

# Instant Expert Registry Console Guide

## V1.3

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## Introduction

Welcome to the 'Instant Expert' CentralNic Registry Console. In the text that follows you will learn how to navigate your way around the CentralNic Registry Console and how to use its main functions. If you cannot find the answers you are searching for, please contact our support team at: [support@centralnic.com](mailto:support@centralnic.com) who will be more than happy to help you.

## Logging In

This is the most important function of all. If you are unable to log in to the registry console you will be unable to perform any other operation mentioned in this guide.

Logging in is achieved in 3 simple steps:

- Step 1: Visit the CentralNic registry console website by clicking here: <https://registrar-console.centralnic.com/dashboard/login>



The image shows a 'Registrar Login' form with the following fields and elements:

- Registrar ID:** A text input field.
- User Name:** A text input field.
- Password:** A text input field.
- Access Code:** A text input field with '(optional)' placeholder text.
- Remember Me:** A checkbox that is checked.
- Login Button:** A button with a green checkmark icon and the text 'Login'.
- Forgot your password?:** A blue link below the login button.

- Step 2: Enter your Registrar ID, i.e., your handle, your username and password
- Step 3: Click the  button

We also have two-factor Authentication for added security which you will be required to set up on your first login. We use Google Authenticator or Authy (which can be downloaded from both Apple & Android App stores) to generate the time based tokens. Should you lose the ability to complete the login, don't worry – drop us a mail to [support@centralnic.com](mailto:support@centralnic.com) and we'll walk you through the reset. If the password has been forgotten, you can go through to the password recovery page which can be accessed by clicking on the forgot your password link

underneath the login button.

 In case you are using 2 Factor Authentication please send us an email to disable it for you.

 Password Recovery

Registrar ID:

User Name or Email:



 Reset password

Once on this page you will be required to input your Registrar ID and the option of username or email. Below that you would also have to either input the captcha code which will be shown or click the audio icon and input the information that is shared. This will send a mail with a deep link which can be used to set your password again.

# Registry Dashboard

You are now logged in to the Registry Dashboard

<https://registrar-console.centralnic.com/registry/index/tld> This is where you'll get an in-depth overview of the TLD throughout the day, month & year. The functions built into the Registry Console have been designed to not only manage some domain actions (banning domains, releasing domains, registering domains etc) but also as a tool to use to pull out in-depth reporting on your TLD. Based on feedback, the most useful and used parts of the overview are: Registrar Stats breakdown, which shows the top ten Registrars and their current DUM values & the Downloadable Reports.

Important Terms:

**Suffix** Your list to Top Level Domain (TLD) extensions.

**Total domains** The total number of domain names for each TLD.

**Live domains** The number of live domains in each TLD.

**Reserved domains** The number of all reserved domains per TLD.

**Banned domains** The number of banned domains in each TLD.

**Other domains** The number of domain in another state then live, reserved or banned in each TLD.





## Domains

### Manage Domains

This is the function used to manage your own domain names, usually under 100 names that are assigned to you as a registrar – however, should you have a Registrar elected to manage your portfolio – no non- technical names will remain in this section (you'll manage these with your Registrar as you do now).

What you see as a registry is a combination of registrar and registry functionality.

### Manage Transfers

This function allows you to view and manage incoming and outgoing transfers. Within this section you can also go back on transfer history up to the last 3 months. The transfer domains function will only be used by a registry if you are transferring domains from your portfolio

### Trademark Claims Check

Clicking here allows you to check if a domain appears in the Trademark Cleaninghouse's Domain List. Enter the first label of the domain rather than the fully-qualified domain: ie for "example.com", only enter "example" and for multiple domains, please enter each in a new line.

### Browse Domains

Clicking here will display every domain registered within the TLD. Its unique internal identifier (ROID), the domain itself, when it was registered, expires; it's status and who the Registrar is. By scrolling to the very bottom of this page, you'll be able to click on the 'Download .CSV' button and get the full exported list. Browse domains is a registry specific function you can filter by domain status and by registrar

### Enhanced Search

Being able to run in-depth searches is one of the key features of the Registry Console. When in the Enhanced Search function, you can have as little as one variable to multiple variables to search Domain Names, Registrant information, Nameserver information (and much more options within these). After you run a search, you'll be displayed with the output. This output is also downloadable as a CSV (by clicking on Download as CSV).

### Deletion Queue

This function is used to view or download the drop catch list and for drop-catching. This will

action when the domain has left its grace periods and is fully deleted There is also an array of functions built into this tool to assist with any potential ‘next actions’ you as the Registry may want to take. Please speak to your account manager to explain the options available for Monetising and Warehousing names. You may also mark names to ‘Ban’ status which will re-register the domain name as a Banned domain name. The system will automatically take the next step in adding domain(s) in the state that you configured based on the catch action.

## View Catch List

This function is used to download the drop catch list and set drop catch actions.

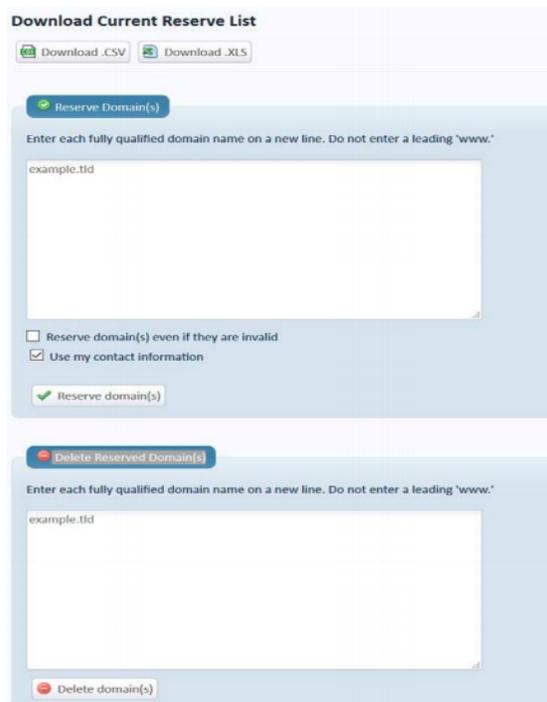
## Reserve Domains

This function is used to reserve domains. Reserved domain names are domain names that are registered and can be delegated like normal domain names but are never billed for registration or renewal. Another name for them that you might hear are ‘Evergreen domain’. The registry account will appear as both the registrant and registrar for these domain names. You can add names into this list that are currently registered. No action will be taken until the current Registrant does not renew the name (as it’ll drop-catch the name to Reserved Status on deletion). Just make sure you’ve ticked the appropriate box to include currently registered names when adding domains to this list.

The reserved list is also available for download. This function can also be used to Delete Reserved Domains.

Please note that Escrow Deposits will contain these domains associated to the 9999 registry registrar account (which is the nobill account).

Should you wish to delete domains from your reserved list, you can do so at any time by adding them to the ‘Delete Reserved Domain(s)’ box and by clicking on ‘Delete Domain(s)’. Please note that this action is **instant**, and every domain listed will become **available on a first-come-first- served**



**Download Current Reserve List**

Download .CSV Download .XLS

**Reserve Domain(s)**

Enter each fully qualified domain name on a new line. Do not enter a leading 'www.'

example.tld

Reserve domain(s) even if they are invalid  
 Use my contact information

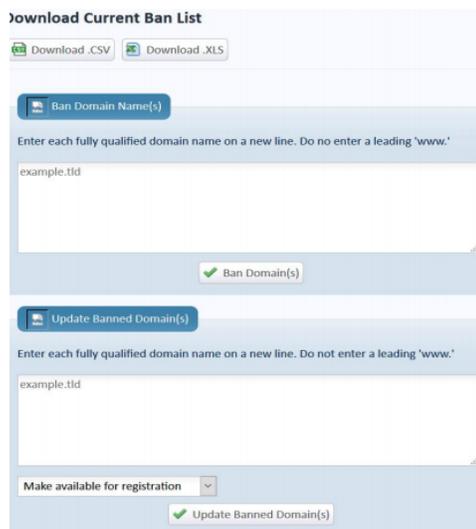
Reserve domain(s)

**Delete Reserved Domain(s)**

Enter each fully qualified domain name on a new line. Do not enter a leading 'www.'

example.tld

Delete domain(s)



**Download Current Ban List**

Download .CSV Download .XLS

**Ban Domain Name(s)**

Enter each fully qualified domain name on a new line. Do not enter a leading 'www.'

example.tld

Ban Domain(s)

**Update Banned Domain(s)**

Enter each fully qualified domain name on a new line. Do not enter a leading 'www.'

example.tld

Make available for registration

Update Banned Domain(s)

basis. If you notice any errors (or names you did not want to remove from your reserved list) you can add them back in at any point in the above Reserve Domain(s) function.

## Release Reserved Domain

This function is designed to release one reserved domain name at a time to a specific registrar. You'll be prompted to confirm the Registrar and Registrant information, along with the fee the Registrar will be charged before the release is successful. Please make sure to have prior approval from the registrar before performing this function.

## Ban Domains

This function is used to ban domains. Banned domain names are domain names that are registered but are not delegated and as such will never resolve. Once registered they can be converted into other life states like reserved or released. The banned list is also available for download. Banned domain names are registered in the database as a domain name but have no visible whois record cannot be activated in the DNS.

## Block Domains

Blocked domains are not registered in the database as a domain name, but still prevents registration by registrars. Reserved names can be released using the Release Domains function. Banned domains have to be converted to Reserved first. Blocked domains can be unblocked via the Blocked Domains page. However once unblocked, any registrar can register the domain as it becomes generally available so it may be necessary to reserve the domain before unblocking it so that it can then be released. Please note the premium system is completely separate to all this. A domain may be premium as well as being reserved, banned, or blocked.

## Abuse Management

This system allows system administrators and domain managers to suspend domain names (by utilising the serverHold server flag) if there is reason to believe that they have been used in 'phishing' or other fraudulent activities. Until confirmation of 'good faith' is received from the registrar, the domain will not resolve, and the registrar is prevented from making changes to the domain name.

## URS Cases

This function allows a registry to view all the URS cases within the TLD. The registry can also create a case. Most of the time this is managed by our support team.

## Locked Domains

This function is used to apply a registry lock on a domain name. A domain under a Registry Lock is secured against any modification via the EPP or Registrar Console.

This can be due to an abuse alert, or it could be due to a court order, legal claim, for operational reasons, or because the Registry Lock Service has been purchased for it. The domain name remains live with a lock in place.

## Launch Phases

This function gives a registry visibility on the sunrise orders.

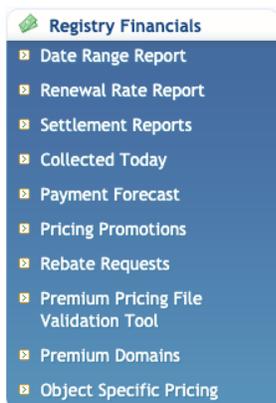
## Inter-Registrar Transfer

This function provides information on pending and complete inter registrar transfers.

## Tools

### Trademark Claims Notice

This function allows you to import a domain name to obtain a Trademark Claims Notice URL. This URL allows a Trademark Claims Acknowledgment to be generated to allow the allocation of a domain name that is subject to Trademark Claims.



## Registry Financials

### Date Range Report

The Date Range Report tool gives you the ability on getting an in-depth overview of how the TLD is doing in general, and also shows individual Registrars performance. The export function built-in allows for a complete data set, or a defined data set (based on the date range). The export includes Domains Registered, Renewed, Deleted – additionally, it breaks down registration and renewal periods in an easy to read format while calculating the wholesale cost.

There is an option on filtering the data report by clicking base reports on billable transactions. Billable transactions means that the grace period has passed for this transaction. If the “base reports on billable transactions” option is not selected you will receive in-grace transactions which may still be cancelled by the registrar.



Select Date Range

Start:  End:

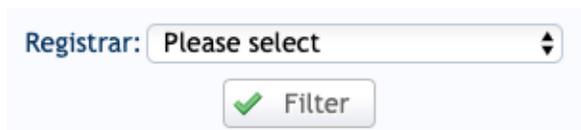
Registrar:

Base reports on billable transactions

*Billable transactions means that the graceperiod has passed for this transaction. Otherwise you will receive in-grace transactions which may still be cancelled by the registrar.*

### Renewal Rate

This function allows you to view the renewal rate with the option to filter financial report information from the registrar drop down box on top of the page. The Settle Date column is the date after



Registrar:

which this month's renewal rate will have "settled", ie 113 days after the end of the month. The Expired column is the number of domain names expected to reached expiry during the given month. If a domain was renewed or transferred more than six months before the expiry date was reached, then it will not be included in this figure.

This figure will continually increase until the month ends.

The Deleted column is the number of deleted domains that have an expiry date within the given month. Since domains pass through the lifecycle, this number will always increase until the Settle Date is reached. The Renewed column is simply the Expired column minus the Deleted column.

The Rate column is the percentage of the domains that expired that have not been deleted.

## Settlement Report

This report lists all the billable transactions that were 'settled' in a given month. A transaction is settled when payment is processed, either automatically (in the case of prepayment registrars) or manually (when an invoice is paid by credit card or wire transfer). Transactions that are settled in each month may have been created in previous months due to grace periods and credit terms.

## Collected Today

This provides you with a list of transactions where payments have been collected. It can be filtered by date ranges and is available for download.

## Payment Forecast

The Payment Forecast is a report of all the billable transactions for the domains that are still within the respective grace period. For each day, it lists the number of domains, the total domain-years, and the amount of money associated with the transactions. It is possible for the amount to change as domains are deleted.

## Pricing Promotions

*Note: this function may not be live right away. Please contact your account manager to arrange a demo of the promotions system. The following can be used as a reference once the TLD is active in the promotion system.*

Clicking on the 'Pricing Promotions' tab will load the promotions page, on first load, you'll see a breakdown of the current and past promotions.

**.TLD Pricing Promotions** [Create New](#) [Upload CSV](#) [Back to .TLD Dashboard](#)

Filter promotions by registrar

ID	PROMOTION NAME	START	END	APPLIES TO	DISCOUNT TYPE	VALUE	# DOMAINS	# DOMAIN-YEARS	MANAGE
10	Demo Promotion 3	2018-04-18 00:00:00	Infinite	Renewal	Discount Amount	\$ 5.00	0	0	<a href="#">Details</a>
8	Demo Promotion 1	2018-04-16 00:00:00	2018-04-20 00:00:00	Both	Discount	50 %	0	0	<a href="#">Details</a>
9	Demo Promotion 2	2018-04-16 00:00:00	2018-04-20 00:00:00	Registration	Domain price	\$ 2.00	0	0	<a href="#">Details</a>

Each promotion will come with its unique ID. It is recommended to change each new promotion's name to allow ease of use while tracking a promotion's outcome. You'll also see the start date and end date. The end date can be set to 'infinite' if you're unsure when the promotion should end. You can edit the end date at any point during the lifecycle of the promotion

*Note: you will be unable to edit promotions past their set 'end date', however, you can replicate a promotion to speed up the setup process by clicking on*

Setup couldn't be simpler, in nine easy steps

- 1) Click on 'Create New' – you'll see a similar page to that on the right
- 2) Enter the name for this promotion – can be anything you want
- 3) Set the functions – is this promotion for Registrations or Renewals – or – both?
- 4) Set the Discount Type
  - a. Percentage Discount
  - b. Fixed Domain Price
  - c. Discount Amount

*Note: the system does not allow a zero-sum discount. The percentage amount can be a maximum of 99.99% and the fixed domain price can be as low as 0.01. Discount Amount must not exceed the wholesale value of the domain – at least one-cent must be accounted for to ensure the promotion is not allowing 100% discount. Please speak to your account manager who can run over other options in allowing such discounts.*

- 5) Select the Start Date and End Date – start date must be in the future.
- 6) Click 'Save' - The page will re-load and you'll see your newly created promotion
- 7) Next, you'll want to add the Registrars you're setting this promotion up for. Click on 'List Registrars'
- 8) Now, click on 'Add Registrar'

**Registars available to add to promotion** Exit Adding

NAME	COMPANY	ID	ADD ALL REGISTRARS
Domain Administrator	Demo Registrar #1 Ltd	demo-rar-01	Add to promotion
Domain Administrator	Demo Registrar #2 Ltd	demo-rar-02	Add to promotion
Domain Administrator	Demo Registrar #3 Ltd	demo-rar-03	Add to promotion
Domain Administrator	Demo Registrar #4 Ltd	demo-rar-04	Add to promotion
Domain Administrator	Demo Registrar #5 Ltd	demo-rar-05	Add to promotion
Domain Administrator	Demo Registrar #6 Ltd	demo-rar-06	Add to promotion
Domain Administrator	Demo Registrar #7 Ltd	demo-rar-07	Add to promotion
Domain Administrator	Demo Registrar #8 Ltd	demo-rar-08	Add to promotion

9) Now, click on ‘Add Registrar’. You’ll be able to scroll through the list of Registrars to add them to your promotion. Once you’ve added the participating registrars you want to take part in it, click on ‘Exit Adding’. Easy as that – you can refresh and revisit the promotion dashboard at any point to have a check- up on how they’re doing. If you have any questions at all relating to this part of the system, please contact your account manager.

## Rebate Requests

This tool allows you to see all the rebate request and also create new rebate requests.

## Premium Pricing File Validation Tool

This tool allows you to upload premium file for validation.

## Premium Domains

This function allows the user to view a list of all the premium domains. The drop down box gives you the option to filter between registered and unregistered premium domains. If needed, you'll also be able to download premium pricing file.

## Object Specific Pricing

This tool can be used to set a specific renewal price for a domain, which is not standard or premium. Please note you can also attribute this to a specific registrar when setting pricing. This object specific pricing will be valid for as long as the domain is not deleted from our system.

## Registrars



### Registrar List

This list provides you information for all the registrars that have signed up for the TLDs. Here you can view and download the registrar list in two different formats CSV and XLS.



## Graphs and reports

### Monthly ICANN Registrar Reports

This report is produced for ICANN, as a part of its mandatory reporting requirements, and is submitted by CentralNic. You can download this as CSV. This is only relevant and available to gTLD registries.

### Monthly ICANN Registry Reports

This report is destined for ICANN and is submitted by CentralNic. This is only relevant and available to gTLD registry operators.

### Document Archives

Here you can view a list of documents that have been archived.

### Download Current Zone File

This function allows you to instantly download zone files.

### Historical Zone Files

This function allows you to view a list of all the historical zone files with all the dates displayed.

### Download TMCH (DNL, SURL, SMDRL)

This function allows you to instantly download required file in CSV format.

### FTP File Browser

This service allows registrars to download reports and data such as - Domain drop list, unavailable domains, pricing information, billable transactions and zone files.

**FTP File Browser**

⚠ The files listed on this page are also available via the FTP service. For connection details and information about the contents of the files, please consult the Operations Manual. Files are updated at least every 24 hours.

	LAST MODIFIED	FILE TYPE	SIZE	COMMENTS
credit-notes	2019-12-01 23:38:15	Directory	-	PDF versions of credit notes issued to your account
droplist	2019-12-02 10:38:30	Directory	-	Files containing lists of domains in the Redemption Grace Period, including the dates they will be purged
ldn-tables	2019-12-02 10:38:30	Directory	-	
invoices	2019-12-02 10:38:30	Directory	-	PDF versions of invoices issued to your account
lordn	2019-12-02 10:38:30	Directory	-	Files containing lists of registered/unavailable domain names
misc	2019-12-01 23:38:15	Directory	-	Miscellaneous files
ooo	2019-10-09 19:36:44	Directory	-	
prices	2019-12-02 10:38:30	Directory	-	Premium domain price lists
rebate-requests	2019-12-01 23:38:15	Directory	-	
reports	2019-12-02 10:38:30	Directory	-	Daily reports of domains and contact objects under management, and object transfers
transactions	2019-12-01 23:38:15	Directory	-	Billable transaction reports for your registrar account
zones	2019-12-02 10:38:30	Directory	-	Zone files

### A. Credit Notes

PDF versions of credit notes issued to your account are stored here

### B. Domain Drop List

Every 24 hours we generate a separate file for each domain extension listing all the domains that have the pendingDelete status. The file is a CSV file with the following fields:

Column	Description
Domain_Name	Domain name.
Date_Entered	Date and time the domain entered the RGP.
Date_Leaves	Date and time the domain will leave the RGP.
Date_Purged	The approximate date and time that the domain will be purged from the database.

These files are stored in the “droplist” directory of the FTP server.

### C. List of Unavailable Domain Names

We provide a complete list of all “unavailable” domain names for each domain extension. This list includes:

- Registered names
- Banned names
- Blocked names
- Reserved names

A file is generated for each domain extension every 2 hours. The file is a Gzip-compressed plain-text file with Unix line endings. These files are stored in the “lordn” directory of the FTP server.

### D. Pricing Information

Some domain extensions have variable pricing, whereby particular domains may have a non-standard price. We provide a CSV file for each domain extension containing the following fields:

Column	Description
domain	Domain name
type	Transaction type, one of Registration, Renewal, Restore
amount_eur	Price in EUR
amount_gbp	Price in GBP
amount_usd	Price in USD

Note that there may be multiple rows for the same domain representing different transactions, for example:

```
domain,type,amount_eur,amount_gbp,amount_usd
example.tld,Registration,100,85,110
example.tld,Renewal,50,42.5,55
example.tld,Registration,250,150,275
```

These files are stored in the “prices” directory on the FTP server.

### E. Billable Transactions

Registrars can download CSV files detailing all billable transactions against their account for the following periods:

- Daily
- Weekly
- Monthly

Files are in CSV format with the following columns:

Column	Description
Timestamp	Date and time of the transaction
Domain	Domain Name
Type	Transaction type. One of: Registration, Renewal, Auto-Renewal
Grace Period	Grace period for the transaction in days
Currency	Currency for the transaction
Amount	Amount of the transaction in the above currency

Files are stored in the “transactions” directory of the FTP server. There are three sub-directories:

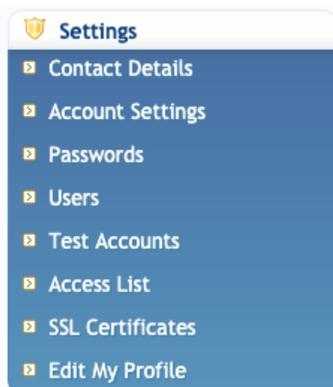
- “transactions/daily/” contains daily transaction reports. Filenames have the form “YYYY-MM-DD.csv”
- “transactions/weekly/” contains weekly transaction reports. Filenames have the form “YYYY-NN.csv”, where “NN” is the week number
- “transactions/monthly/” contains monthly transaction reports. Filenames have the form “YYYY-MM.csv”

Files will not be present if no billable transactions occurred during the period in question.

#### **F. Zone Files**

If zone file access is enabled for your account, then zone files will be made available in the “zones” directory. Files are Gzip-compressed.

## Settings



### Contact Details

This function can be used to view and manage the registry contact details.

### Account Settings

This function can be used to edit EPP options and also improve the security of your account, you can force all your users to enable Two-Factor Authentication. Once this option is enabled, if you have not already enabled it for your own user account, then you will be

redirected to the setup page when you leave this page.

## Passwords

Here you can add new EPP and FTP The new password must:

- be at least 8 characters in length
- not be more than 16 characters in length
- contain a mix of uppercase and lowercase characters
- contain at least one number
- contain at least one non-alphanumeric character

Password may be up to 64 characters in length.

## Users

Here you can give entry to individuals to have access to the registrar console.

Rather than use a single set of credentials for your entire organisation, you are highly encouraged to create separate sub-accounts for each person to whom you wish to grant access to the Registrar Console.

Each user gets their own username and password, and you can restrict access to the Console's functions based on the role that you assign to them. The following roles are available:

**Manager:** Managers can access all functions. To delete manager users please contact our support team.

**Domain Administrator:** Domain Administrators can register, renew, modify and delete domain names, contact objects and nameservers.

**Finance Administrator:** Finance Administrators can view invoices and pro-formas and your account history, and submit payments.

## Test

This function allows you to test accounts to explore and pilot without the risk or worry of unintentionally impacting production. You can manage the OT&E (test) accounts associated with your production registrar account. Registrars may create as many OT&E accounts as they require for development, testing and maintenance.

You can use your test accounts in the following systems:

- OT&E Registrar Console
- OT&E EPP system at [epp-ote.centralnic.com](http://epp-ote.centralnic.com)

The OT&E system is updated every 3 hours. Changes to OT&E accounts may take up to 180 minutes to take effect.

## Access list

Your access list is a list of IP addresses/networks that can (a) access EPP system (b) are considered "trusted" by the WHOIS system (a "trusted" source enjoys higher query rate limits and is never permanently blocked for exceeding them).

This page lets you add and remove IP addresses to this list.

You can enter a single IP address or a network range in CIDR notation (eg 192.168.1.0/24).

Please Note: the largest network you can add is a /16. Changes may take up to 10 minutes to take effect.

## SSL Certificates

To improve the security of communications with our EPP system, we support mutual SSL client verification. These certificates must be associated with your registrar account before they can be used. On this function you can click on the upload certificate button to upload your certificate, which must be in PEM format.

If you don't have an existing SSL certificate that you use with other registries, you can create a self-signed certificate very easily on Unix, Linux and Mac systems using the openssl command. Simply enter the following commands into the terminal:

```
openssl req -new -x509 -nodes -sha1 -days 365 -newkey rsa:2048 -keyout my.key > my.crt
```

## Edit My profile

Here you can update the current user information such as: change password, contact email

address and enable two-factor authentication.

## Accreditation Agreement

Accreditation agreement can be viewed here including links to the registry policies and the registration fees.

# Logs



## Daily EPP Log

This function is used to display EPP logs for the given TLD – is helpful if you are supporting Registrars in tracking down a specific action in error debugging or order confirmations. The EPP log only displays the transaction types

### EPP log

**EPP Log Search**

cLTRID:   
 Object Type:   
 Object Name/ID:   
 Command:   
 Response Code:

Displaying 1 - 100 of 44217 items

ID	TIME	CLTRID	CMD	OBJECT	CODE	MESSAGE	TIME
2296801611	2019-12-02 12:02:55	8F8B0584-2E0...	update	PMD1617426617	1000	Command completed successfully.	27ms
2296801601	2019-12-02 12:02:55	FE273D97-FF4...	update	QXB90218680	1000	Command completed successfully.	33ms
2296801586	2019-12-02 12:02:55	D1E939F1-9E0...	update	MTD1563931	1000	Command completed successfully.	28ms
2296801561	2019-12-02 12:02:55	E9B6203B-668...	update	P-MWD33	1000	Command completed successfully.	39ms
2296801551	2019-12-02 12:02:55	6BBA8F8D-705...	update	P-28190099	1000	Command completed successfully.	32ms
2296801531	2019-12-02 12:02:55	17482F92-33E...	update	tqd916624660	1000	Command completed successfully.	30ms
2296801526	2019-12-02 12:02:55	5452670B-E4E...	update	DLM1973263345	1000	Command completed successfully.	38ms
2296801516	2019-12-02 12:02:54	DF88B0B1-146...	update	dzm3302383043	1000	Command completed successfully.	29ms
2296801511	2019-12-02 12:02:54	AFFB3EBB-78D...	update	daa6336105595	1000	Command completed successfully.	35ms
2296801496	2019-12-02 12:02:54	B18CB2F-0F5...	update	BJB943421150	1000	Command completed successfully.	29ms
2296801476	2019-12-02 12:02:54	5D84E3E2-158...	update	TBM960875232	1000	Command completed successfully.	35ms
2296801451	2019-12-02 12:02:54	E39C8C02-87E...	update	TJD576434789	1000	Command completed successfully.	28ms
2296801441	2019-12-02 12:02:54	E0CF5EF4-855...	update	MTD1563931	1000	Command completed successfully.	37ms
2296801431	2019-12-02 12:02:54	8122F21B-23B...	update	MTD1563931	1000	Command completed successfully.	34ms
2296801411	2019-12-02 12:02:54	0DD5D0B0-7F0...	update	OCO36129896	1000	Command completed successfully.	28ms
2296801381	2019-12-02 12:02:53	209A9217-773...	update	OCO36129896	1000	Command completed successfully.	28ms
2296801376	2019-12-02 12:02:53	6AEC5B5E-D29...	update	OCO36129896	1000	Command completed successfully.	31ms
2296778196	2019-12-02 11:57:25	580bcf8f-be1...	update	2pacjw6.pw	1000	Command completed successfully.	37ms
2296777916	2019-12-02 11:57:18	e312ad0a-915...	create	2pacjw6.pw	1000	Domain 2PACJW6.PW created successfully withROID D149454096-CNIC	110ms
2296777906	2019-12-02 11:57:18	D0524FCD-C89...	create	OCJ1944536268	1000	Command completed successfully.	23ms
2296777901	2019-12-02 11:57:18	4071B5F2-331...	create	OZ22222224309	1000	Command completed successfully.	16ms
2296777881	2019-12-02 11:57:17	E000AE73-832...	create	OFH2748839604	1000	Command completed successfully.	26ms
2296777871	2019-12-02 11:57:17	3311D0C2-98F...	create	OFG2871285034	1000	Command completed successfully.	22ms

## Support



### Contact Support & Live Support

This function can be used to contact our support team as well as other actions you may be required to fulfil. By clicking on the 'Contact Support' tab, you'll be taken to our ticketing system to lodge a new ticket. If you'd rather chat to someone right away, click on the 'Live Support' option

### Server SSL Certificates

This page lists the SSL certificates in use for our registry services.

CentralNic uses SSL to secure its registry services. Depending on your implementation registrars need to manually import our SSL certificates into their trust stores in order to be able to connect to these services.

Since SSL certificates must be periodically renewed or replaced, registrars should set an operations address to receive emails about changes.

### Contact Pin

This page displays the contact pin and may be requested by our support team to verify your account. This PIN number is updated every 6 hours and you will need to have your 'Contact PIN' by the ready for live chat support. This can be activated by clicking on the 'Contact PIN' tab and it is important to have this before launching the live chat support.

### WHOIS Guidance

This section provides Guidance and information for Registrars on use of the Whois Service.

### Registry API Documentation

By clicking on to the Registry API Documentation you will be automatically sent to CentralNic Registry API - Version 2 guide.

### System Stats (Pingdom)

This function his shows uptime statistics generated by a third-party monitoring service.

### Tactical Overview

The tactical overview page shows performance and load graphs for some of our registry systems (EPP and whois)

## PORTAL

### What is the Portal?

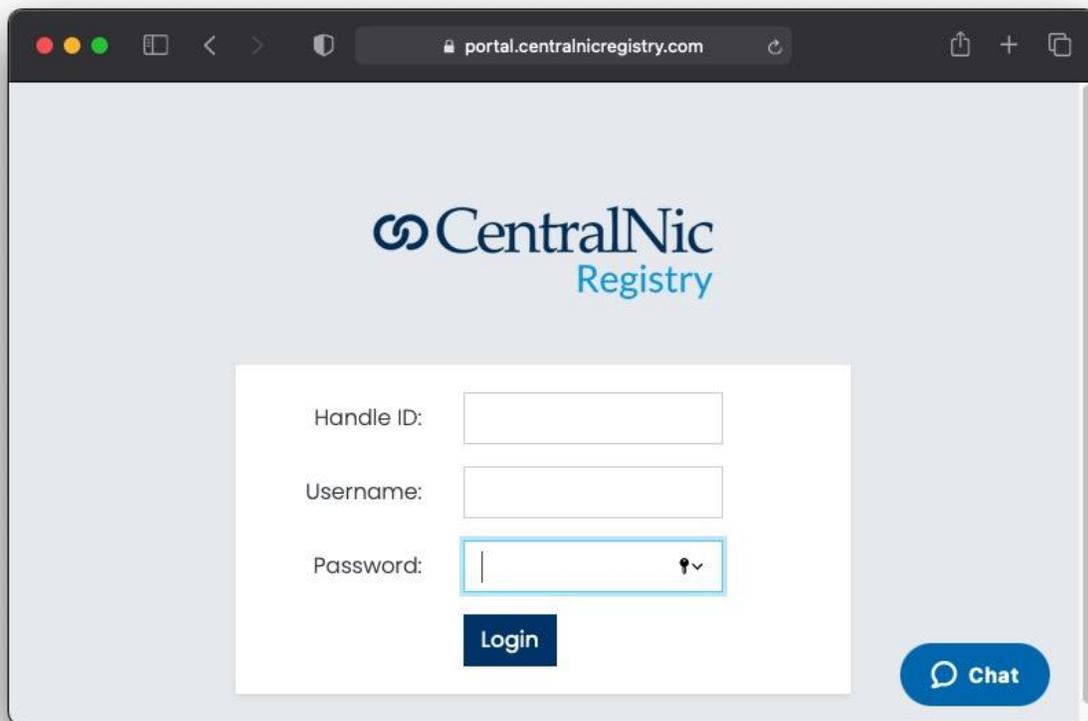
The Portal is a new initiative by CentralNic Registry to improve user experience on the existing Registry Console, starting with the most used and most requested features by our users, with the clear objective to facilitate their workflow.

It will eventually replace the Registry Console, but only after all features have been migrated and all users are trained in its use.

### Getting to know the Portal

First of all, login to portal by accessing <https://portal.centralnicregistry.com/> and you'll have to enter your credentials to proceed

NOTE: If you are unable to login, please contact your account manager, you might need to sign a DPA in order to be compliant with GDPR rules.



## Catalogue Search

<https://youtu.be/Gxb8T9bfQbl>

Catalogue search is intended to be the single page to find and manage your inventory. At the moment it's read-only.

Once you've logged in to the Portal, you'll be greeted with the Catalogue Search screen. Let's have a look it's components:

The screenshot shows the CentralNic Catalogue Search interface. It includes a navigation menu on the left (2), a top navigation bar with 'Manage Suffix (.homes)' (4) and 'Manage Account' (3), a search bar (6) with 'Search' and 'Clear' buttons, and a table of domain records (7). A right-hand sidebar (5) contains filters for 'Top Registrars', 'Status' (E - Evergreen/Reserved, L - Live, B - Banned, P - Pending Deletion), 'Type' (Standard, Premium), and 'Registration Date' (Registered Today, Last Week, Last Month). A note at the top states: 'Note: This page might take time to load due to the high volume of data being processed.' The bottom of the page shows pagination: 'of 1564 pages. Showing 1 - 20 of 31279 records.' and an 'Export Results' button (9). A 'Help' button is located in the bottom right corner.

Domain Name	Registrar	Registrar ID	Type	Status	Registered
[REDACTED]	[REDACTED]	[REDACTED]	Standard	E	2015-12-17 19:34:49
[REDACTED]	[REDACTED]	[REDACTED]	Standard	E	2015-12-17 20:53:29
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2015-12-17 20:53:29
[REDACTED]	[REDACTED]	[REDACTED]	Premium	L	2015-12-17 20:53:29
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2015-12-17 20:57:37
[REDACTED]	[REDACTED]	[REDACTED]	Standard	E	2016-01-12 21:19:01
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-01-13 16:42:06
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-03-02 21:41:45
[REDACTED]	[REDACTED]	[REDACTED]	Premium	L	2016-05-10 15:11:46
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-10 15:12:54
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-10 15:14:24
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-10 15:15:07
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-10 15:15:51
[REDACTED]	[REDACTED]	[REDACTED]	Premium	L	2016-05-10 15:17:32
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-10 15:16:50
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-03-31 21:14:45
[REDACTED]	[REDACTED]	[REDACTED]	Premium	L	2016-05-10 15:21:47
[REDACTED]	[REDACTED]	[REDACTED]	Standard	E	2016-04-15 18:53:08
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-10 15:18:04
[REDACTED]	[REDACTED]	[REDACTED]	Standard	L	2016-05-13 01:50:48

Catalogue Search components:

- 1 = Hides/Shows the left side toolbar
- 2 = The left side toolbar lets you access different parts of Portal
- 3 = Manage Account: use this to logoff Portal
- 4 = Choose one of your TLDs/Suffixes here
- 5 = The right side toolbar lets you Filter the displayed list
- 6 = The search box
- 7 = The Domains List, affected by the filters/search box
- 8 = Pages, use them to browse the Domains list
- 9 = Export Results, will create a .CSV file with your selection/filtered results

## Filtering your Inventory

After selecting the appropriate TLD/Suffix in (4) Manage Suffix, you'll see the Domains List (7) with all your domains. You can now start to add filters

The screenshot displays the 'Catalogue Search' interface. At the top, there are navigation links for 'Manage Account' and 'Manage Suffix'. Below this is a search box with the placeholder text 'Enter your search query here...' and buttons for 'Search' and 'Clear'. There are radio buttons for 'Domains' (selected) and 'Registrars'. Below the search box, there are filter tags for 'Namecheap' and 'H - ServerHold', along with a 'Clear All' button. The main content area features a table with columns: Domain Name, Registrar, Registrar ID, Type, Status, Registered, and Expires. The table shows one record with Registrar 'Namecheap', Type 'Standard', Status 'H', Registered '2021-03-10 13:55:53', and Expires '2022-03-10'. To the right of the table is a 'Filter Results By' sidebar with sections for 'Top Registrars', 'Status' (listing Banned, Live, Pending Deletion, Evergreen/Reserved, ServerHold), 'Type' (Standard, Premium), and 'Registration Date' (Registered Today, Last Week, Last Month). A note at the bottom of the sidebar states: 'Note: Only one date filter can be added at any one time.'

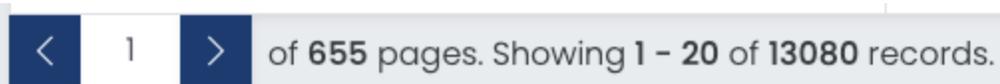
On the right side of the screen, you'll see (5) the Filters list.

## Filter Results By

### Top Registrars

XYZ.com, LLC  
Namecheap  
Go Daddy, LLC  
Porkbun, LLC  
Key-Systems LLC  
GMO  
Dynadot LLC  
IAPI GmbH  
united-domains AG  
CSC Corporate Domains Inc.  
OVH  
NameSilo, LLC  
Registrar of Domain Names REG.RU, LLC  
MarkMonitor, Inc (TLDs)  
P.A Viet Nam Company Limited

Before you select any filters, make a mental note of how many records you have, on the bottom of the page (8).

 of 655 pages. Showing 1 - 20 of 13080 records.

Now apply any filter, in my example below, I'll list only the Domains registered by Dynadot, with Status E-Evergreen, B-Banned and P-PendingDeletion. Now look how many domains I have. Only 3. From hundreds or thousands, to 3 domains.

## Exporting your selection

At this moment, if you click on (9) Export Results, you'll get a .CSV file with this filtered result.

Dynadot LLC x E - Evergreen/Reserved x B - Banned x P - Pending Deletion x Clear All x

Domains Deleted Domains Blocked Strings

Domain Name	Registrar	Registrar ID	Type	Status
.....i.baby	Dynadot LLC	.....	Standard	P
.....baby	Dynadot LLC	.....	Standard	P
.....baby	Dynadot LLC	.....	Standard	P

< 1 > of 1 pages. Showing 1 - 20 of 3 records. [Export Results](#)

You can also remove any applied filter by clicking on the blue X for each selected object.

Dynadot LLC x E - Evergreen/Reserved x B - Banned x P - Pending Deletion x Clear All x

Should you decide to start all over, just click on the left panel, on Catalogue Search and it'll clear up any filters you may have applied.

## Premium Names Portfolio

<https://youtu.be/NAFZy1oCqn4>

The premium portfolio section lets you manage your premium price lists and track performance.

On the left-side panel, click on Premium Portfolio



Domains

Catalogue Search

Premium Portfolio 

Support

Registry Console

Contact Support

CentralNic Registry

Manage Suffix (.homes) Manage Account

### Premium Names Portfolio

Dashboard / Domains / Premium Names Portfolio

**Step 1: Upload**

After you upload your new premium price list, it will be validated in the background. After validation you will be able to activate it. In case validation fails, please download the log file to see the error messages.

[Upload New List](#)

**Step 2: Activate**

Before activating your new premium price list, please make sure that you have given ample notice to your registrar community. This notice period is governed by your RRA. If you feel unsure, please contact [customersuccess@centralnicregistry.com](mailto:customersuccess@centralnicregistry.com) for guidance or seek policy advice from your legal department.

[Activate](#)

**Step 3: Performance**

See how your active list is performing: Registered names displays all currently registered premium names. Sales report lists all premium sales and the registrar summary groups them by registrar.

[Registered Names](#)

[Sales Report](#)

[Registrar Summary](#)

Premium List Versions

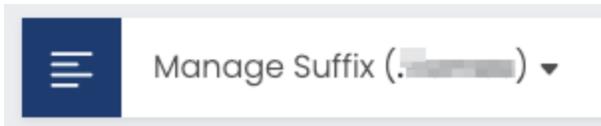
Version	Date Added	Date Activated	Date Retired	Number of Domains	Actions
2	2021-03-05	2021-03-05		39549	<a href="#">Download</a>
1	2021-03-04	2021-03-04	2021-03-05	8162	<a href="#">Download</a>

[Help](#)

## Download your currently active list

To create a new Premium list, you may start by downloading the most recent and active Premium List.

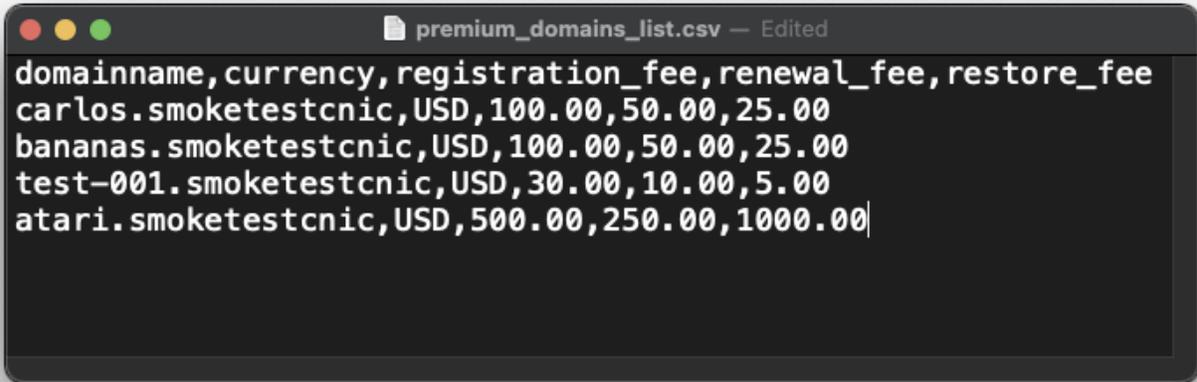
First of all, notice which suffix is selected on Manage Suffix, and if you wish, choose a different one.



In the Premium List Versions below, locate the most recent version, in the example above is the number 2, and click on Download:

Premium List Versions					
Version	Date Added	Date Activated	Date Retired	Number of Domains	Actions
2 	2021-03-05	2021-03-05		39549	<a href="#">Download</a>
1	2021-03-04	2021-03-04	2021-03-05	8162	<a href="#">Download</a>

The downloaded file will be in the CSV (Comma-Separated Values) format, looking like this:



```

premium_domains_list.csv — Edited
domainname,currency,registration_fee,renewal_fee,restore_fee
carlos.smoketestcnic,USD,100.00,50.00,25.00
bananas.smoketestcnic,USD,100.00,50.00,25.00
test-001.smoketestcnic,USD,30.00,10.00,5.00
atari.smoketestcnic,USD,500.00,250.00,1000.00
    
```

- **domainname:** the complete domain (prefix.suffix), lowercase and without trailing dot.
- **currency:** capital 3-letter acronym of the currency that matches the suffix base currency.
- **registration\_fee:** the price of the domain at registration, in the specified suffix base currency. Two decimals are obligatory with a dot (.) as decimal separator
- **renewal\_fee:** the price of the domain will renew for after registration, in the specified suffix base currency. Two decimals are obligatory with a dot (.) as decimal separator
- **restore\_fee:** the cost of restoring the domain after it expires during the period this is possible, in the specified suffix base currency. Two decimals are obligatory with a dot (.) as decimal separator

If you import your .CSV file into a Spreadsheet, like Microsoft Excel, Apple Numbers, or Google Sheets, it'll look a little cleaner, like this:

Untitled spreadsheet ☆ 📄 ☁

File Edit View Insert Format Data Tools Add-ons Help [Last edit was 2 minutes ago](#)

100% \$ % .0 .00 123 Arial 12 B I S A ↕ 📏 📐 ☰

C13

	A	B	C	D	E
1	domainname	currency	registration_fee	renewal_fee	restore_fee
2	carlos.smoketestcnic	USD	100.00	50.00	25.00
3	bananas.smoketestcnic	USD	100.00	50.00	25.00
4	test-001.smoketestcnic	USD	30.00	10.00	5.00
5	atari.smoketestcnic	USD	500.00	250.00	1000.00
6					
7					

Now you can add more lines, change the values, delete lines.

### Upload your new premium list

Once you are happy with all the changes, export it back to CSV without BOM markings and save the file locally.

NOTE: If you use excel you will probably end up with a file that has BOM markings and the file validation will fail. We recommend using google sheets to export to csv to avoid this.

Now you'll have to go back to The Portal, and upload your modified list. To do so, go back to the Portal, click on the Premium Portfolio, select your appropriate suffix on the top. Once it's all set, click on Upload New List:

Step 1: Upload

After you upload your new premium price list, it will be validated in the background. After validation you will be able to activate it. In case validation fails, please download the log file to see the error messages.



[Upload New List](#)

A new window will appear. Click on the "Choose file" button

**Upload New List** ×

1. Download a template of the premium pricing file.
2. Once the premium file is ready, use the form below to upload the list. Lists are automatically validated.
3. Select an option to notify registrars about the new premium list. Emails are sent automatically once the list has been validated.

Choose file:  No file chosen



---

[Upload List](#) [Close](#)

Then locate your new/edited price list CSV file, and then click on Upload List.

This new list will go through a series of verifications before it's uploaded. While it's being validated it will show up as being validated. By clicking "log file" a modal will open showing you the progress of the validation.

Premium List Versions					
Version	Date Added	Date Activated	Date Retired	Number of Domains	Actions
5	This list is being validated. Large lists can take up to two hours, smaller lists finish in minutes. Please refresh this page to see the results. <a href="#">Log file</a>				

You will need to refresh the page to see the result of the validation process. Depending on the size of your file this might be nearly instant or take up to 30-50 mins.

Once validation is complete the version entry will either become white (successful validation) or red (failed validation).

#### Successful validation

Premium List Versions					
Version	Date Added	Date Activated	Date Retired	Number of Domains	Actions
5	2021-04-19			8	<a href="#">Download</a>

#### Failed validation

Premium List Versions					
Version	Date Added	Date Activated	Date Retired	Number of Domains	Actions
6	Validation failed, please review the log file.				<a href="#">Delete</a>

If validation fails, please use the "log file" option to see what went wrong. Please save the log file for your reference. Then delete the failed version by using the "delete" button. Once you delete the version the log-file will be unavailable, so please make sure you save that file first.

Now, using the feedback from the log-file, go back to the list you uploaded and fix all errors before attempting to upload the file in exactly the same way.

Example error message:

## Premium Upload Progress Report

Validating file:  
/export/cnic/userland/premiums/H557838633/smokete  
stcnic\_premium\_6.csv  
Format error on line 2 column 0: "ti erl" is not a valid  
prefix  
ERROR: file has empty pricing information  
ERROR: found 1 errors and -1 valid lines  
Cannot import this file, aborting

### Activating your new premium list

Once your new premium price version has been validated, it becomes possible to activate it.

**WARNING:** price changes are suspect to RRA-governed notifications please consult your legal team or seek advise at [support@centralnic.com](mailto:support@centralnic.com)

At the time and date your price change has been scheduled and communicated, click the activate button on the middle section on top of the page labeled "Step 2: activate"

#### Step 2: Activate

Before activating your new premium price list, please make sure that you have given ample notice to your registrar community. This notice period is governed by your RRA. If you feel unsure, please contact [customersuccess@centralnicregistry.com](mailto:customersuccess@centralnicregistry.com) for guidance or seek policy advice from your legal department.



Activate



Activate Premium List

By activating a premium price list version, you are replacing your current premium price list. Your RRA stipulates a notice period for making pricing changes. Not respecting this notice period is a violation of your RRA.

Please activate your new premium price list at the time and date you communicated to your registrars.

Select a version to activate:

Version: 2 - Date added: 2021-03-30

I acknowledge that I have served the notice period stipulated in the RRA & communicated the price change to all accredited registrars for this given TLD. This change is being made in accordance to the date and time communicated.

Activate Close

After clicking this, a modal will open.

1. Select the version you would like to activate
2. Check the box if you are compliant with this statement.
3. Click Activate

## Tracking premium list performance

Under the section “step3: performance” you will find 3 reports:

1. Registered Names; this will populate a list of currently registered premium domains
2. Sales report; This will show you the transactions involving premium domains over time
3. Registrar summary; This will show you the transactions involving premium grouped by registrar.

### Step 3: Performance

See how your active list is performing: Registered names displays all currently registered premium names. Sales report lists all premium sales and the registrar summary groups them by registrar.



- Registered Names
- Sales Report
- Registrar Summary

To change the time-frame for the Sales and Registrar Summary report, simply click the desired time-frame on the top-right corner of the same report:

Sales Summary Report (Week)

Week Month Quarter

## Verification Management

If your TLD is configured to require verification prior to domain allocation, this section will let you manage domain application requests.

Domains

Catalogue Search



Verification Management

Premium Portfolio

Use the application status lifecycle to approve or deny applications. More information can be requested for an application by setting the status to **needInfo**.

**pendingApproval** => **needInfo** => **applicationValid** **applicationAccepted** **applicationDenied**

<b>pendingApproval</b>	Application has been submitted and is awaiting approval from the registry operator.
<b>needInfo</b>	Application requires additional information or documents from the registrar/registrant.
<b>applicationValid</b>	Application has been validated by the registry operator, and is now awaiting acceptance.
<b>applicationAccepted</b>	Application has been accepted by the registry operator. Domain registration will go live within 24 hours.
<b>applicationDenied</b>	Application has been denied. Domain registration will be deleted within 24 hours.

**applicationValid** is an optional status, where the domain registration remains in pendingCreate mode, while letting the registrar know that the application data submitted is valid. This status can be useful where third party verification is required.

## Application Management

Click on “View Application” on the management page to view application data, history and documents.

**Verification Requests - Application Management**

Dashboard / Domains / Verification Requests / Application Management

**Application Status Lifecycle**

- pendingApproval**: Application has been submitted by the registrar and is awaiting approval from the registry.
- needInfo**: The submitted application needs more information from the registrar/registrar.
- applicationValid**: The application has been validated by the registry, and is now awaiting acceptance.
- applicationAccepted**: The application has been accepted by the registry, and the domain will go live within 24 hours.
- applicationDenied**: Application has been declined and the domain registration will be deleted within 24 hours.

**Manage Application Status**

Domain	Date Submitted	Last Updated	Registrar	Current Status	Actions
domains-1.bh	2020-03-24 12:26:40	2020-03-30 23:47:21	TLD Registrar Solutions Ltd	pendingApproval	View Application   Change Status
test-domains.bh	2020-03-25 23:01:13	2020-03-30 23:50:28	TLD Registrar Solutions Ltd	pendingApproval	View Application   Change Status
bh-name.bh	2020-03-26 15:31:26	2020-03-30 23:51:35	TLD Registrar Solutions Ltd	pendingApproval	View Application   Change Status
centralnic.bh	2020-04-01 14:38:41	2020-04-01 14:38:41	TLD Registrar Solutions Ltd	needInfo	View Application   Change Status

**Verification Request Application**

Dashboard / Domains / Verification Requests / Application Management / View Application

**Application Form**

Domain Name: centralnic.bh

Application Status: **needInfo** [Change Status](#)

Date Created: 2020-04-01 14:38:41

Date Updated: 2020-04-01 14:38:41

Customer Name: TEST

Person Name: TEST

Address: TEST

Zip Code: TEST

IP Agents: TEST

Trademark ID: TEST

Comments: TEST

**Application Documents**

Document Name	Added Date	View Document
cert1.pdf	2020-04-01 14:38:55	<a href="#">Download</a>

**Application History**

Author	Event	Time
2948863	Document uploaded: cert1.pdf.	2020-04-01 14:38:55
2948863	Application created for centralnic.bh.	2020-04-01 14:38:41

## Changing Application Status

Click on “change status” either from the management page or the view application page. Add a reason message as to why the application status is being changed. Email notifications will be sent when an application status changes.

When application status is set to **applicationAccepted** - the domain will automatically be made live within 24 hours.

When application status is set to **applicationDenied** - the domain will be automatically deleted within 24 hours.

