Dear registrars

We would like to wish you and your family a lovely summer 😊

But before the summer holidays completely subsides, you can in this newsletter read about:

- Satisfaction survey
- Re-directs
- Enable registrars to define default recipient of poll messages
- New extension to EPP
- EPP performance status
- Correct registrant data
- MitID Erhverv
- Feature requests and known Issues
- Operational status
- Feedback

Satisfaction survey
Thank you for those of you attending with your input to our satisfaction survey. Your inputs are valuable for the improvements we are working on within our systems and products.

You can see the results here (Danish only):
https://stats.punktum.dk/pdf/usersurveys/Brugerundersoegelse-registratorer_2023.pdf

Re-direct from dk-hostmaster.dk to punktum.dk
We plan to activate redirects from dk-hostmaster.dk to punktum.dk next week, Friday 30 June.

We make overall re-directs and for specific links. At the bottom of this email you can see some of the most used links, and these links are already on the re-direct list. If you have other dk-hostmaster links that you use often, please send them to us, so that we are sure to include everything.

We expect it to go smoothly, but just in case, we are having extra staff in our customer service on Friday.

Enable registrars to define default recipient of poll messages
Development in progress of this new feature allowing registrars to configure what EPP service user should be default recipient of poll message. We expect to launch this feature in our next update of the registrar portal currently planned for August 23, 2023.

Configuration will be optional. If no recipient is specified, default will continue to be REG handle.

New extension to EPP
A new extension requested by registrars is currently in development. The dkhm:idControlStatus is intended to provide information on the current status of ID control on a specific user. This is helpful information for registrars, as a number of operations are not permitted on users and domains when ID control is ongoing.

Draft of dkhm-4.4 is available for review at https://github.com/Punktum-dk/epp-xsd-files/blob/master/dkhm-4.4.xsd#L221

Please do not hesitate to provide feedback on these proposed changes if deemed necessary. We expect to be able to introduce this change to our sandbox environment early August for registrar review and test.

EPP performance status
We have recently increased the capacity of our EPP infrastructure which appears to have improved the overall stability of the service.

We still see load spikes especially on high volumes of update domain requests. A potential bottleneck has been identified in our backend system, which is currently being worked on to avoid going forward.

Correct registrant data
A friendly reminder that you as registrars are responsible for ensuring that the customer's information is always correct and up to date with Punktum dk, for the domain names that are in your portfolio.

MitID Erhverv
On June 12, 2023, "MitID Erhverv" (the national eID solution for Danish companies) was launched on our self-service portal. A number of issues were identified and addressed in the days after the launch.

Overall, the feature is working as intended, but we still see some users being unable to complete ID control using "MitID Erhverv". Extensive troubleshooting suggests the problem is related to the actual MitID setup of the individual user. We're working on expanding our FAQ section on this topic to provide users with helpful information on how to address these issues.

Feature requests and known Issues
All feature requests and known issues we are currently evaluating, planning, currently working on, their progress and the ones we have fixed can be found in the link below.
https://punktum.dk/en/articles/planned-and-completed-releases

Operational status
On https://status.punktum.dk/ you can get an overview of Punktum dk's 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://status.punktum.dk/

Feedback
We continuously work on new products and solutions, so we are always curious about your ideas and experiences as a registrar.

Feel free to get back to us with any questions or comments.

Med venlig hilsen / Best regards

Elin Smeby
Relationship manager

Additional information

New URLs Punktum dk:

Here you can find the new URLs related to our new website as well as our new logo under marketing material.

Marketing material: https://punktum.dk/en/articles/press-room

Terms and conditions for the right of use to a .dk domain name:
https://punktum.dk/en/articles/terms-and-conditions-for-the-right-of-use-to-a-dk-domain-name

New link to Accept text Registrar management:
https://punktum.dk/en/articles/registrar-management

About us: https://punktum.dk/en/about-us

Privacy Policy: https://punktum.dk/en/articles/privacy-policy

More information has been collected: https://punktum.dk/artikler/appendix

Guides and instructions for registrars:
https://punktum.dk/en/articles/guides-and-instructions-for-registrars

Previous newsletters:
https://punktum.dk/en/articles/registar-newsletters