



Domain Manager
User Guide

register.com, inc. Domain Manager

- **Introduction – What is Domain Manager?**

Domain Manager is an application developed by register.com, inc. that provides its customers with the ability to modify zone file¹, WHOIS, name server and Contact Information² for domain names registered through www.register.com and/or its co branded sites.

- **Overview - Who should use Domain Manager?**

register.com customers should use Domain Manager for any modifications to their domain name(s) as follows:

- IP Addresses (A record), Domain Aliases (C Name), MX Record entries and Start of Authority Record (SOA) entries for domain names that list register.com's domain name servers as authoritative for the domain name.
- Contact Information for domain names that use register.com as their official registrar.
- Domain Name Server (DNS) Information for domain names that use register.com as their official registrar and wish to modify the DNS servers listed as authoritative for their domain name with the central registry.
- Billing Information for domain names that use register.com as their official registrar and would like to edit their billing information for future and recurring billing.

Note: Some modifications initiated in Domain Manager, such as DNS changes and email address changes, utilize an email confirmation process in which a confirmation email with a link to the final step in the modification process is generated and sent to a contact email address on file for the domain name.

Registrants (i.e., register.com customers) can log into Domain Manager at <http://mydomain.register.com>, using the username and password established during the registration process through www.register.com or any authorized co branded site. Access is then granted to edit domain name information. Available functionality will differ based on the date of registration (and/or official registrar for the domain name) and whether or not the domain name lists register.com's DNS (Domain Name Servers) as authoritative for the domain name.

¹ Zone File Modification is available for domain names that were registered through register.com and list register.com's name servers as authoritative for the domain name.

² WHOIS, contact information and Name Server modification are functionalities available for domain names registered through register.com after June 2nd, 1999 and/or domain names for which register.com is the official registrar.

Background

What is the Difference between a Registry, a Registrar and a Registrant?

A **Registry** is a regional organization or entity that is responsible for assigning domain names and Internet addresses. Each country maintains its own registry through a certain company or organization. In addition, it is the registry's responsibility to record and update these addresses, as well as the information associated with them, on the root servers. A registry is under contract from its respective government to control domain name registration.

A **Registrar** is an organization or company, such as Register.com and Network Solutions, Inc., that is either authorized by ICANN (Internet Corporation for Assigned Names & Numbers, an organization dedicated to Internet governance) to provide registration services for the .com, .net, and .org global top-level domain names, or is authorized by its respective government to register domain names. A registrar must also be authorized by the registry to act as an agent of the registry to process domain name registration, where the agent is not a reseller. The registrar also has the responsibility to create and maintain a Whois database containing contact information related to domain names registered through its systems.

An organization can become a registrar by applying for accreditation through ICANN. If the organization meets a number of criteria required to be a registrar, it can begin registering the .com, net, and .org TLD's with the Registry. In addition, each registrar has the ability to set its own price for registering a domain name.

The **Registrant** is the individual or organization to whom a specific domain name is registered with a Registry. Once the registrant has registered the domain name, paid the associated fees and met certain conditions, the individual or organization holds the domain name for use for a specific period of time and can use the domain name for such purposes as web hosting and email services.

- **Global Top Level Domains (gTLD)**

The global top level domains are .com, .org, .net, .edu, .gov, and .mil. The .com, .net and .org are called "global" top level domains because they are not affiliated with any one country. Global domains are unrestricted -- this means individuals/organizations from any country can register a .com, .net or .org Web Address. You can also register as many domain names as you wish, as long as you pay the fees associated with registration.

The .com, .org and .net top level domains are the most commonly used TLD's. Each of these domains was originally intended for use by a certain group of web users. The .com TLD was originally intended for commercial web sites, the .org TLD was originally intended for non-profit organizations, and the .net TLD was originally intended for use by ISP's and network providers.

However, this is no longer the case. Currently, each of these top level domains is open to any registrant.

register.com offers domain name registration services in the .com, .net and .org gTLDs. In order to register a .gov, .edu or .mil domain name, the registrant must meet specific guidelines concerning the type of organization that will be using the domain name and the purpose of the site it will resolve to.

The [.mil] domain is reserved exclusively for the US military and agencies thereof. For information on registering a .mil domain name, visit the Department of Defense Network Information Center at <http://www.nic.mil>. On this page, you can find information about the requirements and process for registering a .mil domain name.

The purpose of the [.gov] domain is to provide naming conventions that identify US Federal government agencies in order to facilitate access to their electronic resources.”³ Requirements and procedures for registering a .gov domain name can be found at the .gov registry at <http://www.nic.gov>.

The .edu domain was originally intended for use by any educational institution. However, a recent decision was made to limit registrations in the .edu domain to 4 year colleges and universities. Information on the .edu domain can be found in RFC 1591, which is posted at <http://www.isi.edu/in-notes/rfc1591.txt>. All registrations for .edu domain names are processed through Network Solutions, Inc.⁴

- **Country Code Top Level Domains (ccTLD)**

Country-code domains (also called International Web Addresses) are country specific. Examples of domains included in this category are .uk, .us., .ca., .jp, .de., etc. These domain names function to locate an IP address in the same way as global top level domain names do. There are over 190 countries with country code top level domains that accept registrations for domain names, each with registration requirements unique to their country.

Some countries allow any registrant to register a domain name within its ccTLD. These countries are what are referred to as “open” countries. For instance, an organization responsible for a domain name can reside in the United States, but have its domain name registered in the .uk (United Kingdom) domain. However, other countries, referred to as “closed” countries, only allow organizations that meet strict guidelines, such as residency, etc., to register domain names within its ccTLD.

Register.com has partnered with the Registries of some “open” countries, to offer domain names within the TLD. Please visit <http://www.register.com> for a current list of ccTLDs available for registration through register.com

³ This definition is taken directly from RFC 2146, “U.S. Government Internet Domain Names”, which can be found in full at: <http://www.nic.gov/cgi-bin/new-domain>. Register.com is neither responsible for, nor takes credit for, the information found therein.

⁴ <http://www.networksolutions.com>

Domain Manager Checklist: before getting started

- **Do you have the username and password for the domain name you would like to edit?**
If you have more than one register.com profile (i.e. you registered multiple domain names using register.com and created a different user name and password profile for each domain name), be sure that you have the username and password for the domain name you intend to manage using Domain Manager.

Keep in mind that it is possible to have multiple domain names associated with a username and password profile. If you have more than one domain name associated with a username and password, you will be able to login and perform edits on all domain names associated with that username and password.

- **Do you have access to the email address on file for at least one of the Contacts listed with the domain name?**

Certain information edited within Domain Manager requires an authentication and confirmation process before the changes can take place. To perform this authentication, register.com sends a "confirmation of changes" message to a contact email address on file for the domain name with a link to complete the modification process.

- **Are you prepared with valid entries to modify your domain name information?**

Before beginning your modifications, verify the spelling, validity and registration status of the information you are going to enter with your ISP, web hosting company or Domain Name administrator.

If you intend to make changes to the DNS servers listed as authoritative for your domain name, you can visit the site below to verify the validity of or do a reverse look up on the DNS servers or the corresponding IP addresses.

- <http://www.nsiregistry.com>: At this site, you can check the central .com, .net and .org Registry for the validity and existence of name servers and their corresponding IP addresses, as well as the registration status of domain names.

Note: Entries in this database are updated every 24 hours. Newly registered domain names and DNS servers may not be listed.

When you are prepared with the above information to modify your domain name(s), visit <http://mydomain.register.com>, or visit www.register.com and click on the **Manage My Domain** hyperlink located on the left hand side of the screen. You are now ready to login to and begin using Domain Manager.

Getting Started

- **User Overview**

Domain Manager is a web-based application, accessible at <http://mydomain.register.com>. Available functions within the system are accessible through text links on the page.

- **Logging into Domain Manager**

Register.com customers login to Domain Manager using a username and password created at the time of domain name registration. Additionally, it is necessary to login with a specific domain name. If you have registered multiple domain names using the same user name and password profile, enter one of the domain names to gain access to Domain Manager – Once logged in, you will have access to make changes to any other domain names registered using the same profile. Be sure to use the proper combination of domain name and username and password (in the event that multiple domain names were registered with different user name and password profiles), in order to gain access to Domain Manager. These usernames and passwords are unique and case sensitive.

Note: If you forget your user name and/or password, please visit:

http://mydomain.register.com/forgot_password.cgi

Login to Domain Manager at <http://mydomain.register.com>, enter your username, password and domain name, then click the **Login** button. This will open the main screen of Domain Manager.

Welcome to register.com's Domain Manager!

Use Domain Manager to update the contact information associate with your Domain Name, manage zone file information and/or Domain Name Server (DNS) Information, see your history of domain registration, and much more.

Domain Manager

User Name:

Password:
(Password is case sensitive)

Domain Name:
(For Example: mybrand.com)

* All fields are required

Forgot your password or user name?
Want to change your password? [click here.](#)

Note: Only customers of register.com may use this application.
Please use your user name and password to access this application.
(typically established during the registration process)

Note: Usernames and passwords are case sensitive and, for security reasons, should not be shared or distributed. In addition, be sure you are entering the domain name without the http:// or www.

Functionality

Domain Manager Functionality can be separated into two “Categories”: DNS/Zone File functionality and register.com (registrar) related functionality.

DNS/Zone File Related Activities

DNS/Zone File Related information is the information contained in or related to name server or zone file entries. Since zone files are stored on the name servers that are authoritative for the domain name, any modifications to this information must be entered into the name server responsible for that domain name. Because of this, edits of this nature can only be done by those with direct access to the specific name server.

register.com customers can edit zone file information through Domain Manager **only** if the domain name lists register.com's domain name servers as authoritative for the domain name. The reason for this is that Domain Manager is capable of submitting updates to register.com's name servers, but cannot directly modify DNS entries on name servers administered by other organizations. Therefore, if a domain name lists a different organization's name servers as authoritative for the domain name, options to edit zone file information will not be available in Domain Manager.

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SOA](#)

IP Address/A Record

The IP Address for a domain name, one of the pieces of information that are stored in a domain name's zone file, can be edited to translate, or resolve, a domain name to an IP address of a computer on the Internet. The most common use for this translation is to connect domain names with their associated web servers or web sites on the Internet.

Domain Manager users have access to editing a domain name's IP Address and creating “A Record” host entries through Domain Manager as long as register.com's name servers are authoritative for the domain name.

Domain Alias/C Name

The Domain Alias section of Domain Manager allows for the creation of C-Names or entries such as “me.mybrand.com”.

register.com customers have access to editing a domain name’s Domain Alias information through Domain Manager as long as register.com’s name servers are listed as authoritative for the domain name.

MX (Mail Exchange) Records

MX Records specify the Mail Server(s) responsible for email distribution and delivery for a specific domain name. This information is also kept in the domain name’s zone file.

register.com customers have access to editing a domain name’s MX Records through Domain Manager as long as register.com’s name servers are listed as authoritative for the domain name.

SOA (Start Of Authority)

The SOA, or Start Of Authority, section holds information related to the amount of time data in a zone file should be cached, retried or refreshed by other name servers on the Internet.

register.com customers have access to editing a domain name’s SOA Information through Domain Manager as long as register.com’s name servers are listed as authoritative for the domain name. Please keep in mind that the default SOA settings for domain name registered through register.com typically do not need to be modified.

Note: Zone file related information (IP Addresses, Domain Aliases, MX Records and SOA Information) can be edited through Domain Manager regardless of whether register.com is the official registrar for the domain name. The domain name need only reside on register.com’s domain name servers and have been registered through register.com.

Registrar Related Functionality

Registrar related information is information that is directly maintained by the registrar (such as domain name contact and billing information) and authoritative DNS information for the purposes of updating the registry. Modifications of this nature can only be done through a domain name’s official registrar, using systems with either direct or indirect access to the registry.

Note: A domain name's zone file information is not considered 'registrar related'.

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Name Server Information

Name server, or DNS, information specifies the authoritative domain name servers for a domain name on file in the register.com database and ultimately with the registry.

- For .com, .net and .org domain names, the name server entries for a domain name are updated in register.com's WHOIS database immediately. It then takes 24-72 hours for this information to be distributed throughout the Internet's root servers.
- For .co.uk and .org.uk, the name server entries for a domain name are updated in the register.com WHOIS database immediately, but will not appear in Domain Manager until the change has been made with the UK registry. Please keep this in mind when making modifications to DNS information for .co.uk and .org.uk domain names, as any changes you make will not be immediately visible.
- For all other ccTLD domain names, the option to edit authoritative domain name server information will not be available, since modifications to DNS information for these domain names must be submitted directly to that country's registry. Please see Appendix 1 at the end of this manual for further information on available Domain Manager functionality for ccTLDs.

Domain Manager users have access to modify the DNS information listed as authoritative for a domain name as long as register.com is the registrar for the domain name.

Contact Info

Contact information for a domain name, which includes the Organizational, Administrative, Zone, Technical and Billing Contacts for the domain name is maintained by the registrar of the domain name.

Domain names registered through register.com and/or a register.com co branded site, with register.com as their official registrar, can edit their contact information, including Administrative, Zone, Technical, Organizational and Billing contacts, through Domain Manager.

Important Dates

- Any .com, .net or .org domain names registered through register.com prior to June 2, 1999 and/or domain names for which register.com is not the official registrar, will need to contact the domain name registrar on file for the domain name to modify contact and name server information (in most cases Network Solutions, Inc.).

- .co.uk and .org.uk domain names registered through register.com prior to July 21, 1999, will need to contact Compusolve at <http://www.compusolve.com/alteruk.htm> in order to modify contact and name server information.
- Contact and name server information updates for ccTLD domain names must be submitted to the appropriate registry for the domain name. For a list of contact information and resources, please visit <http://www.register.com/faq/index.cgi>, and click on the link for the ccTLD you are interested in.

Using Domain Manager

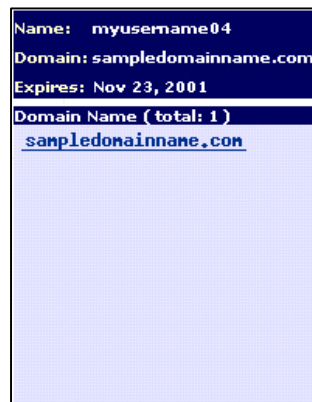


1. After the initial login, access to the main screen in Domain Manager will be granted.

Your username and the active domain name will be displayed in the blue area on the upper left hand side of the screen, along with expiration date of the current registration period for the active domain name.

Beneath this area, a list of your registered domain names are listed as links; clicking on a link for a particular domain name in this list will allow you to make modifications specific to that domain name.

If you have only one domain name associated with your user name, the blue field will appear as follows:



If you have multiple domain names associated with your user name, the blue field will appear as follows:



Again, you can choose to make modifications to any of the domain names listed by clicking on the appropriate domain name.

The top of the screen will display two menu bars with a number of options on them, each of which (except for **Questions**) can also be accessed from a hyperlink below it. These options are as follows:

- **Change IP:** This feature allows you to create, modify and delete the IP address to which your domain names resolve as well as create host entries such as shop.mybrand.com.
- **Domain Alias:** This feature allows you to create, modify and delete domain aliases for your domain name.
- **Change MX:** This feature allows you to create, modify and delete MX Record entries (specifications for mail servers responsible for distributing and delivering email) for your domain name.
- **SOA:** This feature allows you to view and edit the Start Of Authority information for your domain name.
- **Modify DNS:** This feature allows you to view and modify the authoritative name servers listed for your domain name, as well as register domain name servers associated with your domain name.
- **Contact Info:** This feature allows you to view and modify the contact information for your domain name (i.e. information that appears in WHOIS lookups as well as in the register.com database)
- **Billing:** This feature allows you to view and securely modify the billing information associated with your domain name.
- **Register Domain:** This feature allows you to register additional domain names, under the active user name profile, using a one-step registration process, which will bill the credit card on file for the last successful domain name registration through register.com.

The **Questions** option, available from the menu at the top of the screen, opens a screen on which you can navigate a list of Frequently Asked Questions sorted by category.

Note: In the following section, the phrase active domain will represent the domain name currently being worked on in Domain Manager (i.e., the domain name chosen from the list presented upon login by clicking its appropriate link).

Using Domain Manager⁵

Change IP

For Frequently Asked Questions about IP Addresses/A Records, please see Appendix 2 of this document.

To **Edit** an IP address for the active domain, complete the following steps:

1. Click the **Change IP** link on the **Main Menu**. A message will appear, stating that you are about to edit an IP Address for the domain name.

The screenshot shows the 'Domain Manager' interface with a yellow background. At the top, there are links: 'Change IP' (highlighted in red), 'Domain Alias', 'Change MX', and 'SOA'. Below these are links: 'Modify DNS', 'Contact Info', 'Billing', 'Register Domain', and 'Questions'. On the left, a sidebar shows domain information: 'Name: myusername84', 'Domain: sampledomainname.com', 'Expires: Nov 23, 2011', and 'Domain Name (total: 2)' with a list containing 'otherdomainname.com' and 'sampledomainname.com'. The main content area is titled '- Change IP -' and contains the text: 'You are about to "Edit" an IP address for sampledomainname.com. Use this feature to specify the IP address(es) to which your domain name resolves, and to create entries like shop.mybrand.com'. Below this, a table shows 'Domain name' as 'sampledomainname.com' pointing to 'IP address' '209.67.50.203'. A red prompt says 'Please select one of the following:', followed by three buttons: 'Edit IP', 'Add IP', and 'Delete IP'. At the bottom left, there is a 'Specify Domain Search:' field with a 'go' button.

2. Click Edit IP to continue. This will open a screen on which you can modify the IP Address information entries that are currently associated with your domain name.⁶

⁵ Please note that, for some functions associated with register.com's domain name servers (i.e., IP Addresses and Domain Aliases), wild card notation is permitted, by using a "*" to represent the domain name, for those users who wish to use this feature. Please see the Domain Manager Frequently Asked Questions for more information on this function.

Please also keep in mind that each of these features is only available for domain names that reside on register.com's name servers.

⁶ Please note that, generally, you should point your domain name to only one IP Address. In situations where you wish to point your domain name to more than one IP Address (for example, register.com resolves to both 209.67.50.203 **and** 209.67.50.201), please ensure that the web servers at both IP Addresses have the same information stored on them; otherwise, your domain name will access different information each time it is requested on the Internet.

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- Change IP -

You are about to edit an IP address for sampledomainname.com...

Domain name: sampledomainname.com points to IP address: 209.67.50.203

Would you like to make these changes?

[\[Our News\]](#) | [\[Domain News\]](#) | [\[Advertising\]](#) | [\[Employment\]](#) | [\[Our Mission\]](#)
[\[Strategic Alliances\]](#) | [\[Contact Us\]](#)

3. The default value entered into this field will be Register.com's Futuresite web server's IP address, or an IP address specified by the co brand partner at the time of registration. Futuresite is a free parking service located at 209.67.50.203, offered by Register.com, for users who register domain names through www.register.com. To modify this IP address, delete the current value that is populating the IP address field and type in the new IP address.
4. Click the **Yes** button to apply the changes. A confirmation screen will appear, outlining the changes you are about to make. Beneath the message "Are you sure you want to make this change?", click **Yes** to apply the new information, or **No** to return to the previous value.

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You have chosen to make the following changes:
 From (sampledomainname.com/209.67.50.203) to (sampledomainname.com/209.67.50.201)

Are you sure you want to make this change?

To confirm this change, you must click on the "Yes" button.
 Clicking "No" or any other link will prevent your changes from taking place.
 Modifications are normally visible within 12 hours. If your changes are not visible within 24 hours please complete a customer service ticket link to the customer service ticketing system.

Please note that the modifications will take from 3-24 hours to be applied.

To **Add** an IP Address to the active domain, complete the following steps:

1. Click the **Change IP** link on the **Main Menu**. A message will appear, stating that you are about to edit an IP Address for the domain name. Click **Add IP** to continue. This will open a screen on which you can add an IP Address entry for the active domain name.
2. Enter the active domain name in the left hand field, and the IP Address that you would like it to resolve to in the right hand field. Click the **Yes** button to continue, if the information is correct.
3. A confirmation screen will appear, outlining the changes you are about to make. Beneath the message, "Are you sure you want to make this change?", click **Yes** to apply the new information, or **No** to return to the previous value.

Please note that the modifications will take from 3-24 hours to be applied.

To **Delete** an IP Address from the active domain, complete the following steps:

1. Click the **Change IP** link on the **Main Menu**. A message will appear, stating that you are about to edit an IP Address for the domain name. Click **Delete IP** to continue. This will open a screen on which you can delete an IP Address entry from the list of current IP Addresses for the active domain name.
2. From the list of IP Addresses that appear, click the select box to the left of the entry that you would like to delete. Keep in mind that you can "un-delete" this information at any time. Click the **Yes** button to continue, if you are certain you wish to delete the IP Address.
3. A confirmation screen will appear, outlining the changes you are about to make. Beneath the message, "Are you sure you want to make this change?", click **Yes** to apply the new information, or **No** to return to the previous value.

Please note that the modifications will take from 3-24 hours to be applied.

Alias Records

For Frequently Asked Questions about Domain Aliases/C Names, please see Appendix 2 of this document.

To **Edit** Domain Alias records for the active domain name, complete the following steps:

1. Click the **Domain Alias** link on the Main Menu. This will open a screen with a list of domain aliases, on which you can choose to Add, Edit or Delete domain aliases for the active domain.

The screenshot displays the 'Domain Manager' interface. At the top, there are navigation links: 'Change IP', 'Domain Alias' (highlighted), 'Change MX', and 'SOA'. Below these are more links: 'Modify DNS', 'Contact Info', 'Billing', 'Register Domain', and 'Questions'. On the left side, a box shows domain details: 'Name: myusername04', 'Domain: sampledomainname.com', 'Expires: Nov 23, 2003', and a list of 'Domain Name (total: 2)' including 'otherdomainname.com' and 'sampledomainname.com'. The main content area is titled '- Domain Alias -' and explains that domain aliasing allows associating a name with another domain. It shows a table of 'Domain Aliases' with two entries: 'ftp.sampledomainname.com' pointing to 'sampledomainname.com' and 'www.sampledomainname.com' pointing to 'sampledomainname.com'. Below the table, it says 'Please select one of the following:' and provides three buttons: 'Edit Alias', 'Add Alias', and 'Delete Alias'. At the bottom, there is a 'Specify Domain Search:' field with a 'go' button.

2. Click the **Edit Alias** button to modify Domain Aliases that are currently defined for the active domain.

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[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

Domain Alias

Domain Aliasing allows you to create entries like shop.mybrand.com which can resolve to any other domain name on the Internet.

You are about to "Edit" Domain Alias for sampledomainname.com...

Domain Alias: <input type="text" value="ftp.sampledomainname.com"/> <input type="text" value="www.sampledomainname.com"/>	Domain Name: <input type="text" value="sampledomainname.com"/> <input type="text" value="sampledomainname.com"/>
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yes **no**

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[\(Strategic Alliances\)](#) | [\(Contact Us\)](#)

3. By default, the www and ftp aliases will already be entered to resolve to the domain name. This setting allows yourdomain.com, www.yourdomain.com and ftp.yourdomain.com to resolve to the same IP address. You can change these aliases to resolve to another domain by clicking in the **Domain Name** field and deleting the domain. Then, enter a new domain for the domain alias to resolve to.
4. Once you have entered the new information, click the Yes button to continue with the changes. A confirmation page will appear, outlining the changes you are making. To apply the Domain Alias information, click Yes.

Domain Manager

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[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

You have chosen to change your alias from
 (ftp.sampledomainname.com points to sampledomainname.com)
 to
 (ftp.sampledomainname.com points to otherdomainname.com).

Are you sure you want to make this change?

yes **no**

To confirm this change, you must click on the "Yes" button.
 Clicking "No" or any other link will prevent your changes from taking place. Modification to zone file information requires up to 24 hours to take effect.

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[\(Strategic Alliances\)](#) | [\(Contact Us\)](#)

5. You will be returned to the main Domain Alias screen, on which you can view your changes.

Please note that the modifications will take from 3-24 hours to take effect.

To **Add** Domain Alias records to the active domain name, complete the following steps:

1. Click the **Domain Alias** link on the Main Menu. This will open a screen with a list of domain aliases, on which you can choose to Add, Edit or Delete domain aliases for the active domain. Click the **Add Alias** button to add a Domain Alias to the list of aliases that are currently defined for the active domain.
2. A screen with an empty field to create a new Domain Alias will open. Enter the new alias in the left hand field, and enter the new destination domain in the right hand field. Click the Yes button to continue with the changes.
3. A confirmation screen will open with an outline of the changes you are about to make. To apply the new Domain Alias, click the Yes button. This will bring you back to a screen on which you can view the list of domain aliases

Please note that the changes will take 3-24 hours to take effect.

To **Delete** Domain Alias records from the active domain name, complete the following steps:

1. Click the **Domain Alias** link on the **Main Menu**. A message will appear, stating that you are about to edit an IP Address for the domain name. Click **Delete Alias** to continue. This will open a screen on which you can delete a Domain Alias entry from the list of current Domain Aliases for the active domain name.
2. From the list of Aliases that appear, click the select box to the left of the entry that you would like to delete. Keep in mind that you can "un-delete" this information at any time. Click the **Yes** button to continue, if you are certain you wish to delete the Domain Alias.
3. A confirmation screen will appear, outlining the changes you are about to make. Beneath the message, "Are you sure you want to make this change?", click **Yes** to apply the new information, or **No** to return to the previous value.

Please note that the changes will take from 3-24 hours to be applied.

Mail Exchange Records

For Frequently Asked Questions about MX Records, please see Appendix 2 of this document.

To **Edit** the MX Records for the active domain, complete the following steps:

1. Click the **Change MX** link on the Main Menu. This will open the MX Record screen, which lists the current MX Record entries (mail servers specified for your domain name) for the active domain.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SQA](#)

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

- Change MX -

Use this feature to specify the mail server that will be responsible for the email distribution for that domain name.

Note: Please check with your ISP or mail server administrator before making MX modifications to ensure that any MX entries you add are configured to handle email for your domain name currently.

Host Name	Priority	Mail Server
sampledomainname.com.Hi		mail2.siteamerica.com
sampledomainname.com.Med		relay1.exodus.net
sampledomainname.com.Med		relay2.exodus.net
sampledomainname.com.Med		relay3.exodus.net
sampledomainname.com.Med		relay4.exodus.net
sampledomainname.com.Med		relay5.exodus.net
sampledomainname.com.Med		relay6.exodus.net

Specific Domain Search:

Please select one of the followings:

2. By default, the mail2.siteamerica.com mail server will be set to the highest priority for the domain name. Please note that this mail server does not have an email account set up for the active domain at the time of registration unless email services are contracted from register.com. This mail server is provided to facilitate this process.
3. Click the Edit MX button to reach a screen on which you can modify your MX Record information. You can change the MX Record entry for the active domain name by deleting the mail server currently entered in the right hand field and entering a new mail server.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SOA](#)

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

- Change MX -

You are about to edit MX records for `sampledomainname.com...`

Host Name	Priority	Mail Server
<code>sampledomainname.com</code>	Hi	<code>mail2.siteamerica.com</code>
<code>sampledomainname.com</code>	Med	<code>relay1.exodus.net</code>
<code>sampledomainname.com</code>	Med	<code>relay2.exodus.net</code>
<code>sampledomainname.com</code>	Med	<code>relay3.exodus.net</code>
<code>sampledomainname.com</code>	Med	<code>relay4.exodus.net</code>
<code>sampledomainname.com</code>	Med	<code>relay5.exodus.net</code>
<code>sampledomainname.com</code>	Med	<code>relay6.exodus.net</code>

Would you like to make these changes?

yes no

- Using the pick list between the two fields, set the priority for the mail server.

A Note on MX Record Priority:

When email is sent to a domain name level email address, the MX record assists in the delivery process by directing the email to the mail server set with the highest priority for email distribution. However, if this server is unavailable, it will try the next server in the hierarchy, and so on. Therefore, each level lower in priority is a backup server for the server above it.

In register.com's system, priorities are assigned in the following manner:

Extra High
High
Medium
Low
Extra Low

These settings basically correspond to a numerical system in which the number closest to zero signifies the highest priority. For example, the hierarchy listed above could correspond to:

0	or	5
10		10
20		15
30		20
40		25
50		30

Regardless of which numbers are used, the lowest number must always correspond to the highest priority.

5. Once you have entered the new information, click the **Yes** button to continue with the changes. A confirmation page will appear, outlining the changes you are making. To apply the new MX Record entry, click **Yes**.

6. You will be returned to the main MX Record screen, on which you can view your changes.

Please note that the modifications will take from 3-24 hours to take effect.

Note: Mail servers listed for a domain name must be configured to distribute email for the specific domain name. This configuration must be made directly on the mail server, and cannot be done through ISP Manager.

Additionally, relay servers included in the initial domain name registration may or may not function as backup for other primary mail servers. Depending upon the mail service specified, the mail servers indicated may have already been configured to handle mail for the domain name.

Start of Authority Record

For Frequently Asked Questions about Start of Authority Information Records, please see Appendix 2 of this document.

To view and/or edit the SOA resource records, complete the following steps:

1. Click the **SOA** link on the **Main Menu** at the top of the screen. This will open the SOA screen, on which you can view the list of current Start of Authority information.

The screenshot shows the 'Domain Manager' interface. At the top, there are links: 'Change IP', 'Domain Alias', 'Change MX', and 'SOA' (highlighted in red). Below these are links: 'Modify DNS', 'Contact Info', 'Billing', 'Register Domain', and 'Questions'. The main content area is titled '- SOA -' and contains a text box with the following information: 'Name: myusername04', 'Domain: sampledomainname.com', 'Expires: Nov 23, 2001', 'Domain Name (total 2): otherdomainname.com, sampledomainname.com'. To the right of this text box is a large blue area. Below the text box is a 'Specific Domain Search' field with a 'go' button. To the right of the text box is a section titled 'Currently,' which lists the following values: 'Serial Number: 1999112408', 'Refresh Rate: 10800 Seconds', 'Retry Rate: 86400 Seconds', 'Expire Time: 604800 Seconds', and 'Time To Live: 3600 Seconds'. Below this list is a red text prompt: 'Do you want to modify the information?' with 'yes' and 'no' buttons.

2. To edit the **Refresh**, **Retry**, **Expire** or **Time to Live** values, click the **Yes** button to open a screen with modifiable fields.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | **SOA**

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

- SOA -

The SOA, or Start of Authority, resource record indicates that the name servers you specify can provide authoritative responses to name server requests for this domain.

Currently,

Serial Number:	1999112408	
Refresh Rate:	10800	Seconds
Retry Rate:	3600	Seconds
Expire Time:	604800	Seconds
Time To Live:	3600	Seconds

Would you like to make these changes?

- To change any of the SOA entries, enter a new value into the field, then click the **Change** button. This will apply the changes to the active domain.
- A confirmation screen will appear, outlining the changes you are about to make. To accept the changes, click Yes. You will then be brought to a screen on which you can view the modifications you have just made.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | **SOA**

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

- SOA -

You are about to change the SOA information,

Change time to live from 3600 to 3601

Are you sure you want to make this change?

To confirm this change, you must click on the "Yes" button.
Clicking "No" or any other link will prevent your changes from taking place.
Modifications are normally visible within 12 hours. If your changes are not visible within 24 hours please complete a customer service ticket link to the customer service ticketing system.

Please note that the changes will take from 3-24 hours to take effect.

Name Server Information

For Frequently Asked Questions about Domain Name Server Entries, please see Appendix 2 of this document.

Click the **Modify DNS** link to open the DNS Information Screen.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SOA](#)

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

- Modify DNS (Domain Name Server) -

You are about to edit the name servers for **sampledomainname.com**

The Domain Name Servers you specify will be responsible for information about your domain name.

☐ Delete

☐ Delete

Specify Domain Search:

This change must be confirmed by email.
Where would you like your confirmation sent?

☒ morrisd@register.com

☐ wizard@register.com

Would you like to make these changes?

1. From this screen you can specify the domain name servers that you would like listed as authoritative for the active domain name.
2. To assign a new primary or secondary authoritative name server for the active domain, click in either the first or second field to edit the information. Delete the name of the current authoritative name server and enter the name of the new authoritative name server.
3. Keep in mind that Domain Manager does not require IP Addresses for name servers in order to specify servers for your domain name; the application will attempt to ascertain the IP Address for the server specified at the time of the modification. In the event that an IP Address cannot be found for the domain name server, the system will prompt you to enter a valid IP address for the server.

Note that if you change the authoritative DNS server for a domain name to a DNS server that is not controlled by register.com, you will no longer have access to edit the zone file

for that domain name using ISP Manager. The name server administrator responsible for the new authoritative domain name servers must complete any required edits to the zone file information after the authoritative name servers are changed. For example, if the authoritative name servers for yourdomain.com are changed from dns1.register.com and dns2.register.com to dns1.newdns.com and dns2.newdns.com, the company that owns dns1.newdns.com and dns2.newdns.com is then responsible for creating and maintaining the zone file on their name servers.

4. To apply any changes you have made, you will need to confirm the changes through email authentication. A confirmation email will be sent to the email address of the administrative contact for the domain name containing a link to a page on which you can confirm the changes. When you receive the email, click on the link enclosed in the message to complete the changes. If you have more than one email address associated with the administrative contact for the domain name, choose the email address that you would like the confirmation email sent to by clicking the select circle next to the appropriate address.



The screenshot shows a web page titled "Domain Manager" with a yellow background. At the top, there are navigation links: "Change IP", "Domain Alias", "Change MX", and "SOA". Below these are more links: "Modify DNS", "Contact Info", "Billing", "Register Domain", and "Questions". The main content area contains the following text:

You are about to **delete** the following nameservers:

- dns13.register.com
- dns14.register.com

You are about to **add** the following nameservers:

- dns3.register.com
- dns4.register.com

Are you sure you want to make this change?

Below this text are two buttons: "yes" and "no".

At the bottom, there is a disclaimer: "To confirm this change, you must click on the 'Yes' button. Clicking 'No' or any other link will prevent your changes from taking place. Modifications are normally visible within 12 hours. If your changes are not visible within 24 hours please complete a customer service ticket link to the customer service ticketing system."

5. Click the Yes button to generate the confirmation email.
6. Once the changes have been confirmed via email, it will take 24-72 hours for the information to be distributed throughout the Internet's root servers.

Registering a Name Server using ISP Manager

Register.com customers are able to register a new .com, .net or .org domain name server, which contains the name of the active domain name, through the **Modify DNS** function in Domain Manager. In order to do so, complete the following:

1. Enter the name of the Name Server that you would like to register in one of the Name Server fields. Click the Change button to submit the new registration.

dns13.register.com ☐ Delete

dns14.register.com ☐ Delete

dns3.register.com

dns4.register.com

This change must be confirmed by email.
Where would you like your confirmation sent?

☒ memis3@register.com

☐ vicarol@register.com

Would you like to make these changes?

2. You will be prompted to enter the IP address of the new name server to resolve to. Enter this information and then click **Change** to submit the registration. To register new domain name servers, you will need to go through email authentication. A confirmation email will be sent to the administrative contact on file for the domain name.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SOA](#)

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

You are about to add the following nameservers:
ns.sampledomainname.com

Are you sure you want to make this change?

Your entry indicates that you are attempting to register a DNS server with the registry. Our system is unable to locate the corresponding IP address for this DNS server. Please enter the IP address(es) of the DNS server you are attempting to register.

ns.sampledomainname.com

To confirm this change, you must click on the 'Yes' button.
Clicking 'No' or any other link will prevent your changes from taking place.
Modifications to DNS information require 24-72 hours to take effect.

3. Once the changes have been confirmed and the information you have provided is valid, the registration will be submitted to the registry and you will receive a confirmation message. In the event that invalid information is entered into these fields, the application will prompt you again to enter a new IP address for the name server.

Register.com can register ccTLD domain names submitted through the Ticketing System. Please visit http://www.register.com/create_ticket.cgi and submit a request to register your ccTLD name server

Contact and Billing Information⁷

For Frequently Asked Questions about Contact Records, please see Appendix 2 of this document.

To edit the Contact or Billing Information associated with the active domain name, complete the following steps:

1. Click the **Contact Info** or **Billing** link on the Main Menu. This will open a screen on which you can choose to edit the Administrative, Organizational, Technical, Zone or Billing Contact associated with the active domain name.
2. Click the link for the Contact type that you would like to edit. On this screen, you can view the current contact information for the contact type. If you would like to edit the information, click the **Yes** button at the bottom of the screen.

The screenshot displays the 'Domain Manager' interface. At the top, there are links: 'Change IP', 'Domain Alias', 'Change MX', and 'SOA'. Below these are 'Modify DNS', 'Contact Info' (highlighted in red), 'Billing', 'Register Domain', and 'Questions'. On the left, a box shows domain details: 'Name: myusername64', 'Domain: sampledomainname.com', 'Expires: Nov 28, 2001', and a list of domain names including 'otherdomainname.com' and 'sampledomainname.com'. At the bottom left is a 'Specific Domain Search' field with a 'go' button. On the right, a table titled 'Administrative Contact Information For sampledomainname.com' contains fields for Organization, First Name, Last Name, Phone, Contact Fax, Address, City, State, Postal/Zip Code, Country, and E-Mail Account. At the bottom right, a red prompt asks 'Do you want to modify this information?' with 'yes' and 'no' buttons.

Administrative Contact Information For sampledomainname.com	
Organization:	register.com, Inc.
First Name:	John
Last Name:	Smith
Phone:	212-758-9166
Contact Fax:	
Address:	675 6th Avenue
City:	New York
State:	NY
Postal/Zip Code:	10019
Country:	US
E-Mail Account:	msiroli@register.com

⁷ All fields within the Contact Information are required, with the exception of Fax Number and State.

3. A screen will open on which you can enter new Contact Information for the contact type you have chosen. Any modifications you make to the Contact Information will only be associated with the active domain name; the changes will not be applied to every domain name within an account. Change the information contained in the record by deleting the current value and entering new information.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SOA](#)

[Modify DNS](#) | **[Contact Info](#)** | [Billing](#) | [Register Domain](#) | [Questions](#)

Administrative Contact Information For
sampledomainname.com

Organization:	register.com, inc.
First Name:	John
Last Name:	Smith
Phone:	212-798-9166
Contact Fax:	
Address:	575 8th Avenue
City:	New York
State:	NY
Postal/Zip Code:	10018
Country:	United States
E-Mail Account:	nyworld@register.com

Would you like to apply these changes to:

Organizational: yes ☐ no ☒

Zone: yes ☐ no ☒

Technical: yes ☐ no ☒

Apply To All Of Above: yes ☐ no ☒

Do you want to modify this information?

yes no

4. Below the contact record, you have the option to apply the changes to the other contact types in the contact information for the active domain. You can choose to make the changes to other contact types by clicking in the **Yes** select circle to the right of the Contact Type.
5. Click the Yes button to continue. A confirmation screen outlining the changes you are about to make will open. Click Continue to apply the changes or Cancel to return to the original contact information.

Domain Manager

[Change IP](#) | [Domain Alias](#) | [Change MX](#) | [SOA](#)

[Modify DNS](#) | [Contact Info](#) | [Billing](#) | [Register Domain](#) | [Questions](#)

You have chosen to apply this contact information to your Administrative Contact

Contact Information For sampledomainname.com	
Organization:	register.com, inc.
First Name:	John
Last Name:	Smith
Phone:	212-555-9166
Contact Fax:	
Address:	575 8th Avenue
City:	New York
State:	NY
Postal/Zip Code:	10018
Country:	US
E-Mail Account:	vkard@register.com

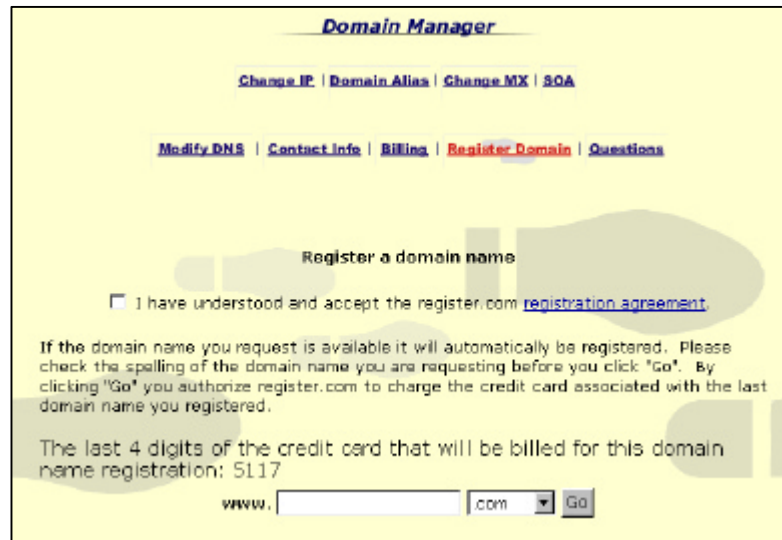
Do you want to modify this information?

[continue](#) [cancel](#)

6. Once you have clicked Continue to confirm the changes, a screen will open that shows the changes you have just made to your contact information.

Registering a New Domain Name

To register a new domain name using one-step registration through Domain Manager, click the **Register Domain** link on the Main Menu.



The screenshot shows a web interface titled "Domain Manager" with a yellow background. At the top, there are links: "Change IP", "Domain Alias", "Change MX", and "SOA". Below these are more links: "Modify DNS", "Contact Info", "Billing", "Register Domain" (highlighted in red), and "Questions". The main heading is "Register a domain name". Below this is a checkbox labeled "I have understood and accept the register.com registration agreement." with a link to the agreement. A paragraph explains that if the domain is available, it will be registered automatically, and users should check the spelling before clicking "Go". It also states that clicking "Go" authorizes register.com to charge the credit card associated with the last domain name registered. Below this, it says "The last 4 digits of the credit card that will be billed for this domain name registration: 5117". At the bottom, there is a text input field preceded by "www.", a dropdown menu currently showing ".com", and a "Go" button.

Before registering a domain name through Domain Manager, you must read and agree to the register.com Registration Agreement, located at

<http://test.register.com/service-agreement.cgi>

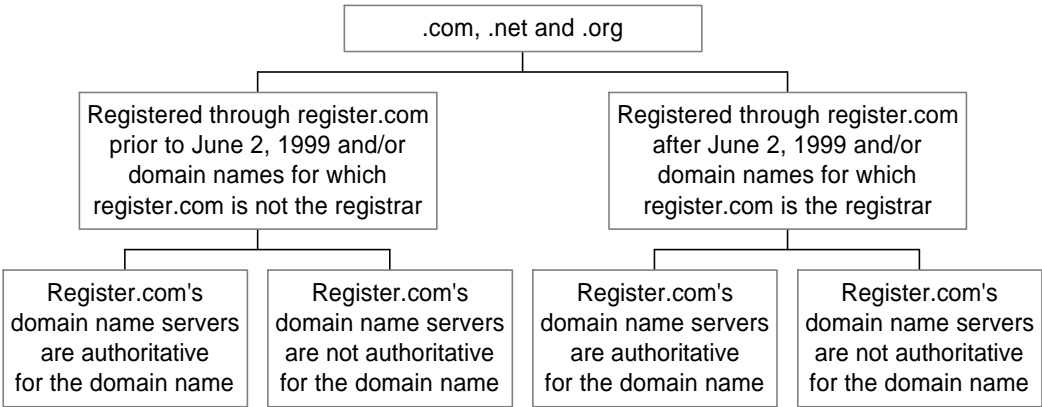
Once you have read, understood and accepted the registration agreement, click the select box to the left of the statement to be able to continue.

Enter the domain name you would like to register in the field provided. Choose the TLD you would like to register in using the pick list to the right of the field. Then, click the **Go** button. If the domain name is available, it will automatically be registered using the last credit card on record with register.com as having been billed.

Appendix 1 – Domain Manager Functionality

Domain Manager Functionality

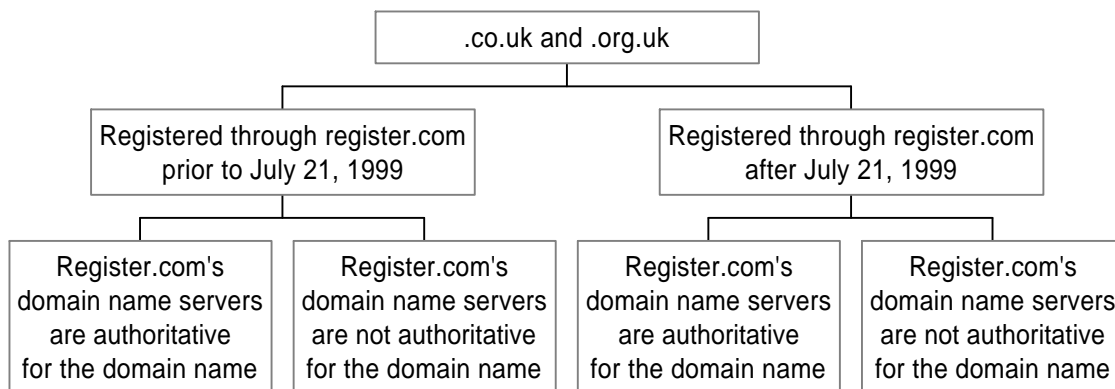
.com, .net and .org TLDs



Edit IP Address	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit Domain Alias	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit MX Records	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit SOA Info	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit DNS Info	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Contact Info	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Domain Manager Functionality

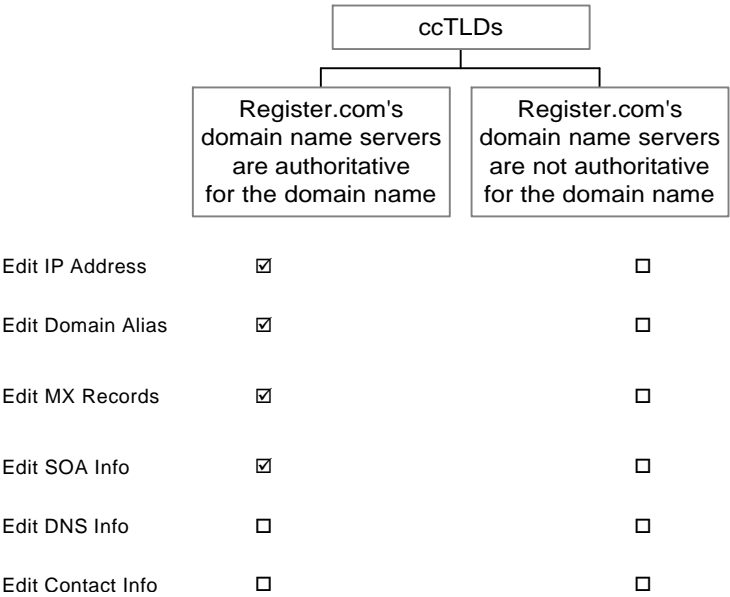
.co.uk and .org.uk



Edit IP Address	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit Domain Alias	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit MX Records	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit SOA Info	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Edit DNS Info	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Contact Info	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Domain Manager Functionality

all ccTLDs
(excluding .co.uk and .org.uk)



Appendix 2 – Frequently Asked Questions

- General Questions
- IP Address Questions
- Domain Alias Questions
- MX Record Questions
- SOA Questions
- Name Server Questions
- Contact Information Questions
- Billing Information Questions

General Questions

What is domain manager? Who has access to Domain Manager?

Domain Manager is a utility developed by Register.com to allow our customers to have direct control over their domain names. It gives customers the functionality to edit their domain name server information, IP addresses, contact and billing information, domain aliases and email address. Domain Manager is only available to customers that have registered their domain names through www.register.com, and is located at <http://mydomain.register.com>.

.com, .net & .org

If you registered your .com, .org or .net domain name through register.com after June 2, 1999 and your domain name lists register.com's domain name servers as authoritative, you will have full functionality in Domain Manager, which includes editing contact information, billing information, domain aliases, IP addresses, MX Records, SOA Information and domain name server information.

If you registered your .com, .org or .net domain name through register.com after June 2, 1999 and your domain name does not list register.com's domain name servers as authoritative, you will have access to edit name server information and Contact information only.

If you registered your .com, .net or .org domain name through register.com prior to June 2, 1999 and your domain name lists register.com's name servers as authoritative, you will only have the functionality to edit IP Addresses, Domain Aliases, MX Records and SOA Information associated with the domain name.

If you registered you .com, .net or .org domain name through register.com prior to June 2, 1999 and your domain name does not list register.com's name servers as authoritative, you will be able to login to Domain Manager, but will not have access to any functionality.

This is due to the fact that register.com began registrations in the .com, .net and .org domain names as an official registrar on June 2, 1999. Any registrations submitted to our company before this date use Network Solutions, Inc. as the registrar, and therefore must make changes through Network Solutions. To make changes to your domain name through Network Solutions, please visit <http://www.networksolutions.com/makechanges>

.co.uk and .org.uk

For .co.uk and .org.uk domain names registered through register.com before July 21, 1999 that reside on register.com's domain name servers, you can modify domain aliases, MX Records, SOA Information and IP address information using Domain Manager, located at <http://mydomain.register.com>. For all other modifications, including DNS information and Contact Information, please contact Compusolve at <http://www.compusolve.com/alteruk.htm>.

For .co.uk and .org.uk domain names registered through register.com before July 21, 1999 that do not reside on register.com's domain name servers, all modification requests must go through Compusolve at <http://www.compusolve.com/alteruk.htm>.

For .co.uk and .org.uk domain names registered through register.com after July 21, 1999 that reside on register.com's domain name servers, you can modify domain alias, MX Record, SOA Information and IP address information using Domain Manager. You may also modify your contact information and DNS information through Domain Manager, and it will be submitted directly to the .uk registry.

For .co.uk and .org.uk domain names registered through register.com after July 21, 1999 that do not reside on register.com's domain name servers, you can modify contact information and DNS information through Domain Manager. However, IP addresses, domain aliases, MX Record and SOA Information modifications must go through your current web hosting company or ISP.

All other ccTLD's

For all other ccTLD's that were registered through www.register.com, changes to Contact information and DNS Information must be made through the respective registry for that country. Please visit <http://www.register.com/faq/index.cgi> and click on the link for the ccTLD you are interested in.

If the ccTLD domain name lists register.com's domain name servers as authoritative for the domain name, you will have access to edit IP Addresses, Domain Aliases, MX Records and SOA Information.

Is there a charge for using Domain Manager or for making any changes to my domain name through the application?

No, any modifications you make to your domain name through Domain Manager are free of charge.

I have multiple domain names, but they do not all appear when I login to Domain Manager.

In the event that you have multiple domain names, all of which do not appear when you login to Domain Manager, it means that you have registered the domain names that do not appear in the group under a different username and password.

In order to login to Domain Manager with access to the domain names not included in your list, you need to login using the username and password associated with the other domain name(s).

If you forgot the password for these domain names, please visit http://mydomain.register.com/forgot_password.cgi and enter the domain name for which you wish to login to Domain Manager. This will generate an email containing your Username for that domain name with instructions on creating a new password. Once you have created a new password, you can login to Domain Manager to edit the domain name(s) that were missing from your previous list.

Can I edit my URL Forwarding Account through Domain Manager?

Currently, in order to make modifications to the destination URL for your URL Forwarding account, you must contact register.com through the Ticketing System, found at http://www.register.com/create_ticket.cgi. These modifications must be made for you through a Customer Support Representative.

How can I change my password for Domain Manager?

To change the password associated with your username, please visit http://mydomain.register.com/forgot_password.cgi

Enter the username that you would like to change the password for; an email will be sent to the administrative contact email address on file for the domain name that includes instructions on changing your password. Follow these instructions in order to complete the password change.

I forgot my username and password

In the event that you cannot recall your domain name's username or password, please visit the following URL: http://mydomain.register.com/forget_password.cgi

On this screen, enter your username or domain name to determine the password and/or username for the account. Keep in mind that a domain name does not include a prefix, such as www or http://. Simply type the domain as domainname.com, rather than www.domainname.com.

Click Continue. An email will be sent to the email address of the Administrative Contact on file for your domain name with further instructions on updating your password.

In the event that this process does not correct the problem, please create a customer support ticket at the following URL: http://www.register.com/create_ticket.cgi.

I am having trouble confirming my changes through Domain Manager using the link in the email. How can I confirm my changes?

During the confirmation process for certain changes initiated using Domain Manager, an email with a confirmation URL will be sent to you by our systems. If your email program supports HTML, the URL in the email you receive will show up as a hyperlink on one line – clicking on this link will allow you to proceed to the final step in the confirmation process. In the event that the email program you are using does not display the URL as a hyperlink or the URL is broken into two lines, do not click on it. Instead, please follow the copy and pasting instructions below to complete the confirmation process.

Note: If the URL wraps to a second line, you will need to copy and paste the first and second line, since web browsers do not support text wrapping.

Highlight the URL with your cursor. Once you have highlighted the URL, hit CTRL + C to copy the highlighted area.

Open an Internet browser window and click in the Address or Location field. Hit CTRL + V to paste the URL into the address field. If necessary, repeat this process with the second line of the URL.

Please be sure to delete any spaces if there are any embedded in the URL - otherwise you will not be able to connect to the proper confirmation page. Please note that the confirmation URL ends in a lower case x, “x”. Check to make sure that the URL you have pasted into your browser also ends in “x”.

Once you have entered and looked over the URL, hit the enter key on your keyboard, or click the Go button if you are using Internet Explorer. The web page accessed will allow you to complete the final step in the confirmation process.

Can I change my username?

No. Usernames established at the time of registration through www.register.com uniquely identify the registrant and cannot be changed, unless the registrant requests a transfer of ownership for the domain name. In any other case, however, the password associated with the username is the only information that can be changed.

Why do I have different Domain Manager functionality available for different domain names registered through register.com?

If you have multiple domain names registered through www.register.com that have different functionalities when you login to Domain Manager, please check the following list for the capabilities available for the individual domain name:

- **You are able to edit domain name server and contact information for a domain name, but have no access to IP Addresses, Domain Aliases, MX Records or SOA Information:** This basically means that the domain name uses register.com as its registrar, but the domain name servers listed as authoritative for the domain name are administered through a different organization. Therefore, register.com cannot apply changes to the zone file information for the domain name.

- **You are able to edit IP Addresses, Domain Aliases, MX Records and SOA Information for a domain name, but not Contact Information or DNS Information:** This functionality means that the domain name lists register.com's domain name servers as authoritative for the domain name, but does not use register.com as its registrar. Therefore, register.com cannot offer the functionality to change your DNS information or Contact information.
- **You do not have access to edit any information in Domain Manager:** This means that the domain name you logged in with does not use register.com as its registrar, nor does it list register.com's domain name servers as authoritative for the domain name. Register.com has no authority for editing information for these domain names.

Can I consolidate domain names under different usernames into one account?

In order to consolidate domain names that were originally registered under different domain names into one account with one username and password, you would need to transfer the ownership of the domain names that are not included under the desired username to reflect the change.

However, usernames are associated with a domain name, and cannot be changed. The only way to change the username that a domain name is associated with is to change ownership.

My ISP registered my domain name for me and listed themselves as the administrative contact.

If you contracted your ISP or web hosting company to register a domain name for you and the registration has an individual from the company listed as the administrative contact for the domain name (the "owner"), please visit the following URL and create a Ticket to send to register.com customer support:

http://www.register.com/create_ticket.cgi

IP Address Questions

What is an IP Address?

Every computer on the Internet can be located on the Internet by a unique, numerical address called an **IP Address**, which consists of four sets of numbers, ranging from 0 to 255, separated by dots (for example: 209.67.50.203). The Domain Name System allows people to give this numerical address a name, because a name such as “register.com” is easier to remember than a number like “209.67.50.35”.

When you browse the Internet with a web browser like Internet Explorer or Netscape Navigator, it is an example of IP Addresses at work. For example, if you were to type www.register.com into your web browser, your browser would really be connecting to the computer on the Internet whose identifying numerical IP address is 209.67.50.35. The Domain Name System allows you to use the familiar name of register.com, which is then **resolved** (translated to with the assistance of DNS servers) to the numerical IP address 209.67.50.35.

What do I need an IP Address for?

Every domain name on the Internet must resolve to an IP Address. If a domain name does not resolve to an IP Address, the domain name would be meaningless on the Internet. Your domain name needs to translate into an IP address in order for it to resolve to a computer (typically, a web server or mail server) on the Internet.

Where can I get an IP Address?

ISP's and Web Hosting Companies typically provide you with an IP Address of one of their servers, when you contract web hosting or other Internet services from them. Once you have this information, you can assign the IP Address to your domain name through Domain Manager, thereby connecting your domain name to the server on the Internet responsible for your web site.

Do I need to edit my IP Address if I sign up for web hosting?

When you sign up with a company for web hosting services, your web site will reside on a computer at a certain IP Address, which is maintained by your ISP or Web Hosting Company. Therefore, if you wish to have your domain name resolve to your web site, you must assign the IP Address of the web server that contains your web site to your domain name using the IP Address function in Domain Manager.

In the event that your web hosting company or ISP directs you to change the name servers (DNS) listed as authoritative for your domain name to DNS servers that they administer, the IP address section of Domain Manager is no longer relevant; the administrator of the new DNS servers will need to create the necessary zone file entries for your domain name using their own systems. Domain Manager can only edit zone file information (such as IP addresses) on name servers administered by register.com.

Your web hosting or ISP Company may provide you with the following two options:

Option 1: Update the authoritative DNS servers listed with the registry for your domain name to name servers that they manage so that they can administer your zone file entries using their internal systems.

Option 2: Allow register.com's DNS servers to remain authoritative for your domain name and simply edit the IP Address, so that your domain translates to the IP address of the computer that is hosting your web site.

Option 2 is typically a quicker means of achieving the same objective of connecting your domain name to the web server hosting your web site. Updates to the IP Address on register.com's name server typically take 24 hours to take effect, whereas changing the name servers listed as authoritative for the domain name takes 24-72 hours to take effect with the central registry.

What IP Address is assigned to new domain name registrations?

Register.com provides a default IP Address to all new domain name registrations processed through www.register.com. The site, located at 209.67.50.203, is called register.com's FutureSite. The site located at that IP Address is a single screen informing visitors that a site will be "Coming Soon" to that domain name.

This service, also known as Free Parking, is provided to any customers that register their domain name through www.register.com. You may keep your domain name "parked" on this site for as long as necessary.

Can I upload a website to the FutureSite Web Server and/or edit FutureSite in any way?

The FutureSite, or Free Parking, page that newly registered domain names resolve to cannot be edited or uploaded to. FutureSite is provided to register.com's customers as a placeholder for a domain name until the customer contracts web hosting for the domain name. An ISP or web hosting company can provide you with web space to which you can upload your web site.

How do I change the IP Address that my domain name resolves to?

To change the IP Address that your domain name translates into, use the Add IP, Edit IP or Delete IP functions in Domain Manager. Please keep in mind the following guidelines:

- Use the Edit IP function to change current IP information to new IP information, without having to add new information then delete the old information.
- Use the Add IP function to add additional IP Addresses to an already existing list of IP's, or to specify an IP Address for a domain name that does not currently list an IP Address.

- Use the Delete IP function to remove IP addresses that are currently listed with a domain name.

Be sure to consult your ISP, web hosting company, or network administrator before making any changes to domain IP addresses. They can confirm that the computer at the assigned IP address is ready to respond to any requests made on the domain name.

How do I create an entry such as “shop.mybrand.com” for my domain name?

To create a host entry (“shop” is considered the host in the domain “shop.mybrand.com”), you can use the Domain Alias function (see the Help section on Domain Aliases), or create the host entry directly in the IP Address records.

To create an entry so that shop.mybrand.com resolves to an IP Address, create the following using the IP Address function in Domain Manager:

shop.mybrand.com resolves to 209.67.50.203

By simply adding the host entry to the beginning of the domain name, you can have sub sections of your domain name resolve to different IP Addresses.

What happens if there is no IP Address assigned to my domain name?

If there is no IP Address assigned to your domain name, your domain name will not be accessible on the Internet. Basically, when an Internet user types in the domain name, an error message will be returned, indicating that there is no entry or record on how to resolve the domain name to an IP Address.

Sometimes I am able to reach the web site associated with my domain name, while at other times, I can only reach the register.com FutureSite Page. What is happening?

A possible cause for inconsistent information about your domain name is propagation time. Information about a domain name concerning authoritative domain name servers must be distributed throughout the Internet’s root servers to be recognized throughout the Internet. This process takes approximately 24-72 hours. Therefore, if you have recently changed your domain name servers, the information may not have been fully distributed throughout the Internet yet.

Another cause for inconsistent information may be if, when editing the IP Address information for your domain name, you added an IP address that resolves to a different web site to an existing list. For example, your IP Address entry may look similar to the following:

mybrand.com resolves to 209.67.50.203
mybrand.com resolves to 123.45.67.89

In this case, each time your domain name resolves to an IP Address, the address it points to will be arbitrarily chosen from the list. Basically, you cannot choose to which IP Address you would like your domain name to resolve to at which time.

However, you can remove any extra IP Addresses, to allow your domain name to consistently resolve to the same IP Address.

What IP Address does my domain name need to resolve to in order for my URL Forwarding account with register.com to work?

If you have signed up for URL Forwarding with register.com, your domain name should point to the FutureSite IP Address, which is 209.67.50.203.

If you change this IP address or specify authoritative name servers for your domain name that do not include this IP address in your domain name's zone file, your URL Forwarding account will not be active. In the event that your domain name has register.com's domain name servers listed as authoritative, you can reactivate your URL Forwarding account by reentering this IP Address using the Edit IP function in Domain Manager. If your domain name does not use register.com's domain name servers as authoritative for the domain name, you will need to advise the administrators of the domain name server listed as authoritative to set your IP entry to 209.67.50.203.

How do I get my domain name to point to the register.com "Coming Soon", or FutureSite, page?

If you have changed your IP Address and decide you would like your domain name to once again resolve to the register.com FutureSite, or "Coming Soon" page, use the Edit IP Address in Domain Manager. The FutureSite IP Address is 209.67.50.203. Delete any other IP Addresses and add the FutureSite IP. There is no additional charge for this service

How long does it take for changes made to the IP Address for my domain name made through Domain Manager to take effect?

If your domain name lists register.com's domain name servers as authoritative and you make a change to the domain name's IP Address through Domain Manager, it will take approximately 3-24 hours for the changes to take effect.

Domain Alias Questions

What is a domain alias (C Name)?

A domain alias, or C Name, is an extension to a domain name that allows you to create derivatives of the domain that can be pointed to any other domain name on the Internet.

For instance, what if your domain name, mybrand.com, is set up to translate to 209.67.50.203, and you also want www.mybrand.com to translate to the same IP Address? You can create the alias www.mybrand.com to translate to mybrand.com. Then, mybrand.com translates to 209.67.50.203. Therefore, www.mybrand.com is indirectly translating to 209.67.50.203.

Additionally, you can create other domain aliases, for example, shop.mybrand.com, and point them to completely different domain names, such as myidentity.com. The “shop” in shop.mybrand.com is considered the “alias”, and allows you to point a “section”, or sub division, of the domain name mybrand.com to a different location or computer on the Internet.

What are the default domain alias entries that are set up for domain name registrations through www.register.com?

Register.com automatically creates the “www” and “ftp” aliases for each domain name registered through www.register.com. By having the aliases “www” and “ftp” set up in the zone file for your domain name, mybrand.com, ftp.mybrand.com and www.mybrand.com will translate, whether directly or indirectly (in the case of an alias) to the same IP address.

Can I create domain aliases that resolve to IP Addresses rather than other domain names?

The Domain Alias (C Name) section of a zone file can only contain entries that resolve to other domains on the Internet. To create aliases (also known as “host entries”) that resolve to IP addresses, simply create the entry in the IP Address (A Record) section of your zone file.

When should I use a Domain Alias (C Name) entry instead of an IP Address (A Record) entry if attempting to create an entry such as shop.mybrand.com?

IP addresses typically refer to different locations or computers on the Internet. All domain names need to point to an IP Address in order to resolve. You could create entries in your domain name zone file as follows:

mybrand.com resolves to 209.67.50.203

and

shop.mybrand.com resolves to 209.67.50.211

In the example above, the entry for shop would be created in the IP address section of Domain Manager, allowing shop.mybrand.com to access a different computer on the Internet than users who are accessing mybrand.com.

In the event that shop.mybrand.com needs to be set up to resolve to another domain name, the entry would be set up on the Domain Alias section of Domain Manager

IP mybrand.com resolves to 209.67.50.203

Alias shop.mybrand.com resolves to myidentity.com

In the example above, attempts to access shop.mybrand.com would resolve to myidentity.com, which would translate to an IP Address specified for myidentity.com.

Can I create my own domain aliases?

Yes. You can create as many domain aliases as you need for your domain name. Additionally, domain aliases can be any combination of letters and numbers, not just “ftp” or “www”.

Register.com places no limit on the number of domain aliases you can create for a domain name. However, if you want to create a large number of aliases for your domain name that all resolve to the same place, consider using a Wild Card (more information on this can be found below).

What is a wild card domain alias, and how do I use it?

Wild Card aliasing is a process by which you can configure sub-sections of your domain name to resolve using any alias entered by an Internet user. In other words, you can use an asterisk, “*”, to represent any value.

If you are interested in creating, for instance, 400 domain aliases for your domain name that all resolve to the same place, you can use a wild card to represent any alias, rather than having to create 400 entries for each alias you want to use.

For example, if you wanted to create the following aliases that all resolve to the same place,

shop.mybrand.com	resolves to myidentity.com
store.mybrand.com	resolves to myidentity.com
tienda.mybrand.com	resolves to myidentity.com
geschäft.mybrand.com	resolves to myidentity.com

You could simply create the following entry, which would allow you to access myidentity.com by typing in any variation of an alias:

Alias Entry:
*.mybrand.com resolves to myidentity.com

How do I edit domain aliases?

You can edit domain aliases for your domain name through Domain Manager using the Edit Alias function, provided that your domain name uses register.com's domain name servers as authoritative for the domain name.

What is the ftp domain alias used for?

The default domain alias ftp.mybrand.com can be considered a "dormant" alias that will become active when you sign up for a domain level web hosting account that provides you with FTP access for uploading files into your account. ftp.mybrand.com will then allow you to transfer files from your computer to the server whose IP Address your domain name resolves to.

The domain alias I created for my domain name is not accessing the "resolve to" web site; how can I correct the issue?

In the event that your domain name is successfully accessing your web site, but domain aliases that you have set up are not reaching the "resolve to" domain, it may be due to the fact that the web server at the destination domain needs to be configured to accept requests for the domain aliases associated with your domain name. In this case, please contact the administrator of your web hosting account to request that the necessary entries are created.

Can a domain alias resolve (point) to a web site that contains directories or pages in the URL?

A domain alias that is created within Domain Manager can only point to domains or subdomains, such as www.myidentity.com or "shop.myidentity.com". In the event that the site you would like to point your domain name to contains directories and pages in the URL (for example, <http://www.myidentity.com/directory/page.htm>), you will need to forward your domain name to the destination web site using a service such as URL Forwarding. For more information about register.com's URL Forwarding service, please visit the following URL: <http://mydomain.register.com/service.cgi>

Why doesn't my new, custom domain alias resolve to my register.com URL Forwarding destination site?

If you have signed up for register.com's URL Forwarding service, it is important to note that the domain name itself, as well as the "www" alias will resolve to the destination URL you have specified at the time of sign up. However, any other domain aliases that you create will not resolve to the destination URL.

How long will it be until Domain Alias modifications to my domain name take effect?

Once you have made the Domain Alias changes to your domain name through Domain Manager, it will take 3-24 hours for the changes take effect.

MX Record Questions

What is an MX Record?

An MX Record, or Mail Exchange record, is a section of a domain name's zone file (a name server entry for a domain name) whose entries specify the Mail Server(s) responsible for email services for a specific domain name.

An MX Record contains the following:

- The name of the mail server(s) that will handle email for the domain name
- The priority setting for the mail server(s)

When email is sent to a specific email address (i.e.: joe@mybrand.com) Name Servers on the Internet assist in the delivery of the email by directing or pointing it to the mail servers listed in the MX section of the domain name's zone file as authoritative for the domain name. The mail server (the Internet's equivalent of an actual Post Office) is then responsible for storing, distributing or redirecting the actual email message. If a mail server receives email for a domain name for which it does not have a record or account, the email is typically "returned to sender" as undeliverable.

What are the default MX Record settings when a customer registers a domain name through register.com?

When a customer registers a domain name through register.com, a number of default settings are applied to the zone file on the register.com name servers listed as authoritative for the domain name, including the IP address, domain aliases, and MX Record.

A newly registered domain name will have the following information in its zone file's MX Record. The first entry in a newly registered domain name's MX Record, mail2.siteamerica.com, is a server administered by register.com, which is used in conjunction with register.com's email forwarding service. Although no longer offered as a service for new register.com customers, the MX setting was intended to facilitate the sign up process and activation of an email forwarding account when the service was offered.

The relay servers listed after the mail2.siteamerica.com entry serve as backup servers in the event that the first server is unable to accept mail for the domain name.

Note: At the time of registration, there are no email accounts set up on mail2.siteamerica.com for the domain name. For information on email services offered by register.com, please visit <http://mydomain.register.com/usanet.cgi>

How many entries are required in my domain name's MX Record?

If you are not using any email services for your domain name, you do not need to specify any mail servers (i.e., you do not need any MX Record entries) for your domain name.

However, in the event that you would like to use email services for your domain, you will need to specify at least one mail server in the MX Record section of Domain Manager. Though only one MX Record is required to support your email services in most cases, you can specify as many as you wish, as long as the servers are configured to handle email for your domain name. You can ensure that the servers are able to handle email for your domain name by checking with the administrator of the mail servers that you are intending to list.

What if there are no MX records currently specified for my domain name?

If you are using email services and you do not have an MX Record specifying which mail servers are responsible for mail for your domain name, you will need to obtain mail server MX setting information from the provider of your email services. Once you have this information, you can use Domain Manager to add the mail server to the MX Record in your domain name's zone file.

What do the different Priorities in an MX Record mean?

An MX record can contain numerous entries, which are distinguished by priority. The priority level in an MX Record is used to specify the hierarchy of the mail servers in the record. Usually, there will be one server with the highest priority, then other servers set with lower priorities in the record. When email is sent to an email address, the mail server set with the highest priority, is considered the mail server primarily responsible for email distribution and delivery for the domain name. However, if this server is unavailable or inaccessible, the next server in the hierarchy (a lower priority) will assist in the email delivery.

In register.com's system, the following MX priorities can be assigned to a mail server entry:

- Extra High
- High
- Medium
- Low
- Extra Low

These priorities (similar to all other zone file entries) represent numerical values - in which the number closest to zero signifies the highest priority. For example, the hierarchy listed above could correspond to:

0	or	5
10		10
20		15
30		20
40		25
50		30

Regardless of which numbers are used, the lowest number must always correspond to the highest priority.

Can an MX record contain two mail server entries with the same priority?

If an MX record contains two entries set to the same priority, this is an indication that both servers listed can equally accommodate email delivery and distribution.

In the default MX setting assigned by register.com, the 6 relay servers listed are all set to the same priority of Medium, a lower priority than mail2.siteamerica.com.

What MX Records should I be using if I have signed up for USA.Net services?

If you have signed up for USA.Net email services through www.register.com, the MX Record for the domain name associated with the USA.Net account should have been automatically edited for you at the time of sign up to reflect the necessary mail server information. However, in the event that you need to replace the USA.Net information (i.e., you have changed the DNS servers listed as authoritative for your domain name or have accidentally deleted the USA.Net MX Record settings) you can do so through Domain Manager, as long as register.com's domain name servers are listed as authoritative for your domain name.

If you have signed up for USA.Net email services independently of register.com, USA.Net will give you the proper MX Record settings for your domain name. You can then make the modifications to your domain name's MX Record through Domain Manager.

How do I edit MX Records?

MX Records can be edited through Domain Manager using the Change MX function. For complete instructions on editing MX records, please click [here](#) to download the Domain Manager User Guide.

Where can I get mail server/MX Record settings for my domain name?

Internet Service Providers and Web Hosting Companies that offer email services are able to give you the name of a mail server MX setting for your domain name when you sign up for email through that particular company. Additionally, you may be able to find some individual administrators of mail servers on the Internet that offer email services as well. Basically, when you contract a company to provide email services for you, that company must provide you with the necessary MX settings for your domain name.

I'm changing my email services; do I need to change the MX settings for my domain name?

In most cases, If you choose to change the email service provider for your domain name, you will need to change the mail servers that are specified in the MX Record for your domain name. The new email service provider must provide you with this information.

How do I set up email addresses, such as jane@mybrand.com or joe@mybrand.com?

The administrator of the mail servers responsible for email sent to your domain name must create the actual email addresses for your domain name. Please contact your service provider to request any required email addresses and information on how to configure your email program to retrieve email from those accounts.

If I change the DNS information listed as authoritative for my domain name; how will that affect my domain name's MX Record?

MX Record information for a domain name is kept on the DNS servers that are listed as authoritative for a domain name. Therefore, if your domain name uses another service provider's DNS servers, you will need to contact the administrator of those servers to create the MX Record for your domain name.

In the event that you wish to change your DNS information but would like to keep your current email services, you will need to have the administrators of your new domain name servers create MX Records on their servers for your domain name.

To do so, please note your current MX Record settings (i.e., mail server names and priorities) listed in Domain Manager before changing your DNS information, then inform your new DNS service providers that they need to add the MX Record information to your zone file.

Why don't I have access to edit my MX Records in Domain Manager?

The ability to edit your MX Records through Domain Manager is only available for those domain names that list register.com's DNS (name servers) as authoritative for their domain name. If register.com's DNS servers are not authoritative for the domain name, you need to contact the

administrator of the DNS servers currently listed as authoritative for your domain name to create or edit the MX Record for your domain name.

How long will it be until changes I have made to my domain name's MX Record take effect?

After you have made the change to your domain name's MX Record through Domain Manager, it takes approximately 3-24 hours for the modifications to be loaded onto register.com's domain name servers.

SOA Questions

What is Start of Authority (SOA) Information?

The SOA record in a zone file indicates that the domain name server that the file is residing on is the authoritative domain name server for the domain name. Essentially, the SOA record contains “instructions” on how a domain name should be handled by other domain name servers on the Internet.

When should I edit SOA Information?

The default Start of Authority information that is provided for a domain name that is registered through www.register.com directly affects how your domain name is handled by other name servers on the Internet. Unless instructed otherwise by your web hosting or ISP company, it is advisable to keep the default settings in conjunction with register.com’s name servers.

What information is contained in the Start of Authority Records?

SOA records contain the following information:

Serial Number: The serial number is an indicator for other name servers that a change has occurred in the zone file for a particular domain name. This number increases incrementally when a change is made to a zone file.

Refresh: The Refresh record instructs a name server that may have previously requested zone file information for a particular domain name how often to check that its data is up to date. The default value set by Register.com for this field is 10800 seconds.

Retry: If the name server is unable to reach a host to refresh the data, it will retry based on a time interval specified in this field. The default value set by Register.com for this field is 86400 seconds.

Expire: The value placed in this field specifies how long data can sit in a name server’s cache, without being refreshed, until it is too old to use. When the data reaches its expiration, the cache will get rid of it. The default value set by Register.com for this field is 604800 seconds.

Time to Live: This value tells other name servers that have “read”, or received, zone file information about your domain name how long to allow the zone file entries to remain in the name server’s cache. The default value set by Register.com for this field is 3600 seconds.

How long will it be until changes to Start of Authority Information take effect?

Once you have made the change to your SOA information in Domain Manager, it takes approximately 3-24 hours for the information to be loaded onto register.com’s domain name servers.

Nameserver Questions

How do I connect my domain name to my web site?

In order to allow an Internet user to type your domain name into a web browser to gain access to your web site hosted by another company, you need to “connect” your domain name to your web site. One way to do this is to change the authoritative **domain name server** information, in order to give your web hosting company the authority to point your domain name to your web site. You can get the domain name server information from your web hosting company, then make the necessary modifications through Domain Manager.

Your web hosting or ISP Company may provide you with the following two options:

Option 1: Update the authoritative DNS servers listed with the registry for your domain name so that they can administer your zone file entries using their internal systems.

Option 2: Allow register.com’s DNS servers to remain authoritative for your domain name and simply edit the IP Address, so that your domain translates to the IP address of the computer that is hosting your web site.

Option 2 is typically a quicker means of achieving the same objective of connecting your domain name to the web server hosting your web site. Updates to the IP Address on register.com’s name server typically take 24 hours to take effect, whereas changing the name servers listed as authoritative for the domain name takes 24-72 hours to take effect with the central registry. In the event that you have an IP address that you would like to connect your domain name to without changing your authoritative domain name servers, please see our Help section on Change IP.

Note: After changing the name servers listed as authoritative for your domain name, the new name server administrators must create the necessary zone file entries for your domain name using their systems. Register.com’s Domain Manager can only manage zone file entries on the register.com domain name servers.

In the event that you would like to use URL Forwarding to redirect your domain name to an existing web site, please visit the following URL:

<http://mydomain.register.com/service.cgi>

What is a Domain Name Server (DNS)?

A Domain Name Server, or DNS, is a computer on the Internet that is able to translate a domain name into its corresponding numeric IP address. IP addresses are used to identify computers on the Internet that are associated with the domain name. These computers can be a web server, a mail server or another name server.

The objective of a name server is to provide the IP address of a specific computer on the Internet when queried with the computer’s alphanumeric domain name. Name servers function on a query and response system: a name server will “ask” another name server for the numerical address of a domain name, and that server will answer with an IP address.

For example, a name server may ask another name server, “What is the address of register.com?” The queried server, if it has the required information, would answer with an IP

address for the domain: “The address is 209.67.5.220.” Once the querying computer has received this information, it will connect you to the computer at the IP address returned from the name server.

An **authoritative** name server is a domain name server on file with the central registry that is responsible for holding information on a specific domain name and any subdomains thereof. When you enter domain name server information into the **Modify DNS** section of Domain Manager, you are basically specifying authoritative domain name servers for your domain name. These authoritative servers are held accountable for keeping the information needed to resolve your domain name with its respective IP address, as well as distributing that information when requested.

A requirement of the domain name registration process is a primary and secondary domain name server that will be considered as authoritative for a domain name. Register.com lists two of their domain name servers as responsible, or authoritative, for new domain name registrations. These authoritative name servers can be modified with the central registry at any time.

Keep in mind that co branded versions of the register.com web site may list the domain name servers of the co brand partner as authoritative for the domain name with the central registry.

What is the purpose of having DNS servers listed as authoritative for my domain name?

Listing a domain name server as authoritative for your domain name (which is done during the register.com domain name registration process) is essential if your domain name is going to be recognized on the Internet. If name servers are not specified for your domain name, that particular name will have no meaning on the Internet; in other words, a visitor attempting to connect to your domain name will receive an error message, since no authoritative domain name servers could be found to assist in the translation of your domain name into an IP address.

In the event that you contract a hosting or ISP company to maintain a web site for you on the Internet, that company may request that you change the domain name servers responsible for your domain name to domain name servers that are administered by that company. They would then become responsible for specifying what IP address your domain name is using, the mail servers responsible for the name, etc.

Please check with your hosting company, before specifying or changing name server information, to ensure that the domain name servers that are going to be responsible for your domain name have been configured to “recognize” and respond for your domain name.

What does it mean when my hosting company asks me to “transfer” or “release” my domain name?

When your hosting company requests that you “transfer” your domain name, it generally means that you need to change the authoritative domain name server information for your domain name. This is done through Domain Manager, by entering new name server information they provide for you.

When a hosting company tells you that register.com needs to “release” your domain name in order for them to point it to an IP Address, this basically means that you need to change the authoritative domain name server information for your domain name, to allow your hosting company to manage entries for your domain name. This is done through Domain Manager, by entering new name server information that they provide for you.

What information will I need about my Domain Name Servers (DNS) in order to change them in Domain Manager?

To change or specify authoritative domain name servers for your domain name, all you will need is the name(s) of the domain name servers that are going to be responsible for that particular domain name. You must get this information from your hosting company, ISP or domain name administrator.

Typically, the format of a name server's name will look similar to the following:

dns1.register.com or ns3.mybrand.com

Occasionally, the format of the name will differ, but name server names are similar to the above in the majority of cases.

Keep in mind that the correct spelling of a domain name server is crucial. Domain Manager will not accept entries that include misspelled domain name servers.

At least 2 DNS servers must be listed as authoritative for your domain name. However, you have the ability to specify up to 8 name servers if necessary.

What DNS Servers are currently listed as authoritative for my domain name?

To view the Domain Name Servers associated with your domain name, click on the **Domain Name Servers (DNS)** text link at the top of the 'Manage My Domain' page. This will open a screen on which all current domain name servers authoritative for your domain name are listed.

Notice that the Domain Name Servers are listed as **P** for primary and **S** for secondary. If your hosting company gives you a pair of name servers in a certain order, please be sure to enter the servers in the specified order.

What is a primary and secondary domain name server?

Domain Name Servers (DNS) typically function in pairs; one server, called the Primary Server, will be responsible for updating the second one with relevant information about the domain names that reside on it. The Secondary Server, which is responsible for being updates, then becomes dependent on the primary server for information.

Because of this relationship between a primary and secondary DNS, a pair of name servers must be entered into Domain Manager in the order specified by the providers of the name servers.

Editing Domain Name Server (DNS) Information

You can edit, add and delete name servers specified as authoritative for your domain name through Domain Manager using the NameServer function. Generally, you will need to **edit** the name server information, in order to change the values that are currently on file for your domain name. The functionality to change name server information changes according to the TLD your domain name is registered in. Please review the following:

- For .com, .net and .org domain names registered through register.com after June 2, 1999, you can edit your name server information through Domain Manager.
- For .com, .net and .org domain names registered through register.com prior to June 2, 1999, you will need to contact Network Solutions, Inc. at <http://www.networksolutions.com> to edit your DNS information.
- For .co.uk and .org.uk domain names registered through register.com after July 21, 1999, you can edit your name server information through Domain Manager.
- For .co.uk and .org.uk domain names registered through register.com before July 21, 1999, you will need to contact Compusolve at <http://www.compusolve.com> in order to edit your DNS information.
- For all other ccTLD's (i.e., .md, .li, .fm, etc.), you will need to contact the respective registry for the country that the domain name is associated with. Please visit <http://www.register.com/faq/index.cgi> and click on the link for the ccTLD you are interested in.

You can use the Add and Delete function to add or delete name servers to an already existing list of domain name servers. Add can also be used to specify name servers for a domain name in the event that it does not have any authoritative name servers listed.

Can I register a domain name server with the Registry through Domain Manager?

In the event that you have a DNS server on the Internet and an IP Address that you would like to officially “register” with the Root servers, Domain Manager allows you to register a domain name server that includes the domain name currently being worked on. In other words, if you were working on the domain name mybrand.com, you could register dns1.mybrand.com.

However, you could not register a domain name server such as dns1.domain.com, because that name server would be associated with a different domain name.

I modified the DNS information for my domain name, but the new information is not showing up in the Registry and/or I still cannot connect to my web site.

In the event that you have changed your domain name server information and it seems that the old information is still active, one of the following three issues has most likely occurred:

- The information has not yet propagated throughout the Internet.

Standard Internet propagation time is 24-72 hours. Propagation time is the time that it takes for a change to your domain name server information to be “recognized” on the Internet. In other words, when you update your name server information, it must be distributed to the root servers, which are a series of thirteen computers responsible for domain name information. The time it takes to reach all 13 of these root servers is called “Propagation Time” and is generally from 24-72 hours.

- The domain name servers entered were either misspelled or incorrect

If the domain name servers that you would like to be authoritative for your domain name were either misspelled when entered or if the wrong information was entered, the information may not be functioning. Please check Domain Manager to ensure that you have entered the correct information and verify the information with the service provider from which you got the information.

You can verify the validity of a name server at <http://www.nsiregistry.com>

Perform a search by entering the name server name you are attempting to list (for example: dns1.register.com) or by entering the IP address of that name server (in this example it is 209.67.50.220). The query should produce the same result for both searches - an indication that the Name Server is registered.

This database does not get updated in real time. Newly registered Name Servers may not yet be listed.

If the name server information was provided to you by an ISP, web hosting company, or network administrator, please verify the spelling and IP address (the numerical address) of the name servers with them and re-submit your DNS modification using Domain Manager at: <http://mydomain.register.com>.

Keep in mind that domain name server names and IP addresses are not interchangeable - in other words, if you are editing or adding the name of a name server in Domain Manager - be sure that you enter the corresponding IP Address for that name server.

- The administrator for the domain name servers listed has not yet created a zone file for the domain name on the proper name servers.

If the above two situations are applicable to your domain name, please contact the company or individual responsible for administering the domain name servers that are listed as

authoritative for your domain name. Check with the administrator to ensure that a zone file has been created for the domain name, and that the server has been properly reloaded since this file has been created.

A zone file is a file stored on a domain name server in which all of the information needed to resolve (i.e., translate or connect) your domain name with its IP address or mail server is contained. If this file does not exist on the DNS server that is responsible (authoritative) for your domain, your domain name will not be accessible. The individual or organization that manages the DNS serves that you have listed are the only entities that can create or edit the zone file entries for your domain name. Domain Manager will only allow you to edit zone file entries if register.com's domain name servers are listed as authoritative for the domain name. Therefore, if your domain name server information is correct and has propagated throughout the Internet (i.e., it has been 72 hours since the change was made), you may need to confirm that a zone file has been created by the new name server administrators.

I've initiated changes to the list of authoritative domain name servers for my domain name, but I don't have access to the email address on file with register.com for my domain name. How do I confirm my changes?

In the event that you need to make domain name modifications but no longer have access to your old email account, register.com requires notarized authorization via mail or fax from the registrant to change the email address information associated with the administrative contact for the domain name.

In the event that you need to make email changes by mail or fax, please visit register.com's transfer agreement, at the following URL:

http://www.register.com/faq/general_change.cgi

Please, follow the complete instructions found at the above mentioned URL.

Mail or fax the information change to:

register.com, inc.
c/o Customer Support
575 8th Avenue, 11th Floor
New York, NY 10018 USA
Fax: 212-629-9305

Contact Information Questions

What kinds of contacts are associated with my domain name?

Each domain has 5 different contacts associated with it. These contacts are:

- **Organization:** This is the organization or group that is associated with the registered domain name.
- **Administrative:** This is the person who is contacted regarding any decisions with respect to the domain name.

Note: The administrative contact listed at the time of registration is the legal “owner” of the domain name, regardless of whether the administrative contact information is changed in Domain Manager. It is important to keep the email address on file for this contact up to date; i.e., if you intend to change your email address, make sure you update your administrative contact information before you make the change to your email address and no longer have access to it.

- **Technical:** This is the person who handles the technical aspects of your domain, such as hosting your web site, as well as making decisions regarding IP Addresses, aliases, MX Records and authoritative name servers for the domain name.
- **Billing:** This is the person who is responsible initial and recurring billing for the domain name. Keep in mind that it is very important to keep your billing information up to date.
- **Zone:** This is the person who makes decisions regarding IP addresses, aliases, mail exchange and name servers for the domain. This contact is typically the same individual as the Zone contact.

Will register.com provide domain name contact information to any other vendors?

Register.com respects the privacy of its customers. Register.com will not provide information to outside vendors in the form of marketing lists. However, register.com is required by the registrar/registry agreement to make contact information available through WHOIS requests with the exception of billing contact information.

I don't want my contact information to be visible to persons making a WHOIS query on my domain name; can I “hide” this information?

No. Register.com is required, as an accredited registrar, to provide Administrative, Organizational, Technical and Zone contact information to those performing WHOIS queries. For more information on this, please visit the registration agreement, located at <http://register.com/service-agreement.cgi>.

How do I edit contact information associated with my domain name?

You can edit contact information for your domain name through Domain Manager, using the Contact Info function. Please note that this functionality is available only for those domain names for which register.com is the official registrar.

I no longer have access to the email address associated with the administrative contact for the domain name; how do I confirm certain changes to my domain name information?

In the event that you need to make domain name modifications but no longer have access to the email account on file for your domain name, register.com requires notarized authorization from the registrant to change the email address information associated with the administrative contact for the domain name.

Please visit register.com's transfer agreement, at the following URL:

http://www.register.com/faq/general_change.cgi

You can follow the complete instructions found at the above mentioned URL.
Mail or fax the information change to:

register.com, inc.
c/o Transfers and Changes
575 8th Avenue, 11th Floor
New York, NY 10018 USA
Fax: 212-629-9305

I would like to change the “registrant” listed in register.com’s WHOIS database for my domain name. How can I do that?

You can change the information that appears as the “registrant” in register.com’s WHOIS database by editing your Organization contact information. Contact information changes are made through Domain Manager using the Contact Info function. Keep in mind that the functionality to change contact information in register.com’s WHOIS database is only available to those domain names for which register.com is the official registrar.

Can I transfer ownership of my domain name to another organization or contact through Domain Manager?

No. Changing the contact information associated with a domain name does not change the ownership of the domain name to the new contacts. Rather, the owner of the domain name is the administrative contact that was listed at the time of registration; this information does not change, unless the original owner requests a transfer of ownership.

If I sign up for web hosting services, do I need to make my hosting company the Technical or Zone contact in order for them to make changes to my domain name?

No. Your hosting company does not necessarily need to be listed as the Technical or Zone contact for your domain name in order for them to make changes. All changes to a domain name must be confirmed by the administrative contact for the domain name. In the event that

you wish to list your ISP or web hosting company as a Technical or Zone contact for your domain name, you can do so through Domain Manager.

How long will it be until the modifications I have made to my domain name Contact Information take effect?

Changes to Contact Information through Domain Manager are updated in “real time”. This basically means that the changes you make to your contact information immediately appear in register.com’s WHOIS database.

Billing Information Questions

What payment methods are available for domain name registrations and renewals??

Currently, credit card payment is the only means of payment that register.com can accept for domain name registrations and renewals. If you would like further information about payment or billing, please visit the registration agreement at the following URL: <http://www.register.com/service-agreement.cgi>

Will you provide my billing information to any other vendors?

Register.com respects the privacy of its customers. We will not make your billing information available to any outside vendors or include it in WHOIS records.

Please be assured that your billing contact information, including your credit card type, account number, and expiration date, will remain confidential.

Changing billing information

To change billing information, use the Billing function in Domain Manager. You can make changes to your billing information and, if you choose to, apply these changes to each of your contact types within the domain name’s account.

This option is available to any domains which use register.com as their registrar.

Is my billing information associated with each domain name individually, or is it associated with my entire account?

Each domain name associated with your username and password has its own, independent billing profile. Contact information changed for one domain name within an account is only applied to that particular domain name. Therefore, the billing information associated with each domain name can be different or identical.

Renewing my domain name

Registering a domain name is much like starting a subscription. Your domain name subscription expires after a certain amount of time, depending upon the domain (i.e. .com, .net, and .org domains expire after 2 years; .md domains expire after 1 year).

The expiration date for each domain is displayed at the top of the Domain Manager screen. To renew a domain name, click on the "Renew My Domain" button on the billing screen. A screen will then be generated asking to confirm renewals. Domains will not be renewed until the credit card on file has been billed.

This option is available to any domains which use register.com as their registrar whose domain names are scheduled to expire within 60 days.