

[gnso-rds-pdp-wg] Use cases: Actual / Real

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Hi

Having just returned from a conference, I've had opportunity to review some of the Support Tickets handled in my absence, as we do every month-end anyway, but paid special attention to those relating to domains.

I've excluded many (as the logs don't show a whois was done), which largely consist of:

- * how do I renew
- * how do I cancel

* will you take payment automatically

type questions and limited this to real "use cases" where a WHOIS has been part of either the affected party needing data/contact info (if server logs show a whois query from that user), or during the investigation by registrar staff (where the server logs show a whois from our staff ips) or where whois data was pasted into the ticket, from the last 7 days ...

I'll try and layout to the 'template format' tomorrow:

#1

End User: My Email Stopped Working at the Weekend

Actual Issue: Domain expired on Friday

Details accessed from WHOIS: domain name, expiry date, registrar name

Resolution: we're only the host, directed to contact their registrar (client had not actually looked at domain/whois, we wouldnt have needed to look to know we're not the registrar)

#2

End User: Everything down, I can't PING www.*REDACTED*

Actual Issue: Host "vanished" as nameservers no longer online/responding/serving records

Details accessed from WHOIS: domain name, expiry date, registrar name, nameservers

Resolution: Informed to try and contact their host another method, if that fails, will need to find a new one and update their domain.

Provided details of wayback machine and our hosting plans

(whois data not actually needed as we have all the data in our system anyway)

#3

End User: Manual Domain Renewal

Actual Issue: Registrant failed to renew domain/disabled renewal

Details accessed from WHOIS: domain name, expiry date, registrar name

Resolution: provided link to client portal to login and instructions on renewal

(whois data not actually needed as we have all the data in our system)

anyway)

#4

End User: domain transfer still pending after 2 weeks - help!
Actual Issue: Domain is still locked at losing registrar
Details accessed from WHOIS: domain name, epp status, registrar name
Resolution: suggested to login to current registrar (where is claims to be unlocked) and re-lock and unlock again, and advise use when done to restart the transfer process
(client had already been emailed the lock/status data at the start of the transfer process)

#5

End User: My website is down again
Actual Issue: Domain has 2 valid (responding with A record) nameservers and 2 invalid nameservers
Details accessed from WHOIS: domain name, nameservers
Resolution: client added the nameservers for their hosting instead of replacing the nameservers already on the domain, support removed the additional 2 nameservers for them and instructions on clearing cache provided
(had client looked at whois they may have spotted this themselves - whois data not actually needed as we have all the data in our system anyway)

#6

End User: Domain showing as Expired but paid for
Actual Issue: Registrant had failed to pay us for renewal, but paid a scammer instead
Details accessed from WHOIS: domain name, expiry date, status code, registrar
Resolution: client educated about domain scams, payment taken by phone by us (registrar) for renewal and renewal processed, told to contact card issuer regarding the "directory service" \$75 payment they made to the scammer
(whois data not actually needed as we have all the data in our system anyway)

#7

End User: URGENT Unable to access website/email - *REDACTED* expired ?
Actual Issue: Domain has expired as renewal not paid, redirects to renewal required page
Details accessed from WHOIS: domain name, expiry date, registrar name
Resolution: Registrant had ignored upcoming domain expiry notices, and renewal invoice (email address exists and is valid but they're not regularly monitoring it). They couldn't/didn't get the post-expiry notices (which would have equally been ignored anyway) as the contact email was @thedomain. Registrant couldn't now login and pay as no recollection of password, and reminders unable to be sent (as contact is @thedomain which has expired). Details validated "offline", renewal processed on their behalf to get back online and both email and paper copies of invoice sent - and now showing as paid.
(whois data not actually needed as we have all the data in our system anyway)

#8

End User: Assigning www.*REDACTED*
Actual Issue: Designer wants to "hand-off" the billing/management/ownership of domain and hosting to end-user
Details accessed from WHOIS: domain name, registrant name

Resolution: Designer reminded on how to have their client signup directly to agree to our T&Cs and about our service-push process. Domain is currently in name of designer (as all of theirs are) so they're the RNH, so (as per their previous similar requests) a change-of-owner process will need to be followed which old and new registrant will need to take part in
(whois data not actually needed as we have all the data in our system anyway)

#9

End User: My website has been hijacked

Actual Issue: Accessing domain in a browser shows a hosting company sales/holding page

Details accessed from WHOIS: domain name, nameservers, registrar name, registrant name

Resolution: no changes have been made recently to the domain (last update was Feb 2015) and the hosting account (with us) is active but no traffic since 29/July (domain is not expired)

It would appear they'd used the DNS service(s) included in their previous hosting to repoint the domain to the new hosting rather than updating the nameservers at their registrar (not us), and that hosting account no longer exists at the host.

Advised to first contact the previous host as the domain is in the name of the host, to get nameservers and "ownership" sorted out, then to transfer the domain to us so they can manage it all in one place

I'm personally dissapointed in the final use-case, as it used the "personal details" about the registrant, which conflicts with our opinion about what information should be 'public' - although not strictly needed in providing the support (as the advice to contact the old host / dns provider would have been the same without that, but it did highlight an issue the client was unaware of)

Rob

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