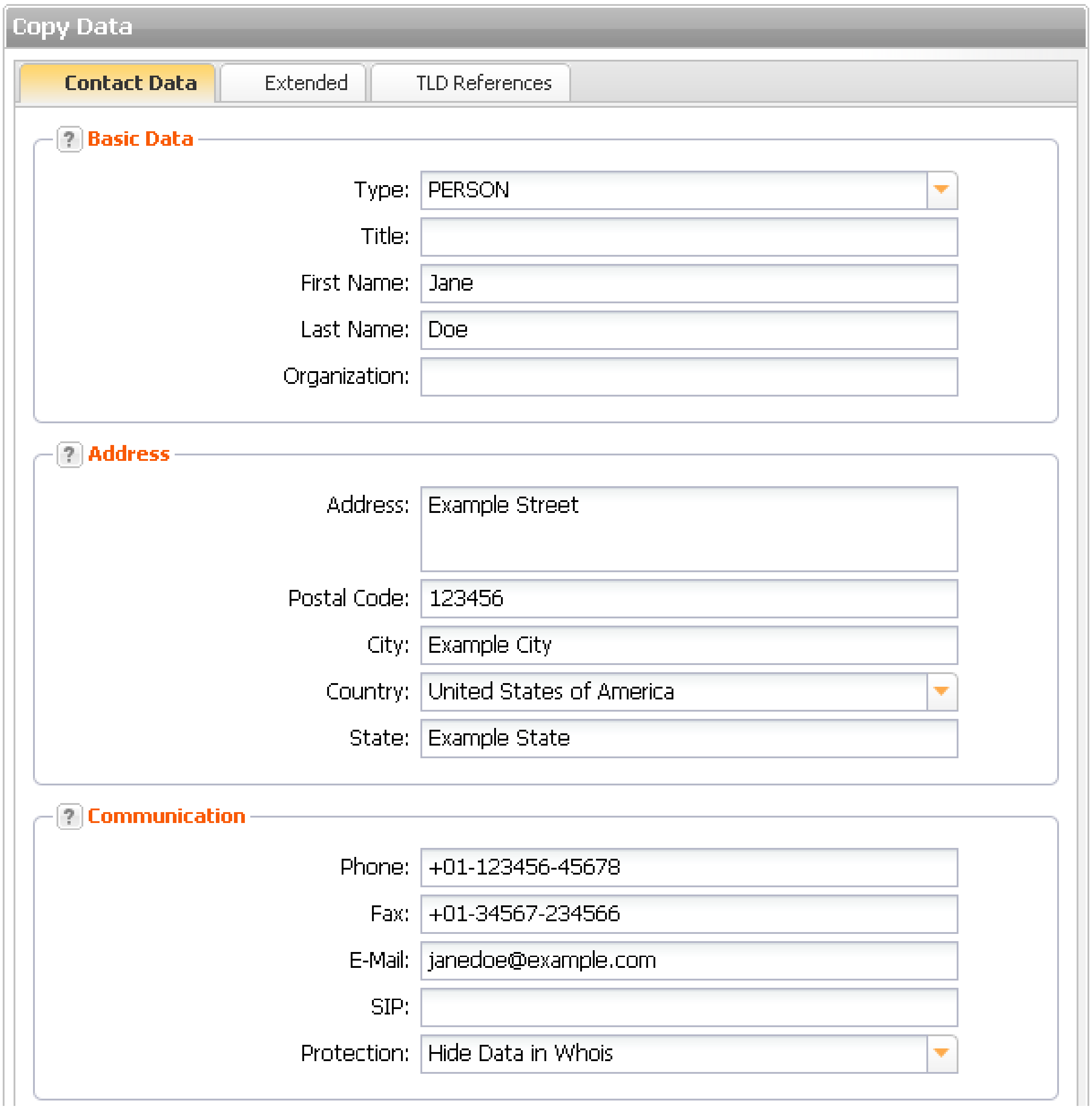
Creating a new Contact by copying existing Contact Data

You can use an existing contact to create a new contact faster.

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to copy the data from.
3. Click ***Tools*** in the toolbar.
4. Click ***Copy Data*** in the menu.



The ***Copy Data*** form opens. The data for the selected contact is visible in the form fields.



4. Edit the data and save it.

   A new contact with an own ID will be created.

NOTE

Please not that the contact data can not be copied, if the related domain is using the Whois Privacy Service.

7.4 DOMAIN CONTACTS - EDITING AND DELETING

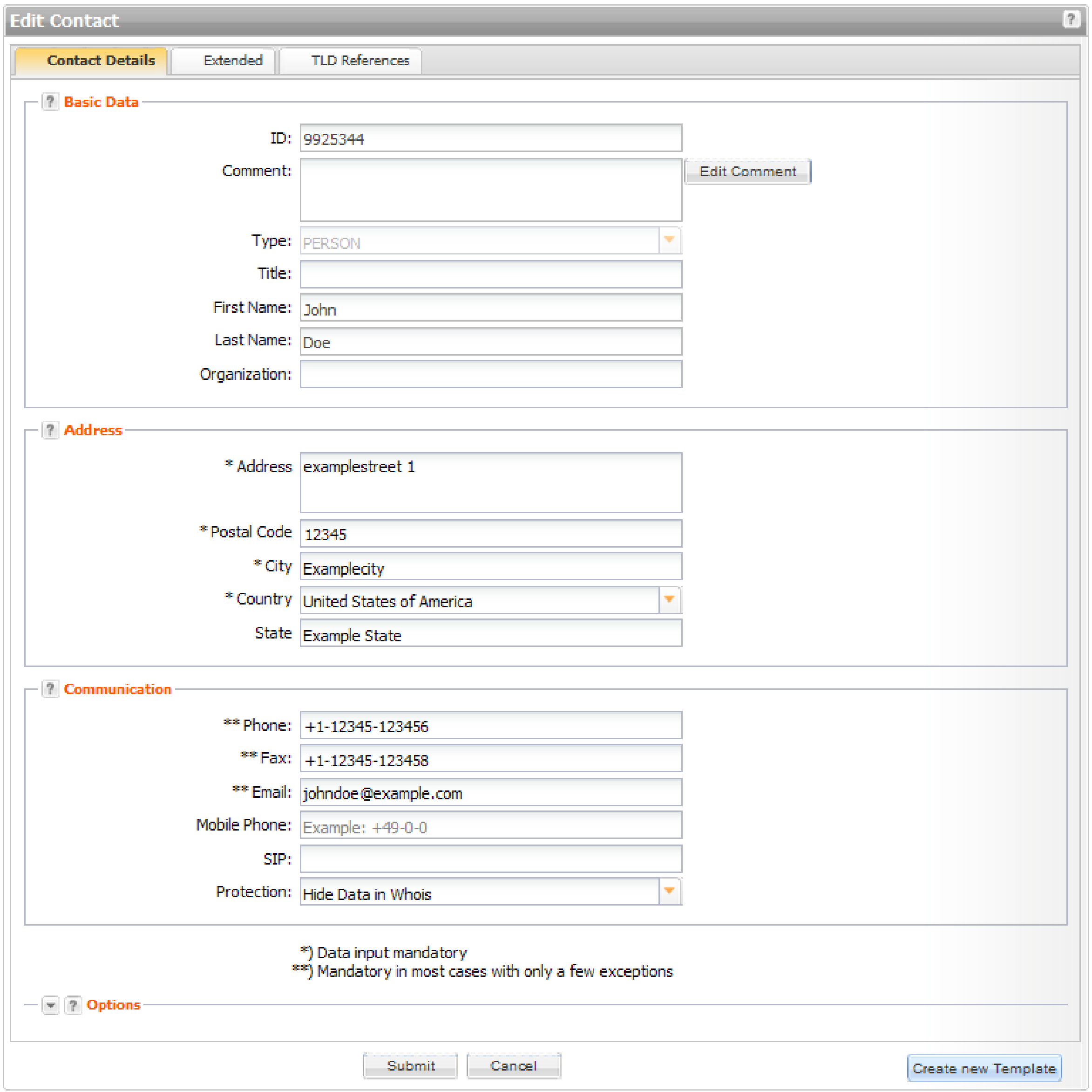
Editing Domain Contacts

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to edit in the overview.
3. Click ***Edit*** in the toolbar.

   The form ***Edit Contact*** opens.

NOTE

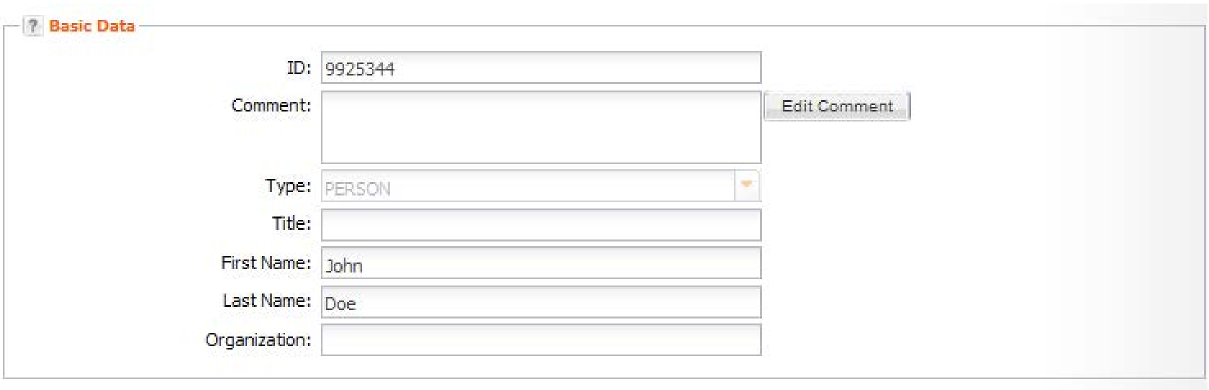
For form fields marked with "*" data input is mandatory. For form fields marked with "**" data input is mandatory in most cases.



4. Edit the data in the ***Contact Data*** tab.

Form section details:

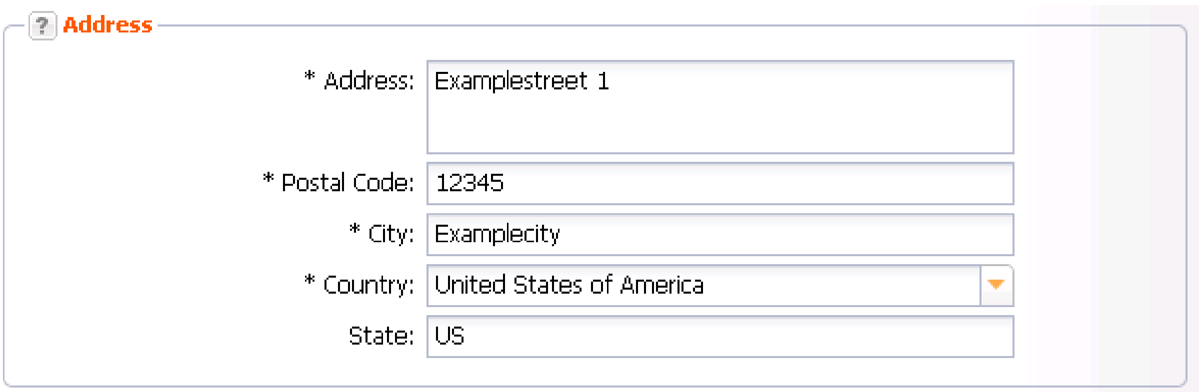
Basic Data



Entry details:

Alias	Enter a short name for the contact here.
Comment	You can enter an comment for the contact here.
Title	Enter your title here, e.g. "Dr." or "Prof.".
First Name	Enter first name here.
Last Name	Enter last name here.
Organization	Enter company name here.

Address

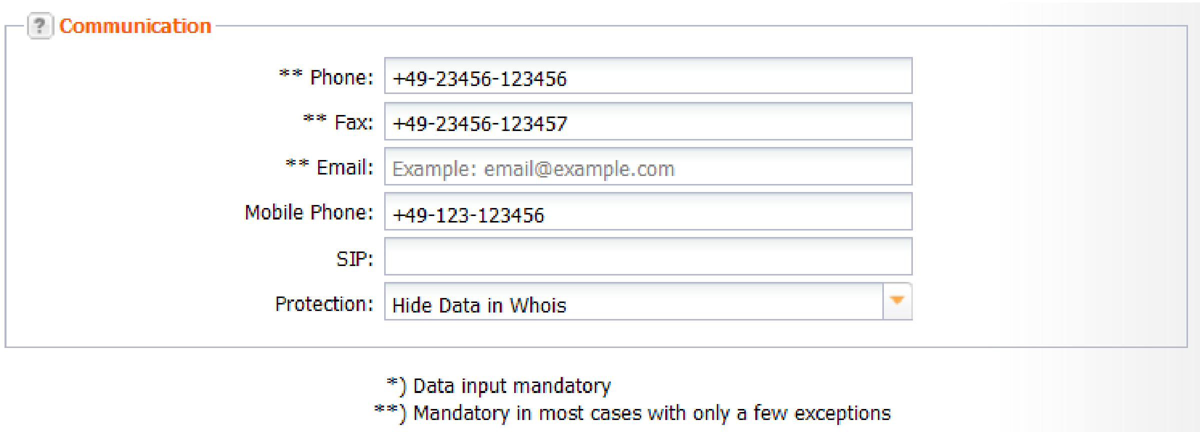


Entry details:

Address	Enter address here (street and house number).
Postal Code	Enter postal code here.
City	Enter city name here.
Country	Select a country.
State	Enter the state here.

> **N O T E**
> This primarily applies to the federal states of the United States of America. Registering a .it domain using an Italian OwnerC, you have to enter the abbreviation for the Italian province here. For the correct abbreviation see the list of provinces in the Customer Center (Help/Documents and Downloads/TLD Information).

Communication

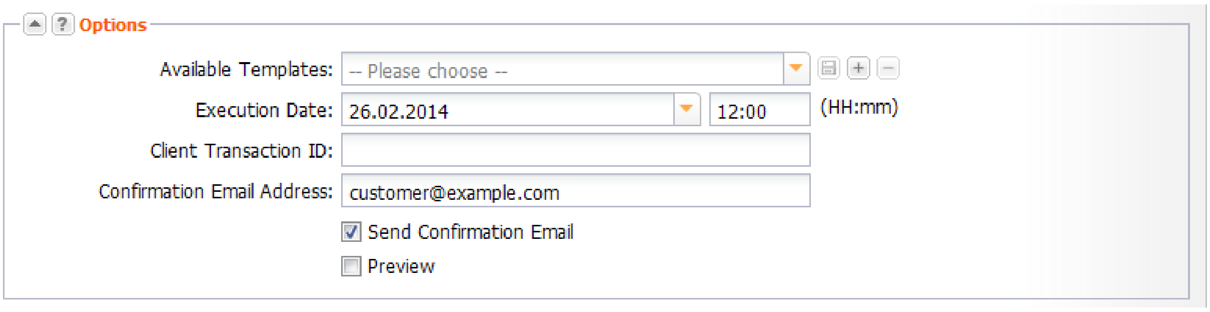


You can enter the contact details for the domain contact here.

Entry details:

Phone	Enter phone number here (Format: +49-1234-123456).
Fax	Enter fax number here (Format +49-1234-123456).
Email	Enter email address.
Mobile Phone	Enter mobile phone number here (Format +49-1234-123456).
SIP	Enter SIP address here. SIP addresses are similar to email addresses and have the additional prefix "sip". Example: sip:123@example.com
Protection	Select the protection level here. The protection level determines, which data is displayed in the Whois data. ▪ Show Data in Whois: all data is displayed. ▪ Hide Data in Whois: Some data is not displayed, e.g. email address, phone number and fax number (Referring to the registry and its use of handles). **N O T E** You have to fill in all text fields on the form even if you select "Hide Data in Whois" here.

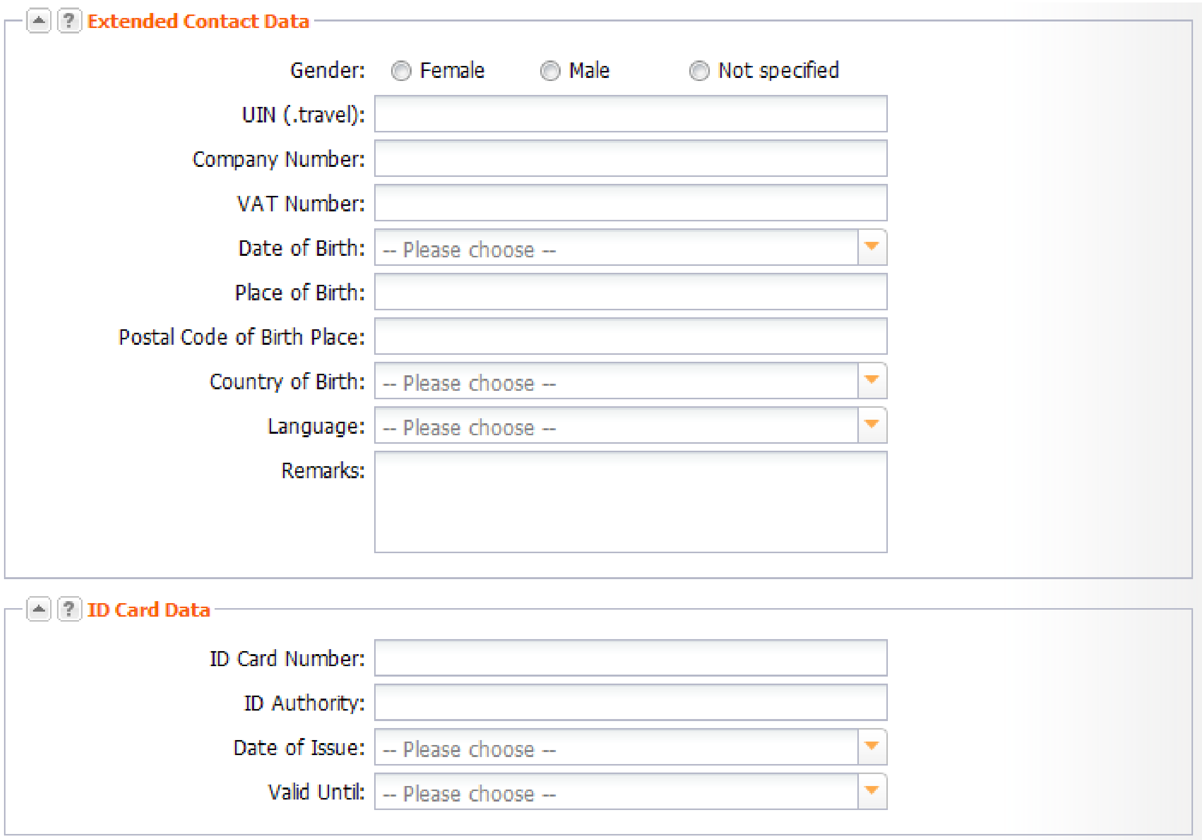
Options



Entry details:

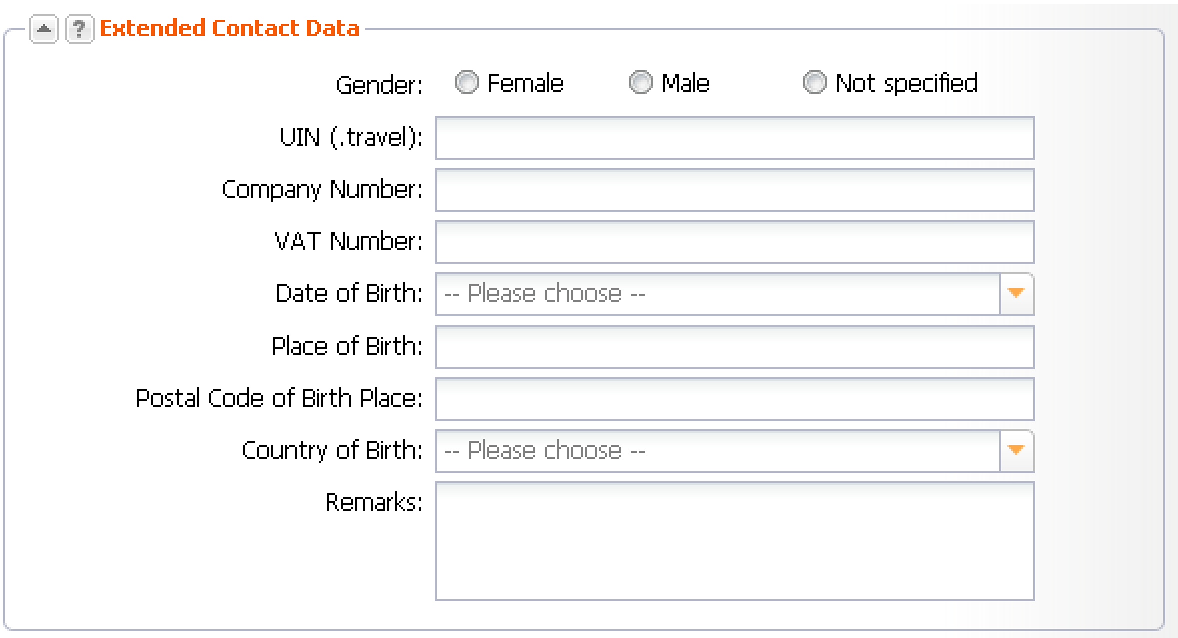
Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

5. Edit the relevant data in the ***Extended*** tab.



Form section details:

Extended Contact Data



Entry details:

UIN (Travel)	Enter the travel unique identifying number here.
Company Number (HR NR)	Enter the company number here.
VAT Number	Enter the VAT number here.
Day of Birth	Enter the day of birth here or select the date in the calendar.
Place of Birth	Enter the place of birth here.
Postal Code of Birth Place	Enter the postal code of the birth place here.
Country of Birth	Enter the country of birth here. (ISO 3166 Country Code).
Language	Select the communication language.
Remarks	Here you can enter remarks.

ID Card Data

Form section details:

ID Card Number	Enter your ID Card Number here.
ID Authority	Enter the issuing authority here.
Date of Issue	Select the date of issue here.
Valid until	Select the validity date here.

Trademark

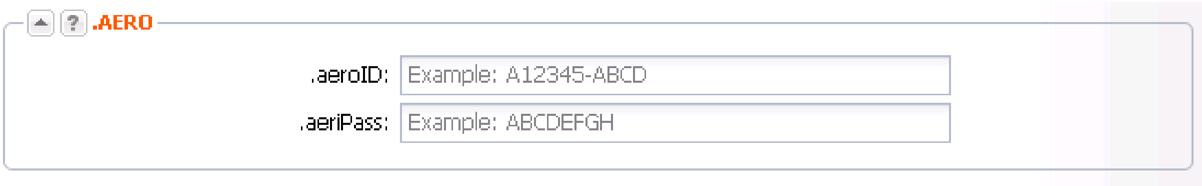
You can enter trademark details here.

Entry details:

Trademark Name	Enter trademark name here.
Trademark Office	Enter the office where the trademark was registered at here. The data

	input is not mandatory. For .pt: please enter INPI, OAMI or OMPI
Trademark Number	Enter trademark number here.

.AERO



You can enter the extensions required for the registration of a .aero domain here.

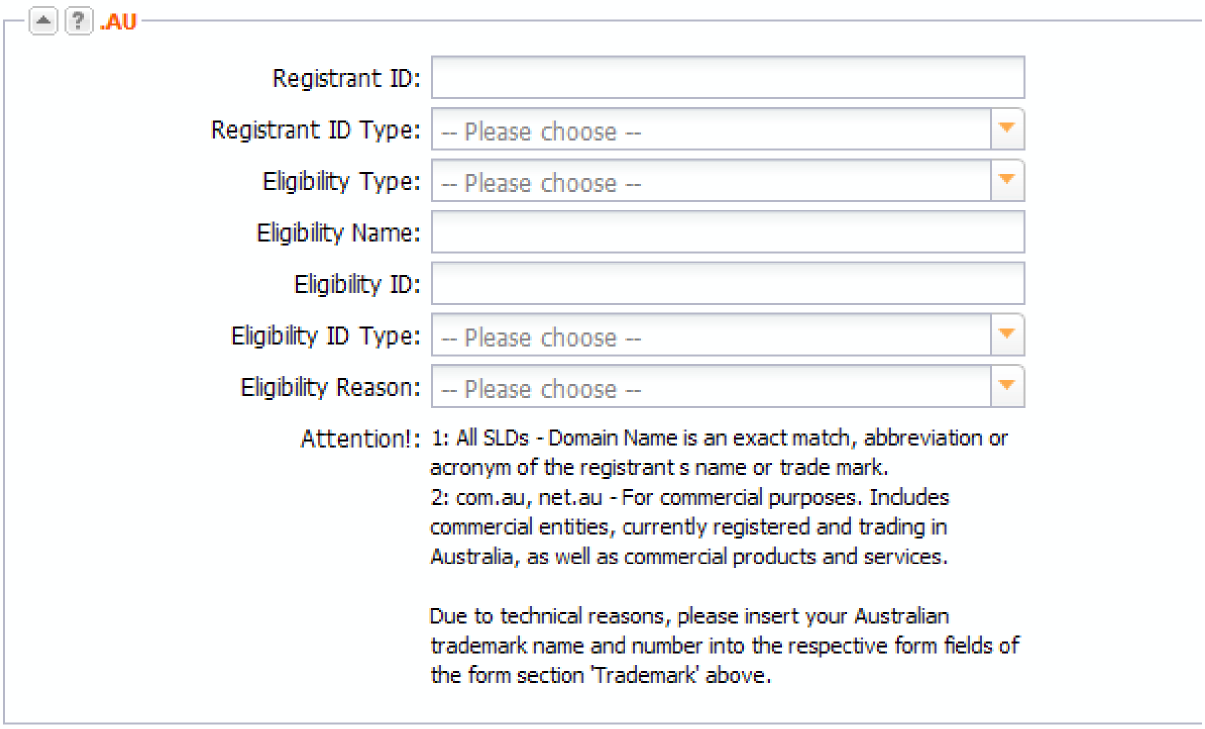
Entry details:

.aero ID Number	Enter your .aero ID here.
.aero Password	Enter your .aero password here.

Use this link to apply for a .aero ID number:
http://www.information.aero/registration/manage_your_aero_id/apply.

Please feel free to contact our domain support to get help with registering an .aero domain.

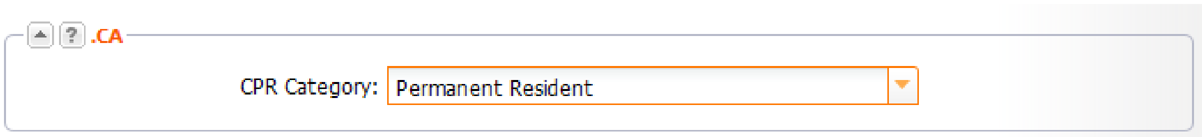
.AU



You can enter the extensions required for the registration of a .au domain (Australia) here. Select the desired entries in the item lists.

Registrant ID	Australian Business Number or Australian Business Number or Registered Business Number.
Registrant ID Type	Concerns the Registrant ID which you have selected in the Registrant ID form field. Select the matching entry in the list.
Eligibility Type	The type of entity that the registrant is, e.g. Company or Sole Trader.
Eligibility Name	This field is usually optional and whether it is required is determined by your policy reason for the domain registration, if in doubt just use the same details as your Registrant Name.
Eligibility ID	The corresponding ID number for the eligibility name if applicable, if in doubt just use the same details as your Registrant ID.
Eligibility ID Type	The type of Eligibility ID as above. Select the type in the list.
Eligibility Reason	Select"1" or "2" in the list. 1: All SLDs- Domain Name is an exact match, abbreviation or acronym of the registrant s name or trade mark. 2: com.au, net.au - For commercial purposes. Includes commercial entities, currently registered and trading in Australia, as well as commercial products and services. Due to technical reasons, please insert your Australian trademark name and number into the respective form fields of the form section 'Trademark' above.

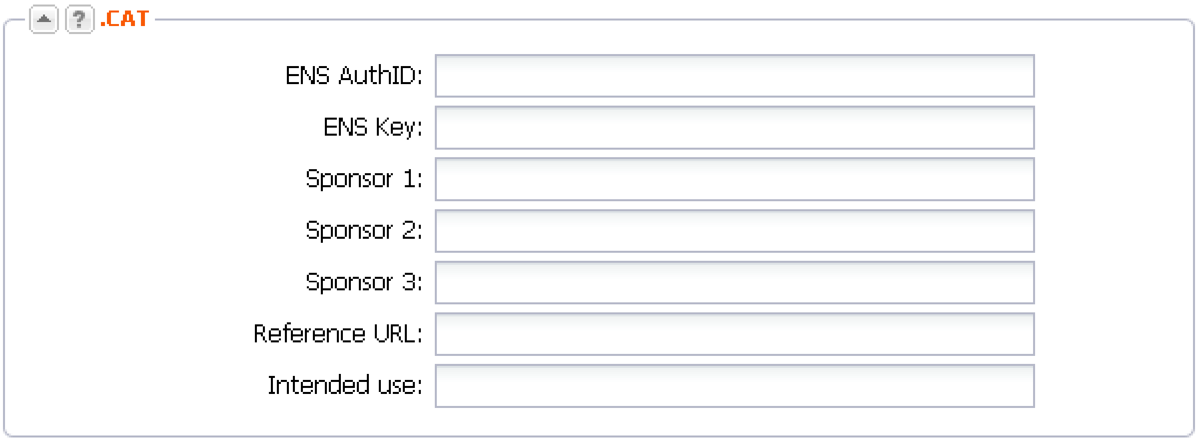
.CA



Entry details:

Category CPR	(= Canadian presence requirements) Select the entity the contact belongs to.
Official Representative	Enter the official representative.
Percentage of Canadians	Enter the percentage of Canadians. For "Trust" it has to be at least 66,66 %.

.CAT



You can enter the extensions required for the registration of a .cat domain (Catalan language and culture area) here.

You can register a .cat domain if you have an ENS Auth ID and an ENS Key. These are often given away in promotions. Another way to register a .cat domain is registration by deferred check up, which automatically starts if you don't send a ENS Auth ID and an ENS Key in your registration request. The registry will send the applicant the registration policies via email. The domain will be assigned to you once you accept the policies. The registry will later check whether the domain is being used as specified under intended use. For up to date details see http://domini.cat/en_com_registrar.html#conditions.

Entry details:

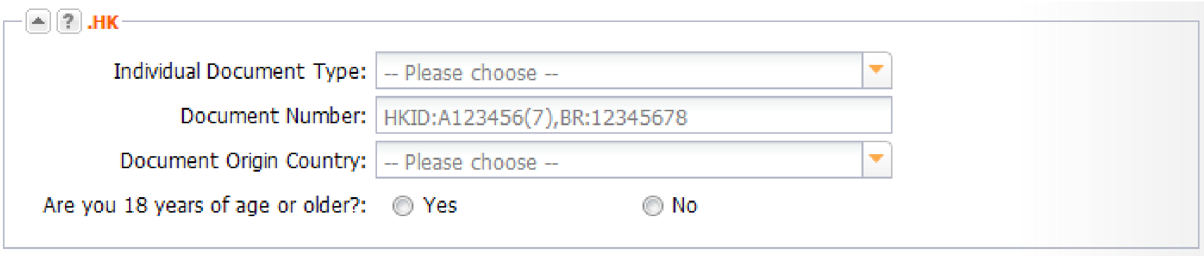
ENS Auth ID	Here you can enter your ENS Auth ID here you got for example from a promotion. You additionally need an ENS Key to register a .cat domain.
ENS Key	Enter your ENS Key here, you got for example, from a promotion.
Sponsor 1-3	You can enter sponsors here.
Reference URL	You can enter the URL of your reference website here.
Intended Use	Specify the intended use of the domain. This field is mandatory and required for both ways of registration.

.CO.UK

UK Type	This extension was introduced to support the categorization of organization types. The indication of the UK type is mandatory for the subdomains ltd.uk, net.uk and plc.uk. It is not mandatory for the subdomains co.uk and me.co. If you want Whois privacy, select the UK type ***IND*** or ***FIND.***

For further details see http://www.nominet.org.uk/registrars/systems/data/regtype/.

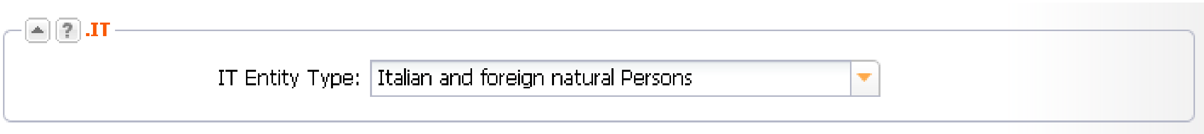
.HK



Enter the details for the registration of a .HK domain here.

Individual Document Type	Select the document type here.
Document Number	Enter the document number here.
Document Origin Country	Select the document origin country here.
Are you 18 years of age or older?	If you are 18 years of age or older click ***Yes***. Otherwise click ***No***.

.IT

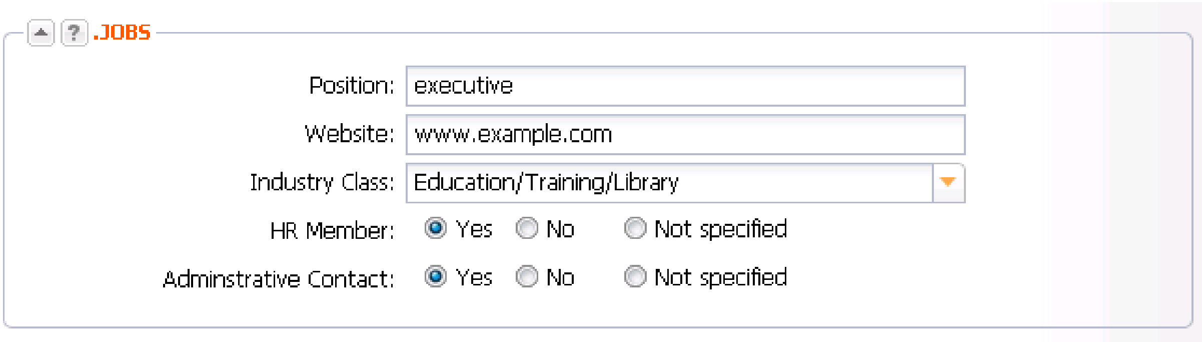


Entry details:

IT Entity Type	Select the entity the contact belongs to. The following entities are listed: ▪ Italian and foreign natural persons ▪ Foreign non-natural persons ▪ Italian companies/one man companies ▪ Italian freelance workers/professionals ▪ Italian non-profit organizations ▪ Italian public organizations ▪ Italian other subjects

N O T E
If the OwnerC (company or natural person) is Italian, the abbreviation for the Italian province is required in the "State" field. See the list of the abbreviations of the Italian provinces in the Customer Center (Help/Documents and Downloads/TLD Information).

.JOBS



Enter the details for the registration of a .jobs domain here.

Entry details:

Position	Enter position in the organization here.
Website	Enter website of organization here.
Industry Class	Select company industry class.
HR Member	Select ***Yes*** if you are a member of the Human Resource Association.
Administrative Contact	Select ***Yes*** if you are the administrative contact with the permission to act as an independent agent /recruiter on behalf of the listed registrant. Select ***No***, if you are not. Select ***Not specified*** to delete the current settings.

.JP

Enter the details for the registration of a .JP domain here.

NOTE
Pleas enter data in japanese characters.

Form field details:

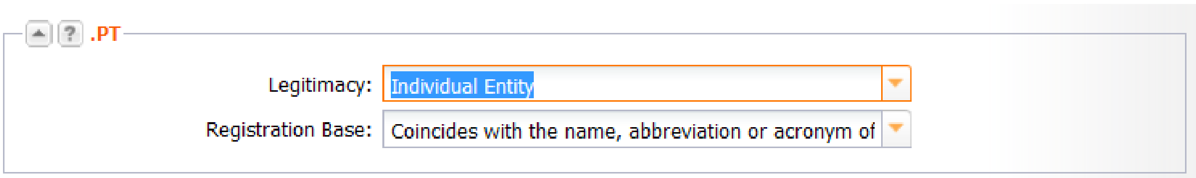
First Name	Enter first name here.
Last Name	Enter last name here.
Organization	Enter company name here.
Address 1, 2, 3	Enter addresses here.

.PRO

Enter the details for the registration of a .PRO domain here.

Profession	Enter the profession of the registrant here.
Authority Name	Licensing Authority. Enter the name of the licensing authority which can confirm the submitted data here.
Authority URL	Licensing Authority URL. Enter the URL of the Licensing Authority which can confirm the submitted data.
License Number	Enter the license number here. Please note that self-employed registrants which use their local tax office to verify the accuracy of the data (for example in Germany) can enter their tax identification number instead.

.PT

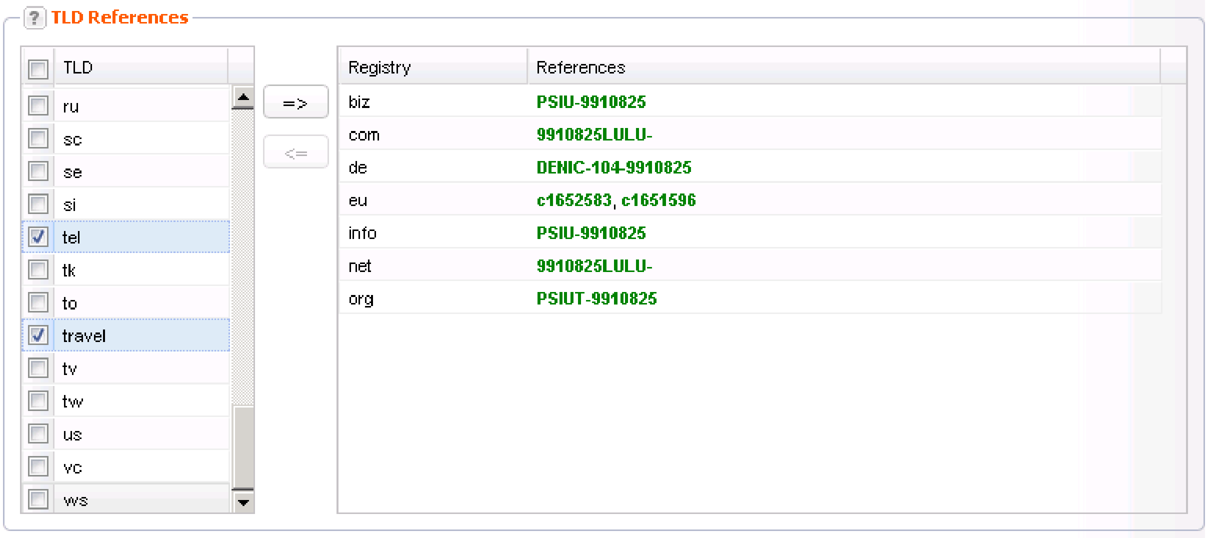


Entry details:

Legitimacy	Select the reason for you legitimacy.
Registration Base	Select the basis for the domain registration.

4. Click the ***TLD References*** tab to create a new TLD reference.

Creating TLD References



Every time you create a domain for a contact, the registry creates a TLD reference. The same TLD reference is used for all further domains for that contact.
To create a TLD reference for your contact manually, you have to fill the required data into the ***Contact Data*** and ***Extended*** tabs. The data required depends on the registry.

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to edit in the overview.
3. Click ***Edit*** in the toolbar.

   The form ***Edit Contact*** opens.
4. Click the TLD References tab.
5. Select the TLD you want to create a TLD reference for in the list ***TLD***. Select the checkbox next to ***TLD*** in the table header to select all TLDs.
6. Click the top arrow to move the selected items to the area on the right. Use the bottom arrow to remove selected TLDs from the selection.
7. Click ***Submit*** to create the TLD references for the selected TLDs.

Deleting Domain Contacts

NOTE
A contact cannot be deleted if it is assigned to a domain.

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to delete.
3. Click ***Delete*** in the toolbar.
4. Confirm the request.

7.5 VERIFICATION OF DOMAIN CONTACTS

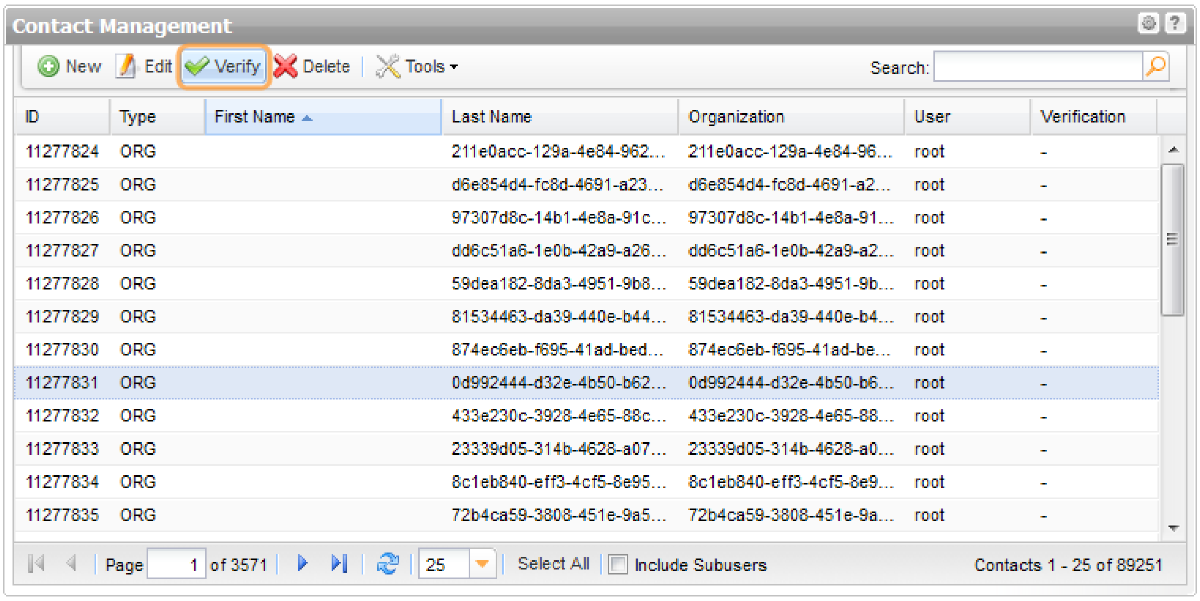
The WHOIS Accuracy Specification requires the active verification of each domain contact used as the domain owner contact (OwnerC) for gTLDs. This verification is carried out per email.
After registering a gTLD, the domain owner (OwnerC) receives an email with a verification request. This email contains a link leading to a website where the email address must be actively confirmed. Each domain contact used as the domain owner contact (OwnerC) only needs to be verified once. It can then be used without further restrictions for all all gTLDs. If the verification is not carried out within the specified period, the domain status is changed to HOLD at the registry. This means that the domain cannot be resolved by the name servers and will be unavailable.

Deadlines for deactivation in the case of unconfirmed OwnerC domain contacts

- after DOMAIN CREATE: 15 days
- after DOMAIN TRANSFER: 30 days
- after DOMAIN OWNERCHANGE: 30 days
- after UPDATE of the domain contact email address: 30 days

1. Click ***Contact Management*** in the menu group ***Domains & Contacts.***
2. Select the contact you want to edit in the overview.
3. Click ***Verify*** in the toolbar.
4. Confirm the confirmation request.

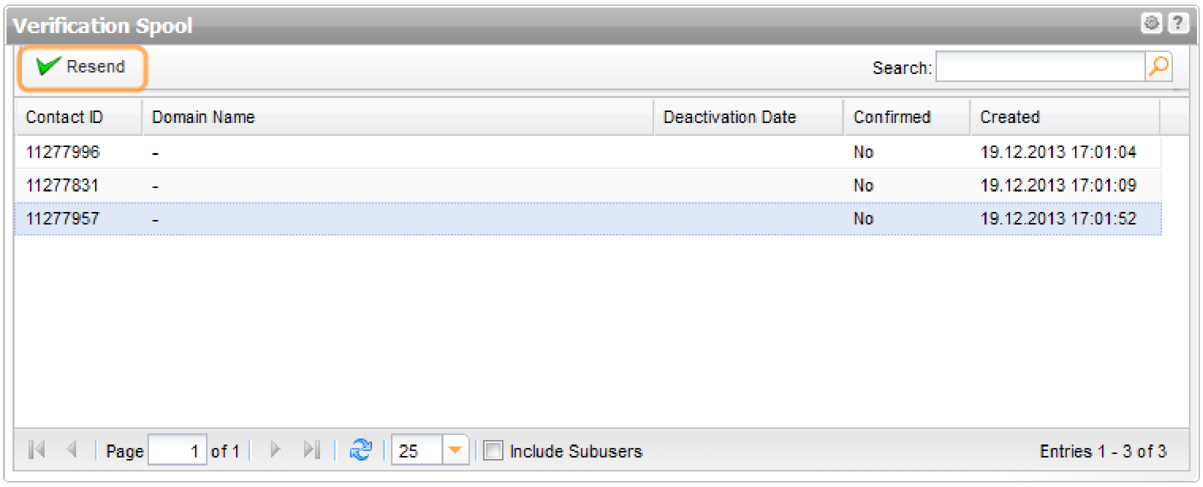
   An email including a link to a confirmation website is sent now to the selected contact.



The contact, which is up for confirmation, is displayed in the overview ***Verification Spool.*** In the tool bar of this overview there is the button ***Resend***, with which you can send the verification email once more.
If the domain owner has carried out the confirmation, the contact will be removed from this overview. In the overview ***Contact Management*** it is flagged with the entry SUCCESS in the column ***Verification***.

Resending the Verification Email

You can send the verification email to the prospective domain owner once more.



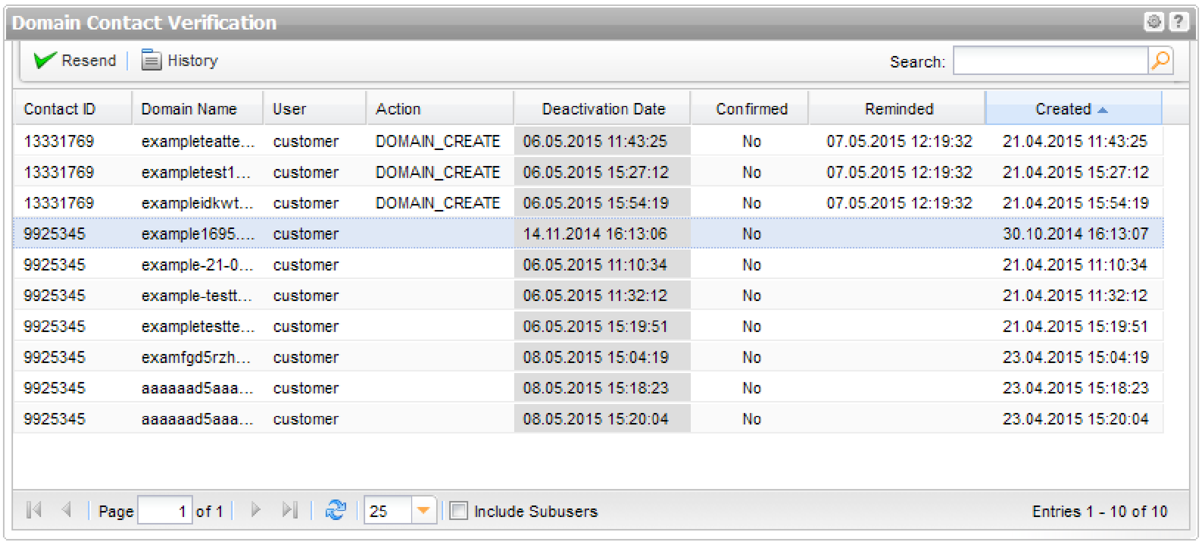
Contact ID	Domain Name	Deactivation Date	Confirmed	Created
11277996	-		No	19.12.2013 17:01:04
11277831	-		No	19.12.2013 17:01:09
11277957	-		No	19.12.2013 17:01:52

1. Click ***Domain Contacts*** in the menu group ***Domains & Contacts.***
2. Click ***Tools*** in the toolbar and select the entry ***Contact Verification***.

   The overview ***Verification Spool*** opens.
3. Select the desired contact.
4. Click the button ***Resend***.

Domain Contact Verification

This overview lists all domains for which a verification request has been sent to the domain owner (OwnerC) to confirm.



Contact ID	Domain Name	User	Action	Deactivation Date	Confirmed	Reminded	Created
13331769	exampleteatte...	customer	DOMAIN_CREATE	06.05.2015 11:43:25	No	07.05.2015 12:19:32	21.04.2015 11:43:25
13331769	exampletest1...	customer	DOMAIN_CREATE	06.05.2015 15:27:12	No	07.05.2015 12:19:32	21.04.2015 15:27:12
13331769	exampleidkwt...	customer	DOMAIN_CREATE	06.05.2015 15:54:19	No	07.05.2015 12:19:32	21.04.2015 15:54:19
9925345	example1695....	customer		14.11.2014 16:13:06	No		30.10.2014 16:13:07
9925345	example-21-0...	customer		06.05.2015 11:10:34	No		21.04.2015 11:10:34
9925345	example-testt...	customer		06.05.2015 11:32:12	No		21.04.2015 11:32:12
9925345	exampletestte...	customer		06.05.2015 15:19:51	No		21.04.2015 15:19:51
9925345	examfgd5rzh...	customer		08.05.2015 15:04:19	No		23.04.2015 15:04:19
9925345	aaaaaad5aaa...	customer		08.05.2015 15:18:23	No		23.04.2015 15:18:23
9925345	aaaaaad5aaa...	customer		08.05.2015 15:20:04	No		23.04.2015 15:20:04

The following details are displayed:

- Contact ID: This is the unique ID of a contact which is created automatically by the system.
- Domain Name: All domains for which the contact is in use for as domain owner (OwnerC).
- User: the user the verification request belongs to
- Action: the action that was carried out
- Status: request status verification process (SUCCESS, ERROR, PENDING)
- Deactivation Date: If the verification is not carried out at that date, the domain status is changed to HOLD at the registry. This means that the domain cannot be resolved by the name servers and will be unavailable.

- Confirmed: information about the confirmation status
- Reminded: time at which the reminder mail was sent.
- Created: time at which the verification process was started.

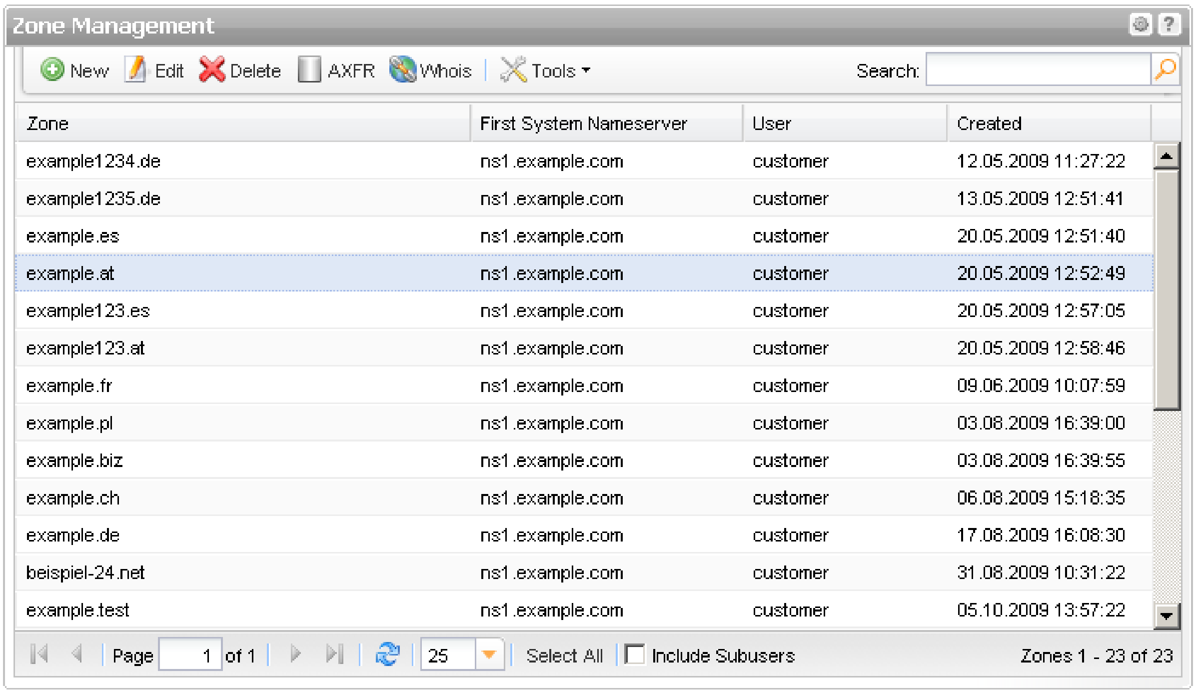
The button ***Resend*** can be used to send the confirmation email once more to the domain owner (OwnerC) of the selected domain.
Click the button ***History*** to display all transactions that were created during the domain contact verification process.

8 Zone Management

8.1 ZONE MANAGEMENT

The ***Zone Management*** area is the control area for working with zones in the domain management system. All zone tasks can be carried out here. The current cancelations are displayed in the ***Zone Management*** overview. You can create, edit and delete zones here by using the toolbar.

1. Click ***Zone Management*** in the menu group ***Zones & Redirects*** to see the ***Zone Management*** area.



TIP
It is possible to add further columns. E.g. you can display each secondary nameserver in its own column, see: "Object Overviews" on page 51.

Use the toolbar to create, edit, delete zones, to display the zone data of the primary Nameserver (AXFR) or to carry out Whois requests.

Please note that only 10 requests can be displayed in the ***AXFR Results*** and the ***Whois*** dialog at one time.

The following tasks can be started in the ***Tools*** menu:

- Check Zone
- Import Zone
- Copy Data
- Change Object Owner
- Display Logs
- Create .CSV inventory lists

You can also access the ***Zone Update Wizard*** for targeted bulk updates and have a look at your ***Logs***.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click  to have the corresponding entries displayed.
3. Click  to have all entries displayed again.

TIP
You can define presettings for the overview in the ***User Configuration***. You can define that all subuser data is displayed as default. *See: "Overview Settings" on page 47.* You also can specify that no data is displayed when switching to an overview. This is useful when there is a large amount of data. You can look for desired data using the ***Search*** in the toolbar.

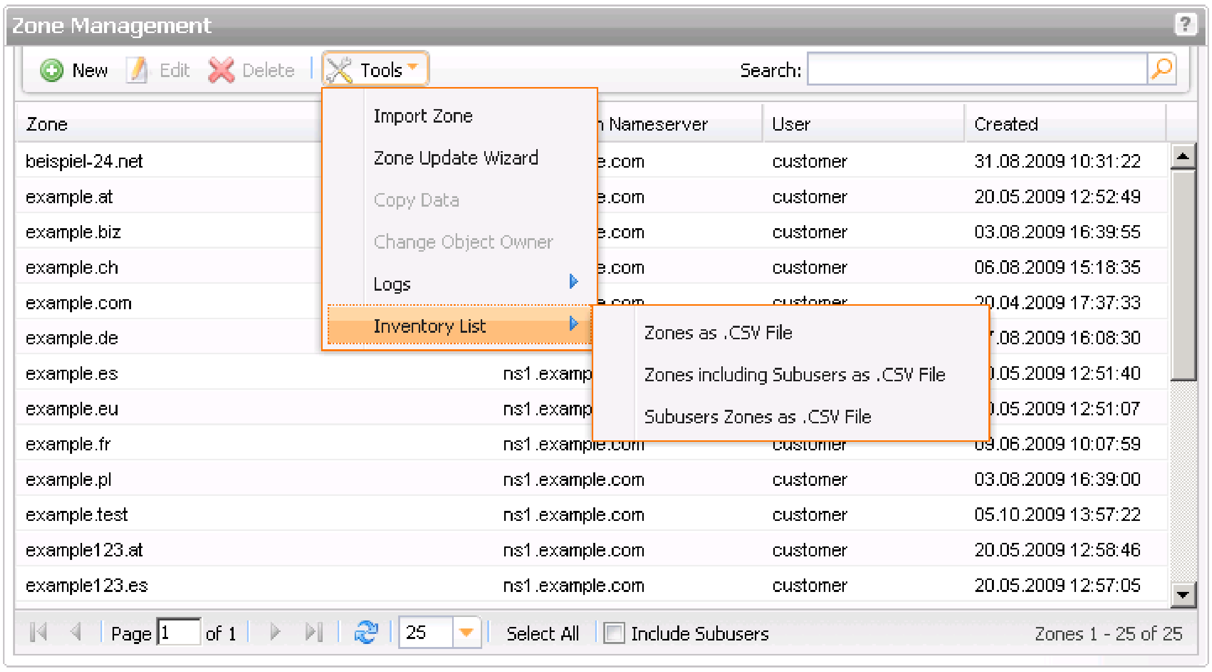
8.2 DISPLAYING ZONES

You can see all your zones in the ***Zones Overview***. You can also create a .CSV inventory list of your zones.

Creating a .CSV List of your existing Zones

You can create inventory lists of your zones in .CSV file format here.

1. Click **Zone Management** in the menu group ***Zones & Redirects.***
2. Click ***Tools*** in the toolbar and select **Inventory List** in the menu.
3. Select whether you want to include or exclude subusers in the list or if you want to only get the subuser zones.



The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

8.3 CREATING, EDITING, CHECKING, IMPORTING AND DELETING ZONES

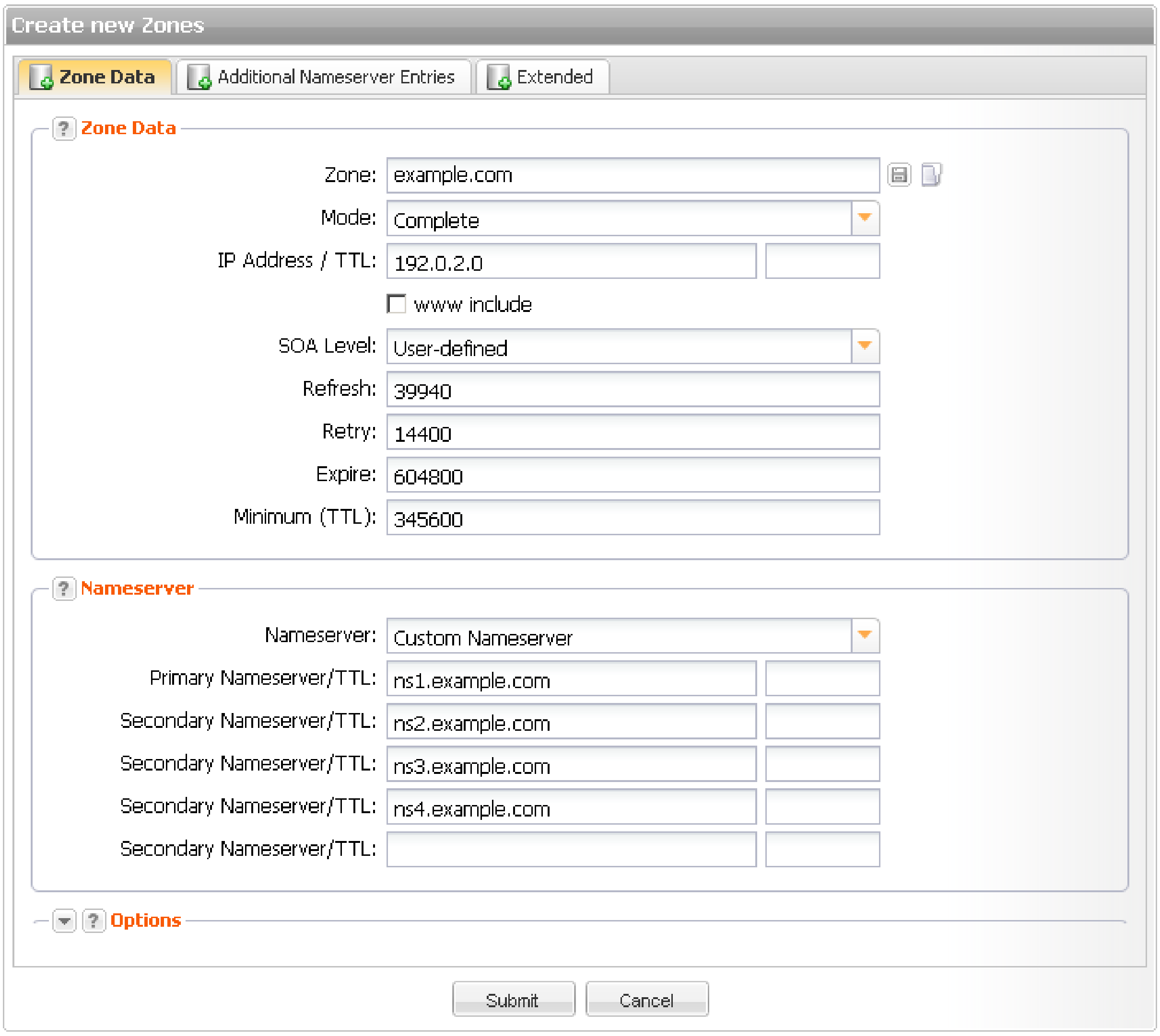
Creating Zones

1. Click ***Create Zones*** in the menu group ***Zones & Redirects.***

   Or:

1. Click ***Zone Management*** in the menu group ***Zones & Redirects*** and click ***New*** in the toolbar.

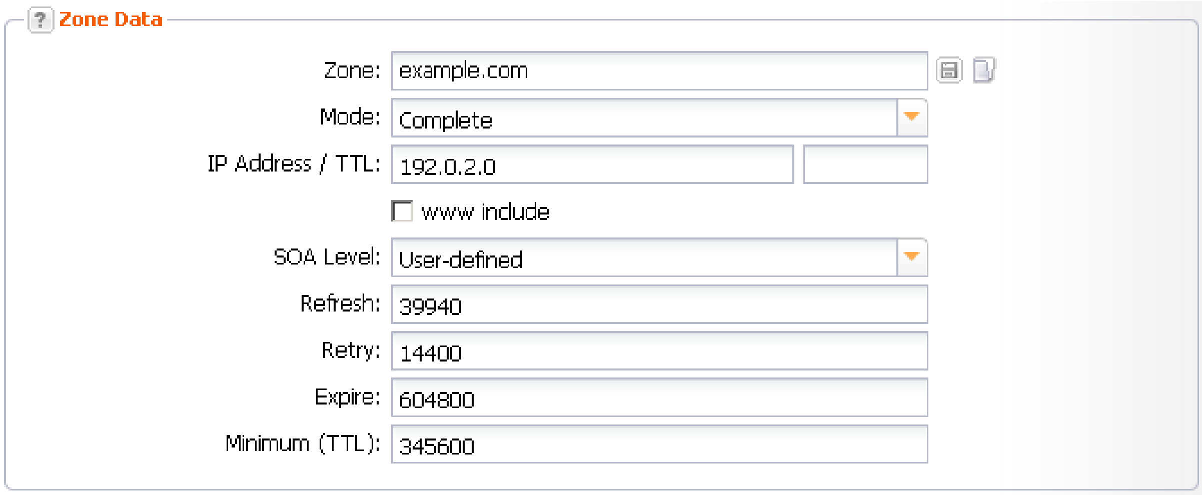
   The ***Create New Zones*** form opens.



Form section details:

Zone Data Tab

Zone Data



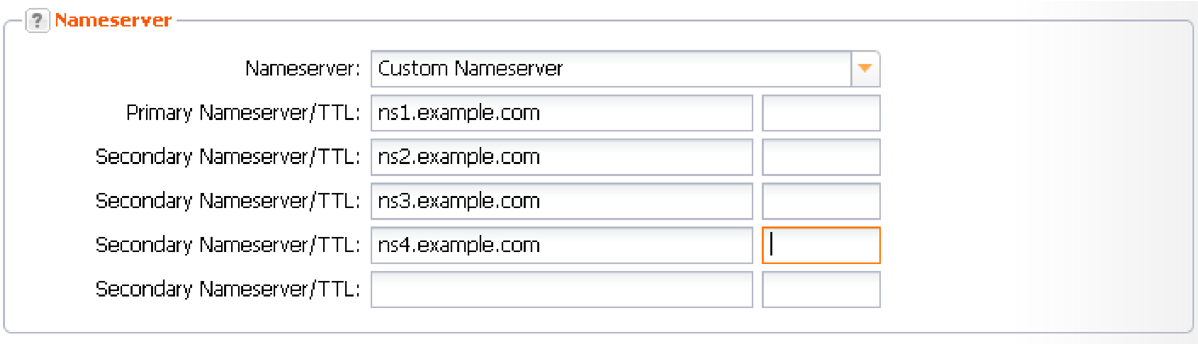
Entry details:

Zone	Enter the zone here. Enter several zones to start a bulk request. Press ***Enter*** to separate the entries. Click the icon to load an existing zone list.
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the primary nameserver. Zone data will be transferred to the secondary nameserver via AXFR. The primary nameserver is not recorded as nameserver for the zone.
IP Address/TTL	Enter the IP address of the zone here. For quick fill-in, choose the relevant option in the drop-down list of the entry field or use the favorites.
www include	Select the checkbox if you want to reach your domain via the "www" prefix. The system will automatically create the "www" subdomain in the system and assign it to the main IP address of the domain. Leave the checkbox cleared and create the record manually if you want to assign a different IP to the "www" prefix.
SOA Level	Select one of the predefined SOA settings. Each SOA level has predefined values for refresh, retry, expire and minimum (TTL) which are automatically entered. Select ***User-defined***, if you want to set the values yourself. **Recommended Settings:** These are the standard default settings. The TTL (Time to Live) is set to

	one day (864000 seconds), which means that other nameservers keep this data in cache for one day after an enquiry, before sending a new request for data. Any zone data updates reach the entire Internet after one day, while remaining available in the caches of other nameservers for at least one day. Refresh: 43200 sec (12 h) Retry: 7200 sec (2h) Expire:1209600 sec (14 d) Minimum TTL: 86400 sec (1 d) **High Reliability:** These setting are only recommended if you very seldom make changes to your zone and if five days are sufficient for these changes to show up. The TTL is set to five days 432000 seconds). This can be an advantage in the case of nameserver fallouts. As this does not occur very frequently, these setting cannot be recommended fully and it is very important that the implications are recognized. If you are in any doubt, please feel free to consult us. Refresh: 43200 sec (12 h) Retry: 7200 sec (2h) Expire:1209600 sec (14 d) Minimum TTL: 432000 sec (5 d) **Fast Updates:** These setting are advisable for DNS changeovers or DynDNS. It makes sense if you intend to make regular changes to DNS entries. However, you should revert to “Recommended Settings” again after the changes have been carried out. The TTL is set to 10 minutes (600 seconds). This can lead to longer response times, because other nameservers only keep the data in cache for a short period and therefore need to request data more often. Refresh: 43200 sec (12 h) Retry: 7200 sec (2h) Expire:1209600 sec (14 d) Minimum TTL: 600 sec (10 m
Refresh	This entry field is displayed only for the SOA-Level "User defined". Enter a refresh value for the zone. The refresh value defines how often the nameserver should update its SOA data. Recommended median: 43200 (seconds).
Retry	This entry field is displayed only for the SOA-Level "User defined". Enter a retry value for the zone. If a primary nameserver is not accessible, the secondary nameserver tries to reach it again after a defined span of time. The retry value defines this span of time. Recommended median: 7200 (seconds).
Expire	This entry field is displayed only for the SOA-Level "User defined". Enter an expiration value for the zone. The expiration value defines how long the secondary nameserver should try to reach an inaccessible primary nameserver, before the zone is deleted. Recommended value: 1209600 (seconds).

Minimum (TTL)	Enter a TTL value for the zone.
SOA Email	Enter the email address of the zone administrator (ZoneC). **NOTE** If the form field is not displayed, you can activate it in the user settings for the user interface.

Nameserver



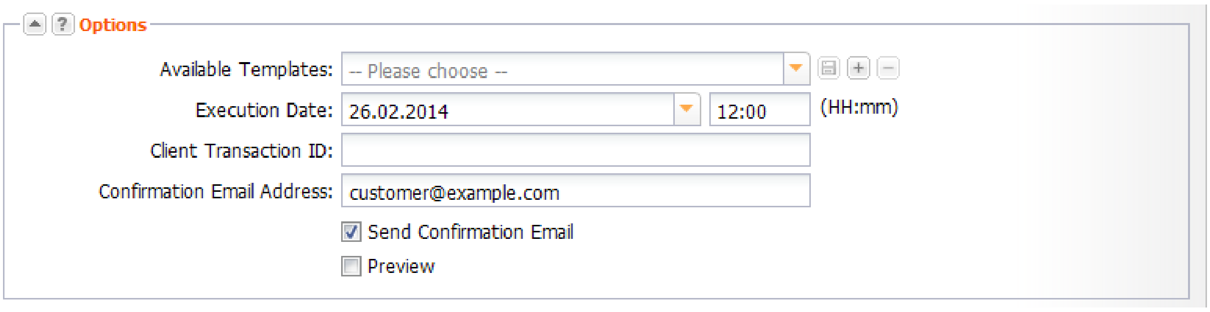
Select the entry ***Default Nameserver*** in the ***Nameserver*** drop-down list to use the default nameservers, which are defined in the user profile.
Select the entry ***Custom Nameserver*** to use other nameservers. Enter the nameserver in the form fields below.

Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. Example: ns1.example.com.
Secondary Nameserver	Enter the host name of your secondary nameservers. Example: ns2.example.com. You can display up to seven form fields for the secondary nameserver.
TTL	(= Time to Live) Enter a TTL value here (Format = seconds). The TTL value defines the time span the nameserver entry is valid. After this time span the name resolution has to be repeated. The ***TTL*** form fields will only be displayed if the setting in the user configuration is set.

Select the entry ***NodeSecure*** for domains, you are using NodSecure for. The current zone will be copied and a new NodeSecure zone will be created. The current zone will remain unchanged.
Click ***Yes*** in the respective dialog, to confirm this.

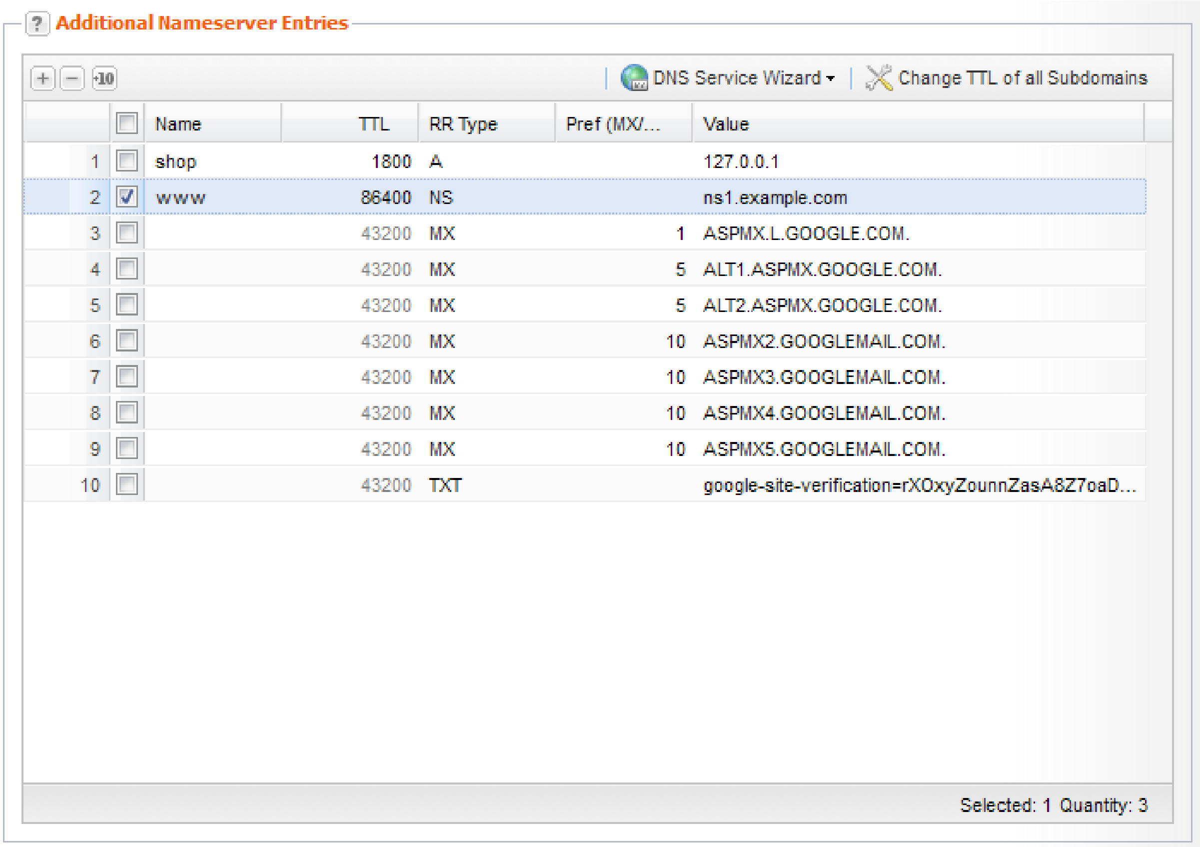
Options



Entry details:

Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

Additional Nameserver Entries Tab



Additional Nameserver Entries

DNS Service Wizard | Change TTL of all Subdomains

		Name	TTL	RR Type	Pref (MX/...	Value
1	☐	shop	1800	A		127.0.0.1
2	☑	www	86400	NS		ns1.example.com
3	☐		43200	MX	1	ASPMX.L.GOOGLE.COM.
4	☐		43200	MX	5	ALT1.ASPMX.GOOGLE.COM.
5	☐		43200	MX	5	ALT2.ASPMX.GOOGLE.COM.
6	☐		43200	MX	10	ASPMX2.GOOGLEMAIL.COM.
7	☐		43200	MX	10	ASPMX3.GOOGLEMAIL.COM.
8	☐		43200	MX	10	ASPMX4.GOOGLEMAIL.COM.
9	☐		43200	MX	10	ASPMX5.GOOGLEMAIL.COM.
10	☐		43200	TXT		google-site-verification=rXOxyZounnZasA8Z7oaD...

Selected: 1 Quantity: 3

You can create additional nameserver entries, e.g. subdomains here.

Click + to create a new entry. Double-click the entry field to enter a new value.

NOTE:
The MX main server (Mailserver) can also be entered into the ***Domain Mailserver*** field in the ***Zone Data*** section and will automatically have the priority value of 10.
If no MX server is entered in the ***Zone Data*** section, the MX server that is entered here in the form section ***Additional Entries / Subdomains*** will be set to the lowest priority and therefore function as the primary MX server. This MX server will then not be shown in this form section. All other additionally entered MX servers with a priority value of less than 10 will automatically be increased by a value of 10 (example: from 6 to 16).

Please keep in mind that the name of the primary MX server must fulfill one of the following criteria:
- The field must be left empty or
- a zone name must be entered (i.e.: example.com) or
- a zone name must be entered (and end with a period i.e.: example.com.).

Name	Enter the name of the entry here.
TTL	Enter the TTL value here. A value is not required.
RR Type	Select the desired RR Type (resource record type). **<u>The available RR types are:</u>** A = IPv4 address of the host AAAA = IPv6 address of the host MX = Mail Exchange – the mail server for the domain

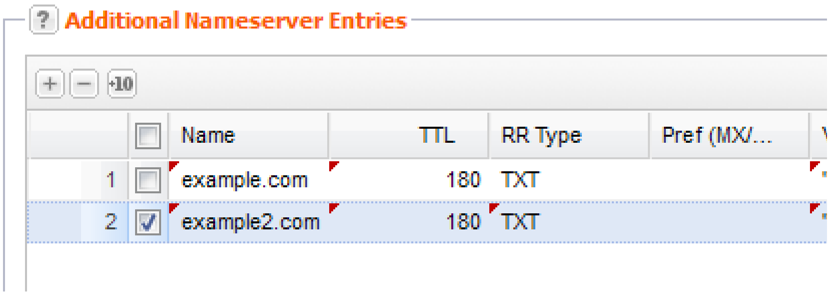
CName = Canonic name for the host (the domain with this RR is an alias)
NS = Host name of the authoritative nameserver
PTR = Domain Name Pointer (for reserve mapping to assign Names to IP addresses)
TXT = free text. You can create SPF entries here. Example see below.
HINFO = Host information (Type of processor and operating system)
NAPTR = (Naming Authority Pointer) extension of the A resource records
SRV = Service (Example see below)

For further information about the resource record types, see:
http://en.wikipedia.org/wiki/List_of_DNS_record_types

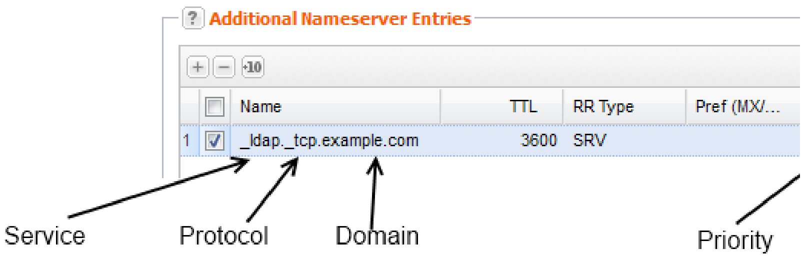
Example for a SPF record:

> **Note:**
> Please note, that SPF entries are created as TXT entries.

Entry 1: Checks, if the domain, from which the email was sent, has an SPF record, else discard the email.
Entry 2: Checks, if the domain, from which the email was sent, has an SPF record and if the email
was sent from this specific IP, else discard the email.



Example for SRV record



Pref (MX/SRV)	Please enter a preferred MX value that is larger than 10. In certain cases smaller values may be increased by 10 in order to ensure that the given primary mailserver will remain as such.
Value	Enter a value. Use drag and drop to enter favorites here.

> **TIP: Edit several TTL entries at once**
> Keep the ***Ctrl*** key pressed while selecting all entries you want to change the TTL value for. Double-click one of the selected TTL entry fields and change the value. Press ***Enter***. All selected TTLs will be changed.

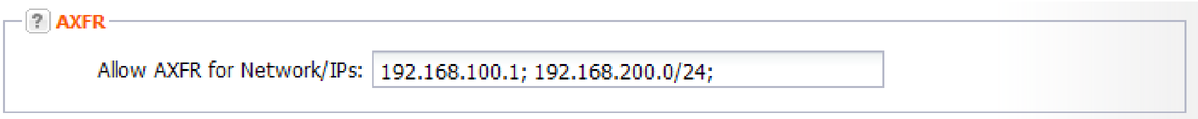
New Feature: [DNS Service Wizard]()

The DNS-Service-Wizard allows you to correctly set the required zone records for popular "Services" such as Jabber-Server or Google Apps for Work with custom domain with the push of a button.

See: "Creating Nameserver Entries for your Zones (Ressource Records)" on page 272.

Extended Tab

AXFR



Allow AXFR for Network/IPs	Enter IP addresses or subnets, from which you can start a zone transfer. Generally, only the involved nameservers can start a zone transfer. The entry has to compliant to BIND syntax. That means it has to be separated by a semicolon, can have an optional prefix length and must end with semicolon. *Example*:192.168.100.1; 192.168.200.0/24; It is not necessary to list the IP addresses of the secondary nameservers. They will be added automatically, so that it is not possible to interrupt the nameserver communication accidentally. **NOTE** If the form section is not visible, you can change the settings in the user profile to display it. *See: "Display of Domain and Zone Form Fields" on page 47.*

Free Nameserver Entries

Click the Extended tab to create free nameserver entries.

Free Entries (Caution!)

Example: TXT entry

example.com. 3600 IN TXT "v=spf1 mx -all"

ATTENTION
Please only use this option if you are knowledgeable about DNS as a wrong entry can have drastic effects on your domain.

NOTE:
The value of the entry may not be longer than 255 characters.
If the name does not end with the zone name, the zone name will be automatically added.

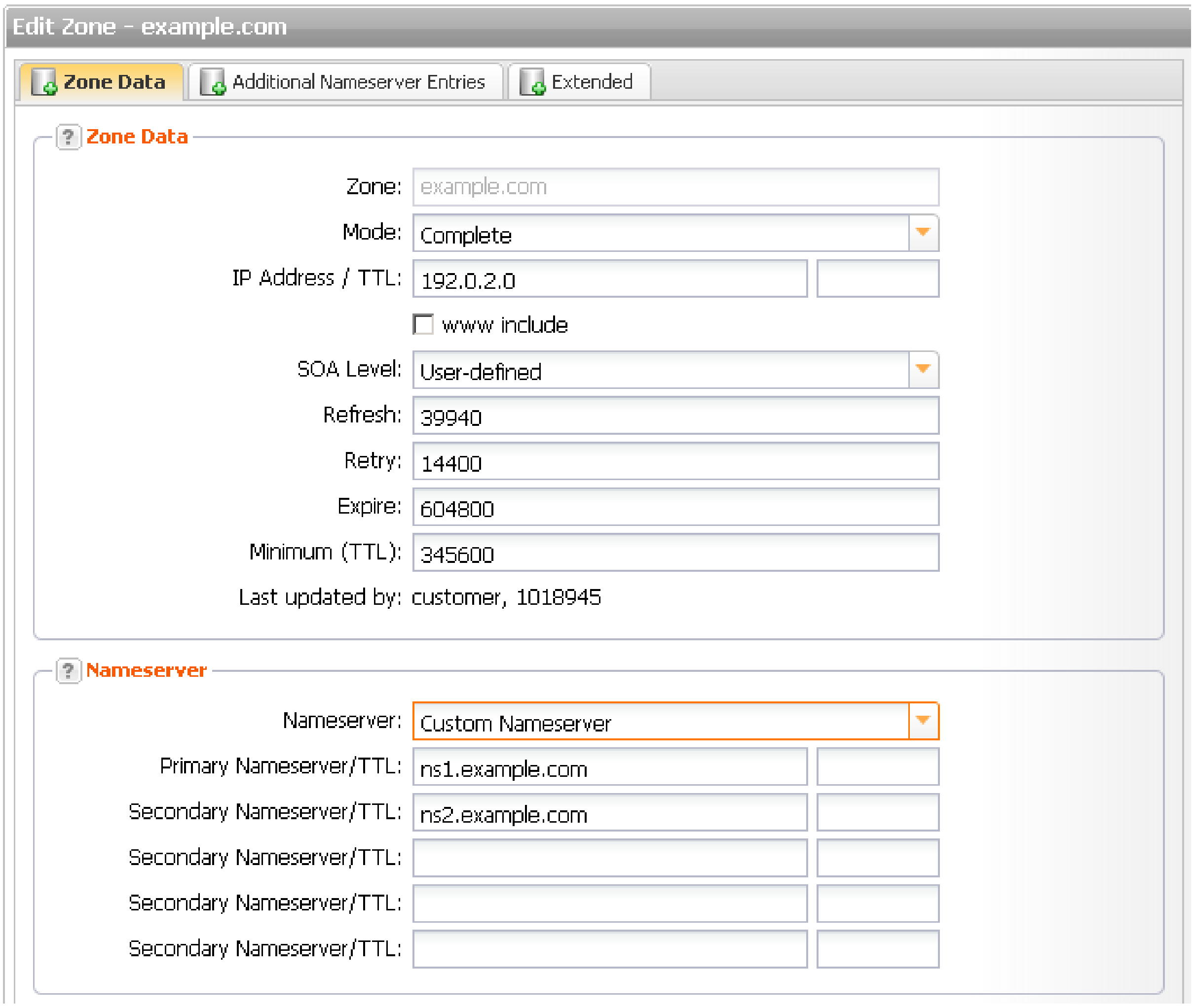
Example:
domainkey.testzone.de IN TXT "k=rsa; t=y;
p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDTfkhMdOXaBxDnsxwY9SrGsJ0/lsvXUw/O3QsmIS29rQQ3iIlehPPpTtAA92y+Fl7GkaqUn8IRA/Rnij0QLRY0pB

jE0Mu4LN+wQllkIxYD/rSPEqYxH3ltupdEzp4cYakobVkZYsQoQduuiIKIyhG2JLIq0y4AO1IpOw063pwbHQIDAQAB; =A 1024 bit key;"
_ldap._tcp.pdc._msdcs.example.com IN SRV 0 100 389 server.example.com.

Editing Zones

1. Click ***Zone Management*** in the menu group ***Zones & Redirects***.
2. Select the zone you want to edit.
3. Click ***Edit*** in the toolbar.

   The form ***Edit Zone*** opens.

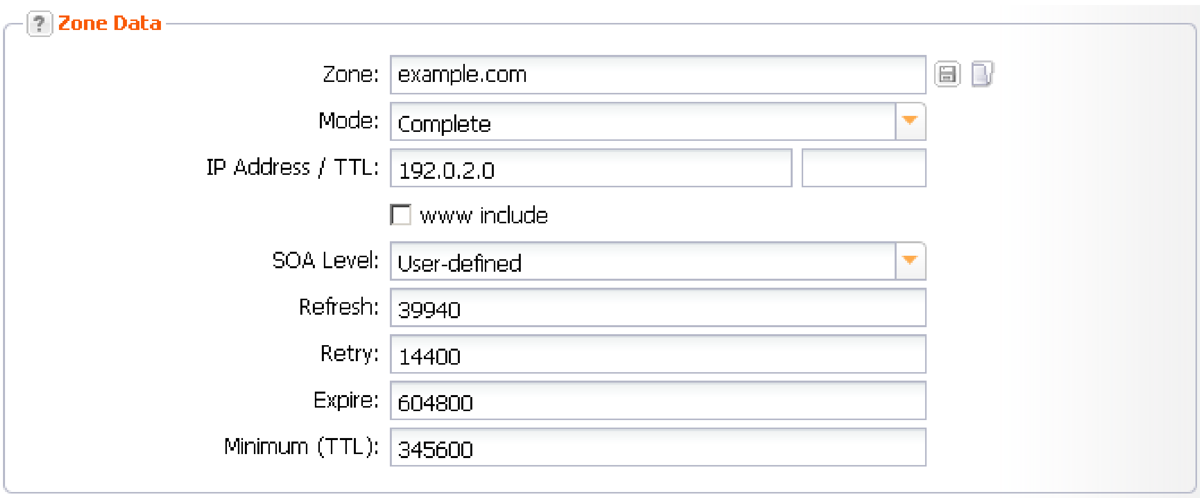


5. Edit the data.

Tab and form section details:

Zone Data Tab

Zone Data

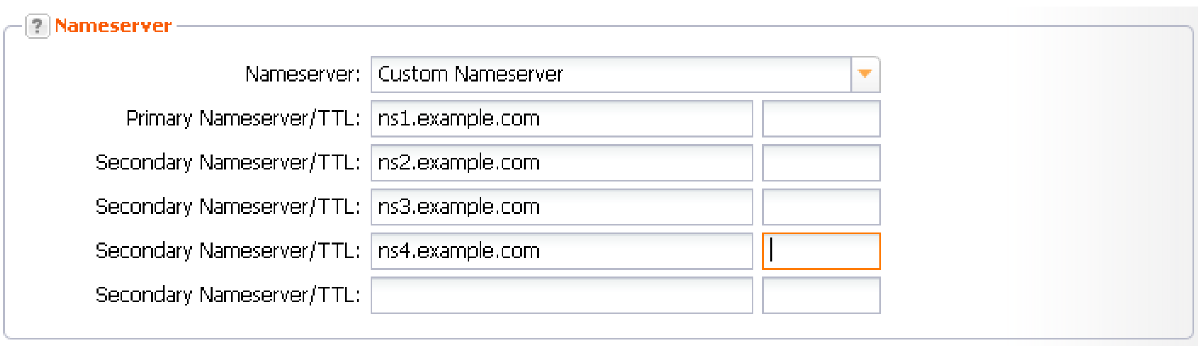


Entry details:

Zone	Enter the zone here. Enter several zones to start a bulk request. Press ***Enter*** to separate the entries. Click the icon to load an existing zone list.
Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the primary nameserver. Zone data will be transferred to the secondary nameserver via AXFR. The primary nameserver is not recorded as nameserver for the zone.
IP Address/TTL	Enter the IP address of the zone here. For quick fill-in, choose the relevant option in the drop-down list of the entry field or use the favorites.
www include	Select the checkbox if you want to reach your domain via the "www" prefix. The system will automatically create the "www" subdomain in the system and assign it to the main IP address of the domain. Leave the checkbox cleared and create the record manually if you want to assign a different IP to the "www" prefix.
SOA Level	Select one of the predefined SOA settings. Each SOA level has predefined values for refresh, retry, expire and minimum (TTL) which are automatically entered. Select ***User-defined***, if you want to set the values yourself. **Recommended Settings:** These are the standard default settings. The TTL (Time to Live) is set to one day (864000 seconds), which means that other nameservers keep this data in cache for one day after an enquiry, before sending a new request for data. Any zone data updates reach the entire Internet after one day, while remaining available in the caches of other nameservers for at least one day. Refresh: 43200 sec (12 h) Retry: 7200 sec (2h) Expire:1209600 sec (14 d) Minimum TTL: 86400 sec (1 d) **High Reliability:** These setting are only recommended if you very seldom make changes to your zone and if five days are sufficient for these changes to show up. The TTL is set to five days 432000 seconds). This can be an advantage in the case of nameserver fallouts. As this does not occur very frequently, these setting cannot be recommended fully and it is very important that the implications are recognized. If you are in any doubt, please feel free to consult us. Refresh: 43200 sec (12 h) Retry: 7200 sec (2h)

	Expire:1209600 sec (14 d) Minimum TTL: 432000 sec (5 d) **<u>Fast Updates:</u>** These setting are advisable for DNS changeovers or DynDNS. It makes sense if you intend to make regular changes to DNS entries. However, you should revert to “Recommended Settings” again after the changes have been carried out. The TTL is set to 10 minutes (600 seconds). This can lead to longer response times, because other nameservers only keep the data in cache for a short period and therefore need to request data more often. Refresh: 43200 sec (12 h) Retry: 7200 sec (2h) Expire:1209600 sec (14 d) Minimum TTL: 600 sec (10 m
Refresh	This entry field is displayed only for the SOA-Level "User defined". Enter a refresh value for the zone. The refresh value defines how often the nameserver should update its SOA data. Recommended median: 43200 (seconds).
Retry	This entry field is displayed only for the SOA-Level "User defined". Enter a retry value for the zone. If a primary nameserver is not accessible, the secondary nameserver tries to reach it again after a defined span of time. The retry value defines this span of time. Recommended median: 7200 (seconds).
Expire	This entry field is displayed only for the SOA-Level "User defined". Enter an expiration value for the zone. The expiration value defines how long the secondary nameserver should try to reach an inaccessible primary nameserver, before the zone is deleted. Recommended value: 1209600 (seconds).
Minimum (TTL)	Enter a TTL value for the zone.
SOA Email	Enter the email address of the zone administrator (ZoneC). **NOTE** If the form field is not displayed, you can activate it in the user settings for the user interface.

Nameserver



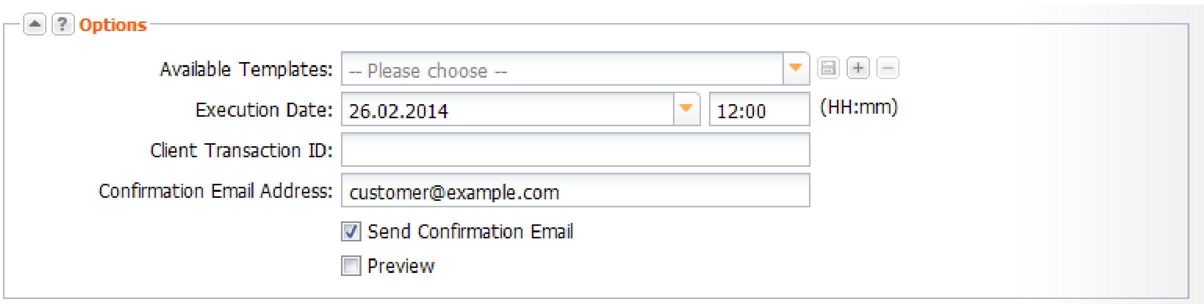
Select the entry ***Default Nameserver*** in the ***Nameserver*** drop-down list to use the default nameservers, which are defined in the user profile.
Select the entry ***Custom Nameserver*** to use other nameservers. Enter the nameserver in the form fields below.

Entry details:

Primary Nameserver	Enter the host name of your primary nameserver. Example: ns1.example.com.
Secondary Nameserver	Enter the host name of your secondary nameservers. Example: ns2.example.com. You can display up to seven form fields for the secondary nameserver.
TTL	(= Time to Live) Enter a TTL value here (Format = seconds). The TTL value defines the time span the nameserver entry is valid. After this time span the name resolution has to be repeated. The ***TTL*** form fields will only be displayed if the setting in the user configuration is set.

Select the entry ***NodeSecure*** for domains, you are using NodSecure for. The current zone will be copied and a new NodeSecure zone will be created. The current zone will remain unchanged. Click ***Yes*** in the respective dialog, to confirm this.

Options

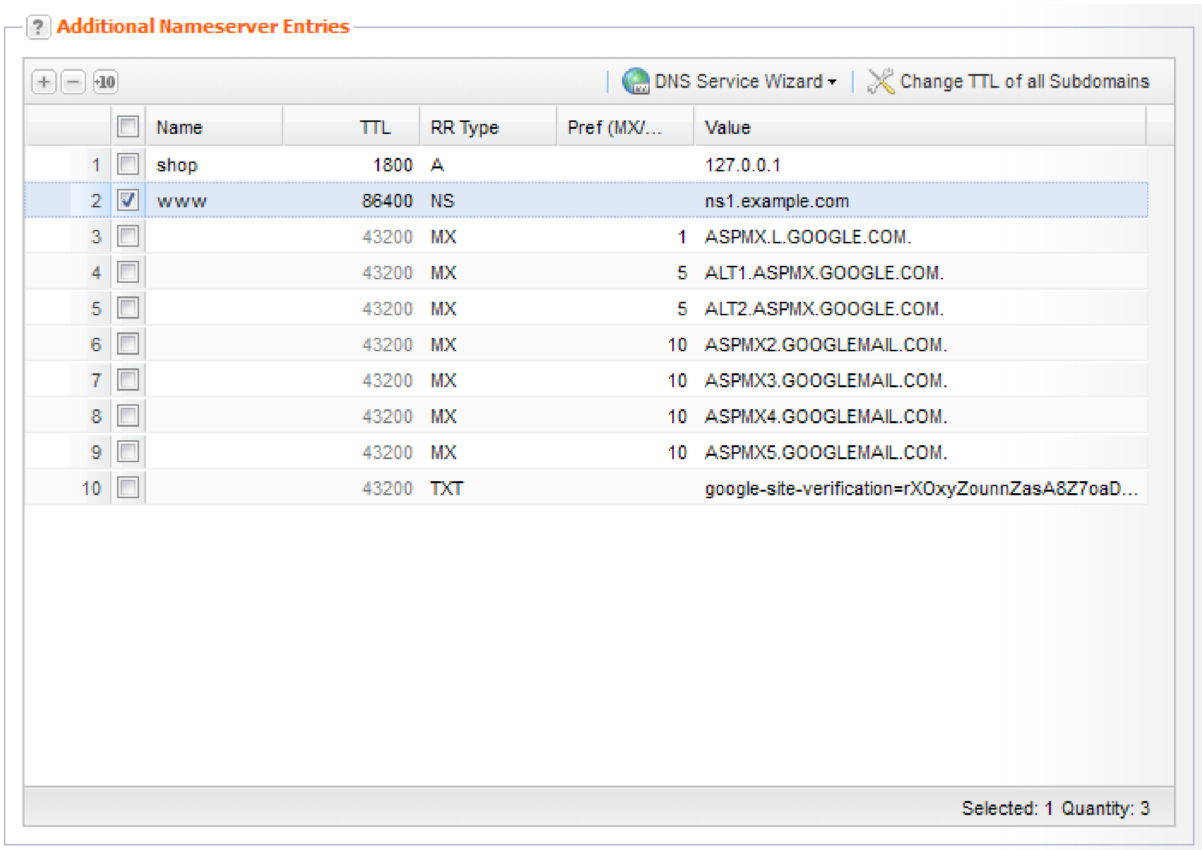


Entry details:

Available Templates	In this form you can work with templates. A template contains predefined values such as for domain contacts and name servers. When selecting an existing form template in the list the values will automatically be filled in the form fields. To create a new template fill in values in the form and save it under a special name as a template for further activities. See: "Form Templates" on page 1. Help for creation and usage of form templates is also available in the user interface. Click the icon ? in the form header.
Execution Date	You can enter date and time for the delayed execution of the request here. Select the date in the schedule and enter the time in the shown format. If you don't enter anything, the request will be executed at once.
Client Transaction ID	You can define an identification number to identify the

	request clearly here. This ***Client Transaction ID*** will be included in the server responses.
Confirmation Email Address	Enter the email address you want the report to be sent to here. In the ***User Profile*** you can specify a default email address. You can overwrite the email address for each request.
Send Confirmation Email	Select the check box to receive a confirmation email for your request.
Preview	Select the check box to receive a preview of your request. If you want to use the preview generally, you can define this in the presettings for the user interface.

Additional Nameserver Entries Tab



You can create additional nameserver entries, e.g. subdomains here.

Click [+] to create a new entry. Double-click the entry field to enter a new value.

NOTE:
The MX main server (Mailserver) can also be entered into the ***Domain Mailserver*** field in the ***Zone Data*** section and will automatically have the priority value of 10.
If no MX server is entered in the ***Zone Data*** section, the MX server that is entered here in the form section ***Additional Entries / Subdomains*** will be set to the lowest priority and therefore function as the primary MX server. This MX server will then not be shown in this form section. All other additionally entered MX servers with a priority value of less than 10 will automatically be increased by a value of 10 (example: from 6 to 16).

Please keep in mind that the name of the primary MX server must fulfill one of the following criteria:
- The field must be left empty or
- a zone name must be entered (i.e.: example.com) or
- a zone name must be entered (and end with a period i.e.: example.com.).

<table>
<tr><td>Name</td><td>Enter the name of the entry here.</td></tr>
<tr><td>TTL</td><td>Enter the TTL value here. A value is not required.</td></tr>
<tr><td>RR Type</td><td>
Select the desired RR Type (resource record type).

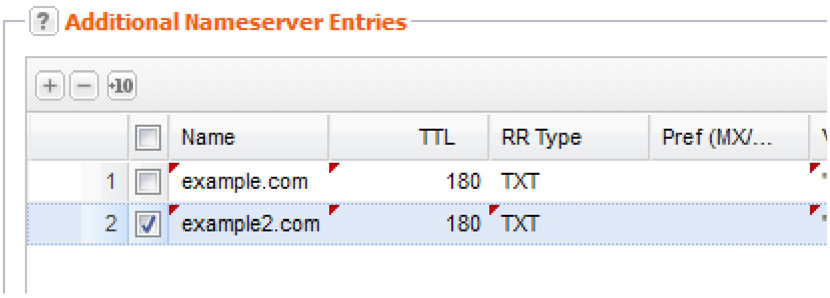
<u>The available RR types are:</u>

A = IPv4 address of the host
AAAA = IPv6 address of the host
MX = Mail Exchange – the mail server for the domain
CName = Canonic name for the host (the domain with this RR is an alias)
NS = Host name of the authoritative nameserver
PTR = Domain Name Pointer (for reserve mapping to assign Names to IP addresses)
TXT = free text. You can create SPF entries here. Example see below.
HINFO = Host information (Type of processor and operating system)
NAPTR = (Naming Authority Pointer) extension of the A resource records
SRV = Service (Example see below)

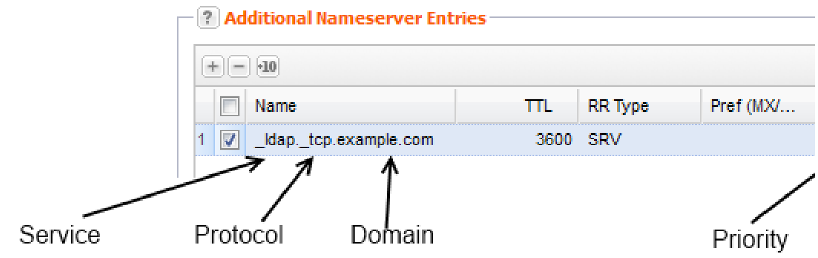
For further information about the resource record types, see:
http://en.wikipedia.org/wiki/List_of_DNS_record_types

<u>Example for a SPF record:</u>

Note:
Please note, that SPF entries are created as TXT entries.

Entry 1: Checks, if the domain, from which the email was sent, has an SPF record, else discard the email.
Entry 2: Checks, if the domain, from which the email was sent, has an SPF record and if the email
was sent from this specific IP, else discard the email.


<u>Example for SRV record</u>
</td></tr>
</table>



Pref (MX/SRV)	Please enter a preferred MX value that is larger than 10. In certain cases smaller values may be increased by 10 in order to ensure that the given primary mailserver will remain as such.
Value	Enter a value. Use drag and drop to enter favorites here.

TIP: Edit several TTL entries at once
Keep the ***Ctrl*** key pressed while selecting all entries you want to change the TTL value for. Double-click one of the selected TTL entry fields and change the value. Press ***Enter***. All selected TTLs will be changed.

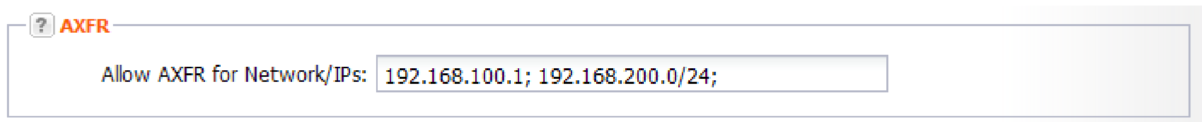
New Feature: DNS Service Wizard

The DNS-Service-Wizard allows you to correctly set the required zone records for popular "Services" such as Jabber-Server or Google Apps for Work with custom domain with the push of a button.

See: "Creating Nameserver Entries for your Zones (Ressource Records)" on page 272.

Extended Tab

AXFR

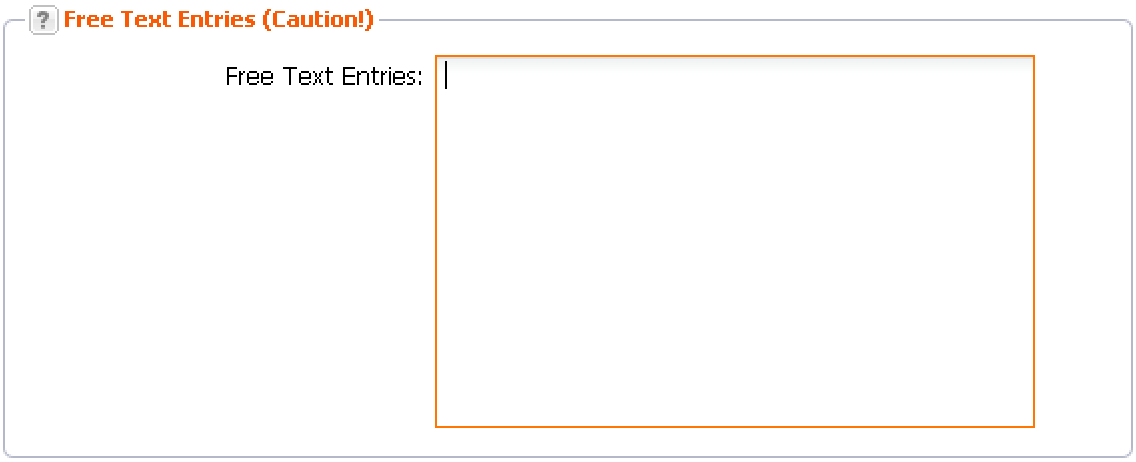


Allow AXFR for Network/IPs	Enter IP addresses or subnets, from which you can start a zone transfer. Generally, only the involved nameservers can start a zone transfer. The entry has to compliant to BIND syntax. That means it has to be separated by a semicolon, can have an optional prefix length and must end with semicolon. *Example*:192.168.100.1; 192.168.200.0/24; It is not necessary to list the IP addresses of the secondary nameservers. They will be added automatically, so that it is not possible to interrupt the nameserver communication accidentally. **NOTE** If the form section is not visible, you can change the settings in the user profile to display it. *See: "Display of Domain and Zone Form Fields" on page 47.*

Free Nameserver Entries

Click the Extended tab to create free nameserver entries.

Free Entries (Caution!)



Example: TXT entry

example.com. 3600 IN TXT "v=spf1 mx -all"

ATTENTION
Please only use this option if you are knowledgeable about DNS as a wrong entry can have drastic effects on your domain.

NOTE:
The value of the entry may not be longer than 255 characters.
If the name does not end with the zone name, the zone name will be automatically added.

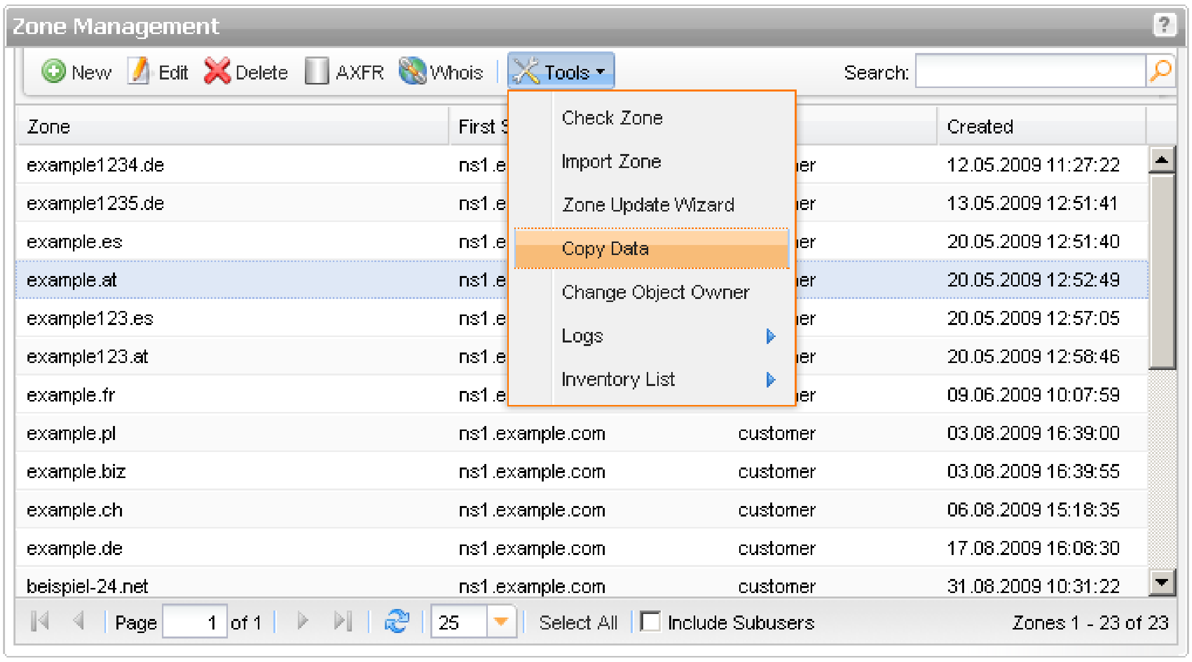
Example:
domainkey.testzone.de IN TXT "k=rsa; t=y;
p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDTfkhMdOXaBxDnsxwY9SrGsJ0/lsvXUw/O3QsmIS29r
QQ3iIlehPPpTtAA92y+Fl7GkaqUn8IRA/Rnij0QLRY0pB

jE0Mu4LN+wQlIkIxYD/rSPEqYxH3ltupdEzp4cYakobVkZYsQoQduuiIKIyhG2JLIq0y4AO1IpOw063pwbHQIDAQA
B; =A 1024 bit key;"
_ldap._tcp.pdc._msdcs.example.com IN SRV 0 100 389 server.example.com.

Creating a new Zone by copying existing Zone Data

You can use an existing zone to create a new zone faster.

1. Click ***Zone Management*** in the menu group ***Zones & Redirects.***
2. Select the zone you want to copy the data from.
3. Click ***Tools*** in the toolbar.
4. Click ***Copy Data*** in the menu.



The ***Copy Data*** form opens. The data for the selected zone is visible in the form fields.

For details see **Creating Zones** on page 231.

Importing Zones

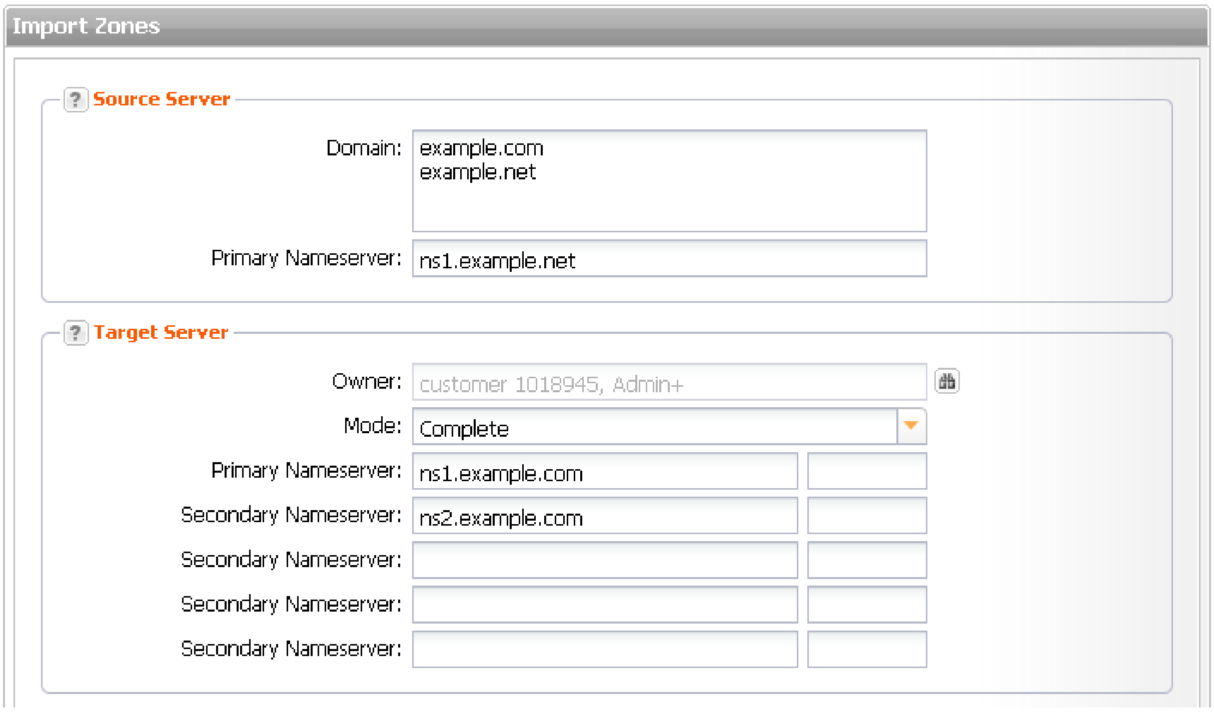
Importing zones means transferring the data of one or more zones from a source nameserver to a target nameserver. This is necessary when the nameserver has been changed, e.g. when carrying out a domain transfer.

IMPORTANT NOTE

Please keep in mind that you have to activate the zone transfer(AXFR) on your nameserver in order to import zones. Enter the IP addresses 62.116.132.5 and 62.116.129.216 in the configuration file bind.conf when using BIND-based nameserver software (section starting with "allow transfer from/to") or pdns.conf when using PowerDNS based nameserver software. If you use any other type of nameserver software, please refer to the respective instruction manual. Without this explicit change in the nameserver configuration file, it is not possible to import any zone information from your nameserver.

1. Click ***Zone Management*** in the menu group ***Zones & Redirects.***
2. Click ***Tools*** in the toolbar and select ***Import Zone.***

   The ***Import Zones*** form opens.



Form section details:

Source Server

Domain	Enter the name of the domain for which the zone will be created here, e.g. "example.com".
Primary Nameserver	Enter the primary nameserver from which the zone will be imported here.

Target Server

You can configure the nameserver the zone will be transferred to here.

Form field details:

Mode	Select a nameserver mode: ▪ Complete: the zone will be generated on all nameservers. ▪ Primary only: the zone will only be generated on the primary nameserver. ▪ Secondary: the zone will only be generated on the secondary nameserver. Zone data will be transferred to primary via AXFR. ▪ Hidden: the zone will be generated on the primary nameserver. Zone data will be transferred to the secondary nameserver via AXFR. The primary nameserver is not recorded as nameserver for the zone.
SOA Email	Enter the email address of the zone administrator (ZoneC). **NOTE** If the form field is not displayed, you can activate it in the user settings for the user interface.
Primary Nameserver	Enter the host name of your primary nameserver. Example: ns1.example.com.
Secondary Nameserver	Enter the host name of your secondary nameservers. Example: ns2.example.com. You can display up to seven form fields for the secondary nameserver.

Creating Nameserver Entries for your Zones (Ressource Records)

Select the desired RR Type (resource record type).

The available RR types are:

A = IPv4 address of the host
AAAA = IPv6 address of the host
MX = Mail Exchange – the mail server for the domain
CName = Canonic name for the host (the domain with this RR is an alias)
NS = Host name of the authoritative nameserver
PTR = Domain Name Pointer (for reserve mapping to assign Names to IP addresses)
TXT = free text. You can create SPF entries here. Example see below.
HINFO = Host information (Type of processor and operating system)
NAPTR = (Naming Authority Pointer) extension of the A resource records
SRV = Service (Example see below)

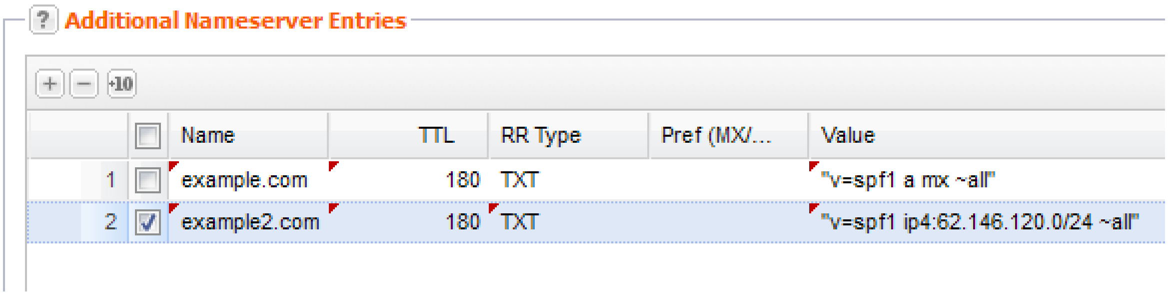
For further information about the resource record types, see:
http://en.wikipedia.org/wiki/List_of_DNS_record_types

Example for a SPF record:

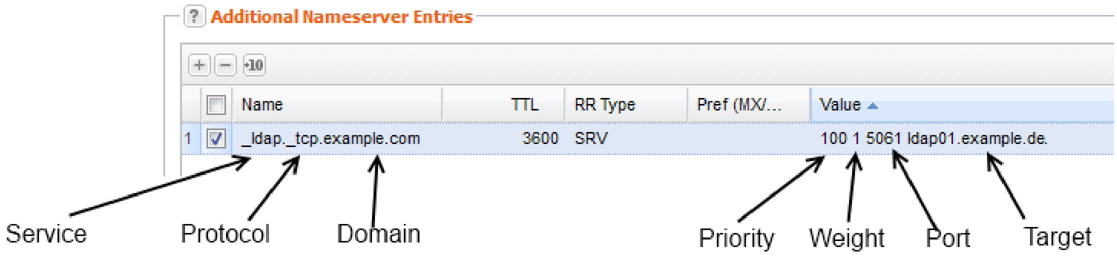
Note:
Please note, that SPF entries are created as TXT entries.

Entry 1: Checks, if the domain, from which the email was sent, has an SPF record, else discard the email.

Entry 2: Checks, if the domain, from which the email was sent, has an SPF record and if the email was sent from this specific IP, else discard the email.



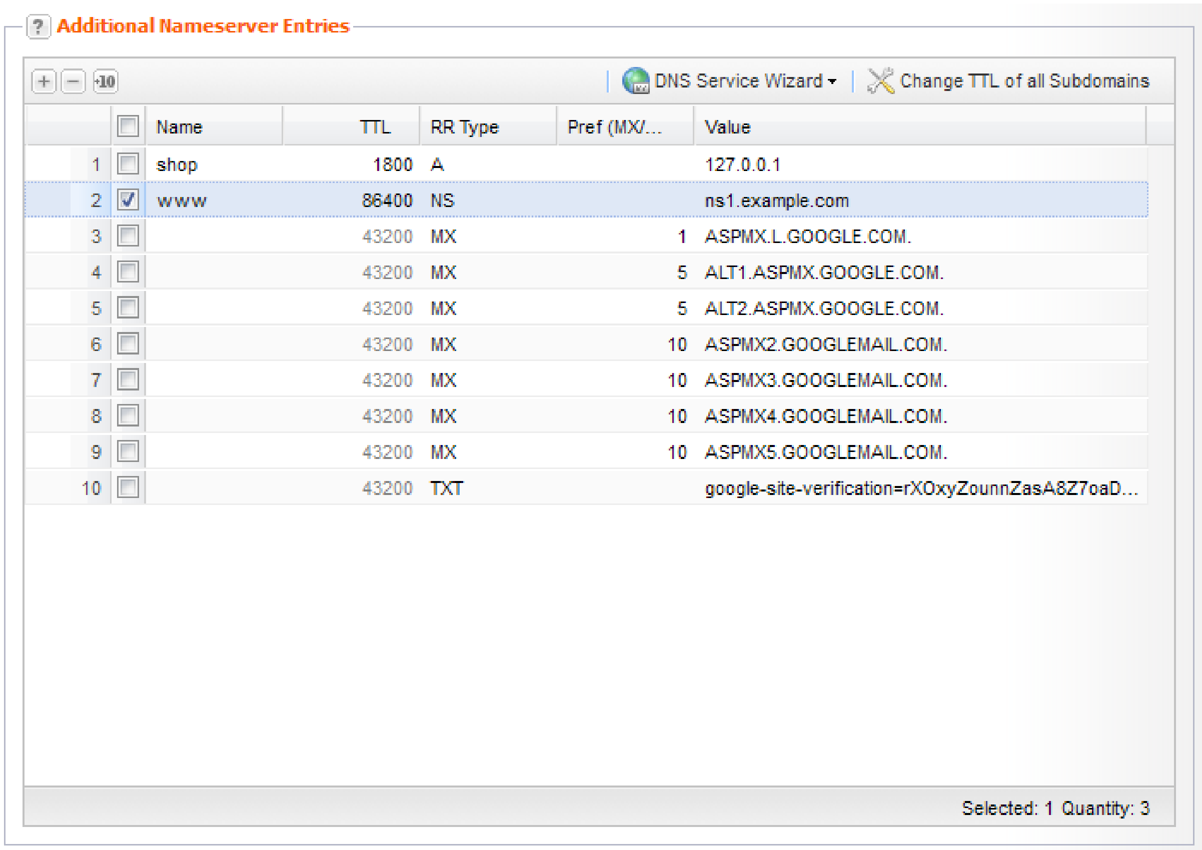
Example for SRV record



1. Click ***Zone Management*** in the menu group ***Zones & Redirects.***
2. Select the zone you want to create a subdomain for. If the zone doesn't exist yet, create one first. *See: "Creating Zones" on page 231.*
3. Click ***Edit***.

The form ***Edit Zones*** opens.

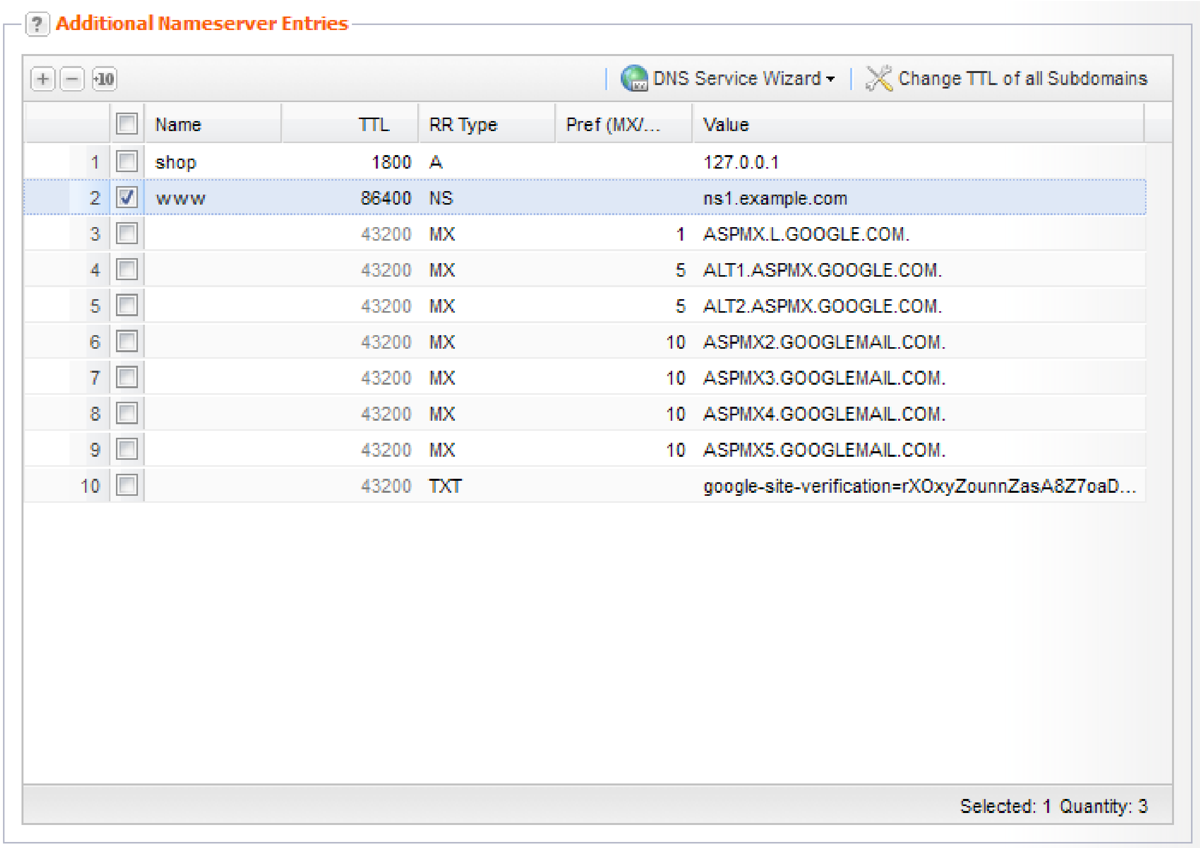
4. Click the ***Additional Nameserver Entries*** tab.



5. Click + in the ***Additional Nameserver Entries*** section. Another row to configure a new subdomain entry will be added.
6. Enter the desired data.

Form section details:

Additional Nameserver Entries Tab



You can create additional nameserver entries, e.g. subdomains here.

Click + to create a new entry. Double-click the entry field to enter a new value.

NOTE:
The MX main server (Mailserver) can also be entered into the ***Domain Mailserver*** field in the ***Zone Data*** section and will automatically have the priority value of 10.
If no MX server is entered in the ***Zone Data*** section, the MX server that is entered here in the form section ***Additional Entries / Subdomains*** will be set to the lowest priority and therefore function as the primary MX server. This MX server will then not be shown in this form section. All other additionally entered MX servers with a priority value of less than 10 will automatically be increased by a value of 10 (example: from 6 to 16).

Please keep in mind that the name of the primary MX server must fulfill one of the following criteria:
- The field must be left empty or
- a zone name must be entered (i.e.: example.com) or
- a zone name must be entered (and end with a period i.e.: example.com.).

Name	Enter the name of the entry here.
TTL	Enter the TTL value here. A value is not required.

RR Type

Select the desired RR Type (resource record type).

The available RR types are:

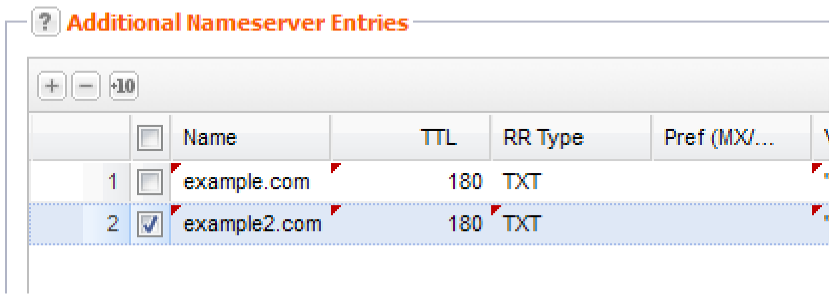
A = IPv4 address of the host
AAAA = IPv6 address of the host
MX = Mail Exchange – the mail server for the domain
CName = Canonic name for the host (the domain with this RR is an alias)
NS = Host name of the authoritative nameserver
PTR = Domain Name Pointer (for reserve mapping to assign Names to IP addresses)
TXT = free text. You can create SPF entries here. Example see below.
HINFO = Host information (Type of processor and operating system)
NAPTR = (Naming Authority Pointer) extension of the A resource records
SRV = Service (Example see below)

For further information about the resource record types, see:
http://en.wikipedia.org/wiki/List_of_DNS_record_types

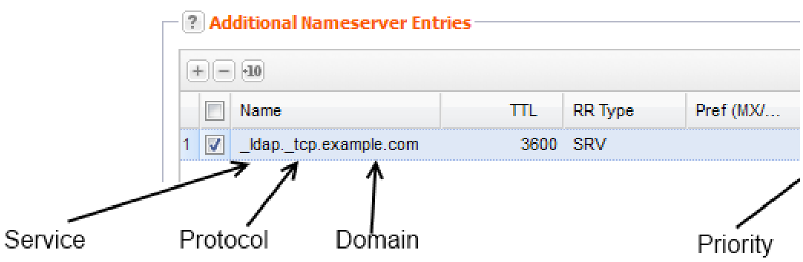
Example for a SPF record:

> **Note:**
> Please note, that SPF entries are created as TXT entries.

Entry 1: Checks, if the domain, from which the email was sent, has an SPF record, else discard the email.
Entry 2: Checks, if the domain, from which the email was sent, has an SPF record and if the email
was sent from this specific IP, else discard the email.



Example for SRV record



Pref (MX/SRV)

Please enter a preferred MX value that is larger than 10. In certain cases smaller values may be increased by 10 in order to ensure that the given primary mailserver will remain as such.

Value

Enter a value. Use drag and drop to enter favorites here.

TIP: Edit several TTL entries at once
Keep the ***Ctrl*** key pressed while selecting all entries you want to change the TTL value for. Double-click one of the selected TTL entry fields and change the value. Press ***Enter***. All selected TTLs will be changed.

New Feature: DNS Service Wizard

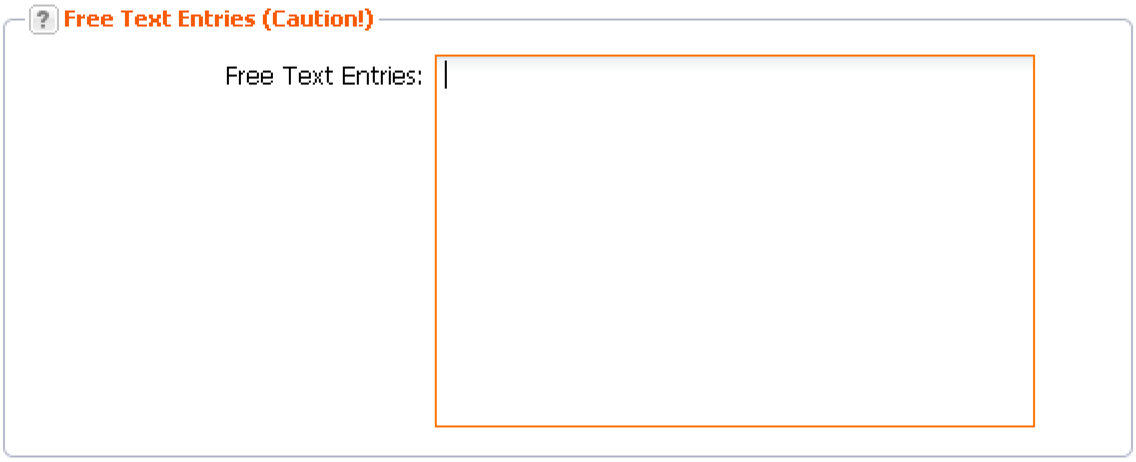
The DNS-Service-Wizard allows you to correctly set the required zone records for popular "Services" such as Jabber-Server or Google Apps for Work with custom domain with the push of a button.

See: "Creating Nameserver Entries for your Zones (Ressource Records)" on page 272.

Free Nameserver Entries

Click the Extended tab to create free nameserver entries.

Free Entries (Caution!)



Example: TXT entry

example.com. 3600 IN TXT "v=spf1 mx -all"

ATTENTION
Please only use this option if you are knowledgeable about DNS as a wrong entry can have drastic effects on your domain.

NOTE:
The value of the entry may not be longer than 255 characters.
If the name does not end with the zone name, the zone name will be automatically added.

Example:
domainkey.testzone.de IN TXT "k=rsa; t=y;
p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDTfkhMdOXaBxDnsxwY9SrGsJ0/lsvXUw/O3QsmIS29r
QQ3iIlehPPpTtAA92y+Fl7GkaqUn8IRA/Rnij0QLRY0pB

jE0Mu4LN+wQlIkIxYD/rSPEqYxH3ltupdEzp4cYakobVkZYsQoQduuiIKIyhG2JLIq0y4AO1IpOw063pwbHQIDAQA
B; =A 1024 bit key;"
_ldap._tcp.pdc._msdcs.example.com IN SRV 0 100 389 server.example.com.

8.4 SPF ENTRY GENERATOR

With the ***SPF Entry Generator*** you can automatically create SPF entries for your domain.

What is SPF?
SPF (Sender Policy Framework) is a technology for authenticating the sender of an email. It is intended to make forging the sender on SMTP-level more difficult. For this purpose, a SPF-record is set in the zonefile listing the servers which are allowed to send emails.
The receiving mail server can then check the identity of the sender (the "MAIL-FROM" and "HELO" identity). E-Mails whose sender is not authenticated can be marked as Spam. The SPF records are stored as a TXT resource records which reflects the current state of the RFC.

1. Click ***Zone Management*** in the menu group ***Zones & Redirects.***
2. Select the zone you want to create a SPF entry for.
3. Click ***Edit***.

   The form ***Edit Zones*** opens.
4. Click the ***Extended*** tab.
5. Select the desired entries and enter the required information in the entry fields.
6. Finally click ***Set SPF Entry for the Zone***.
7. According to your settings the SPF entries will be created automatically now.

To have a look at the entries switch to the ***Additional Nameserver Entries*** tab.

Form section details:

SPF Record Generator

You can create valid SPF records here.
If you click ***Set SPF record for the zone*** without changing any setting beforehand, a default SPF record will be created.
The generated SPF record looks like this one for the example.com domain:

Using the domain example.com as an example, the generated SPF record will look like this:

"v=spf1 mx a ptr ~all"

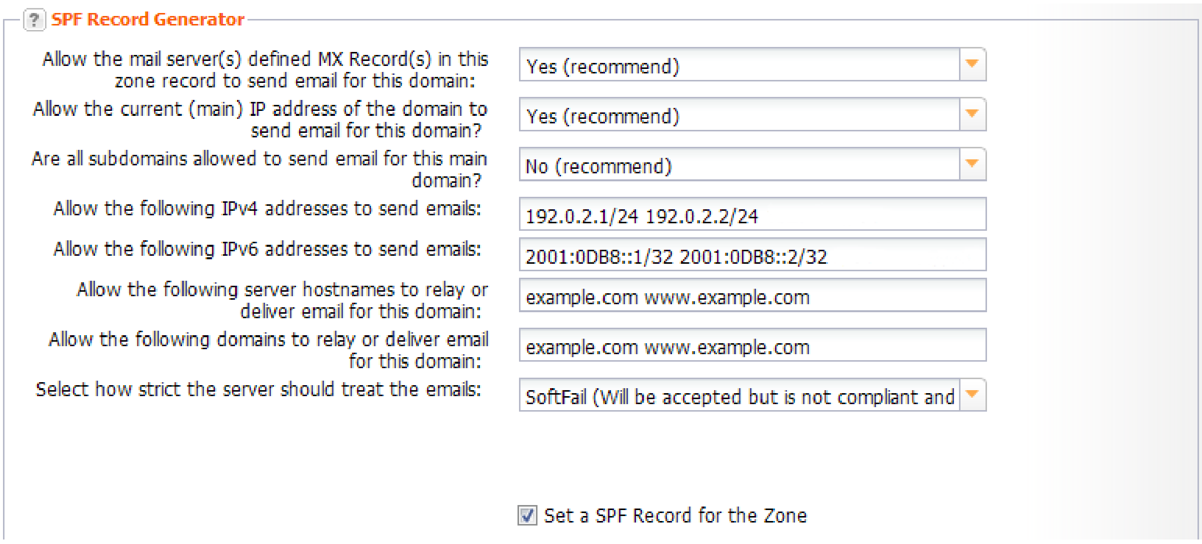
v : announces the SPF record version
spf1: version of the SPF record, here version 1
mx : allows the servers, that are set as MX record, to send emails.
a : allows the IP address, that is set for the domain, to send emails.
ptr: allow every hostname ending on example.com to send emails.
~all :mailserver treats emails with FAIL, i.e. the mail will not be delivered.

Form section details:

Allow the mail server(s) defined MX Record(s) in this zone record to send email for this domain:	Yes (recommended) No If you do not change the settings, the default setting ***Yes*** will be used.
Allow the current (main) IP address of the domain to send email for this domain?	Yes (recommended) No If you do not change the settings, the default setting ***Yes*** will be used.

Are all subdomains allowed to send email for this main domain?	Yes No (recommended) If you do not change the settings, the default setting ***No*** will be used.
Allow the following IPv4 addresses to send emails:	Enter the desired IP addresses. Separate them with blank space.
Allow the following IPv6 addresses to send emails:	Enter the desired IPv4 addresses. Separate them with blank space.
Allow the following domains to relay or deliver email for this domain:	Enter the desired IPv6 addresses. Separate them with blank space.
Allow the following server hostnames to relay or deliver email for this domain:	Enter the desired host names. Separate them with blank space.
Select how strict the server should treat the emails:	▪ Fail: the mail is not compliant and will be rejected. ▪ SoftFail: emails will be accepted but it will be marked because it is not compliant. ▪ Neutral: emails may possibly be accepted.

Example for user-defined settings:



The SPF entry looks like this:

Value
"v=spf1 mx a ptr ip4:192.0.2.1/24 ip4:192.0.2.2/24 ip6:2001:0DB8::1/32 ip6:2001:0DB8::2/32 a:example.com a:www.example.com include:example.com include:www.example.com ~all"

Allowing the Zone Transfer (AXFR) for Zone Subnets or specific IP Addresses

You can define an IP address or a subnet from which a transfer (AXFR) can be carried out here. AXFR is a complete transfer of the zone records from one nameserver to another.

1. Click ***Zones Management*** in the menu group ***Zones & Redirects***.
2. Click ***New*** in the toolbar to create a new zone including the AXFR settings.

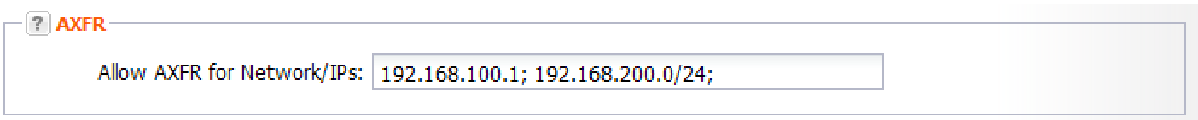
Or:

2. Select an existing zone and click ***Edit***.
3. Click the ***Extended*** tab.

Form section details:

Extended Tab

AXFR



Allow AXFR for Network/IPs	Enter IP addresses or subnets, from which you can start a zone transfer. Generally, only the involved nameservers can start a zone transfer. The entry has to compliant to BIND syntax. That means it has to be separated by a semicolon, can have an optional prefix length and must end with semicolon. *Example*:192.168.100.1; 192.168.200.0/24; It is not necessary to list the IP addresses of the secondary nameservers. They will be added automatically, so that it is not possible to interrupt the nameserver communication accidentally. **NOTE** If the form section is not visible, you can change the settings in the user profile to display it. *See: "Display of Domain and Zone Form Fields" on page 47.*

Displaying the Zone Data (AXFR)

1. Click ***Zone Management*** in the menu group ***Zones & Redirects***.
2. Select the zone you want to display the zone data of. Press ***Strg*** to select several zones. Please note that you cannot select more than 10 zones at one time.
3. Click ***AXFR*** in the toolbar.

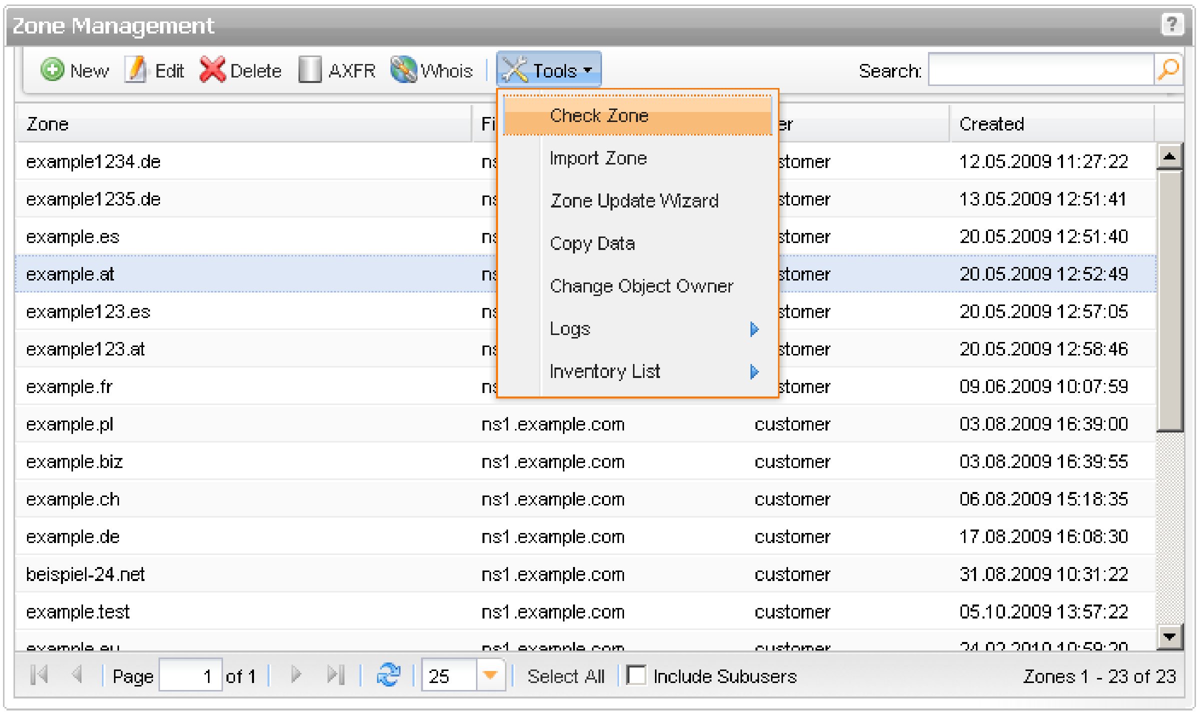
The zone data is copied via AXFR from the primary nameserver and displayed in the ***AXFR Results*** window. The data of each selected zone is displayed in a separate tab.

Nameserver Check

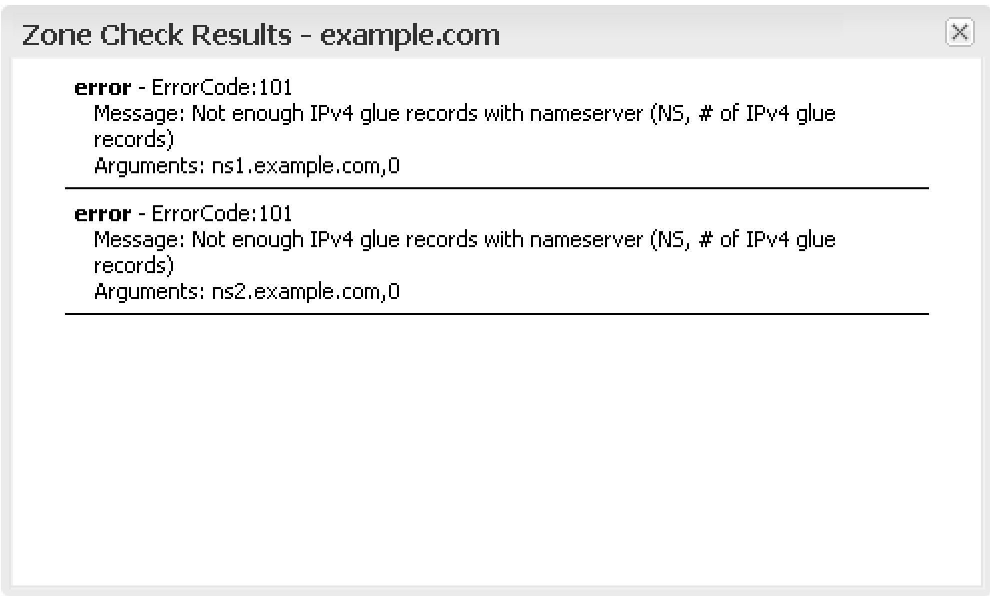
This function checks whether the nameservers and zone data meet the requirement for a well-functioning delegation. This check is compliant to the Denic "NAST" check. (= Denic Documentation Nameserver Predelegation Check, Document: DENIC-23p.)

The check result is displayed in a window. It can include warning and error messages.
ERROR means: the zone data does not match the obligatory requirements. The domain cannot be connected.
WARNING means that the zone data does not follow the recommendations. The domain can be connected nevertheless.

1. Click ***Zone Management*** in the menu group ***Zones & Redirects***.
2. Select the zone you want to check.
3. Click the ***Tools*** button.
4. Click ***Check Zone*** in the list.



The results of the zone check are displayed in a window.



The following checks are carried out among others:

- Are all nameservers reachable and authoritative for the requested zone?
- Does the IPv4 address of at least one name server differ from the other IPv4 nameserver addresses?
- Are the existing Glue records valid?
- Is the SOA serial identical on all nameservers?
- Do the SOA values comply with the guideline values?
- Do the NS Resource Records correspond exactly to the entered nameservers?
- Is no CName Resource Record entered?
- Does the referral response fit in a DNS UDP package, i.e. does it not exceed 512 bytes?

Deleting Zones

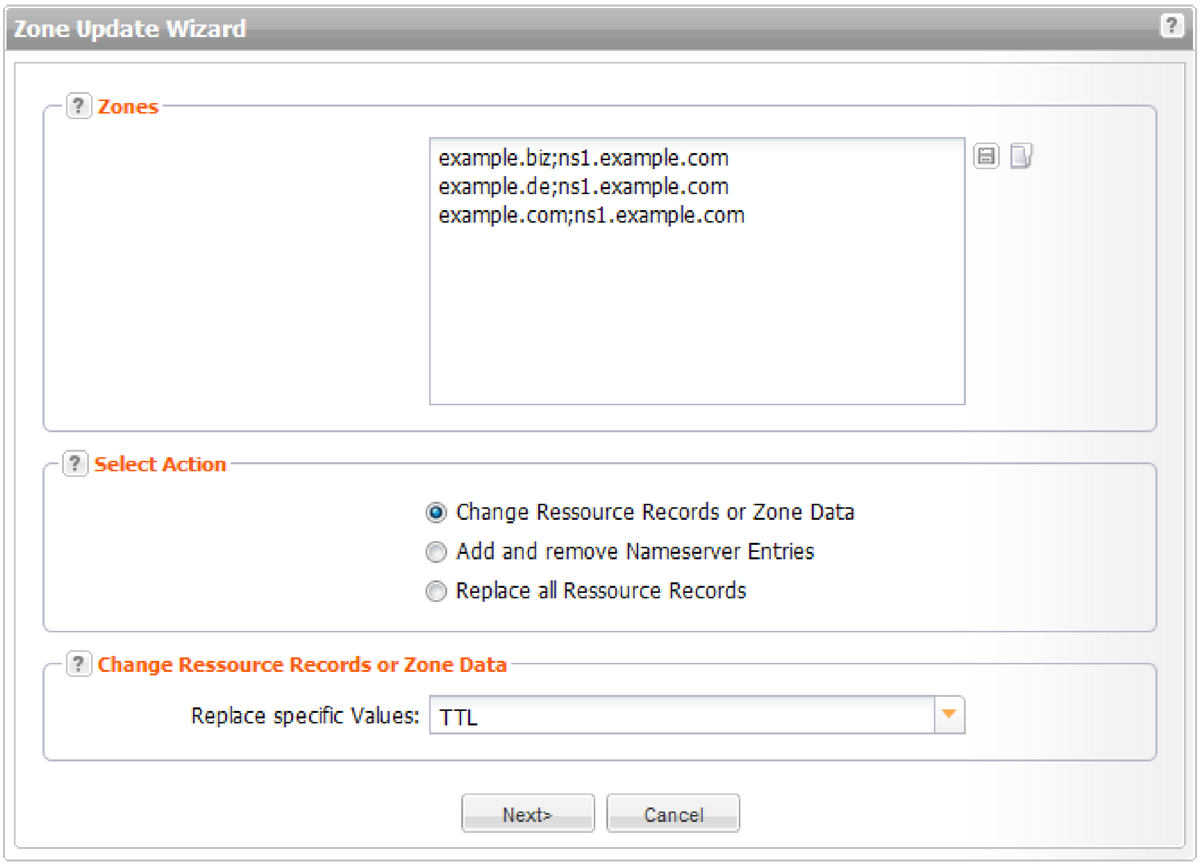
1. Click ***Zone Management*** in the menu group ***Zones & Redirects.***
2. Select the zone you want to delete. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Delete*** in the toolbar.
4. Confirm the request.

8.5 ZONE UPDATE WIZARD

Executing targeted Bulk Zone Updates with the Zone Update Wizard

You can change specific zone data in a targeted bulk request with the ***Zone Update Wizard.***

You can select the zones and specify the data to be found and replaced. You can edit resource records and zone data, add or delete nameserver entries and replace all resource records at once.



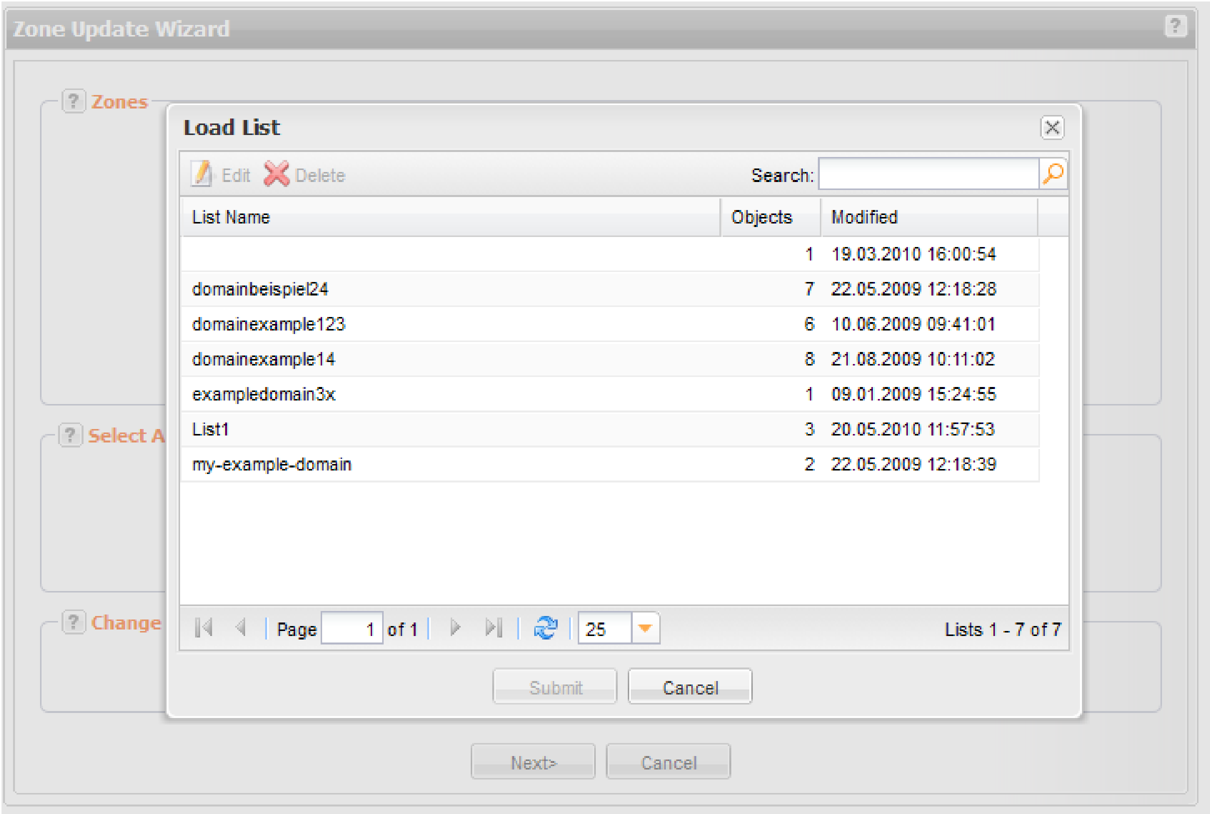
The selected zones are listed in the ***Zones*** section. You also can click to select a defined zone list or to select all zones.
Finally, choose the action you want to carry out for the selected zones in the ***Select Action*** section and select the values to be changed in the section ***Change Resource Records or Zone Data***.

Edit Resource Records or Zone Data

1. Click ***Zone Management*** in the menu group ***Zones & Redirects*** to see the ***Zone Management*** area.
2. Select the zones you want to edit. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click the menu ***Tools*** and select the ***Zone Update Wizard.***

Zones

1. You can enter the zones to be updated here. Use ***Enter*** to separate the entries in a bulk request. Or click the icon to load an existing zone list. *See: "Creating Object Lists in Forms" on page 306.*



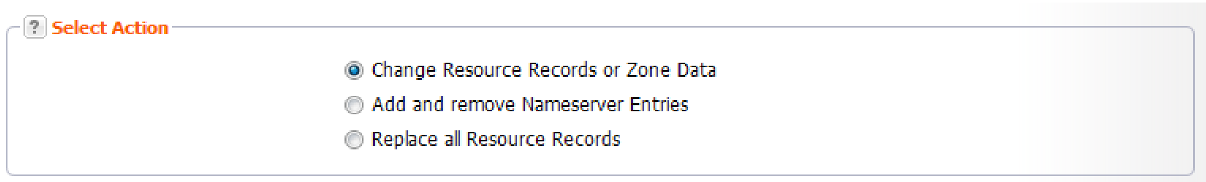
<u>Additional Options for subusers:</u>

- ***Load all Zones*** to load all existing zones.
- ***Load all Zones including Subusers*** to load the domains of subusers too.

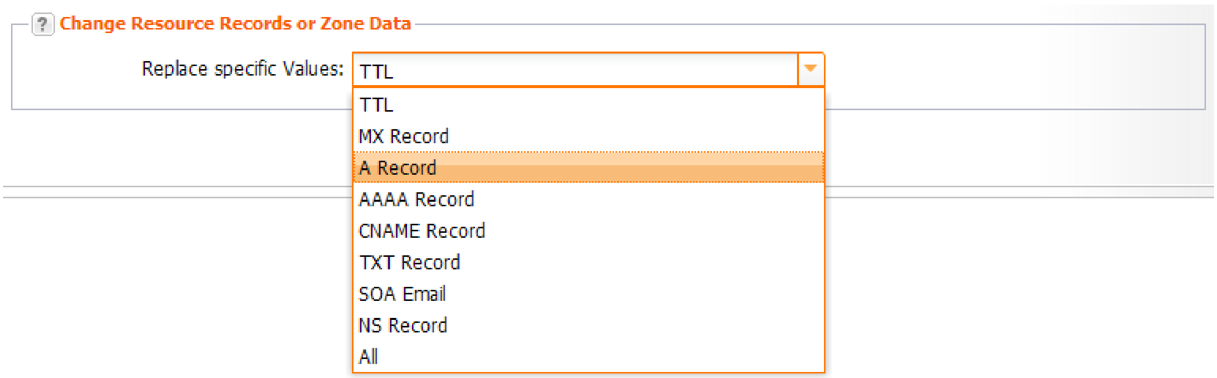
These options are not available to the system owner, because the amount of data might be too large.

Select Action

1. Select the option ***Change Resource Records or Zone Data*** in the form section ***Select Action***.



Edit Resource Records or Zone Data

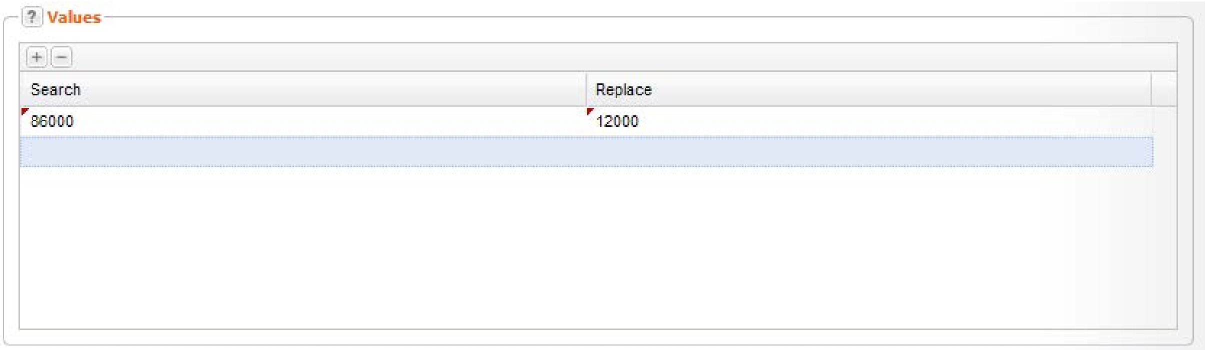


<u>You can edit the following values for the selected zones:</u>

- TTL
- MX Record
- A Record
- AAAA Record
- CNAME
- SOA Email
- NS Record
- All (includes HINFO, SRV, NAPTR)

After you have selected the desired entry click ***Next*** to open the respective form.

Replace specific Values



- Click to add new entry fields.
- Enter the value to be replaced in the ***Search*** field on the left.
- Enter the value to be pasted into the ***Replace*** field on the right.

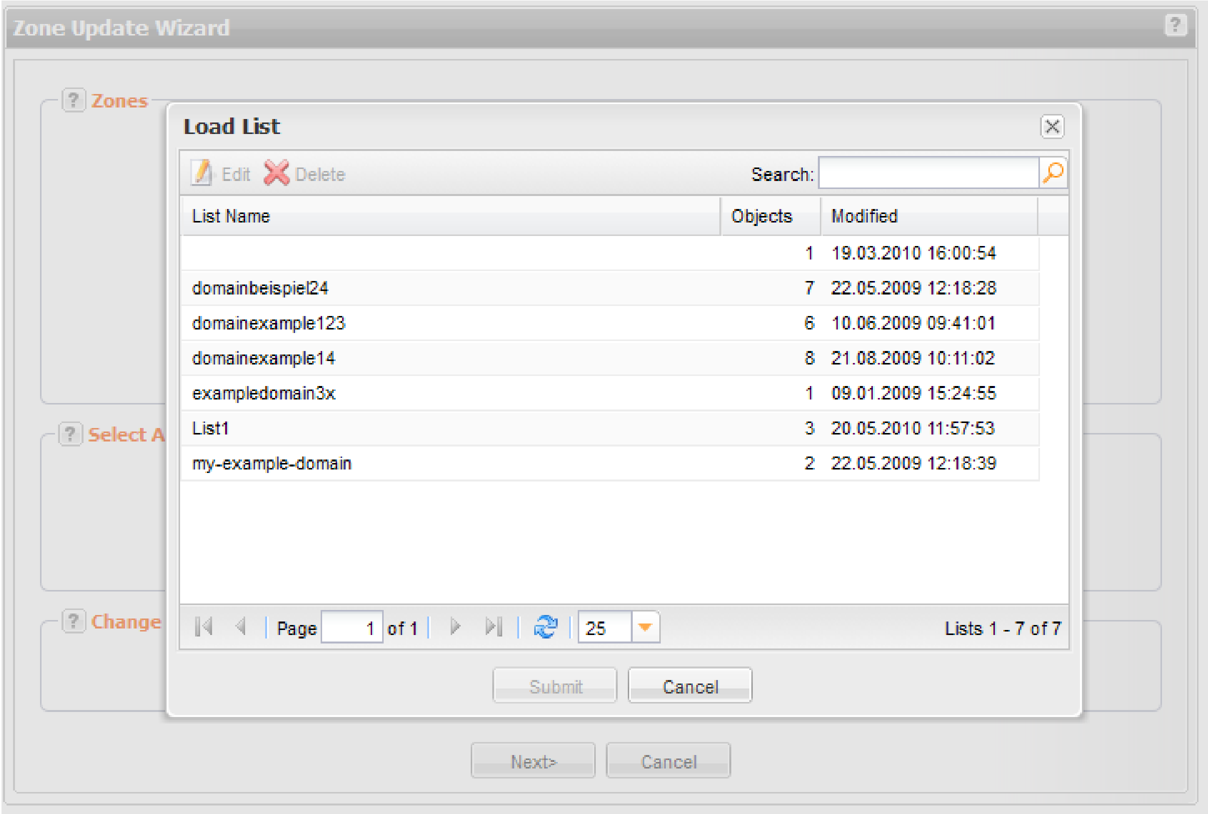
Only characters can be entered which are valid for the value you have selected before. E.g. for TTL only numbers are allowed.

Add and Remove Nameserver Entries

1. Click ***Zone Management*** in the menu group ***Zones & Redirects*** to see the ***Zone Management*** area.
2. Select the zones you want to edit. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click the menu ***Tools*** and select the ***Zone Update Wizard.***

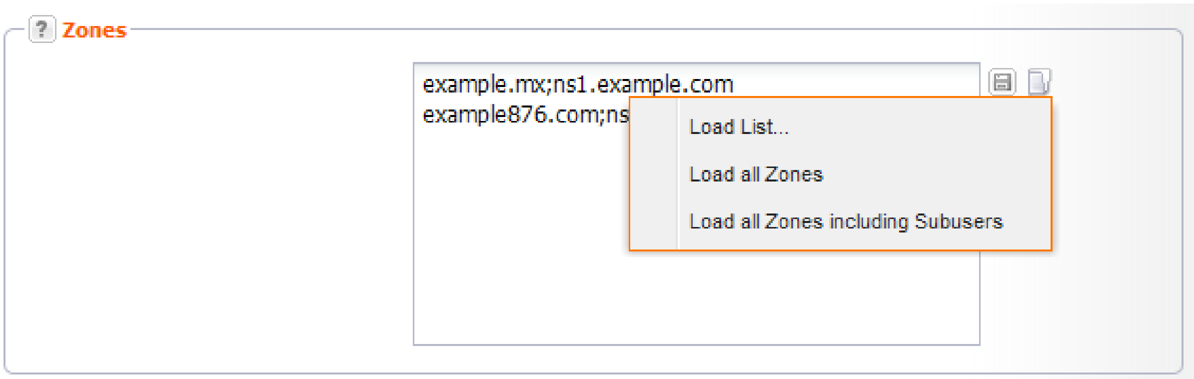
Zones

1. You can enter the zones to be updated here. Use ***Enter*** to separate the entries in a bulk request. Or click the icon to load an existing zone list. *See: "Creating Object Lists in Forms" on page 306.*



Additional Options for subusers:

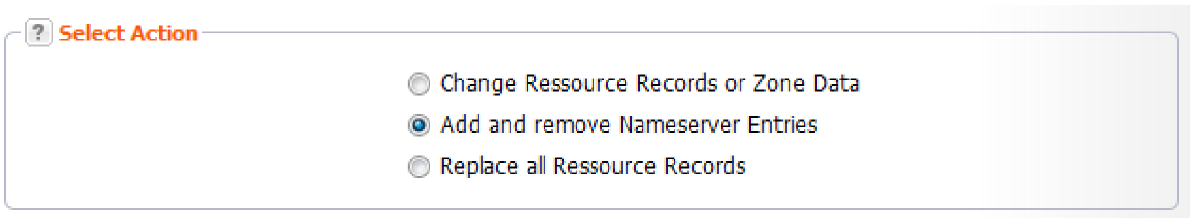
- ***Load all Zones*** to load all existing zones.
- ***Load all Zones including Subusers*** to load the domains of subusers too.



These options are not available to the system owner, because the amount of data might be too large.

Select Action

1. Select the option ***Resource-Records hinzufügen und löschen*** in the form section ***Select Action***.

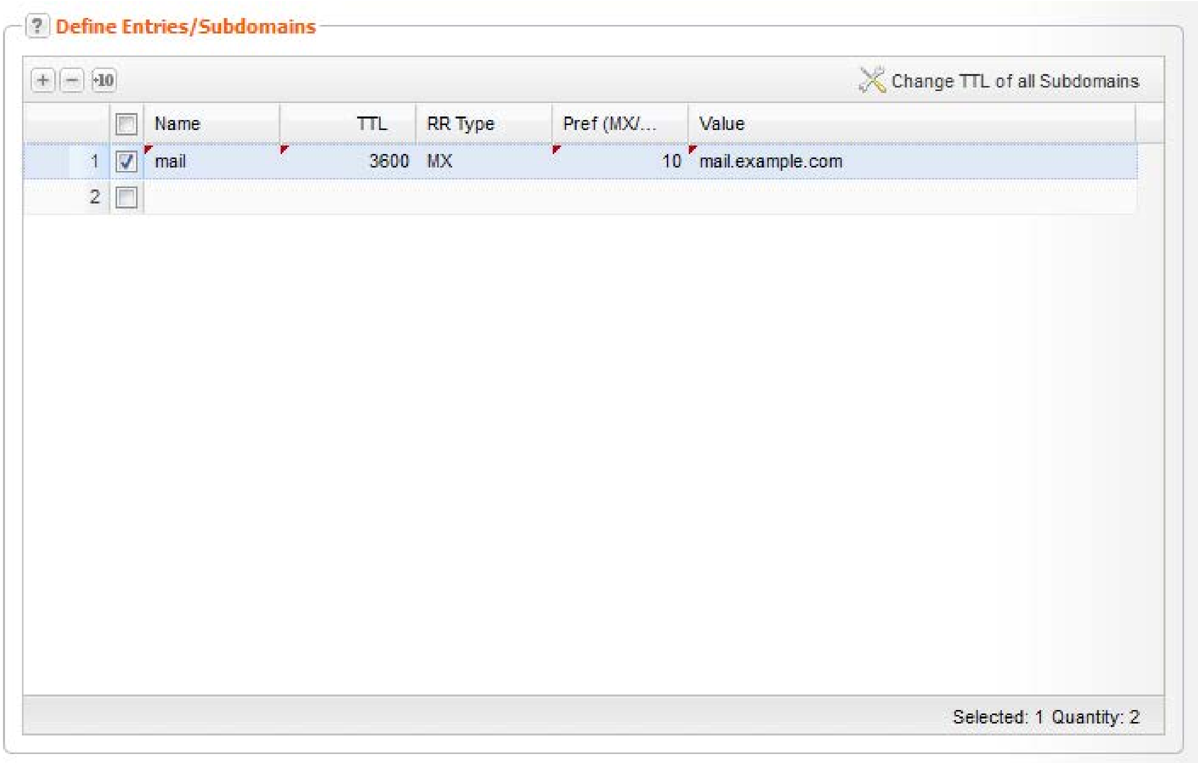


Click ***Next***.

The form ***Add and remove Nameserver Entries*** opens. It consists of two form sections: ***Add Entries/Subdomains*** and ***Remove Entries/Subdomains***.

Defining and removing Nameserver Entries

Form Section Define Entries/Subdomains



Here you can add new subrecords to the selected zones.
Click  for a new entry. Double-click the entry field to enter a new value.
Click 

to add ten entries at once.

Subdomain	Enter the name of the subdomain here.
TTL	Enter the TTL value here. Click  to change the TTL value of all subdomains in the same way. A dialog opens in which you can enter the new value.
RR-Type	Select the desired RR-Type (resource record type). The available types are: Select the desired RR Type (resource record type). **The available RR types are:** A = IPv4 address of the host AAAA = IPv6 address of the host MX = Mail Exchange – the mail server for the domain

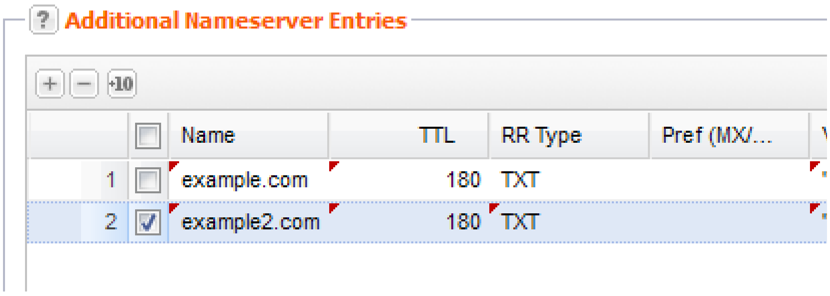
CName = Canonic name for the host (the domain with this RR is an alias)
NS = Host name of the authoritative nameserver
PTR = Domain Name Pointer (for reserve mapping to assign Names to IP addresses)
TXT = free text. You can create SPF entries here. Example see below.
HINFO = Host information (Type of processor and operating system)
NAPTR = (Naming Authority Pointer) extension of the A resource records
SRV = Service (Example see below)

For further information about the resource record types, see:
http://en.wikipedia.org/wiki/List_of_DNS_record_types

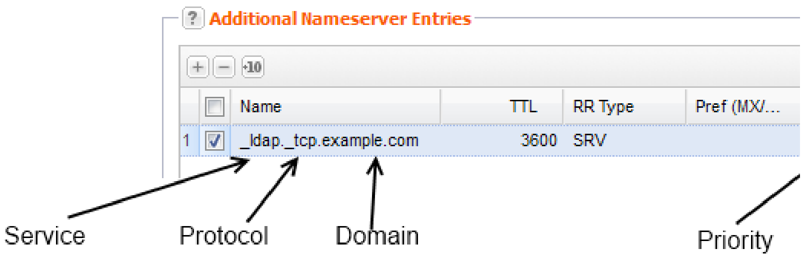
Example for a SPF record:

Note:
Please note, that SPF entries are created as TXT entries.

Entry 1: Checks, if the domain, from which the email was sent, has an SPF record, else discard the email.
Entry 2: Checks, if the domain, from which the email was sent, has an SPF record and if the email
was sent from this specific IP, else discard the email.



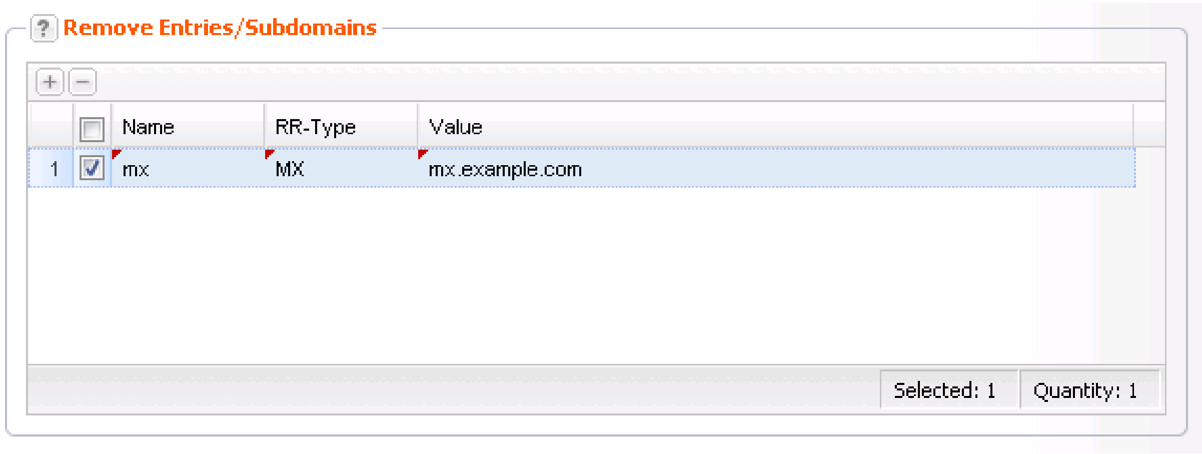
Example for SRV record



Pref (MX)	Enter the preferred value (for MX).
Value	Enter a value. Use drag and drop to enter favorites.

Form Section Remove Entries/Subdomains

You can remove existing subdomains here. Click + for a new entry. Double-click the entry fields to enter a new value.



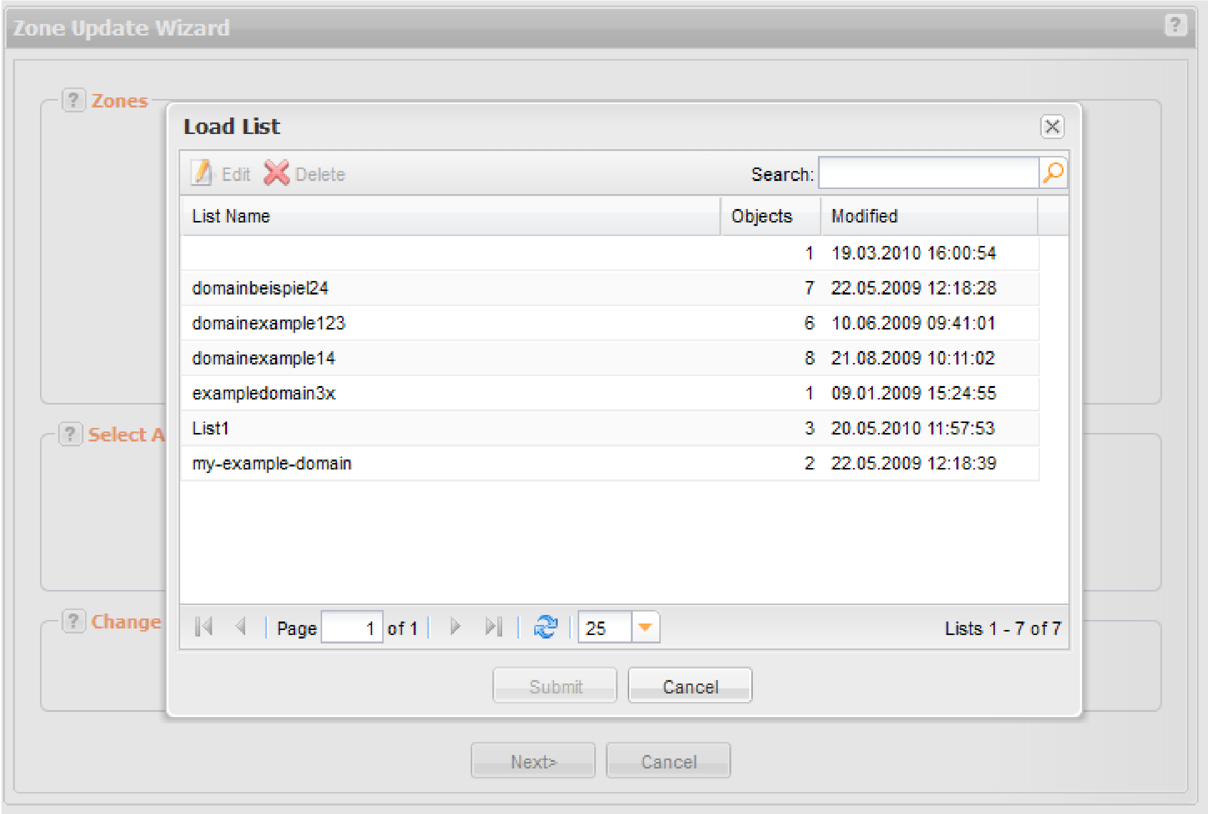
Name	Enter the name of the subdomain here.
RR Type	Select the resource record type for the entry you want to delete here.
Value	Enter the value of the entry here.

Replace all Resource Records

1. Click ***Zone Management*** in the menu group ***Zones & Redirects*** to see the ***Zone Management*** area.
2. Select the zones you want to edit. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click the menu ***Tools*** and select the ***Zone Update Wizard.***

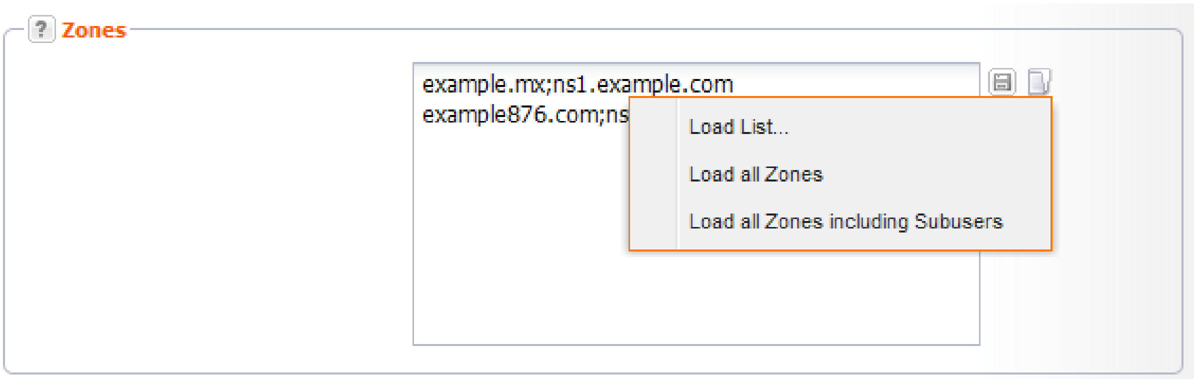
Zones

1. You can enter the zones to be updated here. Use ***Enter*** to separate the entries in a bulk request. Or click the icon to load an existing zone list. *See: "Creating Object Lists in Forms" on page 306.*



Additional Options for subusers:

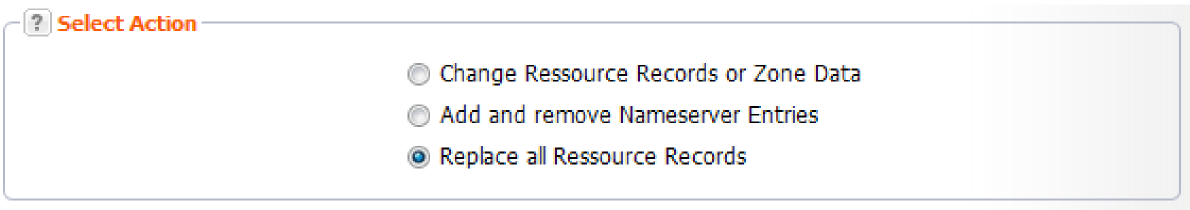
- ***Load all Zones*** to load all existing zones.
- ***Load all Zones including Subusers*** to load the domains of subusers too.



These options are not available to the system owner, because the amount of data might be too large.

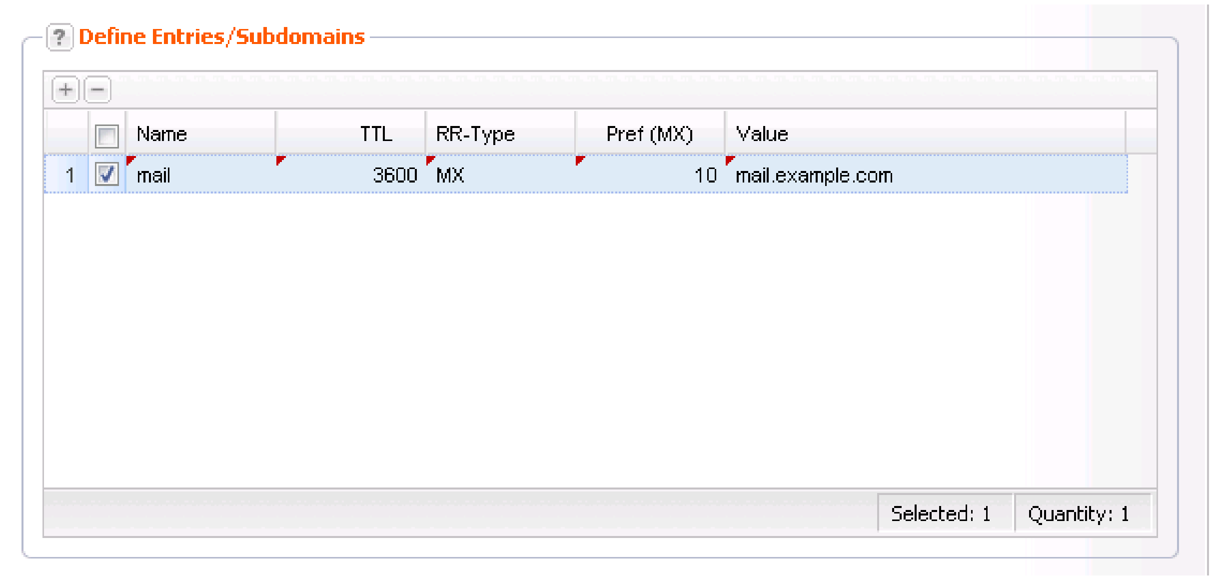
Select Action

1. Select the option ***Replace all Resource Records*** in the section ***Select Action***.



Click ***Next***.

Replace all Nameserver Entries

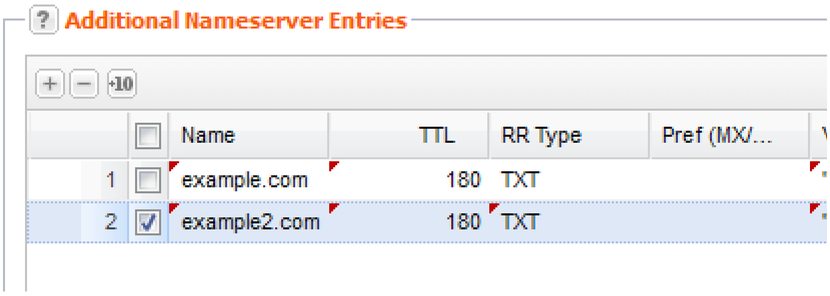


You can define new entries and subdomains here. All existing entries and subdomains will be deleted and replaced by new ones.

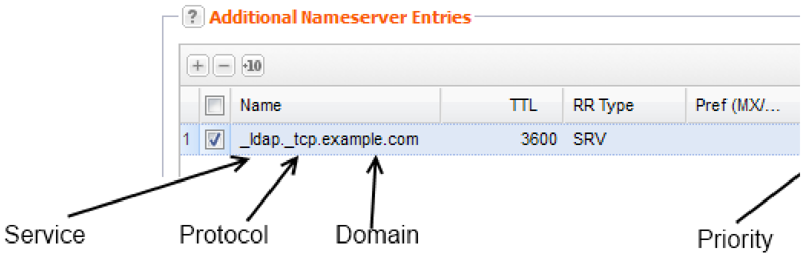
1. Click + for a new entry.
2. Double-click the entry field to enter a new value.

Subdomain	Enter the name of the subdomain here.
TTL	Enter the TTL value here
RR-Type	Select the desired RR-Type (resource record type). The available types are: Select the desired RR Type (resource record type). **The available RR types are:** A = IPv4 address of the host AAAA = IPv6 address of the host MX = Mail Exchange – the mail server for the domain CName = Canonic name for the host (the domain with this RR is an alias) NS = Host name of the authoritative nameserver PTR = Domain Name Pointer (for reserve mapping to assign Names to IP addresses) TXT = free text. You can create SPF entries here. Example see below. HINFO = Host information (Type of processor and operating system) NAPTR = (Naming Authority Pointer) extension of the A resource records SRV = Service (Example see below) For further information about the resource record types, see: http://en.wikipedia.org/wiki/List_of_DNS_record_types **Example for a SPF record:** **Note:** Please note, that SPF entries are created as TXT entries.

Entry 1: Checks, if the domain, from which the email was sent, has an SPF record, else discard the email.
Entry 2: Checks, if the domain, from which the email was sent, has an SPF record and if the email
was sent from this specific IP, else discard the email.



<u>Example for SRV record</u>

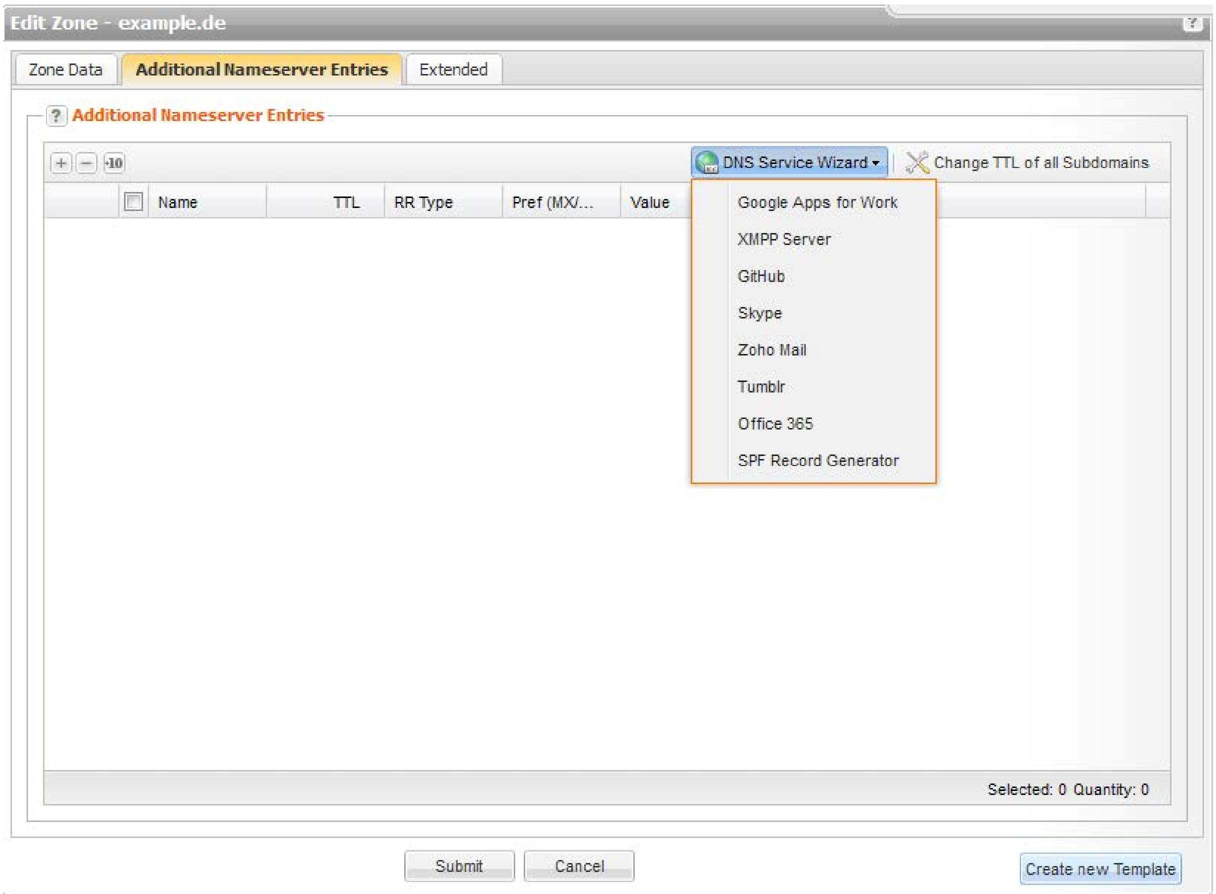


Pref (MX)	Enter the preferred value (for MX).
Value	Enter a value. Use drag and drop to enter favorites.

8.6 DNS SERVICE WIZARD

DNS Service Wizard

With the ***DNS Service Wizard*** you can enter automatically additional nameserver entries for selected services.

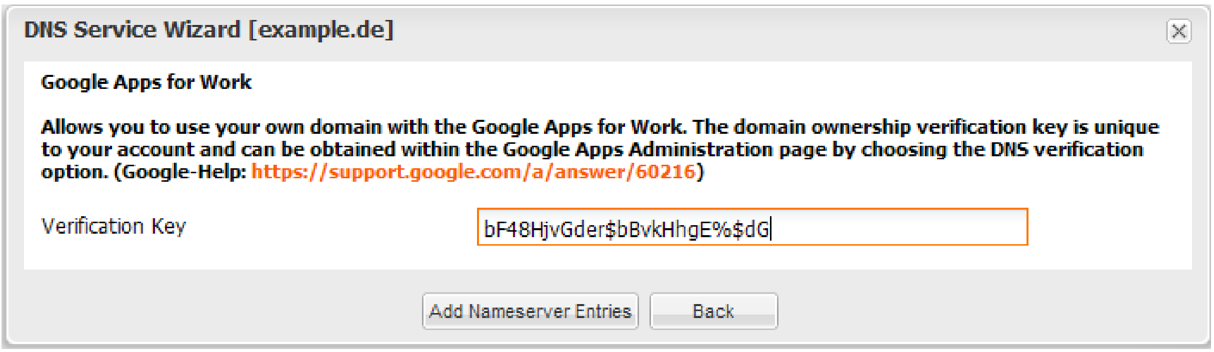


Creating Nameserver Entries with the DNS Zone Wizard

1. Click ***Zone Management*** in the menu group ***Zones & Redirects.***
2. Select the zone you want to create a DNS Service entry for.
3. Click ***Edit***.

   The form ***Edit Zones*** opens.
4. Click the ***Additional Nameserver Entries*** tab.
5. Open the ***DNS Service Wizard*** menu.

   The ***DNS Service Wizard*** window opens.



1. If prompted, please provide the additional data such as a verification code. Information can be found within the short description of the respective DNS Service.
2. Click ***Add Service*** after you have entered all required data.
3. Click ***Submit*** after you have added all desired services.

Note
The functionality of already existing zone records may be affected by new zone records. A warning message will be displayed if adverse effects are to be expected. You can then choose if you want to add the new records anyway or if you want to replace and thereby delete the existing zone records.

9 Redirect Management

9.1 REDIRECT MANAGEMENT

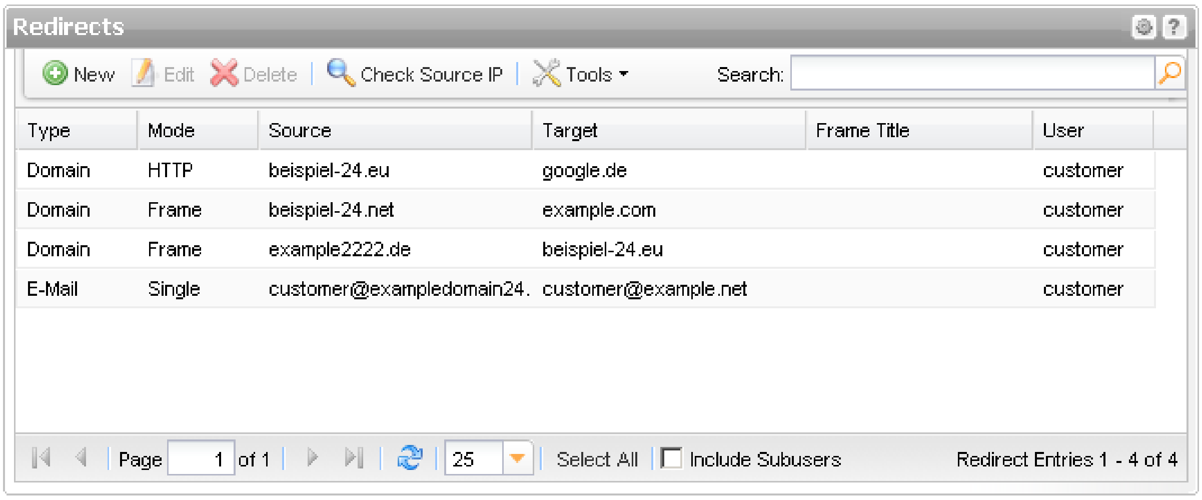
The ***Redirect Management*** area is your control area for working with domain and email redirects. A redirect allows you to redirect domains and subdomains to existing URLs (http/https) and email addresses to existing email addresses.

Please contact our sales department, if you want to buy this optional feature.

All your redirects are displayed in the ***Redirect Management*** overview.

NOTE
Redirects are managed by a dedicated server ***(IP address 62.116.130.8)***. In addition to the entry in the redirector, you have to change the domain and the subdomain entries to point to this IP address. If you operate your own nameservers, you have to enter the IP address manually on your nameserver.
Click the ***Check Source IP*** to check whether the IP of the source is set correctly. You can select one or several domains or run the check - without selection - for all redirects in the overview.

1. Click **Redirect Management** in the menu group ***Zones & Redirects.***



<u>The following details are displayed:</u>

- Type: the redirect type (domain or email redirect)
- Mode: the mode of the redirect (domain redirect: frame or http; email redirect: single or catchall)
- Source: the originating email address or domain to be redirected to the target
- Source IP Status: is displayed when you run a source IP check
- Target: the domain or email address to which the source is directed to
- Frame Title: the browser title to be used for domain redirects of the type "frame"
- User: the user the redirect object belongs to

You can create, edit and delete redirects in the toolbar. Use the ***Check Source IP*** button to check whether the Source IP is correct for the A record.

<u>The following tasks can be started in the *Tools* menu:</u>

- Create .CSV lists

Selecting all entries with the same value

With the function ***Select Entries with the same Value*** you can find easily all redirect entries with the same value.

1. Select an entry with the desired value.
2. Open the menu in the column header of the respective column and click the menu entry ***Select Entries with the same Value***
3. All redirect entries with the respective value will be selected now.

To select all entries with a specific source IP status click the button ***Check Source IP*** first. For each redirect the status will be displayed in the ***Source IP Status*** column.

Searching certain entries:

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click to have the corresponding entries displayed.
3. Click to have all entries displayed again.

TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.
To refresh the data manually click at the bottom of the overview.

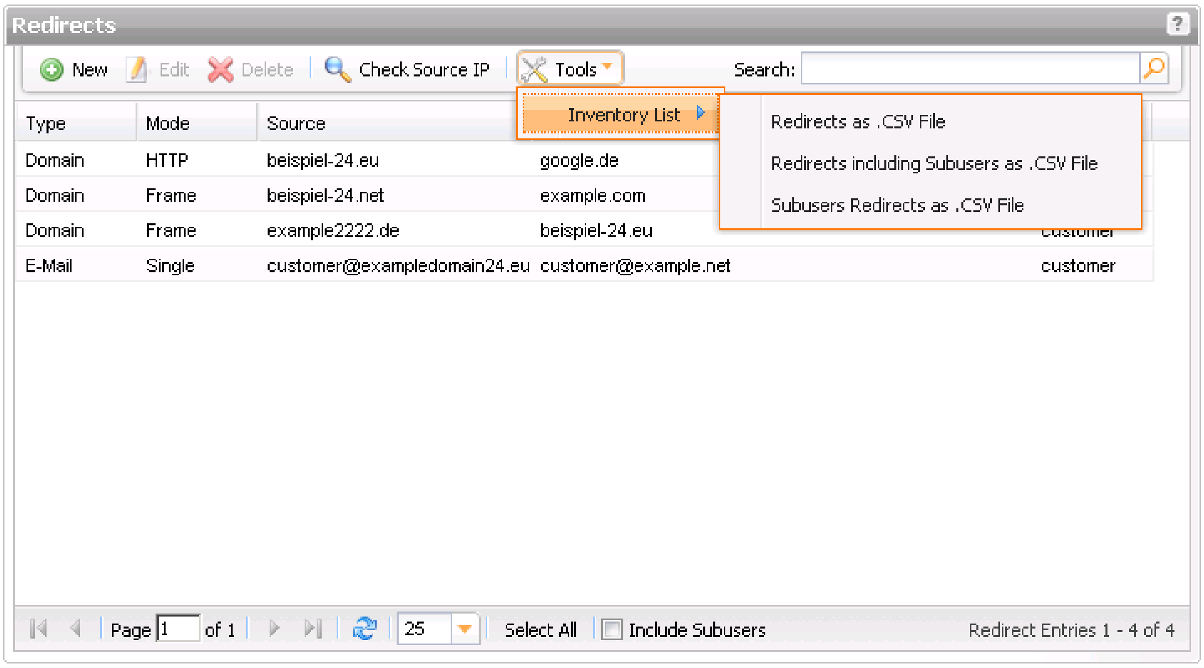
9.2 DISPLAYING REDIRECTS

You can see all your redirects in the ***Redirects Overview***. You can also create a .CSV inventory list of your redirects.

Creating a .CSV List of your Redirects

You can create inventory lists of your redirects in the.CSV file format.

1. Click **Redirects** in the menu group ***Zones & Redirects.***
2. Click ***Tools*** in the toolbar and select the ***Inventory List*** entry in the menu.
3. Specify whether you want to include or exclude subusers in the list or if you only want to include the redirects of the subusers.



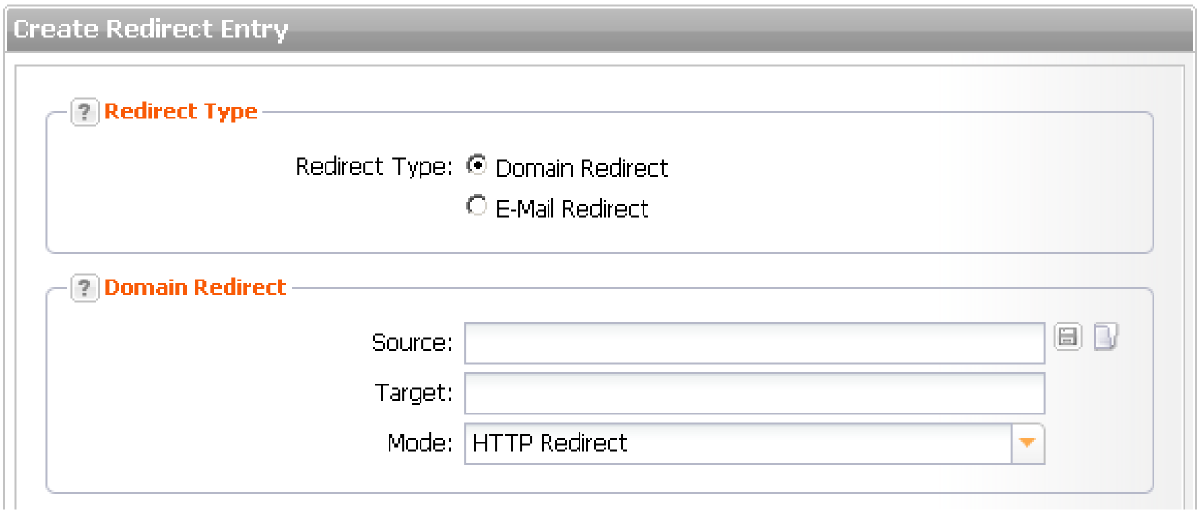
The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

9.3 CREATING AND EDITING DOMAIN REDIRECTS

Creating Domain Redirects

1. Click ***Redirect Management*** in the menu group ***Zones & Redirects.***
2. Click ***New*** in the toolbar.

   The form ***Create Redirect Entry*** opens.

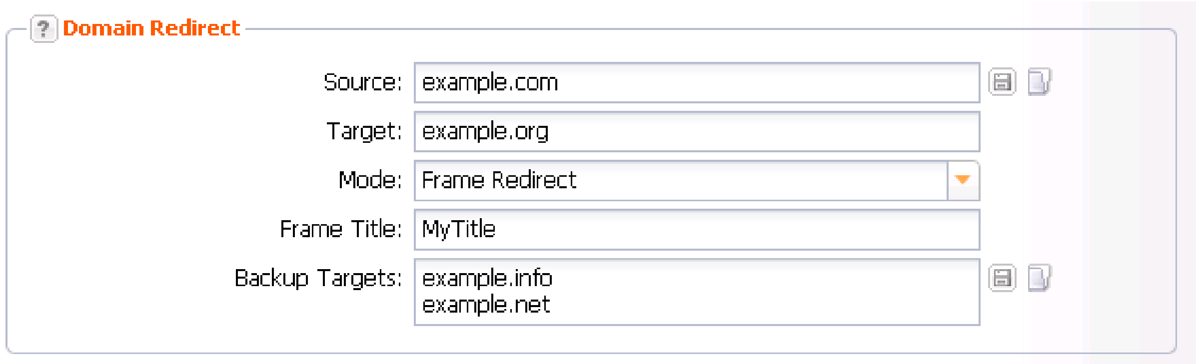


3. Select ***Domain Redirect*** in the section Redirect Type. The form section ***Domain Redirect*** will be displayed.

NOTE
Redirects are managed by a dedicated server (IP address 62.116.130.8). In addition to the entry in the redirector, you have to change the domain and the subdomain entries to point to this IP address.

Form section details:

Domain Redirect



NOTE
Source and target of the redirect may not be the same.

Tip:
We recommend selecting HTTP/HTTPS for search engine friendly redirects!
The reason: A "301 Moved Permanently" is implemented for HTTP and HTTPS redirects. Search engines therefore follow this link and update the relevant pages in their databases, so the search engine ranking is maintained.
For frame redirects, a "302 Moved Temporarily" is implemented. These links are not followed by search engines.

Entry details:

Source	Enter the domain to be redirected (source) with and without "www." Example: "www.test.com" and "test.com". For bulk processing, enter several domains. Use ***Enter*** as separator. **Note** Please be aware, that wildcard entries with "*" followed by ".", like example*.com are not allowed.
Target	Enter the URL of the target domain. Enter the domain without "http://".
Mode	Select the mode frame if the URL of the source domain is to be displayed in the browser address bar. Select the mode HTTP if the URL of the target domain should be displayed in the browser address bar Select the mode HTTP if the URL of the target domain should be displayed in the browser address bar and you want to use a HTTPS connection.
Frame Title	If you have selected frame mode, the target website is displayed in a frame. Enter the title to be shown in the title bar of the browser here. This form field is displayed for frame redirect only.

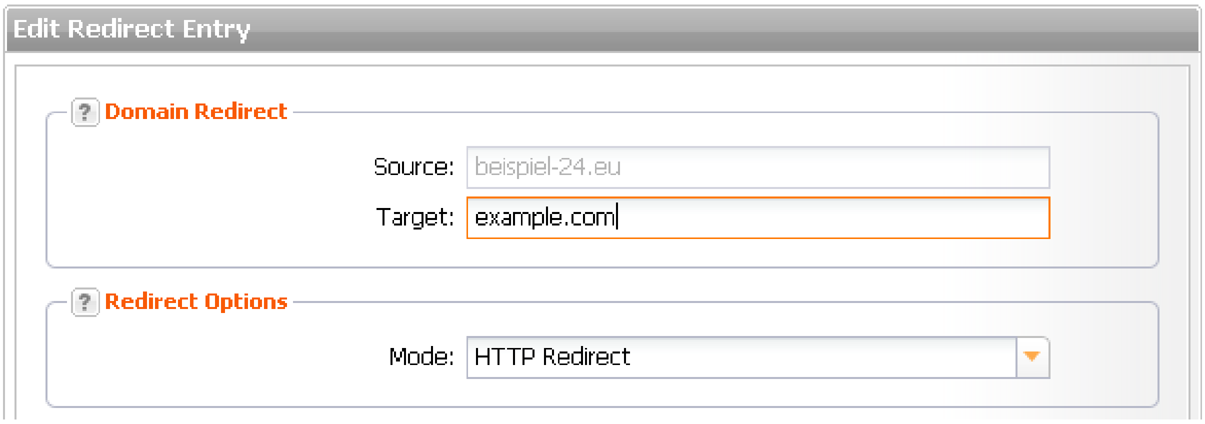
Backup Targets	Enter one or several backup targets here. If the first target is not accessible, the domain will automatically be redirected to the backup target. This form field is displayed for frame redirect only.

Editing Domain Redirects

Changing the redirect target or the redirect mode.

1. Click ***Redirect Management*** in the menu group ***Zones & Redirect.***
2. Select the domain redirect you want to edit in the ***Redirects*** overview. Press ***Ctrl*** for multi select.
3. Click ***Edit*** in the toolbar of the ***Redirects*** overview.

   The form ***Edit Redirect Entry*** opens.



Form section details:

Domain Redirect

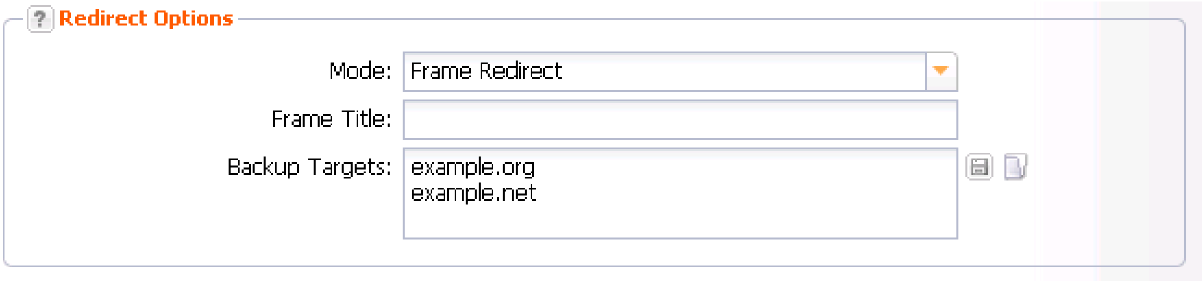
You can enter the source and target of domain redirects here.

NOTE
Source and target of the redirect may not be the same.

Entry details:

Source	Enter the domain to be redirected (source) with and without "www." Example: "www.test.com" and "test.com". For bulk processing, enter several domains. Use ***Enter*** as separator. **Note** Please be aware, that wildcard entries with "*" followed by ".", like example*.com are not allowed.
Target	Enter the URL of the target domain. Enter the domain without "http://".

Redirect Options



Mode	Select the mode frame if the URL of the source domain is to be displayed in the browser address bar. Select the mode HTTP if the URL of the target domain should be displayed in the browser address bar Select the mode HTTP if the URL of the target domain should be displayed in the browser address bar and you want to use a HTTPS connection. **Tip:** We recommend selecting HTTP/HTTPS for search engine friendly redirects! The reason: A "301 Moved Permanently" is implemented for HTTP and HTTPS redirects. Search engines therefore follow this link and update the relevant pages in their databases, so the search engine ranking is maintained. For frame redirects, a "302 Moved Temporarily" is implemented. These links are not followed by search engines.
Frame Title	If you have selected frame mode, the target website is displayed in a frame. Enter the title to be shown in the title bar of the browser here. This form field is displayed for frame redirect only.
Backup Targets	Enter one or several backup targets here. If the first target is not accessible, the domain will automatically be redirected to the backup target. This form field is displayed for frame redirect only.

9.4 CREATING AND EDITING EMAIL REDIRECTS

Creating Email Redirects

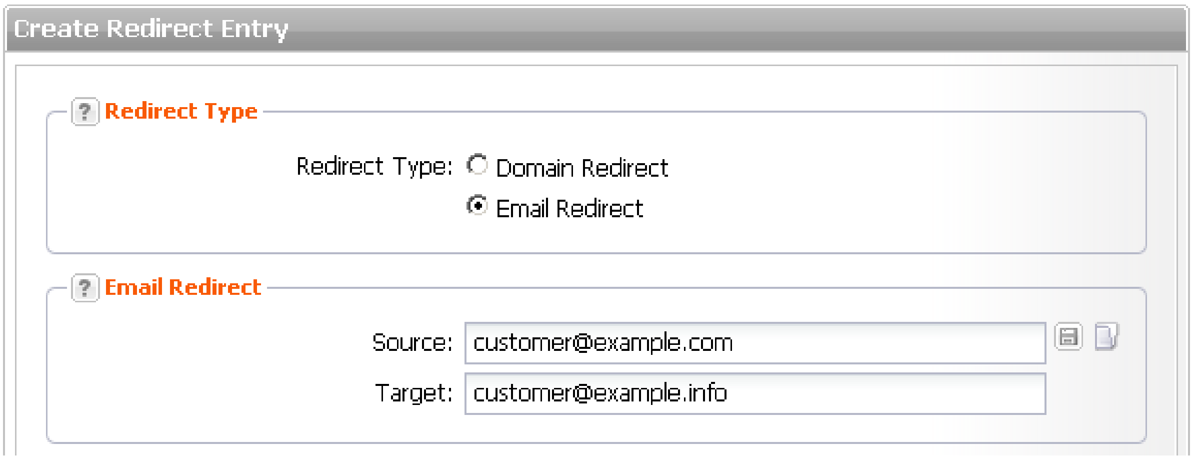
Redirection email addresses to another existing email address.

NOTE

Redirects are managed by a dedicated server (IP address 62.116.130.8). In addition to the entry in the redirector, you have to change the domain and the subdomain entries to point to this IP address. If you run your own nameservers, you have to enter the IP address manually on your nameserver. If you want to set up an email redirect without a domain redirect, you have to change the MX for the source. It has to point to the IP address 62.116.130.8. Please change the IP addresses for the domain or subdomain which is used as MX.

1. Click ***Redirect Management*** in the menu group ***DNS & Redirect.***
2. Click ***New*** in the toolbar.

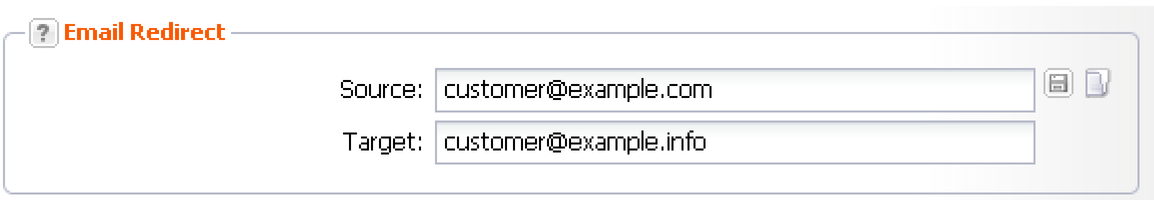
   The ***Create Redirect Entry*** form opens.



3. Select ***Email Redirect*** in the section ***Redirect Type.*** The ***Email Redirect*** section will be displayed in the form.

Form section details:

Email Redirect



Entry details:

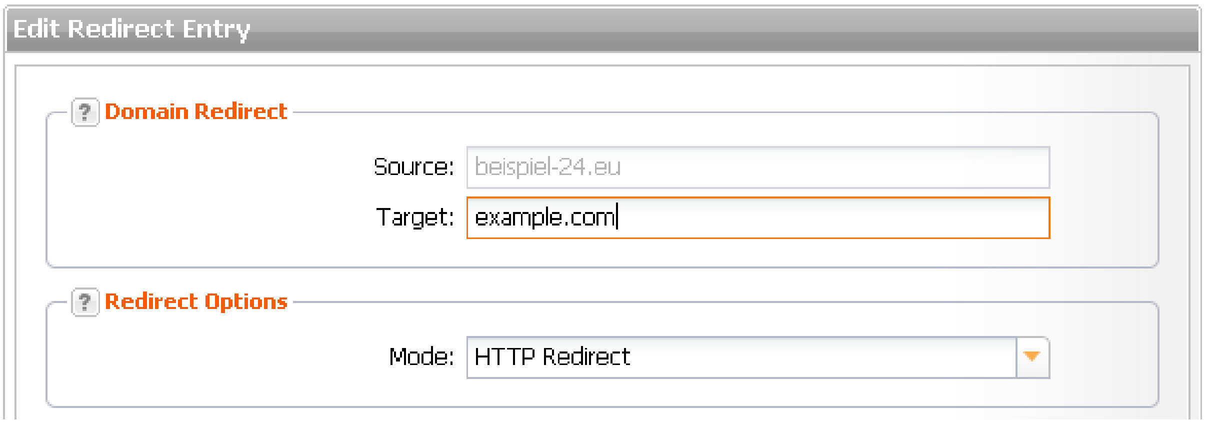
Source	Enter the email addresses to be redirected (= mode single). To redirect all emails from the source to the target enter the source like this: @example-source.com (= mode catchall).
Target	Enter the URL to which the email addresses should be redirected to.

Editing Domain Redirects

Changing the redirect target or the redirect mode.

1. Click ***Redirect Management*** in the menu group ***Zones & Redirect.***
2. Select the domain redirect you want to edit in the ***Redirects*** overview. Press ***Ctrl*** for multi select.
3. Click ***Edit*** in the toolbar of the ***Redirects*** overview.

   The form ***Edit Redirect Entry*** opens.



Form section details:

Email Redirect

Entry details:

Source	Enter the email addresses to be redirected (= mode single). To redirect all emails from the source to the target enter the source like this: @example-source.com (= mode catchall).
Target	Enter the target URL to which the email addresses should be redirected to.

Deleting Domain and Email Redirects

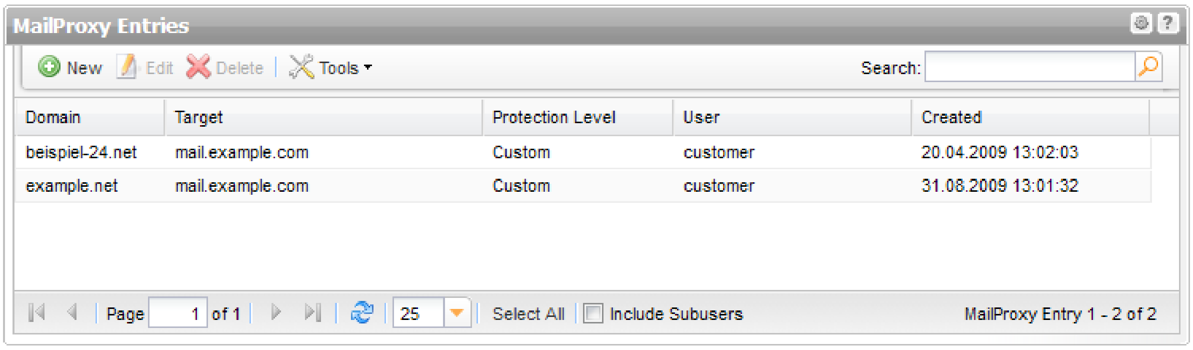
1. Click ***Redirect Management*** in the menu group ***Zones & Redirects.***
2. Select the redirect you want to delete in the ***Redirects*** overview. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Delete*** in the toolbar of the ***Redirects*** overview list.
4. Click ***Delete*** to delete the redirects.
5. Confirm the request.

10 MailProxy

10.1 MAILPROXY MANAGEMENT

The MailProxy receives the mail sent to the domain it is configured for. It then checks the mail for spam, viruses and other malware. Contaminated mail can be deleted or removed to a quarantine folder. All mail, including the marked spam, is then redirected to the target mail server.
The ***MailProxy*** overview lists all domains for which a MailProxy has been configured.

1. Click **MailProxy Management** in the menu group Zones & Redirects***.***



<u>The following details are displayed:</u>

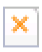
- Domain: the domain the MailProxy is configured for
- Target: the hostname of the mail server the mails proxy sends the mails to
- Protection Level: the protection level that is selected for the domain
- User: the user the object belongs to
- Created: when the MailProxy was created

In the toolbar you can create, edit and delete MailProxy entries.

<u>You can create a .CSV inventory file of your MailProxy entries</u>

1. Click ***Tools*** in the ***toolbar*** and select ***Inventory List*** in the menu.
2. Choose, if you want to create a list with or without subusers or if you want to export only the subusers MailProxy entries to a .CSV file.

<u>Searching certain entries:</u>

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click  to have the corresponding entries displayed.
3. Click  to have all entries displayed again.

<u>The following tasks can be started in the *Tools* menu:</u>

- Creating a .CSV file of your MailProxies

TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.

- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.

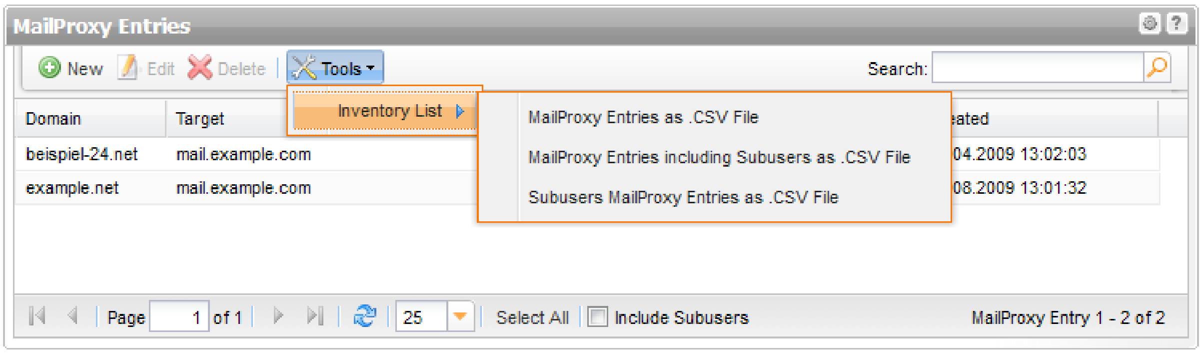
To refresh the data manually click at the bottom of the overview.

10.2 DISPLAYING MAILPROXY ENTRIES

Creating a .CSV List of your MailProxies

You can create inventory lists of your mail proxies in .CSV file format here.

1. Click ***MailProxy Management*** in the menu group Zones & Redirects**.**
2. Click ***Tools*** in the toolbar and select the ***Inventory List*** entry in the menu.
3. Specify whether you want to include or exclude subusers in the list or if you only want to get the subuser entries.



The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

10.3 CREATING, EDITING AND DELETING MAILPROXY ENTRIES

Creating a MailProxy Entry

1. Click ***MailProxy Management*** in the menu group ***Zones & Redirects.***
2. Click ***New*** in the toolbar.

   The form ***Create MailProxy Entry*** opens.

NOTE
In addition to the configuration of the MailProxy, you have to configure the zone too.
You have to add an MX entry for the MailProxy:

```
Example:
example.com IN MX 10 mailproxy.domain-robot.org

You have to delete the MX entry for the mail server:
Example:
example.com IN MX 10 mail.example.com
```

```
Enter the mail server in the Target field of the MailProxy Create form.

If you want to configure a MailProxy and a BackupMX entry, both need an MX entry.
Example:
example.com IN MX 10 mailproxy.domain-robot.org
example.com IN MX 20 backupmx.domain-robot.org
```

In this case, you have to enter the mail server in the ***Target*** Field of the ***MailProxy Create*** form.

Form section details:

MailProxy Entries

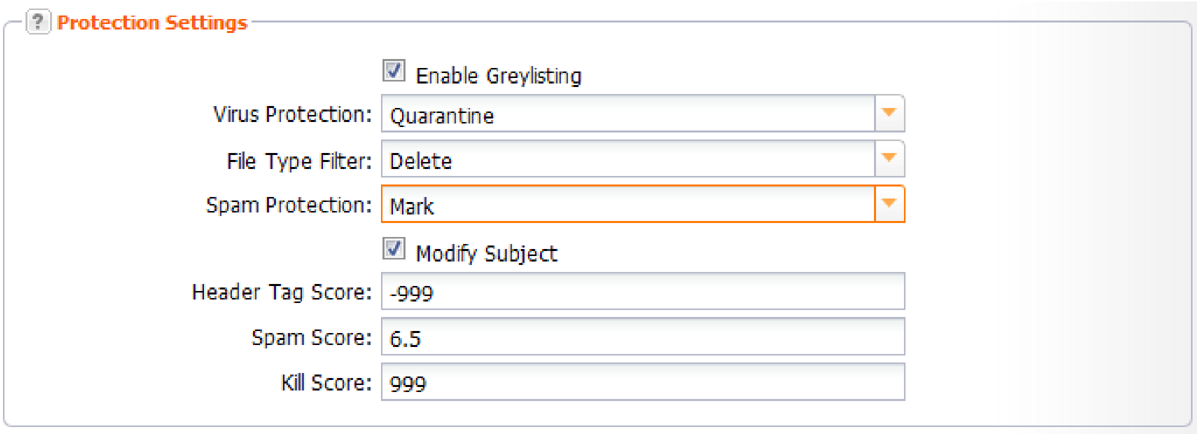
Source Domain	Enter the domain(s) you want to configure a MailProxy for. Use ***Enter*** as separator. You can use existing domain lists too.*See: "Creating Object Lists in Forms" on page 306.*
Target Domain	Enter the mail server you want the MailProxy to redirect the mails to. **NOTE** The MX entry for your mail server has to be deleted in the zone.
Quarantine Mail	Enter the email address, to which the daily info mail about quarantine mails is to be sent to here.
Protection Level	Select the desired protection level. ▪ High: - infected mails are moved to a quarantine folder. - the subject of spam mails is modified. The string "+++SPAM" is added. ▪ Medium: - infected mails are zipped and attached to a mail that is redirected to the primary target address. - the subject of spam mails is modified. The string "+++SPAM" is added. ▪ Low: - infected mails are zipped and attached to a mail that is redirected to the primary target address. Banned files are treated in the same way in all three protection levels. They are zipped and attached to a mail that is redirected to the primary target address. To specify the ***Custom*** settings, go to the section ***Protection Settings.***

NOTE
The MX for the zone has to point to the following IP 62.116.162.145. The redirect target which is configured in the MailProxy may not refer to the MailProxy.

Example:
example.com IN MX mailproxy.domain-robot.org

Alternatively:
example.com IN MX mailproxy.example.com
mailproxy.example.com IN A 62.116.162.145

Protection Settings



N O T E
Please be aware that emails deleted because of your protection settings cannot be restored.

<table>
<tr><td>Enable Greylisting</td><td>Activate the checkbox to use the Greylisting feature. When using Greylisting, the first email from an unknown sender is rejected. Only subsequent emails from the sender are accepted.

N O T E
Please note that greylisting can cause the delayed delivery of mails.</td></tr>
<tr><td>Virus Protection</td><td>When a virus is detected, the infected mail is zipped and attached to a mail. This mail is redirected to the primary target address containing a warning, e.g.:

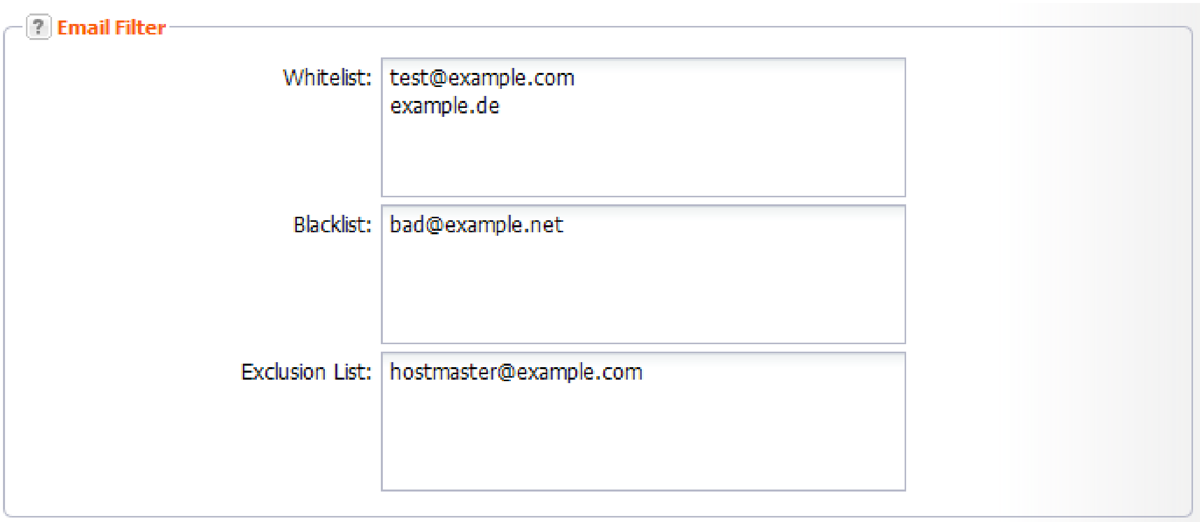
WARNING: contains virus Trojan.ArcBomb-1 Trojan.ArcBomb-1

Select the setting for virus protection here :
Quarantine: the filtered mails are moved to a quarantine folder. An information mail is sent daily to the administrator email address you have entered in the MailProxy Entries form section. It informs about all emails in the quarantine folder. Using a link, you can open the quarantine folder and decide how to treat each mail.
Delete: the emails are not accepted.
Mark: the filtered emails are accepted, even though they are filtered out.
Disabled: virus protection is not active.</td></tr>
<tr><td>File Type Filter</td><td>Select the setting for the usage of the banned files list here. Banned files are a list of file types, known to be infected with viruses often, e.g. .scr, .exe.jpg. A list with the respective file types is stored in the system.

<u>These file types are stored in the list:</u> double file extensions containing the following extensions: exe| vbs| pif| scr| bat| cmd| com| cpl| dll these MIME Types: application/x-msdownload,application/x-msdos-program,application/hta,message/partial,message/external-body</td></tr>
</table>

	▪ these simple file extensions: ade| adp| app| bas| bat| chm| cmd| com| cpl| crt| exe| fxp| hlp| hta| inf| ins| isp| js| jse| lnk| mda| mdb| mde| mdw| mdt| mdz| msc| msi| msp| mst| ops| pcd| pif| prg| reg| scr| sct| shb| shs| vb| vbe| vbs| wsc| wsf| wsh ▪ these types: exe-ms, exe| lha| cab| dll
Spam Protection	Select the settings for the spam protection here. ▪ Delete: the emails are deleted. ▪ Mark: the filtered emails are accepted, even though they are filtered out. ▪ Disabled: spam protection is not active.
Modify Subject	Activate the check box to add the string "***SPAM" to the mail header of spam mails.
Header Tag Score	Enter a score here. If an incoming email reaches this value, a tag that flags the mail as spam is added to the header (Header X-Spam-Status and X-Spam-Level). Recommended: values between -999 and 1
Spam Score	Enter a score here. If an incoming email reaches this value, it is marked as spam (X-Spam-Flag). The score is added to the header. Recommended: Values between 4.5 and 8. The lower the value, the more mails are marked as spam.
Kill Score	Enter a score here. If an incoming email reaches this value, it is treated according to the protection settings you defined in the section ***Spam Filter*** and is sent to the quarantine folder when this is set. **NOTE** Please note that the kill score value has to be higher than the spam score value.

Email Filter



Entry details:

Enter one email address per line. To include all emails sent to a domain in one of the lists, enter only @ and the domain name, e.g. "@example.com".

Whitelist	Add specific email addresses to the white list here. Incoming mails from these email addresses will not be marked as spam.
Blacklist	Add specific email addresses to the blacklist here. Incoming mails from these email addresses will always be marked as spam.
Exclusion List	Add specific email addresses to the exclusion list here. Incoming mails from these email addresses will not be processed by the MailProxy and sent directly to the mail target. E.g. "hostmaster@example.com". **NOTE** Please be aware that you may not enter the ***Quarantine Mail Address*** here.

Editing MailProxy Entries

You can edit the MailProxy for your domains here.

1. Click ***MailProxy Management*** in the menu group ***Zones & Redirects.***
2. Select the domains you want to edit. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Edit*** in the toolbar.

   The form ***Edit MailProxy Entries*** opens.

NOTE

In addition to the configuration of the MailProxy, you have to configure the zone too.

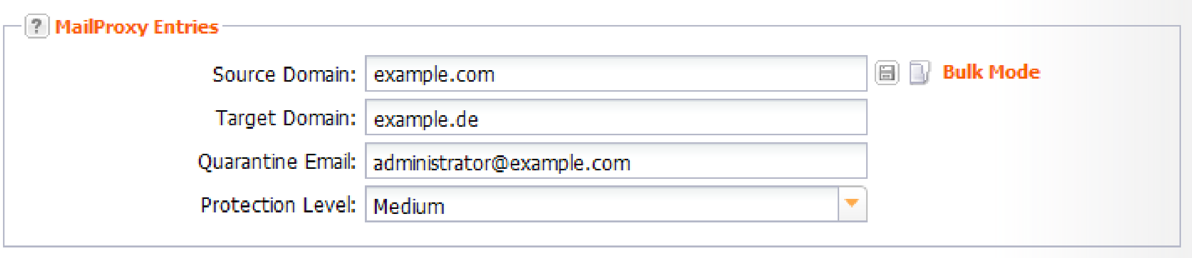
You have to add an MX entry for the MailProxy:

```
Example:
example.com IN MX 10 mailproxy.domain-robot.org

You have to delete the MX entry for the mail server:
Example:
example.com IN MX 10 mail.example.com

Enter the mail server in the Target field of the MailProxy Create form.

If you want to configure a MailProxy and a BackupMX entry, both need an MX entry.
Example:
example.com IN MX 10 mailproxy.domain-robot.org
example.com IN MX 20 backupmx.domain-robot.org
```

In this case you have to enter the mail server in the ***Target*** field of the ***MailProxy Create*** form too.

Form section details:

MailProxy Entries



Source Domain	Enter the domain(s) you want to configure a MailProxy for. Use ***Enter*** as separator. You can use existing domain lists too.*See: "Creating Object Lists in Forms" on page 306.*
Target Domain	Enter the mail server you want the MailProxy to redirect the mails to. **NOTE** The MX entry for your mail server has to be deleted in the zone.
Quarantine Mail	Enter the email address, to which the daily info mail about quarantine mails is to be sent to here.
Protection Level	Select the desired protection level. ▪ High: - infected mails are moved to a quarantine folder. - the subject of spam mails is modified. The string "+++SPAM" is added. ▪ Medium: - infected mails are zipped and attached to a mail that is redirected to the primary target address. - the subject of spam mails is modified. The string "+++SPAM" is added. ▪ Low: - infected mails are zipped and attached to a mail that is redirected to the primary target address. Banned files are treated in the same way in all three protection levels. They are zipped and attached to a mail that is redirected to the primary target address. To specify the ***Custom*** settings, go to the section ***Protection Settings.***

NOTE

The MX for the zone has to point to the following IP 62.116.162.145. The redirect target which is configured in the MailProxy may not refer to the MailProxy.

Example:

example.com IN MX mailproxy.domain-robot.org

Alternatively:

example.com IN MX mailproxy.example.com
mailproxy.example.com IN A 62.116.162.145

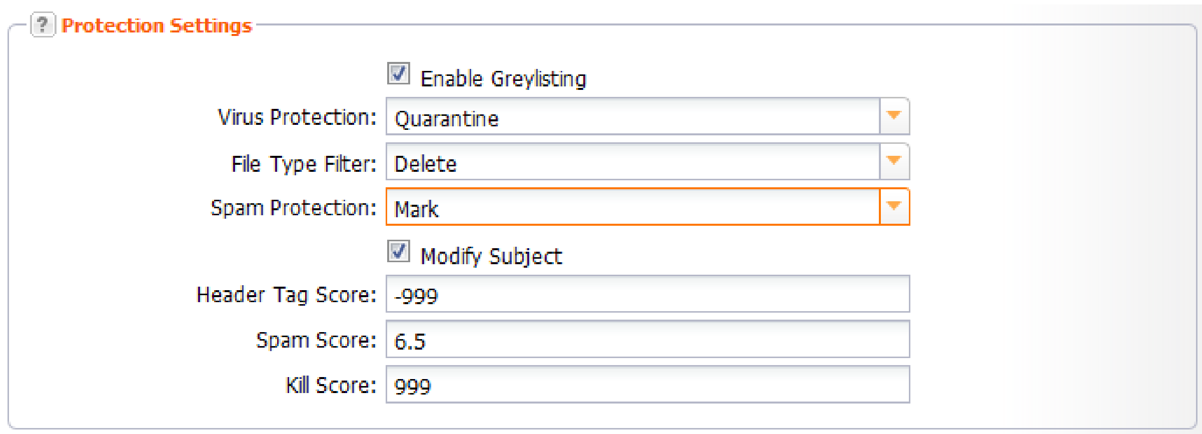
Email Filter

Entry details:

Enter one email address per line. To include all emails sent to a domain in one of the lists, enter only @ and the domain name, e.g. "@example.com".

Whitelist	Add specific email addresses to the white list here. Incoming mails from these email addresses will not be marked as spam.
Blacklist	Add specific email addresses to the blacklist here. Incoming mails from these email addresses will always be marked as spam.
Exclusion List	Add specific email addresses to the exclusion list here. Incoming mails from these email addresses will not be processed by the MailProxy and sent directly to the mail target. E.g. "hostmaster@example.com". **NOTE** Please be aware that you may not enter the ***Quarantine Mail Address*** here.

Protection Settings



NOTE
Please be aware that emails deleted because of your protection settings cannot be restored.

Enable Greylisting	Activate the checkbox to use the ***Greylisting*** feature. When using ***Greylisting,*** the first email from an unknown sender is rejected. Only subsequent emails from the sender are accepted. **NOTE** Please note that greylisting can cause the delayed delivery of mails.
Virus Protection	When a virus is detected, the infected mail is zipped and attached to a mail. This mail is redirected to the primary target address containing a warning, e.g.: *WARNING: contains virus Trojan.ArcBomb-1 Trojan.ArcBomb-1* Select the setting for virus protection here : ▪ Quarantine: the filtered mails are moved to a quarantine folder. An information mail is sent daily to the administrator email address you have entered in the ***MailProxy Entries*** form section. It informs about all emails in the quarantine folder. Using a link, you can open the quarantine folder and decide how to treat each mail. ▪ Delete: the emails are not accepted. ▪ Mark: the filtered emails are accepted, even though they are filtered out. ▪ Disabled: virus protection is not active.
File Type Filter	Select the setting for the usage of the banned files list here. Banned files are a list of file types, known to be infected with viruses often, e.g. .scr, .exe.jpg. A list with the respective file types is stored in the system. **These file types are stored in the list:** ▪ double file extensions containing the following extensions: exe| vbs| pif| scr| bat| cmd| com| cpl| dll ▪ these MIME Types: application/x-msdownload,application/x-msdos-program,application/hta,message/partial,message/external-body ▪ these simple file extensions: ade| adp| app| bas| bat| chm| cmd| com| cpl| crt| exe| fxp| hlp| hta| inf| ins| isp| js| jse| lnk| mda| mdb| mde| mdw| mdt| mdz| msc| msi| msp| mst| ops| pcd| pif| prg| reg| scr| sct| shb| shs| vb| vbe| vbs| wsc| wsf| wsh ▪ these types: exe-ms, exe| lha| cab| dll
Spam Protection	Select the settings for the spam protection here. ▪ Delete: the emails are deleted. ▪ Mark: the filtered emails are accepted, even though they are filtered out. ▪ Disabled: spam protection is not active.
Modify Subject	Activate the check box to add the string "***SPAM" to the mail header of spam mails.
Header Tag Score	Enter a score here. If an incoming email reaches this value, a tag that flags the mail as spam is added to the header (Header X-Spam-Status and X-Spam-Level). Recommended: values between -999 and 1

Spam Score	Enter a score here. If an incoming email reaches this value, it is marked as spam (X-Spam-Flag). The score is added to the header. Recommended: Values between 4.5 and 8. The lower the value, the more mails are marked as spam.
Kill Score	Enter a score here. If an incoming email reaches this value, it is treated according to the protection settings you defined in the section ***Spam Filter*** and is sent to the quarantine folder when this is set. **NOTE** Please note that the kill score value has to be higher than the spam score value.

Deleting MailProxies

1. Click ***MailProxy Management*** in the menu group ***Zones & Redirects.***

   All domains which have a MailProxy entry are displayed in the ***MailProxy*** overview.
2. Select the MailProxy entry you want to delete. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Delete*** in the toolbar.
4. Confirm the request.

NOTE
If you delete a MailProxy entry, you also have to change the configuration of the zone. Delete the MX entry of the MailProxy and enter the mail server MX entry instead.

11 BackupMX

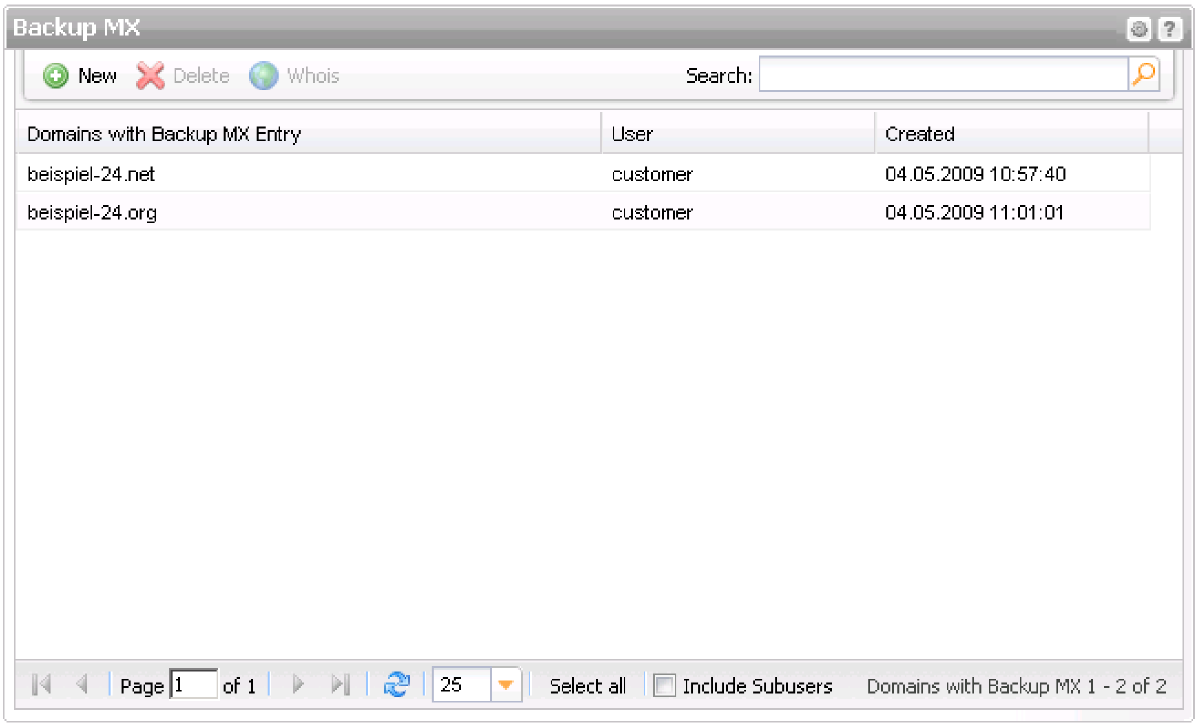
11.1 BACKUPMX

In the area ***BackupMX*** you can define a backup mail server to cache your mails in case the primary mail server breaks down. When the primary mail server is operational again, the BackupMX server automatically sends the mails to your primary mail server.

All current BackupMX entries are displayed in the ***BackupMX*** overview.

1. Click **BackupMX Management** in the menu group ***Zones & Redirects.***

   The ***BackupMX*** overview opens.

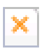


<u>The following details are displayed:</u>

- Domains with BackupMX Entry: the label of the domain with BackupMX entry
- User: the user the object belongs to
- Created: when the BackupMX entry was created

You can create and delete BackupMX entries and carry out Whois requests in the toolbar.

<u>Searching certain entries:</u>

1. Enter the term you want to look up into the ***Search*** field.
   Or: enter an arbitrary detail of the term and use "*" as a wildcard.
2. Click  to have the corresponding entries displayed.
3. Click  to have all entries displayed again.

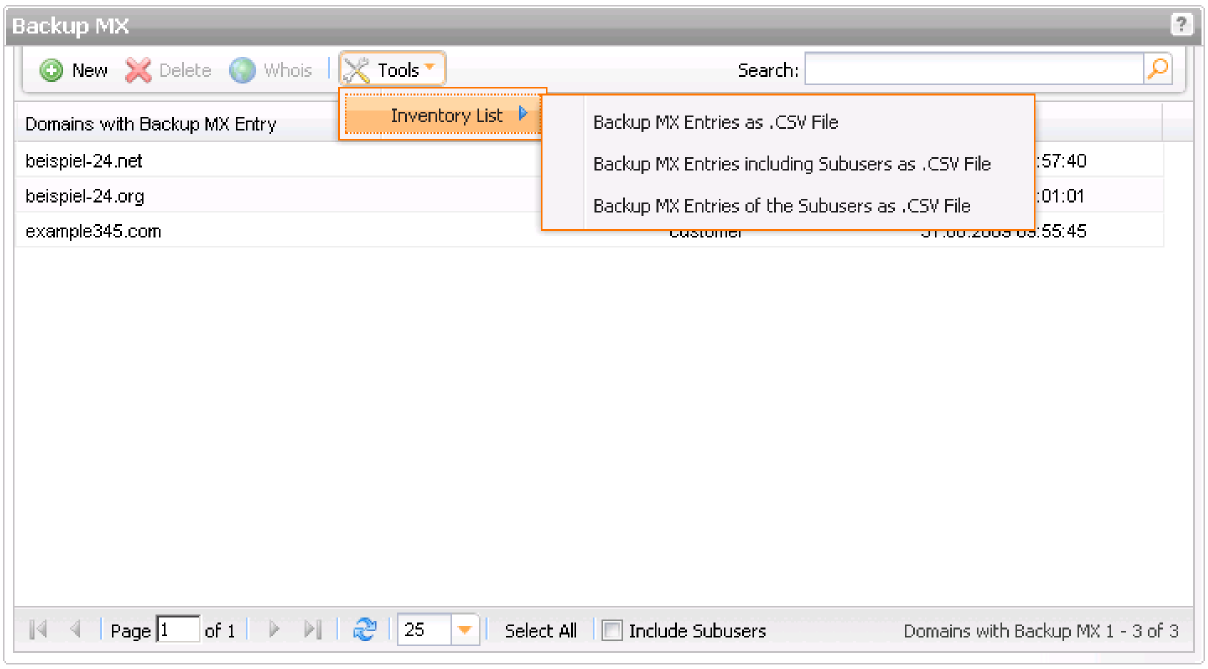
TIP
You can define the overview presettings in the area ***User Configuration/User Interface*** of the ***User Management*** menu item.
In the form section ***Overview Settings*** you can select:
- ***Don't display Data automatically:*** the overview is loaded without data. This reduces the loading time. Use this function if you use the search function of the overview often.
- ***Always display Subuser Data:*** the subuser data is loaded automatically in the overview. Note, that this is not recommended if you have a lot of subusers, because this significantly increases the loading time.
You can configure the caching of the overview data in the form section ***Global Settings.*** The cache is used to speed up the display of data in the overviews. It stores the results and displays them for the next requests until the cache is refreshed.
To refresh the data manually click at the bottom of the overview.

11.2 DISPLAYING BACKUPMX ENTRIES

Creating a .CSV List of your BackupMX Entries

You can create inventory lists of your BackupMX entries in .CSV file format here.

1. Click ***BackupMX Management*** in the menu group ***Zones & Redirects*** area.
2. Click **Tools** in the toolbar and select the ***Inventory List*** entry in the menu.
3. Specify whether you want to include or exclude subusers in the list or if you only want to get the subuser entries.

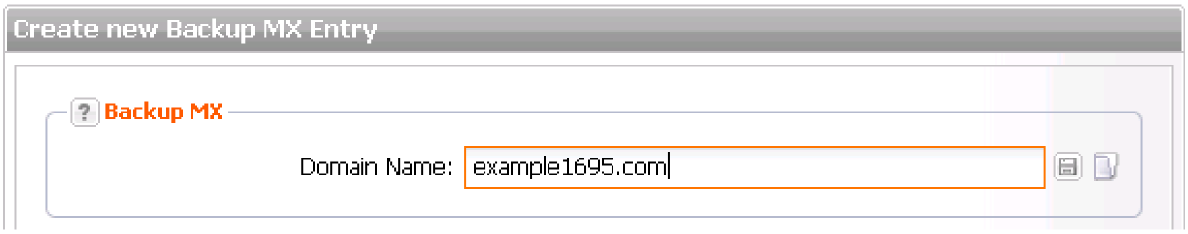


The list will be created and opened in the application assigned to the format .CSV. This is normally a spreadsheet program such as Excel.

11.3 CREATING AND DELETING BACKUPMX ENTRIES

Creating BackupMX Entries

1. Click **BackupMX Management** in the menu group ***Zones & Redirects.***
   Your current BackupMX entries are displayed in the ***BackupMX*** overview.
2. Click ***New*** in the toolbar. The ***Create BackupMX Entry*** form opens.



NOTE

In addition to the configuration of the BackupMX entry, you have to configure the zone too.
You have to add an MX entry for the BackupMX server.
Example:
`example.com IN MX 10 mail.example.com`
`example.com IN MX 20 backupmx.domain-robot.org`
If you want to configure a MailProxy and a BackupMX entry, both need an MX entry.
`Example:`
`example.com IN MX 10 mailproxy.domain-robot.org`
`example.com IN MX 20 backupmx.domain-robot.org`
In this case you have to enter the mail server in the ***Target field*** of the ***MailProxy Create*** form too.

To configure the MailProxy *See: "Creating a MailProxy Entry" on page 283.*

You can select the domains you want to create a BackupMX entry for here.

Domain Name	Enter one or several domains in the Domain Name(s) field. Use ***Enter*** as separator. You can load existing domain lists too. *See: "Creating Object Lists in Forms" on page 306.*

Deleting BackupMX Entries

1. Click ***BackupMX Management*** in the menu group ***Zones & Redirects.***
   Your current BackupMX entries are displayed in the ***BackupMX*** overview.
2. Select the domain with BackupMX entry you want to delete. Press ***Ctrl*** for multi select. (For Mac users ***cmd)***
3. Click ***Delete*** in the toolbar.
4. Confirm the request.

NOTE

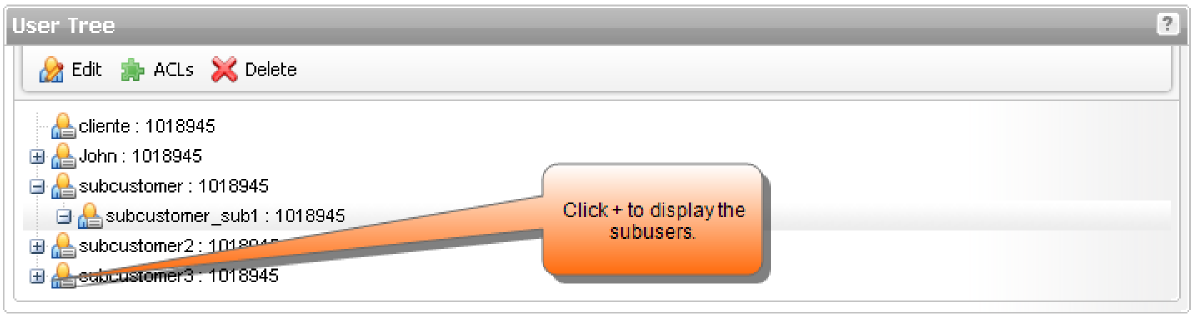
If you delete a BackupMX entry you have to delete the BackupMX entry of the zone as well.

12 User Management

12.1 USER TREE

The ***User Tree*** gives you a clear overview of the user and subuser hierarchy. You can use this tree view as your starting point for user management. You can edit and delete users and set their user privileges (ACLs) with this convenient tool.

1. Click ***User Tree*** in the menu group ***User Management*** to display your users and their subusers.



2. Click **+** to expand the structure and display the subusers.

<u>You can carry out following actions here:</u>

- Double-click the user or select the user and click ***Edit*** in the toolbar to edit the user data. The form ***Edit User*** will open. *See: "Editing a User" on page 297.*
- Select the user and click ***ACLs*** to edit the user privileges.
- Select the user and click ***Delete*** in the toolbar to delete a user.

12.2 CREATING NEW USERS, EDITING USER PROFILES AND DELETING USERS

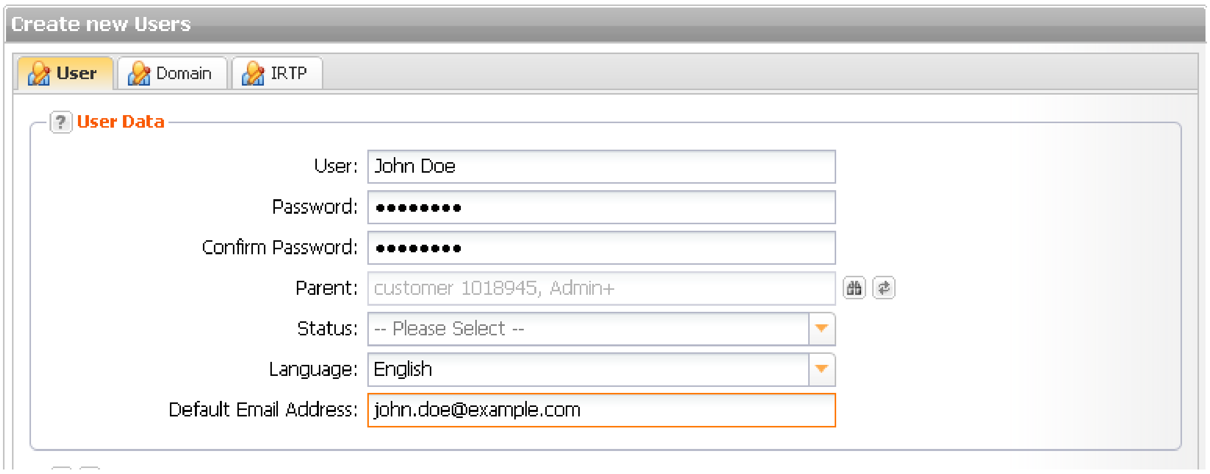
<u>Creating new Subusers</u>

1. Click ***Create Users*** in the menu group ***User Management.***

Or:

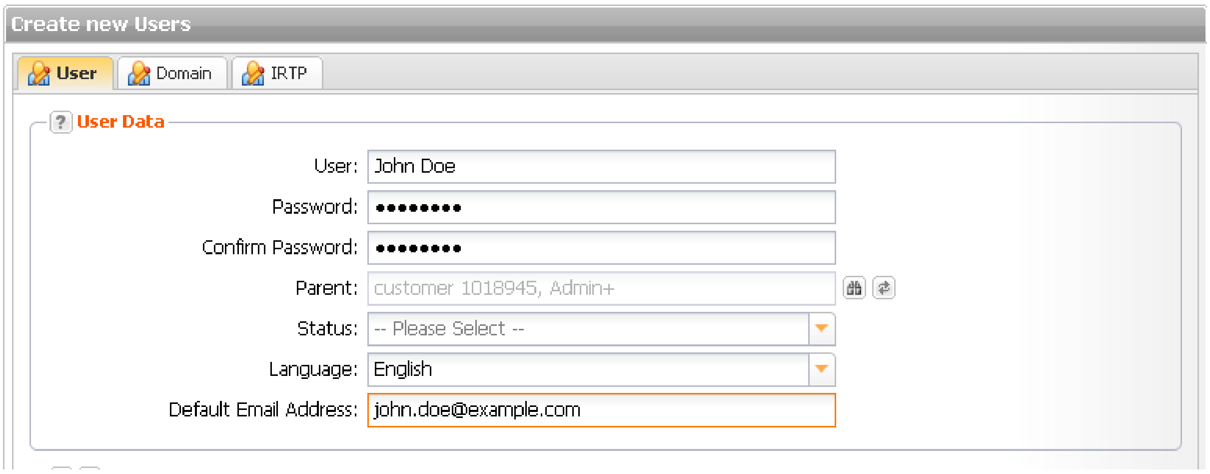
1. Click ***User Management*** in the menu group ***User Management***.
2. Click ***New*** in the ***User Management*** toolbar.

   The ***Create User*** form opens.
3. Enter the user data.
   The data will be used for the user profile. The logged in user can edit his user profile data, except for the user name.



NOTE
If a user with the status "clone" wants to create a new subuser, he must select his parent user for the new subuser.

User Data



You can enter detailed user data here.

Entry details:

User	Enter the name of the user. It may only consist of letters (A-Z, a-z), numbers (0-9) and the special characters "_ - .". It must be between 3 and 40 characters in length.
Password	Enter the user password here.
Confirm Password	Enter your password again here.

NOTE: Valid passwords
Minimal length: 6 characters.
Maximum length: 40 characters.
Allowed characters: a-z A-Z 0-9 ! \ " # $ % & ( ) * + . , _ - / : ; < = > ? @ ^ ` ´ | ~ ' [ ] { }
Forbidden characters: ä Ä ö Ö ü Ü ß

NOTE: Safe Password
A safe password consists of at least 13 characters and contains letters and numbers. It should not contain meaningful parts like "domain" or "london" but should consist of meaningless sequences like "aKhg". Caps and lower case characters should be mixed. An example of a safe password is "3aK1EnZ5nb56L". to increase the security even more use special characters from the list of allowed special characters.

NOTE:
If you do not enter a password when creating a new user, a password with a length of 15 characters will be automatically generated by the system. The password is then displayed in a visual cue in the top right-hand corner when using the graphical interface or in the response message when using the API.

Parent	You can enter the parent user here. Click to select a user as parent. Click to set the logged in user as parent user.
Status	Select the user status here. *See: "User Status" on page 326.*
Language	Select the user language here. This affects the user interface and system messages.
Default Email Address	Enter the default email address of the user here.

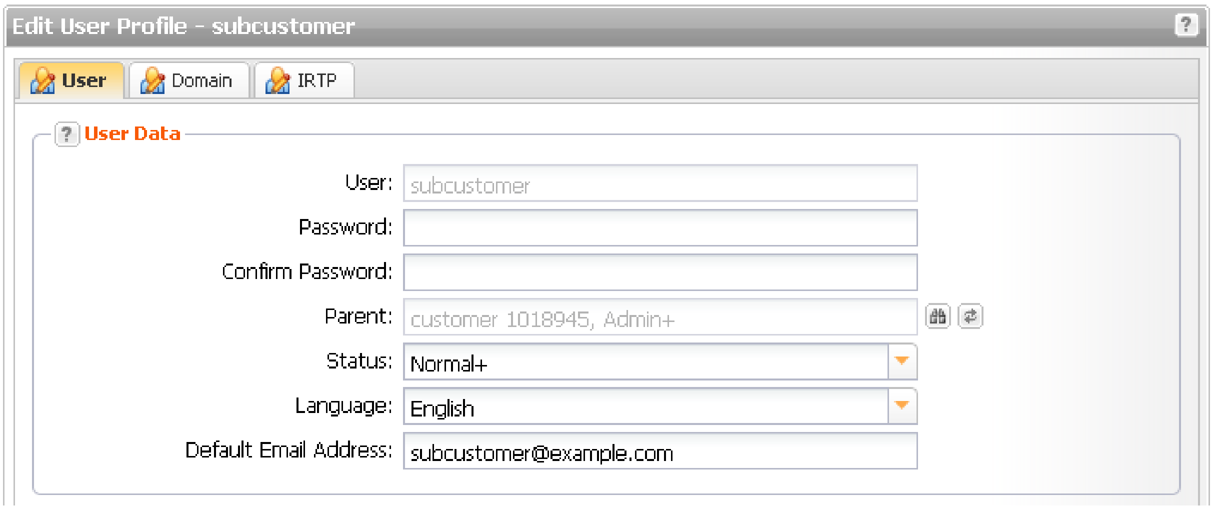
Editing a User

1. Click ***User Management*** in the menu group ***User Management***.
2. Select the user you want to edit.
3. Click ***Edit*** in the toolbar.

   The ***Edit User*** form opens.

Form Details:

User Data



Entry details:

Password	Enter a new password here, if you want to change the password.
Confirm Password	Enter the password once more here.

NOTE: Valid passwords
Minimal length: 6 characters.
Maximum length: 40 characters.
Allowed characters: a-z A-Z 0-9 ! \ " # $ % & ( ) * + . , _ - / : ; < = > ? @ ^ ` ´ | ~ ' [ ] { }
Forbidden characters: ä Ä ö Ö ü Ü ß

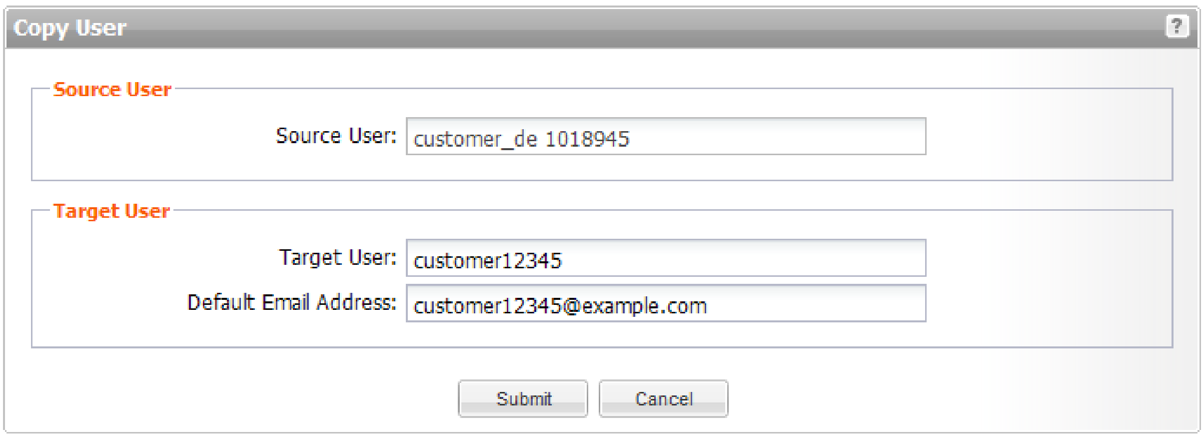
NOTE: Safe Password
A safe password consists of at least 13 characters and contains letters and numbers. It should not contain meaningful parts like "domain" or "london" but should consist of meaningless sequences like "aKhg". Caps and lower case characters should be mixed. An example of a safe password is "3aK1EnZ5nb56L". to increase the security even more use special characters from the list of allowed special characters.

Parent	You can enter the parent user here. Click to select a user as parent. Click to set the logged in user as parent user.
Status	Select the user status here. *See: "User Status" on page 326.*
Language	Select the user language here. This affects the user interface and system messages.
Default Email Address	Enter the default email address for the new user here.

Copy User

With this function you can copy the data of an existing user and create a new user of it.

Note:
Please keep in mind that the user must also possess the right to use the UserCreate function in order to use the UserClone function.



Deleting a User

NOTE
To delete a user you have to log in as the parent user. The logged in user cannot delete himself. A user can only be deleted if he has no objects (domains, zones, ...).

1. Click the menu entry ***User Management*** or ***User Tree*** in the menu group ***User Management*** to see your users.
2. Select the user that you want to delete.
3. Click ***Delete*** in the toolbar.
4. Confirm the request.

Editing the User Privileges (ACLs) of Subusers

Editing User Privileges (ACLs)

You can edit the ACLs of your subusers or those of your subusers subuser. You have the possibility to edit the ACLs individually for a user or to work with ACL templates. How to work with templates is explained below.

NOTE
Please be aware that you cannot edit your own ACLs, if you are a clone user. In this case there is no entry ***User Privileges (ACLs).***

How to open the form to edit your subusers ACLs

1. Click ***User Configuration*** in the menu group ***User Management.***
2. Click ***User Privileges (ACLs)*** in the main area.

How to open the form to edit the ACLs of your subusers subuser

1. Click ***User Management*** in the menu group ***User Management.*** Alternatively, click ***User Tree*** in the menu group ***User Management.***
2. Select the users whose privileges you want to edit.
3. Click ***ACLs*** in the toolbar

Alternatively you can work as the user whose subusers ACLs you want to edit:

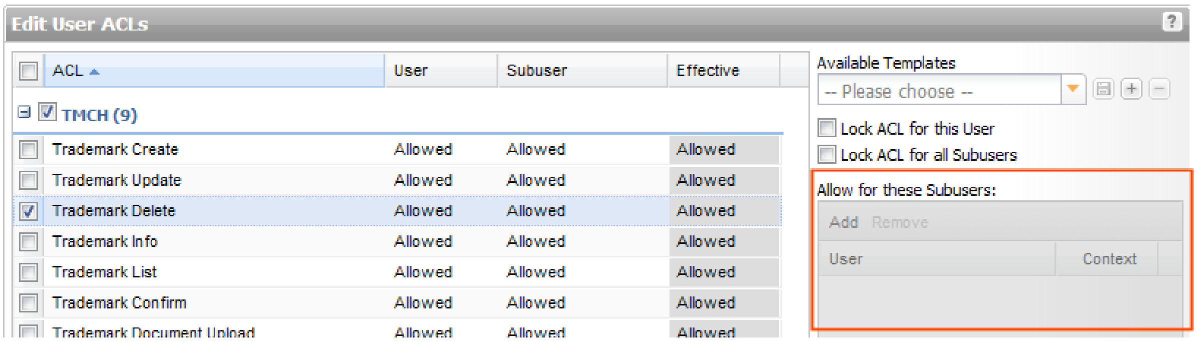
1. Click on your user name on the ***User*** button on the top of the menu.
2. The form ***Work as Subuser*** opens, displaying the user list.
3. Select the desired user or use the search function to find the desired user.
4. Click ***Submit*** to work as the selected subuser or double-click the desired user.

The following details are displayed in the overview *Edit User ACLs*:

- ***ACL***: the task the privilege refers to, grouped by object type.
- ***User:*** current user setting
- ***Subuser:*** setting for the subusers
- ***Effective***: the system shows the conclusive effective privilege here. This results from the combination of all privileges that have been set by parent users. A privilege may be blocked by a parent user if e.g. payment is required before it becomes available.

1. Click to open the desired ACL group.
2. Select the user privilege you want to edit.
3. Set the desired settings in the two checkboxes in the upper right corner.

4. Click ***Submit*** to save the settings.



<u>**The following settings are possible:**</u>

- **Allow the selected user and all subusers to carry out the selected task**
  Both checkboxes have to be cleared.
- **Allow all subusers to carry out the task**
  The ***Lock ACL for all Subusers*** checkbox has to be cleared.
- **Lock the privilege for a user and subusers**
  Select the ***Lock ACL for this User*** checkbox.
- **Lock the privilege for all subusers**
  Select the ***Lock ACL for all Subusers*** checkbox.
- **Allow selected subusers to carry out the task**
  First of all, select the ***Lock ACL for all Subusers*** checkbox.
  In the list ***Allow for these Subuser*** the users which are allowed to carry out the task are displayed.
  Click ***Add*** to add additional users to the list.
  Select a user and click ***Remove*** to remove the user from the list.

What are ACL Templates?

ACL templates are sets of ACLs which can be saved under a specified name of your choice. If you want to assign this set of ACLs to a user you only have to select the template instead of selecting every ACL individually.

Creating an ACL template

1. Select the privileges that you want to combine in a template in the form ***Edit User ACLs.*** Activate the checkboxes of a group, e. g. ***Domains*** or ***Zones***, if you want to include all the ACLs concerning this object in the template. Or click to expand the group an select the desired ACLs.
2. Click next to the ***Available Templates*** field or the button ***Create New Template*** at the bottom of the form.
3. Enter a template name in the ***Name*** dialog and click ***OK***.

Using an ACL template

1. Select the user that you want to assign the ACLs to in the ***User Management*** overview.
2. Select the desired template in the list ***Available Templates.***
3. You can edit the ACLs now.
4. Click ***Submit*** to assign the ACLs to the user.

Updating an ACL template

1. Select the user that you want to assign the ACLs to in the ***User Management*** overview.
2. Select the desired template in the list ***Available Templates.***
3. Edit the ACLs.
4. Click the icon ***Update Template*** to save the changes.

Deleting a template

1. Open the form ***Edit User ACLs***.
2. Select the desired template in the list ***Available Templates.***
3. Click next to the field ***Available Templates.*** The template is deleted without a confirmation request.

User Statuses and associated User Privileges

When creating a new user, there are several options to choose from for user status. The user status influences the rights the user has with regards to the kind of subusers he can create.
"Master" has the most extensive rights, followed by "Admin" and then "Normal". A "+" user has more rights than the " *", "normal" and "clone" user when creating subusers.

The diagram shows user rights, decreasing from the top left to the bottom right.

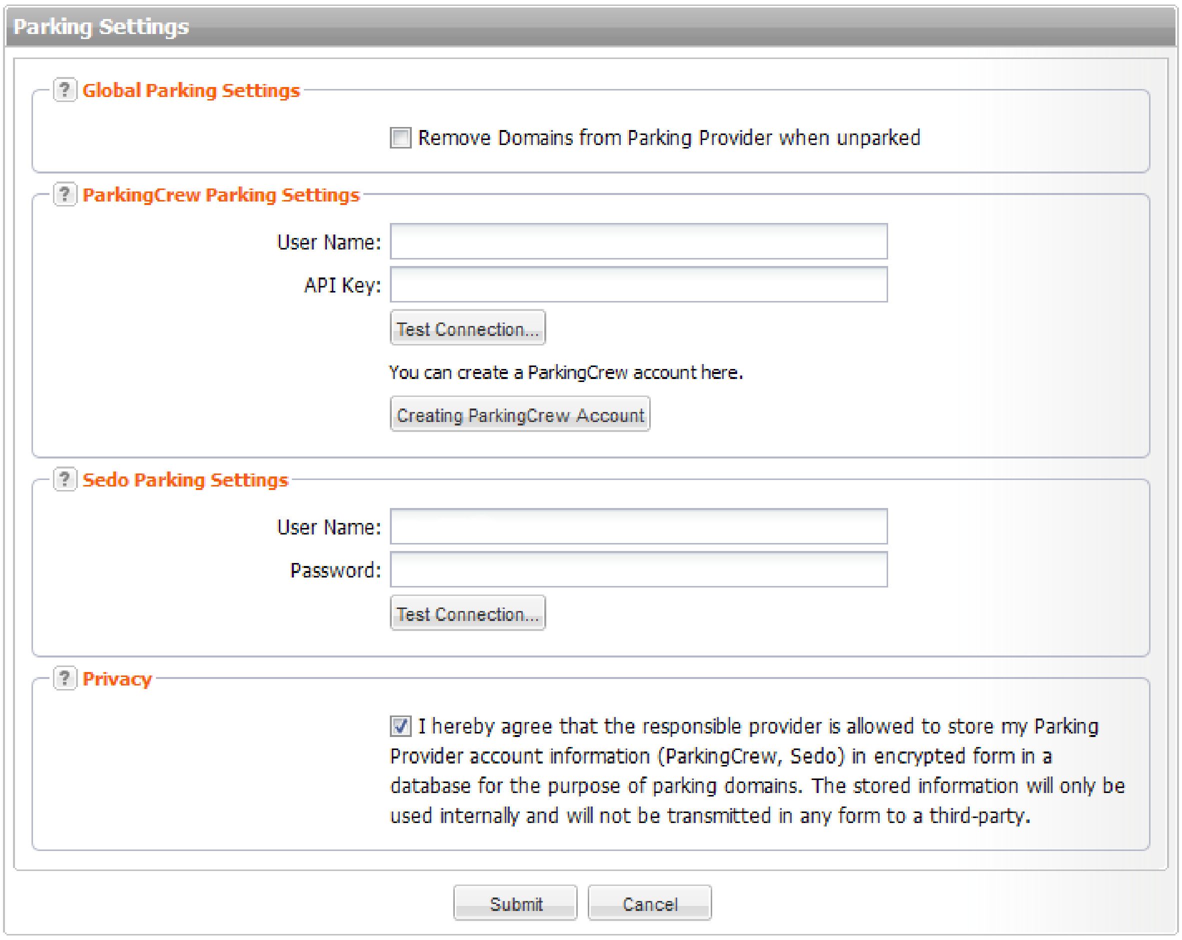
	+	*****	**normal**	**clone**
Master	(= super-user) Master* Master Master (clone) Admin+ Admin* Admin Normal + Normal* Normal	Master (clone) Admin+ Admin* Admin Normal + Normal* Normal	Admin+ Admin* Admin Normal + Normal* Normal	*Has the same privileges as the parent.*
Admin	Admin* Admin Admin (clone) Normal + Normal* Normal	Admin (clone) Normal + Normal* Normal	Normal + Normal* Normal	*Has the same privileges as the parent.*
Normal	Normal* Normal Normal (clone)	Normal (clone)	*No privilege to create a new user.*	*Has the same privileges as the parent.*

12.3 MORE USER SETTINGS

Storing Domain Parking Account Data

If you have a domain parking account, you can manage domain parking in this system. To do this, you need to store your parking account data here.

1. Click ***User Configuration*** in the menu group ***User Management.***
2. Click ***Parking Settings***.



1. Enter your account data in the section for the corresponding parking provider.
2. Accept the privacy rules.

Form section details:

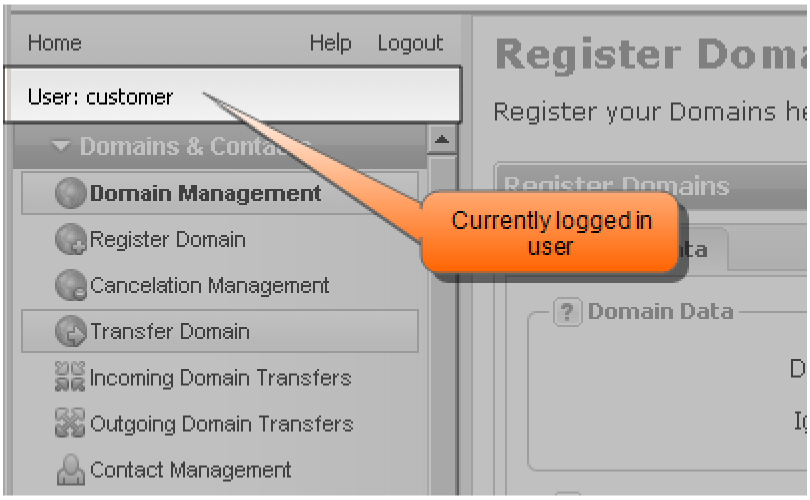
Sedo Parking Settings

You can enter the data of your Sedo Parking account here.

User Name	Enter your Sedo user name here.
Password	Enter your Sedo password here. It will be encrypted and stored in the database.
Test Connection ...	Click the button to test the connection to Sedo.

12.4 WORKING AS A SUBUSER

Every action you carry out in the system is an action of the currently logged in user. You can see the logged in user at the top of the menu in the ***User*** bar.

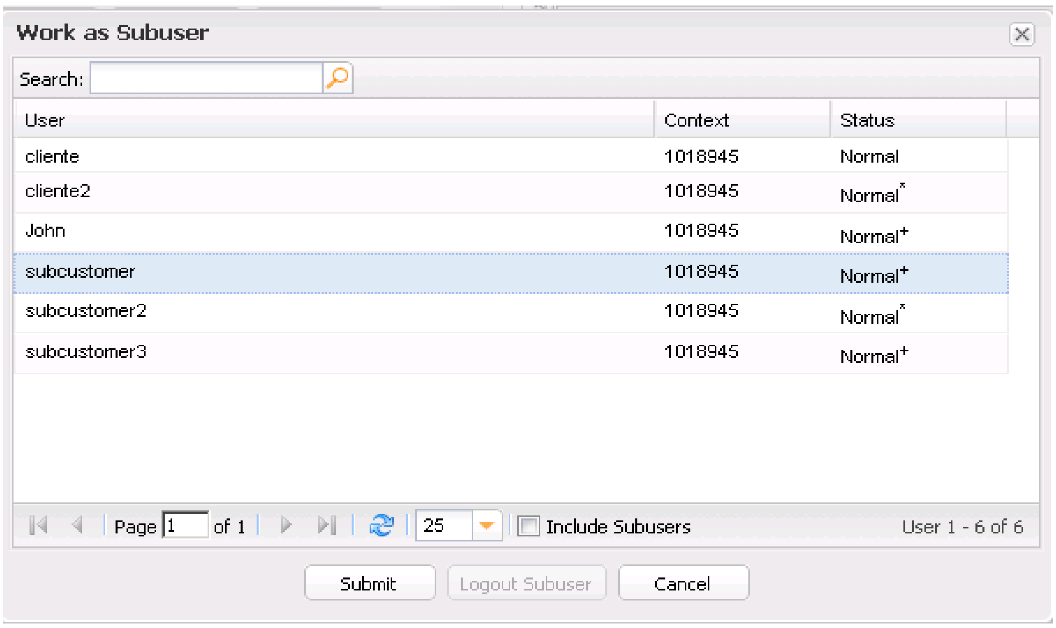


You also have the possibility to work as a subuser.

NOTE
Users with the status and substatus "Normal" cannot work as another user. For these users the ***User*** button is not active.

1. To work as a subuser, click the ***User*** bar in the menu.

   The form ***Work as Subuser*** opens, displaying the user list.



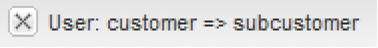
The following details are shown:

- User: the name of the user
- Context: the context of the user (= ID of your personalized system)
- Status: the status of the user

2. Select the desired user or use the search function to find the desired user.
3. Click ***Submit*** or double-click the desired user to work as this subuser

Unassigning and detaching as a Subuser

Click the icon  next to the user name in the menu to detach the subuser and work as the parent user again.



13 Helpful Tools

13.1 HELPFUL TOOLS

The system offers you some convenient tools for domain management.

Manage your object lists with the ***List Management*** tool. *See: "List Management" on page 305.*

Check the availability of domain names easily with the ***Multi Whois*** tool. *See: "Multi Whois" on page 313.*

Create lists of domain names or other objects with the help of the ***Domain Name Generator***. You can use these object lists for several actions. *See: "Domain Name Generator" on page 310.*

Use the ***IDN Converter*** to transform IDN domain names into the corresponding puny code (ACE) domain name and vice versa. *See: "IDN Converter" on page 316.*

Use the ***Object Owner Check*** tool to find out who the owner of an object is. *See: "Object Owner Check" on page 318.*

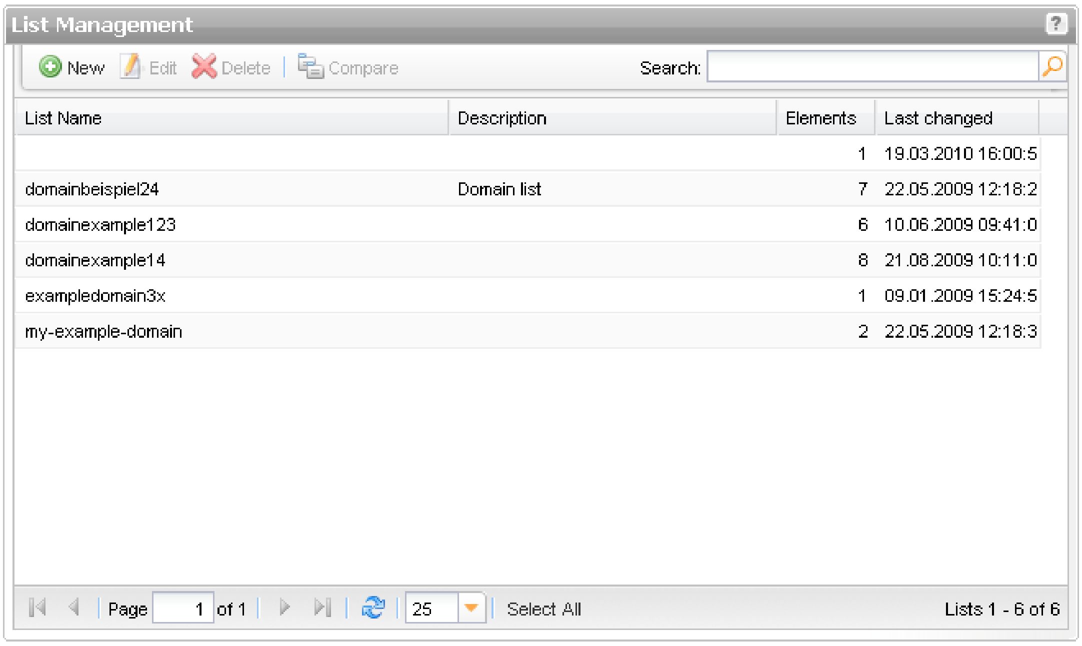
Assign objects to another user conveniently with the help of the ***User Object Assignment*** tool. *See: "Object User Assignment" on page 320.*

Check the validity of your SSL certificates with the ***SSL Checker***. *See: "SSL Checker" on page 322.*

13.2 LIST MANAGEMENT

You can manage object lists in the ***List Management*** area. Object lists are a convenient way of entering multiple objects in form fields. For example, you can create domain lists and use them for several actions.
All object lists are displayed in the ***List Management*** overview. You can use the icons in the toolbar to create, edit, delete and compare object lists.

1. Click ***List Management*** in the menu group ***Tools*** to display the ***List Management*** overview.



The following details are displayed:

- List Name: the name of the list
- Description: a short description of the list contents
- Elements: the number of list elements
- Last changed: when the list was last edited.

Searching entries:

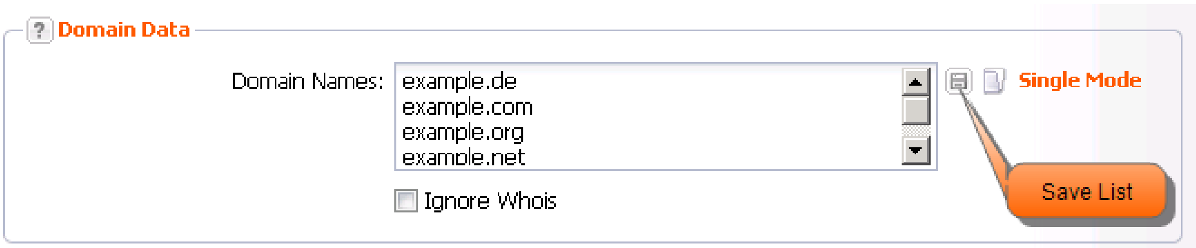
1. Enter an arbitrary detail of a term you want to search for into the ***Search*** field.
2. Click  to have the corresponding entries displayed.
3. Click  to display all entries again.

NOTE
To compare the content of two lists, press ***Ctrl*** to select them and click the ***Compare*** button. *See: "How to compare Object Lists" on page 1.*

Creating Object Lists in Forms

Several forms allow you to save objects like domains or zones as lists, e.g. ***Register Domains*** or Create Cancelations**.** You can also load and use these lists in several forms. All forms which support this function have the icon ***Save List*** on the right side of the form field. You can manage your lists under the ***List Management***.

Create and save a list



1. Enter the desired objects into the entry field.
2. Press ***Enter*** to separate the entries.
3. Click the ***Save List*** icon.

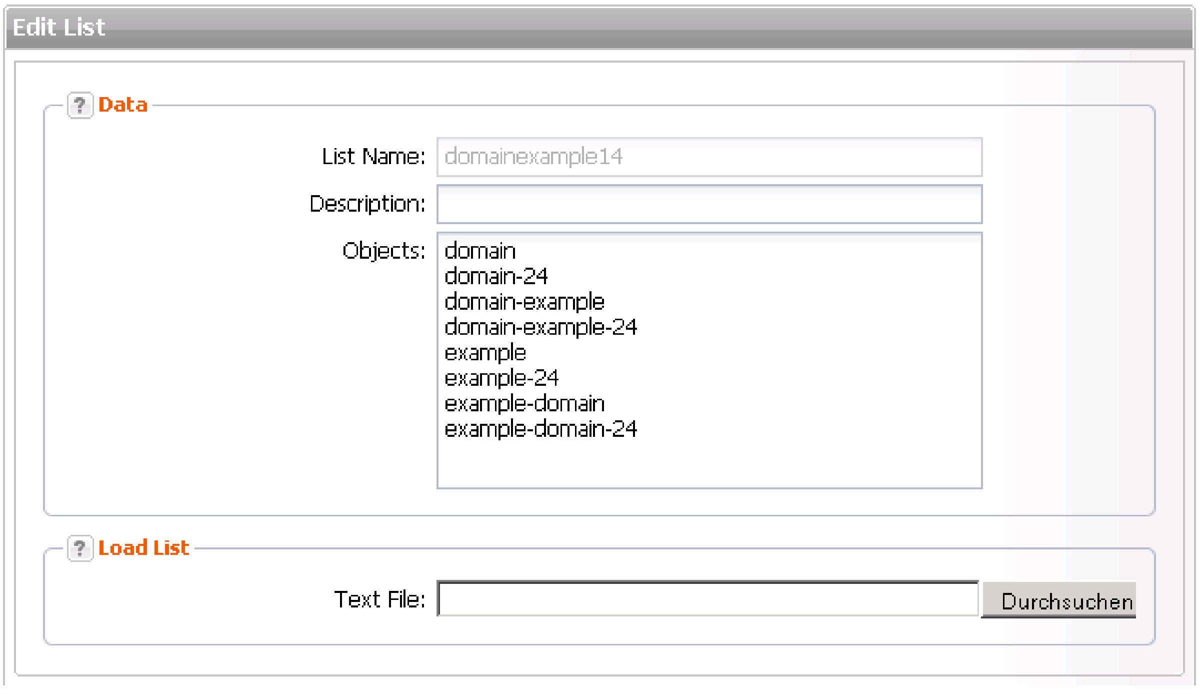
   The dialog ***Name*** opens.
4. Enter a list name into the entry field.
5. Click ***OK***.

Editing Object Lists

1. Click ***List Management*** in the menu group ***Tools.***

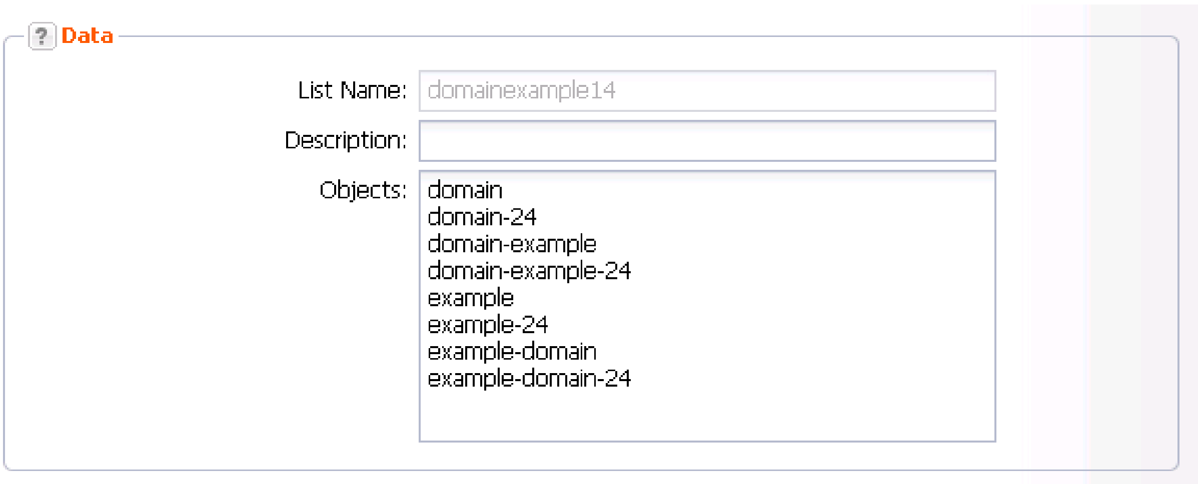
   The ***List Management*** overview opens.
2. Select the list you want to edit.
3. Click ***Edit*** in the toolbar.

   The form ***Edit List*** opens.



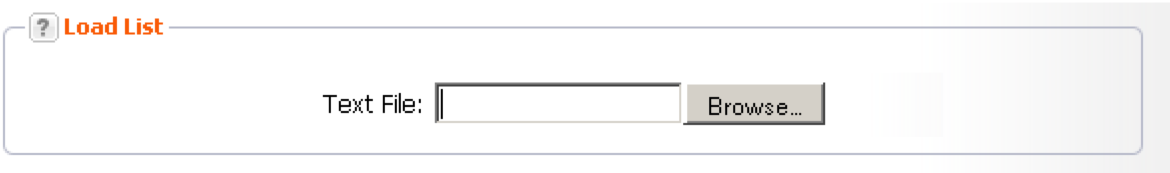
Form section details:

Data



List Name	Enter a name for the list here. Start the name with the object type so you can sort the object lists accordingly (Example: domains_status_lock).
Description	Enter a short description of the list here.
Objects	Enter the object names here. Press ***Enter*** to separate the entries.

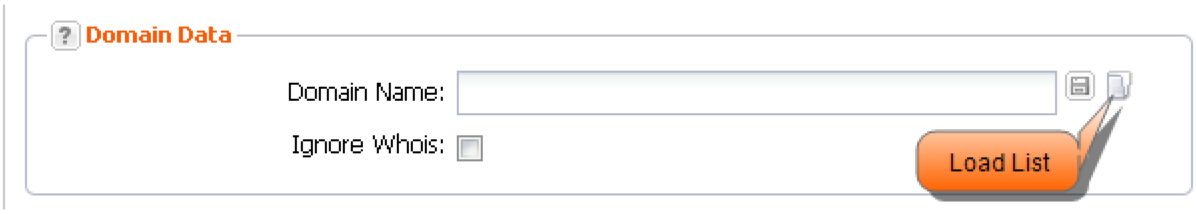
Load List



Text File	You can upload an existing list here. The lists have to be text files with one domain name per row. The maximum file size allowed is 50 kbyte.

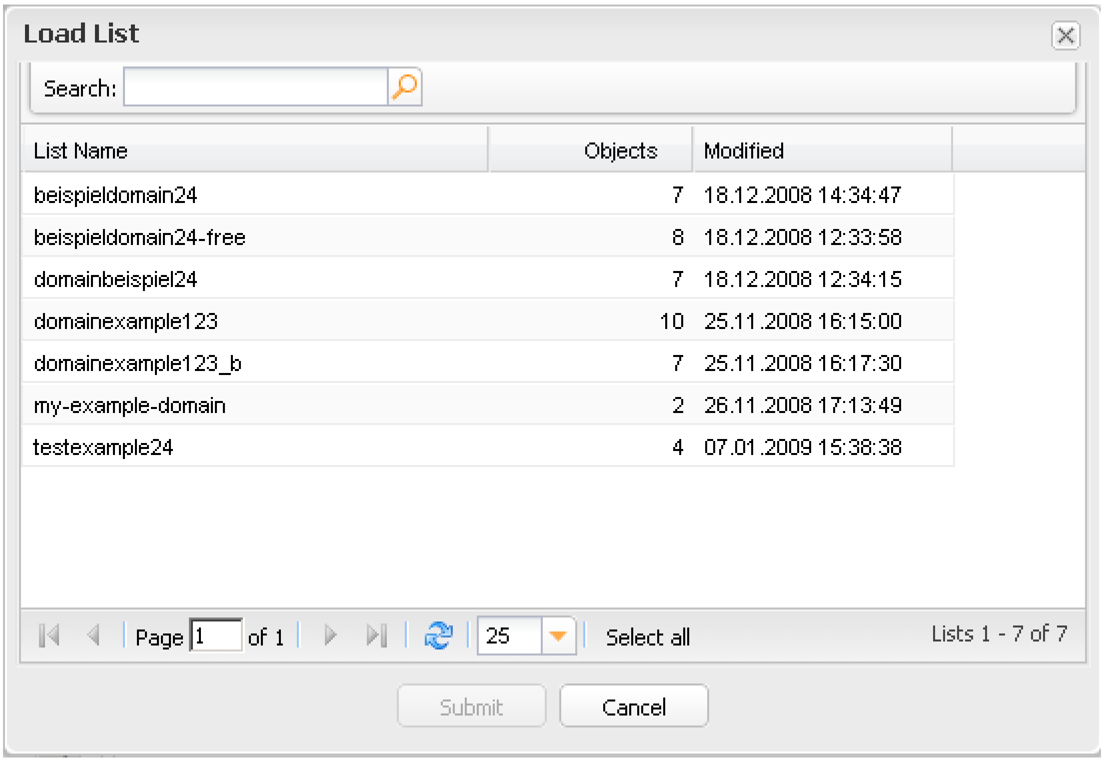
Loading Lists in Forms

In some forms e.g Register Domain or Whois you can load existing lists. All forms which support this function have the ***Load List*** icon on the right side of the form field. You can manage your lists in the List Management.



1. Click the ***Load List*** icon next to an entry field.

   The dialog ***Load List*** opens.



2. You can use the ***Search*** function to find the desired list.
3. Select the list and click ***Submit*** or double-click the desired list.

   The list will be loaded into the form and can be used for the desired action.

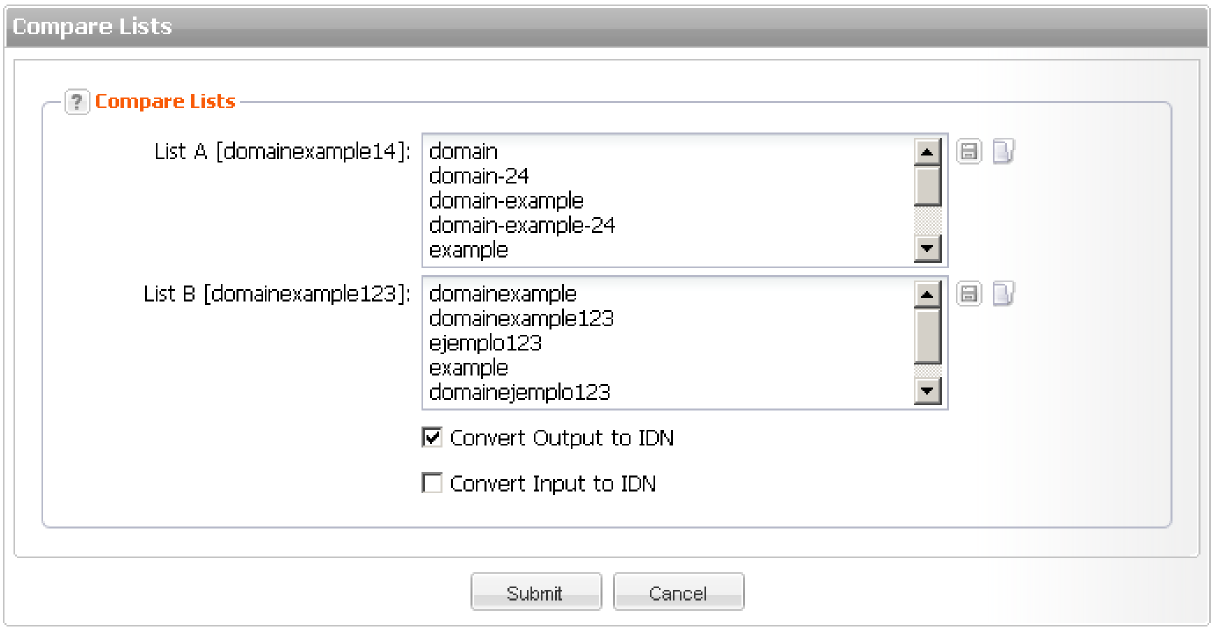
Comparing Object Lists

You can save object lists in several forms. They are stored in the database and can be reloaded for convenient input of the stored data where needed. You can compare the content of two of these lists in this area.

Tools > List Management > ***select*** **lists >** ***button*** **Compare Lists**

1. Click ***List Management*** in the menu group ***Tools.***
2. Press ***Ctrl*** to select the lists you want to compare.
3. Click ***Compare***.

   The lists are displayed in the ***Compare Lists*** form.



4. Select the ***Convert Input to IDN*** checkbox, if you want to convert your input into IDN.
5. Select the ***Convert Output to IDN*** checkbox, if you want to convert the output into IDN.
6. Click ***Submit*** to start the comparison.

   Compare Lists

   The form section the ***Output*** form will be displayed.

Domain names which only appear in A are listed in the area ***Elements are in A and not in B.***

Domain names which only appear in B are listed in the area ***Elements are in B and not in A.***

Domain names which appear in both are listed in the area ***Intersection of both lists.***

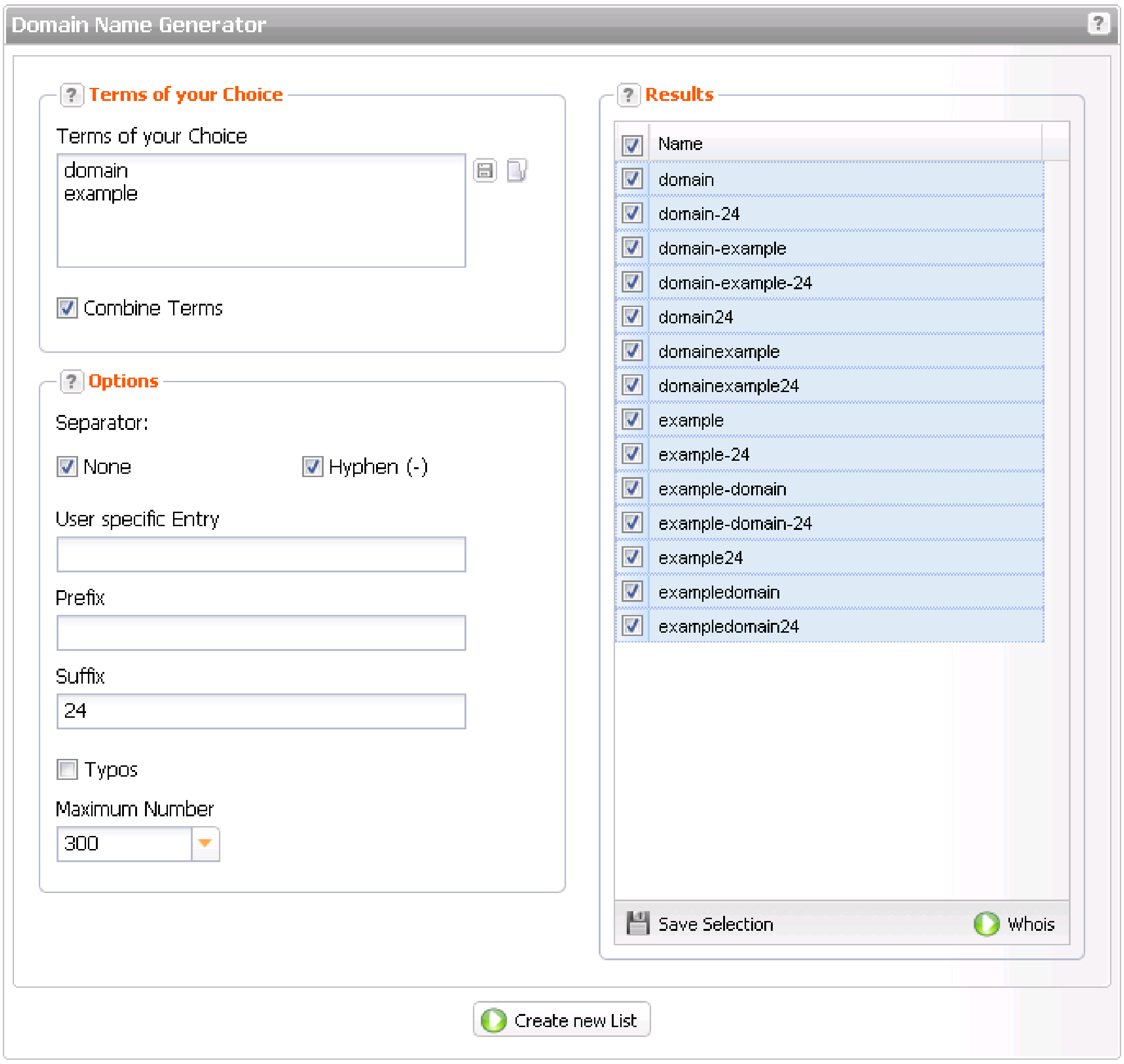
13.3 DOMAIN NAME GENERATOR

With the ***Domain Name Generato***r, you can generate domain name lists containing names of your choice combined with prefixes and suffixes. You can also include typos. You can easily switch to the ***Multi Whois*** tool to check the availability of the chosen domains.

What to do:

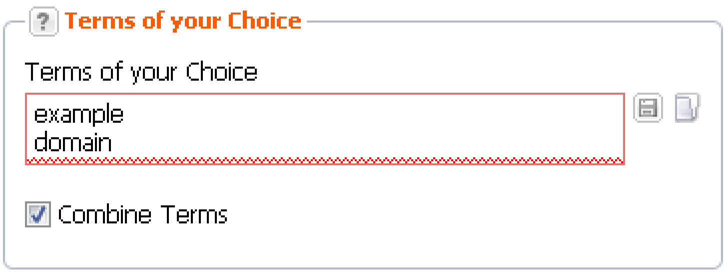
1. Enter one or more terms into the ***Terms of your Choice*** field. Decide if you want to combine these terms or not.
2. You can select a separator, define prefixes or suffixes, decide whether or not to include typos and select the maximum number of names created in the ***Options*** area.
3. Click the ***Create List*** button to start the request.
4. Select the desired names in the ***Result*** area and save them as a list or switch to the ***Whois*** tool to check their availability.
5. Click ***Domain Name Generator*** in the menu group ***Tools.***

   The form ***Domain Name Generator*** opens.



Form section details:

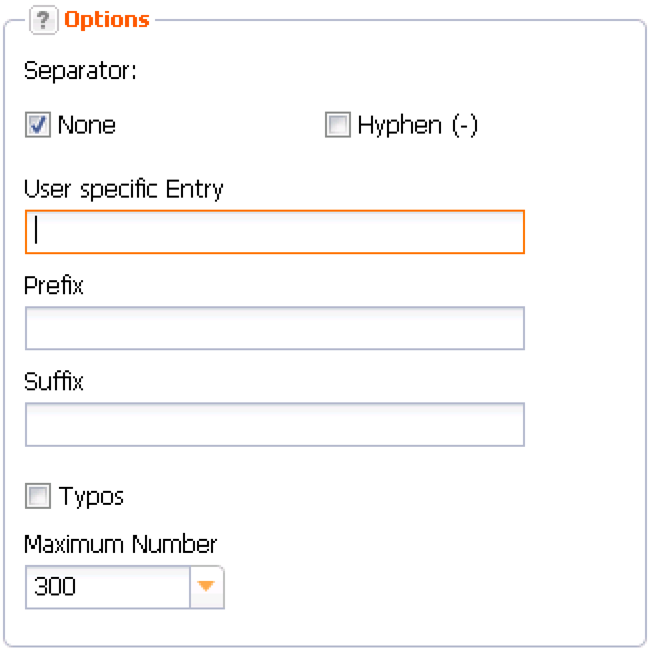
Terms of your Choice



1. Enter the terms you want to generate domain names from in the ***Terms of your Choice*** field.
   Or:

1. Click  to load an existing list.
2. Select the ***Combine Terms*** checkbox if you want to combine the entered terms.

Options



Select options for domain names here:

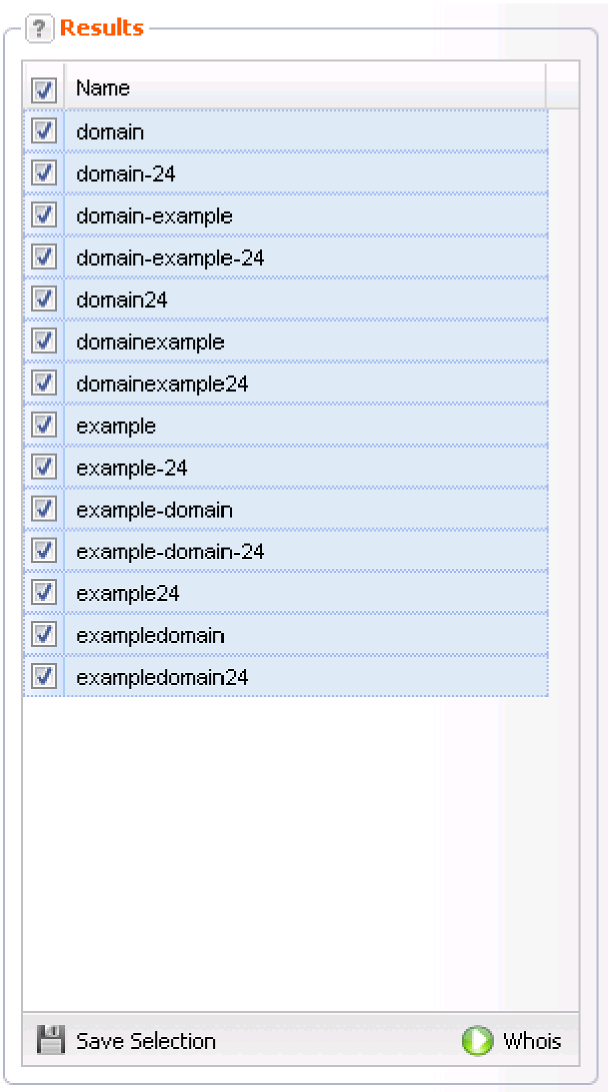
- Select the ***None*** checkbox if you don't want any separator between the combined terms.
- Select the checkbox ***Hyphen (-)*** to separate the terms with a hyphen.
- You can specify your own separator in the ***User specific Entry*** field.
- Enter the start syllable for your terms in the ***Prefix*** field.
- Enter the end syllable for your terms in the ***Suffix*** field.
- Select the ***Typos*** checkbox if you want to include typos in the term combinations too.
- Select the maximum number of generated domain names you want to get in the ***Maximum Number*** field.

2. Click the ***Create New List*** button to generate the domain name list.

Results

You can save selected domain names as a list in the ***Results*** section. You can immediately switch to the ***Multi Whois*** to combine the desired names with TLDs and check their availability. Use the ***Back*** button in the Multi Whois to switch back conveniently to the Domain Name Generator.

1. Select the checkbox next to the domain names you want to include in the list or select the checkbox next to the ***Name*** label to select all names.



Save as List

2. Click ***Save Selection*** to save the selection as a list.

   The ***Name*** dialog opens.

3. Enter a name for the list and ***click OK***.

   You can now load the list in wherever the ***Load List*** icon is embedded in a form.

   See: "Creating Object Lists in Forms" on page 306.

Run a Multi Whois Request

2. Click ***Whois*** to switch to the ***Multi Whois*** tool.

   See: "Multi Whois" on page 313.

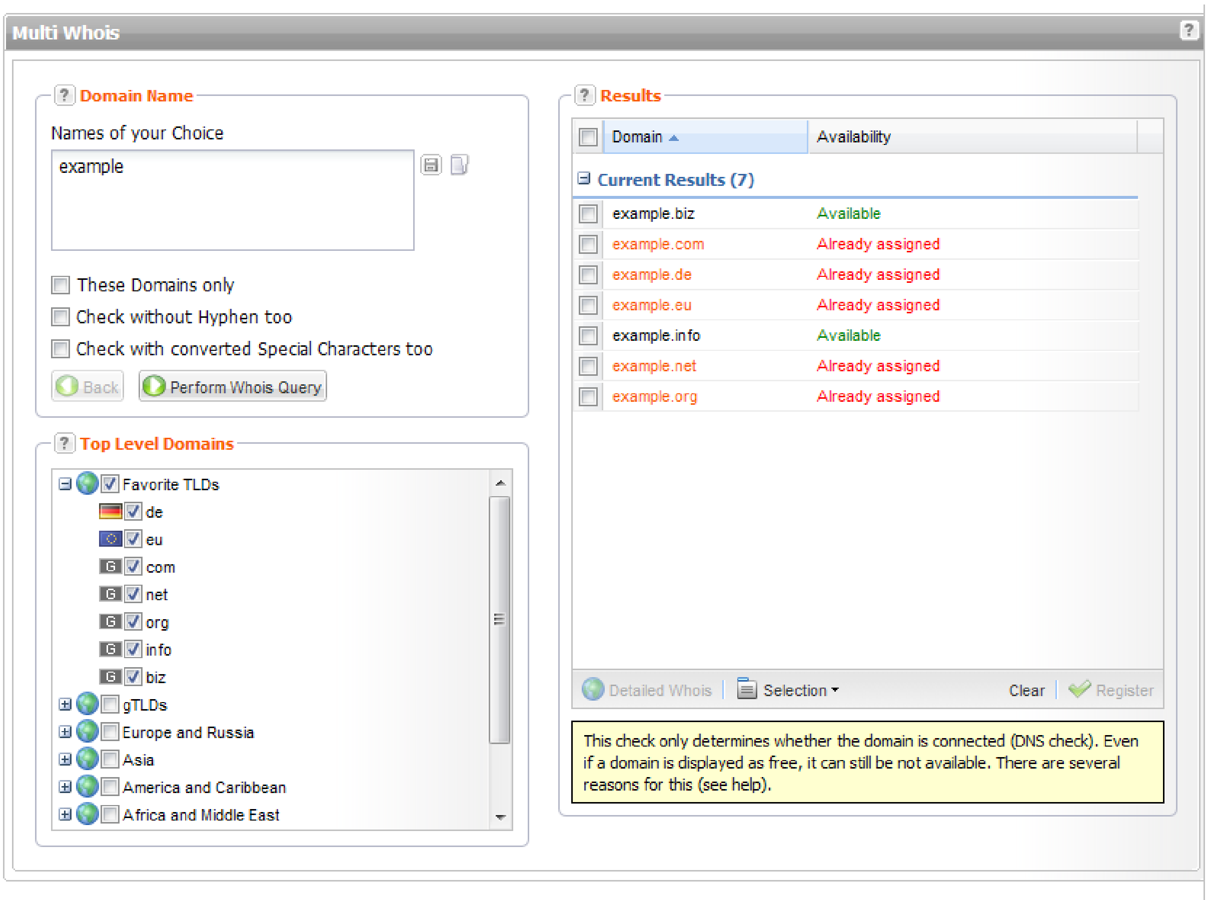
13.4 MULTI WHOIS

Checking the availability of one or several domains is fast and easy with the ***Multi Whois*** tool. You can query Whois information for domains which have already been assigned. Free domains can be registered immediately.

NOTE
This check only determines whether the domain is connected (DNS check). Even if a domain is displayed as available, it can be unavailable.
There could bee several reasons for this:
- the domain name is reserved by the registry,
- the domain status is"hold-lock" or "hold",
- the domain is in the deletion phase.
For detailed domain request please use a Whois check.

Executing Multi Whois Requests

1. Click ***Multi Whois*** in the menu group ***Tools.***
2. Enter the desired domain names or load an existing domain name list in the ***Check Availability for*** field.
3. Select the desired checkboxes.
4. Select the TLDs you want for the Whois query in the ***Top Level Domains*** section. (When the option ***This Domains only*** is activated, the ***Top Level Domains*** list is deactivated.)
5. Click ***Perform Whois Query*** to start the Whois request.
6. Select the desired domains in the ***Result*** list and register or save them as a list.



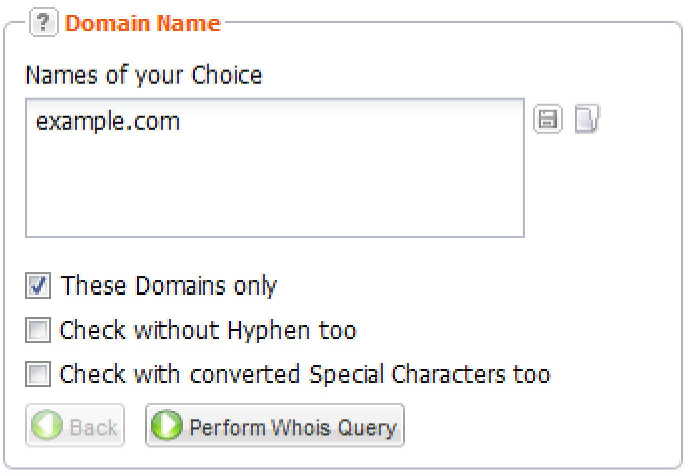
NOTE

Supported TLDs: ac, aero, af, ag, co.ag, com.ag, net.ag, nom.ag, org.ag, am, as, at, co.at, or.at, com.au, net.au, be, bi, biz, com.br, bz, ca, cat, cc, cd, ch, cl, cn, com.cn, net.cn, org.cn, com, coop, cx, cz, de, dj, dk, es, com.es, net.es, org.es, eu, fi, biz.fj, com.fj, info.fj, name.fj, net.fj, org.fj, pro.fj, fr, asso.fr, com.fr, nom.fr, prd.fr, presse.fr, tm.fr, gg, co.gg, net.gg, org.gg, gs, hk, com.hk, net.hk, org.hk, hm, hn, org.hn, hu, co.hu, ie, il, co.il, im, in, co.in, net.in, org.in, info, io, it, je, co.je, net.je, org.je, jobs, jp, co.jp, ki, kr, co.kr, kz, la, li, lt, lu, lv, com.lv, mobi, ms, museum, mx, com.mx, com.my, net.my, org.my, name, net, nl, no, nu, gen.nz, net.nz, org.nz, org, com.pe, ph, pl, com.pl, net.pl, org.pl, pr, pro, jur.pro, law.pro, med.pro, pt, com.pt, re, ro, com.ro, nom.ro, www.ro, ru, sc, se, sg, com.sg, sh, si, sk, st, tc, co.th, in.th, tk, tl, tm to, com.tr, travel, tv, tw, com.tw, org.tw, ua, com.ua, co.uk, ltd.uk, me.uk, net.uk, org.uk, plc.uk, us, vc, com.vc, net.vc, org.vc, ve, vg, ws.

Form section details:

Domain Name

Enter the domain names for the Whois query in the field ***Check Availability for.***



Or:

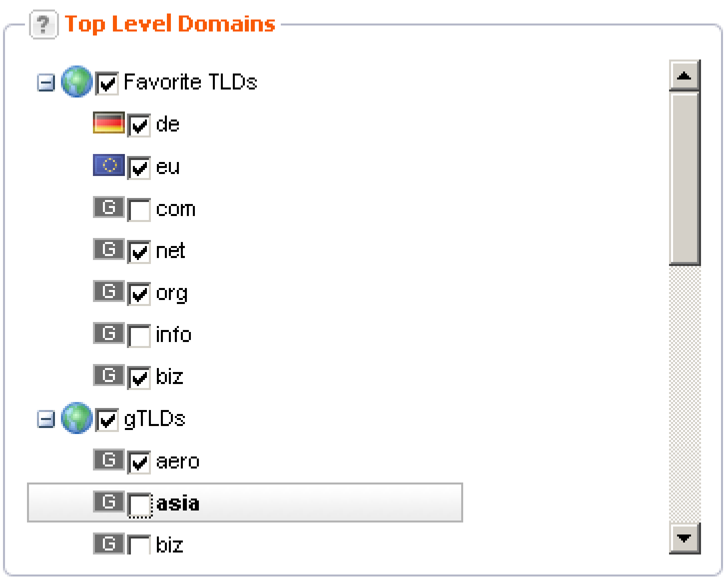
1. Click the icon to load an existing domain list.
2. Enter complete domain names and select the ***These Domains only*** if you want to check exactly the entered domains only. The TLD list below will be deactivated.
3. Select ***Check without Hyphen too*** if you want to check domains with and without hyphen.
4. Select ***Check converted Special Characters too*** if you want to check domains with special characters (ö, ä, ü, ß) and the converted version (oe, ae, üe, ss).

Top Level Domains

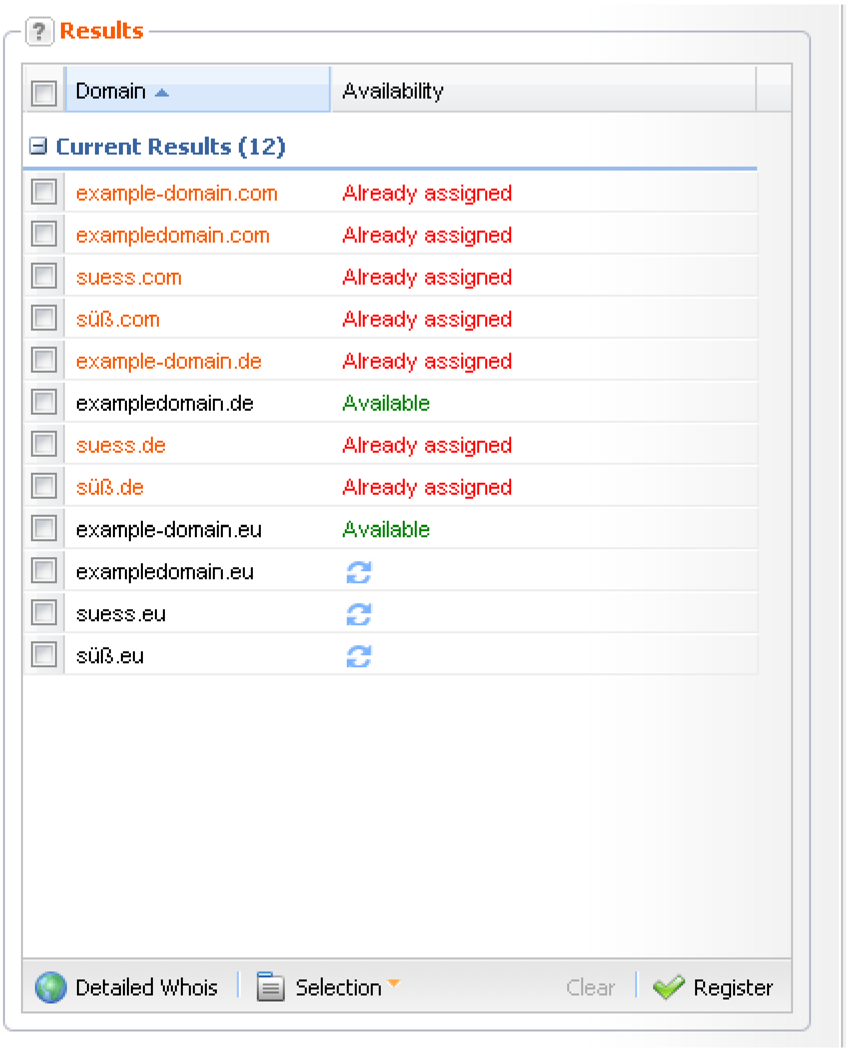
Select the desired TLDs here. Sub TLDs have to be selected explicitly. Choose ***Select all*** at the top of the sub TLD list to select all sub TLDs.

NOTE

In the ***User Profile*** you can specify ***Favorite TLDs*** individually. Click ***User Configuration*** in the menu and afterwards switch to the ***User Interface*** area. Specify your favorites in the ***Favorite Top Level Domain*** section.



Results



The results of your Whois query are displayed in the ***Results*** list. You can save selected domains as a list or switch to the domain registration form and register the desired domains immediately.

Save Domain Lists

- To save a list of all free domains, click the drop-down ***Selection*** list and then choose ***Select all free Domains*** or ***Remove all assigned Domains***. Click ***Save current Selection*** in the same drop-down list. Enter a name for your list in the ***Name*** dialog. Click ***Save***.
- To save a list of all registered domains, click the drop-down ***Selection*** list and choose ***Select all assigned Domains.*** Click ***Save current Selection*** in the same drop-down list. Enter a name for your list in the ***Name*** dialog. Click ***Save***.
- To make your own list, select the checkboxes next to the desired domains and click ***Save current Selection*** in the same drop-down list. Enter a name for your list in the ***Name*** dialog. Click ***Save.*** Alternatively, you can click ***Remove all selected Domains*** and save the remaining domains as a list.

Register Domains

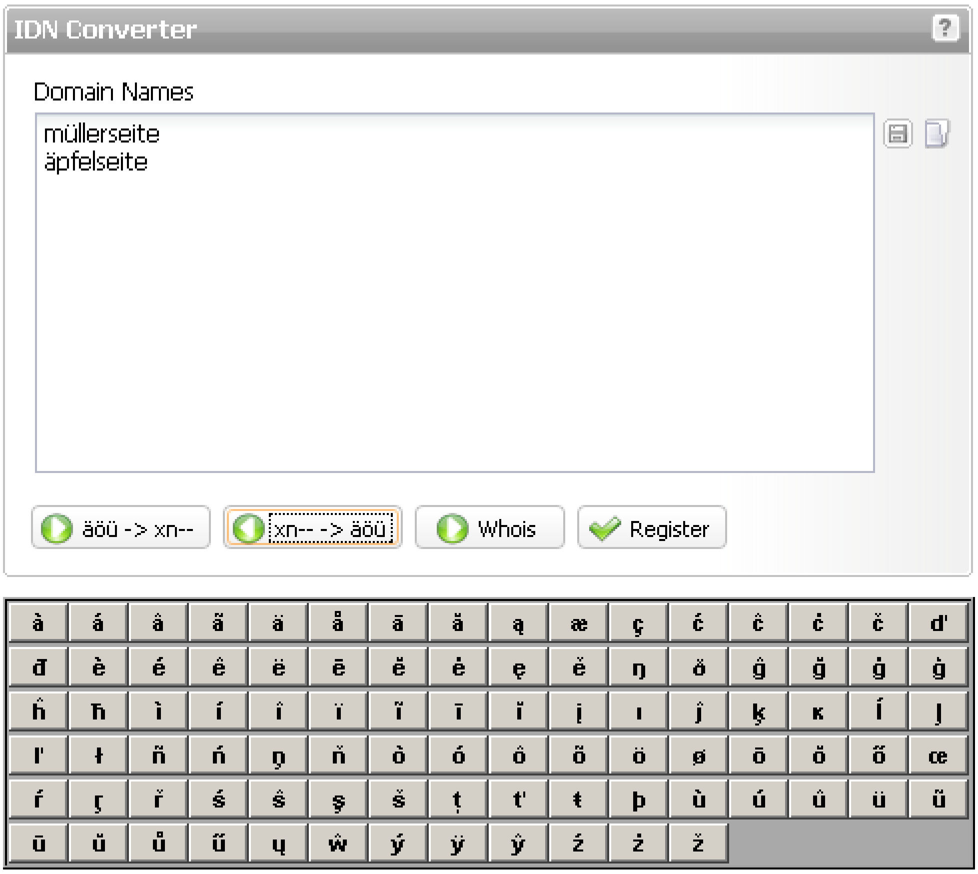
1. Select the checkboxes next to the domains you want to register. To register all free domains, click the drop-down ***Selection*** list and choose ***Select all free Domains***.
2. Click ***Register***. *See: "Registering new Domains" on page 63.*

Start a new Whois Query or edit the current Query

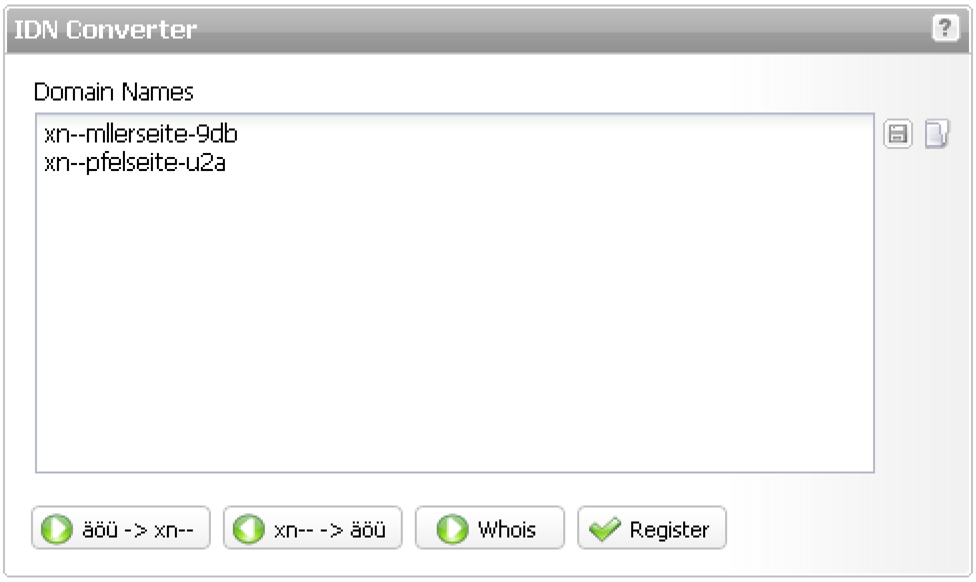
1. Click ***Clear*** in the ***Results*** area.
2. Enter new data or edit existing data.
3. Click ***Perform Whois Query***.

13.5 IDN CONVERTER

The ***IDN Converter*** transforms IDN domain names into the respective UTF-8 domain names and vice versa. The transformed names can be entered directly into the Multi Whois or the ***Register Domain*** form.



1. Enter the UTF-8 or IDN domain names you want to convert into the entry field.
   Or click to load an existing domain name list.
   Use the displayed keyboard to enter special characters.
2. Click the ***äöu -> xn--*** button to convert UTF-8 domain names into IDN domain names.
   Click the ***xn-- -> äöü*** button to convert IDN domain names into UTF-8 domain names.



3. Click the icon to save the results as a list. Click ***Whois*** to switch to the ***Multi Whois*** tool.
4. Click ***Register*** to switch to the ***Register Domains*** form.

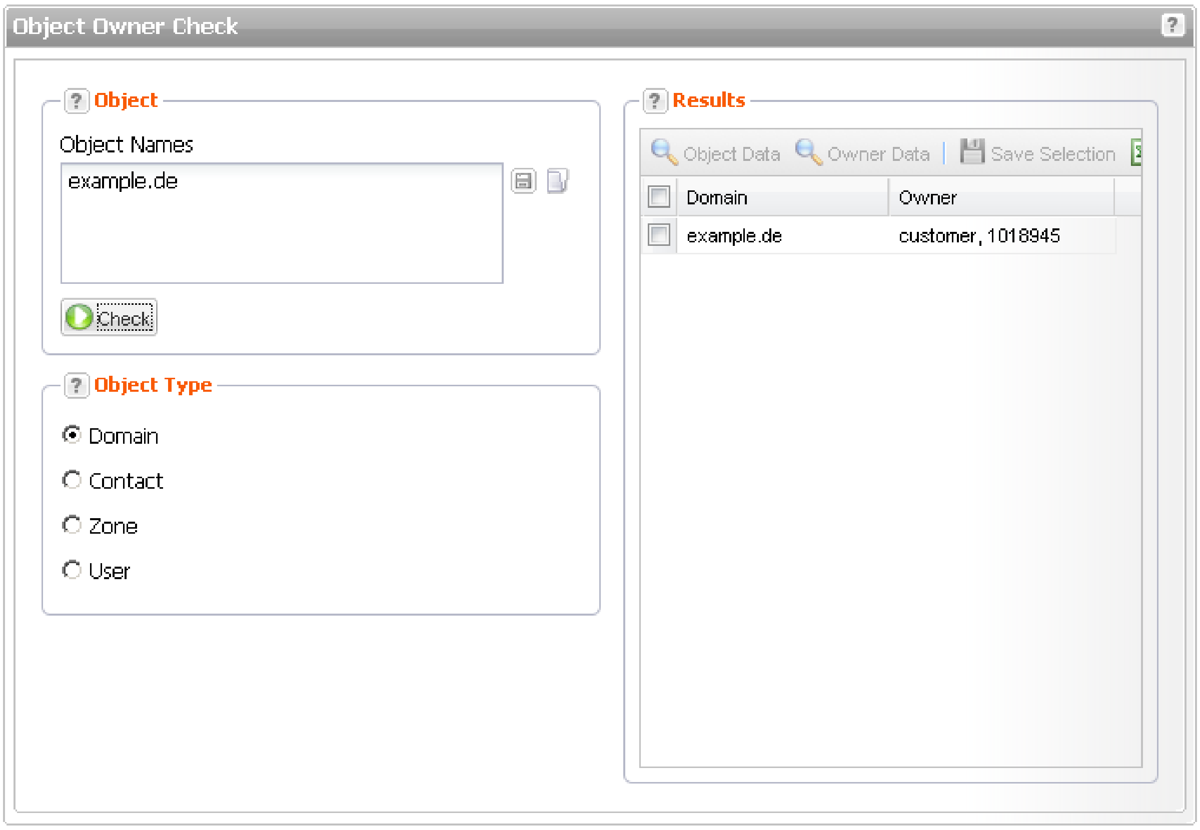
13.6 OBJECT OWNER CHECK

The ***Object Owner Check*** finds and displays the owner of the object types domain, contact, zone, user and redirect (optional.).

What to do?

1. Enter the object names into the ***Object Name(s)*** field.
2. Select the object type in the ***Object Type*** form section.
3. Click ***Check.***

   The owner of the object is displayed in the ***Results*** form section.

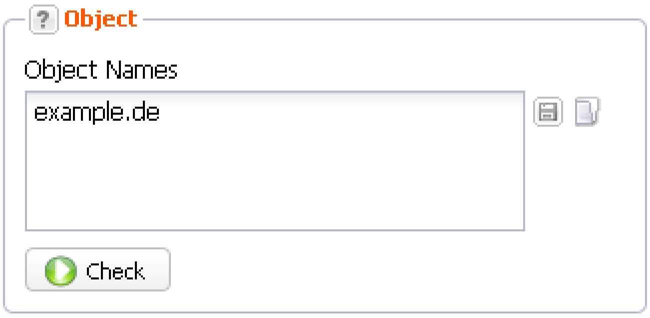


The following actions can be carried out here. First of all, mark the checkbox of the desired object to select it.

- To export as .CSV file: Click the ***Export*** button and enter a name for the file in the dialog.
- To get details of the object: Select the object and click the ***Object Data*** button.
- To get details of the owner: Select the object and click the ***Owner Data*** button.
- To save the selected objects as a list: Click the ***Save Selection*** button and enter a name for the list in the dialog.

Object

Enter the names of the objects for which you want find and display the users or click the icon to load an existing object list.

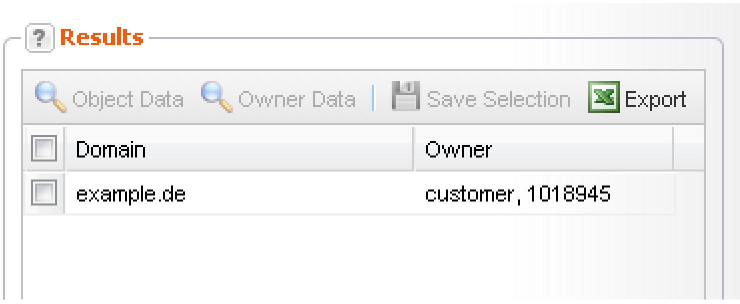


Object Type

Select the object type for the objects you have entered in the ***Object Names*** field.

Results

The results of the check will be displayed here. The object owner is shown in the column on the right.

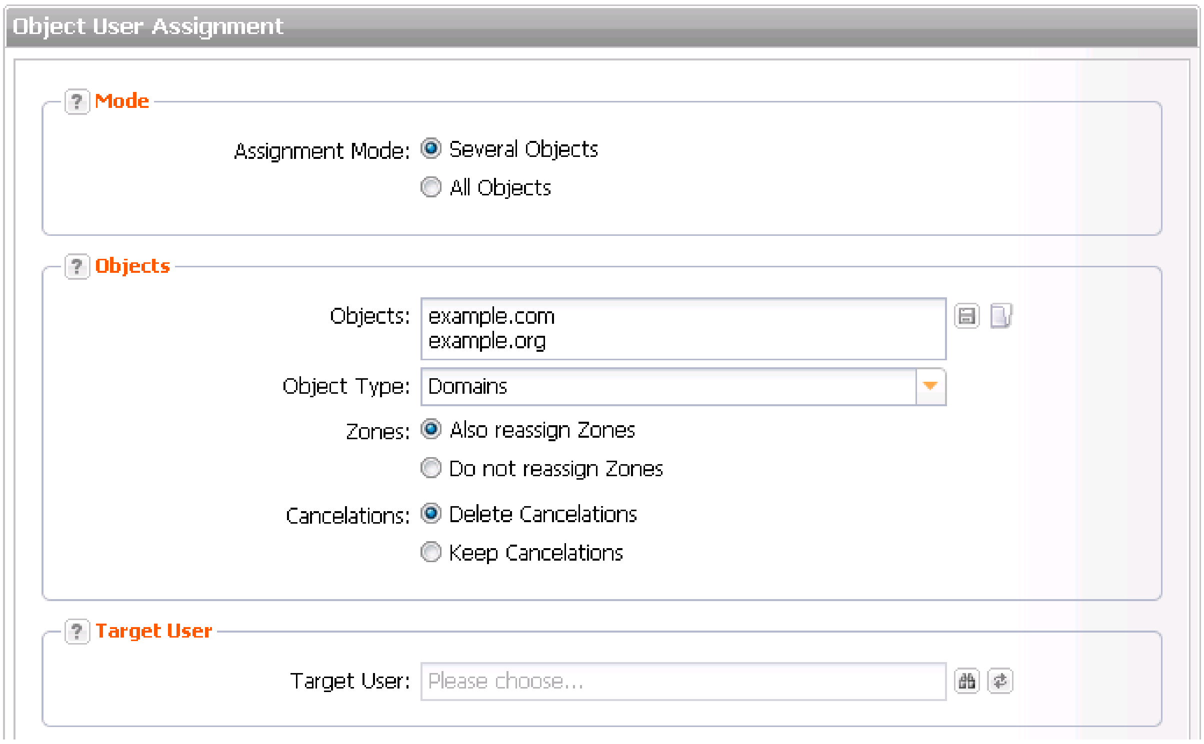


- View object data: Click the corresponding checkbox to select the desired object. Click ***Object Data*** to see the details.
- View owner data: Click the corresponding checkbox to select the desired object. Click ***Owner Data*** to see the details.
- Save selection as object list: Click the corresponding checkbox to select the desired object. Click ***Save Selection*** and enter a list name in the ***Name*** window which is displayed.
- Save selection as .CSV file: Click the corresponding checkbox to select the desired object. Click ***Save File*** and enter a list name in the ***Name*** window which is displayed.

13.7 OBJECT USER ASSIGNMENT

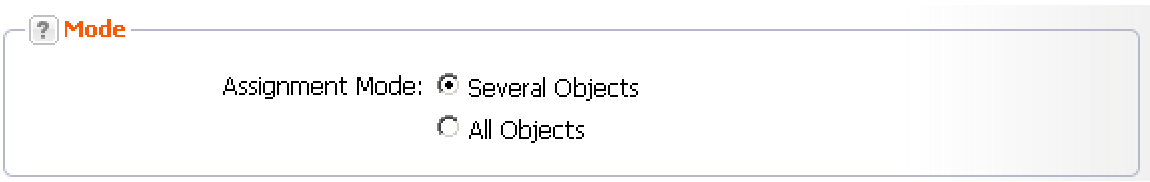
You can assign several or all objects (domains, zones, domain contacts) from the current user to another user in your account.

1. Click ***User Object Assignment*** in the menu group ***Tools.***



Form section details:

Mode



Select whether you want to assign several or all objects to another user here.

Assignment Mode	Select the option ***Several Objects*** to assign one or more objects to another user. Select ***All objects*** if you want to assign all objects from one user to another. Existing cancelations will be assigned to the new user too.

Objects

Objects	Enter the objects to be assigned here or click the icon to select an object list. **NOTE** If a zone is recorded on several nameservers, you can add the nameserver to the zone object, in order to identify the zones clearly. Use ";" to separate zone and nameserver. E.g.: example.com;ns1.example.com example.com;ns2.example.com
Object Type	You can select the object type of the objects you want to assign here. The following types are available: ▪ Domains ▪ Zones ▪ Domain Contacts
Zones	You can also decide whether or not to assign the zones to the new user here.
Cancelations	You can cancel domain cancelations or retain them and assign them to the selected user here.

Target User

Entry details:

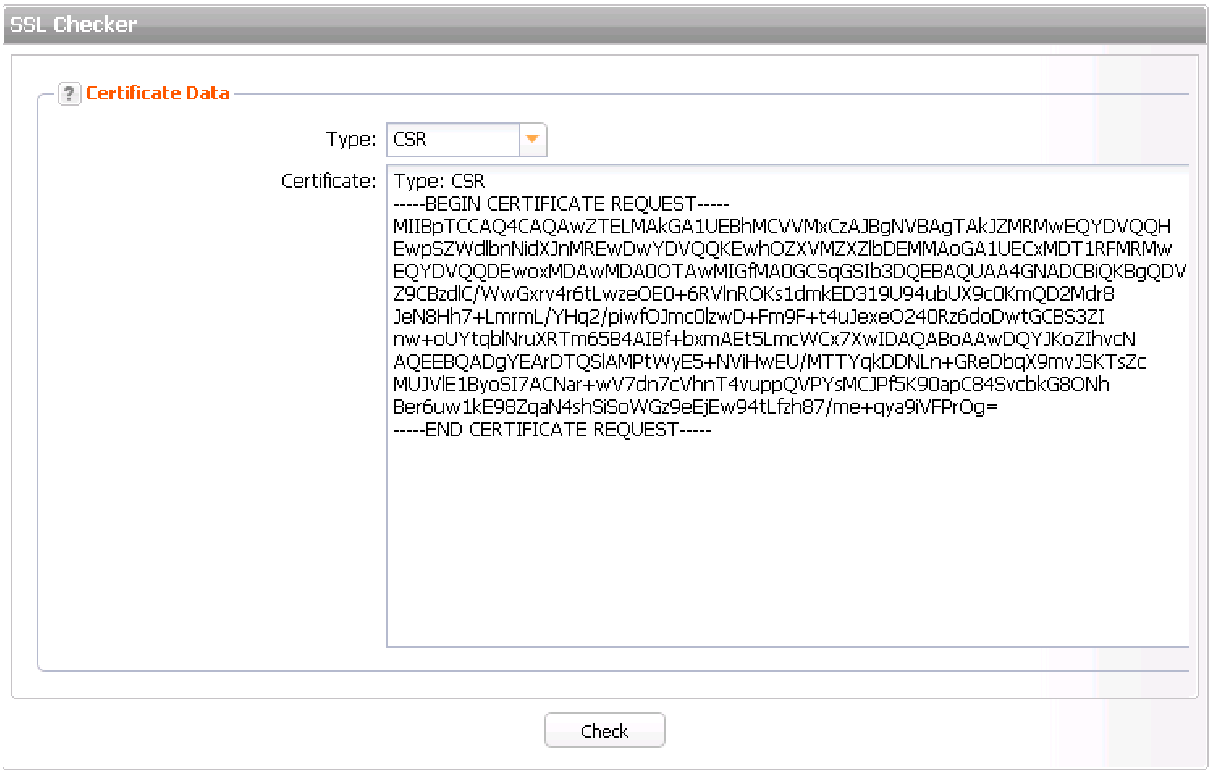
Target User	Select which user to assign the objects to. Click the ***Select User*** icon to search for the user in the database. You also can use the search function embedded in ***Search User*** toolbar. Click the ***Set current User*** icon to specify the logged in user as target.

13.8 SSL CHECKER

You can check the validity of SSL certificates with this tool.

1. Click ***SSL Checker*** in the menu group ***Tools.***

   The ***SSL Checker*** form opens.



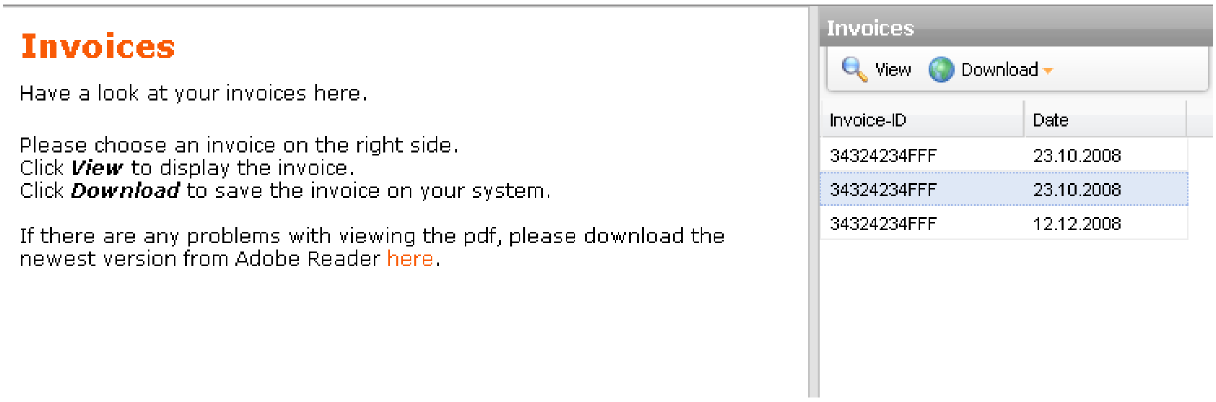
2. Select the certificate type in the ***Type*** item list.
3. Click ***Check*** to run the check.

14 Invoices, Price Lists and Marketing-Kits

14.1 INVOICES

1. Click ***Invoices*** in the menu group ***Customer Center.***

   The area ***Invoices*** is displayed. You can see the invoice list in the information area on the right. The invoice IDs and dates are displayed here.



2. Select the invoice you want to see or download.
3. Click ***View*** to open the invoice in the main area.
4. Click ***Download*** to save the invoice on your computer.

NOTE
Adobe Reader has to be installed in your system to open the invoice. If there are any problems with opening the invoices, please download the newest version of Adobe Reader.

14.2 PRICE LISTS

Downloading an XML Price List

1. Click ***Price List XML*** in the menu group ***Customer Center.***

   A dialog opens.
2. Select, if you want to save or to open the file. It will be opened with the application which is assigned to the XML file format.

Downloading an XLS Price List

1. Click ***Price List XLS*** in the menu group ***Customer Center.***

   A dialog opens.
2. Select, if you want to save or to open the file. It will be opened with the application which is assigned to the XLS file format in your system.

Downloading the PDF Price List

1. Click ***Price List PDF*** in the menu group ***Customer Center.***

   A dialog opens.

2. Select, if you want to save or to open the file. It will be opened with the application which is assigned to the PDF file format in your system.

14.3 MARKETING KITS

In the area ***Marketing Kits*** can download white papers and marketing kits for the TLDs here.

The following details are displayed in the overview:

- TLD: the TLDs, sorted and grouped alphabetically
- TLD Marketing Kits: name of the kit
- Filetype: data type of the material
- Language: language of the kit
- Link: Download link

TLD Marketing Material

TLD	TLD Marketing Kits	Filetype	Language	Link
⊞ M... (4)				
⊞ N... (1)				
⊞ P... (2)				
⊞ R... (6)				
⊟ S... (4)				
.saarland	saarland-Marketing-Kit.	zip		Download
.singles	singles-Marketing-Kit.	zip		Download
.social	social-Marketing-Kit.	zip		Download
.software	software-Marketing-Kit.	zip		Download
⊞ T... (3)				
⊞ U... (1)				
⊞ V... (4)				
⊞ W... (1)				
⊞ X... (1)				
⊟ Whitepapers (2)				
General	Boost your business with targeted new gTLD strategies	pdf	DE	Download
General	Boost your business with targeted new gTLD strategies	pdf	US	Download

15 Addendum

15.1 CHANGE LOG

Version	Date	Chapter/Topic	Changes
8.0	10/2015	Zone Management	Cghapter DNS Service-Wizard updated
		Domains	New chapter concerning key rollover
		NodeSecure column added	NodeSecure column added
		Domain management	NodeSecure column added
		Domain transfer	Note concerning DNSSECsigned domains
		Copy contact	Note added concerning Whois Privacy Service
7.0	02/2015	Zone Edit/ Extended	New function "SPF Entries Creator"
		Zone Edit/Additional Nameserver Entries	Entry SPF in the resource record list deleted, because the are created as TXT entries now.
		Zone Management	New chapter "DNS Service-Wizard"
		Object User Assignment	Nameserver entry example corrected
		User Profile	Settings for newsletter added
		User Management	New Function "Copy User"
		Customer Center	New chapter "Marketing Kits"
		Domain edit	New button "Send AuthInfo to OwnerC"
		Domains	New chapter "Domain Monitoring"
6.0	08/2014	Domains	New chapter about Premium Domains
		Preregistrations, new gTLDs overview	Column "Registration Type" added.
		Domain restore management	Action "restore not expired " added.
		Domain Contacts	Help for .ca extensions updated
		Preregistrations	Changes of the use interface in the area "Preregistration" updated
		Domain Cancelation	Small changes in the hint concerning transit
		Cancelation Management	Order of buttons in the toolbar has changed
5.0	02/2014	Domain Management	New Sub-Chapter Trademark Claims Notice
		Domain Management	Changes in the sub-chapter "Preregistration"
		Domain Contacts	New sub-chapter "Domain Contact Verification"
		User Profile	New tab for domain contact verification, Whois data reminder, Trademark Claims Notice and Trademark Claims Service
4.1	06/2013	Chapters Domain Management, Cancelation Management, Domain	The sub-chapter "Overview" has been deleted, because the chapter before includes the similar information.

Version	Date	Chapter/Topic	Changes
		Contacts, Zones, Redirects, Backup MX, Administration	
		Domain Management/TMCH	New chapter concerning Trademark Clearinghouse/ TMCH
4.0	03/2013	Domain Contacts	Extensions .pt
		Domain Parking	ParkingCrew forms added
3.4	12/2011	Domain Backordering	New chapter
		MailProxy	Forms have changed
		Zones	Zone Update Wizard changed
		Domains	Note for owner change added
		Customer center	Glossary changed
		Domain contacts	Extensions for .XXX, .CA, .JP
		Addendum	Change log added
		Getting help	New ***Manual*** button in the menu header added

15.2 USER STATUS

When creating a new user, you also set up his status. The status consists of two parts: the status (Master, Admin, Normal) and a “substatus” (+, *, normal, clone). With the status you determine whether a user is allowed to create subusers and also the number of subuser levels he is allowed to create.

The “clone” substatus is an exception: A user with the “clone” substatus is not allowed to have own objects. He always works with the objects of his parent. If a “clone” user creates new objects, his parent is the owner.
The table shows which kinds of subusers are allowed for the different user status.

	Master +	**Master ***	**Master normal**	**Master clone**
Master	(= super-user) Master* Master Master (clone) Admin+ Admin* Admin Normal + Normal* Normal	Master (clone) Admin+ Admin* Admin Normal + Normal* Normal	Admin+ Admin* Admin Normal + Normal* Normal	*The clone has the same privileges on the objects as the parent.*

	Admin +	**Admin ***	**Admin normal**	Admin clone
Admin	Admin* Admin Admin (clone) Normal +	Admin (clone) Normal +	Normal +	*The clone has the same privileges on*

	Normal* Normal	Normal* Normal	Normal* Normal	*the objects as the parent.*

	Normal +	**Normal ***	**Normal normal**	**Normal clone**
Normal	Normal* Normal Normal (clone)	Normal (clone)	*No privilege to create a new user.*	*The clone has the same privileges on the objects as the parent.*

15.3 ISO 3166 COUNTRY CODES

AD (Andorra)
AE (United Arab Emirates)
AF (Afghanistan)
AG (Antigua and Barbuda)
AI (Anguilla)
AL (Albania)
AM (Armenia)
AN (Netherlands Antilles)
AO (Angola)
AQ (Antarctica)
AR (Argentina)
AS (American Samoa)
AT (Austria)
AU (Australia)
AW (Aruba)
AX (Åland Islands)
AZ (Azerbaijan)
BA (Bosnia and Herzegovina)
BB (Barbados)
BD (Bangladesh)
BE (Belgium)
BF (Burkina Faso)
BG (Bulgaria)
BH (Bahrain)
BI (Burundi)
BJ (Benin)
BL (Saint Barthélemy)
BM (Bermuda)
BN (Brunei Darussalam)
BO (Bolivia)
BR (Brazil)
BS (Bahamas)
BT (Bhutan)
BV (Bouvet Island)
BW (Botswana)
BY (Belarus)
BZ (Belize)
CA (Canada)
CC (Cocos Islands)
CD (Congo, the Democratic Republic of the)
CF (Central African Republic)
CG (Congo)
KY (Cayman Islands)
KZ (Kazakhstan)
LA (Lao People's Democratic Republic)
LB (Lebanon)
LC (Saint Lucia)
LI (Liechtenstein)
LK (Sri Lanka)
LR (Liberia)
LS (Lesotho)
LT (Lithuania)
LU (Luxembourg)
LV (Latvia)
LY (Libyan Arab Jamahiriya)
MA (Morocco)
MC (Monaco)
MD (Moldova, Republic of)
ME (Montenegro)
MF (Saint Martin (French part))
MG (Madagascar)
MH (Marshall Islands)
MK (Macedonia, the former Yugoslav Republic of)
ML (Mali)
MM (Myanmar)
MN (Mongolia)
MO (Macao)
MP (Northern Mariana Islands)
MQ (Martinique)
MR (Mauritania)
MS (Montserrat)
MT (Malta)
MU (Mauritius)
MV (Maldives)
MW (Malawi)
MX (Mexico)
MY (Malaysia)
MZ (Mozambique)
NA (Namibia)
NC (New Caledonia)
NE (Niger)
NF (Norfolk Island)
NG (Nigeria)
NI (Nicaragua)

CH (Switzerland)
CI (Côte d'Ivoire)
CK (Cook Islands)
CL (Chile)
CM (Cameroon)
CN (China)
CO (Colombia)
CR (Costa Rica)
CU (Cuba)
CV (Cape Verde)
CX (Christmas Island)
CY (Cyprus)
CZ (Czech Republic)
DE (Germany)
DJ (Djibouti)
DK (Denmark)
DM (Dominica)
DO (Dominican Republic)
DZ (Algeria)
EC (Ecuador)
EE (Estonia)
EG (Egypt)
EH (Western Sahara)
ER (Eritrea)
ES (Spain)
ET (Ethiopia)
FI (Finland)
FJ (Fiji)
FK (Falkland Islands)
FM (Micronesia, Federated States of)
FO (Faroe Islands)
FR (France)
GA (Gabon)
GB (United Kingdom)
UK (also exceptionally reserved on request of the United Kingdom)
GD (Grenada)
GE (Georgia)
GF (French Guiana)
GG (Guernsey)
GH (Ghana)
GI (Gibraltar)
GL (Greenland)
GM (Gambia)
GN (Guinea)
GP (Guadeloupe)
GQ (Equatorial Guinea)
GR (Greece)
GS (South Georgia and the South Sandwich Islands)
GT (Guatemala)
GU (Guam)
GW (Guinea-Bissau)
GY (Guyana)
HK (HongKong)
HM (Heard Island and McDonald Islands)
HN (Honduras)
HR (Croatia)
HT (Haiti)
NL (Netherlands)
NO (Norway)
NP (Nepal)
NR (Nauru)
NU (Niue)
NZ (New Zealand)
OM (Oman)
PA (Panama)
PE (Peru)
PF (French Polynesia)
PG (Papua New Guinea)
PH (Philippines)
PK (Pakistan)
PL (Poland)
PM (Saint Pierre and Miquelon)
PN (Pitcairn)
PR (Puerto Rico)
PS (Palestinian Territory, Occupied)
PT (Portugal)
PW (Palau)
PY (Paraguay)
QA (Qatar)
RE (Réunion)
RO (Romania)
RS (Serbia)
RU (Russian Federation)
RW (Rwanda)
SA (Saudi Arabia)
SB (Solomon Islands)
SC (Seychelles)
SD (Sudan)
SE (Sweden)
SG (Singapore)
SH (Saint Helena)
SI (Slovenia)
SJ (Svalbard and Jan Mayen)
SK (Slovakia)
SL (Sierra Leone)
SM (San Marino)
SN (Senegal)
SO (Somalia)
SR (Suriname)
ST (Sao Tome and Principe)
SV (El Salvador)
SY (Syrian Arab Republic)
SZ (Swaziland)
TC (Turks and Caicos Islands)
TD (Chad)
TF (French Southern Territories)
TG (Togo)
TH (Thailand)
TJ (Tajikistan)
TK (Tokelau)
TL (Timor-Leste)
TM (Turkmenistan)
TN (Tunisia)
TO (Tonga)
TR (Turkey)

HU (Hungary)
ID (Indonesia)
IE (Ireland)
IL (Israel)
IM (Isle of Man)
IN (India)
IO (British Indian Ocean Territory)
IQ (Iraq)
IR (Iran, Islamic Republic of)
IS (Iceland)
IT (Italy)
JE (Jersey)
JM (Jamaica)
JO (Jordan)
JP (Japan)
KE (Kenya)
KG (Kyrgyzstan)
KH (Cambodia)
KI (Kiribati)
KM (Comoros)
KN (Saint Kitts and Nevis)
KP (Korea, Democratic People's Republic of)
KR (Korea, Republic of)
KW (Kuwait)
TT (Trinidad and Tobago)
TV (Tuvalu)
TW (Taiwan, Province of China)
TZ (Tanzania, United Republic of)
UA (Ukraine)
UG (Uganda)
UM (United States Minor Outlying Islands)
US (United States)
UY (Uruguay)
UZ (Uzbekistan)
VA (Holy See)
VC (Saint Vincent and the Grenadines)
VE (Venezuela)
VG (Virgin Islands, British)
VI (Virgin Islands, U.S.)
VN (VietNam)
VU (Vanuatu)
WF (Wallis and Futuna)
WS (Samoa)
YE (Yemen)
YT (Mayotte)
ZA (South Africa)
ZM (Zambia)
ZW (Zimbabwe)

15.4 THE MAIN RR TYPES

A	IPv4 address of the host
AAAA	IPv6 address of the host
CName	Canonic name for the host (the domain with this RR is an alias)
HINFO	Host information (Type of processor and operating system)
MX	Mail Exchange – the mail server for the domain
NAPTR	(Naming Authority Pointer) extension of the A resource records
NS	Host name of the authoritative nameserver
PTR	Domain Name Pointer (for Reserve mapping to assign Names to IP addresses)
RP	Responsible Person
SPF	= Sender Policy Framework
SRV	Service
TXT	Free text