

DOMAIN NAMES BEING POINTED TO AHN:

When a domain is being pointed to us, it usually means the domain is currently owned by a 3rd party registrar, such as GoDaddy. There are some restrictions that may need to be addressed when transferring a domain to us. These include, has the domain been updated within the last 60 days – this includes renewals and updates to account information in the registrar, is the domain unlocked within the current registrar, and are we able to acquire the authorization code for the domain.

Transferring Domains

- Option 1 in our transfer/pointing response template
 - Requires access to current Registrar
 - This means if a client does not have access to the current registrar, the domain will not be available for transferring purposes
 - Sometimes clients will ask us to access their account to collect this information, this is fine, but it is best to direct them, in case they need to access their registrar account for future adjustments
 - The domain will need to be unlocked within the registrar
 - An authorization code will need to be generated from the registrar and provided to support for processing
 - Some registrars will provide you the auth or EPP code within the browser and some registrars will require an email to go to the listed contact with this information
 - This means if a client has asked us to collect this information from their registrar, we will still need them to monitor their email account and forward us the auth code
1. Once the domain has been unlocked and you have received the auth or EPP code for the domain, you will go to our registrar, currently Directnic, to initiate the transfer
 2. There will be a section within the registrar that is specific to requesting a domain transfer
 - a. You will want to make sure you are not in the domain list space or the transfer list space but rather a specific area that requires the application of an EPP or auth code
 3. If the domain has been unlocked and the auth code provided to you is accurate, you will see an indication of this domain's viability to be transferred
 4. This will place the domain into a Pending Ownership Approval Status
 - a. This means an email was sent to the listed contact email on the domain's ownership account
 - b. This information is pulled from their current registrar and is not specific to AHN's registrar but rather the client's
 5. Once this approval email has been received by the client and processed, the status will revert to Pending Registry Approval
 - a. This means the process is now in the hands of our registrars, once the transfer has been processed between both of the registrars, the transfer will be complete and we will be able to access the domain record with our registrar

Domain Pointing Process

Once the domain has been fully processed, you will need to make sure the name servers have been adjusted to point to our Rackspace location. You will also need to make sure a Zone File has been set up for the domain in Rackspace. The only other locations you will need to make sure have been set up are the bindings in IIS, located within the server that houses the community website, and that the file Default.asp has been updated, if the community is part of a management company.

Once these connection items are up to date, you will want to make sure athomenetconnect.com reflects these changes for the account in question.

Pointing Domains

- Option 2 and 3 in our transfer/pointing response template
- Requires access to current Registrar
 - This means if a client does not have access to the current registrar, the domain will not be available for transferring purposes
 - Sometimes clients will ask us to access their account to collect this information, this is fine, but it is best to direct them, in case they need to access their registrar account for future adjustments
- The domain will NOT need to be unlocked with the registrar

Option 2:

1. There will be a specific space in the current registrar, usually in an area titled DNS management or Domain Information, this will give you access to the Name Servers currently attached to the domain
2. Adjust the Name Servers to the following information
 - a. NS.RACKSPACE.COM
 - b. NS2.RACKSPACE.COM
3. Once the name servers have been adjusted you'll need to make sure you have set up the applicable Zone File for the domain
 - a. This includes an A record for the @ record that points to the IP address of the server the website is housed within
 - b. This includes a CNAME record for the WWW record that points to the @ record or domain
 - i. You can also set the WWW record as an A record that points to the same IP address as the @ record
 - c. If there is email you will need to make sure there is an A record set up for MAIL that points to 204.193.149.50
 - i. You will also need to make sure an MX record is set up that points the domain to MAIL.DOMAINNAME.COM

Domain Pointing Process

Option 3 – this type of set up will either take place in the client’s registrar or our registrar

1. There will be a specific space in the current registrar, usually in an area titled DNS management or Domain Information, this should give you access to a DNS Manager tool or a Zone File type location
2. The necessary DNS records to apply are listed below:
 - a. This includes an A record for the @ record that points to the IP address of the server the website is housed within
 - b. This includes a CNAME record for the WWW record that points to the @ record or domain
 - i. You can also set the WWW record as an A record that points to the same IP address as the @ record
 - c. If there is email you will need to make sure there is an A record set up for MAIL that points to 204.193.149.50
 - i. You will also need to make sure an MX record is set up that points the domain to MAIL.DOMAINNAME.COM

Once the domain has been pointed fully, you will want to make sure you have updated the servers and athomenetconnect.com to list this updated information for the community account.

**Internal IP address will always start with 192.168.0.XX the XX will be server specific*

Domain Pointing Process

DOMAINS BEING POINTED AWAY FROM AHN:

When a domain is being transferred away from us, it usually means the client is cancelling their account and no longer needs service through AHN, or they need more direct access to the zone files being used in conjunction with their domain.

We do not point DNS information to 3rd party locations, as it takes up room in our Rackspace account and also maintains the ownership of the domain with us. This means we would be paying for the domain name while it is being pointed to a 3rd party company.

**If clients ask why we don't point DNS records away from us fully, let them know we can transfer the domain to them but AHN needs to be removed from the account if the domain is going to be pointed to a 3rd party location.*

Transferring Domains

1. Confirm with billing that the account is ok to be transferred
 - a. Accounts that are post due or not up to date, in our billing records, are not authorized to transfer domains
 - b. If someone has requested the transfer of a domain but is not listed in the account records, confirm with a listed contact for the community, generally the POC (Point of Contact) or the most recent account contact to reach out to support
2. Once confirmed with billing, go to our registrar and unlock the domain
3. After the domain has been unlocked request the authorization or EPP code to be sent to our contact email within our registrar
 - a. This should send to Directnic@athomenet.com, which should forward to the entire support team
4. Save the authorization code into the Case Comments, in case you need this information later
5. Send the authorization code with a note stating the domain transfer has been approved within our records, to the requesting contact
6. Finally, check your email for a final approval email that will be sent to Directnic@athomenet.com, or whatever email address is currently attached to the domain in our registrar
 - a. This final approval email will either provide a link you can select to approve the transfer or it will contain a Transaction ID and a Security Code
 - b. If you are presented with a Transaction ID and a Security Code, send this information to the requesting contact on the case
 - c. If not, simply approve the transfer and confirm that the case has been closed