

# Joker.com FAQ

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## 1.15 What is...

### What is a Domain Order with 'Extended settings'?

#### Domain Order with 'Extended settings'

When you chose the option '**Extended settings**' when ordering one or more domains, you will be able to provide more detailed data for the registration process:

- contact editor to provide different contacts
- directly entering contact handles
- nameserver settings

Of course, this always can be configured after the order as well in "[My Domains](#)".

Keywords: order, registration, extended settings

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# 1.15 What is...

## What is a name service (DNS)?

### DNS - Domain Name System

The domain name service (DNS) provided by [Joker.com](https://joker.com), your internet provider or your webhosting company, which is essential if you want to actually **use** your domain.

It is included in all Joker.com domains.

The name service makes your domain "work" in such a way, that your web site can be accessed, and emails to you are routed correctly into your inbox. The DNS is responsible to "translate" your domain name into an IP address, which is the resource used by the networks.

Please find more information in chapter [1.9 Nameservice](#) or also at [Wikipedia](#).

Keywords: nameserver, modify domain, DNS, url-forwarding, email-forwarding

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# 1.15 What is...

## What is 'Email Forwarding'?

### Email Forwarding

This is a service provided by Joker.com, which allows you to **create email addresses for a domain**, and to forward incoming emails for those addresses to an **existing external mail account**.

This means: You could have

- info@yourdomain.com
- john@yourdomain.com
- \*@yourdomain.com
- ...

being forwarded to your email account at your ISP or email provider like Gmail, Yahoo or others.

#### Please be aware that:

- email forwarding - like URL forwarding - presumes, that the domain in question uses free **'Joker.com nameservice'** (which is the default; see also [How to configure nameservers?](#), [How do I change my nameservers?](#))  
Domains with foreign nameservice cannot use Joker.com email forwarding. Switching to 'Joker nameservice' can be easily done in '[My Domains](#)' choosing '**Modify**' with the domain you want to change.
- in '[My Domains](#)', visit '**DNS**' to **add or modify email addresses** for your domains
- activating 'email forwarding' will automatically delete current **'MX' records**. This is due to technical reasons and cannot be avoided, so you could either let Joker.com handle your email, or a foreign mailserver.
- It is also possible to create **'catch all'-addresses**: If you enter '\*' instead of 'your\_name' as 'Email Address', all emails **not matching any other address you created** will go to the '\*' entry.
- Additionally, a special account 'postmaster' does exist, which can be modified, but not deleted.
- You also find an option to "block" certain addresses, which, when activated, will delete all incoming emails to this address.

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For the amount of email addresses per domain, **we do not police strict limits**. Instead, we apply a **fair-use-policy**.

As long as we do not observe significant system impacts by either excessive amount of emails sent or addresses created, there will be **no restrictions**.

'Excessive' here means significantly above average, and "system impact" means significant interference of the general system and/or other users.

Current limits are:

- 25MB as max. size of a single mail
- 400 mails per day per address

**Important: A newly created email address (or a changed target address) has to be activated by answering the 'activation email' being sent to the 'Target Email-Address' (click on the link within this email).**

Keywords: email-forwarding, email addresses, DNS

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# 1.15 What is...

## What is URL Forwarding (Web Forwarding)?

### URL Forwarding

This is a service provided by Joker.com, which allows to direct all **HTTP (web) requests** for a domain (or subdomain) registered with Joker.com to the **webpace** of a different, externally hosted domain, e.g. the webpace which is usually included in Internet provider contracts.

This feature enables you to access e.g. 'http://www.[your-domain].com', with the real content residing at 'http://www.[your-internet-service-provider].com/[your Account]'.

The redirection is of type 'HTTP/1.1 301 Moved Permanently'.

You can use a standard redirection, or a so-called "**frame-based**" redirection, which will **keep the original domain name** visible in your browser's location bar.

You are also able to provide your URL forwards with your own special title-, meta- or HTTP header tags.

To configure your URL forwarding, please visit the "**DNS**" menu in "[My Domains](#)" with the domain you want to add URL forwards to, click on "**+ New**" and select **URL-Forwarding** as Record-Type.

Please also consider [How to create a name server \(-record\)?](#)

Keywords: URL-Forwarding, forwarding, HTTP redirects, DNS

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## 1.15 What is...

### What is 'Verified by Visa' or 'Mastercard Secure Code'?

#### Credit Card Security

[Verified by Visa](#) and [Mastercard Secure Code](#) are services introduced by the **credit card industry**, to **protect credit card owners from unauthorized use of their cards**. This works in such a way, that as a part of the payment procedure, an additional identification is requested, which usually is a password, oder a PIN No.

This is maintained by the bank, which issued the credit card, or the payment provider.

**Joker.com does not have access to these credentials**, and does not store such data in general.

Keywords: Credit Card, Validation, visa, master card

Last update: 2018-11-30 17:15

# 1.15 What is...

## What is an AUTH-ID?

### A Domain's AUTH-ID

Most types of domains have an **AUTH-ID** code.

The AUTH-ID code usually is a 6 to 16 character code assigned by the **Registrar** at the time the name was created.

Its purpose is to aid **identification** of the domain owner, so proper authority can be established (it is the "**password**" of the domain).

**The AUTH-ID is used and is necessary for doing transfers between registrars.**

If you want to transfer a domain to Joker.com, you have to request this AUTH-ID for any domain to transfer from your **current registrar or ISP**.

If you want to transfer a domain from Joker.com to another registrar, you may request this AUTH-ID in '[My Domains](#)'.

**Please find more information here:** [How to transfer a domain to Joker.com?](#)

Keywords: transfer, account, gaining transfer, AUTH-ID

Last update: 2018-11-30 17:18



# 1.15 What is...

## What is UTC?

### Coordinated Universal Time

UTC stands for 'Coordinated Universal Time', formerly known as Greenwich Mean Time (GMT).

It is a time standard being used and synchronized globally, independent from time zones.

Please find more information [here](#).

Click [here](#) for checking what UTC means for your **local timezone**.

Keywords: localtime, UTC, time zones

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# 1.15 What is...

## What are IDN domains?

### IDN Domains

A few years ago, it was only possible to register domains that contained **ASCII characters**. This caused difficulties, because often domains could not exactly represent the desired string for registration, and the domain registrants had to find an alternative name.

To solve this issue with **local language scripts**, the so called **IDN (Internationalized Domain Names)** registrations have been introduced.

**IDN allows you to reserve domain names of all known languages** (scripts).

The technical process for enabling it could be briefly summarized as a conversion of all entered characters to ASCII characters, thus allowing the existing infrastructure to operate with IDN. The result of such conversion is called *PUNYCODE*. We show the *PUNYCODE* presentation in our registration procedure for your convenience.

Web sites where you can verify PUNYCODES are (IDN specific knowledge is required):

- [Wikipedia](#)
- <http://josefsson.org/idn.php>

**Please note:** Not all top level domains do provide IDN registrations. Please check our [price list](#), where we show which types of domains do support IDN.

Keywords: order, registration, IDN, punycode,

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# 1.15 What is...

## What is a 'domain status'?

### Domain Status

If you query the WHOIS ('Whois query') at Joker.com for a domain, you will get one the following **domain statuses**:

- **lock:** The domain is secured against unauthorized transfer attempts. For being able to transfer a domain to another domain registrar, you have to [unlock the domain](#) in '[My Domains](#)'. After doing this, the domain will be in status "production".
- **production:** The domain is unlocked, and joker.com will **not** refuse transfer requests to another registrar. To lock and secure a domain, you have to lock your domain through our "Servicezone".
- **hold:** The domain is or will be moved out of the root zone by the registry. This means, the domain will not be served by nameservers any longer, and thus cannot be used regularly. Newly registered domains also often have the status "**hold**", because Joker.com does register them immediately even before the billing is done. Sometimes the billing takes some time, e.g. because a credit card [has to be validated](#). The "**hold**" status is changed as soon as the billing has been successful. Sometimes this status "**hold**" is accompanied by a substatus "**invalid address**". This indicates the reason for being set on "**hold**". Please find more information related to this [here](#).
- **expired:** The domain has not been renewed, and is past its term. However, it is not yet deleted, and **still can be renewed**, also by using "[simple renewal](#)".
- **transfer-prohibited-cor:** After a '[change of registrant](#)' (COR) - also known as 'change of owner' - of a domain, for security reasons the domain cannot be transferred for a period of 60 days.
- **invalid-address:** The Whois data validation indicated wrong registrant's data, and a process to correct this has been started. Please visit '[Domains/Change Owner or Permissions](#)' in case you got the according request to do so.

For security reasons, a domain at Joker.com normally has the status "lock". This is the **recommended** status of your domains, and means that the domain is secured against fraudulent transfer or modification attempts.

The domain status which will be shown in the WHOIS at Joker.com differs from the status shown by the WHOIS of the responsible registry. They usually show registry-specific status

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codes.

Keywords: invalid address, domain status, whois, lock, hold

Last update: 2018-11-30 17:21

# 1.15 What is...

## What is an "Invalid address" status?

### Whois Data Problems

According to **ICANN** rules - especially [WDPRS](#) is relevant - every registrar has to ensure, that **the whois data** of all domains is correct and valid.

Each customer as registrant of a domain, has agreed to this by accepting our, and the according registries **Terms and Conditions**.

When a registrar - like Joker.com - receives a complaint, he has to start a procedure to either make the owner of a domain correct this whois data, or to prove its correctness.

This is policed by ICANN.

Joker.com is doing this in such a way, that the **owner** and the **admin contact** of a domain are provided with an email, asking to **fax, email or upload** a special form to confirm or correct the Whois data.

This form is attached to this email, and is also available for **download** at Joker.com (menu '**Support**' -> '**Downloads**').

If Joker.com does not receive this form within **14 days**, the domain will be set on "**hold**", which means it is not usable any more.

In case you have any questions concerning this, please [contact us](#) or direct your inquiry to [udrp@joker.com](mailto:udrp@joker.com).

Keywords: invalid address, domain status, whois, lock, hold, ICANN, WDPRS, complaint

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## 1.15 What is...

### What is a 'Redemption Grace Period' (RGP)?

#### The Redemption Grace Period (RGP)

Most gTLD domains - this means domains under **ICANN regulation** - do know a special status: **Redemption Grace Period**, often referred to as "RGP".

##### What does this mean?

A domain usually will be **deleted** for two reasons:

- explicit request from the customer
- domain is not renewed and therefore has expired

A domain will **not be deleted immediately** from the database of the registry. Instead, for **up to 30 days** following the deletion, the domain can **not** be registered again, but the registrar responsible for the domain has the option to "reanimate" (**restore**) the domain again on behalf of the registrant.

This option is intended to salvage rather rare cases of renewal problems, before the final deletion of a domain.

**Important:** Please note that Joker.com does additionally add a grace period of up to 30 days for expired domains. This means, that for regular expired domains, the 30 days of the "Redemption Grace Period" will start **after** the 30 days of Joker.com's grace period.

This is also depends on the type of domain, and the registry operating the domain.

A domain name which is in Redemption still can be restored ("re-registered"), using either the [Redemption Restore Procedure](#) to restore your domain, or by [browsing the pool](#) of all available domains in RGP.

Since most registries define this to be a special procedure, this usually also has a different price tag.

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The pricing differs depending on the type of domain, please have a look into the [price list](#).

**Please also note:** After a successful restore of a domain name from RGP, a transfer to another registrar is not possible for another **30 days**.

After 30 days in RGP, the status of the domain will change to "**pending delete**" for **5 days**. During these 5 days, a restore is not possible any more.

On the **6th day after the deletion**, the domain is **available to be registered again**.

To provide fair conditions for all, the exact time for when a new registration is possible is **randomly chosen**.

Please find out more about [a domain's life cycle](#).

**However**, please note that before Joker.com deletes a domain, the responsible contacts of this domain will be [notified several times by email](#). Please find the exact scheme of notifications in [ERRP - Expired Registration Recovery Policy](#).

Keywords: renew, renewal, notification, expiration, ERRP, RGP

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# 1.15 What is...

## What is Dynamic DNS (DynDNS)?

### Dynamic DNS

Please follow '[What is Dynamic DNS \(DynDNS\)?](#)'

Keywords: nameserver, modify domain, DNS, dyndns

Last update: 2018-11-27 10:09

# 1.15 What is...

## What is an "OT+E" System?

### OT&E Systems

OT&E means "**Operational Test & Evaluation**".

This usually is the name for *testing and evaluation* systems, where activities never will affect "real" data or assets like registered domains or contacts.

Our OT&E system is a kind of "copy" of Joker.com, where special "fake" registries are connected. Domain orders and object manipulations can be performed without having to operate on real data.

This is to allow for **resellers** to **try out** their scripts and methods, using Joker.com **API** and tools.

Our OT&E system mainly consists of

- [www.ote.joker.com](http://www.ote.joker.com) (standard web frontend)
- [ote.rpanel.io](http://ote.rpanel.io) (rpanel reseller frontend and code example)
- [dmapi.ote.joker.com](http://dmapi.ote.joker.com) (Joker.com API)
- [whois.ote.joker.com](http://whois.ote.joker.com) (Whois)
- [reseller@ote.joker.com](mailto:reseller@ote.joker.com) (Mail-Gw)

In case you are interested in using these systems, please consider [becoming a reseller](#) of Joker.com.

Resellers do benefit from **discounts of up to 40%** on all prices.

Keywords: reseller, OT&E, testbed, discount

# 1.15 What is...

Last update: 2018-11-27 10:23

# 1.15 What is...

## What is a domain name's life cycle?

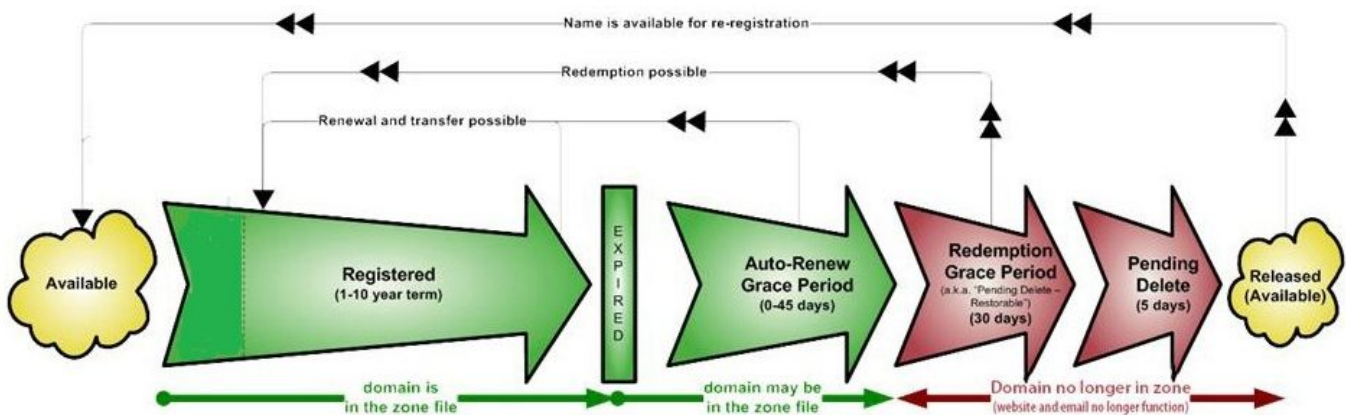
### Life Cycle of a Domain

It is important to know: When you register a domain name, you do not actually buy it, in fact you are paying for the right of using the domain name for a particular period of time.

Once this period terminates, the registration expires. Before this happens, you will be notified - and have the right to renew the domain name for an additional period.

The life cycles of a domain name may differ, dependent on the type of domain, and how the relevant registry is handling it. Below is illustrated, how the life cycle of a typical generic top level domain looks like:

### Life Cycle of a Typical gTLD Domain Name



(source of picture: ICANN.org)

### Registration (1-10 years)

A domain name usually can be registered for a span of 1 year up to 10 years.

### Auto-Renew Grace Period (1-90 Days)

This is the date when the registration period is over. Many individuals have a mis-conception that a domain would become available after that date, which definitely isn't the fact. Once the domain reaches the expiration stage, there are few other stages before it can be re-registered.

## 1.15 What is...

Upon expiration, the domain name may become inactive, though the registrant can still renew it with regular renewal charges. The domain would still stay there in your domain control panel. This stage of the domain life cycle is termed as the **auto-renew grace period** which would usually be anywhere in between 1 to 45 days (*Please find below the Joker.com TLDs Life-Periods*). This period varies between registries and registrars.

### Redemption Grace Period (up to 90 days)

Next comes the redemption stage ie. when a domain isn't renewed by the owner during the grace period, it enters into **redemption**. Please find the detailed description here: [What is a Redemption Grace Period \(RGP\)?](#)

A typical generic top level domain resides in the Redemption for **30 days** before moving onto the next stage. Some country domains (ccTLDs) have longer periods.

### Pending Delete

At this stage, there isn't any possibility for you to renew it. The registrar sends a command to the Registry for deleting the domain, the domain now enters the last phase of the life cycle called **pending delete**. The domain stays in this stage usually for **5 days**.

### Released / Available to All

As it suggests, the domain becomes available to all and there isn't any control of anyone.

These are the Joker.com TLDs Life-Cycle Periods:

TLD

Auto-Renew/Expired Grace Period (days)    Redemption Grace Period (days)

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DE	25	40
EU	20	40
AT	0	59
NL	20	40
UK	90	90
CH, LI	0	27
all other	30	30

Keywords: life cycle, grace period, rgp, redemption, delete

Last update: 2018-11-27 10:25

# 1.15 What is...

## What is a 'Premium Domain'?

### Premium Domains

[Premium Domains](#) usually are domains not available at the normal/fixed rate for this type of domain.

There are these major types of premium domains:

1. registered domains offered by **global networks**, run by companies, with individual prices; have to be purchased by transferring the domain
2. domains offered by the **registries** at special rates, to be purchased using domain registration
3. **expired domains** - domains which have not been renewed by their former owner, currently at the end of the [RGP](#) phase

Joker.com does offer all types of premium domains. Most of them are available using the regular order process. For the RGP expired domains, there is a [special section](#) to order these.

Domains of the first type have to be transferred during the order. This usually happens in real time, because those domains are already prepared for "fast transfers".

Prices do cover a wide range - if you need the right domain name for your new business, [you probably will find it here](#).

Keywords: premium, afternic, RGP, expiring domains, registration

Last update: 2018-11-27 12:13

# 1.15 What is...

## What is an 'Expiring Domain'?

### Expired Domains

[Expiring Domains](#) are domains which are already registered with Joker.com, but which have **not been renewed** by the former owner. You may [purchase](#) them right before they are deleted - once they are deleted, they may be gone for ever.

Expiring domains are not 'weighted' by value, we offer them all for the same regular [RGP](#) price, which is determined by the registry.

As with the [Restore Procedure](#), the price consists of the regular RGP fee, plus the price for a regular renewal for one year.

That's why you really may [make a snatch here](#).

Please find out more about [expired and premium domains](#).

Keywords: expiring domains,premium,Redemption Grace Period,RGP

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# 1.15 What is...

## ERRP (Expired Registration Recovery Policy)

### Expired Registration Recovery Policy

According to the [ICANN policies](#), all ICANN-accredited registrars like Joker.com are obliged to establish certain procedures regarding the **communication with domain owners** (the registrants) in the event of due **renewals**.

**As of 9/01/2013, each registrar has to comply** with certain minimum requirements regarding the notification of domain owners (registrants) about the **expiration of his domain**.

This is part of the [ERRP](#), the "Expired Registration Recovery Policy", and this also includes the **obligation of the registrar** to send at least **two notices** to the registrant before, and **one** notice after the eventual expiration of a domain.

Please find more details [at ICANN](#).

Timing and number of notices to be sent are defined by ICANN.

Of course, ERRP mails will not be sent if a renewal already happened.

This is the complete schedule of all **renewal notices** issued by Joker.com for domains:

Renewal Notices	sent when	sent to whom (
	60 days before expiration	creator (who ordered a do
	30 days before expiration	creator, admin, billing
	<b>26 days before expiration*</b>	<b>owner*</b> (registrant in Whois)
	10 days (was: 2 weeks) before expiration	creator, admin, billing, ow
	2 days before expiration	creator, admin, billing, ow
	<b>2 days after expiration</b>	<b>owner</b> , creator

\*: new mailing, or new addressee

## 1.15 What is...

Keywords: renew, renewal, notification, expiration, ERRP, RGP

Last update: 2018-11-27 12:38

# 1.15 What is...

## What is meant by 'Whois Data Accuracy'?

### Whois Data Accuracy

Beginning with the new domain endings (new gTLDs), [ICANN set a new requirement](#) for the data of a registrant to register a domain. The official specification of these new requirements can be found [here](#).

Please note: Since the GDPR became into force, no personal data is published in Whois for gTLDs.

For all generic TLDs (gTLDs), a **Whois data validation** has to be performed by the registrar in the following cases:

- new registrations of gTLDs
- changes of the registrant information of a gTLD
- transfers of a gTLD

**When a new domain is registered or transferred, or the Registrant is modified**, we will immediately send an **email** to the **Registrant email address** specified for the domain.

**This email contains a link - by clicking this link, the related email address is registered as verified.**

**The email must be verified within 15 calendar days**, otherwise the domain associated with this Registrant's email address might be **suspended**. In this case, the domain will point to a special landing page.

This landing page will make aware of the problem, and provides information to resolve the problem.

There will be at least three (3) additional notices by email, before the end of the 15-day-period.

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The verification email will be sent from "Joker.com", and the subject is

"Please verify your Email Address for your domain(s)".

**This verification will only happen once per email address**, unless technical problems (e.g. bounces) are recorded, or the Registrant's record is modified.

You will always find domains which are pending verification listed in your Joker.com's dashboard. You are also able to re-send the verification email again at any time.

In case your Registrant's email address contains errors, was mistyped or is otherwise not functional, please modify the related domain(s) and enter a new Registrant's email address, using ['My Domains'](#). A new verification link will be sent, and you also may trigger a re-send using your Joker.com's Dashboard.

Keywords: accuracy,email-verification,whois-validation

Last update: 2020-02-21 16:33

# 1.15 What is...

## What is 'Email Verification'?

### Whois Data Accuracy

please find this topic here: [What does 'Whois Data Accuracy' mean?](#)

Keywords: accuracy,email-verification,whois-validation

Last update: 2018-11-27 16:42

# 1.15 What is...

## What is 'Two-factor-authentication (2FA)'?

### Two Factor Authentication (2FA)

**Two-factor-authentication** is an optional, but highly recommended security feature, which adds an extra layer of protection to your Joker.com account.

Once enabled, you will need a six-digit security code in addition to your password, whenever you log in to Joker.com.

To generate these security codes, you will need a device for this. **Your smartphone will be fine.**

These two factors – the password, you **know**, and the smart phone, you **have** – add an additional layer of security against theft of credentials or dictionary attacks.

One of the most common and practical options for this purpose is using a **mobile app for your smartphone**. Those are usually free of charge, but any device or app which are capable of talking the [TOTP protocol](#) should work as well. Here is an incomplete list of some apps:

- [Google Authenticator](#) (Android, iOS, Blackberry)
- [Microsoft Authenticator](#) (Android, IOS)
- [Amazon AWS Virtual MFA](#) (Android)
- [Authentikator](#) (Chrome Browser – do not use on same machine!)

During the **short procedure to enable** two-factor-authentication, you will receive a special **16-digit recovery code**.

It is very **important** that you **write this key down** and store it somewhere safe.

**If you ever lose your phone, or can't receive or generate a security code, you will need this recovery code for emergency access to Joker.com.**

Please log into your Joker.com account and choose to activate or deactivate two-factor authentication in your [Joker.com Profile](#).

## 1.15 What is...

Keywords: OTP,2FA, authentication,login,security

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# 1.15 What is...

## What is 'AuthInfo2'? (.DE domains)

### .DE Domains

If the *domain holder* cannot ask their current provider to obtain a regular **AuthInfo** from **DENIC** - e.g. because the provider does not exist anymore, or the domain holder cannot reach the provider - a so called [provider change password \(AuthInfo2\)](#) can also be requested from DENIC directly.

In this case, the **domain holder should contact** the provider who is going to administer the domain in the future (e.g. [transfer@joker.com](mailto:transfer@joker.com)).

The provider initiates the generation of an AuthInfo directly at DENIC. DENIC then sends the AuthInfo it has generated to the domain holder by **registered letter**.

The letter will be addressed to the address recorded in the whois database. **In case of domain holders that are not resident in Germany, the letter is addressed to the Admin-C in Germany in order to avoid long delivery times and to guarantee safe delivery.**

In parallel to these actions, DENIC records the generated AuthInfo in its database in form of a *hash*.

**The domain holder now communicates the AuthInfo to the provider** who will administer the domain in the future, and the new provider starts the **provider change** by submitting the AuthInfo to DENIC.

Please send an email to [transfer@joker.com](mailto:transfer@joker.com), if you need to request an AuthInfo2.



# 1.15 What is...

Last update: 2018-11-27 17:07

# 1.15 What is...

## What is 'RDAP'?

### RDAP (Registration Data Access Protocol)

There are many reasons for wanting to see the contact details of a domain holder:

- to secure domain transfers when changing registrars, data of the registrant is required
- to contact you in the event of technical difficulties in connection with a domain
- to get in contact with official and legal inquiries
- to the KJontaktaufnahme with purchase intentions of a Domain

Until now, the WHOIS protocol had been used for this purpose. Via a WHOIS query in various places, such as the registrar or the registry<sup>1)</sup> the deposited data of the domain holder could be viewed. Since 2015, IETF and ICANN have made proposals for a possible successor model, the Registration Data Access Protocol (RDAP).

### What is the Registration Data Access Protocol (RDAP)?

The Registration Data Access Protocol (RDAP) is a network protocol standardized by the Internet Engineering Task Force (IETF) in 2015. It is intended to be the successor to the WHOIS protocol, which is used to research the domain name, IP address, and Autonomous System Number (ASN) of Internet resources.

RDAP offers the possibility to obtain further information on elementary Internet resources such as

- Domain names,
- IP addresses or
- Autonomous System Numbers (ASNs)

and related entries. With the help of RDAP, requests can be made to domain registrars to request the contact details of the domain holder, the name servers or other contacts such as the admin-C of the domain.

# 1.15 What is...

## Why was RDAP developed?

When the WHOIS protocol was published by the IETF in 1982, the Internet did not yet exist. All domains of the then ARPANET were managed centrally and could be easily queried. It has been discussed for a long time that this protocol no longer meets the demands of today's Internet. For example, there were no standards for character encoding and many domain registries handle WHOIS data according to their own specifications. Also, the query does not take place via a secure connection, which is why anonymous users also have full access to all data.

After various other attempts to find a solution, the new RDAP standard was finally launched, which is intended to solve the problems of the WHOIS protocol to date. From **26 August 2019**, registrars and operators of all address zones that are contractually bound to the ICANN domain administration will have to provide the Registration Data Access Protocol (RDAP).

## What is the difference between RDAP and WHOIS?

RDAP is a kind of improved WHOIS; during its development, particular emphasis was placed on security, internationalization and structuring of the data. RDAP offers

- a structured query and response semantics,
- secure access to requested contact data,
- extensibility,
- the bootstrapping mechanism,
- standardized forwarding of queries,
- web-based and REST-compliant,
- uncomplicated translations of output data,
- differentiated access to contact data

RDAP transfers the data via the HTTPS protocol in JSON format instead of in free text form, which makes it less easy to read, but makes it machine-readable and enables uniform interfaces.

### RDAP

HTTP-based  
standardized JSON-format  
machine readable  
automatic redirection to data origin  
define access rights and -levels

### Whois

text-based  
free text  
difficult to process  
no redirection  
no defined access rights

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## Discussion about access rights

A new feature in RDAP is the possibility to define different access rights. The registry can define who can view which data for different groups. Anonymous users could see less data than authenticated users. However, there is still a need for clarification here, for example with regard to criminal prosecution.

<sup>1)</sup> since entry into force of the GDPR in 2018 the Whois of gTLDs does not show personal data any more. RDAP as the successor will handle this the same for now.

Keywords: whois, registrant, rdap, RDDS

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## What is 'DNSSEC'?

### DNSSEC (Domain Name System Security Extensions)

Please see [DNSSEC Support](#).

Keywords: dnssec, domain-modify, nameserver, nameservice

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## Domain Complaints

### How Joker.com handles domain complaints

Complaints about domains can be reported to Joker.com as follows:

- by form via <https://joker.com/goto/abuse>
- by e-mail to [abuse@joker.com](mailto:abuse@joker.com)
- by FAX or phone to +4921186767 6449 or +49.21186767447 respectively
- in writing to our address, published at <https://joker.com/goto/abuse>

Each complaint will be acknowledged upon receipt, provided an email address has been provided, and you will be given a unique ticket number - please quote this if you have any queries.

Each complaint will be reviewed individually and we will endeavor to resolve it within 24h. A response is usually given within 3 working days.

Decisive for the processing of domain complaints are primarily the legislation in Germany, the terms and conditions of Joker.com and secondarily the guidelines of the respective domain type (country code or global domain).

Keywords: invalid address, domain status, whois, hold, ICANN, complaint

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