Pre Delegation Testing (PDT) Frequently Asked Questions (FAQ)

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General questions

Who do I contact with questions about Pre-Delegation Testing?

Please contact the ICANN New gTLD Customer Service Center, using the Customer Service Portal or at
newgtld@icann.org

What is the process for Pre-Delegation Testing (PDT)?

Once the application is eligible for PDT, the applicant's primary contact will be notified via the Customer Service Portal. The key steps of the process are as follows;

- A test appointment will be established between the applicant & ICANN via the Customer Service Portal.
- The applicant's PDT contact will be notified to begin data entry into the PDT system. Data input must be completed by 11.59 UTC on Friday prior to the test appointment.
- Testing will be conducted by the PDT service provider in the PDT System.
- Test results will be communicated to the applicant via the Customer Service Portal.

How will I know when the deadline for input data is?

The deadline will be made clear when the appointment is confirmed by ICANN, and will also be visible in the PDT System.

How long does PDT take?

The testing for PDT is expected to take two (2) weeks, which assumes no follow up questions are required. The testing period can be extended an additional week to allow the applicant and service provider to resolve any items preventing completion. Once testing is completed, a test report will be provided to the applicant's primary contact within three (3) weeks.

Can someone other than the application's primary contact participate in PDT?

The applicant's primary contact may delegate the applicant's responsibilities for PDT to someone of their choosing, we are calling this delegate the PDT Contact. When the applicant is contacted to schedule a PDT appointment via the Customer Service Portal there will be a form to complete to declare this PDT contact. The PDT contact will be notified by the PDT service provider prior to the test appointment to initiate the data entry step in the process. All test results will be provided by ICANN to the applicant's primary contact via the Customer Service Portal.

Who should be the PDT Contact for my application?

The PDT contact should be someone who is knowledgeable in the technical infrastructure and the registry services of the prospective registry. If you are outsourcing your registry services function you may want to use someone at this firm to act as the PDT Contact. We do allow a single PDT contact to represent multiple applications, including applications from different applicants.

Does each application need to undergo PDT, why can testing not be conducted once per registry service provider?

Pre-delegation testing is conducted per gTLD in order to ensure that the related registry systems are ready for the specific gTLD. For example, the test ensures that the DNS, Whois, and EPP servers correctly respond to queries specific to each gTLD. Such testing must be conducted on a per TLD basis.

How can I contact the PDT Service Provider?

The PDT service provider should only be contacted while the application is engaged in PDT, all other PDT related inquiries should be sent to ICANN's new gTLD customer service: newgtld@icann.org . In order to contact the PDT Service Provider, a messaging system is available in the PDT System. An email will notify the PDT Contact when there is a new message in the system to read.

What can I do if I have problem to login to the PDT System?

The PDT Service Provider can be reached by email at pdt@iis.se

Where do I find an application glossary?

The ICANN Application Glossary can be found on this link:
http://newgtlds.icann.org/en/applicants/glossary

The PDT System

To log in to the PDT System the first time, you need to create a password by following a link in the email sent to you by the PDT Service Provider. When creating the password you authenticate with your email address and application ID. The application ID can be found on ICANN's website and in the email from ICANN announcing your time slot assignment for the Pre-Delegation Testing.

After creating the password, you can log in to the PDT System with your email address and the password. A password should consist of at least 8 characters from at least three out of four character classes: uppercase, lowercase, digits and special characters. "Special characters" are any characters except A-Z, a-z and 0-9.

I have not received a new link to create a password for a new application?

The same PDT account will be used for all applications for which you are the designated PDT Contact.

I've forgotten my password.

You can request a new password by using the password reset function found in on PDT System login screen. If the problem persists, please contact the PDT Service Provider at pdt@iis.se

How do I change my password?

You can request a new password on the start page of the PDT System by using the Password Reset function. A password reset mail will be sent to the registered contact's email addresses. **Note**: a username cannot be changed or reset.

What are the requirements for choosing a password?

A password should consist of at least 8 characters from at least three out of four character classes: uppercase, lowercase, digits and special characters. "Special characters" are any characters except A-Z, a-z and 0-9.

How do I change my username?

The username cannot be changed.

How do I contact the PDT Service Provider?

In order to facilitate secure case management, always use the built in Message function inside the PDT System when contacting the PDT Service Provider. The Message function has these features:

- Each application/applicant has its own message dialogue with the PDT Service Provider.
- If you have multiple applications, there are message correspondence fields for each application.
- The Message function is located at the bottom of each application page (found under the "Application" tab). If there is more than one application submitted, please use the message function on the corresponding page for that application when contacting the PDT Service Provider.

Can I add documents to my submitted application?

No. Once the application has been completed **and submitted** for testing by the applicant (status: SUBMITTED in the PDT System) it is no longer possible to add files or change the already submitted files. Should this be necessary, please contact the PDT Service Provider through the messaging tool in the PDT System.

How can I verify what input data is uploaded?

The applicant can see all uploaded documentation by logging into the PDT System. Under the tab "*Applications*" there is a page containing all applications divided in two tables. "*Ongoing Applications*" contains active applications and "Archived Applications" contains earlier applications that have been processed and closed. For each "*Ongoing Application*" there is a link named "View" that opens a new page with all the data and documentation submitted by the applicant for this specific gTLD.

Where can I see uploaded files?

All files uploaded can be found by logging into your account in the PDT System, using the credentials received from the PDT Service Provider. The uploaded files are available for viewing immediately after uploading from the same screen, use the link "view" or "download".

Various questions require submission of multiple files, yet the interface only provides a single file upload control. Should we pack the files in a container such as a ZIP archive?

You can upload multiple files for the tests that require it, by using the upload control multiple times. Do not use any form of container file. These will be rejected and may prevent testing from proceeding on schedule.

What happens when I have submitted my application?

Your application will go into the Pre-Delegation Testing process where each part of the application will be tested and evaluated. If something in the application needs further clarification the PDT Service Provider will contact you via the Message function. Once the testing process has been completed a report will be sent to ICANN. ICANN will provide the applicant's primary contact with the result from the PDT.

What happens if I do not submit my information on time?

The test will be considered failed and the applicant will be contacted by ICANN to reschedule their PDT appointment.   Should it be apparent that an applicant will not be able to complete data entry prior to their scheduled test appointment, please contact ICANN New gTLD Customer Service Center, using the Customer Service Portal or at newgtld@icann.org

Preparing for PDT

Where do I find instructions for the test preparation?

Read the document "Instructions for PDT testing" on http://newgtlds.icann.org/en/applicants/pdt. In that you will also find the test nodes that the PDT testing will be done from.

What does "optional" mean within the application?

Optional means that it is not mandatory to submit an answer for that question. Instead it is up to you to submit this information if you want to clarify the answer or add some extra information.

Are there any test tools that I can use to verify my data before submitting?

IDN-testing

- You can verify IDN tables before submission.
- http://github.com/dotse/idn-properties
- Please review the "read more" link on the page

XML-validator

- You can validate your XML document by using XMLLINT before submission.
- http://xmlsoft.org/xmllint.html

DNS

- DNSCheck may be useful to check delegation and name server configuration prior to PDT
- http://dnscheck.iis.se/

EPP

- We are working on developping a self-test tool for EPP.

How will testing be performed in regards to load testing?

The tests will not contain any form of load testing. Load testing is completed by the applicant as part of the self certification documents. ICANN reserves the right to perform load testing as part of an on-site audit of the applicant, however this is an option of last resort for ICANN, and any load testing will be pre-coordinated with the applicant.

TLD Delegation

For pre-delegation to be successful, please check the following:

- TLD is delegated to the name servers specified.
- All name servers for TLD are resolvable by the time of testing; either via the tested domain or via the public Internet.
- Provide all name servers and necessary glue for in-bailiwick name servers.

You may want to use an external testing tool, e.g. http://dnscheck.iis.se/?test=undelegated, to ensure that the TLD delegation works as expected before submitting your data.

What are Distributed DNS tests?

Up to this point, the infrastructure for Pre-Delegation Testing comprised five test nodes placed in different parts of the world. Starting June 2013, the PDT Service Provider will increase the number of test nodes significantly by utilizing parts of ICANN's global infrastructure. The new test nodes will only be used for DNS testing; all other Pre-Delegation tests will still be carried out on the existing infrastructure.

The PDT Service Provider will thus test a larger portion of the applicant's anycast network(s) than with the five nodes currently in use. For many applicants, this is also a better test than directly querying anycast instances.

How do I prepare for a distributed DNS test?

Applicants do not have to do anything to prepare for a distributed DNS test. Just make sure that the DNS infrastructure is up and running, reachable from the public Internet and properly delegated.

How many test nodes are used?

The PDT Service Provider utilizes at least 20 test nodes, but potentially up to 100 or more, in ICANN's global infrastructure.

How do Distributed DNS tests differ from the previous Anycast tests?

The distributed DNS tests are executed against the applicants' open, published DNS infrastructure, whereas the anycast tests required applicants to submit detailed information about the inner workings of their infrastructure. As a consequence the distributed tests require much less work on the applicants' part – in particular, there is no longer any need to configure firewalls for the DNS test.

Whois Server Setup

As described in the NEW GTLD AGREEMENT SPECIFICATIONS specification 4, the Whois server MUST be named *whois.nic.TLD*. For pre-delegation to be successful, please check the following:

- The zone nic.TLD is delegated from the TLD, i.e. whois.nic.TLD MUST NOT be an address record within the TLD zone itself.
- All name servers for nic.TLD are resolvable by the time of testing; either via the tested domain or via the public Internet.
- whois.nic.TLD has address records for both IPv4 and IPv6.
- whois.nic.TLD is reachable via both IPv4 and IPv6.
- whois.nic.TLD responds to both port 43 and port 80.

What are A-label and U-label, and how should they be presented in Whois?

The A-label is the ASCII form of an IDN label while the U-label is the Unicode form. All operations defined in the DNS use A-labels exclusively, but a user normally expects to see the U-label displayed in applications. Requirements related to IDN for Whois are being developed by ICANN. After these requirements are developed, prospective registries will be expected to comply with published IDN-related Whois requirements as part of pre-delegation testing.

What IDN tables should I provide?

The applicant should provide exactly the same set of IDN tables that passed initial evaluation (IE) as part of the gTLD application process. Do not add, remove or change any table content. Please remember that all tables must be provided in machine-parsable format (TXT) as specified in RFC 4290 or RFC 3743. IDN tables in other formats (e.g. PDF) will be rejected and pre-delegation testing fail.

Our Registry system supports IDN and DNSSEC but clients are not required to use those extensions. Should we consider them as mandatory or optional?

If you do not have those extensions as mandatory for your clients, you should not include them as mandatory for the test.

In what formats should we submit the self-certification document?

Use the headers, including numbering and subheaders, from the template file. The template file contains instructions and examples, and is available in the formats .docx, .pdf and .rtf. The self-certification should be submitted as a PDF/A file.

Can we use references to the original application or other documents in the self-certification document?

The requested information need to be included in its entirety in the self-certification document. If you want to include references to the original application it is optional unless specifically requested.

Can we submit the information needed for the document tests in one document?

No, you need to submit a total of three documents: the self-certification document, the DNSSEC Policy Statement and the Data Escrow Agreement.

When reporting load capacity of DNS queries in the self-certification document section 1.1.5, how many tables and graphs do we need to provide?

We recommend that you provide one table for IPv4 and one table for IPv6 containing UDP, TCP, UDP+DO and TCP+DO as shown in the self-certification template example. The same is valid for the graphs as well. If you for example want to separate the DNSSEC queries you may do so. We recommend that you do not mix IPv4 and IPv6 in the same tables or graphs.

How do you recommend to test production systems for the self certification load tests?

The requirement to use production systems allows the use of production hardware and software that are not currently in the live query path. The requirement also allows the ability to extrapolate results of a subset of the total serving infrastructure across the entire system (e.g., one representative server).
Additionally, if a set of TLDs is sharing the same infrastructure, the self-test does not need to be repeated multiple times; the results from one test can be submitted with each of the related TLD's PDT self certification documents.

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