

Dear all

This week we are happy to share information about new features and the status on suspensions.

The following topics are covered in this newsletter:

- Suspensions and customer support
- Suspensions and deletions in the coming weeks
- New implementation: Registrar management without ID check
- Low balance notification
- Expiration date
- Known Issues
- Feature requests
- Operational status notifications

### **Suspensions and customer support**

We have completed suspension of all domains due to lack of payment. We have over the past five weeks suspended approximately 140.000 domains. During this period, we have received close to 700 calls and approx. 400 written inquiries daily.

### **Suspensions and deletions in the coming weeks**

With the large back log of suspensions due to missing payment that has been handled, we proceed processing suspensions of domains that are set to auto expire. In the coming weeks we will handle this manually so that we can check and verify the results. This will happen in small batches of hundreds or a few thousand.

We are now deleting domains, that according to our processes and terms should be deleted. The approx. 150.000 domains should be deleted throughout November and December.

We have so far already deleted more than 60.000 domains.

Typically, there are very few customer support cases based on deletions, so we will run deletions in larger chunks.

### **New implementation: Registrar management without ID-check**

It is now possible to transfer domains from registrant to registrar agreement without a new ID check being triggered.

*In other words, if there is no existing ID check on the user upon takeover, a new will not be triggered.*

Until now our solution has been, an ID check is initiated in connection with a registrant transitioning from registrant to registrar management. Some of you have noted that this is

inconvenient and may result in some registrants with existing domains in operation being suspended as they overlook this ID check.

*This has been done to ensure an easy process when transferring registrants to registrar management.*

With this release there will NOT be triggered an ID check when transferring domains from registrant to registrar management.

Starting in 2024, DK Hostmaster will continuously initiate ID checks on those registrants who at that time are handled by registrars, and ID checks have not previously been carried out.

This will be done to ensure that all registrants complete the ID check. When we do this, it is because registrant managed domains will not get through our self-service solution, where the requirement is precisely that you as a registrant have completed an ID check.

**Please note:**

- You still need to get explicit acceptance from registrants before transferring domains to registrar management.
- Already triggered ID check before this implementation cannot be stopped and must be carried out.

Read more about this in our last newsletter (week 45, Reminder: Managing a domain name on behalf of a registrant), or contact us for further information:

<https://www.dk-hostmaster.dk/en/contact> choose "For Registrars"

## Low balance notification


The implementation of low balance notification in your registrar account has been finalized. You can now place your own alerts, so you get the chance to top up your account in time.

*It will no longer be possible to register new domains if there is no credit in your prepaid registrar account.*

## How to set your notifications:

- 1) Login to your registrar account
- 2) Choose ADMINISTRATION and BILLING INFORMATION
- 3) Under Notifications choose Edit
- 4) Set up the low balance notifications
- 5) SAVE
- 6) You get an e-mail notice when your account has low balance

[LOG OUT](#)



[MY PROFILE](#)

WHOIS SEARCH
ACCOUNT
PORTFOLIO
ADMINISTRATION
WRITE TO US

REGISTRAR ACCOUNT >
CONTACT INFORMATION
BILLING INFORMATION
PUBLIC INFORMATION
LINKED WHOIS HANDLES

## Account alerts

Here you can manage your account alerts.

| Low balance notifications   |  |
|---|--|
| <p><b>Note!</b> You will always get an alert if your balance goes negative.</p> | <p>Set alerts for your account balance. You will be notified by email (bogholderi@dk-hostmaster.dk) if your account balance is under the given amount. Amount given is in DKK.</p> |
| <input type="checkbox"/> Alert 1  |  |
| <input type="checkbox"/> Alert 2  |  |

[BACK](#)

[SAVE](#)

If you are missing login details to your registrar account, please contact customer service: <https://www.dk-hostmaster.dk/en/contact> and choose "For registrars".

*We will invite you to a short presentation on this topic in a couple of weeks.*

## Expiration date

We are aware that some domains have been invoiced two and not one day after expiry date. Domains are usually invoiced the day after expiry, so that registrars and registrants can terminate domains until 23.59 on the expiry date.

*We are sorry for any inconvenience, and we are working on a fix.*

## 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               |
| 2150  | Error updating email on register locked contact via EPP when street2 is set | Fixed in EPP-4.6.1 |
| 2171  | Error when attempting REDEL on non-registrar handled domains                | Fixed in EPP-4.6.1 |
| 1956  | Enable registrar alerts on prepaid balance                                  | Fixed in RP-3.10.0 |
| 2086  | Occasional timeout on domain:transfer                                       | Open               |
| 2085  | Domain name missing from ID control email reminder                          | Fixed in SB-5.12.0 |
| 2108  | EPP client transaction id mismatch  | Open               |
| 2109  | Empty XML document when receiving data                                      | Open               |
| 2142  | Allow transfer to registrar handling without triggering ID control          | Fixed in EPP-4.7.0 |
| 2147  | Error when attempting renew via registrar portal                            | Fixed in RP-3.11.0 |
| 2193  | Missing receipt when completing payments to prepaid account                 | 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                                 | Fixed in WHOISD-5.10.0 |
| 2116  | Include contact request content in response email                              | Open                   |
| 2149  | Change DNSSEC status display in WHOIS  | Open                   |

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.

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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](https://status.dk-hostmaster.dk) 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>

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.

Have a lovely weekend 😊

Best regards

The DK Hostmaster Team