

NEWSLETTER – WEEK 45

DEAR ALL

This newsletter is for you, as a registrar at DK Hostmaster, to keep you updated on “what’s coming up, and what to do” - so please stay tuned.

The following topics are shared in this newsletter:

- Suspensions and Customer support
- Pre-paid alarm in registrar portal
- Reminder: Managing a domain name on behalf of a registrant
- Fee regulation for cancellation of .dk domains
- Known Issues
- Feature requests
- Operational status notifications

Suspensions and Customer support

We are still in the process of suspending and expect to be finished and up to date by the end of week 47, after which we only have cleanup left.

It is progressing as expected, but we are very busy.

This means that we get up to 700 calls and a little over 400 written inquiries daily, which is more than we can keep up with.

So, if you find that the customers are having difficulties getting in touch with us at the moment, that is absolutely correct - and as stated, it will continue for a little over two more weeks.

We still expect to start deleting immediately after the suspension.

Pre-paid alarm in registrar portal

We are happy to share that the implementation of Low balance notification has been implemented. You can now set your own alarms in your registrar portal, so you get a notice when the current balance on your account has fallen below a certain level.

You can add funds to your account in the registrar portal.

Here you can also set the amounts that will trigger these notifications. You will always receive a notification if the balance becomes negative.

How to add funds to your registrar account:

1. Log in to the registrar portal, with a portal user that has the payer role
https://registrar-portal.dk-hostmaster.dk/account/add_funds
2. Choose payment method, "Credit or debit card" or "MobilePay"
3. Enter the amount you wish to add and choose "CONFIRM & PAY"

If you wish to pay via online banking, you will also find the necessary payment information on the same page.

It will no longer be possible to register new domains if there is no credit in your prepaid registrar account - so make sure to have credit on your account.

Any questions regarding login information connected to your account send your request to: <https://www.dk-hostmaster.dk/en/contact> choose "For registrars"

Reminder: Managing a domain name on behalf of a registrant

When you manage customer's domain names with Registrar management you must implement a solution into your system, so you get acceptance in the purchase process with your customer.

- A prerequisite for registrar management is that you, as a registrar, obtain explicit acceptance from the customer before domain names are moved to the registrar management model
- You need to implement either an acceptance tick in the purchase process or otherwise obtain acceptance.

See an example below and read conditions in clause 3 in the Registrar contract if you are in doubt. Contact us if this is unclear or you need help.

Accept Registrar management

I accept that [registrar] manages my .dk domain name

By letting [registrar] manage your domain name, you agree that you give [registrar] the right to make payments to DK Hostmaster, change the name server, change contact information and cancelling the domain name on your behalf.

You can change this at DK Hostmaster's self-service at any time.

Read more about DK Hostmaster [here](#).

Fee regulation for cancellation of .dk domain names

Due to the general increase in the cost associated with the administration of .dk domains, DK Hostmaster raised the fee for cancellation from DKK 60 to DKK 70. The increase took effect on September 19, 2022.

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
1954	Possible to transfer domain name to yourself	Fixed in EPP-4.6.0
1956	Enable registrar alerts on prepaid balance	Planned for RP-3.10.0
1981	Invoice specifications not accessible in registrar portal	Fixed in RP-3.9.0
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
2085	Domain name missing from ID control email reminder	Open
2086	Occasional timeout on domain:transfer	Open
2108	EPP client transaction id mismatch	Open
2109	Empty XML document when receiving data	Fixed in EPP-4.6.0
2142	Allow transfer to registrar handling without triggering ID control	Open
2147	Error when attempting renew via registrar portal	Open
2150	Error updating email on register locked contact via EPP when street2 is set	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 dkkm:VID to display domain VID status via EPP	Open
2022	Add extension dkkm: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
2116	Include contact request content in response email	Open
2149	Change DNSSEC status display in WHOIS	Evaluating

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

Operational status notifications

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

Planned releases are announced via our status portal 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 can be released on a day-to-day basis based on severity.

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 to us with any questions or comments.

Best regards
 DK Hostmaster Team

