RESELLONE.NET

# ResellOne.net Provisioning System (RPS)
# Managed DNS User Guide

February 2006

# Table of Contents

# Introduction

## Overview

The Managed DNS service is purchased per domain, and enables Resellers to create DNS zones for their customers, change the settings of existing zones, and create a default template upon which to base new zones.
In the Resellone.net Web Interface (RWI), DNS is referred to as the service category, which provisions the Managed DNS service.

## API and Reseller Client Library

This document addresses purchasing and managing DNS zones using the RWI. You can also purchase and manage DNS zones using the DNS API, and manage zones using the Reseller Client Library. For more information regarding these options, please contact Customer Support at support@resellone.net.

## Nameservers

For the Managed DNS service to work, your customers must update their domain's nameservers with the Registrar. The Managed DNS nameservers are:

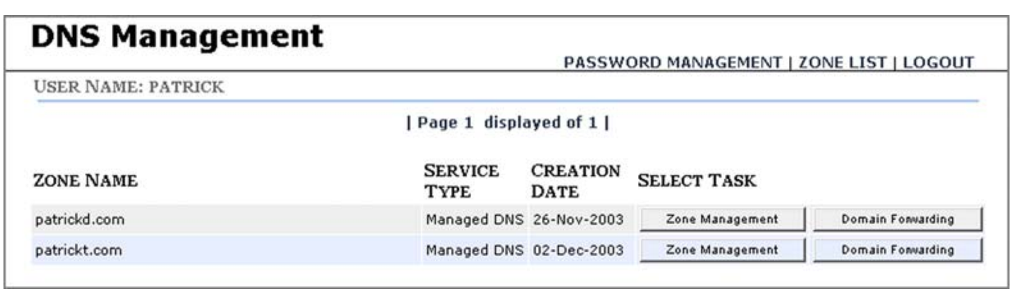
<TBD> NS1.MDNSSERVICE.COM
<TBD> NS2.MDNSSERVICE.COM
<TBD> NS3.MDNSSERVICE.COM

## DNS service public manage interface

Your end-users can manage the DNS settings for their domains using the DNS Public Manage Interface (PMI). Permissions to manage their can be turned off in the RWI for an individual domain, or can be set as a Reseller default that is used when a zone is purchased. Your end-users can access the interface using their username and password. This is the username and password used when creating the Managed DNS Service order, so be sure to create a customer-specific username if you want to let them use the PMI.

### The Public Manage Interface for DNS

The PMI interface is available at:
<TBD> https://www.managednsservice.com



**To retrieve a forgotten PMI password:** in the PMI login page, click the **Click here** text.


The **Password Recovery** page opens. In the **Username** field, enter the user's login name, and then click the **Send Password** button. That user's password is sent to the primary contact for that user.

## Terms and definitions

### DNS (Domain Name System)

DNS translates a domain name from an alphanumeric string (*e.g.* YOURDOMAIN.COM) into a numerical IP address (*e.g.* 12.23.45.67).

### Zone

The zone is the set of DNS records used to control how your domain works, and to determine your domain and host IP addresses.

### Record

Records are the elements that define the zone. A zone can include an A, CNAME, NS, MX and TXT record. See definitions below.

### Hostnames (A records)

Provide the IP address of the domain.

### Aliases (CNAME records)

An alias can be used when you want to delegate a subdomain to another nameserver.

### Subdomain Delegations (NS records)

Domain nameservers hold information about how to reach your domain name. NS records delegate authority for sub-domains that are not on the Managed DNS nameservers to alternate nameservers. For example, if the zone information for OFFICE2.EXAMPLE.COM were hosted on another nameserver (*e.g.* NS1.OTHERNAMESERVER.COM), the zone for EXAMPLE.COM would need to include an NS record to delegate authority to the other nameserver.

### Mail Exchanges (MX records)

MX records are used to have mail delivered to your domain. Each mail exchange has two pieces of information associated with it: the hostname of the mail server, and a preference number. If there are multiple mail exchanges, the mail server sending to your domain will select one based on the preference level, starting with the lowest number and working its way up.

**TXT Records**

TXT records are used to associate your comments to a hostname.

**FQDN (Fully Qualified Domain Name)**

A standard domain, plus a hostname, ending with a period, *e.g.* WWW.RESELLONE.NET. Or DNS1.RESELLONE.NET.

**Subdomain**

A subdomain is a domain name that is part of a larger domain. For example, RESELLERS.RESELLONE.NET is a subdomain of RESELLONE.NET.

**Domain Name Levels**

Domain names are divided into levels, starting from the end of the domain and working left. The first level is also known as the Top Level Domain (TLD) and is the .COM, .NET, .INFO, etc., element of the domain name.

# Purchasing Concepts

## RWI 2 services

The Resellone.net Web Interface 2 (RWI 2) provisions the Digital Certificate, Email, Email Defense, Website Builder, and DNS services. It does not provision domains; domains are provisioned using the RWI.

The RWI 2, and subsequently the steps involved in purchasing RWI 2 services, differs considerably from the process of purchasing domains. Before using the RWI 2, you should become familiar with the following concepts: RWI 2 user, orders, order items, and services sold.

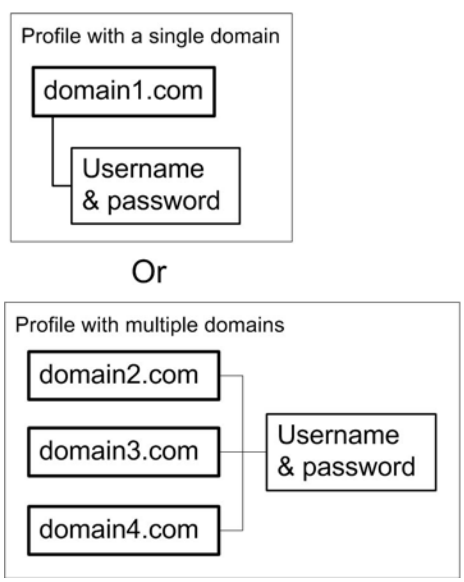
## RWI 2 user

All transactions and order-management activities for RWI 2 services (*i.e.* Email, Email Defense, Digital Certificates, Website Builder, and Managed DNS) center around a user. This user profile is not the same as your Reseller account information; it is required in addition to your Reseller account, and is specified after you login to the RWI 2.

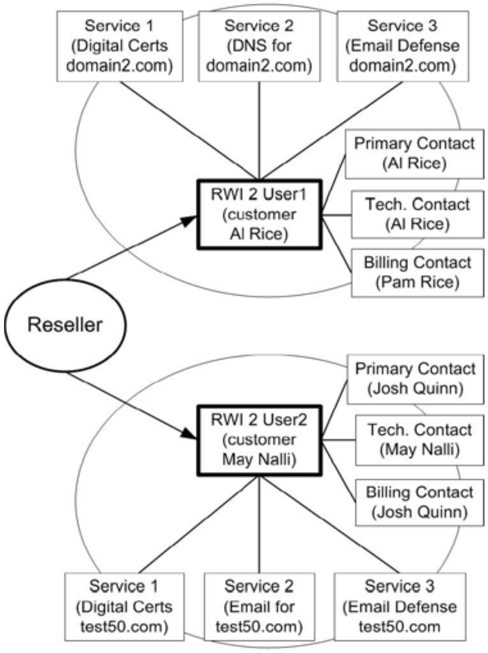
### System structure for provisioning domains (RWI) vs. provisioning of RWI 2 services (*e.g.* Email, DNS, etc.)

The domain-provisioning system is organized according to each domain. To manage a domain, you must search for it using its name and supply the username and password for managing that domain.

**RWI: Provisioning system for Email, Email Defense, Managed DNS, and Digital Certificates**



**RWI 2: Provisioning system for domains**



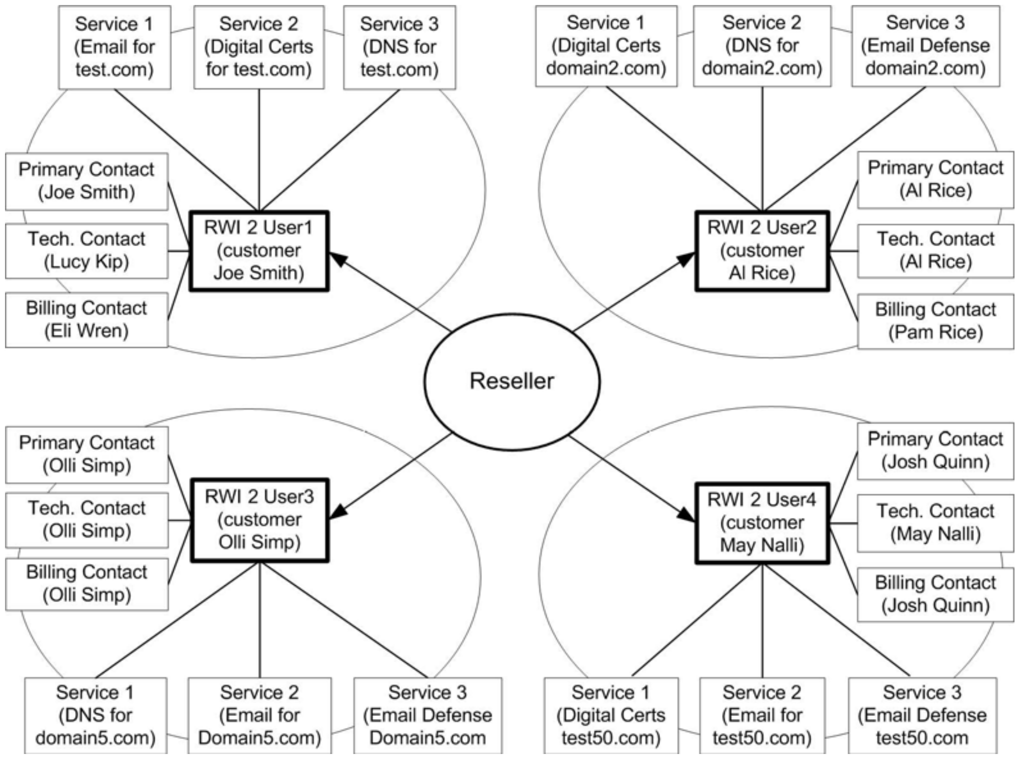

The provisioning of the Email, Email Defense, Digital Certificates, Website Builder, and Managed DNS services is completely separate from the provisioning and managing of domain registrations. As such, information regarding the products you have purchased is not shared between the two systems. One of ResellOne.net' goals is to integrate these two systems.

## Organizing your orders and users

Each Reseller account can have any number of RWI 2 users associated with it. Having multiple RWI 2 users allows you to create one RWI 2 user profile for each customer, simplifying the organizing of customers and their respective orders. Alternatively, you can purchase and manage services on behalf of all your customers, using a single RWI 2 user account that you as a Reseller control. See the options below for a description of these processes. All orders placed by any of the RWI 2 users associated with your Reseller account will be billed to your Reseller account.

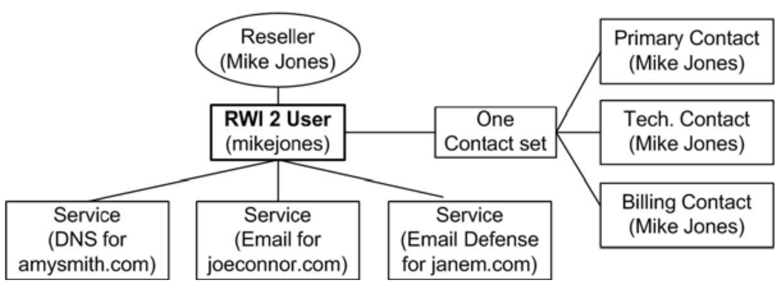
**Important:** Regardless of how you choose to organize your customers and their orders, each RWI 2 username that you create must be unique. For this reason, some RWI 2 usernames may have already been taken and are no longer available.

**Option 1 – Multiple RWI 2 user profiles are used, one for each customer.**
This option simplifies the management of your customers and their orders, and is useful if you don't have a customer-management system.




**Benefit:** This approach allows you to have a customer-related contact set that keeps all of your customer's information together.

**Option 2 – One RWI 2 user profile is used to manage all orders for all customers. Your Reseller contact data is used for all orders.**
Use this option if you have your own customer-management system and would like to make purchases on behalf of all of your customers.




**Disadvantages:** You cannot filter customer information to view details regarding a specific customer. Unlike Option 1, you cannot use this approach to manage your customers (*i.e.* as a customer control panel).

## RWI 2 user example

After logging-in to the RWI 2, the first step of ordering a service requires you to specify the user upon whom the order will be based. You can do this by either creating a new RWI 2 user, or choosing an existing user. The image below shows the RWI 2 user-selection stage of the purchase process.


**A –** Use this area to create a new user for your new order.
**B –** Use this area to base your new order on an existing user. You can manually enter the user's name, or perform a search for that user.

**Important:** When choosing a password for an RWI 2 user profile, do not use special characters. Creation of a new user will fail if you attempt to submit !, @, or # in the password.
Usernames must be 1 -256 characters; passwords must be 3 - 256 characters.

### Orders and Order Items

Creating an order is similar to setting up a shopping cart, as it contains individual products, or order items. Once an order has been created, you can add a maximum of 20 order items to it. After the items have been added, you can then submit the order and send all order items in that order to process all at once.


## Order items vs. services sold

Once an order item has been processed and fulfilled, it becomes a service sold. Only order items that have been successfully processed can be found under services sold.
To understand the difference between order items and services sold, it is helpful to think of the difference between a purchase order for a product and the actual product that was delivered.
**Note:** These concepts also apply to the searching functionality that will be discussed later in this document.

# Logging-in and Navigating

## Accessing the Managed DNS system

To begin purchasing the Managed DNS service, ensure that you have:

- Access to the RWI 2, which is used to purchase and manage the Managed DNS service.
- A username and password for your Reseller login. This is the same as your current Reseller login used to access the RWI.

**1.** Open your browser and go to the **Reseller Login** page: https://resellers2.resellone.net/resellers/

**2.** Type your username and password in the **Username** and **Password** fields.

**3.** Click the **Reseller Login** button. The **User Management** page opens.

## Navigating the Managed DNS system

There are five tabs in the RWI 2 that are used to purchase and manage your DNS orders: **Users**, **Orders**, **Services Sold**, **DNS**, and **Settings**.


### Users tab

To purchase the Managed DNS service, you must first specify or create a user. The user profile includes the admin, billing, and technical contact information, so that whenever you perform a transaction or administrative activity, you do not need to re-enter contact information. From the **Users** tab, you can create new, or query, modify, or delete existing contacts and users.

**Note:** You cannot delete contacts if they are associated to any orders or purchases, or if the contact is primary. Additionally, you cannot delete users that are associated to any contacts, orders or purchases.

### Orders tab

If you already have orders in the system you can use this tab to search for orders, order items, or order items by service.

### Services Sold tab

Use this tab to search for services that you've purchased, and to see your upcoming payments.

**DNS tab** This tab is divided into two sections: **Orders** and **Services Sold**.
**Orders:** This section pertains only to Managed DNS order items, and provides various search and view options.
**Services Sold:** This section pertains only to Managed DNS services sold, and provides various search and view options. This section also includes **Reseller Options**, which enable you to:

- Add your default DNS zone settings so that each time you purchase the Managed DNS service for one of your customers, your default settings are applied.
- Manage the zone's records and domain-forwarding settings by searching for the zone and selecting a configuration option.
- Enable or disable the domain forwarding, zone management, and templates features for your end-users.

**Settings tab**
This tab provides access to the templates for system-generated email messages that notify end-users and Resellers when a DNS order has been processed. You can also update your contact information from this tab.

# Setting Your Zone Template

## Adding settings to the zone template

As a Reseller, you can add your most frequently used zone settings to a template, so that each time you purchase the Managed DNS service for a domain, your default zone settings are automatically applied. Currently, only one default template is available.

**Note:**

- All records are optional, *i.e.* no record type is required.
- Many of the zone template settings require an FQDN (Fully Qualified Domain Name). An FQDN includes a period at the end of the domain; however, if you fail to include the period when entering an FQDN in the zone template, one will be added for you.

1. Click the **DNS** tab.
2. In the **Reseller Options** area, click **Default Zone Setup**. The **Manage Zone Template: default** page opens.
3. Add your default settings to the template form. When done, click the **Update Template** button.

## The default zone template

The default zone-template form is divided into sections according to the five record types. For each record type, you can add a setting, or change or delete a setting that you have already entered.

The template supports the use of an '*' as a wildcard to represent a third-level domain (or higher) in the following fields:

| Record Type | Field |
|---|---|
| **Hostname (A)** | **Hostname** |
| **Alias (CNAME)** | **Alias** |
| **Subdomain Delegation (NS)** | **Subdomain** |
| **Mail Exchange (MX)** | **Hostname** |
| **TXT** | **Hostname** (**Note:** an '*' used in the Comment field will be treated as plain text) |

**Note:** The '*' wildcard cannot be used in place of a top-level or second-level domain, and cannot be used in the middle of a string (*e.g.* TEST.*.DOMAIN.COM).

The default zone-template also supports a {{zone}} placeholder, which can be used to apply the zone name to any of the following fields:

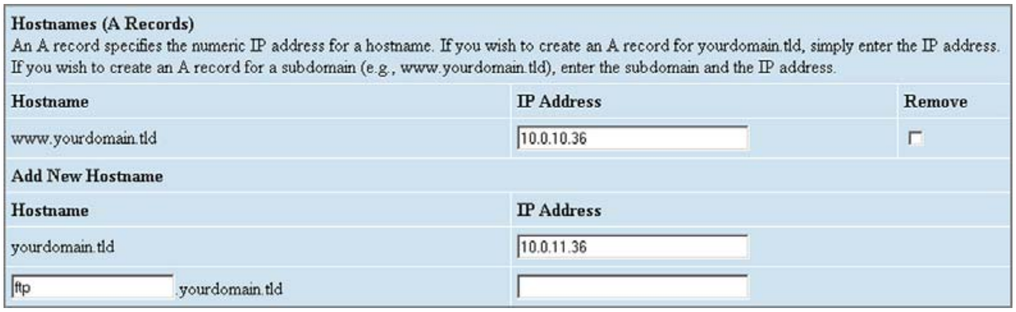
Aliases (CNAME Records): **Hostname** Mail Exchanges (MX Records): **Mail Exchange** Subdomain Delegation (NS Records): **Nameserver Hostname** TXT Records: **Comments**

For example, for the zone TEST.COM, entering WWW.{{ZONE}}.BOB.COM in the **Hostname** field of the Aliases section would cause the system to save the hostname as WWW.TEST.COM.BOB.COM.

**Note:** The domain name for which the Managed DNS service is being purchased will be automatically added to certain records.
The **.yourdomain.tld** beside certain fields indicates where the domain name will be automatically added.

### Hostnames (A records)

The hostname translates the domain name into the IP address that is used to access that domain.



**Hostnames (A Records)**
An A record specifies the numeric IP address for a hostname. If you wish to create an A record for yourdomain.tld, simply enter the IP address. If you wish to create an A record for a subdomain (e.g., www.yourdomain.tld), enter the subdomain and the IP address.

| Hostname | IP Address | Remove |
|---|---|---|
| www.yourdomain.tld | 10.0.10.36 | ☐ |
| **Add New Hostname** | | |
| **Hostname** | **IP Address** | |
| yourdomain.tld | 10.0.11.36 | |
| ftp .yourdomain.tld | | |

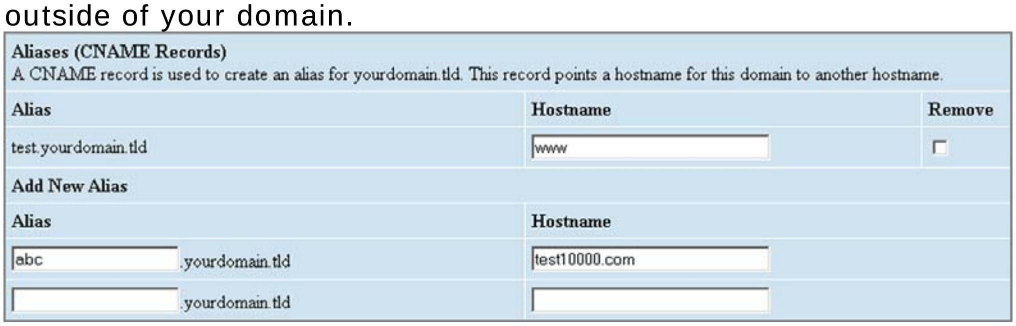
You can specify a **Hostname** (optional) and an **IP Address** for each A record that you add to the template.

### To add a hostname record

**Hostname –** This setting is optional as it is automatically populated with the domain name for which the Managed DNS service was purchased. You can add a hostname prefix, *e.g.* WWW or FTP.
**IP Address –** Type the IP address in the corresponding field. Once you've entered the records to be added, click the **Update Template** button.

### Aliases (CNAME records)

An alias can be used when you want a subdomain to point to a computer outside of your domain.



**Aliases (CNAME Records)**
A CNAME record is used to create an alias for yourdomain.tld. This record points a hostname for this domain to another hostname.

| Alias | Hostname | Remove |
|---|---|---|
| test.yourdomain.tld | www | ☐ |
| **Add New Alias** | | |
| **Alias** | **Hostname** | |
| abc .yourdomain.tld | test10000.com | |
| .yourdomain.tld | | |

You can specify two settings for each alias record in the template: the **Alias**, and a **Hostname**.

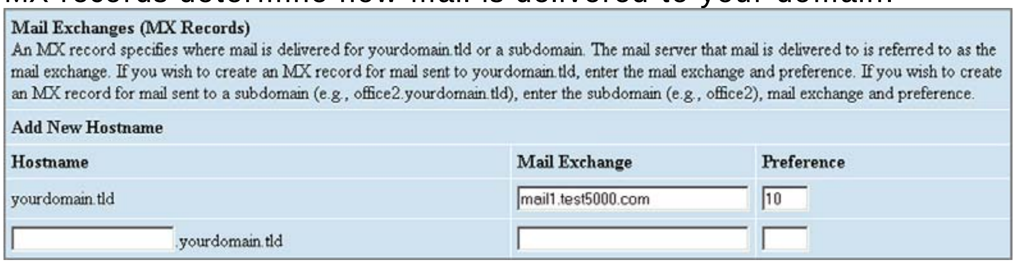
### To add an alias record

**Alias** – Enter the third level of the domain name in this column to specify the subdomain (the domain that will redirect to another computer). Do not enter the full domain name; the first and second levels of the domain name are automatically added.

**Hostname –** In this column, type the FQDN of the domain that you want to access using a subdomain.
Once you've entered the records to be added, click the **Update Template** button.

### Mail Exchanges (MX records)

MX records determine how mail is delivered to your domain.




You can add three settings for each mail exchange record: a **Hostname** (optional), a **Mail Exchange** (the domain name of the mail server), and the **Preference** number for that mail server.

### To add an MX record

**Hostname –** The hostname setting is optional, as it will automatically be populated with the domain name for which the Managed DNS service is purchased. You can, however, add a hostname prefix or a third level of that domain name.

**Mail Exchange –** Type the FQDN of the mail server in this column, *e.g.* MAIL1.RESELLONE.NET.

**Preference –** Enter a number in this column to determine the mail server priority. The preference can be any number from 0 to 255. Once you've entered the records that you want to add, click the **Update Template** button.

### Subdomain Delegation (NS records)

Subdomain delegation enables you to specify a nameserver for any of your sub-domains.

You can specify two settings for each subdomain delegation record that you want to add to the template: a **Subdomain** and the **Nameserver Hostname** (the FQDN of the nameserver) for that subdomain.

### To add a Subdomain Delegation

**Subdomain –** Enter the third level of the domain name.
**Nameserver Hostname –** Type the FQDN of the nameserver in this column, *e.g.* NS1.RESELLONE.NET.
Once you've entered the records that you want to add, click the **Update Template** button.

### TXT Records

A TXT record allows you to attach comments to a hostname or device.

### TXT Record Usage

TXT records may be used to validate that email is being sent from the IP address of the domain's mail server, and not from a server spoofing the domain name to spread spam, viruses, or other email threats. This email-verification technique is used by Sender Policy Framework, Sender ID Framework, and Domain Keys Framework.

### To add a TXT Record

**Hostname –** The hostname setting is optional, as it will automatically be populated with the domain name for which the Managed DNS service is purchased. You can, however, add a hostname prefix or a third level of that domain name.

**Comments –** Enter your plain-text comments here, to a maximum of 254 characters.

Once you've entered the records that you want to add, click the **Update Template** button.

### Changing a zone record

Each of the records that you add can be edited, though not all information associated with that record could be edited. For example, you can edit a hostname record's IP address, but not the hostname. Editable settings are displayed in a white textbox.

**Note:** Once you change a setting, the previous setting value cannot be retrieved.

Replace a record setting with the new information, and then click the **Update Template** button.

### Removing a zone record

If you no longer need a particular zone record, you can remove it from your template.

**Note:** Once you remove a record, that record cannot be retrieved.

Click the checkbox in the **Remove** column for that setting. Click the **Update Template** button.

# Changing Zone Permission Settings

## About zone permissions

Zone permissions determine if your end-users will have access to the URL forwarding, template management, and zone management functions for their domains.

Each time you change your zone permissions, those permissions are applied to new zones only. For example, if you disable URL forwarding, it won't be disabled for any zones that were already purchased. Changing permissions for existing zones must be done on a zone-by-zone basis.

If enabled in your Reseller settings, these functions are available to your end-users through the DNS PMI, the RCL, and the API implementation.

**URL forwarding:** enables end-users to specify a URL to which visitors to there domain will be redirected. If this setting is disabled, the URL-forwarding option will not be available to your end-users.

**Template management:** permits end-users to use templates that indicate if their domain's website is under construction, or if the domain is for sale. The "domain for sale" page allows end-users to customize the page using their own text or HTML. If this setting is disabled, the template-management option will not be available to your end-users.

**Zone management:** enables end-users to modify their zone settings themselves. If this setting is disabled, the zone-management option will not be available to your end-users.

## Changing default zone permission settings

If left unchanged, all of your zone permission settings will be activated, providing your end-users with access to them. Follow these steps to deactivate settings, or to edit settings that you've already created.

1. Click the **DNS** tab.
2. In the **Reseller Options section**, click **Default Zone Permissions**. The **Default Zone Permissions** page opens.


3. Click the checkbox beside each permission to enable or disable it.
4. When done changing permission settings, click **Update Permissions**.

## Changing zone permissions for a specific domain

In order to change a domain's zone permission settings, you'll need to search for that domain as a service sold; *i.e.* the Managed DNS order for that domain must be processed and completed.

**1.** Click the **DNS** tab.

**2.** In the **Services Sold** section, click **Active** below **Purchase Views**. The **Search Services Sold** page opens.

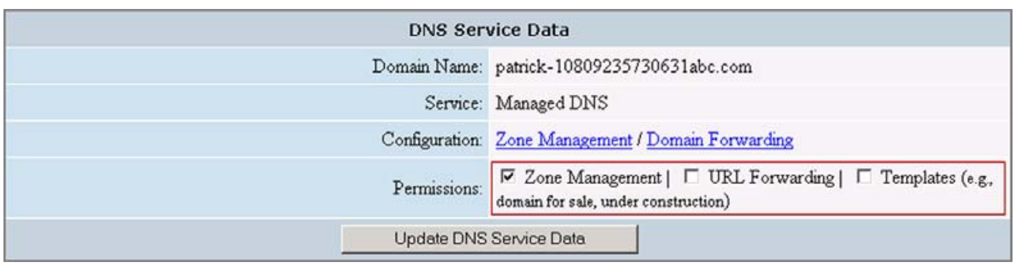
**3.** Use the fields in the search form to define your search. All fields are optional, however more information will return more precise results.

**4.** Click the **Search Services Sold** button. Services sold that match your search criteria are returned at the bottom of the page.

**5.** In the **Service Sold ID** column, click the ID number for the domain whose settings you want to change. Check the domains in the **Description** column to help identify the domain that you'd like to update. The **View Service Sold** page opens.

**6.** In the **DNS Service Data** section, located at the bottom of the page, click the checkboxes beside **Zone Management**, **URL Forwarding**, and **Templates** to activate/deactivate those features.

**7.** When done, click the **Update DNS Service Data** button.



# Purchasing the Managed DNS Service

**1.** Click the **Orders** tab. The **Order Management** page opens.


## To create an order for a new user:

Choose **DNS** from the **Create New Order For New User** drop-down list, and then click the **Create** button. The **Create User for Order** page opens. This page is divided into two areas:

**Create User for Order**

To create a new account, enter a username and password in the corresponding fields. Confirm the password by re-entering it in the space provided. Enter a description.

**Primary Contact**

You must define a primary contact that is associated with the new user that you have defined above. To do this, complete all of the contact information and click the **Continue** button to proceed with your order.

## To create an order for an existing user:

**If you know the username:**

Type an existing username in the **Create Order For Existing User** field, choose **DNS** from the drop-down list, and then click the **Create** button.

**If you do not know the username:**

Click the **Find User** link. The **Please select user** page opens. Enter the search criteria and then click the **Search Users** button. The page reloads and users are listed below the search criteria fields. Select the user in the **Select** column, and then choose **DNS** from the drop-down list at the bottom of the page. Click the **Create Order** button.

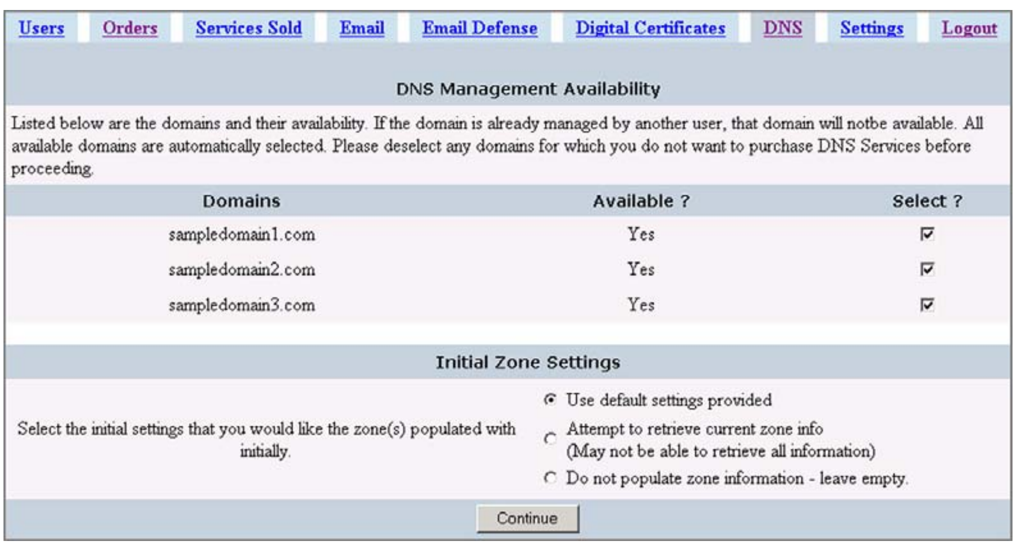
In the **New DNS Service Order Form** page, your blank order has been automatically created. This is the first of two forms that you must complete.

**2.** In the **Domains Names** box, type each of the domains for which you want to purchase the Managed DNS service. Type one domain per line, 20 domains maximum.


**3.** In the **Expiry Date** section, choose an expiry option. If you select an expiry date, the DNS service will be billed to your account each month until the date selected. If you do not set an expiry date, the DNS service will be billed to your account each month until the service is canceled, suspended, or an expiry date is assigned.

**Note:** You can change the expiry date at any time, provided that the service has not already expired.

**4.** Click the **Continue** button. The **DNS Management Availability** page opens, listing each of the requested domains and their availability.




**5.** Each available domain is automatically selected. In the **Select** column, deselect any domains for which you do not want to purchase the Managed DNS service.

**6.** In the **Initial Zone Settings** section, choose the zone setting option that you want to use to populate the zone.

**Use default settings provided –** If you added your settings to the default template, choose this option to apply those settings.

**Attempt to retrieve current zone info** – If this is an existing domain, the system will attempt to retrieve the MX, A, CNAME, TXT, and NS records, excluding the NS record for the domain itself. Depending on the existing configuration, not all settings may be retrieved. The system will attempt to retrieve records with the following prefixes: WWW, MAIL, FTP, POP, POP3, SMTP, WWW2, IMAP, EMAIL, HELP, TEST, HTTP, NS1, NS2, NS3, SPAM.
**Do not populate zone information** – Choose this option to add the zone information later.

7. Click the **Continue** button. The **Account Holder Contact information** page opens.


**8.** Enter the admin, billing, and tech contact information for the Managed DNS account using in the **Account Holder Contact information** page. If the same contact is used for admin, billing, or tech, use the drop-down lists to populate the contact details. Information for all three contacts is required.

**9.** Click the **Save to Pending** or **Submit Order for Processing** button. If you choose **Save to Pending**, the **Order item successfully created** page opens with your item added to the overall order. Choose either **Process** or **Cancel** from the drop-down list at the bottom of the page and then click the **Go!** button.
If you choose **Submit Order for Processing**, the **Order Processed** page opens, displaying the completed order.

**10.** To view the details of your order or order item, click the number in the

**Order Item ID** column. The **Order Item Details** page opens.

After the order has been processed, the zone will be published to the Managed DNS service nameservers within five minutes, and a notification message is optionally sent to the Reseller and the end-user to notify them that the Managed DNS order has been processed.

**Note:** You are still required to change the settings on your own nameservers.

# Searching Managed DNS Order Information

## Searching for Managed DNS order items

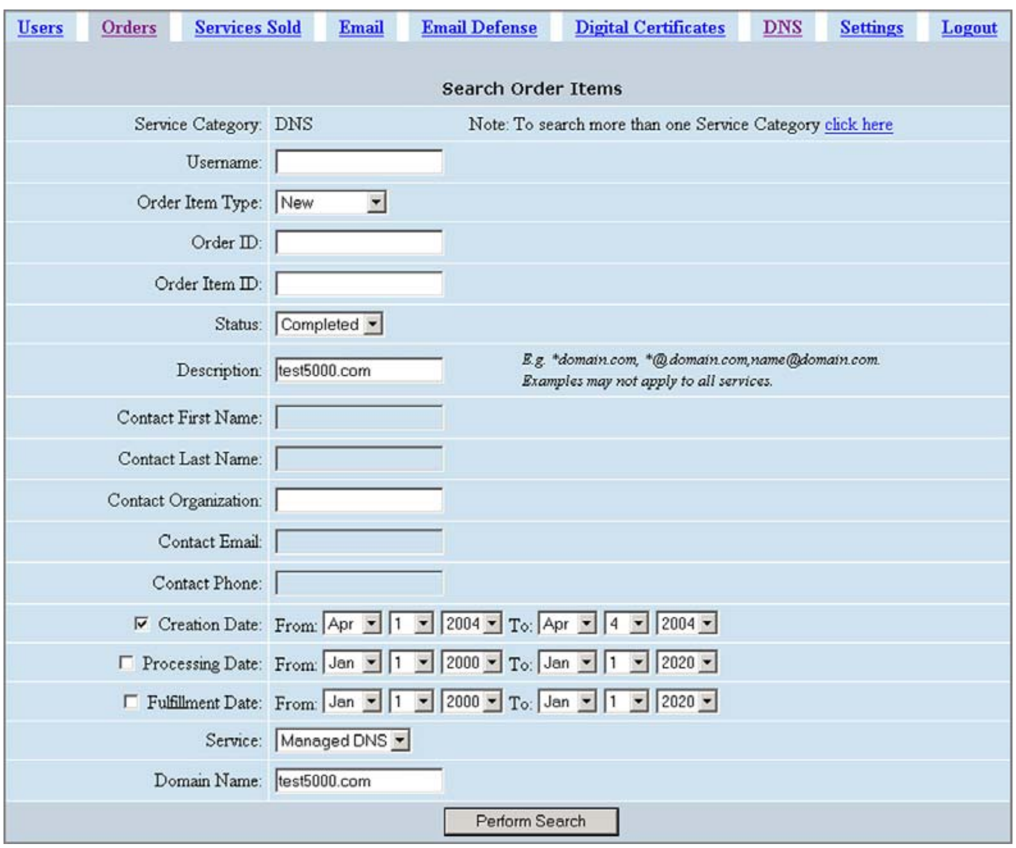
Follow the steps below to search for Managed DNS order items. This search will include any Managed DNS services that you have ordered, regardless of the state that the order is in.

**1.** Click the **DNS** tab.

**2.** From the **Search** section under **Orders**, click the **Search DNS Order Items** link. The **Search Order Items** page opens.

**3.** Use the fields and drop-down lists to refine your search. More information will generate more precise search results; however, all fields are optional. If you know the domain name, enter it in the **Description** field to limit and speed up the search.

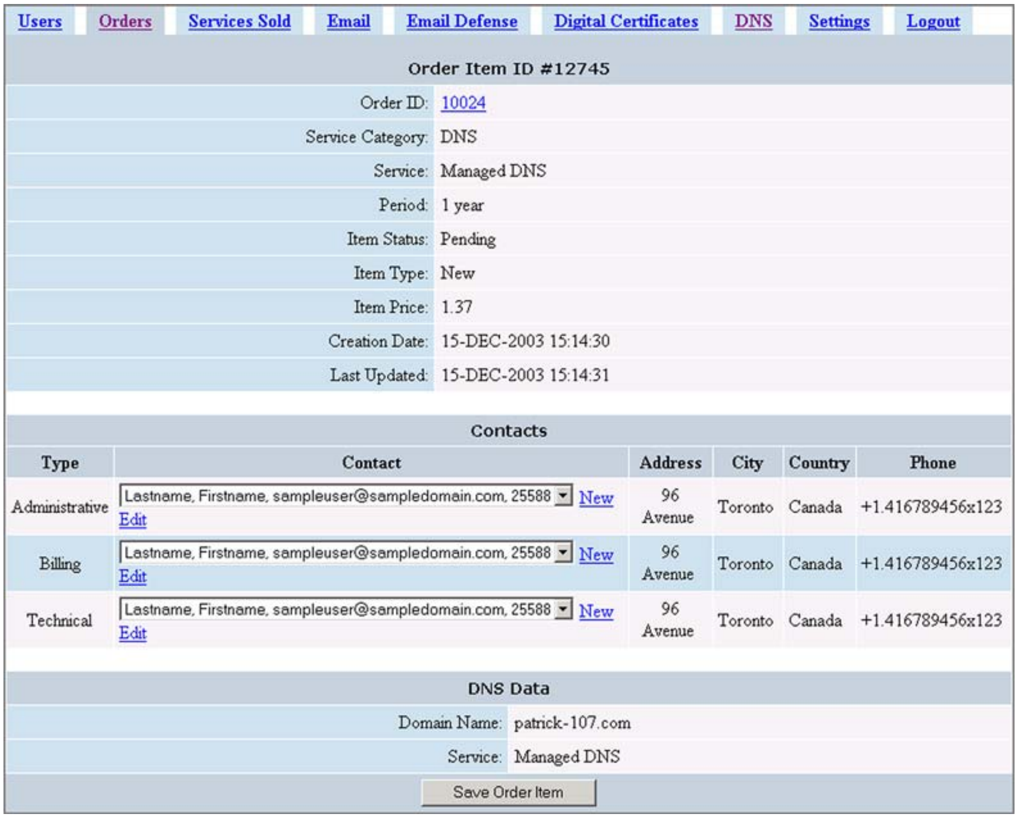
**4.** Click the **Perform Search** button. Search results are returned at the bottom of the page.



**To sort your search results:** click any of the following column headings: **Service Category**, **Username**, **Order ID**, **Order Item ID**, **Service**, **Description**, **Status**, **Type**, or **Creation Date**.

**To view order details:** click the number in the **Order ID** column. The **Service Order** page opens with details listed at the bottom of the page.


**To view order item details:** click the number in the **Order Item ID** column. The **Order Item ID** page opens, with details listed at the bottom of the page.



Users | Orders | Services Sold | Email | Email Defense | Digital Certificates | DNS | Settings | Logout

**Order Item ID #12745**

| | |
|---|---|
| Order ID: | 10024 |
| Service Category: | DNS |
| Service: | Managed DNS |
| Period: | 1 year |
| Item Status: | Pending |
| Item Type: | New |
| Item Price: | 1.37 |
| Creation Date: | 15-DEC-2003 15:14:30 |
| Last Updated: | 15-DEC-2003 15:14:31 |

**Contacts**

| Type | Contact | Address | City | Country | Phone |
|---|---|---|---|---|---|
| Administrative | Lastname, Firstname, sampleuser@sampledomain.com, 25588 New Edit | 96 Avenue | Toronto | Canada | +1.416789456x123 |
| Billing | Lastname, Firstname, sampleuser@sampledomain.com, 25588 New Edit | 96 Avenue | Toronto | Canada | +1.416789456x123 |
| Technical | Lastname, Firstname, sampleuser@sampledomain.com, 25588 New Edit | 96 Avenue | Toronto | Canada | +1.416789456x123 |

**DNS Data**

| | |
|---|---|
| Domain Name: | patrick-107.com |
| Service: | Managed DNS |

Save Order Item

## Searching for order items according to their status

## Order Details page

There are several options for viewing Managed DNS order items, and several corresponding actions associated with each of those views. Choose from one of the following views:

Pending   Completed   Refunded   Declined   Canceled

**1.** Click the **DNS** tab. In the **Order Item Views** section, click one of the order status options, *e.g.* **Pending**. The **Search Order Items** page opens.

**2.** Use the fields and drop-down lists to refine your search. More information will generate more precise search results; however, all fields are optional.

**3.** Click the **Perform Search** button. Search results are returned at the bottom of the page.

**To sort your view results:** click any of the following column headings: **Service Category**, **Username**, **Order ID**, **Order Item ID**, **Service**, **Description**, **Status**, **Type**, or **Creation Date**.

**To view order details:** click the number in the **Order ID** column. Details are listed at the bottom of the page.

**To view order item details:** click the number in the **Order Item ID**

column. Details are listed at the bottom of the page.
Once you've searched for order items, you can use the search results to access the details for a particular order.

**To view order details:** search for order items. From the **Search Result** section in the **Search Order Items** page, click the number in the **Order ID** column. The **Service Order** page opens.

The **Service Order** page is divided into two areas: **Service Order** and **Order Items**, and is described in the following table.

| Item | Description |
|---|---|
| | **Service Order** |
| **Order ID** | This is the unique number that the system assigned to the order. |
| **User** | Displays the user profile name that you either selected or created while placing your Managed DNS order. Click the username to open the **User Information** page. From this page you can view:<br>Details about the user<br>Contacts associated with the user<br>The user's orders |
| **Order Status** | Displays the status of the Managed DNS order, which can either be **Pending**, **Completed**, or **Declined**. |
| **Order Price** | Displays the total price of the order, which includes the sum of all the order items. |
| **Creation Date** | The date and time that the order was created. |
| **Last Updated** | The date and time that the order was last updated. |
| | **Order Items** |
| **Order Item ID** | This is the unique number assigned to the order item. Click this number to open the **Order Item Details** page. |
| **Reference ID** | This is not applicable to Managed DNS orders. |
| **Service Category** | In this case, the service category is **DNS**. |
| **Service** | The specific service for the service category. In this case, the service is **Managed DNS**. |
| **Status** | Displays the status of the order item, which can be either **Pending**, **Completed**, **Refunded**, **Declined**, or **Canceled**. |
| **Type** | The order item type for DNS is **New**. |
| **Price** | The price of that particular order item. |
| **Creation Date** | The date and time that the order item was created. |
| **Last Updated** | The date and time that the order item was last updated. |

| | |
|---|---|
| **Action** | Action varies according to the status of the order item. If the order item is in pending state, the possible action will be **Cancel**. Otherwise, no action is available. |

## Order Item Details page

Once you've searched for order items, you can use the search results to access the details for a particular order item.

**To view order item details:** search for order items. From the **Search Results** section in the **Search Order Items** page, click the number in the **Order Item ID** column. The **Order Item ID** page for that particular order item opens.

The **Order Item ID** page is divided into thee areas: **Order Item ID**, **Contacts**, and **DNS Data**, and is described in the following table.

| Item | Description |
|---|---|
| | **Order Item ID #** |
| **Order ID** | The unique, system-assigned number associated to the order to which you added order items. Click the number to open the **Service Order** page. |
| **Service Category** | In this case, the service category is **DNS**. |
| **Service** | In this case, the service is **Managed DNS**. |
| **Period** | The length of time for which the Managed DNS service is being purchased. |
| **Item Status** | The status of the completed order, which can be: **Pending**, **Completed**, **Refunded**, **Declined**, or **Canceled**. |
| **Item Type** | The type of order item can only be **New** for DNS. |
| **Item Price** | The price of the Managed DNS service per month. |
| **Creation Date** | The date and time that the order item was created. |
| **Last Updated** | The date and time that the order item was last updated. |
| | **Contacts** |
| | Displays the administrative, billing, and technical contacts associated with the user that purchased the Managed DNS service. |
| | **DNS Data** |
| **Domain Name** | The domain name for which the Managed DNS service was purchased. |
| **Service** | In this case, the service is **Managed DNS**. |

The contact information associated to a specific order item may be updated from this page by clicking the **New** or **Edit** buttons beside each contact type. To create a new contact, click **New**. The **Create Contact** page opens. Enter the desired information, and click the **Create Contact** button.
To update an existing contact, click **Edit**. The **View Contact Details** page opens. Enter the desired information, and click the **Edit** button to save it. To revert back to the original contact information, click the **Reset** button.

# Searching for Managed DNS Services Sold

## Searching for services sold

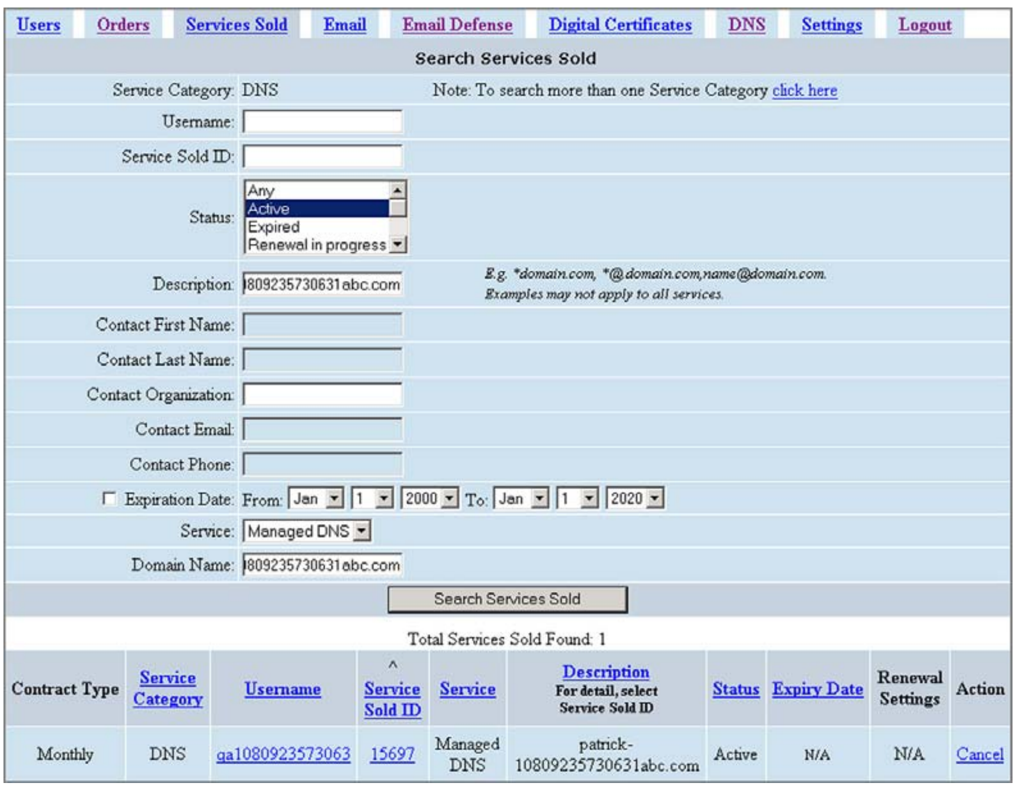
Choose this search option to view completed Managed DNS purchases.

**1.** Click the **DNS** tab.

**2.** In the **Search** section below **Services Sold**, click the **Search DNS Services Sold** link. The **Search Services Sold** page opens.

**3.** Use the fields and drop-down lists to refine your search. More information will generate more precise search results; however, all fields are optional.

**4.** Click the **Search Services Sold** button. Search results are returned at the bottom of the page.




**To sort your search results:** click any of the following column headings: **Service Category**, **Username**, **Service Sold ID**, **Service**, **Description**, **Status**, or **Expiry Date**.

**To view Service Sold details:** click the number in the **Service Sold ID** column. The **View Service Sold** page opens.

## Searching for services sold that are approaching expiry

**1.** Click the **Services Sold** tab.

**2.** From the **Expiry Management** list, click one of the expiration ranges, *e.g.* **Expiring in 90-61 days**. All services expiring during that range are listed.
**To view expiring services sold by service category:** click the **Service Category** column header. The list of services sold is re-sorted, and grouped according to service category.

# Managing Zone Information

## Changing zone settings for a specific domain

To change the zone settings for a specific domain, search for Managed DNS for that domain as a service sold. The Managed DNS service order items for that domain must be processed and completed.

1. Click the **DNS** tab.

2. In the **Services Sold** section under **Search**, click **Search DNS Services Sold**. The **Search Services Sold** page opens.

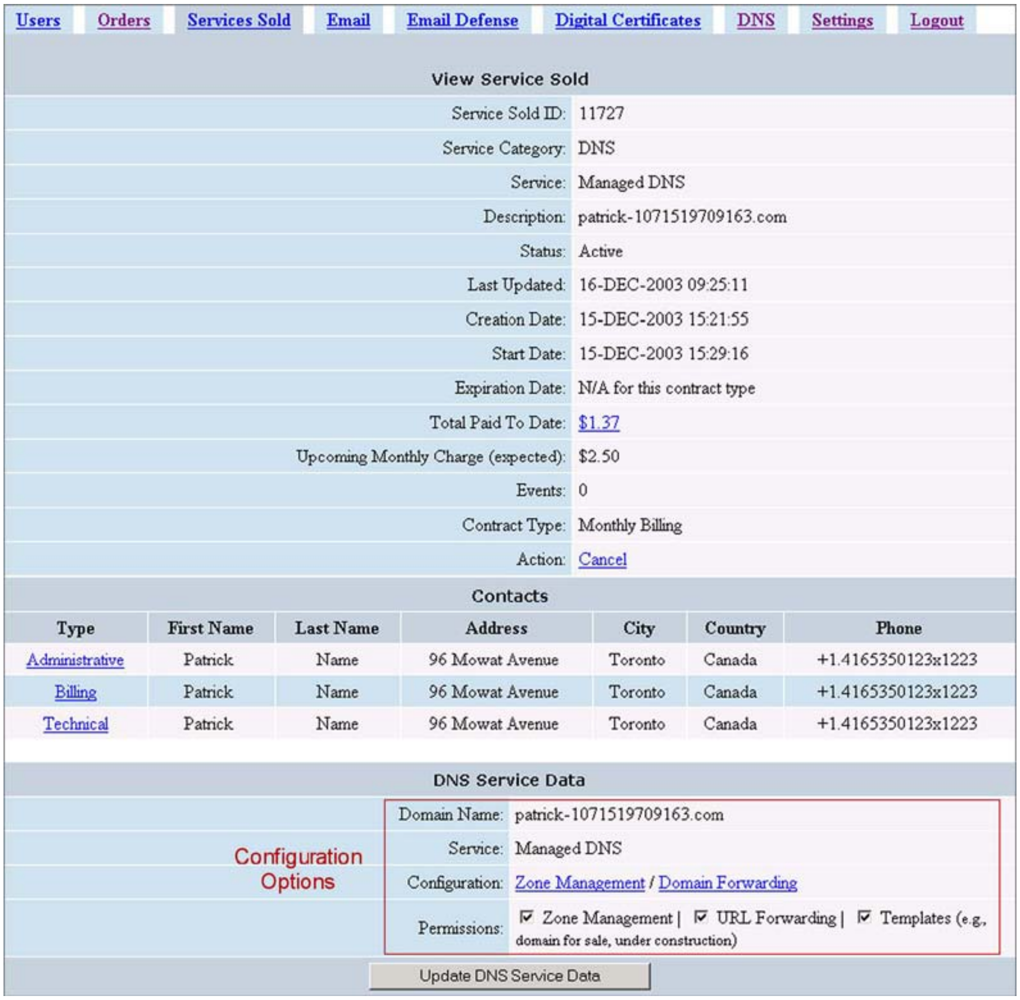
3. Use the fields in the search form to define your search. All fields are optional, however, more information will return more precise results.

4. Click the **Search Services Sold** button. Services sold that match your search criteria are returned at the bottom of the page.

5. In the **Service Sold ID** column, click the ID number for the domain whose settings you want to change. Check the domains in the **Description** column to help identify the domain that you'd like to update. The **View Service Sold** page opens.

6. In the **DNS Service Data** section, located at the bottom of the page, click **Zone Management**. The **Zone Management** page for that domain opens.

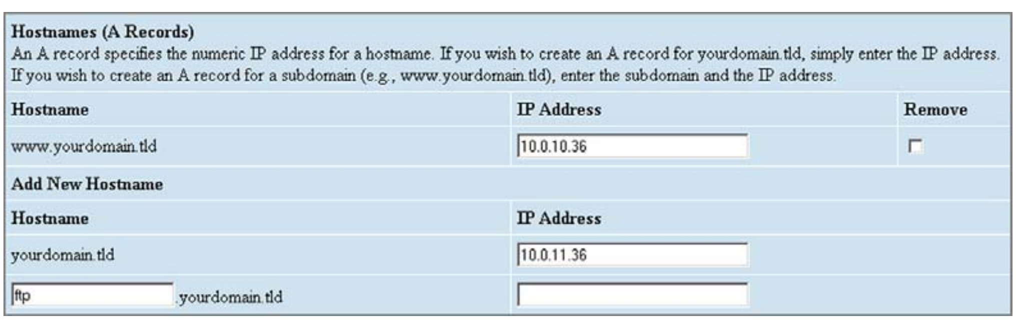
7. Use the fields and checkboxes to update the information in the **Zone Management** page. See below for a description of the fields and options. When done, click the **Update Zone Settings** button.




**Note:** When adding or updating information for the record types described below, the '*' wildcard can be used.

## Hostnames (A records)

The hostname translates the domain name into the IP address that is used to access that domain.



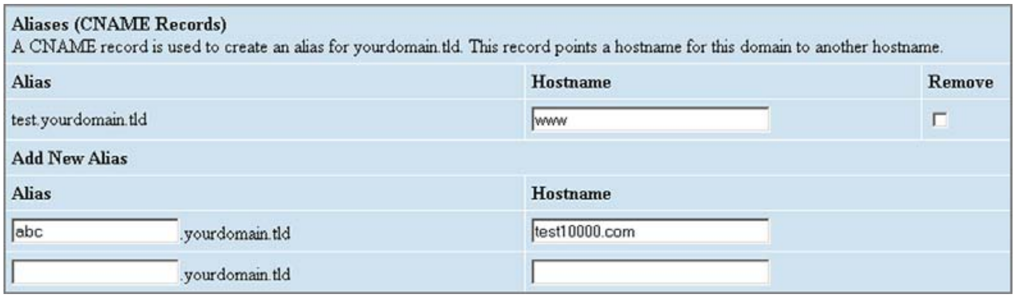

You can specify a **Hostname** (optional) and an **IP Address** for each A record that you want to add or change.

**Hostname –** This setting is optional as it is automatically populated with the domain name for which the Managed DNS service was purchased. You can add a hostname prefix, *e.g.* WWW or FTP.

**IP Address –** Type the IP address in the corresponding field in this column.

### Aliases (CNAME records)

An alias can be used when you want a subdomain to point to a computer outside of your domain.


**Aliases (CNAME Records)**
A CNAME record is used to create an alias for yourdomain.tld. This record points a hostname for this domain to another hostname.

| Alias | Hostname | Remove |
|---|---|---|
| test.yourdomain.tld | www | |
| **Add New Alias** | | |
| **Alias** | **Hostname** | |
| abc .yourdomain.tld | test10000.com | |
| .yourdomain.tld | | |

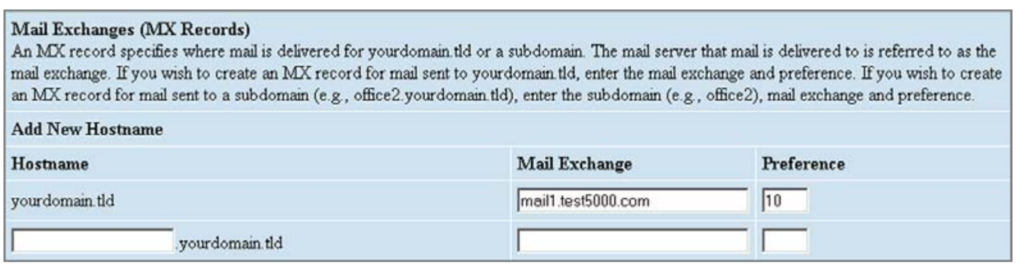
You can specify the **Alias** and a **Hostname** for each alias record that you want to add or change.

**Alias** – Type the third level of the domain name in this column to specify the subdomain (the domain that will redirect to another computer). Do not enter the full domain name; the first and second levels of the domain name are automatically added.

**Hostname –** In this column, type the FQDN of the domain that you want to access using a subdomain, *e.g.* RESELLONE.NET.

### Mail Exchanges (MX records)

MX records determine how mail is delivered to your domain.


**Mail Exchanges (MX Records)**
An MX record specifies where mail is delivered for yourdomain.tld or a subdomain. The mail server that mail is delivered to is referred to as the mail exchange. If you wish to create an MX record for mail sent to yourdomain.tld, enter the mail exchange and preference. If you wish to create an MX record for mail sent to a subdomain (e.g., office2.yourdomain.tld), enter the subdomain (e.g., office2), mail exchange and preference.

**Add New Hostname**

| Hostname | Mail Exchange | Preference |
|---|---|---|
| yourdomain.tld | mail1.test5000.com | 10 |
| .yourdomain.tld | | |

You can add a **Hostname** (optional), a **Mail Exchange** (the domain name of the mail server), and the **Preference** number for that mail server for each mail exchange record that you want to add or change.

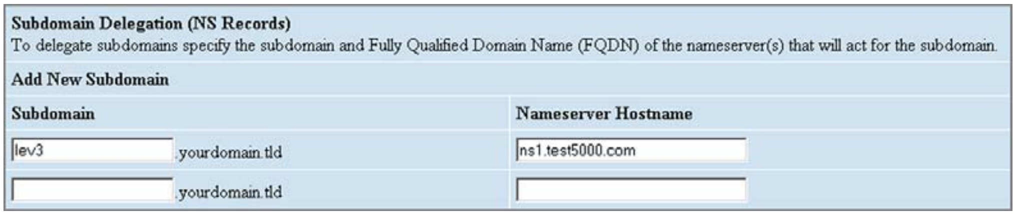
**Hostname –** The hostname setting is optional, as it will automatically be populated with the domain name for which Managed DNS service is purchased. You can, however, add a hostname prefix or a third level of that domain name.

**Mail Exchange –** Type the FQDN of the mail server in this column, *e.g.* MAIL1.RESELLONE.NET.

**Preference –** Enter a number in this column to determine the mail server priority.

### Subdomain Delegation (NS records)

Subdomain delegation enables you to specify a nameserver for any of your sub-domains.

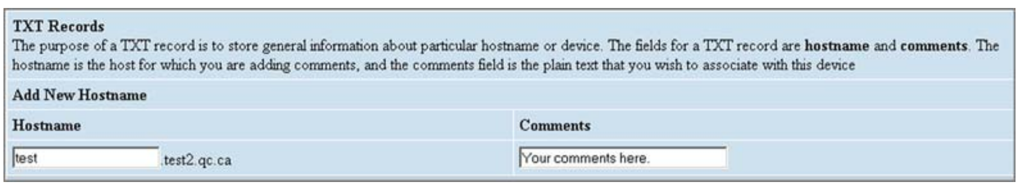



You can specify a **Subdomain** and the **Nameserver Hostname** (the FQDN of the nameserver) for each subdomain delegation record that you want to add or change.

**Subdomain –** Enter the third level of the domain name. **Nameserver Hostname –** Type the FQDN of the nameserver in this column, *e.g.* NS1.RESELLONE.NET.

### TXT Records

A TXT record allows you to attach comments to a hostname or device.




TXT records may be used to validate that email is being sent from the IP address of the domain’s mail server, and not from a server spoofing the domain name to spread spam, viruses, or other email threats. This email-verification technique is used by Sender Policy Framework, Sender ID Framework, and Domain Keys Framework.

**Hostname –** The hostname setting is optional, as it will automatically be populated with the domain name for which the Managed DNS service is purchased. You can, however, add a hostname prefix or a third level of that domain name.

**Comments –** Enter your comments here, maximum 254 characters.

## Retrieving zone information

Follow these steps to retrieve the zone information for a domain with another DNS provider. Not all records may be available for retrieval; therefore this process does not guarantee results.

**1.** Find the service sold for the domain whose zone settings you want to retrieve. Follow steps 1-5 of *Changing zone settings for a specific domain*, if necessary.

**2.** In the **DNS Service Data** section, located at the bottom of the page, click the domain whose zone settings you want to retrieve. The **Zone Management** page for that domain opens.

**3.** Scroll down the **Zone Management** page to the **Retrieve Zone Information** section.

**4.** To replace the existing zone settings with those that you'll retrieve, click the **Delete All Current Zone Records** checkbox. To simply retrieve the zone information but not replace any settings that you may have already entered, make sure the checkbox is deselected.

**5.** Click **Retrieve**. If available, the settings for that zone are returned. If unavailable, a "Zone retrieval failed" message is returned.

## Resetting a domain's zone to use your default settings

Follow these steps to replace a domain's DNS information with your default zone settings (*i.e.* your template settings).

**Note:** Once you replace the existing settings with your default settings, the previous settings cannot be retrieved.

**1.** Find the service sold for the domain whose zone settings you want to retrieve. Follow steps 1-5 of *Changing zone settings for a specific domain*, if necessary.

**2.** In the **DNS Service Data** section, located at the bottom of the page, click the domain whose zone settings you want to retrieve. The **Zone Management** page for that domain opens.

**3.** Scroll down the **Zone Management** page to the **Restore Current Default Zone Settings** section.

**4.** Click the **Reset (all) Zone Defaults** button.

# Managing Domain Forwarding, Web Page Templates, and Subdomain Forwarding

## Activating domain forwarding or using a template page

The domain forwarding and web page template settings determine what happens when users visit a domain provisioned with Managed DNS. By default, these options are deactivated, but you can activate a

"domain under construction" page, a "domain for sale" page, or the domain forwarding feature for any of your end-users' domains.

Note:

- Whenever you activate domain forwarding for a primary domain, it is also applied to any existing sub-domains of that domain. You can, however, deactivate domain forwarding for individual sub-domains (see screen-capture, step 6 below).
- When a domain or subdomain is forwarded, the Registry's zone record will show a ResellOne.net IP address, not the address of the domain to which the URL is being forwarded.

To specify domain forwarding or use a template page, you'll need to search for Managed DNS for that domain as a service sold; *i.e.* the Managed DNS order for that domain must be processed and completed.

**1.** Click the **DNS** tab.

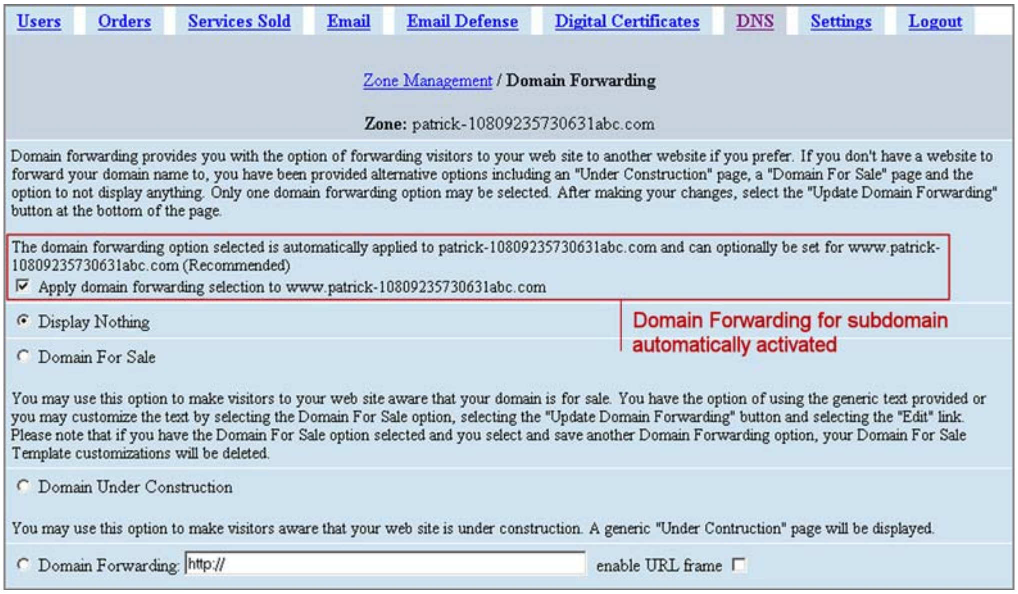
**2.** In the **Services Sold** section, click **Active** below **Purchase Views**. The **Search Services Sold** page opens.

**3.** Use the fields in the search form to define your search. All fields are optional, however, more information will return more precise results.

**4.** Click the **Search Services Sold** button. Services sold that match your search criteria are returned at the bottom of the page.

**5.** In the **Service Sold ID** column, click the ID number for the domain whose settings you want to change. Check the domains in the **Description** column to help identify the domain that you'd like to update. The **View Service Sold** page opens.

**6.** In the **DNS Service Data** section, click **Domain Forwarding**. The **Domain Forwarding** page opens.




**7.** In the **Domain Forwarding** section, choose one of the four settings:
**Display Nothing:** this option activates a template page indicating that domain could not be found.


**Domain For Sale:** this option activates a template page indicating that the domain is for sale.


**To customize the content of this page:** click the **Domain For Sale** button, then save the setting by clicking the **Update Domain Forwarding** button at the bottom of the page. An **edit** link will appear beside the **Domain For Sale** option. Click **edit**, and enter your content in the **"Domain For Sale" Page Customization** page; you can enter up to 255 characters in the **Heading** field, and up to 3999 characters in the **Description** field. These fields accept either text or HTML. If you provide HTML, it will be added within the page's existing HTML. Your HTML must be valid in order for the page to work. When done customizing this page, click the **Update** button.

**Domain Under Construction:** this option activates a template page indicating that the domain is under construction.


**Domain Forwarding:** enter the domain to which you'd like to redirect visitors in this textbox. To have your domain displayed in the browser's address bar regardless of whatever links a user may Cick from within your site; click the **enable URL frame** checkbox.

**8.** When done specifying domain forwarding or template settings, click the **Update Domain Forwarding** button.

## Activating subdomain forwarding

Subdomain forwarding enables you to redirect one of your sub-domains to another domain. For example, you can use subdomain forwarding to redirect SUBDOMAIN.MYDOMAIN.COM to RESELLONE.NET.

**Note:** When a domain or subdomain is forwarded, the Registry's zone record will show a ResellOne.net IP address, not the address of the domain to which the URL is being forwarded.

In order to activate subdomain forwarding, you'll need to search for Managed DNS for that domain as a service sold; *i.e.* the Managed DNS order item for that domain must be processed and completed.

**1.** Find the service sold for the domain for which you want to activate subdomain forwarding. Follow steps 1-5 of Activating domain forwarding or using a template page, if necessary.

**2.** In the **DNS Service Data** section, located at the bottom of the page, click **Domain Forwarding**. The **Domain Forwarding** page opens. Scroll down the page to the **Subdomain Forwarding** section.

**3.** In the **Subdomain** field, enter the third level of your domain name to specify the subdomain; do not enter a period or the second or first level of your domain name.
**Note:** The '*' wildcard can be used here.

**4.** In the **Forward URL** field, enter the domain that you want to open when a user opens your subdomain.

**5.** To have your domain displayed in the browser's address bar, regardless of whatever links a user may click from within your site, click the **URL Frame** checkbox.

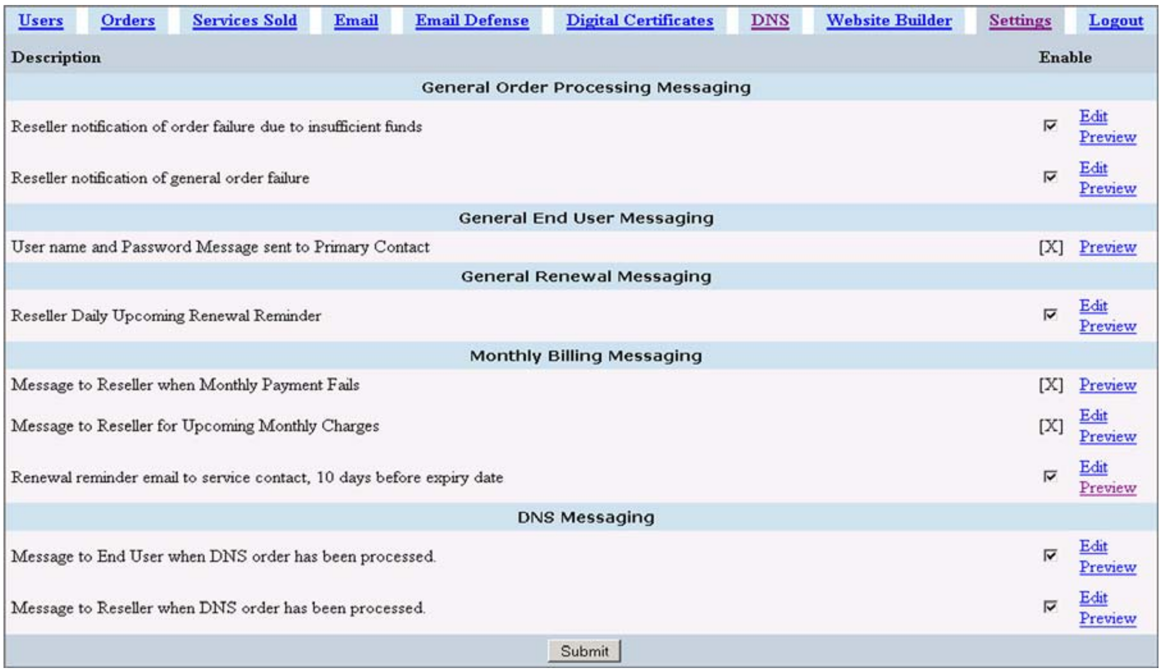
**6.** Repeat steps 7 - 9 for each subdomain that you want to add. After adding each subdomain, click the **Update Domain Forwarding** button.

# Customizing Messages and Updating Contacts

From the **Settings** tab, you can configure email message templates that are sent both to yourself and to the end-user regarding various items during the order and renewal processes.  In addition, you can manage all of your contacts from here.

## Configuring email message templates

1. Click the **Settings** tab.
2. Click **Configure E-mail Message Templates**. A page listing all of the message templates opens.


Users | Orders | Services Sold | Email | Email Defense | Digital Certificates | DNS | Website Builder | Settings | Logout

| Description | Enable | |
|---|---|---|
| General Order Processing Messaging | | |
| Reseller notification of order failure due to insufficient funds | ☑ | Edit Preview |
| Reseller notification of general order failure | ☑ | Edit Preview |
| General End User Messaging | | |
| User name and Password Message sent to Primary Contact | [X] | Preview |
| General Renewal Messaging | | |
| Reseller Daily Upcoming Renewal Reminder | ☑ | Edit Preview |
| Monthly Billing Messaging | | |
| Message to Reseller when Monthly Payment Fails | [X] | Preview |
| Message to Reseller for Upcoming Monthly Charges | [X] | Edit Preview |
| Renewal reminder email to service contact, 10 days before expiry date | ☑ | Edit Preview |
| DNS Messaging | | |
| Message to End User when DNS order has been processed. | ☑ | Edit Preview |
| Message to Reseller when DNS order has been processed. | ☑ | Edit Preview |

Submit

**Four sections of this page pertain to Managed DNS service:**

**General Order Processing Messaging** contains message templates for things that happen during the order process and are applicable to any product; they are not specific to the Managed DNS service.

**General End User Messaging** contains message templates for general messages that are sent to the end-user and are applicable to any product; they are not specific to the Managed DNS service.

**Monthly Billing Messaging** contains message templates for Reseller notification of payment failure, upcoming monthly charges, and a renewal reminder for expiring services.

**DNS Messaging** contains two templates for the messages that are sent to notify the Reseller and the end-user when the order has been processed. Both messages can be edited or disabled.

**Note:** By default, the highlighted messages are enabled.

**3.** To activate a message, click the **Enable** checkbox beside that message description.

**4.** To preview a message, click **Preview** beside the message description. Click **Back to Template List** when done.

**5.** To make changes to a message template, click Edit beside the message description. In the **Edit** page, make any changes. Depending on the message you select for editing, certain fields are available for you to change. These fields appear in edit mode. Each field that is available for editing contains suggested placeholders and/or text that you can change if necessary. The contacts that you create are useful when editing the To, CC and BCC fields.

**Note:** All placeholders available for editing will be listed on the right side of the page. To view the description of a placeholder, click the placeholder link to open a dialog box listing the **Place Holder Name**, **Sample Value**, and **Description**.

**6.** Once you have made your changes, click the **Save** button. The **Preview** page opens. If you don't want to save your changes, click **Cancel**. Or, if you want to return to the default values, click **Reset to Default**.

**7.** From the **Preview** page, you can either keep your changes by clicking **Confirm**, or make further changes by clicking **Back**.

## Updating your contact information

Once created, email addresses for contacts can be used to customize message templates. The following steps describe how to edit existing contacts or create new ones.

**1.** Click the **Settings** tab.


**2.** Click **Manage Reseller Contacts**. The **Contacts** page opens.

**3.** From the **Contacts** page edit the existing **Billing**, **Technical**, **Bounce**, or **DNS** contacts, or create a new contact.

**To edit one of the existing contacts:** click **Edit**. The **View Contact Details** page opens. Make changes to any of the contact fields presented, and click **save** to accept your changes or **Reset** to restore the original information.

**To create a new contact:** click **New**. The **Create Contact** page opens. From here, fill in all of the contact information requested and click the **Create Contact** button.

**4.** Click the **Save Changes** button when done.

# Cancelling, Suspending, and Reactivating the Managed DNS Service

**Canceling** DNS service for one of your customers will permanently delete it; you will not be able to automatically reactivate that service at a later date, but you will be able to re-purchase the service.

**Suspending** DNS service will stop zone information from being published to the Managed DNS nameservers, causing the domain zone records to no longer resolve. Zone record management, domain forwarding settings, and end-user management permissions will not be available through the RWI 2, API, or DNS PMI. Suspended services can be reactivated at any time; all zone information, domain forwarding settings, and domain forwarding permissions are retained so that if the service is reactivated, the zone can be republished to the nameservers. Zone information, domain forwarding settings and end-user management permissions are retained until the zone is canceled.

**Reactivating** a suspended DNS service will republish the zone information to the nameservers and re-enable zone management through the RWI 2, API, and DNS PMI.

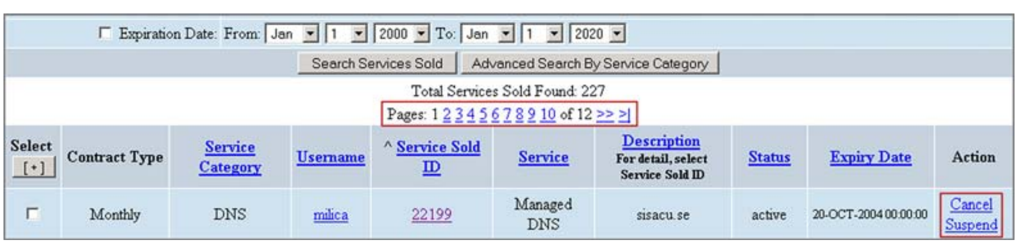
## Canceling or suspending DNS service

1. Click the **DNS** tab, then click the **Search DNS Services Sold** link. The **Search Services Sold** page opens.

2. From the **Status** list, choose a status that reflects the change that you want to make to the service. For example, to cancel an active service, choose **Active**. Use the remaining fields and drop-down lists to refine your search. All fields are optional; however, more criteria will generate more precise results.

3. Click the **Search Services Sold** button, located below the search criteria. The search results are returned at the bottom of the page.

4. Scroll through the list and check the domains in the **Description** column to identify the domain for which you want to cancel or suspend the DNS service.



5. Click **Cancel** or **Suspend** in the **Action** column.

If the service is canceled, a refund will be issued as per monthly billing rules.

### Reactivating suspended DNS service

Follow the steps above, but in step 5 click **Reactivate**.

**Note:** If you reactivate a service on the same day that it was suspended, the reactivation charge may not appear on your Reseller account until the following business day.

# Exceptions to Real-Time Processing

Orders for the Managed DNS are processed in real-time, whenever possible. If the provider for a particular service is temporarily unavailable, the system will monitor and/or resubmit that request until the order completes. That order item will not be put in pending state.

Order items that have been processed asynchronously (i.e. processed after a short delay) will be listed in a queue summary so that Resellers can review processed queued items, and determine if any follow-up actions with their customer are needed. Once Resellers have resolved any issues for an item, they can acknowledge the item to remove it from the list of queued items. Items that have been removed from the queue summary can always be retrieved using the RWI 2 by querying the queue history.

**Note:** Asynchronous processing happens very rarely. In most cases, orders will be processed when submitted.

## Viewing the list of your queued items

Items that were processed asynchronously are placed in a queue, and listed on the **Queue Summary** page in the RWI 2. You can access the queue summary from either the **Services Sold Management** page, or the **Order Management** page.

The queue summary is intended to help Resellers manage the asynchronously processed order items that they need to act on. If you've taken action on an order item, e.g., contacted the customer, you can acknowledge it, which will remove it from the queue summary.

**To view the queue summary:**

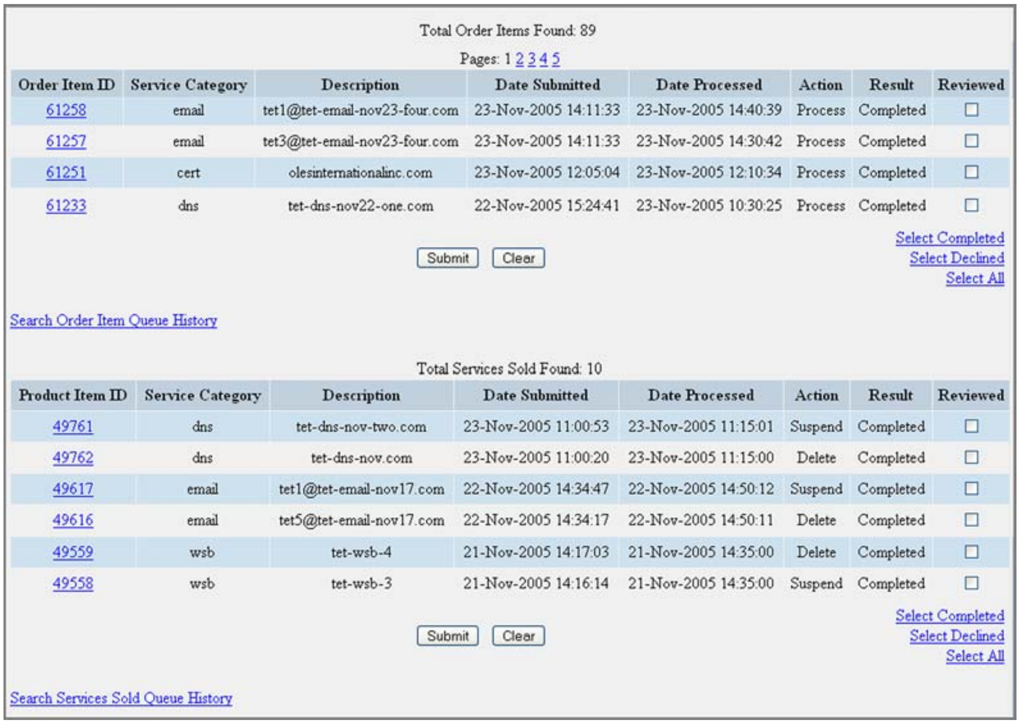
**1.** In the RWI 2, click either the **Orders** tab or the **Services Sold** tab.


or

## Acknowledging queued items

If you have asynchronously processed order items that you have not acknowledged, and if you have not changed the default queue summary settings, the number of items in the queue is shown in red text.

**2.** Click the **View Queue Summary** link. The summary page opens, listing queued items in two groups: **Total Order Items Found** and **Total Services Sold Found**.



Total Order Items Found: 89

Pages: 1 2 3 4 5

| Order Item ID | Service Category | Description | Date Submitted | Date Processed | Action | Result | Reviewed |
|---|---|---|---|---|---|---|---|
| 61258 | email | tet1@tet-email-nov23-four.com | 23-Nov-2005 14:11:33 | 23-Nov-2005 14:40:39 | Process | Completed | ☐ |
| 61257 | email | tet3@tet-email-nov23-four.com | 23-Nov-2005 14:11:33 | 23-Nov-2005 14:30:42 | Process | Completed | ☐ |
| 61251 | cert | olesinternationalinc.com | 23-Nov-2005 12:05:04 | 23-Nov-2005 12:10:34 | Process | Completed | ☐ |
| 61233 | dns | tet-dns-nov22-one.com | 22-Nov-2005 15:24:41 | 23-Nov-2005 10:30:25 | Process | Completed | ☐ |

Submit Clear

Select Completed
Select Declined
Select All

Search Order Item Queue History

Total Services Sold Found: 10

| Product Item ID | Service Category | Description | Date Submitted | Date Processed | Action | Result | Reviewed |
|---|---|---|---|---|---|---|---|
| 49761 | dns | tet-dns-nov-two.com | 23-Nov-2005 11:00:53 | 23-Nov-2005 11:15:01 | Suspend | Completed | ☐ |
| 49762 | dns | tet-dns-nov.com | 23-Nov-2005 11:00:20 | 23-Nov-2005 11:15:00 | Delete | Completed | ☐ |
| 49617 | email | tet1@tet-email-nov17.com | 22-Nov-2005 14:34:47 | 22-Nov-2005 14:50:12 | Suspend | Completed | ☐ |
| 49616 | email | tet5@tet-email-nov17.com | 22-Nov-2005 14:34:17 | 22-Nov-2005 14:50:11 | Delete | Completed | ☐ |
| 49559 | wsb | tet-wsb-4 | 21-Nov-2005 14:17:03 | 21-Nov-2005 14:35:00 | Delete | Completed | ☐ |
| 49558 | wsb | tet-wsb-3 | 21-Nov-2005 14:16:14 | 21-Nov-2005 14:35:00 | Suspend | Completed | ☐ |

Submit Clear

Select Completed
Select Declined
Select All

Search Services Sold Queue History

To view the details of a particular item: click the ID number for that item in the **Order Item ID** column or the **Product Item ID** column.

Items that were processed asynchronously are placed in a queue, and listed on the **Queue Summary** page in the RWI 2. The queue summary is intended to help Resellers manage the asynchronously processed order items that they need to act on. If you've taken action on an order item, e.g., contacted the customer, you can acknowledge it, which will remove it from the queue summary.

### To view the queue summary:

**1.** In the RWI 2, click either the **Orders** tab or the **Services Sold** tab. The **Order Management** page or the **Services Sold Management** page opens.

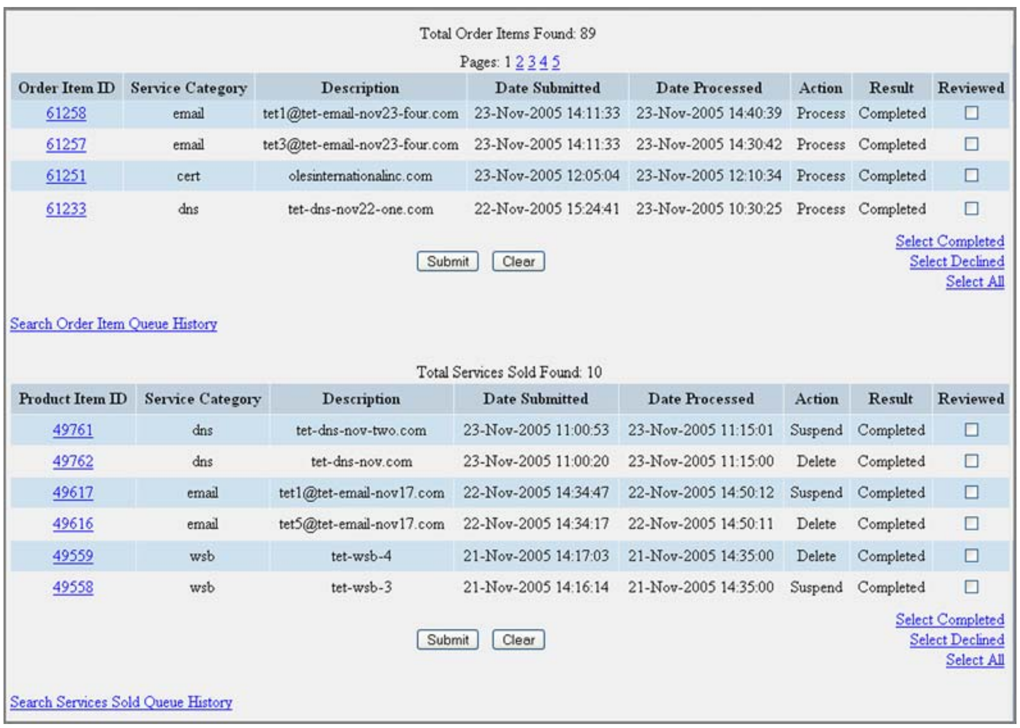
or


If you have asynchronously processed order items that you have not yet acknowledged, and if you have not changed the default settings for the queue summary, the number of items in the queue will be shown in red text.

**2.** Click the **View Queue Summary** link. The summary page opens, listing queued items in two groups: **Total Order Items Found** and **Total Services Sold Found**.

**3.** Look in the **Description** column to locate the item that you want to acknowledge, than click the checkbox for that item in the **Reviewed** column. Repeat to acknowledge multiple items.

**4.** Click the **Submit** button(s) when done. The page reloads, and the acknowledged items are removed from the list.



Total Order Items Found: 89

Pages: 1 2 3 4 5

| Order Item ID | Service Category | Description | Date Submitted | Date Processed | Action | Result | Reviewed |
|---|---|---|---|---|---|---|---|
| 61258 | email | tet1@tet-email-nov23-four.com | 23-Nov-2005 14:11:33 | 23-Nov-2005 14:40:39 | Process | Completed | ☐ |
| 61257 | email | tet3@tet-email-nov23-four.com | 23-Nov-2005 14:11:33 | 23-Nov-2005 14:30:42 | Process | Completed | ☐ |
| 61251 | cert | olesinternationalinc.com | 23-Nov-2005 12:05:04 | 23-Nov-2005 12:10:34 | Process | Completed | ☐ |
| 61233 | dns | tet-dns-nov22-one.com | 22-Nov-2005 15:24:41 | 23-Nov-2005 10:30:25 | Process | Completed | ☐ |

Submit Clear

Select Completed
Select Declined
Select All

Search Order Item Queue History

Total Services Sold Found: 10

| Product Item ID | Service Category | Description | Date Submitted | Date Processed | Action | Result | Reviewed |
|---|---|---|---|---|---|---|---|
| 49761 | dns | tet-dns-nov-two.com | 23-Nov-2005 11:00:53 | 23-Nov-2005 11:15:01 | Suspend | Completed | ☐ |
| 49762 | dns | tet-dns-nov.com | 23-Nov-2005 11:00:20 | 23-Nov-2005 11:15:00 | Delete | Completed | ☐ |
| 49617 | email | tet1@tet-email-nov17.com | 22-Nov-2005 14:34:47 | 22-Nov-2005 14:50:12 | Suspend | Completed | ☐ |
| 49616 | email | tet5@tet-email-nov17.com | 22-Nov-2005 14:34:17 | 22-Nov-2005 14:50:11 | Delete | Completed | ☐ |
| 49559 | wsb | tet-wsb-4 | 21-Nov-2005 14:17:03 | 21-Nov-2005 14:35:00 | Delete | Completed | ☐ |
| 49558 | wsb | tet-wsb-3 | 21-Nov-2005 14:16:14 | 21-Nov-2005 14:35:00 | Suspend | Completed | ☐ |

Submit Clear

Select Completed
Select Declined
Select All

Search Services Sold Queue History

## Finding previously acknowledged items

**1.** In the RWI 2, click either the **Orders** tab or the **Services Sold** tab. The **Order Management** page or the **Services Sold Management** page opens. If you have asynchronously processed order items that you have not yet acknowledged, and if you have not changed the default settings for the queue summary, the number of items in the queue will be shown in red text.

**2.** Click the **View Queue Summary** link. The summary page opens, listing queued items in two groups: **Total Order Items Found** and **Total Services Sold Found**.

**3.** Click the **Search Order Item Queue History** or the Search Services Sold Queue History link. The **Search Order Items Queue History** page or the **Search Services Sold Queue History** page opens.

**4.** Use the fields and drop-down lists to refine your search. All fields are optional, but more information will return more precise results.

**5.** Click the **Search Queue History** button. The page reloads, and lists any reviewed (acknowledged) items.

## Changing your queue summary preferences

The **Queue Summary Preferences** page allows you to specify whether completed or declined items, for both order items and services sold, will be listed in the queue summary. By default, all asynchronously processed items are listed in the queue summary.

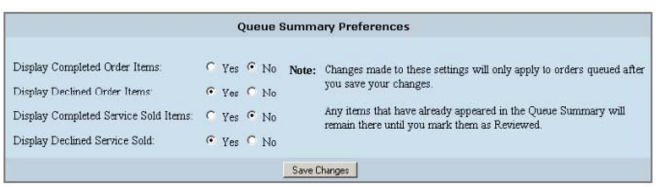
If you opt-out of a display setting, items of that type will be automatically acknowledged.

These settings also determine whether to display the alert that appears on the **Order Management** and **Services Sold Management** pages. For example, if you set both options for services sold to No, the alert will not be shown in the **Services Sold Management** page.

### To change your queue preferences:

**1.** Click the **Settings** tab.

**2.** Click the **Manage Queue Summary Preferences** link, located below **Queue Preferences**. The **Queue Summary Preferences** page opens.




**3.** Use the radio buttons to determine which queued items will be listed in your queue summary.

**4.** Click the **Save Changes** button.

# Updating DNS Renewal and Expiration Settings

## About expirations

If an expiry date is set for a service, that service will be canceled on that date, and the service will no longer be included in monthly renewals.  Once a service has expired, you will not be able to reactivate it, but you can re-purchase it at any time.

## Updating renewal and expiration settings

Follow the steps below to:

- Reactivate a suspended service.
- Request a renewal reminder to notify your users when their service is about to expire.
- Assign an expiry date for a service previously set to never expire.
- Change an existing expiry date.
- Set the service to never expire.

**1.** Click the **DNS** tab, then click the **Search DNS Services Sold** link.  The **Search Services Sold** page opens.

**2.** From the **Status** list, choose a status that reflects the change you want to make to the service.  For example, to reactivate a suspended service, choose **Suspended**.  Use the remaining fields to refine your search.  All fields are optional; however, more criteria will generate more precise results.

**3.** Click the **Search Services Sold** button, located below the search criteria.  The search results are returned at the bottom of the page.

**4.** Scroll through the list and check the domains in the **Description** column to identify the service that you want to update.  Use the links to additional pages to view all search results.


Search Services Sold

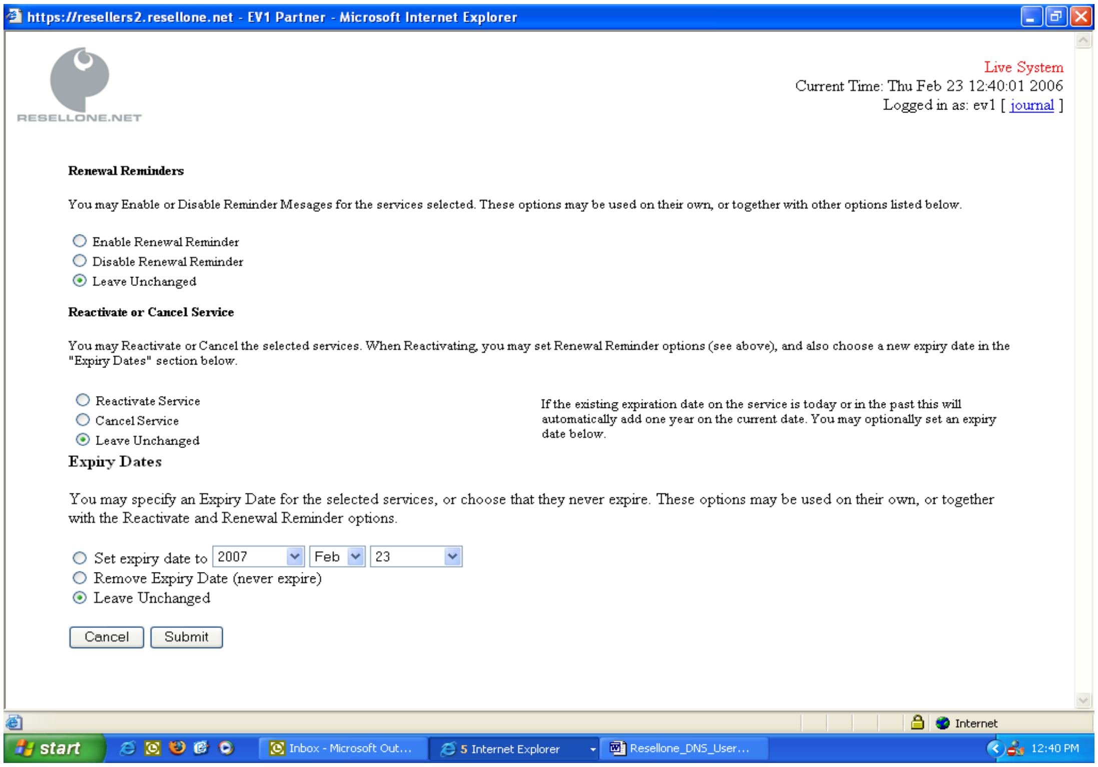
Total Services Sold Found: 59

Pages: 1 2 3

| Select [+] | Contract Type | Service Category | Username | ^ Service Sold ID | Service | Description For detail, select Service Sold ID | Status | Expiry Date | Action |
|---|---|---|---|---|---|---|---|---|---|
| ☑ | Monthly | DNS | ogi11 | 22221 | Managed DNS | sep14.ca | active | 23-OCT-2004 00:00:00 | Cancel Suspend |
| ☐ | Monthly | DNS | ogi11 | 22194 | Managed DNS | tc0773.com | suspended | 25-OCT-2005 00:00:00 | Cancel Reactivate |

**5.** Once you've located the service, click the checkbox in the **Select** column to select that service.

**6.** Scroll down the page and click the **Perform Actions** button.  A popup window opens, providing options for changing expiration and renewal notification settings.




**7.** Select options in the pop-up window to specify the new expiration and renewal reminder settings.

**8.** When done updating settings, click the **Submit** button.

# Payments and Billing

The Managed DNS service is billed monthly. The service total on your monthly bill includes all domains for which you've purchased Managed DNS. All other monthly-billed services that you've purchased, *e.g.* Email, appear on the same monthly bill.

## Billing transactions

Funds are deducted from your Reseller account when an order is processed. Future payments will be deducted from your account on the first day of each month to cover services for that coming month.

**Initial month -** For the initial month that the service is purchased, there will be a pro-rated amount that will be withdrawn from your Reseller account when the order is processed. Pro-rating is based on the number of days in the month (*e.g.* Managed DNS service was purchased on the 10th of the month and there are 30 days in the month; the Reseller will pay for 20 days).

**Subsequent month -** For subsequent months, the full monthly service fee will be withdrawn from your Reseller account on the first day of the month. This monthly service fee will continue to be withdrawn until the service expires or is canceled.

**Cancellation month -**When the service is canceled you will receive a credit for the unused portion of the month, based on the same prorating formula (*e.g.* five days left in the month will provide a credit for those five days). Managed DNS can be canceled at any time.

## Monthly service fees

Monthly service fees are processed in the order that they were purchased, with the oldest accounts being processed first (*e.g.* DNS that was purchased 1 April 2004 would be processed before DNS purchased 1 July 2004). If an expiry date was specified when the order was created, the service will continue to be billed each month up until that date. If no expiry date was set, the service will be billed each month until the service is canceled, suspended, or deleted.

## Monthly statements and balance notification

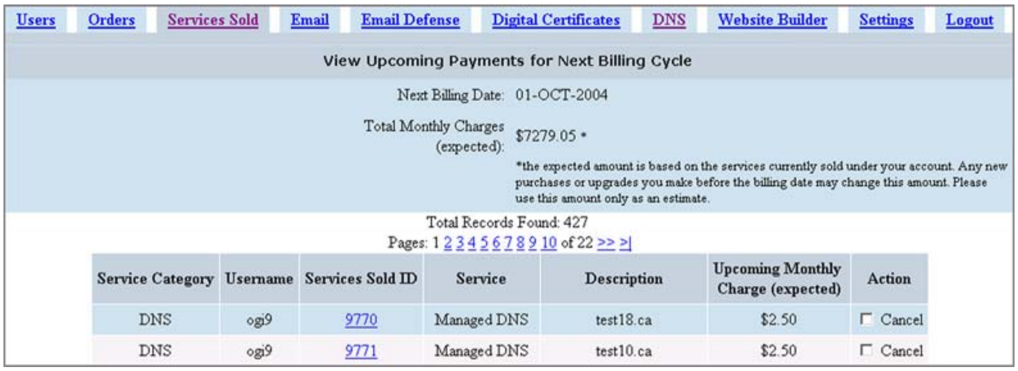
**Monthly statements -** The monthly financial statements will provide a summary and detailed view of transactions on your account, broken into initial month purchases and recurring monthly purchases.

**Email notification -**Three days before the first day of the month, the system will send Resellers an email notification indicating the approximate value of funds which will be withdrawn from their account on the first day of the month. This estimate will be based on the current pricing and number of services.

## Viewing upcoming payments

**1.** Click the **Services Sold** tab.

**2.** In the **Services Sold Management** page, click **View Upcoming Payments**. The **View Upcoming Payments for Next Billing Cycle** page opens.


Users | Orders | Services Sold | Email | Email Defense | Digital Certificates | DNS | Website Builder | Settings | Logout

View Upcoming Payments for Next Billing Cycle

Next Billing Date: 01-OCT-2004

Total Monthly Charges (expected): $7279.05 *

*the expected amount is based on the services currently sold under your account. Any new purchases or upgrades you make before the billing date may change this amount. Please use this amount only as an estimate.

Total Records Found: 427

Pages: 1 2 3 4 5 6 7 8 9 10 of 22 >> >|

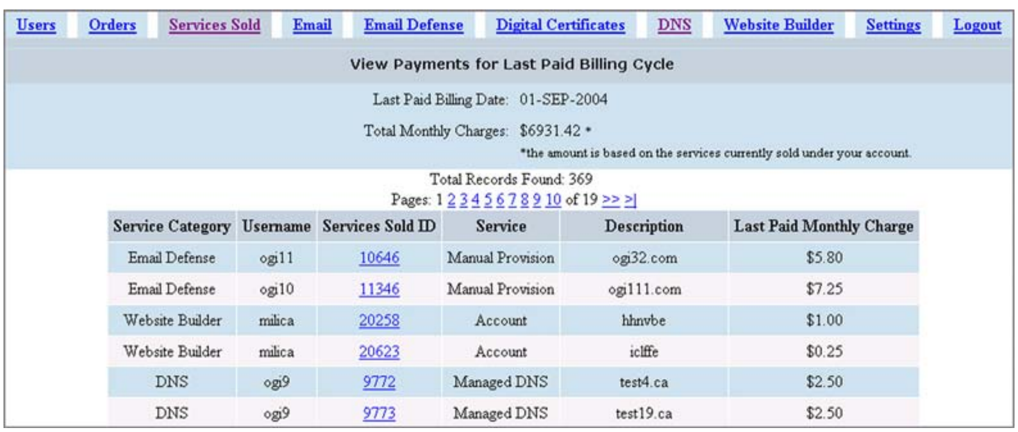
| Service Category | Username | Services Sold ID | Service | Description | Upcoming Monthly Charge (expected) | Action |
|---|---|---|---|---|---|---|
| DNS | ogi9 | 9770 | Managed DNS | test18.ca | $2.50 | ☐ Cancel |
| DNS | ogi9 | 9771 | Managed DNS | test10.ca | $2.50 | ☐ Cancel |

**To cancel a service on your current bill:** click the checkbox in the **Cancel** column for that service sold, then click the **Submit** button, located at the bottom of the page.

## Viewing payments from last billing cycle

**1.** Click the **Services Sold** tab.

**2.** In the **Services Sold Management** page, click **View Payments for Last Billing Cycle**. The **View Payments for Last Paid Billing Cycle** page opens.


Users | Orders | Services Sold | Email | Email Defense | Digital Certificates | DNS | Website Builder | Settings | Logout

View Payments for Last Paid Billing Cycle

Last Paid Billing Date: 01-SEP-2004

Total Monthly Charges: $6931.42 *

*the amount is based on the services currently sold under your account.

Total Records Found: 369

Pages: 1 2 3 4 5 6 7 8 9 10 of 19 >> >|

| Service Category | Username | Services Sold ID | Service | Description | Last Paid Monthly Charge |
|---|---|---|---|---|---|
| Email Defense | ogi11 | 10646 | Manual Provision | ogi32.com | $5.80 |
| Email Defense | ogi10 | 11346 | Manual Provision | ogi111.com | $7.25 |
| Website Builder | milica | 20258 | Account | hhnvbe | $1.00 |
| Website Builder | milica | 20623 | Account | iclffe | $0.25 |
| DNS | ogi9 | 9772 | Managed DNS | test4.ca | $2.50 |
| DNS | ogi9 | 9773 | Managed DNS | test19.ca | $2.50 |

## Suspension rules

If the monthly amount owing has not been collected within the grace period of five days, the service will be suspended.

To reactivate a suspended service, you must pay the outstanding balance for that service in full. You must manually reactivate the service through the **Search Services Sold** page, or from the service sold item itself. If the service is not reactivated by the next monthly billing date, the service will be canceled.

## Insufficient funds management

**Insufficient funds for monthly renewal -** If there are insufficient funds in the Reseller's account, the system will send a notification to the Reseller's billing contact, and will attempt to withdraw funds on a daily basis for five days. Each day, the Reseller's billing contact will be sent an email notification indicating the funds required and the items that could not be processed. If after five days, sufficient funds are not available, the services that could not be processed will be suspended. Suspended zones will not have zone information published to the authoritative and slave nameservers.

To reactivate the zone, the Reseller must select the services sold item that references that zone and reactivate the service. At that time, the system will attempt to take the balance owing from the Reseller's account. If there are sufficient funds available, the zone will be reactivated. If the zone is not reactivated prior to the next billing cycle, it will be deleted from the system.

**Insufficient funds for new orders -** If there are insufficient funds in your Reseller account for a new order, the order will not be processed and will be placed in a pending state. Once you have sufficient funds in your Reseller account, you'll need to resubmit the order for processing.

# Changing the Default Order Processing Setting

You can use the order processing setting to indicate whether your orders will be processed immediately, or saved to pending. This setting impacts orders provisioned using API commands and orders through the Reseller Client Library (RCL).

If you do not update this setting, orders will be processed immediately by default.

**Note:** This setting impacts orders for all RWI 2 services (*i.e.* DNS, Digital Certificates, Email, Email Defense, Website Builder).

**To change the order processing setting:**

**1.** Click the **Settings** tab.

**2.** In the **Order Preferences** area, click the **Manage Order Preferences** link. The **Order Preferences** page opens.


**3.** Select either **Yes** or **No** to determine if orders will be processed immediately.

**4.** Click the **Save Changes** button.