

.nz NEWSLETTER – May 2003

:: DNC Office ::

Summary of the .nz market

April saw a significant net increase in the number of .nz domain names - with 2211 more names than at the end of March 2003. At the end of April there were 127,156 active domain names in the .nz register. There were fewer new registrations in April, compared with March (3232 in April and 3461 in March) but the level of renewals (20,470 against 18,978 in March) and lower number of cancellations meant the .nz register experienced its largest monthly growth since September 2002.

There are now 27 authorised registrars on the production SRS, and 34 organisations in all authorised as .nz registrars.

Registrar Advisory Group

The recent election saw the following people elected to the inaugural Registrar Advisory Group (RAG):

Mark Mackay, Orcon Internet / ProDNS
Peter Mancer, Watchdog Corporation
Lee Miller, RegisterDIRECT
Peter Mott, 2day.com
Craig St George, FreeParking

They are joined by Nick Griffin from NZRS, Tim John from Domainz (for the duration of the Stabilising Registrar contract) and Debbie Monahan, the Domain Name Commissioner, who will chair the meeting. The first RAG meeting is set for 9 June, in Auckland. The office intends to circulate all registrars with the RAG papers, to encourage discussion and consultation among registrars prior to meetings. If any authorised registrar has something they want discussed at the RAG meeting, please email details to registrars@dnc.org.nz.

Email out to registrants

This continues to proceed, with two months' names being emailed during April. The response rate has increased slightly, with approximately 16% making new selections, and Domainz has maintained its retention rate at around 56% of those making selections.

Comparing Domain Name Administration in OECD Countries

The Organisation for Economic Co-operation and Development (OECD) has produced a document comparing domain name administration in the OECD countries. This study was completed prior to the implementation of the SRS so the information for the .nz domain name space no longer applies. A copy of the report can be seen at <http://www.oecd.org/pdf/M00040000/M00040342.pdf>.

Statistics

Figures as at 30 April 2003:

Note: these figures do not include names in the 'pendingrelease' status. They incorporate all active domain names in the .nz register.

	<i>Active names as at 1 April</i>	<i>Active names as at end 30 April</i>	<i>New registrations April</i>	<i>Renewals April</i>	<i>Change over month</i>
.ac	690	707	25	141	17
.co	105624	107523	2780	17329	1899
.cri	29	29	0	0	0
.gen	772	775	13	164	3
.govt	658	659	2	100	1
.iwi	36	38	2	2	2
.maori	383	386	6	9	3
.mil	16	16	0	2	0
.net	7753	7885	208	1162	132
.org	7062	7194	174	1159	132
.school	1929	1944	22	365	22
<i>TOTAL</i>	<i>124952</i>	<i>127156</i>	<i>3232</i>	<i>20470</i>	<i>2211</i>

SERVICE LEVEL AGREEMENT

The Service Level Agreement (SLA) between InternetNZ and NZRS has been signed. A copy of the SLA can be found at http://www.dnc.org.nz/content//SLA_10_April_2003.pdf.

:: NZ REGISTRY SERVICES ::

Connections

Two registrars went on line during April giving a total of 29 registrars in production, including Domainz and the DNC Registrar. There are 31 registrars accessing the test environment.

Scheduled Outages and Updates

There were no scheduled outages in April. There was a scheduled outage on 18 May, as planned. This involved a SRS Upgrade. No problems were reported as a result of the outage.

SRS Availability

	January	February	March	April
%	99.96	99.97	99.94	99.64

April period response time performance figures on the production environment were:

Avg Response time (in seconds)	March 2003	April 2003
Domain Details Query	0.183	0.487
Domain Update	0.340	0.549
Domain Create	0.339	0.428
GetMessage performance	2.814	2.218
GetMessage (volume)	31586	26125
Whois	0.165	0.193
Whois queries at back end including Registrar (volume)	765200	836194
Whois Server Queries (volume)	215739	253770

Unscheduled Outages

System availability for April was 99.64%, against the SLA standard of 99.9%

For the first time since the SRS was implemented, the availability dropped below 99.9%, the SLA standard. This was the result of six unscheduled outages to the production environment during April. These outages are summarised in the table below:

	Outage 1	Outage 2	Outage 3	Outage 4	Outage 5	Outage 6
Date	7 April	9 April	11 April	24 April	28 April	29/30 April
Time	15:42-15:54	11:46-11:56	01:30-01:34	14:13-14:20	11:30-11:42	23:15-01:06
Duration	12 minutes	10 minutes	4 minutes	7 minutes	12 minutes	110 minutes
Impact	High	High	High	High	High	High
Cause	Billing extract run against production	Front end replication process exited		Power to hub interrupted	Server off line not failed by front end replication	Firewall not allowing connections from outside of the VPN
Action required		Work on Automatic Restart of Front end replication		Review of hardware configuration in hubs and switching	Server marked 'untrusted' until installation completed	Additional monitoring implemented to monitor end to end transaction from outside SRS network

Upgrade of SRS to Version 1.5.0

The upgrade to SRS 1.5.0 was undertaken on 18 May 2003. The updated release of SRS is supported with a new release of the RIK (1.5.0). Note that the source code for the SRSClient and SendXML has not been changed in this release.

The new release of the RIK is available on the DNC web site dnc.org.nz and the NZRS web site nzrs.net.nz.

Summary of the new release of SRS (1.5)

Below are the areas that the upgrade has effected. Details of all the modifications are available in the Rik and a more detailed summary is available on www.dnc.org.nz or www.nzrs.net.nz.

Redesign and implementation of Billing Business Rules

Some issues and problems were identified regarding the renewal and billing processes of SRS. To address these we have taken the opportunity to review the business rules and review the code. As a result of this review we have produced a new document "Billing Business Rules" (version 1.0 1st May 2003) that covers the business rules and have rewritten the billing code module. The "Billing Business Rules" document is included in the RIK and is available on the DNC web site dnc.org.nz and the NZRS web site nzrs.net.nz.

Other main areas which were updated:

DomainDetailsQry - ChangedInDateRange filter

DomainDetailsQry - Invalid Term Error

Nameserver validations

UDAIValidQry: Enhancement to Error Messages

DomainUpdate - Updating moderated domains

Invalid Format of SRS ErrorDetails

Domain Transfer - System error when UDAI set to zero

Domain Transfer - RegistrantRef not reset during transfer

Update Historical Data

DomainDetailsQry - Available Records are returned in a history search (Registry Only function)

BillingExtract response (Registry Only function)

Registry Interface Fixes (Registry Only function)

Scheduling System (Registry Only function)

Registrar Create (Registry Only function)

Additional Registrar ID in SRSTEST

From Friday 23rd May an additional registrar id will be available for Registrars to use to assist them with testing.

DNS

As the result of a problem with NS7 during early April this server has been reconfigured. Monitoring of Zone Pushes has been upgraded during April. There were no recorded outages to live secondaries during April.

Contacting NZRS

During normal business hours Monday – Friday 08:30 – 17:30 you can contact NZRS on the following numbers:

(4) 931-6977
(4) 931 -6978

Outside of these times please call:
(4) 496-4697,

Your call will be taken by a call centre operator who will request your contact details. These will be passed on to NZRS Support, who will then return your call to you on the number given to the operator.

An escalation process has been put in place to ensure that your message is passed on. You can expect a response to your call within 15 minutes.

Please note that all calls to the call centre are recorded.

If you have any questions or concerns about the SRS, please don't hesitate to contact us. For registry or technical matters, contact Nick Griffin at support@nzrs.net.nz. For all other matters, contact Debbie Monahan at info@dnc.org.nz.

If you would like to be notified of future updates, please use the [SUBSCRIBE](#) function on the DNC site and select the category 'Newsletters'.