Dear all

The following topics are covered in this newsletter.

- Launch date for new name and website
- EPP-performance update
- Customer service
- Annual registrar survey
- Known Issues
- Feature requests
- Operational status

Launch date for new name and website

From the 26 April DK Hostmaster ´s new name will be Punktum dk. From the same date we will launch a new website.

Please find our marketing material here.

EPP-performance update

After further investigation into our EPP server performance we have detected several big loads of inquiries from various registrars. The consequence of this traffic has unfortunately, in periods, been slowing down server capacity.

The registrars involved have been informed and encouraged to investigate the specific issue, stop the big loads and urged to implement better error handling systems.

We continue to monitor the EPP traffic to make improvements.
For updates see https://status.dk-hostmaster.dk/ and get notifications by choosing "Subscribe for updates".

Customer service

From March 1, we extended the opening hours in customer service.

The new times are:
Monday-Thursday: 09:00-16:00
Friday: 09:00-14:00

Annual registrar survey

After the Easter Holidays we will send out invitations to registrars for our yearly Satisfaction measurements.

We encourage you to give us your input, so we can improve.

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
1951	Invalid response code 1000 on failed commands	Open
2086	Occasional timeout on domain:transfer	Open
2348	Improve error handling for incorrect use of authinfo token	Open
2419	Invalid format of Message-Id	Open
2420	Error updating contact secondary email	Open
2430	Incorrect exDate in resData on domain:transfer	Open
2432	resData missing in poll message on domain deletion	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	
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	
2095	Potential overview in the registrar portal	Fixed in RP-3.14.0	12-01-2023
2149	Change DNSSEC status display in WHOIS	Open	
2263	Enable registrar to define default recipient of poll messages	Open	
2427	Enable registrar to opt-out email receipts	Open	
2428	Lookup proxy role on domain:info	Open	
2429	Lookup renew period on domain:info	Open	
2431	Include detailed information on contact data changed in poll message	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 Hostmaster 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

As of 1 March, we will close the registrar mailing list and the tech list as we do not use them anymore: https://www.dk-hostmaster.dk/en/mailing-lists

All relevant information will be announced on the status page or in this newsletter.

We want your feed back
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.

Best regards

Team DK Hostmaster

Additional information
Marketing material Punktum dk
https://www.dk-hostmaster.dk/en/marketing-material-dk

Guides:
Prepaid Alert Guide on Registrar portal. How and What to do?
https://www.dk-hostmaster.dk/sites/default/files/prepaid_alert_guide_-_registrar_portal_dec2022.pdf

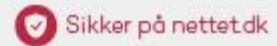*Previous newsletters from DK Hostmaster you can find here:*
https://www.dk-hostmaster.dk/da/forhandlernyhedsbreve

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