



Frequently Asked Questions (FAQ)

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What is the process for Pre-Delegation Testing (PDT)?	4
What is the timeline for the PDT process?	4
How long does PDT take?	5
Can someone other than the application’s primary contact participate in PDT?	5
Who should be the PDT Contact for my application?	5
Does each application need to undergo PDT? If so, why can testing not be conducted once per registry service provider?	5
Who do I contact with questions about Pre-Delegation Testing?	6
What can I do if I have problem logging into the PDT System?	6
I have not received a new link to create a password for a new application. Will I need a new link?.....	6
I have forgotten my password. Can I reset my password?	6
How can I change my password?	6
What are the requirements for choosing a password?	6
How do I change my username?	7
How can I contact the PDT Service Provider?	7
Where can I find the application glossary?	7
Can I add documents to my submitted application?	7
Can I resubmit my files?	7
How can I verify what input data is uploaded?	7
How do I contact the PDT Service Provider?	8
Where can I see uploaded files?	8
Why is the system locked and what can I do about it?	8
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?	8
How will I know when the deadline for input data is?	8
Will I be contacted if any data is missing?	9



Can I e-mail files if I can't upload them in the system?	9
What happens after I have submitted my data?	9
What happens if I do not submit my information on time?	9
Can I have a status update on the progress of the testing? Will I be notified as to which test has been completed?.....	9
Where can I find instructions for the test preparation?.....	10
What does "optional" mean within the application?	10
Are there any test tools that I can use to verify my data before submitting?	10
How will testing be performed in regards to load testing?	11
TLD Delegation.....	11
What are Distributed DNS tests?	11
How do I prepare for a distributed DNS test?.....	11
How many test nodes are used?	12
Whois Server Setup	12
Do we have to support Searchable Whois?.....	12
What are A-label and U-label, and how should they be presented in Whois?	12
When will PDT Whois testing change?	12
Why are the PDT Whois Test Cases and their requirements changing?	13
What are the main changes to the PDT Whois testing?.....	13
Where can I find the details of the new PDT Whois testing specification?.....	13
Do we have to update the information that we provide for PDT testing?.....	13
Will there be a self-test tool?.....	13
What "ROID Suffixes" are verified against the listed EPP Repository Identifier?.....	13
Must every "ROID Suffix" of all ROIDs in the Whois output be a registered EPP Repository Identifier?	14
How do we register our EPP Repository Identifier?.....	14
Our Whois response over TCP port 43 is encoded in UTF-8 or ASCII. What should we specify in the pdtwhois.xml file?	14
Do we have to specify the encoding for PDT Whois Web Whois Test Cases?.....	14
Do we have to make our Web Whois available behind HTTPS?	14
What IDN tables should I provide?.....	14



I have a suggestion of an addition of a code point to an IDN Reference Table. How do I submit my suggestion? 15

How do I justify the inclusion of an additional code point to a language based IDN Reference Table? 15

How do I justify the inclusion of an additional code point to a Unicode script based IDN Reference Table? 15

I found an IDN table on the IANA website for language LANG. Can I assume that it is pre-approved for PDT?..... 15

How do I best prepare my language table for PDT?..... 15

What code points in an IDN table need special considerations?..... 15

Do I need to have any contextual rules for my IDN table? 16

Our Registry system supports IDN and DNSSEC but clients are not required to use those extensions. Should we consider them as mandatory or optional?..... 16

In what formats should we submit the self-certification document?..... 16

Can we use references to the original application or other documents in the self-certification document?..... 16

Can we submit the information needed for the document tests in one document? 16

What naming convention must the Data Escrow deposit files follow? 16

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?..... 17

How do you recommend testing production systems for the self-certification load tests? 17

EPP tests and re-tests..... 17

Pre Delegation Testing (PDT)

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 Portal. The key steps of the process are as follows:

- A test appointment will be established between the applicant & ICANN via the ICANN Customer Portal.
- If the applicant does not request an appointment two weeks after being invited to PDT, an appointment will be assigned to them by ICANN. The registry primary contact will be listed as the PDT Contact for the test. The Applicant must confirm the appointment date with ICANN via customer service (customerservice@icann.org), and at that time can assign a different PDT Contact.
- 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 ICANN Customer Portal.

ICANN recommends PDT be completed within 120 days after the Registry Agreement is executed.

What is the timeline for the PDT process?

Below are the definitions of the key dates of the PDT process:

Earliest Available Date: This is the earliest that you, the applicant will be prepared to provide the necessary data and systems access to be tested by the PDT service provider.

Scheduled Start Date: On this date, the PDT service provider will begin testing. The applicant & their PDT Contact will receive a notification from the customer portal confirming this date. The scheduled date is based on:

1. Your earliest available date
2. Your priority number
3. The "batch" in which you respond – appointment schedules will be confirmed weekly
4. PDT capacity & current backlog

PDT Credentials Set up & Begin Data Entry: Approximately six to twelve days before the test date, the PDT service provider will contact the PDT Contact and provide them with instructions and credentials to access the PDT system. Once credentials have been established the data entry may begin.

Data Entry Deadline: On the Friday before the scheduled test date at 11.59 UTC, all required PDT input data must be uploaded and submitted in the PDT system.

PDT Start Date: On this date, the PDT service provider will begin testing. This is the date that was confirmed to you by the New gTLD Operations Team. The scheduled start date will always be a Monday.

Testing Duration: Once PDT starts on its scheduled date, it typically takes 2 weeks to complete testing. Should issues remain preventing a “pass”, the appointment will be extended to a 3rd week to attempt to remedy the outstanding issues.

Results Report Distribution: PDT results reports are compiled and reviewed for quality prior to release to the applicants. An applicant can expect to receive their PDT Results Report approximately one week after their appointment has ended.

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 results report will be provided by ICANN to the applicant’s primary contact within one (1) week. Thus, from the appointment start date to receiving the results PDT should take between 3-4 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 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 Portal.

Who should be the PDT Contact for my application?

The PDT Contact should be someone knowledgeable in the technical infrastructure and the registry services of the prospective registry. If the registry services function is being outsourced, it is recommended 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? If so, 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.

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

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

To log into the PDT System the first time, follow the link in the email sent by the PDT Service Provider to create a password. The newly created password must be authenticated with the PDT Contact's email address and the application ID. The application ID can be found on ICANN's website and in the email from ICANN announcing the time slot assignment for the Pre-Delegation Testing.

After creating the password, log into the PDT System with using the email address and 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.

What can I do if I have problem logging into the PDT System?

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

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

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

I have forgotten my password. Can I reset my password?

A new password can be requested 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 can I change my password?

A new password can be requested on the start page of the PDT System by using the Password Reset function (<https://pdt.iis.se/user/reset>). A password reset email will be sent to the registered PDT Contact's email addresses.

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 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. 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.

Where can I find the application glossary?

The ICANN Application Glossary can be found on this link:

<http://newgtlds.icann.org/en/applicants/glossary>

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 additions be necessary, please contact the PDT Service Provider through the messaging tool in the PDT System.

Can I resubmit my files?

When you submitted data the system will show this message: *"Your data file(s) have been locked and submitted to the PDT Service Provider. It is not possible to edit, delete or replace a submitted data file."* If you need to replace a file you need to contact the PDT Service Provider and explain why. This must be done prior to the start of testing.

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 *"View"* link that opens a new page with all the data and documentation submitted by the applicant for this specific gTLD.

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 the following features:

- Each application/applicant has its own message dialogue with the PDT Service Provider.
- For 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 more than one application is submitted, please use the message function on the corresponding page for that application when contacting the PDT Service Provider.

Where can I see uploaded files?

All uploaded files 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”.

Why is the system locked and what can I do about it?

If the files are locked, it could be due to the fact that you have submitted data. If so, you cannot change or upload additional data. Alternatively, the session (input time) may have expired. If you encounter such problems, please contact the PDT Service Provider.

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. Such files will be rejected and may prevent testing from proceeding according to schedule.

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.

PDT dates are scheduled to start on Mondays. The deadline to input data will always be 11.59 UTC, the Friday before your scheduled PDT. Specific dates and deadlines will be provided by ICANN once the appointment is confirmed.

General questions

Will I be contacted if any data is missing?

Yes. The PDT Service Provider will contact you if they need additional data. All communication between the applicant and the PDT Service Provider is handled within the PDT System.

Can I e-mail files if I can't upload them in the system?

If you experience problems uploading files please contact the PDT Service Provider and they will assist you in solving the problem.

What happens after I have submitted my data?

Your application will go into the Pre-Delegation Testing process where each part of the application will be tested and evaluated. If 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 the results report of the PDT.

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

The test will be considered 'Not Pass' 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 Portal or at customerservice@icann.org

Can I have a status update on the progress of the testing? Will I be notified as to which test has been completed?

We are unable to provide you with this information. When the testing has been completed, the PDT Service Provider will send a report to ICANN who will notify you as to the outcome of the tests.

Preparing for PDT

Where can I find instructions for the test preparation?

Read the document “PDT Input Data Instructions” found from <http://newgtlds.icann.org/en/applicants/pdt#resources>. You will also find the test nodes that the PDT will be conducted from.

What does “optional” mean within the application?

Optional means that it is not mandatory to submit an answer for that question. Rather, it is up to you to submit this information for clarification or additional information.

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

Yes, the following tools are available to assist you:

IDN testing

- You can do basic validation of the IDN tables before submission. The tool will output a list of the code points in the table and some relevant commentary on the table. Please note that passing the tool does not mean that the tables will pass PDT. It means that the tables probably have an acceptable format.
 - <https://github.com/dotse/idn-properties>
- IIS publishes a number of reference IDN tables, both language based and script based, that you are welcome to use in your application. Code points can be removed from the reference tables but the PDT Service Provider will ask for justification for any additional code points. The tables also list all necessary contextual rules.
 - <https://github.com/dotse/IDN-ref-tables>

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/>

Whois

- Whois Selftest Tool can be used for compliance test. It has been created to prepare for the Whois CLI Test Cases, Whois over TCP port 43, following the updated Whois tests used in PDT from 2015-11-02. The Whois Selftest Tool can be found at Github.
 - <https://github.com/dotse/Whois-Selftest-Tool>

EPP

- EPP Selftest Tool can be used for compliance test. It has been created to match the PDT tests for EPP.
 - <https://github.com/dotse/EPP-Selftest-Tool>

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.

External testing tools are available (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?

The basic DNS tests are conducted from five test nodes, one in each of ICANN's regions. The Distributed DNS tests are conducted from a large number of nodes by utilizing parts of ICANN's global infrastructure. PDT will thus test a larger portion of the applicant's anycast network(s) than with the five nodes only.

How do I prepare for a distributed DNS test?

Applicants do not have to do anything to prepare for a distributed DNS test. Simply confirm that the DNS infrastructure is functional and 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.

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 testing 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.

Do we have to support Searchable Whois?

If the Registry Agreement (Exhibit A) states that Searchable Whois will be supported, then the PDT Service Provider will test this function. If Searchable Whois is listed in the Registry Agreement but is missing or does not function correctly, the test will result in a FAIL.

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 typically 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.

When will PDT Whois testing change?

At 2015-11-02 the PDT Whois testing was change to the updated PDT Whois Test Plan and updated PDT Whois Test Cases. From that date until 2016-02-29 there is a transition period, during which deviations from new, stricter test requirements are permitted (but will return WARN in the Test Result Report). On 2016-02-29 the test requirements are fully applied, which means that any deviation will result in a FAIL.

Why are the PDT Whois Test Cases and their requirements changing?

The Whois Test Cases are updated to test the requirements on Whois output in the Registry Agreement in more detail. See the following documents on the Whois output format:

- "Advisory: Clarifications to the Registry Agreement, and the 2013 Registrar Accreditation Agreement (RAA) regarding applicable Registration Data Directory Service (Whois) Specifications"
 - <https://www.icann.org/resources/pages/registry-agreement-raa-rdds-2015-04-27-en>
- "Additional Whois Information Policy"
 - <https://www.icann.org/resources/pages/policy-awip-2014-07-02-en>
- "gTLD Registry Advisory: Correction of non-compliant ROIDs"
 - <https://www.icann.org/resources/pages/correction-non-compliant-roids-2015-08-26-en>

What are the main changes to the PDT Whois testing?

The Whois response, both from port 43 and web, will be deeply inspected and must follow the specifications in detail, e.g. the keys of the field must be exactly as specified and the data must follow the specification.

Where can I find the details of the new PDT Whois testing specification?

The updated PDT Whois Test Plan and Whois Test Case specifications are available at the ICANN PDT Microsite, <https://newgtlds.icann.org/en/applicants/pdt>

Do we have to update the information that we provide for PDT testing?

Yes, the Whois template for the pdtwhois.xml file has been updated with two more fields and must be filled in.

Will there be a self-test tool?

Yes, a self-test tool was published at GitHub 2015-12-03. Passing the Whois Selftest Tool is not a guarantee of passing PDT. The Whois Selftest Tool covers the detailed verification of the Whois output, but not all Test Cases of PDT Whois testing. See the Test Case documents for full details of the Test Cases.

- <https://github.com/dotse/Whois-Selftest-Tool>
- <https://newgtlds.icann.org/en/applicants/pdt>

What "ROID Suffixes" are verified against the listed EPP Repository Identifier?

The "ROID Suffix" of the ROID in the "Domain ID" field is the only suffix verified against the EPP Repository Identifier listed in the pdtwhois.xml.

Must every "ROID Suffix" of all ROIDs in the Whois output be a registered EPP Repository Identifier?

Yes, for every ROID it is verified that the "suffix" matches an *EPP Repository Identifier* registered at IANA.

- <https://www.iana.org/assignments/epp-repository-ids/epp-repository-ids.xhtml>

How do we register our EPP Repository Identifier?

EPP Repository ID registration requests should be sent to iana@iana.org. For examples of current registrations, please see the registry and the "People" directory at <https://www.iana.org/assignments/epp-repository-ids>. Please submit registration requests using the format "FOO, #x0046 #x004F #x004F" or "foo, #x0066 #x006F #x006F." In addition, please include an ID string, name, and email address for the registration's Change Controller and Reference/Contact.

Our Whois response over TCP port 43 is encoded in UTF-8 or ASCII. What should we specify in the pdtwhois.xml file?

If the responses over TCP port 43 are encoded in UTF-8 or ASCII then you set the value "UTF-8". If the responses are encoded in any other character encoding, then you have to set the correct value from the available codes. See the "PDT Input Data Instructions" document found on the ICANN PDT microsite, <https://newgtlds.icann.org/en/applicants/pdt>

Do we have to specify the encoding for PDT Whois Web Whois Test Cases?

No, the encoding is implicit from the web server response.

Do we have to make our Web Whois available behind HTTPS?

No, it is not a requirement, but if it is not available, then a warning will be issued starting on 2015-11-02.

What IDN tables should I provide?

The applicant should provide the set of IDN tables that correspond to the tables identified in the Exhibit A of the Registry Agreement. In most cases, these are the tables that passed initial evaluation (IE) as part of the TLD's application. Please note, 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. For your convenience, IIS provides IDN Reference Tables for frequently occurring scripts and languages; these tables can be found at <https://github.com/dotse/IDN-ref-tables>.

I have a suggestion of an addition of a code point to an IDN Reference Table. How do I submit my suggestion?

If you have an appointment for PDT then use the PDT System to provide your suggestion provided that it is relevant for your appointment. Otherwise use the tool in Github (<https://github.com/dotse/IDN-ref-tables>) to submit your suggestion.

How do I justify the inclusion of an additional code point to a language based IDN Reference Table?

The following are non-exhaustive examples of justification for a code point inclusion in a language table:

- A generally recognized authority for the language in question accepts the character associated with the code point.
- Published dictionaries list the character associated with the code point as belonging to the written tradition of the language in question.
- The character associated with the code point is commonly used by publishing industry (books or newspapers) for words in that language.
- Education material (e.g. "abc" books or equivalent) uses the character associated with the code point.

How do I justify the inclusion of an additional code point to a Unicode script based IDN Reference Table?

The following are the criteria for a code point inclusion in a script table:

- The code point has the script property in question and is compliant with IDNA 2008.
- The code point has the script property COMMON or INHERITED, is recognized by the Unicode Standard for that explicit script property and is compliant with IDNA 2008.

I found an IDN table on the IANA website for language LANG. Can I assume that it is pre-approved for PDT?

No. Those tables may not have been reviewed and approved in PDT.

How do I best prepare my language table for PDT?

Consult language and Unicode specialists. Do not include code points beyond what is used for writing that language. There may also be a reference table at <https://github.com/dotse/IDN-ref-tables>.

What code points in an IDN table need special considerations?

- Code points with Unicode script property value COMMON or INHERITED.

- Code points with IDN property CONTEXTJ or CONTEXTO.
- Right-to-left code points.
- Code points with general Unicode category Modifier Letter or Mark.
- Mixing of code points from different explicit Unicode scripts.

Do I need to have any contextual rules for my IDN table?

If any of the code points require contextual rules you must include them. Consult the IDNA 2008 standards, the Unicode Standard (<http://www.unicode.org/>), <https://github.com/dotse/IDN-ref-tables> and Test Case IDNvalid03 found in the IDN TC Document.

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 those extensions are not mandatory for your clients, do not include them as mandatory for the test.

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

Use the headers, including numbering and sub-headers, 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 needs to be included in its entirety in the self-certification document. Reference to the original application it is optional unless specifically requested.

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

No. A total of three documents must be submitted: the self-certification document, the DNSSEC Policy Statement and the Data Escrow Agreement.

What naming convention must the Data Escrow deposit files follow?

The deposit files MUST follow this format {gTLD}_{YYYY-MM-DD}_{type}_S{#}_R{rev}.{ext}

- {gTLD} is equal to <TLD>. If it is an IDN-TLD, then this MUST be the A-label.
- {YYYY-MM-DD} is equal to year, month, and day. The file MUST be maximum one month old.
- {type} is equal to “full” or “diff”.

- {#} is a number greater than or equal to 1.
- {rev} is a number greater than or equal to 0.
- {ext} is equal to “ryde” or “sig”. (Each .ryde has a .sig.)

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?

It is recommended that one table for IPv4 and one table for IPv6 containing UDP, TCP, UDP+DO and TCP+DO be provided as shown in the self-certification template example. The same is valid for the graphs as well. You can choose to separate the DNSSEC queries. We recommend that the IPv4 and IPv6 are not combined in the same tables or graphs.

How do you recommend testing 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 share 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.

EPP tests and re-tests

When an EPP test case is run, regardless of the outcome, the objects (domains, keys, etc.) supplied in the input file are affected and the test data must be considered to be consumed. In order for failed tests to be run again the data must be reset or new test data must be supplied.