



**RESELLONE.NET**

## **ResellOne.net Provisioning System Domain Registration and Management User Guide**

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February, 2006

Containing

- An overview of the ResellOne.net Provisioning System (RPS)
- Registration and management information for the .COM, .NET, .ORG, .INFO, .BIZ TLDs

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# The ResellOne.net Provisioning System

With the ResellOne.net platform, ResellOne.net has introduced an open source, wholesale product-provisioning model aimed at Resellers in the Internet industry. ResellOne.net provides Resellers with the software and support required to incorporate domain name registration and additional Internet services into their business model.

This document addresses the provisioning and management of domain names, by Resellers, through the ResellOne.net platform.

Throughout this document you'll see reference to Resellers; Resellers are the people and companies who provision products and services through ResellOne.net. The ResellOne.net system is the platform through which ResellOne.net provides services to our Resellers.

## ResellOne.net Products Available for Resale

ResellOne.net offers the following products with their associated administrative and management services. ResellOne.net will continue to add products based on market demand.

- Domain Name Registration
- Digital Certificates
- Managed DNS
- Website Builder

For more information regarding each of these services, and to add them your Reseller profile, please visit ResellOne.net' Reseller website at <http://resellers.resellone.net/>.

This document discusses the provisioning and management of domain names through the ResellOne.net Provisioning System (RPS). For documentation on the provisioning of ResellOne.net' other services (Digital Certificates, Domains, Managed DNS, and Website Builder) please consult the User Guides available from the Documentation page in [Reseller Resource Center](#). You will need your Reseller username and password in order to access this page.

## Accessing the ResellOne.net Provisioning System (RPS)

There are two ways for ResellOne.net Resellers to implement access to the ResellOne.net Provisioning System (RPS). While both the Quick Start and Full Access options fully utilize the ResellOne.net Provisioning System (RPS), they access it through different means. The best access option for your firm depends on a number of factors, including registration volumes, approach to customer support and your desired level of process automation.

### Quick Start

Quick Start Access is a web-based solution hosted by ResellOne.net for Resellers. Quick Start Access allows Resellers to quickly and easily enter orders manually through the ResellOne.net Web Interface or RWI. Resellers are wholly responsible for both collecting and distributing order information to their customers, a function that is fully automated with a Full Access implementation. With Quick Start implementations however, there is no need for code development.

## **Full Access - Using Scripts**

Full Access is a customizable solution for Resellers willing to host their own provisioning solution connected to the ResellOne.net Provisioning System (RPS). Full Access allows Resellers to automate order processing and incorporate it directly into their own web sites through an Application Programming Interface or API.

### **Using PERL or XML Scripts**

ResellOne.net provides a complete library of PERL and XML scripts that can be customized and integrated into Reseller websites to allow access to ResellOne.net Provisioning System (RPS) through the API.

### **Using Custom Scripts**

ResellOne.net also provides complete protocol descriptions for the API so that Resellers can create custom interfaces in a language of their choice. Resellers have already created and shared scripts in many common languages.

All options provide resellers with access to the products and services that ResellOne.net offers, providing of course that the Reseller has signed the contract for that particular product or service, (see specific TLDs and services for instructions on contract locations).

## **Public Manage Function**

ResellOne.net also provides a public interface that registrants can use to 'manage' their domain names, allowing them to make changes to domain ownership, contact details and nameserver information. Full Access Resellers have the option of either referring their clients to our public Manage Domain interface, or building a custom Manage interface that matches the look and feel of their website. Note that the public management interface does not provide some features, such as renewals. These are functions that are accessible and modifiable only through the client code, as oftentimes Resellers must tie specific functions to other functions in their Full Access implementations.

*For example: Renewals cannot be performed through the public manage function as Resellers must secure payment before a renewal transaction can be processed.*

The ResellOne.net Provisioning System (RPS) model allows the reseller to be a 'one stop shop' as far as their clients are concerned; ResellOne.net is, in most marketing respects, transparent to the End User in the purchase and management of internet services.

Currently, Resellers must maintain an account balance with ResellOne.net in order to register domain names. Prices vary by product; for pricing information, please refer to the specific sections of this document. For each registration (or renewal/transfer), the appropriate amount of money is withdrawn from the Resellers account balance. Resellers must remit a payment (prepay) before they are able to offer registrations to their clients. Insufficient funds will mean a transaction is not processed (and an appropriate error is generated).

NOTE: Resellers can make payments into their 'account' before their account is actually made active; this allows Resellers to start registering domain names as soon as they 'go live'.

## **Definition of Terms**

### **Generic Top Level Domain (gTLD)**

gTLDs are generic top-level domains that are not associated with any country. Currently, ResellOne.net Provisioning System (RPS) supports the following gTLDs: .com, net, .org, .info, .biz and .name.

## **Country Code Top Level Domain (ccTLD)**

ccTLDs are country code top-level domains. Every country, and some territories in the world have a reserved, two letter country code domain that is theirs to use as they see fit. Some countries run their own ccTLD registry, others outsource it to a private company, and still others sell rights to their ccTLD to third parties to run as they see fit.

Examples of ccTLDs are .ca (Canada), .us (United States), and .uk (United Kingdom). In general, these domains are registered by businesses or individuals with a link to the particular ccTLD.

For example: .to is used more by Torontonians than Tongans and .tv has more American television content than by members of the native Tuvalu culture.

## **Domain Registrar**

A "Registrar" (or "Domain Name Registrar") is an organization like ResellOne.net or Verisign Registrar Services that has control over the granting of domains within certain TLDs (top level domains, like the generic .com/.org/.net or country-specific .ca/.us/.mx etc.).

## **Domain Registry**

The 'Registry' is the system backend that is maintained by the operators of the TLD. Registrars write new names to a central registry database, from which the authoritative root (essentially, a table of all domain names) is built. In the case of .com, .net and .org, Verisign Global runs the registry, Neustar runs the .biz registry, Afilias runs the .info registry and qualified registrars have shared access to it. In the case of many ccTLDs, the registry and registrar functions are combined within one entity.

## **Domain Registrant**

A registrant is the person or company who registers a domain name. For example, Jessica Smith (registrant) registers the name jessicasmith.com through ResellOne.net (registrar) who in turn writes the name to the central database (Registry).

## **ResellOne.net Provisioning System (RPS)**

ResellOne.net Provisioning System (RPS) is a wholesale provisioning service that uses Open Source principles to ensure equal access for as many companies and individuals as possible. ResellOne.net has been accredited as a domain registrar by ICANN, Neustar, Afilias, Global Name Registry, Neulevel, CIRA, and Nominet.

## **Resellers**

Resellers acquire products or services through ResellOne.net and then resell them to individuals or businesses. Under the ResellOne.net business model, Resellers own the entire business relationship with their customers. ResellOne.net Resellers are generally Internet based service providers, either running a domain registration business as a 'value add' to their core business, or in some cases, as their core business. Resellers are also responsible for providing all technical support to domain registrants.

## **ResellOne.net Web Interface (RWI)**

The RWI is the web interface for ResellOne.net Quick Start Resellers. All purchases, including registrations, transfers, renewals and domain administrative settings available to Quick Start Reseller are offered through the RWI.

## **Management Web Interface (MWI)**

The MWI is the interface through which Registrants actually manage contacts and nameservers associated with their domain. A customizable version of our manage.cgi is included in our client software; we also maintain a public manage interface at <https://resellers.resellone.net/manage/>

## Reseller Requirements

Following are the requirements to offer name registrations through ResellOne.net; Resellers must meet the basic requirements AND either the Quick Start or Full Access requirements:

### *Basic requirements:*

- a) Ability to process payments from end-users; essentially collect money from your customers, unless you are not planning on charging them, or are registering names for internal use only
- b) Ability to support your customers; telephone and/or email support options to handle inquiries from your end users; documentation for your end users

### *Quick Start requirements:*

- a) Internet access
- b) Name servers, or access to name servers; required if you want the names you register to resolve (work) on the Internet

### *Full Access requirements:*

- a) A dedicated connection to the Internet with a static IP address
- b) A web server which allows CGI execution (e.g. Apache, <http://www.apache.org/>)
- c) Perl5 (Practical Extraction and Report Language) <http://www.perl.org/> if you are choosing to use our Based-based client
- d) Cryptography PERL modules, downloaded separately from CPAN <http://search.cpan.org/> see the "PERL Client Manual" for details
- e) Enough PERL knowledge to customize our PERL client

OR

- f) Enough expertise in your preferred development language to access the shared libraries and build your own client interface using our API

# Reseller Entrance and Qualification

The process for becoming a ResellOne.net Reseller is relatively simple. We've split the process into two components, an administrative component and a technical component.

## A. The Administrative Component

Anyone wanting to become a Reseller must first fill out our online form at <https://resellone.net/signup/>

Once the form has been completed, you are given a reference number, and asked to read, complete and fax the Registration Service Provider Agreement for each registry that you want to register domains in.

Once we've received your Registration Service Provider Agreement, it is reviewed for completeness and correctness, mindful of signatures on the appropriate pages. If all appears in order, ResellOne.net staff activates your and an email is sent out with further instructions and to confirm your chosen username and password.

## B. The Technical Component

You must choose whether you want to go forward with the Quick Start system, the PERL-based Full Access system, or to write your own Full Access client in your preferred programming language.

A Quick Start implementation is of course the faster, easier option, and can be used as means to get your business up and running until you have completed your client installation and configuration. It is also a solution particularly well-suited for Resellers who:

- a) Offer personal, high touch management of customers
- b) Purchase in volumes of less than 150 per month
- c) Manage products on behalf of customers
- d) Order each domain or digital certificate individually
- e) Willing to allow management through ResellOne.net supplied online interface

For a full list of differences between Quick Start and Full Access, please see section 3.1.

Once you have decided which implementation you wish to pursue, please see the relevant section below:

Section 2.1, Quick Start Implementation

Section 2.2, Full Access Implementation

Section 2.3, Other language implementation

### Quick Start Implementation

Very little preparation is needed to run a domain registration business using the Quick Start system. Since you'll do all your provisioning manually through the RWI (ResellOne.net Web Interface), you will not need to incorporate the ResellOne.net scripts into your site and can start registering domain names very quickly.

This section assumes that the Reseller has already:

- 1) Completed the online application
  - i. You will receive an access number via email after this; quote this number when submitting your contract
- 2) Completed and submitted at least one of the ResellOne.net Reseller Contracts for the service or TLD(s) they wish to resell.

Resellers must also become familiar with the ResellOne.net Web Interface (RWI).

Once your Reseller account is active in the live system, you can begin registering domains right away. Please note that Resellers will not be able to begin registering domains until they have established an account balance with ResellOne.net. For information on payments, please see section 4.0.

Upon gaining access to the "live/production environment", there are a few last steps to complete:

- a) Decide whether to process orders immediately or have orders sit in a queue for review before processing
- b) Customize the message, (optional) that registrants receive once their domain registration is processed
- c) Customize the message that the Reseller receives (if enabled) when a domain registration is processed
- d) Update the default name server information under "Modify Technical Contact Information" in the RWI
- e) Ensure Reseller contact information is appropriately configured under "Emergency Contact Information" in the RWI

#### **PERL client-based Full Access Implementation**

Implementing the Full Access client interface is a more lengthy process, requiring installation and customization of client-side PERL scripts that interface with the ResellOne.net server, which in turn communicates with the root registries. However, the advantages of a customized 'look and feel' and an automated ordering and management process make this well worth the effort.

An experienced PERL programmer works to integrate these scripts into the Resellers web site. The scripts take information entered via the web interface, encrypt it, and pass it along to the ResellOne.net server. The scripts require PERL, and can run in either a Unix or Windows NT environment, and can be downloaded from the ResellOne.net web site.

The definitive guide to implementing the scripts is distributed with the client package (available on our web site), "Reseller Client Library (RCL) V 2.8.3".

Upon gaining access to the "live/production environment", there are a few last steps to complete:

- a) Customize the message, (optional) that registrants receive once their domain registration is processed
- b) Customize the message that the Reseller receives (if enabled) when a domain registration is processed
- c) Update the default name server information under “Modify Technical Contact Information” in the RWI
- d) Ensure Reseller contact information is appropriately configured under “Emergency Contact Information” in the RWI
- e) Modify the configuration so that scripts are communicating with the Live environment by changing a setting your script file, then generate a new private key for encrypted communication between the Reseller client and ResellOne.net server. Resellers must also contact [support@resellone.net](mailto:support@resellone.net) with the IP address that their client will be contacting the ResellOne.net server from, so that ResellOne.net allows the traffic through.

#### **Other Language Implementation**

Resellers who elect to write their own tools in a language of their choice should refer to the API Specification, which covers this approach completely. This document is available from the Documentation page of the RRC. Once a Reseller has built their client, entrance and qualification is identical to the PERL client-based implementation described in Section 2.2.

#### **Using Non-ASCII Characters for Messaging**

Resellers must choose the proper encoding set in their browser for messaging that uses non-ASCII characters such as accents. Otherwise, e-mail messages generated by the RWI may be scrambled.

# Domain Registration and Management Overview

This section will cover important concepts and processes that are important to understand as an authorized ResellOne.net Reseller.

## Quick Start vs. Full Access, in detail

There are two ways for ResellOne.net Resellers to implement access to the ResellOne.net Provisioning System (RPS). The best access method for your firm depends on a number of factors, including registration volumes, approach to customer support and desired level of process automation.

### Quick Start Access

A Quick Start implementation is of course the faster, easier option, and can be used as means to get your business up and running until you have completed your client installation and configuration. It is also a solution particularly well-suited for Resellers who:

- a) Offer personal, high touch management of customers
- b) Purchase in volumes of less than 150 per month
- c) Manage products on behalf of customers
- d) Order each domain or digital certificate individually
- e) Are willing to allow management through ResellOne.net' supplied online interface

#### *Key Features of Quick Start:*

- a) Complete administrative control of ResellOne.net functionality
- b) Easy technical implementation
- c) Asynchronous transaction processing
- d) Manual product provisioning interface
- e) Public registration management interface
- f) Products provisioned individually

### Full Access

Full Access offers a technically advanced implementation that automates and streamlines processing of product orders for Resellers. It is particularly well-suited to Resellers who:

- a) Offer Internet Services as either core business or gateway products
- b) Purchase in volumes greater than 150 per month
- c) Require automation of ordering and management of products
- d) Prefer management is done directly by end-users
- e) Have customers requiring a larger number of bulk orders
  - i.e. individual customers may order 25 domain names at a time
- f) Prefer to offer management through a custom interface hosted on their own website

#### *Key Features of Full Access:*

- a) Streamlined administrative control of ResellOne.net functionality
- b) Technically advanced implementation
- c) Real-Time transaction processing
- d) Automated product provisioning interface
- e) Customizable registration management Interface
- f) Bulk product provisioning available

### **The Live Environments**

ResellOne.net Web Interface: <https://resellers.resellone.net/resellers/>

Manage Domain Interface: <https://resellers.resellone.net/manage/>

### **The ResellOne.net Web Interface (RWI)**

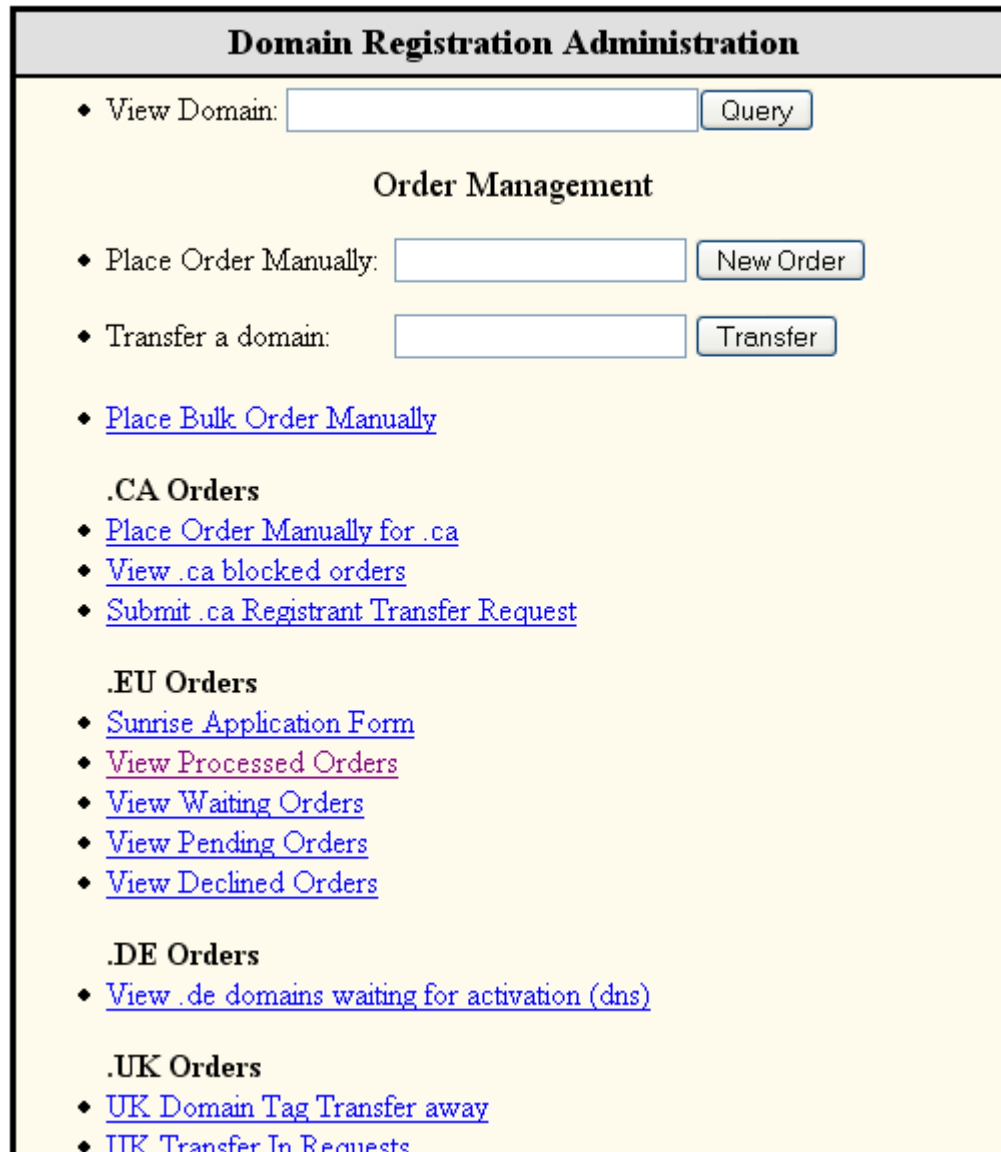
The ResellOne.net Web Interface or RWI is a ResellOne.net hosted interface that allows Resellers to manage and review sales, and set some defaults that are important to the way domain registrations are offered. All Resellers, whether Quick Start or Full Access, must use the RWI to manage some elements of their domain registration service.

### **The RWI Login Journal**

When you log on to the RWI interface, you can use the Journal link to view the login information for the past 10 days. The Journal link is located beside your login name at the top right corner of the RWI page.

## RWI Options

The RWI looks like this (there are many more options than shown):



The screenshot displays the 'Domain Registration Administration' interface. At the top, there is a 'View Domain:' label followed by a text input field and a 'Query' button. Below this is the 'Order Management' section, which includes 'Place Order Manually:' with a text input field and a 'New Order' button, and 'Transfer a domain:' with a text input field and a 'Transfer' button. Further down, there are several links: 'Place Bulk Order Manually', '.CA Orders' (with sub-links for 'Place Order Manually for .ca', 'View .ca blocked orders', and 'Submit .ca Registrant Transfer Request'), '.EU Orders' (with sub-links for 'Sunrise Application Form', 'View Processed Orders', 'View Waiting Orders', 'View Pending Orders', and 'View Declined Orders'), '.DE Orders' (with a link for 'View .de domains waiting for activation (dns)'), and '.UK Orders' (with links for 'UK Domain Tag Transfer away' and 'UK Transfer In Requests').

Figure 1: The ResellOne.net Web Interface (RWI)

The following section describes the features available to Resellers via the RWI.

### Domain Registration Administration

#### *View Domain:*

The textbox allows you to view details for a specific domain.

#### *Place Order Manually:*

This textbox allows you to enter the domain name (including TLD) that you want to register. All TLDs except .CA are supported; to register a new .CA domain, use the **Place Order Manually for .ca** link.

Enter the domain in the **Place Order Manually** field, then click the **New Order** button. The **New Domain Registration Form** page opens.

#### *Place Transfer Manually:*

This is where you can initiate a domain transfer. When you type the domain in the text box, the Transfer for [domain name] page opens. The Transfer for page allows you to enter and submit the transfer request.

Resellers can provide nameservers during a transfer order. Once the transfer is completed, the Reseller can change the nameservers again.

#### *Place Bulk Order Manually:*

This interface allows for the registration of multiple domain names by using a file (upload).

### **.US Orders**

#### *Place Order Manually for .us:*

This is where you can register .us names.

### **View Orders**

#### *View Pending Orders:*

This allows you to view orders you have entered into the system as pending, using several criteria. These orders will not be acted on until you enter this area and approve them. Also, if an order fails for any reason, (for example, incorrect registration term or bad phone number format) it will be put into this section for you to review.

This function was primarily designed to work with the Full Access implementation of the ResellOne.net Provisioning System (RPS), where end users would submit orders, you would mark them as pending, and you would approve them (perhaps after getting payment).

You also have the option to select all pending orders for processing or cancelation by clicking the **[+]** button at the top of either the process or cancel column.

**Note:** Orders that have been in pending state for more than 30 days, with 30 days of inactivity, will be automatically canceled.

Under certain circumstances, our system will send a notification email to the Reseller Technical Contact upon an order entering Pending Orders. The criteria are as follows:

1. "Process Orders Immediately" is set to "Yes"
2. handle flag via the API is set to process
3. Reseller has sufficient funds in their account

This feature is disabled by default, and you can enable this notification via "Tech Contact Information"

Following is a sample of the email sent to the reseller:

```
To : Reseller Technical Contact
From: ResellOne.net Support
```

Subject: {{reg\_type}} order for {{domain}} failed  
Order {{order\_id}} was not processed successfully.

Following is the order information:

Domain:            {{domain}}  
Reg-type:          {{reg\_type}}  
Order ID:          {{order\_id}}

More information may be found in the order notes for this request under "Pending Orders".

ResellOne.net Support

#### *View Orders In Progress:*

This allows you to view domain orders/transfers/renewals that have been initiated by either yourself or an end user through your online interface. Orders in process can include domain transfers, and registrations into any asynchronous registries. Synchronous new name registrations (.com .net and .org) never appear here, as they are processed in real time.

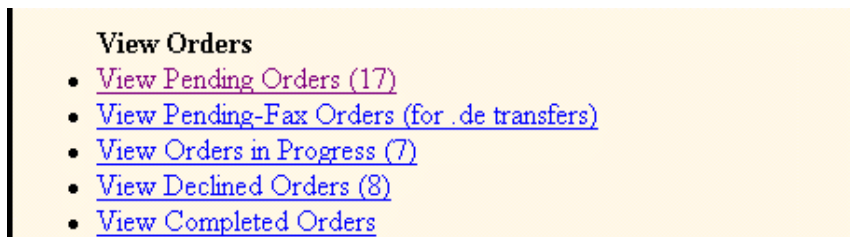
#### *View Declined Orders*

Use this view to review and resubmit orders that were declined (for various reasons) by the registry or canceled during the transfer process

#### *View Completed Orders*

This allows you to view domain orders/transfers/renewals that have been completed.

**Note:** Each order-status category in the View Orders section includes a count of your orders for that category. In the following example, 17 orders are pending, 7 are in progress, and 8 are declined:



**View Orders**

- [View Pending Orders \(17\)](#)
- [View Pending-Fax Orders \(for .de transfers\)](#)
- [View Orders in Progress \(7\)](#)
- [View Declined Orders \(8\)](#)
- [View Completed Orders](#)

#### *Transfer Views:*

##### *Waiting Owner Approval:*

This shows transfer orders awaiting the Administrative contact approval/declination

##### *Waiting ResellOne.net Review:*

Transfers in this step are awaiting review by our administrative department

##### *Waiting Registry Approval:*

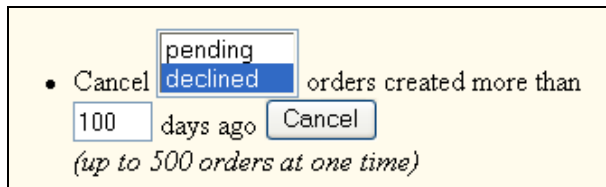
Transfers in this view show orders sent to the registry for approval

##### *Transfers Away:*

Domains in this view show domains that have a request to be transferred to another registrar or reseller

## Cancel orders

Use this setting to cancel either pending and/or declined orders created more than X number of days ago. To cancel both pending and declined orders, select both. The default setting is 100 days.



• Cancel  pending  declined orders created more than  days ago   
(up to 500 orders at one time)

**Note:** If more than 500 orders exist, only 500 will be canceled at a time.

## Requests Queuing

### *Settings*

Use these settings to have the ResellOne.net Provisioning System (RPS) automatically queue transactions if a supplier (registry) is offline or having communications problems. Once the supplier is available, the queued orders will automatically be processed. You can choose which supplier(s) you'd like to have orders queued for.

### *View Queued Requests*

Use this option to view any orders that may be queued as a result of a registry being unavailable. You also have the ability to cancel any order from this view.

### *Search Reg System Orders:*

Once you have registered some domain names, you can use this form to search for a specific registration. You can also search for any of your domains (whether new or transferred) at any point in process once it has entered the ResellOne.net Provisioning System (RPS). If your account has so many domains that your searches take inordinately long to carry out, try limiting the amount of searches returned by using the "Limit query to last:" option.

### *Search Declined Orders*

Use this feature to search for any order that has been declined by the system.

### *Search Batch Transfers:*

This function allows Resellers to search through any transfers (either in progress or completed) that they have processed using the batch transfer command (Full Access only).

## Pre-Registrations

### *View Registrations*

This link allows Resellers to view pre-registration lists for .INFO, .BIZ, .NAME and .US domains.

## Refunds

### *Domain Refunds*

This link opens the Domain Refund page, where you can enter and submit the domains that will be revoked and refunded.

## Messaging

### *View Templates Message List*

This link opens a list of message templates that are used by resellers to send messages to registrants.

Description	Enable
<b>XPack Messaging</b>	
New Domain Registration (XPack) submitted	[X] <a href="#">Edit</a> <a href="#">Preview</a>
Update Domain Info (XPack) Request Submitted	[X] <a href="#">Edit</a> <a href="#">Preview</a>
<b>Domain redemption Messaging</b>	
Domain redemption request to OpenSRS/HRS staff	[X] <a href="#">Preview</a>
Domain redemption Notification, to RSP	[X] <a href="#">Edit</a> <a href="#">Preview</a>
<b>Bulk Changes Messaging</b>	
Bulk Change Search Results to RSP	[X] <a href="#">Edit</a> <a href="#">Preview</a>
Bulk Change Results to RSP	[X] <a href="#">Edit</a> <a href="#">Preview</a>
Bulk Change Cancellation to RSP	[X] <a href="#">Edit</a> <a href="#">Preview</a>
Bulk Change Termination to RSP	[X] <a href="#">Edit</a> <a href="#">Preview</a>
<b>RSP Account Notifications</b>	
Payment email invoice/receipt, to RSP	[X] <a href="#">Preview</a>
Account balance is below reseller threshold, to RSP	[X] <a href="#">Preview</a>
Account balance is below than half of reseller threshold, to RSP	[X] <a href="#">Preview</a>
Domain Renewal Notification to RSP	[X] <a href="#">Edit</a>

Resellers can change the editable portions of message templates, or preview messages. For details about the messages, such as sample content, see applicable sections in this user guide.

## Domain Management

### *View Domain*

Use this feature to drill down to an individual domain record, review expiry information and domain names, and apply changes to a domains renewal setting.

### *View Deleted Domain*

Use this feature to find down to the record for a deleted domain, and review the details of that deleted domain.

### *Search Domains*

This section allows resellers to specify search criteria and view a list of all domains successfully registered with or transferred to ResellOne.net, and their renewal dates. See below in this chapter, Section 3.3.1, for more details on this feature.

### *Domain Redemption*

This new feature allows you to submit an ResellOne.net Redemption Request Form to redeem expired domain names before the 30-day redemption grace period ends.

## **Output to File**

Note the new output option present in the preceding screenshot that allows Resellers to output the results table for any 'Search Domain' queries to a comma delimited file.

### *WDRP Management*

Select this option to open the WDRP Views page. This page provides a number of options that allow you to view the status of WDRP messages sent to your registrants. WDRP stands for Whois Data Reminder Policy, and is an ICANN requirement with which all accredited registrars must be compliant.

### *Renewal Management (LIVE system only)*

Use this section to manage your gTLD renewals. For more information, refer to section 6.5 of this document.

### *Transfer Management (LIVE system only)*

This section allows you to manage messages relating to a variety of Transfer activities

### *Add Nameserver to All Foreign Registries*

This interface allows you to add Registered Nameservers to all of the Registries the ResellOne.net Provisioning System (RPS) is connected to. (i.e.: .INFO, COM/NET/ORG, .US) If you want to use a COM/NET/ORG nameserver (i.e.: default.resellone.net) on a .BIZ domain, you would have to first add it to the "foreign" .BIZ Registry using this option. The reason for this is because each Registry keeps a database of "registered nameservers", and new nameservers at "foreign" registries need to be explicitly added before they can be used to resolve domains in that TLD. Use this interface when you get the error "**Unable to add nameservers: Command failed: unable to verify existence of nameserver**" when trying to add a foreign nameserver to a domain.

## **Registration Statistics**

### *ResellOne.net Insight*

ResellOne.net Insight offers reporting and monitoring tools that assist you in managing your business. The first release includes Business Reporter, which is a package of business reports related to your ResellOne.net transactions. There will be future releases with other packages. *See section 18 of this guide for more detail.*

### *View Reg System Statistics:*

Use this section to view a daily breakdown (by month) of lookups, orders, and complete registrations done under your Reseller profile.

### *View Registration Stats:*

Use this section to review domains registered and domain years registered in a specified date range.

## **Profile Management**

### *Reseller Contact Information:*

Use this section to provide contact information for someone in your organization that we could use in the event of an important update, such as new version releases, or downtime announcements. You also use this area to specify the email addresses that should receive ResellOne.net Provisioning System (RPS) announcements, low account balance notifications and new payment notifications (you can now specify multiple addresses such as Admin Contact and Tech Contact, etc.). This area is also where you specify the address to which all paper correspondence is sent.

### *Tech Contact Information:*

This is where you edit your default technical information (sent for all new registrations). You can also use this section to configure the message sent to the registrant upon successful registration of a domain name. You can include the {{username}} and {{password}} variables in the message so that the registrant can manage the domain.

### *Reseller Whois Information:*

This interface allows you to modify settings and variables shown via the whois for domains under your sponsorship.

### *Payment Information:*

Use this section to specify the threshold for your low account balance warning. You set your limit in dollars, and when your account is drawn to that limit, you are sent an email at the address of your choice.

### *Online Credit Card Payment:*

By working with ResellOne.net, you can have this interface enabled to allow you to enter funds into your account with a credit card and not need to fax in payment information.

### *Financial Statements:*

Here resellers can view up to 4 months of financial statements in HTML format or download the financial statements as CSV files.

### *Modify Reseller Password:*

Here resellers can change their password to access the ResellOne.net registration systems and administration interfaces.

### *Add IPs for Script/API access*

Use this option to view and modify your IP addresses. There are two limits to using this functionality:

- You are only allowed a maximum of five (5) rules. If you already have 5 and wish to add an additional rule, you must remove one of the existing ones.
- You can only add IP addresses with ranges from 25 to 32.

### *Request Bulk Registrant Access Info*

Choose this option if you want to receive information about bulk registrations. This option can be disabled using the **Request Bulk Registrant Access Info** flag in the AWI (Admin



### Status Definitions

a) **All Active**

All live domains that are currently sponsored by ResellOne.net that reside in your Reseller profile. These include domains that are set to let-expire status.

b) **All Deleted**

All domains that were once active in your profile, but have since become inactive, due to transfer away, expiry, or explicit deletion request.

a. **Deleted Historical**

The status 'Deleted Historical' has been used to flag all domains that were rendered inactive due to expiry, transfer away, or deletion request prior to version 2.4 of the ResellOne.net server software.

b. **Deleted Expired**

The status given to names inactive in your profile because they expired

c. **Deleted Transferred**

The status given to names transferred from your ResellOne.net profile either to another ResellOne.net reseller, or to another Registrar.

d. **Deleted-By Request**

The status given to names deleted by explicit request from the Reseller.

#### *Search for Domains Alphabetically*

This area lets you search for domains alphabetically.

#### *Search by Registration Date and Renewal and Expiry Date*

These areas allow you to search for domains by choosing a range of dates.

#### *Search by Contact/Organization*

You can now use e-mail, first name, last name and organization name as search criteria. Searches based on contact information support wild card searches and are case sensitive.

#### **Search results**

The Search Results page lists all domains that meet your search criteria.

**Note:** Domains set to let expire will not be returned in the renewal list.

[Back to Search Domains Page](#)

## Search Results

All Domains in the 'purple' reseller account.

Pages: [1](#) [2](#) [3](#) [4](#) [5](#)

Number of selected domains: 200

**Note:** The Lock Status result is not authoritative. To get authoritative result, individual domain must be queried.

<a href="#">Date Registered</a>	<a href="#">Expiry Date</a>	<a href="#">v Domain Name</a>	<a href="#">Lock State</a>	<a href="#">Initial Cost</a>	<a href="#">Total Cost</a>	<a href="#">Charges</a>
Aug 26, 2003	Aug 26, 2005	<a href="#">1061908670649.com</a>	Unlocked	\$30.00	\$30.00	<a href="#">View</a>
Aug 26, 2003	Aug 26, 2005	<a href="#">1061908807154.com</a>	Unlocked	\$30.00	\$30.00	<a href="#">View</a>
Aug 26, 2003	Aug 26, 2005	<a href="#">1061910970374.com</a>	Unlocked	\$30.00	\$30.00	<a href="#">View</a>
Aug 26, 2003	Aug 26, 2005	<a href="#">1061911187912.com</a>	Unlocked	\$30.00	\$30.00	<a href="#">View</a>
Aug 26, 2003	Aug 26, 2005	<a href="#">1061911303524.com</a>	Unlocked	\$30.00	\$30.00	<a href="#">View</a>

### Search result domain list

Each domain is listed with current information about its registry and expiry dates, its name, lock state, and the initial and total cost of the domain.

### Sort search results

You can sort search results by clicking the **Date Registered**, **Expiry Date** or **Domain Name** column header. The new clickable **View** link opens a screen showing the total charges for the domain.

### Reseller Password Recovery Options

By default, a password recovery feature (for your RWI login password) is available from the RWI login page. You can however, disable this feature so that even if you attempt to retrieve your password from the RWI login page, your password will not be sent.

#### To disable the password recovery feature:

1. From the RWI main page, click the **Tech Contact Information** link.

**Profile Management**  
Available Account Balance: \$851.98

- [Reseller Contact Information](#)
- [Tech Contact Information](#)
- [Support and Whois Information for your Customers](#)
- [WHOIS Data Reminder Settings](#)

2. In the Reseller Modification Form, scroll down the page to the Send Reseller's Password field.

Domain Name Options	
Process New Registrations and Transfers Immediately: <input checked="" type="radio"/> Yes <input type="radio"/> No	
Process Renewals Immediately: <input checked="" type="radio"/> Yes <input type="radio"/> No	
<small>Domains set to "Auto-Renew" are always processed immediately.</small>	
Send reseller's password:	<input type="radio"/> No <input checked="" type="radio"/> Yes
Send email when domain is processed:	<input checked="" type="radio"/> No <input type="radio"/> Yes

3. Select the **No** option to disable password recovery, then at the bottom of the page, click the **Save Changes** button.

## The Manage Domain Interface (the MWI)

Registrants make changes to their domain name records using the Manage Domain interface. They can use the interface to:

- Modify domain ownership (certain TLDs only)
- Modify administrative, technical and billing contact information
- Modify nameserver information
- Modify other domain attributes (auth code for EPP domains, lock status, email forwarding for .name, etc)

Registrants log into the MWI using the username and password that they selected when they registered the domain.

Resellers may elect to implement their own customized version of the manage interface and build specific functionality into it (templates are included in the Full Access scripts). ResellOne.net also maintains a shared manage interface for Resellers who do not run their own manage interface.

The shared ResellOne.net manage domain interface looks (something) like:

The screenshot shows the 'Manage Your Domain' interface. At the top, it displays the domain name and expiration date: 'Expires: 2004-02-17 12:28:55' and 'Waiting Request: None'. Below this is a navigation menu with links for Profile, Organization, Admin, Billing, Technical, Name Servers, Domain Extras, Reseller Contact, Domain Locking, and Logout. The last login information is shown as 'Last login: Tue Jun 25 10:48:15 2002 from'. There is a section for 'Manage Another Domain: 10 Total' with a search box and a 'Find Domain' button. The 'Navigation Help' section includes links and descriptions for Manage Profile, Organization Contact, Admin Contact, Billing Contact, Technical Contact, Manage Name Servers, Domain Extras, Reseller Contact, and Domain Locking. A 'Logout' link is also present at the bottom.

Figure 2: The Shared Manage Interface

### Manage Profile:

This allows you to:

- change the username and password that controls a domain name, typically to transfer control of the domain to someone else
- move this name to another ResellOne.net profile, to either transfer control of the name to someone else, or to organize name control
- assign a sub-user access to manage either parts of, or all information related to this name

***Organization Contact:***

This is where you can view and edit information about the company or entity associated with the domain you are managing. NOTE: The organization that .co.uk, .org.uk, or .ca names are registered to cannot be changed using this interface. For details on changing the Organization contact these TLDs, please refer to the section covering the TLD you are interested in.

***Admin Contact:***

This is the person or entity named as "authoritative" as related to decisions made for changes to domain records.

***Billing Contact:***

This is the contact responsible for billing issues with regard to this domain's registration. In order to avoid interruption in service, the registration fee must be up to date at all times. This record should be accurate in order to maintain renewal fees properly.

***Technical Contact:***

This is the contact considered authoritative for this domain name as related to Web hosting, mail, and other DNS records. This is typically an ISP or Web Hosting Provider but it can be anyone the Registrant chooses. By default, this information is initially populated from the Reseller's Technical Contact profile, set in the RWI.

***Manage Name Servers:***

Controls which name servers are designated as authoritative for the domain. Registrants can also create nameservers based on their domain names here.

***Domain Extras:***

Shows information that does not apply to other sections, such as AUTHCODE (for .info/.biz/.us/.name domains).email forwarding options (for .name domains) and .us "Nexus" information.

***Reseller Contact:***

This section shows the Registrant who their Reseller is, and allows them to opt-out of showing this information via WHOIS.

***Domain Locking:***

This section shows registrants whether their domains are currently locked or unlocked. If a domain is locked, transfers and DNS modification cannot be made until the domain is unlocked.

By default, the lock/unlock feature is enabled so that domain owners can lock or unlock their domains in the Public Manage Interface. Resellers can disable this setting, in the RWI, so that domain locking is not visible in the Public Manage Interface.

<b>The Domain Year</b>
------------------------

Because domains can be either registered within the ResellOne.net Provisioning System (RPS) or transferred to it, and because registrants have the option to pay for more than one year, domain years often are the best, most meaningful way to describe what ResellOne.net

provides to its Resellers. A domain year is one year paid on a domain name. Whether a domain is registered with ResellOne.net, transferred to ResellOne.net, or renewed for an additional term, domain years can be used to describe the service being sold.

### **Synchronous vs. Asynchronous registries**

ResellOne.net now offers domain registrations into two different types of top-level domain registries, synchronous and asynchronous. A synchronous registry allows resellers to register and make changes to domain names in 'real time'. The server responds to client requests immediately, with either confirmation of the expected change or an error message explaining why it didn't work. Asynchronous registries accept requests from the client, but the requests are reviewed before any change is made. This requires that a 'wait state' exist, wherein resellers/end users are aware that they've made a request, but are waiting for the registry to actually make the change. In these cases, the system will be updated and notification sent to the RESELLER to confirm the change has been made. Currently, our domain name offering breaks down into synchronous and asynchronous as follows:

<b>Synchronous</b>	<b>Asynchronous</b>
.com, .net, .org, .ca*, .biz, .info, .name, .tv, .vc, .us	.co.uk, .org.uk, .ca*, .de

Processing time for asynchronous registries varies by registry; \*.uk registrations, for example, completed in under five minutes, however it can take longer based on circumstances beyond the control of ResellOne.net. As a result of this, it is important to communicate this delay to users when they place orders with you. You can check the status of a submitted order anytime through the ResellOne.net Web Interface (RWI).

\*There are both synchronous and asynchronous elements to .ca names. Most elements are synchronous, but certain contact changes are considered 'critical' and require confirmation from the registrant.

### **Common domain-oriented issues**

Resellers will find the same questions being asked of them time and again by their customers, and this briefly highlights the top issues. Some issues are treated differently by each TLD, and so pertinent information can be found within that TLD's section.

### **Renewing a Domain Name**

The renewal procedure is flushed out in the gTLD section of this document, which should be read and understood before renewing a domain as renewals are non-refundable and specific situations may have unanticipated business implications.

### **Transferring Domain Names**

The process of transferring domains to and from your Reseller account is addressed in detail in the Domain Transfers guide. The particulars of transfers for specific ccTLDs are described in that ccTLD's section in this document.

**Note:** Domain status is checked at the Registry to ensure that a domain transfer is not pending. This restriction prevents a transfer of domain between Resellers when a transfer between Registrars is in progress.

## Sending Domain Logins/Passwords

Resellers have the ability to send the ResellOne.net login/password for a domain to either the Owner/Registrant or Admin Contact of a domain name. A matter of Registrant protection, these are the only contacts this sensitive information can be sent to. If a sub-user has been created for a domain in order to give restricted privileges to an individual (i.e.: a sub-user who can only change DNS, but not contact info), the sub-user's login information can also be sent to the Owner or Admin contact.

To send a login/password for a domain name, you must first look up the domain in your ResellOne.net Web Interface using the "View Domain" tool. Once you've queried the domain name, the page should have the options below. If a sub-user has not been made for the domain name, the sub-user options will not appear.

### Domain Management

[Send WDRP reminder message](#)

[E-Mail Sub-User Password to the Admin Contact \(admin@domainname.com\)](#)

[E-Mail Sub-User Password to the Owner Contact \(admin@domainname.com\)](#)

Clicking any of the links will send the login/password to that contact. Note that some email software and mail servers will not deliver the mail properly for a myriad of reasons, though the most common culprit is anti-SPAM software.

## Redemption Period

The Redemption Period is a 30-day, Registry-imposed hold period for domains that occurs after ResellOne.net has instructed the Registry that the domain should be dropped. Domains will have reached the REDEMPTION PERIOD state if they have been EXPIRED for at least 40 days, were NOT renewed by the owner or Reseller, and the drop domain process has run. Normally domains would be deleted at this point, but the REDEMPTION PERIOD provides the owner with one last chance to recover the domain before it's dropped and potentially re-registered by a new owner.

The Redemption process is costly, both in fees and in effort. Registrants should be discouraged from using the Redemption Period and encouraged to renew domains before expiry or during the grace period when a renewal can be conducted with the registry in real time and for no additional cost.

If you have any questions about the current cost of the Redemption, you can contact your Account Representative.

### To bring a domain out of Redemption Period status

1. Verify that the domain is really in the Redemption Period using the Registry's WHOIS, for example:  
<http://www.crsnic.net/> for .com and .net  
[http://www.pir.org/whois\\_search/](http://www.pir.org/whois_search/) for .org  
Domains in redemption will have a status of "Redemption Period" or "Pending Delete – Restorable".
2. Ensure that your Reseller account has sufficient funds to cover the cost of the redemption.

3. Go the ResellOne.net Web Interface, and under Domain Management, click the new **Domain Redemption** link to open the ResellOne.net Redemption Request Form.

The screenshot shows a web browser window titled "https://resellers.resellone.net/resellers/?action=domain\_redemption - Microsoft Internet Explorer". The address bar shows the URL "https://resellers.resellone.net/resellers/?action=domain\_redemption". The page content includes the ResellOne.net logo, a "Back to Main Menu" link, and the title "Redemption Request Form". There are two input fields: "Domain Name:" and "Reseller email address to notify of the redemption progress:". Below these fields is a paragraph of text: "I currently have enough funds in my Reseller account to support the \$80 US plus one year renewal that will be charged to facilitate the redemption process. I understand this may take up to 7 business days to process." followed by "Please be advised that redemptions are non-refundable." and a red warning: "NAME domain names cannot be redeemed." At the bottom of the form is a button labeled "I understand and agree". The browser's status bar at the bottom shows the time as 1:21 PM.

4. Once you complete and submit the request form, indicating that you want to redeem the domain and accept the incurred cost, the domain is brought out of Redemption, a Renewal Year is added, and the domain is inserted into its own domain profile. If it was previously part of a grouped profile, it will now be separate.
5. The Reseller will be emailed letting them know that the Redemption is completed. The Reseller should communicate this directly to the Registrant.

#### **Reseller contact information for End-Users**

The ResellOne.net Web Interface has a "Support and Whois Information for your Customers" section where you can enter the end-user contact info for your customers. Resellers can now enter multiple end-user addresses such as Administrative Contact, Billing Contact, etc. Although generally Registrants are aware of who they are getting their domain from at the time they get it (they are, after all, purchasing on your site), this information can be easily lost or forgotten down the road. The primary way domain owners track down who they should be contacting for their domain is via a WHOIS lookup.

Resellers are able to have their contact information displayed in the WHOIS record for any domain in their Reseller profile to let their Registrants know who to contact to renew their domain, ask questions or upgrade services. Currently this functionality only works for .com/.net/.org domains.

Resellers can also supply ResellOne.net Support with specific information to pass on to Registrants if they contact us or have a logon failure using the public Manage Domain

Interface. Since the Registrar of Record is always displayed on domains if the lookup is done outside of ResellOne.net, ResellOne.net Support tends to be contacted with questions that relate to the Reseller rather than the Registrar. In cases where the WHOIS server doesn't follow "recursive" lookups back to the Registrar for the domain, the Registrar of Record is all the end-user has to go on.

**Registration Service Provider information in WHOIS**

The first part of the "Support and Whois Information for your Customers" section looks like this:

<b>Whois Information</b>	
<p>The following information will be displayed in your Registrants' whois output. Only information entered will be displayed. Note that the Registrant can opt out of having this information displayed.</p> <p>The format of the WHOIS information currently is:</p> <p>Registration Service Provider:            The Example Reseller, support@tucows.com            416-535-0123            416-531-2516 (fax)            This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.</p> <p><b>* NOTE</b> At least one of Phone Number, Fax Number E-Mail or URL must be specified in the form below.</p>	
<b>Business Name:</b> (optional)	<input style="width: 90%;" type="text" value="The Example Reseller"/>
<b>Phone Number:</b>	<input style="width: 90%;" type="text" value="416-535-0123"/> * <small>(eg. 416-555-1122 x333)</small>
<b>Fax Number:</b>	<input style="width: 90%;" type="text" value="416-531-2516"/> * <small>(eg. 416-555-1122)</small>
<b>E-Mail:</b>	<input style="width: 90%;" type="text" value="support@tucows.com"/> *
<b>URL:</b>	<input style="width: 90%;" type="text"/> *
<b>Additional Information:</b> (optional)	<div style="border: 1px solid #ccc; padding: 2px;"> <p>This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.</p> <p><b>Note:</b> Max 1024 characters. Any HTML tags in the message will be stripped out.</p> </div>
<b>Activate?</b>	<input type="radio"/> No <input checked="" type="radio"/> Yes

The purpose of most of the fields is generally self-evident, and since saved changes are immediate you can WHOIS a domain immediately and see how the output changes. The information above would create the following output when performing a WHOIS lookup on RESELLONE.NET.COM:

```

Registrant:
ResellOne.net Inc.
96 Mowat Avenue
Toronto, Ontario M6K3M1
CA

Domain Name: RESELLONE.NET.COM

Administrative Contact:
    
```

Contact, Administration dnsadmin@resellone.net  
96 Mowat Avenue  
Toronto, Ontario M6K3M1  
CA  
1- 416-535-0123

Technical Contact:

Contact, Technical dnstech@ResellOne.net.com  
96 Mowat Avenue  
Toronto, Ontario M6K3M1  
CA  
1-416-535-0123

Registration Service Provider:

The Example Reseller  
416-535-0123  
416-531-2516 (fax)

This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.

Registrar of Record: RESELLONE.NET, INC.

Record last updated on 09-Jul-2002.

Record expires on 06-Sep-2006.

Record Created on 07-Sep-1995.

Domain servers in listed order:

DNS1.RESELLONE.NET.COM	216.40.37.11
DNS2.RESELLONE.NET.COM	216.40.37.12
DNS3.RESELLONE.NET.COM	207.136.98.110

**Note:** Registrants can disable this feature for their particular domain, even if you have the feature turned on globally, through Manage Domain interface. This is not available via the Public Manage Interface, and must be enabled via your own client scripts.

**Note:** Disabling this feature only disables Reseller Contact output in the WHOIS; registrants can still see this information in the 'Reseller Contact' section of the Manage domain interface.

## Custom message for Registrants contacting ResellOne.net Support

When one of your customers contacts ResellOne.net Support, or they have a logon failure using the public Manage Domain Interface, we include the text seen below as a part of our response. If you have a customized interface or special instructions for your customers, this is a great place to include them.

**Customize Information for your Customers**

Whenever your customer contacts us, we refer them to you with the following message:

For support regarding example.com, please contact your reseller, The Example Reseller via the following:

The Example Reseller, support@tucows.com  
416-535-0123  
416-531-2516 (fax)

This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.

The Example Reseller has asked us to pass the following information on to you:

The Example Reseller would like to assist you with your domain and its services! To make life easier for our customers we have provided a few simple online tools that accomplish most common tasks.

If you wish to make changes to your domain or add services and features, visit our custom Domain Management interface found at:  
<http://www.exampersp.com/cgi-bin/manage.cgi>

If you have further questions about your domain or services, contact us using our LiveChat interface found at:  
<http://www.exampersp.com/livechat>

(If you wish to modify your organization name or technical contact email address used here, please [click here to update your technical contact information](#) )

If you wish us to add or modify a customized message to your customer, you may enter this message below. The message to your customer will be as follows:

The Example Reseller has asked us to pass the following information onto you:

The Example Reseller would like to assist you with your domain and its services! To make life easier for our customers we have provided a few simple online tools that accomplish most common tasks.

**Note:** Max 1024 characters. Any HTML tags in the message will be stripped out. This message will not be shown if whois info is activated and the message is the same as the Additional Info above.

Keep in mind that text inside the entry box will stretch the browser window if you put in a long line of text. For the example above, hard returns were put at the end of each line to keep the formatting consistent.

## Reseller Affiliates

Resellers who have their own reseller or affiliate base can use an optional Affiliate ID field to track this business. If you don't have a reseller or affiliate business model or you don't want to track this information, this field can be ignored.

At the time of order (i.e. new domain purchase, or transfer) your reseller/affiliate can enter their Affiliate ID in the order template. You may use this information to track which reseller/affiliate placed the order. Note, for renewals, the affiliate id that you entered at the time of original purchase will default on to the renewal order once the domain has been renewed. For end-user transfer messages, you will have an affiliate ID variable if you want to include it.

Order confirmations can be turned on or off for a particular Affiliate. In the RWI, Resellers can modify this setting via "Tech Contact Information" under "Email message to customer: Configure Message". Simply create your affiliate's name and chose whether or not to send out the email. Renewal or transfers email confirmations can not be controlled by Affiliate ID.

Allowed characters: A-Z a-z 0-9

Maximum characters: 100

Optional – if no affiliate, leave this field blank

# Payments

## Pricing

For pricing for ResellOne.net' services, see the pricing page in the Reseller Resource Centre: <https://resellone.net/prices.aspx>

## Payment Overview

ResellOne.net will accept pre-payment by wire transfer, check, international money order, credit card, and Automated Cheque Handling (direct withdrawal). We will not accept payments remitted in currencies other than US Dollars (USD).

The 7% Goods and Services Tax must be paid by all Canadian Registration Service Providers. For information on tax rebates, please refer to the Canadian Customs and Revenue Agency web site at <http://www.ccr-aadrc.gc.ca/menu/EmenuHDA.html> . Please note that ResellOne.net recommends purchasing at least one month's worth of credits at a time. Depending on the payment method you choose, it can take up to two business days after payment is received to apply your payment to your account.

## Wire Transfers

When remitting a payment via wire transfer, please send a confirmation e-mail to [billing@resellone.net](mailto:billing@resellone.net) with the your Company name, ResellOne.net username (if you have been assigned one), date, originating bank, amount of the transfer, and the Account Name in which the transfer was conducted from. Wire transfer remittances will be applied to your account within one business day of receipt.

Please ensure that your company name or ResellOne.net user name appear in the sender section of the wire transfer.

Please note that there is a \$15 processing charge for remittances by wire transfer for under \$5000.00. Please add this amount to any remittances submitted via this method.

Wire transfers should be submitted to:

MT100  
HSBC Bank USA, New York, N.Y.  
SWIFT: MRMDUS33  
Pay to HSBC Canada- A/C 000-050881  
For account: 362 -003 -068-070  
Beneficiary: ResellOne.net.com Co.

## Checks, International Money Orders

Please contact [support@resellone.net](mailto:support@resellone.net) for the mailing address and payable to information.

You must include your ResellOne.net username with your check or money order. Please note that non-certified check remittances will not be processed until the transaction has cleared our bank, which can take up to 15 business days.

Certified checks and International Money Orders will be applied to your account within one business day.

## Online Credit Card Payments

Credit card remittances will be processed within 24 hours.

### Online Credit Card Account Updates

The following section details the requirements and instructions for enabling and using the online credit card account update system in the RWI.

### Qualifying for Online Account Updates

Please email [billing@resellone.net](mailto:billing@resellone.net) and request to be enabled for online credit card account updates. Be sure to include you Reseller username in the email.

### Cards we accept

We currently accept Visa, MasterCard, and American Express.

### Minimum/Maximum

The online credit card account update system will accept a minimum payment of \$1.00, and a maximum payment of \$2000. If you require a higher maximum payment amount, please contact [support@resellone.net](mailto:support@resellone.net) to request a higher limit; please include a brief explanation of why you need a higher limit.

### Security checks

ResellOne.net has adopted two widely used credit card security measures to protect against credit card fraud:

**AVS** – AVS is the Address Verification System. We check the address included with your payment against the address that your credit card company has on record. Be sure that the address you provide is the address to which your Credit Card is registered.

**CVV** – CVV is a newer standard in credit card security. All credit cards are now issued with three extra digits appended to the card number on the BACK of the card, that do not show up anywhere else, except in the credit card company's database.

These three numbers are used to ensure that the person making the purchase has (or has had) actual possession of the credit card. The following image shows an example of a CVV number.



**\*\*NOTE:** American Express cards actually have a 4 digit CVV number, on the front of the card; the process works the same way.

If you have problems processing an online credit card transaction using the CVV2 number, (or your card does not have a CVV2 number), please contact [billing@resellone.net](mailto:billing@resellone.net).

### Manual Review

Occasionally our credit card clearinghouse will manually audit a transaction; we have NO control over when this happens.

When it does, our system will simply reject the transaction and you may try again using another card, or using some other means of payment.

### Using the Online Account Update System


The following screenshot shows the basic payment submission page:

The screenshot shows a web form titled "Online Credit Card Payment". At the top, it asks for the "Amount to be added" in U.S. Dollars, with a minimum of \$250 and a daily limit of \$2000. Below this is a section for "Credit Card Billing Address" with various input fields: First Name, Last Name, Organization, Street Address, City, Country (dropdown), State/Province (dropdown), State (Other Countries), Zip/Postal Code, Phone Number, and E-Mail. A "Continue..." button is at the bottom.

To make a payment, simply fill in all the fields with the appropriate information, and click the **Continue** button.

The **Online Credit Card Payment** page opens.

**Online Credit Card Payment**



**Billing Summary**

Amount:	\$250.00 USD
G.S.T.:	\$17.50 USD
<b>GRAND TOTAL:</b>	<b>\$267.50 USD</b>

Charges to your credit card will be labelled under **"Tucoys \*OpenSRS chuck"**

**Credit Card Billing Address**

First Name:	Billing
Last Name:	Manager
Organization:	Tucows Inc.
Street Address:	96 Mowat Avenue
City:	Toronto
Country:	Canada
State/Province:	Ontario
Zip/Postal Code:	M6K3M1
Phone Number:	4165350123
E-Mail:	payments@opensrs.org


[Edit Amount and Billing Address](#)

**Credit Card Details**

**NOTE:** Please be sure to include the correct Address and CVV2 information; incorrect information will result in the specified amount of money being placed 'on-hold' with your Credit Card company for several days and the transaction will not be allowed.

Cardholder's Name:	<input type="text"/>
Card Type:	<input type="text" value="Please Select a Credit Card Type"/>
Credit Card Number:	<input type="text"/>
Expiry Date (MM/YY):	<input type="text" value="-"/> <input type="text" value="-"/>
CVV2*:	<input type="text"/>

\*CVV2 is a 3-digit value at the end of your account number printed on the **back** of your credit card.



On American Express cards, CVV2 number consists of 3-4 digits located on the front of the card.

Once you enter valid Credit Card information (including CVV2 number) and click **Charge**, the payment confirmation page opens.

**Online Credit Card Payment**

**Thank you. \$250.00 USD has been added to your account. \$17.50 USD was charged for GST.**

Order ID: #46300

NOTE: Only Canadian Resellers are charged GST.

### Reviewing Payments

You may review your online credit card account updates via the normal Payment Information Screen in the RWI. Online credit card payments will show as "RWI Online Credit Card Payment".

Also, on your credit card statement, your ResellOne.net payments will show as <TBD>. For example, if your username was 'acme', this would be "<TBD>".

### **Automated Cheque Handling (Direct Withdrawal)**

The ACH (Automated Cheque Handling) payment option reduces the effort and time required to ensure that you have sufficient funds in your Reseller account to pay for new orders and transactions.

In order to use this option, you must provide ResellOne.net with your banking information (must be a US bank account, but can be with a non-US bank), and specify how you would like ResellOne.net to withdraw funds from your account.

#### **Signing up for ACH**

To sign up for ACH, you must submit a completed contract along with a voided cheque to ResellOne.net either by fax or regular mail. Once your form and voided cheque have been received, ResellOne.net staff will enable your Reseller account for ACH and notify you when you can access this feature.

#### **Specifying ACH payment options**

The ACH feature enables you to deposit funds to your Reseller account by either using automatic top-up when your Reseller account balance reaches a set amount, or by manually withdrawing funds from your bank account and depositing those funds to your Reseller account.

Once ResellOne.net has enabled your Reseller account for ACH, you can adjust your ACH payment options using the **Payment Information** page in the RWI.

1. From the RWI main page, scroll down to the **Profile Management** section, then click the **Payment Information** link. The **Payment Manager** page opens.
2. Scroll down the page to the **Automated Check Handling Information** section. If you have not signed up for ACH or haven't yet been enabled for ACH by ResellOne.net, this section will not be shown.
3. Complete the fields in the **Automated Check Handling Information** section to specify your ACH preferences:

#### **Enable Automated Payment**

Once you've submitted your banking information and ResellOne.net has enabled you for Automated Check Handling (ACH), you need to activate ACH using this option.

#### **ACH Low Account Balance Threshold**

If you're enabled for ACH, and your account balance drops below the amount specified in this field, an email is sent reminding you to use ACH to add funds to your account. Or, if you've activated the ACH Pre-Authorized Amount option (see below), funds are automatically withdrawn from your bank account when your Reseller balance drops below this amount.

#### **ACH Pre-Authorized Amount**

This field enables you to use the automated top-up option with ACH. When your Reseller account balance drop below the amount set in the ACH Low Account Balance Threshold field, funds are automatically withdrawn from your bank account and

deposited to your Reseller account. The amount you submit in this field is the amount you authorize ResellOne.net to withdraw from your bank account when your Reseller account balance drops below the threshold.

#### **ACH Notification Email**

Include the email address to which you want your ACH low balance notification sent. Notifications of automatic top-ups are also sent to this address.

#### **ACH Banking Information**

Click the View link to see your banking information. This information is used to withdraw funds from your bank account to add funds to your Reseller account.

4. When done specifying your ACH settings, click the **Submit** button.

#### **Making a Manual ACH Payment**

If you have not opted to use the automatic top-up feature, you should manually deposit funds to your Reseller account. ResellOne.net will send you a notice when your balance drops below your low-balance threshold, to remind you to add funds to your account.

1. From the RWI main page, scroll down to the **Profile Management** section, then click the **Online ACH Payment** link. The **Online ACH Payment** page opens.
2. In the **Amount** field, enter the amount that you want withdrawn from your bank account and added to your Reseller account
3. Click the **Submit** button. The **Online ACH Payment [Confirmation]** page opens.
4. Review the payment information, and if it is correct, click the **Confirm** button. The **Online ACH Payment** page opens, indicating that your payment has been posted.

#### **Conditions for automatic top-up and manual deposit**

If you have chosen to use ACH to ensure that you always have sufficient funds in your Reseller account, funds will be deducted from your bank account according to the following conditions:

- You've enabled automatic top-up, and
- Your available balance is less-than or equal-to the ACH Low Account Balance Threshold, and
- Your current balance is equal-to or greater-than your minimum account balance, and
- Your ACH pre-authorized amount is equal-to or less-than the 3-day maximum total that ResellOne.net assigned to your account. The 3-day maximum total is shown in the banking information page.

## Payment Information

The **Payment Information** page in the RWI allows you to see important information about your account balance, and update payment and notification options.

Payment Information	
<b>Current Account Balance</b>	\$150.00 <small>Includes all amounts allocated for pending registrations and transfers</small>
<b>Amount Allocated For Pending Transfers</b>	\$0.00
<b>Amount Allocated For New Registrations In Progress</b>	\$0.00
<b>Amount Allocated For Other Items</b>	\$0.00
<b>Available Account Balance</b>	\$150.00
<b>Low Account Balance Threshold</b>	<input type="text" value="\$0.00"/> <small>Email will be sent when Current Account Balance falls below this amount</small>
<b>Low Balance Notification Email</b>	<input type="text" value="dave@tucows.com"/>
Financial Statements Information	
<b>Receive Monthly Statement By Email</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Email</b>	<input type="text" value="dave@tucows.com"/>
<b>Last Received Statement</b>	N/A
Automated Check Handling Information	
<b>Enable Automated Payment</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>ACH Low Account Balance Threshold</b>	<input type="text" value="\$100.00"/>
<b>ACH Pre-Authorized Amount</b>	<input type="text" value="\$50.00"/>
<b>ACH Notification Email</b>	<input type="text" value="dave@tucows.com"/>
<b>ACH Banking Information</b>	<a href="#">View</a>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	


Field	Description
Payment Information	
<b>Current Account Balance</b>	This is the total amount of money contained within your account, including all amounts allocated for domain transfers and asynchronous registrations
<b>Amount Allocated for Pending Transfers</b>	This figure represents the money required to process any transfers that are currently in progress. If the transfer completes successfully, the appropriate amount is fully removed from your account. If the transfer fails, the money is returned to your account.
<b>Amount Allocated for New Registrations in Progress</b>	This figure represents the money required to process any asynchronous registrations that are currently in progress. If the registration completes successfully, the appropriate amount is fully removed from your account. If the registration fails, the money is returned to your account.
<b>Amount Allocated For Other Items</b>	This figure represents funds allocated to process transactions other than new registrations and transfers.
<b>Available Account Balance</b>	This is the total amount available in your account for new registrations and transfers, and does not include any amounts already allocated for orders in process.

<b>Low Account Balance Threshold</b>	When your account balance drops below this threshold, an email is sent to the address or addresses specified, reminding you to add more money to your account. You can enter a maximum of two email addresses, separated by a comma.
<b>Low Balance Notification Email</b>	Include the email address to which you want your low balance notification sent. Low balance applies to all payment methods.
<b>Financial Statements Information</b>	
<b>Receive Monthly Statement by Email</b>	This section allows you to choose to receive a monthly statement by email.
<b>Email</b>	If you choose to receive a monthly statement by email, the statement is sent to the email address specified in this field.
<b>Last Received Statement</b>	If a previous statement was sent, the date of that statement is shown.
<b>Automated Check Handling Information</b>	
<b>Note:</b> The following fields are available only if you have been enabled for Automated Check Handling.	
<b>Enable Automated Payment</b>	Once you've submitted your banking information and ResellOne.net has enabled you for Automated Check Handling (ACH), you need to activate auto top-up using this option.
<b>ACH Low Account Balance Threshold</b>	If you're enabled for ACH, and your account balance drops below the amount specified in this field, an email is sent reminding you to use ACH to add funds to your account. Or, if you've activated the <b>ACH Pre-Authorized Amount</b> option (see below), funds are automatically withdrawn from your bank account when your Reseller account balance drops below this amount.
<b>ACH Pre-Authorized Amount</b>	This field enables you to use the automated top-up option with ACH. When your Reseller account balance drop below the amount set in the <b>ACH Low Account Balance Threshold</b> field, funds are automatically withdrawn from your bank account and deposited to your Reseller account. The amount you submit in this field is the amount you authorize ResellOne.net to withdraw from your bank account when your Reseller account balance drops below the threshold.
<b>ACH Notification Email</b>	Include the email address to which you want your ACH low balance notification sent. Notifications of automatic top-ups are also sent to this address.
<b>ACH Banking Information</b>	Click the <b>View</b> link to see your banking information. This information is used to withdraw funds from your bank account to add funds to your Reseller account.

## Financial Statements

We are able to provide financial statements showing a detailed transaction listing for your account on a monthly basis. Note that this feature will not be available until after August 2002, and ONLY will contact transactions dated July 2002 or later.

There is a new link under **Profile Management** labeled **Financial Statements**



The screenshot shows a web interface titled "FINANCIAL STATEMENTS". It features a dropdown menu set to "MAY, 2002", a dropdown menu for "10 transactions per page", a button labeled "View as HTML", and a button labeled "Download as CSV file". Below these elements is a blue "Help" link.

The **Help** link provides a description of the options in the interface, and an explanation of the results. To summarize:

You can select any month (that's currently available in the system). If you wish to view a web page you can opt for 10/20/30 transactions per page (more results are available on subsequent pages). Optionally you can download the entire transactions for a specific month into CVS format.

### Financial Statement HTML Results

This page will give you a summary statement and detailed transactions.

**Note:** The information here is an example only and may not necessarily reflect the range of transactions you will see.

### ResellOne.net Monthly Statement

The following statement summarizes your account activity during the Statement Period.

**Statement Date:** 27-JUN-2002

**Statement Period:** 01-MAY-2002 - 01-JUN-2002

**Company Name:** ResellOne.net

**Username:** qateam

---

### Payment Summary

**Opening Balance:** \$7791.00

**Opening Hold Balance:**

Total Payments: \$300.00

Total Taxes: \$0.00

Total Handling Fees: \$0.00

Total Domain Purchases:  
 Total Cert Purchases: \$0.00  
 Total Domain Renewals:  
 Total Domain Transfers:  
 Total Domain Refunds: \$49.00  
 Total Cert Refunds: \$0.00  
 Other: \$0.00  
**Closing Balance: \$6073.50**

**Total Hold Transactions:**  
**Closing Hold Balance:**

**Available Balance: \$6061.50**

---

### Transaction Detail

Date	ID	Transaction Type	Description	Debit	Credit	Closing Balance
01-MAY-2002	9703	Domain Purchase	new tranbill1.com 1 y	10.00		7781.00
01-MAY-2002	9706	Hold Transaction	Return reserve transfer ludatu7.com 1 y		8.00	7789.00

If you opt to select a CVS file, it will contain the summary information in the first segment, then a listing (comma separate values) of all the transaction details (Date, ID, Transaction Type, Description, Debit, Credit, Closing Balance)

#### Refunds

ResellOne.net will refund any unused account balance within two weeks of receiving a written request. We will not refund any portion of your account balance that has been used for domain registrations, renewals, or transfers.

#### Checking Your Balance

Resellers check their balance anytime using the **Payment Manager** page in the RWI.

From the RWI main page, scroll down to the **Profile Management** section, then click the **Payment Information** link. The **Payment Manager** page opens.

# General TLD (gTLD) Registrations

## gTLDs offered by ResellOne.net

.COM  
.NET  
.ORG  
.INFO  
.BIZ

## Registration Considerations

There are no special requirements for registering gTLDs. Any organization can get as many available names as they are willing to pay for. Registration in the gTLDs is 'real-time'; the ResellOne.net Provisioning System (RPS) sends commands to the Verisign Registry, which in turn replies immediately with either confirmation of the requested change, or the appropriate error message. In either case, the result of the transaction is displayed for the Reseller (or in some cases the end user) immediately. The exception to this rule is gTLD Registrar transfers.

The following screenshot shows the basic domain contact structure; note that information from any contact can automatically be filled in to any subsequent contact (i.e. The administrative contact can be marked 'same as Registrant Contact' etc.).

### Contact Information

The screenshot shows a form titled "Contact Information" with the following fields:

- First Name:
- Last Name:
- Organization Name:
- Street Address:
- \*optional\* (eg: Suite #245):
- \*optional\* Address 3:
- City:
- State:
- Country:
- Postal Code:
- Phone Number:  (eg. 416-555-1122 x333 or +1.4165551122x1234 for info and biz)
- \*optional\* Fax Number:  (eg. 416-555-1122 or +1.4165551122x1234 for info and biz)
- Email:  (Must be currently valid address)

## gTLD Qualification

In order to resell gTLDs to your clients, you will need to:

- i) Read, sign and fax the gTLD Registration Contract to ResellOne.net
- ii) Post the gTLD Registrant Agreement and ICANN UDRP on your site, and clearly bind your clients to them

## Quickstart Considerations

Using the Quickstart interface you can only register or transfer one domain at a time. To implement more advanced features like bulk order processing and credit card integrations, consider a Full Access implementation.

## Renewals

The following sections of this document explain how to manage, monitor and process gTLD renewals.

**No refunds for renewals** A renewal transaction is final, and cannot, under any circumstances, be canceled. Please be sure that you fully understand this before you attempt any domain renewals. We have no means of retrieving money from the registry for domain years purchased through renewals, and so we cannot refund Resellers who renew names in error.

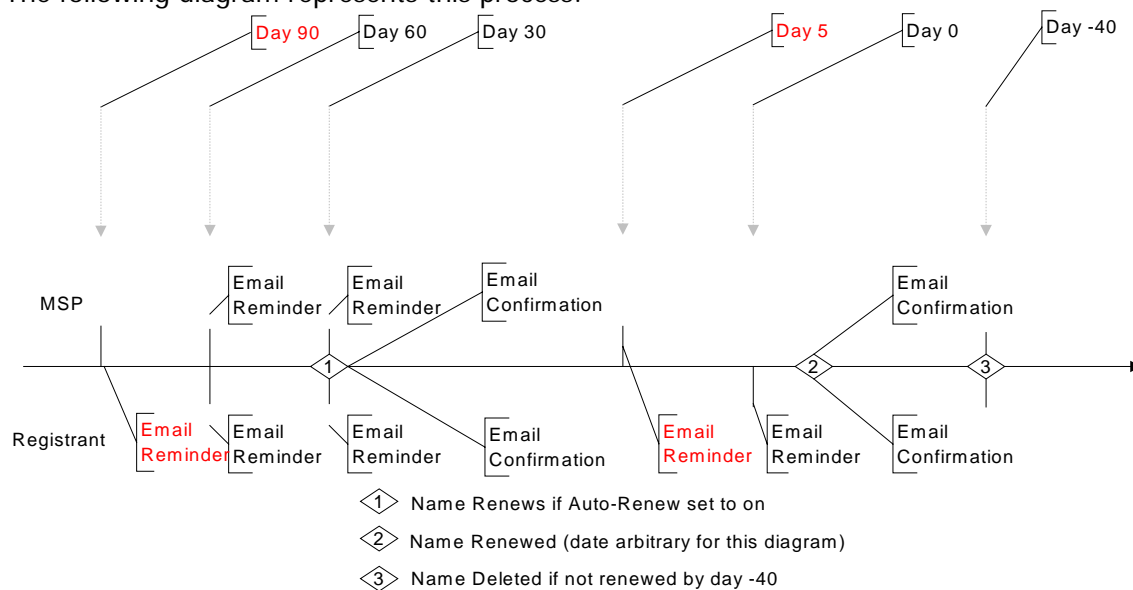
## gTLD Renewal Flow

The ResellOne.net renewal system was built to meet the requirements identified by our Resellers. Many features are optional, allowing you to use the elements of the renewal system that best match your business model.

Assuming all the features of the system are enabled, the typical renewal cycle is as follows:

- Reminder emails are sent to the registrant 90, 60, 30, 5, 0 days before the domains expiry
- Reminder emails are sent to the reseller at 90, 60, 30, 1, -40
- The registrant either contacts the Reseller and orders a domain renewal, or requests the renewal online through the Resellers renewal scripts
- Once the domain is renewed, an email confirmation is sent to both the registrant and the Reseller

The following diagram represents this process:



## **gTLD Renewals Features Overview**

The following sections of this document explain the additions to the ResellOne.net client and server to facilitate gTLD renewals. NOTE: Most features of this system are available on an 'opt-in' basis, allowing Resellers to use our standard renewal automation functionality, or to build their own automated renewal processes.

The following features are available to automate gTLD renewals:

- Views for 90, 60, 30, 0, Past Due, Deleted Names
- Email Reminders for 90, 60, 30, 1, Past Due to Reseller
- Email Reminders for 90, 60, 30, 5, 0, Past Due to Registrant
- Email Confirmation to Registrants/Resellers to confirm successful domain renewal
- Bulk Renewals
- Ability to set names for auto-renewal
- Ability to set names for NON-renewal

## The ResellOne.net Web Interface and gTLD Renewals

Nearly all renewal functionality can be found in the 'Renewal Management' section of the RWI. The following screenshot shows the new headings:

### Renewals Views

- [Names expiring in the next 90-61 days](#)
- [Names expiring in the next 60-31 days](#)
- [Names expiring in the next 30-0 days](#)
- [Deactivated names \(between expiry date and registry deletion date\)](#)
- [Expired names \(deleted\)](#)
  
- [Bulk Renew Names](#)
  
- Search domains (use \* for wild card):
  
- [Names auto-renewing in 30 days](#)
  
- Search for domains set to auto-renew (use \* for wild card):  
From:  To:
  
- Search for domains set to let-expire (use \* for wild card):  
From:  To:

### Renewal Settings

- [Configure daily RSP renewal reminder email](#)
- [Configure daily end user renewal reminder email](#)
- [Configure renewal order processing messages, to RSP](#)
- [Renewal Confirmation, To End User](#)
- [UK Renewal Confirmation, To End User](#)

Renewal Views	
<b>Names expiring in the next 90-61 days</b>	Shows a list of domains expiring in the next 90-61 days
<b>Names expiring in the next 60-31 days</b>	Shows a list of domains expiring in the next 60-31 days
<b>Names expiring in the next 30-0 days</b>	Shows a list of domains expiring in the next 30 days
<b>Deactivated names (0-40 days past expiration date)</b>	Shows a list of domains that are passed their expiry date, but not yet deleted. Names are deleted if they reach 40 days passed their renewal date and have not been renewed.
<b>Expired names (deleted)</b>	Shows a list of expired domains.
<b>Search domains</b>	Shows a list of all domains.
<b>Search domains set to auto-renew</b>	Shows a list of domains set to auto-renew.
<b>Search domains set to let-expire</b>	Shows a list of all domains set to let-expire.
Renewal Settings	
<b>Configure daily RSP renewal reminder email</b>	Allows Resellers to enable and configure an email report of names coming up for renewal (details below)
<b>Configure daily end user renewal reminder email</b>	Allows Resellers to enable and configure an email reminders to end users for names coming up for renewal (details below)
<b>Configure renewal order processing messages</b>	Allows Resellers to enable and configure email confirmations of processed renewals to both the end user and the Reseller. (details below)

**Renewal Functionality from 90, 60, 30, 0 days, and Passed Due Views**

Resellers may renew domains from any of the tables in the renewals section, except Expired Names. The tables are presented as follows, with renewal functionality described below.

Domains for 'sample' reseller						
Selected View: Names expiring in the next 90-61 days.						
Total: 2						
Domain Name	Expiry Date	Renewal Setting	Renew	Renewal Term	WHOIS Privacy	WHOIS Privacy Expiry
<a href="#">prodmantest.co.uk</a>	2005-11-10 00:00:00	Auto Renew ▾	<input type="checkbox"/>	2 Year(s) ▾	No	
<a href="#">10.example.com</a>	2005-11-12 00:00:00	Normal ▾	<input checked="" type="checkbox"/>	1 Year(s) ▾	No	
Select All --->		Auto Renew ▾	<input type="checkbox"/>	<input type="button" value="+"/>		
					<input type="button" value="Submit"/>	<input type="button" value="Reset"/>

### Table Headers:

- a) **Domain name**  
The domain name that is due for renewal. Click this header to sort results by domain name.
- b) **Expiry Date**  
The expiry date of the domain up for renewal. Click this header to sort by expiry date.
- c) **Renewal Setting**  
This drop-down list shows the current renewal setting and allows you to choose a different renewal option.
- d) **Renew**  
Click this checkbox to renew the domain.
- e) **Renewal Term**  
Use the drop-down list to choose the number of years for which to renew the domain.
- f) **WHOIS Privacy**  
Indicates if WHOIS Privacy was purchased for the domain.
- g) **WHOIS Privacy Expiry**  
Indicates the expiry date for the WHOIS Privacy service if it was purchased for the domain.

### If you've made changes on this form

Click the **Submit** button to submit your renewal setting changes.

#### Individual gTLD Renewals

Domain names can be renewed individually using the tabled views described above. Resellers can also click on the domain name in question from the tabled renewal views (or the View Active Domains table) and renew the domain using a renewal feature located at the bottom of the page.

#### Bulk gTLD Renewals

Bulk renewals are possible through the ResellOne.net Web Interface using the Bulk Renew Names link under Renewal Management. Simply enter a list of names in the text box provided, and click the submit button. You may also set the 'autorenew' flag to on while processing renewals in this manner. See [Renewing multiple domains](#) for more information.

#### Setting gTLDs to auto-renew

The auto-renew feature is an excellent safety net for domains that absolutely must not be allowed to expire. Any name with the auto-renew flag on will renew when it's 30 days to expiration. If the flag is applied between 30 and 0 days to expiration, it should be applied within 2 days depending on when the auto-renew job processes the renewal.

Just to be safe, if a domain is close to expiration and you turn the auto-renew flag on expecting it to be auto-renewed the very next day, renew the domain manually anyway just in case the auto-renew job runs late. Afterwards, the auto-renew function will see that a manual renewal has been performed and won't apply an extra renewal year.

Names can be set for auto-renewal any of the following ways:

- a) by the Reseller or Registrant during registration (client or RWI)
- b) by the Reseller after clicking on the domain name from either the View Active Domains view or one of the renewal views
- c) by the Reseller from one of the renewals views
- d) from the Bulk Renewal Tool in the RWI, **while processing renewals**
- e) via manage.cgi if you are using the Full Access client scripts and have enabled this functionality (see the Perl Client Manual for details)

Generally, domain renewal becomes an issue once a domain name is approaching its expiry date; however, one feature that should be considered upon registration or transfer is the 'auto-renew' feature. The registrant (or the Reseller) may now opt to put a name on Auto-renew.

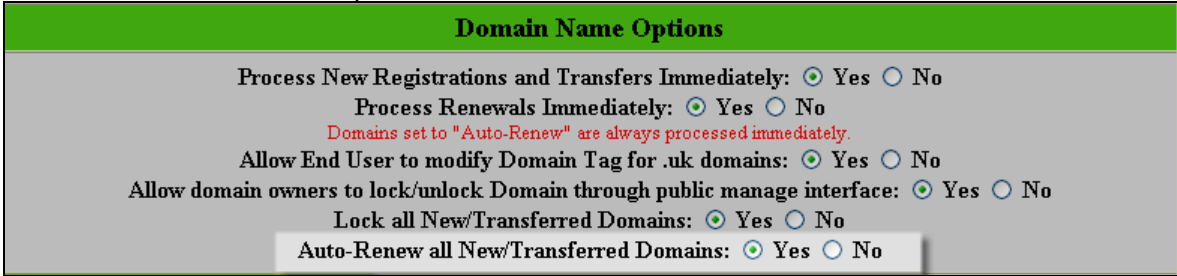
All names with the Auto-Renew feature enabled will be automatically renewed 30 days before the domain would have otherwise expired.

**Note:** Resellers must be sure to maintain an account balance capable of sustaining auto-renewals; an auto-renewal transaction will not succeed if there are not sufficient funds in your Reseller account balance.

#### Auto Renew all New/Transferred Domains

Resellers can set all new or transferred domains to auto-renew by default using an option In the RWI. The auto-renew setting can be disabled at the order level by the Reseller, or by the Registrant if enabled.

1. In the RWI main page, click the **Tech Contact Information** link.
2. Scroll down the page to the **Domain Name Options** section.
3. Beside the **Auto-Renew all New/Transferred Domains** option, click **Yes**.

1. 

**Domain Name Options**

Process New Registrations and Transfers Immediately:  Yes  No

Process Renewals Immediately:  Yes  No

*Domains set to "Auto-Renew" are always processed immediately.*

Allow End User to modify Domain Tag for .uk domains:  Yes  No

Allow domain owners to lock/unlock Domain through public manage interface:  Yes  No

Lock all New/Transferred Domains:  Yes  No

Auto-Renew all New/Transferred Domains:  Yes  No

#### Reseller notification – End-user activated/deactivated AutoRenew

Using the AWI (Admin Web Interface), Resellers can opt to receive a notification when their end-users activate or deactivate the auto-renew setting for their domains.

##### Auto Renew enabled

Sent to Reseller when a domain's auto renew setting is enabled.

### **Auto Renew disabled**

Sent to Reseller when a domain's auto renew setting is disabled.

The same two messages will be sent if all domains in the end-user's profile are changed (one message containing list of domains updated).

Notification is sent only when the setting is changed and is not part of a renewal order. If a renewal order also sets the domain to auto-renew, no message will be sent to the Reseller.

### **Ability to set gTLDs for NON-renewal**

Domain names must be set individually for non-renewal from the information page for the domain. This feature is useful if you know that your client is not interested in renewing a domain name, and you want to prevent the system from including them in any automated emails sent to your clients.

**Note:** A domain set for non-renewal will be deleted 40 days after the domain's expiration date.

#### **To navigate to the information page for a domain**

1. From the RWI main page, in the **Domain Registration Administration** section, click **Search Domains**. The **Search Domains** page opens.
2. Scroll to the bottom of the **Search Domains** page, then click the **Results to HTML page** button. The **Search Results** page opens.
3. In the **Domain Name** column, click the link for the domain of interest. The domain information page opens.

#### **To set a domain for renewal through normal notification**

1. From the domain information page, in the **Change Domain Renewal Settings** section, ensure the **Let Domain Expire** radio button is selected.
2. Click **Update Settings**.  
The result is displayed at the top of the page, indicating if the instruction was successful.

#### **To set a domain for automatic renewal**

1. From the domain information page, in the **Change Domain Renewal Settings** section, select the **Auto Renew** radio button.
2. Click **Update Settings**.  
The result is displayed at the top of the page, indicating if the instruction was successful.

#### **To set a domain for non-renewal**

1. From the domain information page, in the **Change Domain Renewal Settings** section, select the **Let Domain Expire** radio button.
2. Click **Update Settings**.  
The result is displayed at the top of the page, indicating if the instruction was successful.

**Note:** ICANN rules require registrars to send a renewal message for a domain. Selecting **Let Domain Expire** results in one message being sent in order to comply with this requirement.

### **gTLD Renewals without Sufficient Funds**

If you attempt to process a domain renewal, or a domain that is set to auto-renew reaches the 30 day mark and renews, but you don't have sufficient funds in your account to complete the transaction, the transaction will fail.

If you are using the RWI renewal functionality, an appropriate error message will appear on the screen. If the renew request comes through the client or as the result of the auto-renew flag, an error message is displayed to the end user, and the following email is sent to the Technical Contact email address that we have on file for you to remind you to add money to your account:

An order has been submitted (ORDER #) through the client scripts are cannot be processed due to insufficient funds. Your current account balance is ACCOUNT\_BALANCE. Orders submitted from this point forward may not be processed and no further warnings will be sent for 24 hours.

For payment related inquiries, please contact [billing@resellone.net](mailto:billing@resellone.net).

If you have any questions about this order please contact [support@resellone.net](mailto:support@resellone.net).

**Note:** This is the only circumstance where a renewal order error will send an email to the Reseller.

### **gTLD Script/Client Considerations for Renewals**

Renewals are mostly handled on the server-side of the ResellOne.net Provisioning System (RPS); however, there is a new feature in the client code that extends renewal functionality to the end user through the scripts. Resellers must enable this feature in the <TBD>.conf file; once done, an end user can visit a URL and request a domain name renewal. **NOTE:** It is important that you build some kind of payment processing into your scripts if you enable this feature. For full instructions on configuring this option, please refer to ResellOne.net Provisioning System API Specification for domain management.

### **gTLD Renewal Messaging**

The following section explains how Resellers can configure the various messages that are involved in the renewal process. These include both renewal reminders and confirmations to both Resellers and Registrants.

#### **Reseller Renewal Reminders**

Resellers may configure the ResellOne.net renewal system to send out email reports of names coming up for renewal. These options can be configured in the Renewal section of the RWI, under 'Configure daily RSP renewal reminder email'.

These e-mail reports can now be sent to multiple addresses when Resellers add the addresses in the Reseller Contact Information section of the RWI.

The following annotated tables are representations of the RWI; please review them to understand how this feature can be configured.

## Configuration Options

### a) Configure daily Reseller renewal reminder email

Use this section to enable/disable renewal email reminders to yourself. Note that the period for Reseller renewal messaging has been extended to 90 days, however some interfaces still reflect the 60-day period.

Your options here are:

**Send upcoming renewal report email messages to yourself daily, even if there are no domains expiring within the next 90 days?**

Choose this setting if you want to receive renewal reminders, even if there are no domains set to expire in the following 90 days

**Send upcoming renewal report email messages to yourself daily, only if there are domains expiring within the next 90 days.**

Choose this setting if you want to receive renewal reminders only if there are domains set to expire in the following 90 days

**Never send upcoming renewal report email messages to yourself.**

Choose this setting if you do not want to receive renewal reminders

Resellers receive this message in plain text. The email reminder message will tell Resellers:

4. Status of Daily Reseller Reminder Messages (on/off)
5. Status of Daily Registrant Reminder Messages (on/off)
6. Names to be deleted (> 40 days overdue) on that day
7. Names to be deactivated (0 days) on that day
8. Names expiring in 90, 60 and 30 days
9. Names Auto-renewed on that day (auto-renew occurs 30 days before expiry date)
10. Names set to hit the Auto-Renew date in the next 60 days

Resellers can customize messages by changing the editable portions of the **Daily RSP Renewal Reminder** message template. To find this message template, choose the **View Message Template List** option on the RWI and navigate to the **Domain renewal Messaging** section of the template list.

### Registrant renewal reminders

You can configure the ResellOne.net renewal system to send customized messages to your clients once their names approach their expiration date. The default 'send to' email address is the Registrant's Admin Contact. If the Admin Contact address is different than the Billing Contact address, a message will be sent to both contacts. The Reseller sets the message body and the From and Reply-To addresses. Configure these options in the Renewals section of the RWI, under 'Configure daily end user renewal reminder email'.

The following annotated tables are representations of the RWI; please review them to understand how this feature can be configured.

### Configure daily end user renewal reminder email

Use this section to enable/disable renewal email reminders to the registrant.

## Configure End-User Messages

**Optional messages to be sent to end-users at domain renewal thresholds (ie, 60 and 30 days before domain expiry)**

<input type="checkbox"/> 90 Day
<input checked="" type="checkbox"/> 60 Day
<input checked="" type="checkbox"/> 30 Day
<input type="checkbox"/> 10 Days After Expiry

**90 Day Message Customization**

**Note:** The actual emails sent out may not look exactly like the preview message. We suggest that you reset the messages to their default content before making any new modifications.

From Address:

From Display Name:

Reply-To Address:

Reply-To Display Name:

Subject:

**Top Message Body:**

Please find following the automated daily renewal reminder message. To configure the options for this message, please see the "Renewals" section of the "Reseller Web Interface".

**Bottom Message Body:**

This is a default message.

[Preview the 90 Day Renewal Reminder Message](#)  
[Reset this message to default content](#)

### Manually sending a renewal notice to end-users

Instead of relying on the renewal reminders sent at specific intervals (e.g. 30, 60, or 90 days before expiry), Resellers can also send renewal reminders to their customers at any time.

1. From the RWI main page, click **Search Domains**, located in the **Domain Management** section. The Search Domains page opens.
2. Use the fields and drop-down lists to search for the domain for which you want to send a renewal reminder.
3. Click the **Results to HTML page** button. The **Search Results** page opens.

4. From the **Domain Name** column, click the domain. A new page opens with details for the domain.
5. From the **Renew Domain** section, click the **Send Manual renewal reminder to Admin Contact** link.
6. Click **OK** to confirm. The renewal message is sent to the admin contact for that domain.

#### **Reseller Renewal Confirmation**

Resellers may also set the renewal system to automatically email them when domains are renewed. This feature can be enabled and configured in the Renewals section of the RWI, under Configure renewal order processing messages.

The "Renewal Order Processed" Email will be sent to the domain's Billing contact to inform them that the domain was successfully renewed.

The following annotated tables are representations the RWI; please review them to understand how this feature can be configured.

Your options here are:

## Renewal Order Processing Messaging Configuration

### Confirmation Message to RSP

[Preview](#)

[Reset this message to default content](#)

**Note:** The actual emails sent out may not look exactly like the preview message. We suggest that you reset the messages to their default content before making any new modifications.

**Send renewal confirmation messages to RSP?**

From Address:

From Display Name:

Reply-To Address:

Reply-To Display Name:

Subject:

#### Message Body:

```
This message is to confirm the successful renewal of
{{domain_name}} for {{period}} year(s).
The new expiration date is {{expiredate}}.
```

```
To change the options for this message, or stop
receiving this message go to
the Renewals section of the Reseller Web Interface
(RWI) at
http://resellers.opensrs.net .
```

## Registrant Renewal Confirmation

Reseller can configure the renewal system to email confirmation of a domain renewal to the registrant once the domain has been renewed. This feature can be enabled and configured in the Renewals section of the RWI, under 'Configure renewal order processing messages'.

**Confirmation Message to End Users**  
[Preview](#)  
[Reset this message to default content](#)

**Note:** The actual emails sent out may not look exactly like the preview message. We suggest that you reset the messages to their default content before making any new modifications.

**Send renewal confirmation messages to end users?**

From Address:

From Display Name:

Reply-To Address:

Reply-To Display Name:

Subject:

**Message Body:**

```
This message is to confirm the successful renewal of
{{domain_name}} for {{period}} year(s).
The new expiration date is {{expiredate}}.
```

## Bounced renewal messages

If the renewals system sends an email to an invalid administrative contact email address, the bounced message is collected by ResellOne.net and sent to the technical contact email address configured in the RWI. Resellers can then act on these bounced messages to ensure that their clients are aware that their domain is coming up for renewal.

## The Manage Domain Interface and gTLD Renewals

When a registrant logs into the Manage Domain they will be informed whether any of the names in their ResellOne.net profile are due to expire within 60 days. The notice will appear at the top of the screen. Further, the manage.cgi can be configured to allow you to offer renewals to your customers directly through your Manage Domain interface. For more information on how to do this, please consult the latest version of our Perl Client Manual and/or the API Guide.

## DNS Change for Expired Domains

As of October 19, 2005, the DNS settings for expired domains in the TLDS .com, .net, .org, .info, .biz, .name, .cc and .tv will be replaced with the ResellOne.net Hostname **ns1.renewyourname.net** and **ns2.renewyourname.net**

- Expired domains will no longer be placed on hold at day zero for the TLDs .com, .net, .org, .info, .biz, .name, .cc and .tv.
- The original DNS settings for the expired name will be saved so that if the registrant wants to renew or redeem the domain, their original DNS settings can be restored.
- If an internet user attempts to go to an expired domain they will see a 404 error.
- If an internet user uses the URL of the ResellOne.net nameservers, they will reach a white labeled page that explains that registrants should contact their service provider to renew the domain.

## Archived Emails from ResellOne.net

The ResellOne.net Web Interface contains archives of some of the emails sent from ResellOne.net.

### Reseller Notification Log

This section contains archives of various error-related emails that ResellOne.net sends to the Resellers, mostly relating to failed actions because of a low balance. This includes:

- Account balance is below reseller threshold
- Transfer Failed, Insufficient Funds
- Registration Failed, Insufficient Funds
- Monthly Billing Statement for Reseller

### View Announcements

All the Live Reseller Updates (LRUs) are contained within the **View Announcements section**. LRUs contain information about new product offerings, functionality changes, and system performance issues.

## Pricing

The current cost for gTLD registrations can be found in the RRC (Reseller Resource Center) at <https://resellone.net/prices.aspx>

You will need your Reseller login information in order to access this page.

## auth\_code for .INFO and .ORG domains

Once registrants successfully register a .info domain, they are provided an "auth\_code" which is a secret pass phrase which shows verifiable proof of ownership of a domain. This is specific to the registry technologies employed by the .info registry. This code should be kept secret, and is separate from the management username/password required to manage your ResellOne.net domains. You may obtain this information via the Manage Domain interface, or from the current Registrar of record.

Registrants can change their auth\_code using the manage interface. Registrants will log in to the page using their existing data and either modify or change the necessary data.

- Edit Organization Contact -	
Domain Organization Information	
Domain Auth Code	<input type="text" value="AUTH_CODE"/>
**Note: Modification of Domain Auth Code can not be applied to other domains.	
Organization Contact Information	

**Note:** "auth\_code"s are not used with the other gTLDs.

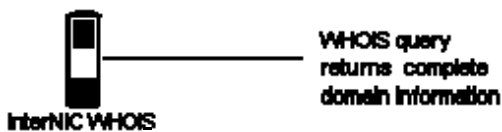
### Managing gTLDs

To manage gTLDs, Resellers should advise their clients to use ResellOne.net' Manage Domain interface, using the username and password they selected when registering or transferring the domain. NOTE: It is possible for Resellers to offer domain management as a service; ResellOne.net simply requires Resellers to provide a means for their clients to make changes to their domain name.

### WHOIS Info

With the new shared registration system model, the nature of the WHOIS server has changed. Traditionally, the InterNIC/NSI Registry maintained the WHOIS server for .com, .net and .org domain names, and a single query returned full WHOIS data including registrant, administrative contact, billing contact, technical contact, and nameserver information.

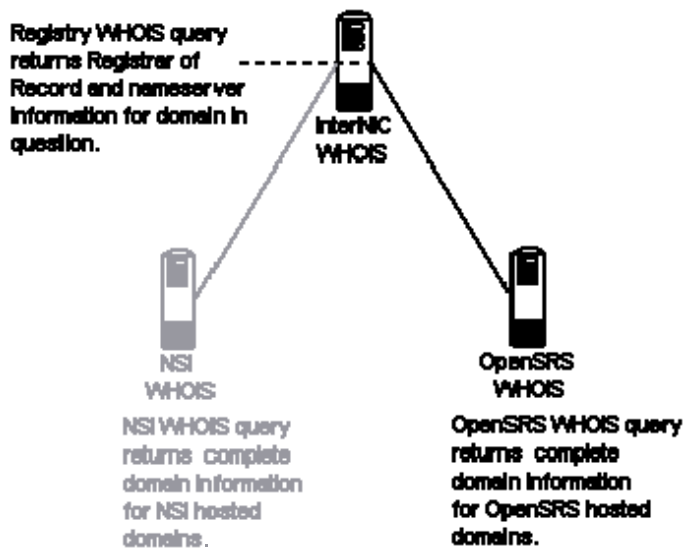
#### The Old Way:



A single query returned full WHOIS data.

#### The New Way:

In the multi-registrar model, each registrar maintains a WHOIS server containing contact and nameserver information for domains registered with them. The InterNIC maintains a central, registry WHOIS server, which simply contains nameserver and registrar information for all .com, .net and .org domains.



To find out the registrar of record for a domain, consult the registry WHOIS server, at:

<http://www.internic.net/whois.html>

The output from the registry WHOIS query will indicate the website address and WHOIS server address for domain's registrar of record, where full contact information can be found.

#### Key Points:

1. Only the WHOIS server of a domains' registrar of record can be considered authoritative
2. Some Registrar's configure their WHOIS server to perform a 'registry lookup' for other Registrar's domain names; some will even go so far as to perform a lookup on another registrar's WHOIS server. However, the only sure way to check domain availability or get contact and expiry information is to perform a WHOIS query with the domain's registrar of record. As a convenience, the ResellOne.net WHOIS server is configured to check other Registrars' WHOIS databases.
3. Many WHOIS databases are not updated in real-time, so that you can make a change to record, but the change will not appear in the WHOIS output until sometime the next day. ResellOne.net' WHOIS server is updated in real-time for all domains that we are the registrar for.

#### Deletion of new registrations

You can delete domains via the ResellOne.net Web Interface using the "Domain Refunds" option. Here are some things to note about this feature

You can only delete domains up to 5 days after registration. Domains older than 5 days cannot be deleted.

Some Registries differ in how they handle deletions (not available, extra charges, etc) Check in that TLD's section in this document to see if there are exceptions Other than the administrative fee or Registry-specific deletion fees, the cost of the registration will be refunded to the Reseller account

Refunds can be seen using the "Payment Information" link in the ResellOne.net Web Interface

## Domain Locking

Domain locking prohibits certain changes to a domain. If a domain is locked, transfers and DNS modification cannot be made until the domain is unlocked.

Resellers can now enable Registrants to change the lock setting for their domain in the Public Manage Interface. By default, the lock/unlock feature is enabled so that domain owners can lock or unlock their domains.

1. In the RWI main page, click the **Tech Contact Information** link.
2. Scroll down the page to the **Domain Name Options** section.
3. Enable or disable the domain locking setting for domain owner use.

Domain Name Options	
Process New Registrations and Transfers Immediately:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Process Renewals Immediately:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<i>Domains set to "Auto-Renew" are always processed immediately.</i>	
Allow End User to modify Domain Tag for .uk domains:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Allow domain owners to lock/unlock Domain through public manage interface:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Lock all New/Transferred Domains:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Auto-Renew all New/Transferred Domains:	<input checked="" type="radio"/> Yes <input type="radio"/> No

Note: As of September 12, 2005, locked .info domains will be renewable.

## Locking all New/Transferred Domains

Resellers can set defaults to lock all new domain registrations and transfer-ins.

The **Lock all New/Transfer Domains** option is set to **Yes** by default. When set to **Yes**, all new registrations and transferred-in domains will be locked against transfers. The lock can be disabled at the order level by the Reseller or where enabled by the Registrant.

**Note:** Not all TLDs support locking; the "lock all" setting will not be applied to TLDs that do not support locking.

**Locking supported:** .COM, .NET, .ORG, .BIZ, .VC, .US, .CC, .TV, and .INFO

**Locking not supported:** .CA, .DE, .UK, .CH, .NL, .FR, IT, BE, AT

## WDRP – Whois Data Reminder Policy

The Whois Data Reminder Policy is an ICANN requirement with which all accredited registrars must be compliant by October 31, 2003.

The policy states that all Registrars must, at least once a year, present each of their Registrants with that Registrant's current Whois information.

ResellOne.net sends the WDRP message to each Registrant 120 days before their domain's expiry date. If a domain is registered for more than one year, the WDRP message will be sent, each year, 120 days before the anniversary date of the domain's registration. The WDRP message includes a link to a page where Registrants can then update their Whois information if required.

Using the RWI, Resellers can personalize the WDRP message that ResellOne.net sends to their Registrants as well as view the send status for the messages.

If a Registrant fails to or opts not to respond, their current Whois information is assumed to be correct.

#### **Sample WDRP Message**

From: Whois-verify@{reseller\_email}  
Sent: Tuesday, September 21, 2004 09:00 AM  
To: domain\_admin\_contact@sampledomain.com  
Subject: Whois Data Confirmation

Dear Valued Customer,  
ICANN, the organization responsible for the stability of the Internet, requires that each domain name registrant be given the opportunity to correct any inaccurate contact data (WHOIS data) associated with a domain name registration.

Our records for your domain are as follows:

sampledomain.com

Registrant:  
Sample IT Inc.  
1234 Smart St.  
Toronto, ON M1M 1M1  
CA

Domain name: sampledomain.com

Administrative Contact:  
Lastname, Firstname contactname@sampledomain.com  
1234 Smart St.  
Toronto, ON M1M 1M1  
+1.4165551122 Fax: +1.4165551123

Technical Contact:  
Lastname, Firstname contactname@sampledomain.com  
1234 Smart St.  
Toronto, ON M1M 1M1  
+1.4165551122 Fax: +1.4165551123

Billing Contact:  
Lastname, Firstname contactname@sampledomain.com  
1234 Smart St.  
Toronto, ON M1M 1M1  
+1.4165551122 Fax: +1.4165551123

Registration Service Provider:  
Reseller Inc., reseller@samplereseller.com  
9057654321

This company may be contacted for domain login/passwords, DNS/Nameserver changes, and general domain support questions.

Record last updated on 21-Sep-2004.  
Record expires on 23-Jul-2005.  
Record created on 23-Jul-2004.

Domain servers in listed order:

NS1.NAMESERVERA.COM  
NS2.NAMESERVERB.COM  
N1.TESTTEST.COM  
N2.TESTTEST.COM  
N3.TESTTEST.COM  
N4.TESTTEST.COM  
N5.TESTTEST.COM

To review and update your WHOIS contact information, please log into our management interface at: `samplemanage{@resellers.managepage}`.

If any of the information above is inaccurate, you should correct it. If all of the information above is accurate, you do not need to take any action.

Please remember that under the terms of your registration agreement, the provision of false WHOIS information can be grounds for cancelation of your domain name registration.

If you have any questions or comments regarding ICAAN's policy, please contact them directly at [icann@icann.org](mailto:icann@icann.org).

Thanks you for your attention.

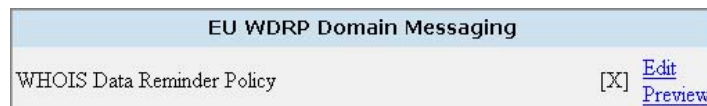
Best regards,  
ResellOne.net

NOTE: Please do NOT reply to this message. This is an outgoing message only.

## Customizing the WDRP message sent to your customers

Resellers can customize the message sent to their customers so that it displays their name and email address as the sender. In the message's customizable fields, Resellers can include their contact information, a link to their manage page, and other WDRP related information.

1. In the RWI, click the **View Templates Message List** link to open the list of ResellOne.net message templates, and select the **WhoIS Data Reminder Policy** template under **EU WDRP Domain Messaging**:



2. Click **Edit** to open the **Edit "Whois Data Reminder Policy"** page. The page contains several customizable fields where you can add or change information:

**From Address** – Type your email address here if you want to provide it to your customers. Replies to the WDRP message will not be sent to this address; your customers will have to create a new message and address it using the address you enter in this field.

**From Name** – Type your business name in this field to identify yourself as the sender.

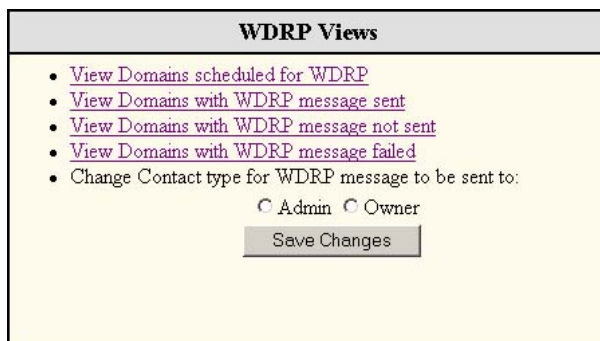
Replace the variable `{{manage_url}}` with your contact information (URL, Reseller manage URL, email, phone number, etc.). If you do not replace this variable, the ResellOne.net Manage page will be sent to your customers.

Customize other fields such as `{{domain}}` or type additional messages where applicable.

7. We recommend that you add “Do not reply to this message; this is an outgoing message only” at the end of your WDRP message.
3. Click the **Save** button. Your message preview appears.
4. Review the message and then click the **Confirm** button.

### Viewing your customers’ WDRP message status

1. In the RWI, click the **WDRP Management** link to open the **WDRP Views** page:



2. Click one of the view links to view a list of registrants. For example, click the **View Domains with WDRP message sent** link to see the list of registrants whose WDRP messages have already been sent.

### Changing the WDRP message contact type

1. On the **WDRP Views** page, click the **Admin** or **Owner** radio button to change the contact who receives the WDRP message.
2. Click the **Save Changes** button.

### Customizing the WDRP message sent to your customers

Resellers can customize the message sent to their customers so that it displays their name and email address as the sender. In the footer area of the message, Resellers can include their contact information and/or a link to their manage page.

1. In the RWI, click the **WHOIS Data Reminder Settings** link:

**Profile Management**  
Available Account Balance: \$928.00

- [Reseller Contact Information](#)
- [Tech Contact Information](#)
- [Support and Whois Information for your Customers](#)
- [WHOIS Data Reminder Settings](#)
- [Payment Information](#)
- [Online Credit Card Payment](#)
- [Financial Statements](#)
- [Modify Reseller password](#)
- [Tucows Authorized Reseller Seal](#)
- [Add IPs for Script/API Access](#)
- [Request Bulk Registrant Access Info](#)
- [Reseller Notification Log](#)
  
- [Generate New Private Key](#)
- [View Announcements](#)
  
- [Logout](#)

8.
  2. In the **Whois Data Reminder Settings** page, make changes to the customizable fields:
    9. **From Address** Type your email address here if you want to provide it to your customers. Replies to the WDRP message will not be sent to this address; your customers will have to create a new message and address it using the address you enter in this field.
    10. **From Name** Type your business name in this field to identify yourself as the sender.
    11. **Footer** Add any additional information to this field. Replace the variable `{{manage_url}}` with your contact information (URL, Reseller manage URL, email, phone number, etc.). If you do not replace this variable, the ResellOne.net Manage page will be sent to your customers.
    12. We recommend that you include "Do not reply to this message; this is an outgoing message only".
3. Click the **Save Changes** button.

# .US Registrations

## .US Reseller Qualification

In order to apply for access to sell .us names from our live environment, resellers must:

a) Remit a new Reseller contract to ResellOne.net authorizing you to act as an ResellOne.net .us domain reseller. The contract can be found at:

<https://resellone.net/about/legal.aspx>

and...

b) Bind your customers to the .biz registration terms, found at:

[https://resellone.net/legal/agreements/pdf/agreement\\_biz.pdf](https://resellone.net/legal/agreements/pdf/agreement_biz.pdf)

Once you have the above on your website (or can demonstrate your alternative method for binding your customers to this agreement) email [support@resellone.net](mailto:support@resellone.net) with the following information:

*Subject: {RSP Username} \*.US agreement*

Include the URL (from your website) where you have posted the agreement for ResellOne.net review. Once ResellOne.net receives this email and has checked your website, you will be able to offer .US registrations.

## .US Registration Considerations

Prospective registrants in the usTLD must fall in one of three U.S. Nexus categories and must certify that they have a "bona fide presence in the United States." Prospective registrants must indicate their use of the domain by selecting one of the following categories: Note: By agreeing to the policies of the registry, registrants agree to having one of the requirements below. Nothing further is required from the reseller to prove the registrant has a legitimate registration.

For an up to date version of the official Nexus Requirements from the Neustar registry, please see the document located here <http://www.neustar.us/policies/>

### Nexus Category 1

A natural person (i) who is a United States citizen, (ii) a permanent resident of the United States of America or any of its possessions or territories, or (iii) whose primary place of domicile is in the United States of America or any of its possessions.

### Nexus Category 2

An United States entity or organization that is (i) incorporated within one of the fifty (50) U.S. states, the District of Columbia, or any of the United States possessions or territories or organized, or otherwise constituted under the laws of a state of the United States of America, the District of Columbia or any of its possessions or (including a federal, state, or local government of the United States, or a political subdivision thereof, and unincorporated organizations based in the United States).

### Nexus Category 3

An entity or organization (including a federal, state, or local government of the United States, or a political subdivision thereof) that has a bona fide presence in the United States of America or any of its possessions or territories.

If foreign entity, Applicant must state country of citizenship.

Check from category list, basis for compliance with Nexus requirement - regularly sells goods in the United States; regularly provides services in the United States; regularly engages in business activities, trade or other business (commercial or non-commercial including not-for-profit) relations in the United States;

Maintains an office or other property within the United States.

Nexus requirements can be entered during the registration process, and altered via the Manage interface.

#### Modifications to the ResellOne.net Web Interface for .US

From the main menu in the RWI, resellers are now able to register .us names by using the *Place Order Manually for .us* link.

Nexus Requirements MUST be filled in for .us domain names:

Nexus Information	
Domain Name Application Purpose	<input type="text" value="Personal Use"/>
Nexus Category of Applicant (please choose one)	<b>Category 1 - A natural person:</b> <input checked="" type="radio"/> Who is a United States citizen <input type="radio"/> Who is a permanent resident of the United States of America or any of its possessions or territories
	<b>Category 2 - U.S. Corporation</b> <input type="radio"/> U.S. organization incorporated within one of the 50 states of a U.S. territory
	<b>Category 3 - Bona Fide U.S. Presence</b> <input type="radio"/> Regularly engages in lawful activities (sales of good or services or other business, commercial or non-commercial, including not-for-profit relations in the United States). <input type="radio"/> Entity has an office or other facility in the U.S.
Country of Citizenship:	<input type="text" value="--- Select Country ---"/>

: For .us real-time registration, a minimum one-year registration term is required. Additionally, the phone number MUST be in a specific format:

+CCC.NNNNNNNNNNNxEEEE

Where C = the country dial code, N is up to twelve digits of the phone number, and E is the extension. The x character is ONLY required if an extension is specified. For ResellOne.net phone number, this would be +1.4165350123 (where 1 is the dial code for Canada)

#### The .US auth\_code

Once registrants successfully register a .us domain, they are provided an "auth\_code" which is a secret pass phrase which shows verifiable proof of ownership of a domain. This is specific to the registry technologies employed by the .us registry. This code should be kept secret, and is separate from the management username/password required to manage your ResellOne.net domains. You may obtain this information via the Manage Domain interface, or from the current Registrar of record.

Users can change their auth\_code using the manage interface. Registrants will log in to the page using their existing data and either modify or change the necessary data.

### **.US Registrant/Registrar/Reseller Transfers**

Transferring of .US domains follows the gTLD transfer process. Refer to: <http://resellone.net/support/>

.US Registration Flow

#### **Description**

1. Registrant completes required information (RCL or other)
2. Registrant submits information to reseller (RCL or other)
3. Reseller submits information to ResellOne.net (via RWI or RCL)
4. ResellOne.net submits registration to NeuStar
5. ResellOne.net debits reseller's account
6. ResellOne.net notifies reseller of successful domain registration

.US Deletion Requests Deletions are handled the same as with gTLD domains. See the gTLD section of this document.

### **Reseller Pricing for .US**

Current pricing for .US domains can be found in the .US section of the ResellOne.net website. As of the writing of this section, NeuStar (the .US registry) has requested a minimum two-year registration period for new registrations.

### **.US Manage Considerations**

.us names can now be managed using the manage.cgi, or <https://resellers.resellone.net/manage/>.

Please note the following:

- Registrants will have the ability to register associate .us names with profiles created with a previous gTLD registration, but not with a previous ccTLD.
- Registrants can obtain the Auth\_code for .us domains via the Manage Domain interface.
- Contact changes cannot be made while the domain is Locked

## Bulk Changes

### Overview

The bulk changes feature allows you to update domain details for multiple domains in one request. Bulk changes are accepted for:

- DNS changes (i.e. nameserver change)
- Contact information (i.e. Reseller's Admin, Tech, and Billing contact)
- Domain locking/ unlocking
- Domain renewals

Up to 1000 domains can be changed in bulk. If this limit is insufficient for your needs, please contact your sales representative.

**Note:** You can have only one active request in the queue at a time. If you require the ability to queue more than one request, please contact your sales representative.

### Restrictions by TLD for type of bulk change

Some TLDs do not support certain types of bulk changes. Below is a list of the supported bulk changes according to TLD.

TLD	Contact	Lock/Unlock	Nameserver	Renewals	Notes
.COM	✓	✓	✓	✓	
.NET	✓	✓	✓	✓	
.ORG	✓	✓	✓	✓	
.INFO	✓	✓	✓	✓	
.BIZ	✓	✓	✓	✓	
.NAME	✓	✓	✓	✓	Registrant-C must allow 5 days after registration
.CA	No	No	✓	✓	
.CC	✓	✓	✓	✓	
.CN	✓	No	✓	✓	
.DE	No	No	✓	✓	
.TV	✓	No	✓	✓	Auto-renew in Dec. 2004
.UK	✓	No	✓	✓	Two-year renewals only
.US	✓	✓	✓	✓	
.VC	✓	✓	✓	✓	

### The Bulk Domain Change Management page

All bulk changes and related tasks are executed from the Bulk Domain Change Management page in the RWI.

To open the Bulk Domain Change Management page, click the **Bulk Domain Change Management** link in the RWI.

### Domain Management

- ◆ View Domain:
- ◆ [Search Domains](#)
- ◆ [Renewal Management](#)
- ◆ [Transfer Management](#)
- ◆ [Add Nameserver to All Foreign Registries](#)
- ◆ [Bulk Domain Change Management](#)

The **Bulk Domain Change Management** page opens.

**Bulk Domain Change Management**

- ◆ [Bulk Domain Search](#)  
This search is performed on our asynchronous system. Any domains registered within the last 24 hours will not appear in the result set
- ◆ [Bulk DNS Changes](#)
- ◆ [Bulk Contact Changes](#)
- ◆ [Bulk Locking/ Unlocking](#)
- ◆ [Bulk Renewals](#)
- ◆ [View Change Request Queue](#)

#### Identifying the domains to which to apply a Bulk Change

You can identify the domains to which to apply the bulk change by either using a plain text file that lists all domains, or manually entering the domain names in the field provided in the RWI.

#### **Creating a plain text file that lists domains**

You can generate the text file using the Search function in the RWI, or you can manually create the text file. Once you have the .txt file listing the domains to modify, you can submit that list when you initiate a bulk change request in the RWI.

##### **Manually creating a plain text file**

The text file can list up to 1000 domains, with one domain per line. Save the text file with the ".txt" extension.

##### **Generating a plain text file using the RWI Search function**

1. From the RWI main page, click the **Bulk Domain Change Management** link.
2. From the **Bulk Domain Change Management** page, click **Bulk Domain Search**.
3. From the **Bulk Changes Domain Search** page, use the form to define your search criteria. If no search criteria are selected, all the domains you have under management with ResellOne.net will be included.

**Note:** if you choose the **Include Domain Status** option in your search criteria, this request may take longer to complete as each domain's status must be queried from the database.

4. In the **Email Address** field, be sure to enter your email address; the text file will be sent to that address.
5. Click the **Result to File** button.

You will be e-mailed the results in a text file to the address specified on the search page. Please note this search is performed on our asynchronous system; any domains registered within the last 24 hours will not appear in the results.

Once you have a text file listing the domains that you want to modify, you can submit that list when you specify the action to apply to those domains.

### Making bulk DNS changes

The bulk DNS change functionality allows you to perform three types of changes:

- Add nameservers: This will add new nameservers to the domains you specify.
- Remove nameservers: This will remove nameservers from the domains you specify.
- Assign nameservers: This will replace the existing nameservers with new ones for the domains you specify. Please note that the original nameservers will be removed. Use this functionality with caution.

12. From the **Bulk Domain Change Management** page, click the **Bulk DNS Changes** link. The **Bulk Domain DNS Changes** page opens.

### Bulk Domain DNS Changes

You must upload a .CSV file of domains to be changed, or you must enter domains in the listbox below before submitting this change request.

File Name:

<p>Enter the list of Domains (one per line)</p> <div style="border: 1px solid gray; padding: 5px; min-height: 150px;"><pre>sampledomain1.com sampledomain2.com sampledomain3.com sampledomain4.com sampledomain5.com sampledomain6.com</pre></div>	<p>Please choose to either add/ remove nameservers OR to assign nameservers to your list of domains:</p> <p><input checked="" type="radio"/> Enter the list(s) of Nameservers (one per line) you want to add or remove:</p> <div style="border: 1px solid gray; padding: 5px;"><p>Add/ Remove Nameservers:</p><p>Add NS <input type="text" value="nameserveradd.com"/></p><p>Remove NS <input type="text" value="nameserverremove.com"/></p></div> <p><input type="checkbox"/> Apply Changes to Locked Domains <small>(If this option is selected, locked domains will be unlocked and the change will be made. Once the changes is complete, the domain will be locked again.)</small></p> <p><input type="radio"/> Enter the list of Nameservers (one per line) you want to assign your domains to:</p> <div style="border: 1px solid gray; padding: 5px;"><p>Assign Nameservers:</p><p>Assign NS <input type="text"/></p></div> <p>Contact Email: Please enter the email address that will receive your request results: <input type="text" value="contactme@domain345.com"/> <small>If this field is left blank, you will not receive a results report or any other notification regarding this bulk change.</small></p>
--	--

13. Specify the domains to which you want to apply the bulk DNS change.
13. **To manually enter each domain:** type each domain name, one domain per line, in the **Enter the list of Domains** textbox.
14. **To upload a text file that already lists the domains:** click the **Browse** button, and locate the text file that lists the domains. For more information on generating a text file listing domains for a bulk change, see [Identifying the domains to which to apply a Bulk Change](#), above.
  14. Specify the nameservers to add, remove, or assign using the **Add NS**, **Remove NS**, or **Assign NS** textboxes.  
**Note:** You cannot add nameservers and assign nameservers in the same request.
  15. To apply the DNS change to locked domains as well as unlocked domains, click the **Apply Changes to Locked Domains** checkbox.
  16. Enter the email address where you want the change confirmation to be sent in the **Contact Email** field.
  17. When done specifying the nameservers to assign, add, or remove, click the **Submit** button. The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours.

#### Making bulk contact changes

A bulk contact change allows you to change contact information for up to 1000 domains at once.

**Note:** If you do not have access rights to make changes to the Admin and Owner contacts, contact your account representative for assistance.

5. From the **Bulk Domain Change Management** page, click the **Bulk Contact Changes** link. The **Bulk Domain Contact Changes** page opens.
6. Specify the domains to which you want to apply the bulk contact change.
15. **To manually enter each domain:** type each domain name, one domain per line, in the **Enter the list of Domains** textbox.
16. **To upload a text file that already lists the domains:** click the **Browse** button, and locate the text file that lists the domains. For more information on generating a text file listing domains for a bulk change, see [Identifying the domains to which to apply a Bulk Change](#), above.
  7. Use the **Owner Contact**, **Admin Contact**, **Billing Contact**, and/or **Technical Contact** sections to specify the new information for the contact type(s) that you want to update.
17. **To reuse contact information for different contact types:** click the **Same as Owner Information**, **Same as Admin Information**, etc. checkboxes.
  8. To apply the contact change to locked domains as well as unlocked domains, click the **Apply Changes to Locked Domains** checkbox.
  9. Enter the email address where you want the change confirmation to be sent in the **Contact Email** field.
  10. When done changing contact details, click the **Submit** button. The **Bulk Changes Contact Change** page opens, indicating that your request has been submitted and will be processed within 48 hours.

## Locking and unlocking multiple domains

1. From the **Bulk Domain Change Management** page, click the **Bulk Locking/Unlocking** link. The **Bulk Domain Locking & Unlocking** page opens.

The screenshot shows a web form titled "Bulk Domain Locking & Unlocking". At the top, it states: "You must upload a .CSV file of domains to be changed, or you must enter domains in the listbox below before submitting this change request." Below this is a "File Name:" label with an empty text box and a "Browse..." button. The main section is titled "Enter the list of Domains (one per line)" and contains a large text area with the following domains listed: sampledomain1.com, sampledomain2.com, sampledomain3.com, sampledomain4.com, sampledomain5.com, sampledomain6.com, sampledomain8.com, and sampledomain9.com. To the right of this text area is a "Bulk Change Request" section with two radio buttons: "Lock All Domains" (selected) and "Unlock All Domains". Below these is a note: "\*Domains with a ccTLD of .CA, .DE, .UK, .CN and .TV do not support locking/unlocking." Further down is a "Contact Email:" section with the instruction "Please enter the email address that will receive your request results:" and a text box containing "contactme@domain345.com". Below the text box is a note: "If this field is left blank, you will not receive a results report or any other notification regarding this bulk change." At the bottom right are "Submit" and "Reset Form" buttons.

18.
  2. Specify the domains that you want to lock or unlock.
  19. **To manually enter each domain:** type each domain name, one domain per line, in the **Enter the list of Domains** textbox.
  20. **To upload a text file that already lists the domains:** click the **Browse** button, and locate the text file that lists the domains. For more information on generating a text file listing domains for a bulk change, see [Identifying the domains to which to apply a Bulk Change](#), above.
3. Select either **Lock All Domains** or **Unlock All Domains**. You cannot lock and unlock domains in one request, but must submit one request to lock domains, and an additional request to unlock domains.
4. Enter the email address where you want the change confirmation to be sent in the **Contact Email** field.
5. When done, click the **Submit** button. The **Bulk Changes Domain Change** page opens, indicating that your request has been submitted and will be processed within 48 hours.

## Renewing multiple domains

21. The bulk renewals feature allows you to renew up to 100 domains in one request. Depending on the renewal restrictions imposed by the registry for each TLD, domains may be renewed for one to 10 years.

1. From the **Bulk Domain Change Management** page, click the **Bulk Renewals** link. The **Bulk Name Renewal** page opens.

**Renewal Information**

**Renewal Period** 1 Year   
*(Will be applied to each domain)*

**Set Auto-Renew** Yes  No  No Change

**Affiliate ID:**  
Recorded on renewal order,  
leave blank for no affiliate

**Domain List**  
*(One domain per line - max 100 domains)*

```
sampledomain1.com
sampledomain2.com
sampledomain3.com
sampledomain4.com
sampledomain5.com
sampledomain6.com
sampledomain7.com
sampledomain8.com
sampledomain9.com
```

22. From the **Renewal Period** drop-down list, select the renewal period for the domains that you want to renew.
23. **Note:**
  1. You cannot specify different renewal periods for individual domains. All domains submitted in the bulk renewal request will have the same renewal term applied.
  2. .UK domains can only be renewed for a term of two years.
24. **To activate the auto-renew feature for the specified domains:** select **Yes** in the **Set Auto-Renew** area. If unsure, leave **No Change** selected (default).
3. In the Domain List box, enter the domains, one domain per line that you want to renew.
4. When done, click the **Submit** button. The **Bulk Renewal Results** page opens, indicating the status of each renewal.

## Bulk Renewal Results

**Note:** Renewals may not complete if this page is stopped, and domains may be double-renewed if you reload

Domain	Status	Notes
first-domain.com	success	Command completed successfully
first-domain.com	skipped	Already processed
second-domain.com	success	Command completed successfully
third-domain.com	success	Command completed successfully
not-my-domain.com	failed	Unable to retrieve domain from database

Successful renewals are shown in green with a status of **success**. If the domain appears in the list twice, it is skipped and is shown in yellow with a status of **skipped**. Failures are shown in red with a status of **failed**. Possible reasons for failures include (but are not limited to):

25. Domain is not in your reseller account, or at ResellOne.net
26. Previous renewal order for domain had failed (contact Support)
27. Insufficient funds

### Viewing queued bulk change requests

Requests will be visible in the queue for two weeks upon completion, after which the request will be removed from the queue. You can only have one active request in the queue at a time.

**To view current bulk change requests and their status:** click the **View Change Request Queue** link from the Bulk Domain Change Management page. The **Bulk Change Request Queue** page opens, showing the status and details of the request.

### Suspending or resuming a bulk change request

Any bulk change request in the waiting or processing phase may be suspended temporarily. You cannot suspend a request that has a status of Terminated, Canceled, or Complete.

Once a suspension is performed, you will have two weeks to resume the process. If the process is not resumed within two weeks, it will be removed from the queue.

**To suspend a request:** locate your request in the Request Queue and click the **Suspend** button.

### Canceling a bulk change request

Any change request that has not yet begun may be canceled.

**To cancel a request:** locate your request in the Request Queue and click the **Cancel** button.

### Terminating a bulk change request

Any change request in the processing or suspended phase may be terminated.

**Note:** Terminating a request may not affect all domains in the request as some changes may have already been applied.

**To terminate a request:** locate your request in the Request Queue and click the **Terminate** button.

# WHOIS Privacy

WHOIS Privacy hides Registrants' identity information when a user does a WHOIS lookup on that Registrant's domain. The benefit of having WHOIS Privacy is that the Registrant's identity is shielded along with their home address, phone number and email address from spammers, identity thieves, scammers, undesirables, etc. When Registrants purchase and activate the WHOIS Privacy service, masked WHOIS contact information appears in the public WHOIS database, not the Registrant's.

## Reseller Qualification

In order to sell the WHOIS Privacy service, a Reseller must sign a contract covering the terms and conditions of the service. The contract is available at <http://resellone.net/products/contract.aspx>

Resellers are required to have a contract available for Registrants to purchase the service.

## Supported TLDs

**gTLDs** - .COM, .NET, .ORG, .BIZ, .INFO, .NAME

**ccTLDs** - .CC, .TV

## Product overview

You can purchase WHOIS Privacy on a domain basis when

- Purchasing a new domain
- Renewing an existing domain
- Transferring In a domain
- Ordering as stand-alone product, added to an existing domain

Only domains in your reseller account can be set-up for WHOIS Privacy.

The term of a WHOIS Privacy registration cannot exceed the term of a domain registration.

When WHOIS Privacy is purchased initially, the Expiry Date for WHOIS Privacy will be set to the Domain's anniversary date. The expiry date is mandatory on a new purchase, but can be changed at any point during the period as a non-billable transaction.

If you cancel WHOIS Privacy, you will not receive a refund for the WHOIS Privacy feature. Once WHOIS Privacy is canceled, and if the domain is not canceled at the same time, the public WHOIS information for that domain will be displayed.

When WHOIS Privacy expires, it must be repurchased in order to be re-enabled.

If a Reseller has been disabled, WHOIS Privacy service for any domains in their Reseller profile will continue until the WHOIS Privacy expiry date. Disabled Resellers can manage WHOIS Privacy for their customers until the end of the current billing cycle; however, the **View Domain** page will no longer display the WHOIS Privacy section from the date they were disabled.

WHOIS Privacy is charged monthly.

WHOIS Privacy can be enabled on locked domains.

## Canceling

The service can be canceled at any time, but any unused portion of the service will not be refunded. If WHOIS Privacy is canceled, the Registrant must be made aware that from that point forward, their personal WHOIS information entered upon registration will display when a WHOIS query is done on their domain name. To cancel WHOIS Privacy, email [support@resellone.net](mailto:support@resellone.net) and the service will be canceled.

## Renewing

The service is renewable on a monthly basis. The WHOIS Privacy service will automatically renew each month up to the term of the domain or when the WHOIS Privacy expiry date is reached. If the WHOIS Privacy service expires, it must be purchased once again to start the service.

## Expiry

WHOIS Privacy will remain in effect until the expiry date is reached or the domain has expired.

If the domain is deleted, and the WHOIS Privacy service is not on the same expiry schedule (it expires/ renews on a different date), the WHOIS Privacy service subscription must be canceled so that no renewal messages are sent when the domain no longer belongs to that Registrant.

If WHOIS Privacy expires, and the domain is still active, the correct WHOIS information will be sent to the Registry.

## Revoke

In the event that a domain is revoked, both the domain and WHOIS Privacy funds will be refunded.

## Ordering WHOIS Privacy for a Domain

If you are enabled to offer the WHOIS Privacy service, the domain registration form will include an option to purchase WHOIS Privacy. In all cases, the WHOIS Privacy expiry date will default to the domain's anniversary date or expiration date. The expiry date cannot be greater than the domain's expiry date, but it can be modified at any time or left blank (after the initial set-up).

1. From the RWI main page, click the **Place Order Manually** link, or the order link for the domain TLD that you want to register.
2. From the **Domain Information** section, click **Yes** beside **WHOIS Privacy**.
3. Complete and submit the domain registration order.

The WHOIS Privacy expiration date is set to the domain's expiration date. To change the WHOIS Privacy expiration date, the order must be completed and then the settings updated.

## Ordering WHOIS Privacy for .name

WHOIS Privacy on new .name registrations can only be made effective after the first five days after the registration has passed.

**Note:** There is no WHOIS Privacy for email forwarding WHOIS, only for the domain name.

## Ordering WHOIS Privacy for an existing domain

From the RWI main page, click the **WHOIS Privacy Management** link.

Click the **Place Standalone WHOIS Privacy Order** link. The **WHOIS Privacy Order Form** page opens.

In the **Domain** field, type the domain for which you want to purchase WHOIS Privacy.

Click the **Submit** button.

## Ordering WHOIS Privacy for multiple domains (bulk purchase)

From the RWI main page, click the **WHOIS Privacy Management** link.

Click the **Place Bulk WHOIS Privacy Order** link. The **WHOIS Privacy Purchases** page opens.

Specify the domains for which you want to order WHOIS Privacy.

**To manually enter each domain:** type each domain name, one domain per line, in the **Enter the list of Domains** textbox.

**To upload a text file that already lists the domains:** click the **Browse** button, and locate the text file that lists the domains. For more information on generating a text file listing domains for a bulk change, see [Identifying the domains to which to apply a Bulk Change](#).

Enter the email address where you want the change confirmation to be sent in the **Contact Email** field.

When done specifying the domains for which to order WHOIS Privacy, click the **Submit** button. The **WHOIS Privacy Purchases** page opens, indicating that your request has been submitted and is in progress.

## Ordering WHOIS Privacy when transferring a domain

You can add WHOIS Privacy to a domain during the transfer-in process. On the Transfer Domain form, choose **Yes** beside **WHOIS Privacy** to enable this service.

WHOIS Privacy will only be enabled once the transfer process completes. If the transfer is unsuccessful, the funds for WHOIS Privacy will be returned.

On a transfer-away, the service ends and no funds are returned to the Reseller/Registrant.

## Ordering WHOIS Privacy when renewing a domain

When a domain is renewed, you have the option to change the WHOIS Privacy Expiry Date.

By clicking a domain name, the View Domain form is displayed.

**Note:** The service is renewable on a monthly basis up to the term of the domain or when the WHOIS Privacy expiry date is reached.

## Validating WHOIS Privacy Purchase

The Registrant is required to validate the purchase of the WHOIS Privacy service. Validation occurs in the following way:

When the Registrant orders WHOIS Privacy for their domain, an email message is sent to their email address asking them to activate the service.

The email message text:

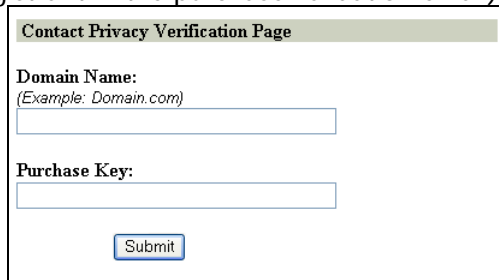
To: <Registrant>  
From: <verification@productname.com>  
Subject: <Product Name> Purchase Verification

"Thank you for purchasing WHOIS Privacy. In order to finalize the process and enable privacy on <domain name>, please click on the link to verify your email address to ensure that valid information can be sent to you. Once this is complete, the following information will appear in the WHOIS. If you do not complete this step, the service will not be enabled."

**Note:** Any bounces of this email are sent to the Reseller with the purchase key stripped.

### Contact Privacy Registrant Verification Page

When the Registrant clicks the link in their email message to activate the service, the **Contact Privacy Verification** page opens. The Registrant is required to enter the domain name (that WHOIS Privacy was purchased for) and the purchase key (which was emailed to the Registrant in the purchase validation email).



The screenshot shows a web form titled "Contact Privacy Verification Page". It contains two text input fields. The first is labeled "Domain Name:" with a subtext "(Example: Domain.com)". The second is labeled "Purchase Key:". Below the fields is a "Submit" button.

Once the Registrant submits the domain name and purchase key, a confirmation page opens:

**Thank you for confirming your purchase of Contact Privacy.**  
**Click [Here](#) to review the WHOIS information that is now being displayed for your domain.**

Clicking the [Here](#) link will take the Registrant to the WHOIS output for the domain.

### WHOIS Privacy Purchase not confirmed

If the Registrant does not confirm the WHOIS Privacy purchase for their domain after 10 days, the funds on hold will be returned. A message will be sent to the admin contact of the domain and another message to the Reseller.

**To Domain Admin Contact:** "WHOIS Privacy was selected for <domain> on <purchase\_date>. Confirmation has not been received and WHOIS Privacy will NOT be enabled. Please contact your service provider with any questions."

**To Reseller:** "The WHOIS Privacy purchase for <domain> on <purchase\_date> has not been confirmed and has timed out after 10 days. The funds placed on hold for this purchase have been returned to your account."

### Disabling WHOIS Privacy and changing the expiry date

The **View Domain** page displays WHOIS Privacy status and settings for enabled domains.

WHOIS Privacy Settings	
Current State	Enabled
Enable	<input checked="" type="radio"/>
Disable	<input type="radio"/>
Expiry Date	M ... D ... Y ...
No Expiry Date	<input checked="" type="checkbox"/> [Ignores Expiry Date selection]
<input type="button" value="Update WHOIS Privacy"/>	

**To change the expiry date:** use the drop-down list to choose a future date, then click the **Update WHOIS Privacy** button.

**To disable the WHOIS Privacy feature:** select the **Disable** option, then click the **Update WHOIS Privacy** button.

### Notes:

1. The **No Expiry Date** checkbox can only be selected if an expiry date has not already been set for WHOIS Privacy.
2. Although you disable WHOIS Privacy, you will still be charged for the service as it is considered to be suspended. To cancel WHOIS Privacy permanently and stop paying for this service, you must cancel the service. See section **Canceling WHOIS Privacy**.

## Canceling WHOIS Privacy

WHOIS Privacy is canceled by setting it to expire on the **View Domain** page.

WHOIS Privacy Settings	
Current State	Enabled
Enable	<input checked="" type="radio"/>
Disable	<input type="radio"/>
Expiry Date	M ... D ... Y ...
No Expiry Date	<input checked="" type="checkbox"/> [Ignores Expiry Date selection]
<input type="button" value="Update WHOIS Privacy"/>	

**To cancel WHOIS Privacy:** ensure the **Enable** radio button is selected and the **No Expiry Date** checkbox is clear, then use the **Expiry Date** drop-down lists to choose a future date and click the **Update WHOIS Privacy** button. You can select tomorrow as the expiry date or change the expiry date to some time in the next month to ensure that the Registrant gets the last term that they have paid for.

## Viewing WHOIS Privacy

### Viewing Domains with WHOIS Privacy

From the RWI main page, click **WHOIS Privacy Management**. The **WHOIS Privacy Management** page opens.

Click **View Domains with WHOIS Privacy Enabled**. Search results for all domains with WHOIS Privacy enabled for your Reseller account are returned.

The Lock Status result is not authoritative. To get authoritative result, individual domain must be queried.							
Total Cost includes WHOIS Privacy charges.							
<b>Date Registered</b>	<b>Expiry Date</b>	<b>v Domain Name</b>	<b>Lock State</b>	<b>WHOIS Privacy</b>	<b>Initial Cost</b>	<b>Total Cost</b>	<b>Charges</b>
Apr 22, 2005	Apr 22, 2006	<a href="#">alexapril22.com</a>	Unlocked	Enabled	\$0.17	\$0.17	<a href="#">view</a>
This page total:					\$0.17	\$0.17	
Total cost:					\$0.17	\$0.17	

To view domains with WHOIS Privacy disabled: click the **View Domains with WHOIS Privacy Disabled** link on the **WHOIS Privacy Management** page.

## Viewing WHOIS Privacy Orders

WHOIS Privacy orders can be viewed using the existing view orders lists from the RWI main page:

- View Pending Orders
- View Orders in Progress
- View Declined Orders
- View Completed Orders

## Searching for WHOIS Privacy

### Searching by domain

The **Search Domains** page allows you to search for domains that have WHOIS Privacy Enabled, Disabled, Pending, or Suspended, along with the other search criteria that you are accustomed to.

From the **Search Domains** page, choose the search criterion from the **WHOIS Privacy status** drop-down list.

### Searching orders

Searching for WHOIS Privacy is also available from the **Search Reg Systems Orders** page.

From the **Registration Type** drop-down list, choose **WHOIS Privacy**. The **Search Results** page opens, listing orders for WHOIS Privacy including their status.

## Changes to the Manage Web Interface

In the MWI, the WHOIS Privacy functionality is available from the **Domain Extras** page, but only if the Reseller is enabled to offer the WHOIS Privacy service.

If WHOIS is disabled for a domain, the only option that will appear on the **Domain Extras** page is **Enable WHOIS Privacy**. The Registrant is able to apply the changes to all domains in their portfolio. If WHOIS Privacy is suspended, no options are available to the Registrant to make changes.

If WHOIS Privacy is enabled for a domain, the only option that will appear on the **Domain Extras** page is **Disable WHOIS Privacy**. The Registrant is able to apply the changes to all domains in their portfolio.

**Note:** Disabling WHOIS Privacy will not result in a refund for the service; refunds are not available for WHOIS Privacy.

**Manage Your Domain**

**Domain Name:** 15abc.com  
**Expires:** 2005-03-12 16:23:56    [Waiting Requests: 0](#)

[Profile](#) | [Organization](#) | [Admin](#) | [Billing](#) | [Technical](#) | [Name Servers](#) | [Domain Extras](#) | [Reseller Contact](#)  
[Domain Locking](#) | [Logout](#)

Manage Another Domain: [127 Total](#)

<b>Domain</b>	<input type="text"/>	(Use an asterisk* to do wildcard searches)
<b>Expiry Date</b>	<input type="text"/>	(E.g., mm/dd/yyyy)
<b>Number of Records per Page</b>	<input type="text"/>	(Default is 40 records per page)
<input type="button" value="Find Domain"/>		

**- Manage Domain Extra Information -**

WHOIS Privacy will allow the registrant information to not be displayed in the public WHOIS, but will still be available in the event that an authorized request is made.

**WHOIS Privacy currently Enabled**

Disable WHOIS Privacy:

**Also Apply these changes to:**

	<b>YES</b>	<b>NO</b>
All Domains (127)	<input type="radio"/>	<input checked="" type="radio"/>

If you are modifying all the domains in the profile and you would like a status report sent to you, please enter a valid email address in the field provided.

Report Email

Disabling the feature does not refund any fees paid for the service. The service may be Enabled at any time.

ResellOne.net – Domain Registration and Management User Guide – support@resellone.net

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# WHOIS Rate Limiting

WHOIS rate limiting provides Resellers with access to the ResellOne.net WHOIS server while preventing abuse from unscrupulous users trying to mine data.

## Access Limits for Port 43 WHOIS

The default limit for each IP or IP range is one (1) lookup per second. A daily rate-limit for each IP or IP range has also been set; please contact your account manager to discuss the daily rate-limit applied to your IP.

Daily and per second rate-limits ensure system stability and load management, while still allowing Registrars to perform daily lookups required to properly perform transfers.

## WHOIS Rate-limit Error Messages

Message	Description
Maximum daily connection limit reached. Lookup refused.	The IP address in question has reached its maximum for communication with the WHOIS server.  Please contact your account manager if you feel that this was done in error.
WHOIS lookup refused for this IP range. This IP range is on ResellOne.net' block-list for WHOIS lookups. To request that this IP range be removed from the block-list, please send an email to <a href="mailto:whoisblock@ResellOne.com">mailto:whoisblock@ResellOne.com</a> Please include the IP range and a reason why it should be removed from the block-list. Please note that ResellOne.net reserves the right to make final determinations on block-list inclusion.	The IP address in question has been blocked for perceived abuse of the WHOIS server.  Resellers must follow the instructions and send an email to <a href="mailto:whoisblock@ResellOne.com">mailto:whoisblock@ResellOne.com</a> with the IP range and justification for removal from the block list.  As per the message, the request will be investigated, but ResellOne.net does not guarantee removal from the block list.

# Order Queuing

## Queue Settings

This is a new powerful feature in the ResellOne.net Provisioning System (RPS). This allows you the ability to have the system automatically queue transactions if a supplier (registry) is offline or having communications problems, and then process those transactions once the supplier (registry) is reachable again. If enabled, this is done in real-time and requires no effort on your part.

Note that this will ONLY queue billable transactions (new domains, transfer requests, renewals). Funds are not removed from your account until the queue (and transactions therein) is processed. Additionally, any transactions entering the queue are NOT guaranteed, since the transaction has not yet reached the registry. Given this, you must ensure that if you are enabling this capability you are aware that you are potentially turning a synchronous supplier into an asynchronous supplier. While this will allow you to take orders when a supplier is offline (either scheduled, unscheduled, or unreachable due to internet connectivity issues) it will also mean that you may be taking orders (paid for) that won't process.

**NOTE:** .CA transfers, due to their unique processing nature, are NOT queued transactions.

The default for transaction Queuing is OFF for all suppliers. If you have "Enabled" selected, it will turn on queuing for ALL the products you offer. If you select "Disabled", you can then opt to select whichever supplier concerns you (or you are willing to handle the potential asynchronous billing for). Note that the wording of the interface is currently misleading – this will be corrected in future releases (perhaps before the product is launched). Below is an example of an account that has only com/net/org, .biz and .us enabled for queuing.

Request Queuing for **ALL** Registry's (this will **OVERRIDE** any settings in the *Individual Settings*, below):

Enabled  Disabled

Individual Settings	
Registry	Queuing Enabled
NSI: .com .org .net	<input checked="" type="checkbox"/>
CIRA: .ca	<input type="checkbox"/>
Afilias: .info	<input type="checkbox"/>
Neulevel: .biz	<input checked="" type="checkbox"/>
Neustar: .us	<input checked="" type="checkbox"/>

Update Queuing Settings

## Viewing Queued Requests

During a supplier outage (or unavailability), any queued transactions, whether placed through the RWI or the Client Code are viewable via this interface. This will show the Request ID, Registry, Time Queued, Request Details, and an option to Cancel.

The Request ID is for internal purposes only and can be ignored, unless you require specific support (i.e. why is this ID not leaving the queue). The registry shows which supplier for which this transaction has been queued. Time Queued shows the date and timestamp for when the transaction was placed into the queue (consequently, ordered). Request Details show details such as order type (new domain/renew/transfer), the reg\_system order #, and the domain in question.

The queues are processed automatically by our system as it determines supplier availability. This is done in real-time without any interaction required by you. Transactions are done first in, first out from the queue. If, during the processing of the transaction, there are any errors (domain not available, insufficient funds, etc) an error is generated and the order is placed into *Pending Orders*.

You may opt to cancel a transaction that resides in the queue before it's processed. Note that this will ONLY work if a) the supplier is down or b) that particular transaction hasn't been re-processed from the queue.

### View Queued Requests

<a href="#">Request ID</a>	<a href="#">Registry</a>	<a href="#">Time Queued</a>	<a href="#">Request Details</a>	<a href="#">Cancel</a>
196	NSI	14-JUN-2002 13:36:28	sw_register new ResellOne.netqueuetest.com for 1	<input type="checkbox"/>
291	Neulevel	14-JUN-2002 14:39:00	process_sw_order #3489343 for ResellOne.netqueue.biz	<input type="checkbox"/>
345	Neustar	14-JUN-2002 14:39:09	process_sw_order #3490102 for ResellOne.netqueue.us	<input type="checkbox"/>

Cancel Selected Requests

## Technical Support

This section will outline the various support resources available to Resellers.

### Technical Support

ResellOne.net support can be reached by email at [support@resellone.net](mailto:support@resellone.net)

Emails are answered in the order in which they are received. If you have sent an email, but have not received a response within 24 hours please check your bulk mail folder, or see if a spam filter has blocked our response.

### ResellOne.net Forums

Resellers can share information using our forum:

<http://forums.resellone.net/>

### The ResellOne.net Web Site

The ResellOne.net web site, <http://resellone.net>, has been designed with three goals in mind:

- to generate interest in prospective Resellers, and to sign them up
- to provide existing Resellers with the resources they need to run a domain registration business through the ResellOne.net Provisioning System (RPS)
- to provide End Users with enough information about the ResellOne.net Provisioning System (RPS) that they might choose to register a domain name through an ResellOne.net reseller.

### Other documentation and URLs

Other documentation is available from the ResellOne.net web site or in the current code distribution. Current documents can be found at:

Domains API: <http://www.resellone.net/support/apisupport.aspx>

Domains Web Interface: <http://www.resellone.net/support/domainssupport.aspx>,

SSL: <http://www.resellone.net/support/sslsupport.aspx>

Site builder: <http://www.resellone.net/support/sitebuildersupport.aspx>

DNS: <http://www.resellone.net/support/manageddns.aspx>

Username/password access: <http://www.resellone.net/support/loginp.aspx>

### Communication methods

The following is a description of how ResellOne.net communicates important information our Resellers.

### ***Live reseller notification***

We have a system that sends messages to all active resellers. Resellers are able to control where these messages are directed, by selecting "Emergency Contact Information", then "System Status Announcements" in the RWI (ResellOne.net Web Interface).

This will get a message to all live Resellers who have configured this setting appropriately (by default it is populated with your technical contact info). This is used for:

- a) downtime announcements (scheduled and unscheduled)
- b) new release information
- c) critical operational information

It is important to ensure that this setting is configured correctly so you will receive these important announcements.

# Data Constraints

The following section shows the data rules that must be followed when entering data in the various ResellOne.net fields.

## usernames

- Allowed characters: A-Z a-z 0-9

## passwords

- Allowed characters: A-Z a-z 0-9 [ ] ( ) ! @ \$ ^ , . ~ | = - + \_ ]

## phone numbers

- max 40c
- whitespace stripped
  - `/^[d\-\(\)\.\+\#\*]{4,}((x|ex|ext|xt)\.?d+)?(TDD)?$/i`
- `>= 4d`
- `> 1/3` digits total
- matching # left/right brackets

For EPP domains (.info/.biz/.us/.name)

- EPP Phone Format
- `+CCC.NNNNNNNNNNNNxEEEE`
- C = Country Dial Code, N = number, E = extension
- x is ONLY required if an extension is specified
- `/^\+\d{1,3}\.\d{1,12}( *\d{1,4})?$/`

## fax numbers

- max 40c
- whitespace stripped
  - `/^[d\-\(\)\.\+]{4,}$/`
- `>= 4d`
- `> 1/3d` total
- matching # left/right brackets
- checking not currently implemented

For EPP domains (.info/.biz/.us/.name)

- EPP Phone Format
- `+CCC.NNNNNNNNNNNNxEEEE`
- C = Country Dial Code, N = number, E = extension
- x is ONLY required if an extension is specified
- `/^\+\d{1,3}\.\d{1,12}( *\d{1,4})?$/`

## email addresses

- uses RFC822 check in Email::Valid

## affiliate ID

Resellers who have their own reseller or affiliate base can use an optional Affiliate ID field to track this business. If you don't have a reseller or affiliate business model or you don't want to track this information, this field can be ignored. This field can also be used to store any information that you want associated with each record.

- Allowed characters: A-Z a-z 0-9
- Maximum characters: 100
- Optional – if no affiliate, leave this field blank

## field limits:

**NOTE:** .biz and .us domains follow these requirements, EXCEPT the maximum for fields is 30 characters (or less)

```
*_first_name    => 64
*_last_name     => 64
*_org_name      => 64
*_address1      => 64 (note, conflicts in various areas)
*_address2      => 64 (optional) (note, conflicts in various areas)
*_address3      => 64 (optional) (note, conflicts in various areas)
*_city          => 64
*_state         => 32
*_country       => 2
*_postal_code   => 32 (req'd if country = ~ /^us|ca$/)
*_phone         => 20 (note, conflicts in various areas)
*_fax           => 20 (note, conflicts in various areas) (optional)
*_email         => 100
*_url           => 255 (optional)
reg_username    => 20
reg_password    => 20, 1S+
domain         => 80
fqdn1          => 60, /^ [a-z0-9][a-z0-9\.\-]*[a-z0-9]$/
fqdn2          => 60, /^ [a-z0-9][a-z0-9\.\-]*[a-z0-9]$/
fqdn3          => 60, /^ [a-z0-9][a-z0-9\.\-]*[a-z0-9]$/
fqdn4          => 60, /^ [a-z0-9][a-z0-9\.\-]*[a-z0-9]$/
fqdn5          => 60, /^ [a-z0-9][a-z0-9\.\-]*[a-z0-9]$/
fqdn6          => 60, /^ [a-z0-9][a-z0-9\.\-]*[a-z0-9]$/
lang_pref      => (for .ca domains)
isa_trademark  => (for .ca domains)
legal_type     => (for .ca domains)
period         => int 1..10 (1 if renewal)
```

# Registry Errors

When performing certain actions on a domain, the Registry for that domain may return the following errors. ResellOne.net does not issue these messages and cannot control when they are returned.

## **552 – Domain is less than 60 days old**

This can occur if:

- domain is not yet 60 days old
- existing registrar has the name locked for either non-payment or at the end users request
- requesting party needs to contact existing registrar to resolve
- domain name is in dispute
- the name has been deleted

## **557 – Name server locked**

Extracted from the RRP spec:

An attempt has been made to modify or delete a name server that is hosting a TLD in the root zone. Modifications to the root zone can only be made with the approval of the U.S. Department of Commerce and IANA, so if the registrar absolutely needs to modify or delete such a name server, the action needs to be coordinated through the registry operator using an out-of-band communications channel.