DATA ESCROW
denic services

CONTROL CENTER MANUAL FOR RDE V3.0

GDPR
Data Protection
CCPA

ISO 27001 22301

https://denic-services.de

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Version	Date	Author	The change	Release
1	23 Apr. 2021	Fabio Trotta	Creation	Dilek Imseytoglu
1.0.1 beta	7 May 2021	Fabio Trotta		
1.0.1	7 May 2021	Fabio Trotta		Dilek Imseytoglu
3	21 Aug. 2023	Ralf Schneider, Jörg Topel	Creation Revision	Ralf Schneider

Overview

This manual list and describes the features of the Control Center (CC) for our Data Escrow service. The CC supports you with:
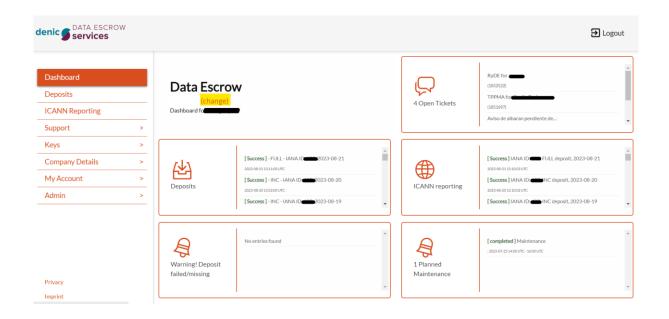
- Reporting
- Maintenance
- Key change
- Communication

If you do not see all described parts or in case, you do not can a edit a specific part as described in this manual means you do not have the rights to see or edit this part. Please contact your Control Center Administrator (CC Admin).

1. Dashboard

The Dashboard provides a quick overview of all different topics. The icons in the Dashboard are clickable and lead to the according details page.

- Change the Account (if you have access to more than one account)
- Open Tickets
- Deposits
- ICANN Reporting
- Missing and failed Deposits
- Planned Maintenances

2. Deposits

Here all recent deposits are listed with the according date, status and reporting. The Deposit Notifications can be downloaded as PDFs.

3. ICANN Reporting

Here all recent reporting to ICANN listed with the according date and status.

4. Support

In the Support section different ways to communicate and information about planned maintenance are provided.

4.1. Tickets

Here you will find an overview and information on all open tickets. Only the tickets for the current logged in user (email address) are shown.

4.2. Open Ticket

Here you can create a new ticket to get in touch with our support team.

4.3. Maintenance

Here you will see all planned maintenances.

4.4. How To

 you can find different manuals and tools.

4.4.1. How To Manuals

You can download our three manuals from here.

4.4.2. RDE Client

You can download the escrow-rde-client form here. The link also offers the manual for the client.

A detailed description can be found in the Technical Onboarding Manual page 5 to 8

4.5. Contact

Here you will find all different options to get in contact with us.

5. Keys

In the Keys section you can change your different public keys.

A detailed description can be found in the Technical Onboarding Manual page 3 and 4

5.1. PGP Key

Here you can see and edit your PGP key. The PGP key is used to sign your deposit.

5.2. SSH Key

Here you can see and edit your SSH key(s). You can add more than one SSH key. The SSH key is used to login to our SFTP Server.

6. Company Details
Here you can see and edit all details related to the Registrar.

6.1. Addresses
Here you can submit a new address in case you relocated.

6.2. Contacts
Here you can see all of your contacts.

6.2.1. Primary contact
This your main contact towards ICANN. If you want to update this date, you need to contact ICANN.

6.2.2. Contract contact
This person is your signee of the RDE Agreement. Please open a ticket (see above) in case you want to update this data.

6.2.2. Technical contact
This is you contact for all technical requests. Please open a ticket (see above) in case you want to update this data.

7. My Account
In the Account section you can see and change credentials.

7.1. Login Credentials
Here you can see your CC credentials and change your password for the login.

7.2. SFTP Credentials
Here you can see your SFTP credentials and create/change your password for the login.

Attention: The Password to the SFTP is not necessary if you use an SSH key (see above).

8. Admin
In the administrator section you can adjust who has access to which sections of the CC.

8.1. User Management
Here you can add or remove users for the CC.

8.2. Permissions
Here you can adjust what the different users can see or edit, and you can assign them to additional CC Admins.

I - Contact and Support

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