



Procedure for changing name servers

Version 2.1

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1. About changing name servers

- 1.1 According to Section 6.4 of DK Hostmaster's terms and conditions for the right of use to a .dk domain name, the registrant is entitled to change the name servers for a .dk domain name. This procedure provides detailed instructions on how to change name servers.

2. What is a name server and a name server manager?

- 2.1 A name server is a server that translates domain names into IP addresses; for example, so that a user who enters a web address in a browser is directed to the right website on the internet.

A registrant is obliged to have at least two name servers connected to his or her domain name: the primary name server and a secondary name server, which takes over in the event of failure of the primary server.

- 2.2 The legal or natural person who has control over the name servers to which a domain name is connected is called a name server manager.

3. Change of name servers with registrar management

- 3.1 A registrant who has chosen registrar management of his or her domain name, cf. section 2.1 of Terms and conditions on the right of use to a .dk domain name, has authorized his or her registrar to ensure that at least two name servers are connected with his or her domain name and to change names servers on the domain name when needed.

4. Change of name servers with registrant management

- 4.1 A registrant who has chosen registrant management of his domain name, cf. section 2.1 of Terms and conditions on the right of use to a .dk domain name, must in order to change name servers to his or her domain name, contact the name server manager for the name servers to which the domain name must change.

- 4.2 The name server manager for the name servers to which a domain name must change can carry out the change of name servers by logging on to DK Hostmaster's self-service. The name server manager must enter an authorization code on the self-service, which is issued by either the registrant, his or her proxy or the name server manager for the name servers from which the domain name must change.

The registrant, his or her proxy or the name server manager for the name servers from which the domain name must change, can generate the necessary authorization code by logging on to DK Hostmaster's self-service.

- 4.3 A registrant or a registrant's proxy may themselves change the name servers on the domain name using DK Hostmaster's self-service portal: <https://self-service.dk-hostmaster.dk/>.

On the portal, the registrant or proxy must enter the name of the primary name server to which the domain name is to be changed.

5. Conditions for changing name servers

- 5.1 It is a condition for changing the name servers, that DK Hostmaster has not suspended the domain name and that the new name servers have been registered with DK Hostmaster. Furthermore, the name servers must respond authoritatively for the domain name, i.e. the domain name must be correctly set up on the name servers.

This procedure is laid down in accordance with section 14(1) of the Danish Domain Names Act. DK Hostmaster A/S is obliged to observe good domain name practice in the laying down of this procedure; see section 14(3) of the Danish Domain Names Act.