

DURBAN – Centralized Zone Data Access Program (CZDAP) Live Demo

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WENDY PROFIT: Hello, everyone. Welcome to the Centralized Zone Data Access Program Demo Session. My name is Wendy Profit. I'm an ICANN staff in the Registry Services Department. I'm going to let the panelists introduce themselves.

FRANCISCO ARIAS: Hello. This is Francisco, gTLD [inaudible] Technical Liaison at ICANN.

KRISTA PAPAC: Krista Papac, gTLD Registry Services Director.

WENDY PROFIT: Great. While we work on our technical issues, the purpose of this session is to do a live demonstration of the new Centralized Zone Data Access Program. This is the culmination of the work of the Zone File Access Advisory Group that did most of their work between 2009 and 2010. I wanted to show you a list of all of their names, but we're getting there.

So this was a community request from the people who access zone data, and they wanted something that would scale with the expansion in the domain name space with all the new gTLDs. Currently, in order to access zone data, you have to contract individually with each registry

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and that becomes increasingly difficult when there's 1400. I'm sorry. I'm going to try to pull up the presentation and I'll continue talking. Hold on a second. Here we go, okay. Little slow on the uptake, but I think we're getting there.

So I did the introductions. We're going to do a little bit more on the background. This is the Centralized Zone Data Accomplish Program. These are the members of the community that spent such a great deal of time designing the model of the program. They are representing current registries, new prospective registries of the new gTLD applicants, security experts and zone data consumers themselves. They designed the model and the requirements on which the system was built.

Zone data consumers consist of Internet scholars and researchers, intellectual property experts, security experts, and law enforcement. Like I said, those were all people that were in the Advisory Group. And they were tasked with setting forth a new model for zone – access to scale – I think I already said this – that would include a standard delivery of the data across the TLDs and also simplify the contracting process. So it's something that will help the registries as well as the zone data consumers and the whole process. Instead of contracts, we'll do a click-through Terms and Conditions.

This is basically the timeline. The original zone file access briefing paper was written in November of 2009, and by December, they had established the community volunteers. In February, they put forth a concept paper and the cost model and then they did a workshop in Nairobi and that was followed by a public comment period.

After the public comment period closed, they wrote a strategy proposal and it kind of sat on the backburner. As the New gTLD Program was developing, a lot of other priorities came along. So we've just picked it back up this year and we began production in March, and today is the launch in the beta version. So there's still a lot of work to be done, and we'd like to hear from you if there's anything as I go through it. You're welcome to log in yourself. It can be found at czdap.icann.org. I encourage you to get in there and create an account and click through.

Right now we only have actually one registry, but dot-museum was kind enough to let us use their zone data for the purpose of this testing so that's what you'll see when I go through the demo in just a moment.

Then hopefully, after we hear from you, in August we'll have an Advanced Functionality and a full launch and we will continue to work on it as we go and as we add new registries to it. Without further ado – oh no, I want to speak to one more slide.

This is kind of a clunky slide, but it sort of explains. It starts with the data consumer requesting the zone data inside the system and then the registry operator receives the request and then logs into the system to approve or deny the request, and depending on the registry they'll either provide an FTP URL with login and password credentials or just approve or deny the request and the data consumer can then go in and touch the data themselves inside the system and download.

The difference between those two are some of the registries wanted to have control over their data. They want the consumer to come and access their server and do the transfer that way, but some of the other registries, it's a service that we're going to provide to do the transfer for

them and we'll format the data and the end user can just come in and get the data straight through the system for those registries who choose to opt for that method.

Let me see if I can go live. I'm just going to log in first as an end user. This text on the front, not every current registry is obligated to use this. I do encourage anyone if they're here from one of the current registries to consider it because the more TLDs that are in here, the more palpable the program will be. But it is a requirement for all the new gTLDs to use this system going forward.

So once you log in, this is the dashboard and you can see you have a choice of pending, approved, denied, revoked, or expired requests. The minimum is 90 days, which is consistent with the current zone file agreements of the current registries. You will create a new request.

This next part is generating a security key. We had our security team come in and look at the system and make recommendations. So this is something that we're following based on the recommendations of ICANN security. It makes you go through a couple of hoops, but it's actually quite simple. If you have any trouble with it, there's a very good help section. It's smart enough to know which browser you're using and it will give you instructions on how to do this portion. Just download the key, and once it's downloaded, request access.

Then what you see is a list on the left of all of the available TLDs. You can choose all or you can just choose one or two. Whatever you're interested in. Once you get 1400 in here, you can actually filter them. As you start typing, it shows you what's there. Then you have to provide a reason for your access.

This is a message that the registries will see. They'll also see – when you create an account, there's a form that asks you for everything from your name and organization to address and why you want the zone data. It all will show to the registry operator who is receiving the request, including an automatically generated IP address. So you don't have to, as the end user, tell them what your IP address is. But the registry operator will see where the request is coming from.

Then these are the Terms and Conditions. These are just for the sake of the beta testing. But it's important to note that you're agreeing as the end user – you're going into an agreement with the registry. ICANN is not party to this agreement. This is directly between the end user and the registry. Once you agree, request the zone files. It says [inaudible] has been received.

So now when you go to your dashboard, you've got a list of pending. I don't have any that are approved because I've made myself a new user. If you've gotten any that are expired, they'll all show here and this is the pending ones.

So now I'm going to log out and log back in as a registry operator. And then this is the dashboard for the registry operator. They can see all of the requests. They can click on "view full requests" and see all the information that the end user put in, who the user is, which terms and conditions apply. It's possible to update the Terms and Conditions. And there's a timestamp, so if you've gotten access to a previous Terms and Conditions for one TLD and then they change, you'll be able to see which version you're obligated to under the terms that you chose when you agreed, if that makes sense.

And then there's a history. You'll see that change as I accept. So the registry operator then can either approve or deny and you don't have to put anything more than that, but if there's a reason why the registry operator would deny the request, they don't believe that the person is who they are, they didn't put enough information in the contact field or they didn't like what the reason was, they can say, "This is denied and here's why." I'm going to approve this one so we can see what happens.

It's been approved. Then I'll log out and log back in. A message via e-mail will be sent to the end user when the registry responds. Let's see here. And now you see it's approved, so I'll click on "museum." And this is a TLD that opted for the direct download to the system rather than the FTP access, so I'll download. And there it is. There's your zone file.

The current format that is required for the delivery of the data is not the same as the RFC I think 1034 or 1035. This is a subset of those original requirements and this was determined by the working group. I think Francisco could probably speak more to that.

Oh, it's not showing in the Adobe room. Oh, okay. I'm sorry, I didn't share that part. How do I do that? So there's the zone data for dot-museum.

That is essentially the program, so I think we're probably in good time. Does anyone have any questions?

MIKE:

So in the login screen, there was a tick box, approve and pending. So the pending, I would assume that would be new gTLDs are supposed to go into the root. So when would a TLD show as pending? At signing of

contract, passing technical evaluation, or IANA delegation or has not yet been determined?

WENDY PROFIT:

The pending was just the request. So the TLD won't show up in the system at all until they're fully – when the new registry comes on board, they have to designate a contact person for the CZDAP system and as soon as they go through the onboarding process, we'll then add them to – an ICANN administrator will add them to the system with that contact person designated as a registry operator.

MIKE:

Okay. So thank you for answering that question. Let me rephrase the question again. When will new gTLD registries be required to start providing their zone file? When will that trigger? When will they show up – at signing, technical delegation, IANA?

WENDY PROFIT:

I'm going to let Francisco answer that one. Thank you.

FRANCISCO ARIAS:

So that question came up yesterday when talking with one of the four [inaudible] that sign a contract. It's an interesting question, because as far as I can tell – and I'm not a lawyer – once they sign a contract, they are required to list [inaudible] delegated. So there is a conversation that has to happen to define when this will be triggered.

MIKE: So I appreciate that chicken and egg scenario. I mean, if you look at it historically having done this since 2002, when a TLD goes to IANA and they approve it and VeriSign [inaudible], usually there's one or two. So these registries know those one or two names that they're going to put so that they could link it to a press release. So I don't know if that helps.

Follow-up question. You were talking about how the ability for the end user to agree to the contractual terms and how registries may change those terms. I guess my question is, what is sort of the sequence...

WENDY PROFIT: Let me just interrupt. The Terms and Conditions are standardized as well. So the registries wouldn't necessarily change the terms. I'm going to publish the Terms and Conditions coming up shortly once they're finalized, and then that will be something else that the community can comment on. We'd like to get something that can be standardized across the board.

There is the ability in the system to have various, more than one version. But the idea is that this is standard and it applies to all TLDs.

MIKE: Yes. But even standard contracts, i.e. the standard registry contract, has changed several times.

WENDY PROFIT: True.

MIKE: So things change. And I guess my question from sort of a contractual standpoint would be if there is a contractual change, what mechanisms will be in place to notify the end users because if they're building systems that are downloading data, and a lot of that's meant to be automated, I'm just asking about the consequences. If there is a change and somehow the consequence of not acknowledging it within the set timeframe will result in denial of data.

WENDY PROFIT: I think I understand your question. To the Terms and Conditions, I was hoping that one of my legal team would be here to help me out.

MIKE: Amy left you hanging.

WENDY PROFIT: As far as the various – did you want to say something Krista?

KRISTA PAPAC: Hi, Mike. It's Krista. So you're asking – we have standard Terms and Conditions. Click through, get that. Six years from now, we change those Terms and Conditions. How do we let the end user know that? Is that the question?

MIKE: It's that as well as I think one of the things, even the brand registry groups are discussing this. Perhaps different exemptions. You look at reserved nameless. I think there's just a lot of potential things, because

obviously a reserved name is not going to appear in the zone file. Put it this way. I'll make it real easy. I'll send it to Amy.

WENDY PROFIT:

Yes. And you can also, if you would, send it to czdap@icann.org. That's the e-mail for all the feedback to be sent and that will go to a number of ICANN staff. Copy Amy on it. I don't know if Amy is in there, but I think someone on our legal team may be. That would help, and then we can have one place for all of the feedback. We're not actually putting it out for public comment, but you can send as much as you want to that e-mail address and we'll compile all of the questions.

MIKE:

Thank you.

WENDY PROFIT:

Thank you. I think we have a lot of questions in the queue if nobody else has any in the room.

ROD RASMUSSEN:

Hi, Rod Rasmussen here. I was actually co-chair of that Working Group, so I'm very happy to see actual – something that's been produced with it. That's very gratifying to the group, so thank you very much on pursuing this.

A question that comes to mind looking at the way this is right now, and hopefully this is factored in, is that most of the people who are doing zone file access are doing it on an automated basis, right. So I wouldn't

want to have to manually log into the system and pull down the file each time. I also wouldn't want to specify a specific or range of IP addresses that I would be pulling the file from.

I didn't see that in the demo, but I'm assuming hopefully that that is part of the system going forward and that would be taken care of. So that was just a...

WENDY PROFIT:

Thank you for your comment, Rod. I know that there was some advanced functionality planned. We actually had one of the Advisory Group members, John Lavine, test the system. He said the same thing about having it be automated, and I know that that was something that I think that they were also going to put an advanced functionality, but I don't believe we have it at this time.

ROD RASMUSSEN:

The current registries do it that way for the most part, and that's why they use FTP. It would be great if they used [inaudible] web interface. That's kind of what I think you've got here. We'll see about encouraging them to do that in the future.

WENDY PROFIT:

Absolutely, thank you.

ALEXANDER MAYRHOFER:

Alexander Mayrhofer from dot-at, registry backend operator for a couple of TLDs. Thanks for that. It really looks great. It looks pretty

straightforward and does what it's supposed to do. My maybe very simple question – Francisco knows what's coming. How do registries get their zone data into that system? Is that an SFTP upload?

FRANSICO ARIAS:

When you mentioned, there are two options. Either the registry can take care of that and the system will only take care of the [credential] and the Terms and Conditions. Or you can have your zone in the system for users to download from there. [inaudible] you have simple zone transfer and that will be configured so [inaudible] to allow the zone file.

ALEXANDER MAYRHOFER:

Okay. So it is zone transfer. Okay, great.

STEPHANIE PERRIN:

Hi. Stephanie Perrin. I'm on the EWG. This is a very naïve question, because I don't understand what you mean by zone files. But let's put it this way. What data elements are you providing? Then I have two other questions. How do you apply relevant data protection law, and how do you attest to the voracity of the researcher's claims and they've indeed done some kind of research protocol and some kind of ethics validation.

FRANCISCO ARIAS

So I can address the question about the contents of the zone file. The zone files in the TLD zone files contains the list of domain names that are registered and active for a given registry. It will also contain other DNS records that the registry is using, depending on the registry services that they offer. The information there is available publicly, you could

say, because in DNS you can query and get the information. That's the whole point of DNS. Does that help on the question on the contents?

STEPHANIE PERRIN: A wee bit. Whose IP addresses are you accessing? And you're getting them normally through the DNS system?

FRANCISCO ARIAS: I'm sorry. I'm having trouble understanding.

STEPHANIE PERRIN: Well, there was a mention of IP addresses. How does that show up and how do you do it and how does it map? Maybe I should take this offline and quiz Rodd on it.

FRANCISCO ARIAS: Sure. So the IP address that is requested from the user is the IP address that the user will use to unload the zone file from the registry systems.

STEPHANIE PERRIN: Oh, okay. Got it. Thanks.

WENDY PROFIT: Thank you. We have actually a lot of questions in the queue. Go ahead and ask yours, and then we'll take a couple from the queue.

RAY ADAMS: My name is Ray Adams. I work for Nominet. Just a very small question, a technical one. What does the initial key do? You downloaded the key. Remember that the first time you logged in? What does the key do? What is it for?

WENDY PROFIT: I was going to say we have one of our security leaders here in the room. He may be able to explain it better than I. Jeff Moss, are you able to answer that? When we did the [PGP] download for the security key, that was one of your recommendations that we implemented.

JEFF MOSS: If you're using PGP as an encrypted means of communicating to authenticate. Yeah.

RAY ADAMS: Thanks. To repeat the question. When they downloaded the key at the start of the demo, what I understand, the response is eventually the key can be used to decrypt and encrypt a zone file or decrypt a [inaudible] communication with the system. Thanks, Jeff. Cheers.

WENDY PROFIT: Thank you.

UNIDENTIFIED FEMALE: Okay. We have a lot of questions in the chat room. The first one, Francisco you already answered in the chat room, but I'm just going to share with everyone. Is it okay? So the first question, "Will that data in

centralized zone data access program [inaudible] by centralized zone data access program or will user be able to choose which zone to download?”

FRANSISCO ARIAS: Yes. As shown in the demo, the users can select the zone files that they would like to have access to.

UNIDENTIFIED MALE: Thank you. The second question, “Do we get to create our own [TNC’s] as registries, and if so, do we get to create one for each of our TLDs or registries?”

WENDY PROFIT: Currently, that’s not the case. Like I said, there’s the ability in the system to create different versions, but I know that it was the intention of the designers of the program that the Terms and Conditions would be standardized across the TLDs. The ability to change versions was something that was considered that there may be a country that has a law that’s specific that may needed to add something in there. But the idea is that the Terms and Conditions would be standardized across all TLDs.

UNIDENTIFIED FEMALE: Next question, “If we request from an IP that will not be accessing the data, will we be able to amend the IP?” Thank you.

FRANCISCO ARIAS: So I don't think that it's that functionality. I think that's a very good suggestion and we should take it into account for the next [list].

UNIDENTIFIED FEMALE: Hello. My name is [inaudible] from dot-fr. Will the Terms and Conditions replace the zone file access agreement?

WENDY PROFIT: Yes. In fact, we took the Terms and Conditions from an amalgamation of all the current registry zone file agreements and just turned them into the vernacular of Terms and Conditions. That was how it started. I know that the legal team still has some work to do to finalize the terms. I don't want to say too much about them because I may say something that's not right. But it was as basic as could be, which is basically asking for all of that information and then agreeing for the end user not to sell, distribute and whatnot. That's the meat of what the Terms and Conditions are.

UNIDENTIFIED FEMALE: Thank you.

UNIDENTIFIED FEMALE: Okay. Let's return to the chat room again. The next question is, "Does the end user have to click through each one if they select more than one?"

WENDY PROFIT: And I'll show this on the screen. The answer is no, actually. Let's say if you requested all of the TLDs and – let's see. That's not really a good reason, but for the sake of moving forward. You get a list at the top. You're requesting access to zone files for the following TLDs. So if there are 1400 in there, you're actually going to get a list of 1400 and the system will log that you're this version for all of these TLDs, so that if a new version comes out, let's say and a new TLD gets entered, then you'll have a new Terms and Conditions for that new TLD and the system will be able to track which version for which TLDs you're obligated or agreed to.

RAY ADAMS: Thank you. Ray Adams from Nominet. A new registry is required to provide data I understand to the system. Is that correct?

WENDY PROFIT: A new registry is not obligated to provide the system with their information. Like Francisco was saying, the other option is to provide credentials. I don't have an example of that, unfortunately. The other options is the registry would provide an FTP URL and a login and password that the end user would then retrieve inside the system and then have to go outside the system to fetch the data.

RAY ADAMS: I understand. But still, for every request, the registry operator, as I understand, has to approve it. So I can imagine, for instance, [inaudible] very private who does not actually agree with the concept of sharing this data can by default deny every possible request which makes the

system a little bit less transparent as it should be. Let's just say that. Is that correct?

FRANCISCO ARIAS: Well, the [inaudible] new gTLD [inaudible] requires registries to offer access to their zone files. There are sometimes conditions under which they can deny the request. I would say in general they have to offer it. There would have to be a very good reason I guess to say no.

WENDY PROFIT: I'd like to add to that that the Registry Agreement does say that the registries are obligated to provide their zone data, and that's in the base registry agreement.

RAY ADAMS: Thank you. That answers my question. Thank you.

[KNIPP]: [inaudible] Knipp from Tango Registry Services. I have follow-up questions to Ray's first question regarding the encryption. Why should this data be decrypted, in what cases? The data is ASCII and readable. Why should we decrypt it? Regarding the key which was created for the first time when you create a user.

JEFF MOSS: The communication between the repository and the end user can have some level of encrypted even if the – some of the holders don't want their data flowing around the Internet unencrypted.

[KNIPP]: Okay. Yeah. So why not using HTTPS, for example.

JEFF MOSS: Yeah. That's an option. But let's say you want to download the whole 500 megabyte file.

[KNIPP]: Okay. Second question. You just downloaded the last version from dot-museum. Is there a possibility to have historical data, too? For example, last week, last four weeks or something?

WENDY PROFIT: That's currently not a feature of the system. If you'd like to send something like a request down in writing, we can pose it to the team. I'm not sure if that's something we would be able to provide or not.

[KNIPP]: Okay. And third and my last question is if a user downloads the data for a registry, like for example dot-museum, is dot-museum getting a history of people who are using it or a report or something else?

WENDY PROFIT: Yes. In the registry operator dashboard – I'll try to log in and talk at the same time – there is a history of the user. I don't have enough data in the system right now to show you, but when you see any user – you have a list of all of the approved requests and for each individual user, there's a history as well. This was some of our other testing that we did. So you get the whole history here.

I don't know if I can click on the user here. This might be something that we add later. But I know that when the user is requesting the data, the registry operator is able to click on their username and see a whole history of everything that they've requested for their TLD.

[KNIPP]: Okay. Then, a fourth question. The approval is very [inaudible] for TLD.

WENDY PROFIT: I'm sorry. Say that again.

[KNIPP]: The approval you just showed is per request to download the file or is it approval for getting access to the TLD at all?

FRANCISCO ARIAS: Yeah. It's for having access to the TLD zone file in an ongoing basis for the term of the Terms of Conditions. Yeah.

[KNIPP]: Then I have to rephrase my third question. If someone gets access to the system at all – for example, for dot-museum. My third question was is it possible that the registry operator sees the report when this user has really downloaded the data?

FRANCISCO ARIAS: I don't think we have...

[KNIPP]: For example, I have a request to dot-com right now, but I haven't used it for some time, so VeriSign sent me a reminder. "Hello, we haven't used it. You will be cut off for the next 14 days if you don't reuse this." That would be helpful here too.

WENDY PROFIT: Thank you for that comment. Let's take a couple more from the queue, and then we'll come back to you Michael.

UNIDENTIFIED FEMALE: All right. This is the next question from the chat room. "How does the registry operator know there is a request pending from them to approve or deny?"

WENDY PROFIT: When a request is placed in the system, the registry operator has the ability to turn this feature on or off, depending on the volume. But you can choose to get an e-mail every time you get a request if your requests are few and far between or just not high volume. But if you have a high volume of requests, you can turn that feature off. But the registry is obligated to log into the system.

I think we're going to put in a feature that says "You have pending requests" and have a notification sent out that you have pending requests if you turn off the feature to be notified for each individual request.

UNIDENTIFIED FEMALE: Next question. “Is there a way to challenge a registry denial?”

WENDY PROFIT: Yes. That would be through our Compliance Department. Like I said, the Registry Agreement obligates the registries to provide zone data and at no cost to the end user. So if an end user goes into the system and makes a request and gets denied or gets no response, they can then file a compliance ticket and the compliance department will then reach out to the registry and go through that process. Okay, Michael.

MICHAEL: Thank you, Wendy. This is kind of just an education point. Most of the people in this room know what’s in the zone files and how it could be used. I think from an education standpoint, it would be helpful, particularly to the brand registries, some of which have been [touted] of “It’s yours. It’s your own domain name.” They may be putting stuff in the zone file and may not start resolving it or may do some things for sort of test launches for different products.

So it would be really helpful to these brand registries to explain what happens and [inaudible] people are accessing and using this data for research purposes, because I think it would really be awkward for some new brand registries to find out that perhaps some different products that they were getting to launch somehow were leaked because somebody was doing research. So from an education standpoint, I think this would be really, really important.

WENDY PROFIT: Thank you.

ELISA COOPER: This is Elisa Cooper. So is there any expectation about how quickly the registries should be responding to the requests?

WENDY PROFIT: I believe it's 24 hours. I think it may say that on the Registry Agreement, but I'd have to go back and check on that to be sure. I think that there is a 24-hour requirement to respond.

ELISA COOPER: And is ICANN Compliance going to be checking this? No, okay.

WENDY PROFIT: I mean, if someone complains I think – like I said, if they're making requests and no one's responding, then I think they would respond to a complaint. But they're not going to be in there policing the system.

ELISA COOPER: Okay, thanks.

[JOE ESTRADOL]: Hi. [Joe Estradol]. I'm assuming there's a corresponding FTP site for me to log into at CZDAT. Right?

FRANCISCO ARIAS: For the ICANN repository, no. No. So far it's only HTTP.

[JOE ESTRADOL]: It's only HTTP. Okay. So for an automated company that's trying to get these things and they're all being stored on this HTTP website. Can you go to the screen where it shows these files that are available for download?

WENDY PROFIT: Hold on. Let me log out and log back in as an end user. One sec.

KRISTA PAPAC: Once she does that, Elisa, 24 hours. It's in 2.1.4 of the Registry Agreement.

WENDY PROFIT: Thank You, Krista. [inaudible] you can see it's actually color-coded that I've got three requests. One has been approved and two—

[JOE ESTRADOL]: Can you go to the download page?

WENDY PROFIT: Sure. Hold on a second.

[JOE ESTRADOL]: Okay. So it might be useful to have a download page that shows all the files that I have access to, not each individual page for a download, right?

WENDY PROFIT: Say that again. That shows all...?

[JOE ESTRADOL]: Because you're only testing right now with museum and test and test-2 or whatever. So I have to access each individual page to get that download. There should be one central page with a list of all the zones I have access to. Then there should be some metadata attached to each of those. For example, when was it last updated by the registry and other stuff that you would see on FTP and stuff like that. But there should also very seriously be an FTP account where I can just log in and see all those files that I have access to.

WENDY PROFIT: Thank you. I'll take that feedback. Is there a question from the queue?

[KRISTA PAPAC]: Hey, [Jay], I would just echo what Wendy said earlier as well. She knows the e-mail address better than I do, but we have an e-mail address where we're looking for feedback so that would be a great place for you to make suggestions like that.

[JOE ESTRADOL]: I assume at the microphone face-to-face is good enough.

[KRISTA PAPAC]: No, that's fine. It's being recorded as well, so we'll come back and listen to all of this again I'm sure. But if you do want to send your feedback in writing, it's czdap@icann.org.

[JOE ESTRADOL]: Yeah. As I use it more in the future. I assume by the time I use this, that will be in the system and that we'll have FTP access and all that good stuff.

[JEFF MOSS]: You probably aren't going to get FTP access since it's an insecure plain text protocol. Oh, so it would be something like SFTP or STP or something like that.

ROD RASMUSSEN: Rod Rasmussen again. I know you have John Lavine look at it and I got my invitation a few days ago to take a look at it. I think some of the points that [Jay] are bringing up, I have the same concerns here that we've got. We need to get some subject matter experts that have done full automation and pulling these down at scale.

And there's also the question that didn't come up yet of gaming. How often do I get to pull the zone file? Because I'd love to pull it every ten minutes if it was changing every ten minutes. I think VeriSign offers that as a paid-for service if I remember correctly.

What are the rules on how often I can download it? There's a whole bunch of questions there. But the people who are going to be stressing and using the system the most are going to be doing it in an automated fashion and we're going to want – I love a [inaudible] web interface so we can go, boom, hit all the zones we have access to and automate the whole thing rather than SFTP which really sucks. But if that's the way we want to get it, we want to get it that way. But definitely get more people in the community involved at this point in flushing this out.

WENDY PROFIT: Yes. Thank you, Ron. Like I said, we're not doing this as a public comment period. There's no end date. We're going to take every bit of feedback that we get and start working on advanced features. Then as we go along and as it gets more populated and things come up, we'll continue to take feedback and then prove the system as needed.

UNIDENTIFIED FEMALE: There's a couple more questions in the chat room. "Is there a facility for bulk management of request approval?"

WENDY PROFIT: Yes, there is. For the registry operator user, just like as in the end user when you're making requests, the registry operator does have the ability to approve them all at once in a click. By checking the box, you can approve all requests at once. We don't necessarily recommend that. You should definitely be looking at all the requests, but that is a feature.

UNIDENTIFIED MALE: As a future registry, can I just hit approve everything that comes in so I don't have to look at this thing?

WENDY PROFIT: Yes.

UNIDENTIFIED MALE: Okay. So there would be an automated box to just approve all.

WENDY PROFIT: Yeah.

UNIDENTIFIED MALE: Okay.

UNIDENTIFIED FEMALE: The next question is, “Can there be more than one registry operator contact?”

WENDY PROFIT: Yes and thanks for asking that. I didn’t show this in the demo and the Working Group came – or the Advisory Group came up with this. There’s a feature called Super Manager. So when the registry appoints someone to be their CZDAP contact, that person would be the Super Manager and then that person is then able to add other registry operator users to their TLD so that if it’s a large company and you want to have five people doing it, you can.

UNIDENTIFIED MALE: As a portfolio of registries, that one user will be able to log in and see everything that’s attached or is there going to be multiple logins?

WENDY PROFIT: That’s correct. Once the end user is associated with a registry or registries and they can assign – let’s say one registry or one company owns many TLDs, you can associate all the TLDs with the one company. Then all of the users that are – you can associate users with TLDs or with a whole portfolio.

UNIDENTIFIED MALE: So in your example where a registry operator was the administrator of dot-museum's access, if they also were the test administrator, those would all show in the same panel?

WENDY PROFIT: Yes. Let's see if I can log in here real quick. There's a function in the ICANN admin to manage the users and you can promote a user from registry operator to Super Manager, and then you can also associate users with TLDs. You can associate TLDs with registries, I'm calling it as a distinction, so that you have the string and the registry, so you could say that all of these strings are associated with this registry. Does that make sense?

UNIDENTIFIED MALE: Yeah. If you want to demo it, that would be great.

WENDY PROFIT: We don't have that many in here now. These are Super Managers. We haven't even assigned any yet. These are the operators. Then these are the users. By editing role, you can make them – assign them to registries, demote to operator, demote to regular user.

UNIDENTIFIED MALE: So if I promote someone to Super User and they've done stuff, how do I audit that?

WENDY PROFIT: I'm sorry. Say that again.

UNIDENTIFIED MALE: If I promoted someone to a Super User or whatever, is there a way to...

WENDY PROFIT: Only the ICANN administrator can make someone a Super Manager, and then the Super Manager can manage their own users by – I think the ICANN administrator has to make someone a registry operator, but then the Super Manager can...I’m not sure actually. I’m trying to think how we worked it out now. I remember we had different options and different features and I’m not sure how it ended up.

UNIDENTIFIED MALE: So if I log in and I have five registries and I appoint my admin to go become this role with five registries, and then they go in there and they hit the checkbox “Approve All” and then they leave the company a year later and then I demote them to a regular user, does that request to keep approving go away?

WENDY PROFIT: Sorry. If they’re demoted to a regular user, they won’t have the ability to approve anymore. But all of the requests that they previously approved will be good as long as the Terms and Conditions, and then the Terms and Conditions expire and those end users wouldn’t have access to the data anymore. But the registry operator user would lose functionality. But that is up to the registries to manage their users.

UNIDENTIFIED MALE: Okay. So the view you see inside is what the registry sees. So if I said “auto approve all requests” any user in the registry would log in and see

that that box has been enabled and that all requests are coming in being auto approved?

WENDY PROFIT: It's on a case-by-case basis. So when you have pending requests, you'll see a list of all the pending requests and you could approve all of the requests that are pending at once. Maybe I answered your question incorrectly. You can't just—

UNIDENTIFIED MALE: Or maybe you didn't understand the question. I'm just looking for auto approval.

FRANCISCO ARIAS: I think what you're saying is you want for every request that comes through your registry to be able to automatically approve without your intervention.

UNIDENTIFIED MALE: Correct.

FRANCISCO ARIAS: Yeah. Okay. We'll take a note. Thanks.

WENDY PROFIT: I think I answered your question incorrectly before. You can't have it preemptively say whatever request comes in automatically approve it. You can just approve all the pending requests at once.

UNIDENTIFIED MALE: Well I don't want to have to hire an intern that logs in once a day, nor do the 1400 other registries. So it would be nice if you're a registry that didn't care who got access because you were mandated anyway to just preapprove.

WENDY PROFIT: We'll take that feedback. Thank you. Okay. Well, we're at the end of the hour here. If there's any more questions in the queue, I'll take one more and I think we need to wrap it up.

UNIDENTIFIED FEMALE: Okay. This is the last question from the chat room. We had a lot that I'm going to give to you later.

WENDY PROFIT: Well, anything that didn't get answered, we'll compile an FAQ and put it up.

UNIDENTIFIED FEMALE: Okay. So this is the one. "How does the process work if the [inaudible] is providing zone access through their own system other than through the CZDAP system? What do the approval and [inaudible] steps look like in this context?"

WENDY PROFIT: Because I haven't actually been able to load a registry that uses the FTP method, I can't answer that. But as soon as we have one that wants to

do it that way, then we'll set it up and that's the best I can answer at this point because we're still – we're just rolling this out right now.

Okay, last question please. Then before you ask it, I just want to thank everybody for coming and for your great feedback and please keep it coming.

[ROY DYKES]:

[Roy Dykes Becken] [inaudible], registry operator for hundreds of TLDs. There's been a lot of questions, a lot of feedback, in this session. Is there plans to be a sandbox both for the SFTP version as well as the HTTP version? Maybe I missed that. And if the answer is no right now, I strongly suggest the answer be turned to yes.

FRANCISCO ARIAS:

Okay, thank you.

WENDY PROFIT:

Okay. Well, thanks everybody. There was a lot of really good questions and I appreciate your time and I hope that you have a great rest of the week and we'll see you in the [inaudible] forum.

[END OF AUDIO]