

## 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 shut down?**

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. The CZDS was restored on 2 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 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: Did ICANN address the issue?**

A5: Yes. A new version of software for the Centralized Zone Data Service was released on 9 May 2014, restoring most features to their intended use.

**Q6: Will there be CZDS functionality changes with the new software release?**

A6: Yes. The system was reconfigured to simplify the registry user interface and to ensure that all features work as intended. While there are some changes to registry user features, the End User experience remains the same. Registry Operators will notice the following functionality changes:

- End User history is restored allowing authorized Registry Operator and Super Manager Users to see this information.
- **IMPORTANT:** Super Manager and Registry Operator Users will no longer have access to the "Operators" tab and therefore can not promote or demote users within the CZDS. This feature is currently being redesigned as it was causing confusion for several users. Until the functionality is restored, the Registry Primary Contact can request a user be promoted by logging on to the GDD portal (<https://gddportal.icann.org>) and submitting a request using the "cases" work item. When making the request please include the following information:

- The user ID and email of the person you want to promote; and
- The TLDs you want this person to manage.

**Q7: Will there be other changes to the CZDS?**

A7: Yes. The CZDS technology roadmap also includes further enhancements, the majority of which are in response to user requests, which will be communicated and rolled out later this year.

**Q8: 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?**

A8: This functionality has now been restored. As such, Registry Operators are once again obligated to approve new requests granting End Users access to zone file data.

**Q9: Will I be able to download the zone data I missed during the service interruption?**

A9: 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](mailto:customerservice@icann.org).