

NEWSLETTER, WEEK 41

Dear Registrars

We are delighted to send you this first bi-weekly registrar newsletter, we hope you enjoy reading it.

The topics has been chosen from your inputs of interests as well as information you need to know as a registrar. Your input to topics is always in our interest, and we will keep hosting relevant webinars and written statuses.

This newsletter covers:

- Suspension due to outstanding payment
- Invoicing and prepaid
- Prepaid balance notifications
- Known Issues
- Feature requests
- Planned release
- Operational status notifications

Suspension due to outstanding payment

We have now reached 50% of the backlog.

Due to autumn holidays in Denmark, we have decided NOT to suspend domains throughout week 42 where many registrants will be on vacation with limited access to e-mail etc., and also to give your customer service a short respite.

DK Hostmaster continues processing the large backlog of suspension of unpaid invoices. We have processed approximately 53.000 out of 128.000 in total.

Over the past two weeks we have processed them at a stable rate of 20.000 each week, Mondays through Thursdays.

We expect to maintain this constant rate for the coming weeks, except for week 42.

If we maintain this rate, we will catch up and have everything processed by mid-November.

Of the domains suspended we are currently observing, that approximately 20% of the domains are restored.

Invoicing and prepaid

In accordance with the registrar contract, Version 6.0, May 2021 all registrars must have a prepaid account with DK Hostmaster. All financial transactions with DK Hostmaster will be deducted from the registrar's prepaid account. Therefore, it is imperative, that the account is always in credit.

How to add funds

- You top up your account via your bank or online via the registrar portal.
- Danish registrars can also make a bank transfer using the OCR line (FIK).
- International registrars can make payments to a specific account. You can find information about your account in the registrar portal.
- Please notice that you need to have the role as payer in the registrar portal to add funds.

Guide to add funds

For portal users:

- For registrar portal users: check balance information under "Payment and Invoices"
- Consider options for depositing funds in your registrar account:
 - For registrar portal users: check "Add Funds" under "Payment and Invoices", where it is possible to deposit funds via a credit card.
 - For registrars who wish to pay via bank transfer (FIK): find the DK Hostmaster deposit account number associated with your registrar account under "Payment and Invoices"

For EPP users:

- For EPP users: implement the "info balance" command in your system.
- For EPP users, it is a good idea to make sure that your system can handle error 2104 "Billing Failure", which can occur in conjunction with domain name request/creation.

You can see the balance of your registrar account in both EPP and the registrar portal.

If you are in doubt reach out to registrar@dk-hostmaster.dk and we will help you.

Prepaid balance notifications

We are currently finalizing the development of prepaid balance notifications [known issue #1956] – we will provide more information on this feature in the coming weeks and invite you to a webinar to cover this topic.

How will the notifications work

The idea of the notification on your account is that you will be informed via the email you have chosen in the registrar portal, about your balance to ensure that your account is always in credit.

Example

- Notification at DKK 10.000 or less.
- Notification at DKK 5.000 or less.
- Fixed and not editable notification at DKK 0, - Will soon be placed on all accounts.

Please note

- As a registrar, you cannot make new registrations if there are no funds in the account
- When using a credit card, the payment can be seen on the prepaid account in the portal within 1 hour. For payment by bank transfer, please allow 1-3 business days.
- The “purchased/renewed” domains are deducted the prepaid balance every 24 hours.
- If the account is overdrawn, and is not in credit after 15 days, DK Hostmaster is entitled to terminate the contract with the registrar.

Known Issues

Below is a list of the known issues we are currently working on, and their status.

Issue	Description	Status
1951	Invalid response code 1000 on failed commands	Open
1953	Possible to change contact information on registrar handled domain	Fixed by configuration change
1954	Possible to transfer domain name to yourself	Planned for EPP-4.6.0
1956	Enable registrar alerts on prepaid balance	Open
1981	Invoice specifications not accessible in registrar portal	Fixed in RP-3.9.0
2038	Missing receipt to former NSA on completed domain redelegation	Planned for EPP-4.6.0
2043	Allow NSA to modify DNSSEC on registrar handled domains	Planned for EPP-4.6.0
2066	domain:paDate incorrectly formatted	Planned for EPP-4.6.0
2071	host:create triggers request to linked NSA on non .dk nameservers	Planned for EPP-4.6.0
2085	Domain name missing from ID control email reminder	Planned for SB-5.11.0
2086	Occasional timeout on domain:transfer	Open

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
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
2084	EPP poll message when deleting registrar handled contacts	Open
2092	Transaction log in registrar portal	Open
2093	Incentive Statement with monthly settlement in the 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
2096	Display registrar on reserved domains in WHOIS	Planned for WHOISD-5.1.0

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

Planned release

The following updates are currently planned for production release on November 7th, 2022.

EPP-4.6.0

- Possible to transfer domain name to yourself (known issue #1954)
- Missing receipt to former NSA on completed domain redelegation (known issue #2038)
- Allow NSA to modify DNSSEC on registrar handled domains (known issue #2043)
- domain:paDate incorrectly formatted (known issue #2066)
- host:create triggers request to linked NSA on non .dk nameservers (known issue #2071)

SB-5.11.0

- Support input and validation of EAN number during client creation
- Fix domain name missing from ID control email reminder (known issue #2085)
- Various minor layout and bug fixes

WHOISD-5.1.0

- Add display of registrar on registrar handled domains not yet activated (feature request #2096)
- Remove display of registrant information on domains where registrant ID not yet confirmed

For more information go to: <https://www.dk-hostmaster.dk/en/release-notes>

Operational status notifications

It is possible to subscribe to information about spontaneous incidents (incidents) and scheduled maintenance.

On status.dk-hostmaster you get an overview and can subscribe to get notifications on DK Hostmaster's services and operational status.

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

Feel free to get back with your inputs or let us know if you want a meeting.

Contact Elin Smeby registrar@dk-hostmaster.dk or +45.6170 7708.

Have a lovely day and we hope to hear from you 😊

Best regards

DK Hostmaster Team

