Centralized Zone Data Service (CZDS) Interruption of Service

The Centralized Zone Data Service (CZDS) was temporarily taken offline to investigate a technical issue. Below is additional information related to this issue.

Q1: When was the CZDS shutdown?
A1: ICANN was notified on 29 April 2014 of the potential technical problem and the CZDS was temporarily taken offline while ICANN investigated a technical issue with the system software. CZDS was restored on 02 May 2014.

Q2: How did you find out about the problem?
A2. CZDS users alerted us to the issue.

Q3: What was the technical issue?
A3: The CZDS was designed with a robust set of management features for registry users, but it came to our attention that some of those features did not work as intended or caused user confusion.

Q4: Were there any unauthorized zone data downloads?
A4: We performed a thorough system and data review. Based on available evidence, no zone data was inappropriately downloaded.

Q5: Will I see any CZDS functionality changes with the redeployment?
A5: We made software changes and reconfigured the system to simplify the registry user interface and to ensure that all features worked as intended. While there are some changes to registry user features, the end user experience remains the same.

Q6: Will there be other changes to the CZDS?
A6: Yes. We will continue to improve the CZDS.

Q7: I am a Registry Operator and I cannot view the full contact information of the end user requesting my zone data. Do I have to approve zone data requests since this data is required by my Registry Agreement?
A7: Registry Operators will not be able to see end user's full contact information upon request of their zone data. This is a temporary state while we add additional code changes. Because of this, Registry Operators are not obligated to approve new requests until the next system update

Q8: Will I be able to download the zone data from the days the system was down?

A8: No, the CZDS provides access to only the most recent zone file uploaded by each Registry.

Additional CZDS questions and answers may be accessed via the CZDS Help page located at: https://czds.icann.org/en/help.

If you have any further questions, please send an email to customerservice@icann.org.