

Dear all

January 2023

First of all, we hope you all enjoyed the holidays, and had a happy new year. This is the first newsletter of 2023, and we have lots to share.

Remember that, going forward, the newsletters from us will be on a monthly basis.

The following topics are covered in this newsletter:

- Communication on price increase
- Incentive payout
- MitID
- Portfolio overview
- EPP performance update
- New EPP poll messages
- Known Issues
- Feature requests
- Operational status
- NIS2 webinar 2nd of February

Communication on price increase

We have decided not to send out emails to the registrar managed registrants regarding the price increase. This is based on feedback from you registrars which has affected a principal decision from our Board. Our CEO Jakob Truelsen elaborates on this in a separate email.

We thank you all very much for your feedback.

We will therefore only inform the registrant managed registrants about the price increase. This information will be sent out on Monday 30 January 2023. Attached you find the Danish and English version of the email we will send. Please note, that when we send out such a large volume of emails it takes up to 10 days. That means that the registrants will receive this information within this time span.

Please note, that fees for sending invoices are waived (Betalingsservice, e-Boks and e-invoice).

[See the complete list of new prices per 1 April 2023 here.](#)

Incentive payout

The incentives for the period from July 2022 to December 2022 have been paid out.

If you have an incentive agreement with us, you received a separate e-mail last week including information about your incentives covered in the new incentive report.

Incentive agreements:

- DNSSEC signed domains: To increase the signing of domain names with DNSSEC and thereby create a more secure use of the Internet we offer 2 DKK per DNSSEC signed domain per year.

- Registrar managed domains: To maintain and increase the number of registered .dk domain names and thereby maintain .dk's current market share we offer 2 DKK per domain per year.

All registrars are offered to enter into an incentive agreement with DK Hostmaster.

Read more about the incentive agreement [her](#).

MitID

We are currently finalizing development and testing in order to launch MitID support for Danish users by end January 2023. Due to external vendor delays, we will initially only support MitID for Danish private users.

We expect to be able to offer MitID for companies and organizations mid Q2 2023.

MitID integration will support both 2-factor login as well as ID control towards the Danish Civil Persons Registry (CPR).

Users having previously completed ID control using NemID will have the option to link all their existing user ids to MitID in one bulk operation once login with MitID is completed.

NemID will remain as secondary option in our self-service platform until the public NemID service is closed, which is currently expected to happen during Q3 2023.

Portfolio overview

"Registrar managed (Registrar billing)" has been added to the Portal overview in the registrar portal, under PORTFOLIO.

Please note that the data is delayed by one day.

EPP performance update

During December 2022 an extensive performance analysis was performed across our EPP service, to pinpoint the root cause for the degraded response time reported by registrars. The following thresholds were used:

- 1) no more than 1:1000 of any commands should take more than 5 seconds to complete.
- 2) no more than 1:100 commands should take more than 1 second to complete.

Applying the thresholds across all EPP requests processed during the 2nd week of December 2022 gave:

Command	Number of requests	Average response time in seconds	Maximum response time in seconds	Minimum response time in seconds	Number of requests with response time >= 5 seconds	Number of requests with response time >= 1 seconds	Number of requests with response time < 1 seconds
check_contact	1580	0,310	5,982	0,032	1	70	1509
check_domain	614674	0,155	30,954	0,002	244	1319	613111
check_host	4375	0,175	6,080	0,031	5	2	4368
create_contact	3606	0,485	6,206	0,056	4	24	3578
create_domain	3766	2,395	60,707	0,052	44	3682	40
create_host	52	0,356	1,052	0,063	0	1	51
delete_domain	5	0,884	2,275	0,112	0	2	3
greeting	1108180	0,089	171,108	0,002	321	195	1107664
hello	164856	0,113	6,008	0,003	64	40	164752
info_balance	397	11,762	61,871	0,059	199	181	17
info_contact	188880	3,570	11,577	0,033	109172	555	79153
info_domain	3291978	0,190	45,694	0,004	799	1566	3289613
info_host	438	0,170	5,886	0,033	1	0	437
login	545989	0,130	6,399	0,003	283	197	545509
logout	393423	0,133	6,281	0,005	205	128	393090
poll	314090	0,181	6,295	0,003	164	141	313785
renew	2033	2,612	61,330	0,081	23	1934	76
transfer_domain	815	1,931	175,639	0,057	19	442	354
update_contact	875	0,829	6,388	0,215	1	48	826
update_domain	206064	0,928	12,687	0,004	303	51619	154142
withdraw	4	1,011	1,273	0,748	0	2	2

With most commands going over the maximum threshold allowed. The main culprit appeared to be the info_contact command, which apart from showing a highly degraded performance, was also believed to cause ripple effects across the service, thus slowing down other commands as well.

A major rewrite of this command was deployed to production January 5th after which a new benchmark covering the second week of January 2023 was performed.

Command	Number of requests	Average response time in seconds	Maximum response time in seconds	Minimum response time in seconds	Number of requests with response time >= 5 seconds	Number of requests with response time >= 1 seconds	Number of requests with response time < 1 seconds
check_contact	2194	0,269	2,908	0,029	0	66	2128
check_domain	846604	0,169	4,481	0,026	0	1424	845180
check_host	10743	0,173	3,348	0,030	0	4	10739
create_contact	3352	0,459	3,309	0,039	0	36	3316
create_domain	3549	2,281	16,297	0,036	30	3280	239
create_host	73	0,276	0,722	0,033	0	0	73
delete_domain	3	0,077	0,096	0,043	0	0	3
greeting	1303481	0,087	5,061	0,019	4	203	1303274
hello	172009	0,114	2,946	0,019	0	16	171993
info_balance	407	5,858	24,015	0,280	174	224	9
info_contact	330526	0,358	3,274	0,030	0	664	329862
info_domain	3217115	0,186	7,261	0,024	9	1097	3216009
info_host	3137	0,157	0,747	0,031	0	0	3137
login	727890	0,132	5,784	0,023	1	167	727722
logout	615793	0,132	11,690	0,021	6	146	615641
poll	329505	0,185	8,570	0,022	4	125	329376
renew	5236	1,308	18,464	0,038	26	2521	2689
transfer_domain	2772	0,652	171,049	0,036	14	381	2377
update_contact	188	0,639	1,497	0,032	0	16	172
update_domain	70133	0,973	49,763	0,029	87	20149	49897
withdraw	20	1,221	2,343	0,653	0	14	6

We now see a significant improvement in performance overall. Work continues to further improve performance of the commands still above the before mentioned thresholds, primarily focusing on info_balance and transfer_domain.

New EPP poll messages

As part of the continued effort to expand poll message support in our EPP service, we have this week added support of the following scenarios:

- Poll message when registrar handled domains are deleted
- Poll message when registrar is removed as payer on domain

Known Issues

Below is a list of the known issues we are currently working on, their progress and the ones we have fixed.

Issue	Description	Status
1981	Invoice specifications not accessible in registrar portal	Fixed in RP-3.9.0
1954	Possible to transfer domain name to yourself	Fixed in EPP-4.6.0
2038	Missing receipt to former NSA on completed domain redelegation	Fixed in EPP-4.6.0
2043	Allow NSA to modify DNSSEC on registrar handled domains	Fixed in EPP-4.6.0
2066	EPP field domain:paDate incorrectly formatted	Fixed in EPP-4.6.0
2071	EPP host:create triggers request to linked NSA on non .dk nameservers	Fixed in EPP-4.6.0
2108	EPP client transaction id mismatch	Fixed in EPP-4.6.0
2109	Empty XML document when receiving data	Fixed in EPP-4.6.0
1956	Enable registrar alerts on prepaid balance	Fixed in RP-3.10.0
2150	Error updating email on register locked contact via EPP when street2 is set	Fixed in EPP-4.6.1
2171	Error when attempting REDEL on non-registrar handled domains	Fixed in EPP-4.6.1
2085	Domain name missing from ID control email reminder	Fixed in SB-5.12.0
2142	Allow transfer to registrar handling without triggering ID control	Fixed in EPP-4.7.0
2147	Error when attempting renew via registrar portal	Fixed in RP-3.11.0
2217	External redelegation with unlinked user id not possible in EPP	Fixed in EPP-4.8.1
2236	Degraded performance of info:contact	Fixed in EPP-4.8.1
1951	Invalid response code 1000 on failed commands	Open
2086	Occasional timeout on domain:transfer	Open
2193	Missing receipt when completing payments to prepaid account	Open
2280	Poll message on change nameservers occasionally missing host names	Open

Open issues also found here: <https://www.dk-hostmaster.dk/en/known-issues>

Feature requests

A list of feature requests we are currently evaluating or planning.

Issue	Description	Status	Closed Date
2096	Display registrar on reserved domains in WHOIS	Fixed in WHOISD-5.10.0	08-11-2022
2084	EPP poll message when updating or deleting registrar handled contacts	Fixed in EPP-4.8.0	14-12-2022
2116	Include contact request content in response email	Closed	14-12-2022
2093	Incentive Statement with monthly settlement in the registrar portal	Fixed in RP-3.12.0	12-01-2023
2021	Add extension dkhm:VID to display domain VID status via EPP	Open	
2022	Add extension dkhm:idControlStatus to display client ID control status via EPP	Open	
2082	EPP poll message when domain status changes	Open	
2083	Add paid until date to domain:info	Open	
2092	Transaction log in registrar portal	Open	
2094	Add name server linked domains to Portfolio Overview in the registrar portal	Open	
2095	Potential overview in the registrar portal	Open	
2149	Change DNSSEC status display in WHOIS	Open	

Feature requests also found here: <https://www.dk-hostmaster.dk/en/feature-requests>

Operational status

On <https://status.dk-hostmaster.dk> you can get an overview of DK Hostmasters operational status and services.

- Planned releases are announced via our operational status as well.
- New features will be announced no less than 3 weeks prior to release, whereas system changes with no backwards compatibility will be announced no less than 3 months prior to release.
- Bug fix releases and security updates can be released on a day-to-day basis, based on severity.

To subscribe to notifications and for more information: <https://www.dk-hostmaster.dk/en/operational-status>

We continuously work on new products and solutions, so we are always curious about your ideas and experiences as a registrar, so feel free to get back to us with any questions or comments.

NIS2 webinar 2nd of February

As announced in an e-mail last week, DK Hostmaster will host a webinar about the NIS2 Directive, where PwC and the Danish Business Authority will introduce NIS2, inclusive the new WHOIS-obligation.

This is set up to facilitate the discussions and cooperation between the registrars and DK Hostmaster.

As the new WHOIS-obligation may change the way of cooperation between registrars and DK Hostmaster in relation to data and ID control, we hope you will participate.

If you haven't signed up yet, you can register by replying to this email, with the following information:

Name of participant/s, organization and email address/es.

Best regards
The DK Hostmaster Team

Guides:

Prepaid Alert Guide. How and What to do?

https://www.dk-hostmaster.dk/sites/default/files/prepaid_alert_guide_-_registrar_portal_dec2022.pdf

Previous newsletters from DK Hostmaster you can find here:

<https://www.dk-hostmaster.dk/da/forhandlernyhedsbreve>



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