



FLEE WITH GLEE

Help and advice on bringing your domain back up from your friends at Dynamic Network Services.
This exclusive support document is reserved to DynDNS.com members and RegisterFly refugees.

THANK YOU FOR YOUR TRUST

We are truly sorry to hear you are experiencing difficulties with your domain. As a key member of the community of the Internet since our foundation in 1998, when we saw the light of day as a free service for the open source community, we are committed to helping all users share and enjoy the Internet in a smooth, secure fashion.

The goal of this document is to share with you a few suggestions and experiences that should assist you in getting your assets back and your site or business back on track. It goes without saying a single document cannot cover every single possibility, nor would we ever pretend to know how you should run your business. We do fancy however that the following guide will help you overcome the most common hurdles that are looming ahead. It should, in other words, help you “flee with glee”.

The entire DynDNS team and the whole of Dynamic Network Services is at your full disposition to help you and provide you with any additional information you may deem useful. Simply use the email support form within your account interface to contact us and we will get back to you as soon as we possibly can.

Once again, for your trust, for your enthusiasm, for joining the Dynamic Network Services family, we thank you. We are looking forwards to many years of smooth and pleasant collaboration.

Your friends,
At Dynamic Network Services

STEP 1 – DO NOT PANIC

If, like many RegisterFly customers at time of writing, you are finding yourself stranded with no site and no email, you may be tempted to panic. Downtime is always stressful and we realize the kind of downtime you are experiencing at the moment is even worse. If we may risk some friendly advice however, do not panic. Above all, resist the temptation to speed up: you are way closer to the finish line than you were a few moments ago so there is no need to rush.

Go get yourself a brownie, a cup of tea or your favorite chilled drink. While you are at it, grab a pad and a fresh pen: we are going to write some things down together as we go and use them as reference both for ourselves and in case you need to contact a support engineer.

STEP 2 – THE TRANSFER

Answer each of the questions below calmly and thoroughly. It may seem silly but it will pay off down the line.

What do I want to do?

Before rushing into anything you need to exactly write down what it is you are trying to achieve. If you are a RegisterFly customer, you want to transfer your domain from RegisterFly to us. What does this mean?

Imagine your domain is a gym membership. When you sign up for the gym, you go to your local branch and ask that they add you to the company's registry, making you a bona fide member. If for some reason you are not satisfied with this branch, you can ask that your membership be transferred to another one. Since all branches are connected to the same customer database, you can walk into any branch and have your membership transferred, along with your courses, coupons and points. The same holds true with domains!

Today, your domain is managed by RegisterFly and you want to leave. By transferring your domain, you are taking with you that domain you own and putting it into our hands – think entrusting a new local branch with your classes and daily workout needs. You are not waiving your rights on the domain, you own it! You are simply taking your maintenance business elsewhere. On the internet, these “local gym branches” are called “registrars”.

But what about my email and stuff?

Not too fast! Before you even think of transferring services, you need to stay focused on the domain. We promise this is what you want to do. Follow along...

What is my domain?

If you are like most people, you probably only operate one domain. Your domain is what stands after the “@” sign in your email address or what people enter in the address bar to load your site – minus that “http://www.” stuff. For example, our domain is DynDNS.com. Google’s domain is Google.com. Sense a theme here? Domains can also end in “.net”, “.org” or other extensions: just find your business card and highlight everything from after the “@” all the way until you reach a blank.

If you are a big Internet user or if your company has a bit of a history you may have multiple domains – actually, we live at both DynDNS.com and DynDNS.org. If that is the case, just proceed one domain at a time and repeat the instructions listed in this document as many times as you have domains to take care of.

Let's sum up

By now you should know your “domain name” and have a clear mental image of what it is you do. For example, we could say:

I want to transfer my domain, Example.com, from RegisterFly to Dynamic Network Services.

Now, your turn. Repeat the sentence on your pad replacing “Example.com” with your own domain. Put a big red frame around it: whenever you are contacting support (at either RegisterFly or here at Dynamic Network Services) you will want to repeat that.

Who am I?

Imagine you walk into a bank and demand to withdraw money from an account. Does the cashier open the drawer and hand out bills to you? No, he first asks for proper ID, checks on a registry, then ensures you have the right to mess around with that particular account, then, and only then, hands out the funds you requested. Pretty standard procedure.

Now, imagine you are a registrar and someone walks up and asks to walk away with a domain. Would you give it to them? No, you would do like the cashier: ask that person for ID, look up on the registry, then hand out the domain. As luck would have it this is exactly what is going to happen when you will ask to “transfer your domain” to us: RegisterFly is not going to let you walk away with any old domain because you ask nicely.

There are two pieces to fill: you need to make sure you have proper ID and you need to make sure what is on the registry actually matches that ID. Indeed, much like a typo on a boarding pass can

wreck havoc on your flight plan, a discrepancy between the ID you are going to hand out and what RegisterFly knows about you can stall the entire process.

What does RegisterFly know about me?

The main difference between the Internet and a bank is that anybody, even you, can ask to know what the “registrar” knows about you. In your case, this is very convenient: it allows you to make sure the ID you will present the registrar with will match even before you walk up to the desk!

So, how do you go about it? On the Internet, that big registry is called the “WHOIS database” (fun, eh?) and it is publicly available through a great many sites.

You can consult the WHOIS database for most sites by visiting the [DynDNS WHOIS tool](#). It is available within your account at the following address:

<http://www.dyndns.com/support/tools/whois.html>

Enter your domain in the box and click on Submit – again, that is just your domain, not the “http” or “www” parts. Then, wait for a few seconds: your browser will refresh the page and display the information you are after. It may look scary but it is actually quite simple to parse through.

Among the gobbledygook – we are engineers and we don’t like looking at it –, you should see an area starting with “Administrative Contact”. Under that heading you should see your name, postal address, email address and telephone number.

Do you see that information? On your pad make a note of whether or not the “Administrative Contact” for your domain is correct or not. If it is not, write down what appears in place of your own contact information.

If the information you read seems correct, things are looking up! Double-check that you can actually receive emails at the address that is listed (why not try and send yourself a [cute iCard](#), for example?). This is very important: if you cannot receive emails at this address, you will not be able to complete the transfer.

Now, look within the page for something that reads along the lines of “Locked” or “TransferProhibited”. If you see such a line, that means that your domain is locked. In other words, your registrar has a big neon red tag on your domain that reads “Do not let anyone touch this domain or do anything to it under any circumstances.” As you can imagine, in a situation like the one you are in right now, this can be a problem.

Make a note on your pad that you want to “unlock your domain” and keep on reading the next section that covers this eventuality.

Finally, towards the end, you should see a header that reads “Domain servers in listed order”, followed by a few lines made up of strange sounding domains and numbers.

Write down “My DNS servers are:” followed by these lines, exactly as they appear. You will need them later so make sure you keep that safe.

Help! My domain does not list me!

Uh Oh... Don't panic. Take a deep breath and try to analyze the situation. What is appearing instead of your name or current email?

Is this the address of a friend or spouse or family member who manages the domain for you? If so, call that person up and ask her to keep on going through this document with you as you will need their help. The same holds true if the domain was set up for you by a PR firm, a design agency or a technical consultant and their contact information appears here.

In some instances, you may see a reference to an "anonymizing service". What on earth is that, may you ask? An anonymizing service is a service that "stuffs" the registry with their information instead of your own so as to protect you. That is all well when all is well, so to speak, but it does raise an issue if you have lost control of your domain or are in a hurry to claim it back.

That is pretty much the toughest case you can encounter but worry not, there is a way out! If the contact information lists a telephone number, try calling the anonymizing company up and asking for help.

If the anonymizing service however is one you purchased at RegisterFly, we may be able to help you out. How do you know if this is the case? The organization name should read ProtectFly and the email address should be in the ProtectFly.com domain.

Is this the case? If so, write down on your pad "My domain uses the ProtectFly privacy protection feature."

Unlocking and unprotecting

In a perfect world, unlocking and unprotecting your domain requires that you log into your account interface at your registrar – in this case RegisterFly – and uncheck a few boxes. So let's try that shall we? Telephone RegisterFly and ask that your domain be unlocked and that the ProtectFly features be removed. You can also try visiting your account control panel to make this change by yourself.

If you cannot do this or reach anyone at RegisterFly, users on the Internet have reported success with the following method. Note that we cannot advocate it (it is, after all, a hack) but it may get you out of this tough spot. Ready? Read on!

The first thing you want to do is to create a new RegisterFly account. We know, this is not exactly intuitive but this is how we shall start. Setup this account normally (no need to get fancy) and make sure that you write down all the information you give out and are given such as user name, login, contact email address, password, etc. Just make sure the information you give out is exact and that it allows to contact you through email!

With that information in hand, log out of the new account you just created and log back into your old RegisterFly account – the one containing the locked or “protected” domains you wish to claim back.

From there, click on “Manage Domains”, then select your domain and click on “Change ownership”. Then, click on the “Push to another user” link and enter the login of the new account you created (and have written down on your pad). Proceed to the next step and, if your domain is “protected”, opt in to change the contact information

on the domains you are “pushing”. Complete the process and log out.

Finally, log back into your freshly created account. You should now see your formerly locked or “protected” domains in an unlocked, unprotected state.

Congratulations! You are now in the same situation as if none of that locking or protecting business has happened. Tough, indeed, but you have just overcome the biggest roadblock. Hooray you! Let’s not stop here however, the clock is ticking and your chilled drink must be getting warm.

Getting your authorization code

Log in to your RegisterFly console and locate your domain. From there you want to request your authorization code for each domain. If you are unsure on how to get about it, here is a quick reminder. All you need to do is click on your domain, then unlock it if required. From there, enter the contact information configuration form and look for the aforementioned code.

Carefully write that authorization code down on your pad. Write down something detailed like “The authorization code for my domain Example.com is ADCDEF.” so that you can reference it easily later on.

Cannot get your authorization code?

If, for some reason, after carefully following the steps above, you still cannot get your authorization code or RegisterFly does not give you control on the domain, we would like to hear from you, so that we can help you sort this out, improve our tutorials or alert the competent authorities. To that effect, just get in touch with registerfled@dyndns.com and let us know what difficulties you are experiencing. We will be here for you!

Starting the transfer

Once you have your code in hand and you know the “Administrative Contact” email address for your domain is correct, you can actually walk up to the desk and ask to get some cash. Or, in Internet parlance, you can start the domain transfer procedure.

To do this, log onto your DynDNS account and visit [the following page](#). Start by entering your domain and continuing. During the next steps, you will be asked for your Auth code, the one you just fought to get, as well as for some banking information. Remember that our FAQ and help files are all here to provide you with any details you may deem useful on that procedure. This is the moment for you to make good use of our special RegisterFly refugee coupon!

After you have completed the process, an email will automatically be sent to the address listed in your WHOIS information, asking for confirmation. Most of the process is automated and time-sensitive so you will want to keep an eye out for the email messages as they arrive: clicking on the links and performing the actions they request in a timely fashion is essential.

Completing the transfer

Provided all has gone well, the transfer should now be about complete. There is not much you or we can do to speed these things up as they largely depend on how fast the other party will react. Rest assured however our support team is at your entire disposition to answer any question you may have on the topic and help you ensure that everything is going smoothly. Provided this is the case, your domain will soon appear in your account management interface and you will soon be able to manage it as smoothly as you should always have been.

Keep in mind you will not get charged by Dynamic Network Services until the transfer completes successfully!

STEP 3 – AFTER THE TRANSFER

Remember, you just transferred your domain but nothing else. A domain floating in the air is of as much use as foundations without a house. Sure, you would not be able to do anything without the foundations but they are, by themselves, not going to protect you come winter. The next part of this guide will focus on helping you get your domain back on track as quickly as possible.

If you are an experienced network user and the concept of DNS is familiar to you, you probably do not need the remainder of this guide. If however you feel like a little help would be welcome, then follow along!

Answer each of the questions below calmly and thoroughly. It may seem silly but it will pay off down the line.

Of DNS, hosting and email

The following is probably the most technical part of this booklet so you may want to grab something fizzy before delving in. Worry not however, it is pretty simple.

You see, your presence on the internet is made of three things: your domain, magic goo called DNS and the big computers on which your email and site are stored, these are called servers and are pretty much like the computer you are using at home except they are much noisier and they work 24/7.

The role of the domain is to point to the big machines. In the real world, people wishing to contact you need to write an address on their envelopes if they want the mail they send to ever reach you. A domain is the online equivalent of that address.

Instead of reading:

22 Main Street, San Francisco, California

It will read

Example.com

And instead of reading

Dan Druff, 22 Main Street, San Francisco, California

It will read

dandruff@example.com

Simple, eh? But how does the postman go to your house exactly? Even simpler: he or she looks at a map, finds your address on it and drives the mail truck to the location specified on the paper - OK, things may be a bit more complex in real life and there may be multiple intermediaries involved but you get the idea.

On the Internet, things happen in a similar way. The "map" is not provided on a sheet of paper, it is provided by a system called DNS - short for Domain Name Service but you really need not remember that. DNS will tell the electrons that want to travel your way where they should go. Without the DNS, the electrons would just float in the air, confused and lost.

Now, we have got your mailman in the truck and on the track, about to arrive at the address specified on the map. But of course the mailman could not deliver any mail if there were no mailbox at that address, could he? Imagine standing with an envelope in hand in front of a big empty corn field: you would send the letter back, not attach it to a twig with a bit of string.

So, what is your house in the virtual world? Again, simple: the house is the server, the machine onto which your mails are sent and on which you keep your site.

Do I have a host?

Address, map, house. Domain, DNS, server. The analogy is complete and surprisingly exact. So, you have claimed the control of your address back. But what of the rest? Now that you have your domain back, we need to know where your servers live and who provided you with your hosting. In internet parlance, your “host” is the person who stores your email and web site onto their machines.

In addition to providing domain name services, RegisterFly provides hosting services too. If you are going away from them, you may want to investigate getting another host. Dynamic Network Services does not provide hosting services but there are plenty of great companies around.

For example, you may want to check [Westhost](#). We are not associated with them and are not endorsing them or their services but we heard generally good things about them.

Whether you decide to sign up with a new hosting account or to stay with your current host, they will give you a list of “DNS Servers” you need to “delegate” your domain to. This is fancy

Internet parlance for the list of maps you need to make available to the world for the postmen to find you. Simply write them down and skip to the next section. If you are not sure what these are, contact the support of your host and ask:

“Could you please give me the list of DNS servers I need to delegate my domain to so that I can use your services?”

They will understand and they should come back to you with a list of domains looking like “ns1.mydyndns.org”. Write all these down very carefully.

I am completely lost!

If you are not sure whether you have a host or where you hosted your site, there are a few easy ways to know. Go through the following checklist step-by-step and answer all the questions.

Do I have a website? Do I receive emails at that website?

If the answer is yes, then you do have a host. Indeed, you need someone to put that website on their servers for your visitors to be able to access it. That someone is your host.

When I wanted to manage my site or my emails, did I use a web-based control panel?

If the answer is yes, find in your archives the address of your site control panel. Chances are that the control panel will contain a big logo for your host as well as a link to contact your host’s support department.

Does my business deal with a PR or communication agency?

If so, it is possible that they host your site and emails - either themselves or through a trusted third-party. You may want to get in touch with them to ascertain whether that is the case.

If you are still unsure of whether you have a host or who that person is, get in touch with our support department who will be delighted to assist you.

Delegating your domain

The last step in the transition process is to delegate your domain. Again, fancy parlance to link the address with the maps. In order to do that, simply log into your DynDNS account. Then go to “My services” (there is a link at the top right of the page) and click on your domain. On the “Service Summary” screen that appears, locate the “Domain Registration” line and click on “Details”. On the screen that appears, click on the “Change” link located right underneath “Nameservers”.

Next step is to select “Enter Nameservers Manually Below” and to fill in the lines, one by one, with the information your host gave you. Then, validate and sit back. In a little while, the change will “stick”: it may take a few hours but that is normal and does not indicate an issue or sloppiness on our part or on your host’s.

CONCLUSION – TIME FOR MORE

There you go! You should now be able to liaise with your new host to quickly set up all the email addresses and web pages that you need. If you play your cards well and keep an eye on timing, you may be able to have all services set up and running at your new host's before the domain is transferred from RegisterFly to us. That way, as soon as the pieces of the puzzle fall back into place, you will be able to resume your business or personal activities.

It is difficult to predict how long the domain transfer will take but if our experience is of any indication, three to five days sounds pretty reasonable.

Of course, we at Dynamic Network Services are DNS experts and would be delighted to assist you in setting up something much more complex should your needs require that. In that, from the simplest setup (what we just did) to the most tuned-up, our support team will be delighted to assist you. Be sure to cancel and close any accounts that may be left behind, especially if these contained some paying or recurring services – you do not want to pay for services you are no longer using!

APPENDIX A – DOMAIN STUCK?

In some rare cases, you may not be able to transfer your site and email to a new host easily. For example, maybe you signed up for one of these “Template” services that effectively locks your site onto the host’s servers – because you do not have access to the template itself but just to a console to edit it. Whether you commission a new site design from someone or decide to set up something similar somewhere else is your choice. These things however take time and you probably do not want to remain without email for a long time. As a stop-gap measure, we can offer the following tutorial. It is not an ideal solution but it can bring your email back up in a matter of hours right after the transfer completed as well as provide you with a reassuring splash page for your clients or visitors.

DynDNS offers an email redirection service called MailHop Forward. This is a very powerful service that many large corporations use to ensure email always reaches them, no matter what. Its “Lite” sibling however may be just your ticket. Once again, do not perform the steps below if you already have email service somewhere or have just purchased email service or are planning to do so shortly. These steps are for users who are facing a weeks-long gap in services.

The first thing you need is email service. DynDNS does not provide email service directly but there are plenty of providers that do. If you are experiencing issues getting set up with paid email (which is the reason you are reading this appendix), you can open a free account at a service like [FastMail.fm](https://fastmail.fm). We are not affiliated with

them and we do not endorse their services but they are generally known as good people around the Internet.

Get your free account there, making sure to write down your new email address, your login and password. The great thing about their offering an email interface is that you do not even need to worry about setting up software on your computer.

Once your domain has transferred to us, locate it in your account control panel and click on it. On the screen that appears, select "Add Zone Services", then "Custom DNS Wizard". You will probably want to sign up for one year.

Before you check out, click on "Add other services for my account" and, on the screen that appears, "Add Zone services". Then, select "Add MailHop Services".

In the form that appears, enter your domain name in the box and be sure to select "Forward Lite" - you could select "Forward" instead of Lite but, since you will not make use of the advanced features offered by the full version, there is no need to pay more than you have to.

On the next screen, enter the email address you want to create. For now, enter just yours or the one that is most crucial to your business: you will be able to add more later.

If you have a great many address you want to put back up quickly, enter a star in the address field. This will create a magic super address that will accept email for any address at your domain. Just don't do that if you do not really, really need to: that tends to attract SPAM!

Even though this is a time of crisis, there is no point in roughing it: be sure to check the SPAM scanning and virus filtering checkboxes for comfort and security – plus catching a virus is the last thing you want to happen to you right now. You can now check out, purchasing both a “Custom DNS” service and a “MailHop Forward Lite” service, and our system will automatically add the necessary entries to your domain.

This done, return to your service list through the “My Services” link at the top right of the screen and locate your domain in the list. Next to it you should see something that reads “Custom DNS”: click on that. In the list that appears, locate the link that reads “Configure for MailHop” and click on it. That will tell the system to automatically link the two services you just purchased together and, generally speaking, “glue the pieces together”.

At the top of the page, you should see something with your domain, the letter “A” and an address. You want to delete that by checking the “Delete” box on the right hand side and clicking on “Save changes”. The system adds that line automatically because most users would need it. In this particular case, you don’t and it may actually interfere.

If you want to let your public know that you are experiencing difficulties because you are fleeing RegisterFly – for example, so that they are not wondering about your business disappearing, we provide a one-page splash screen you can display in lieu of your site while you work behind the scenes. To benefit from this, simply locate the line that reads “Offline information” towards the bottom of the screen.

In the “URL” box, enter: <http://offline.ifledtoo.com>

Check the "Is Offline" box and save the changes. You will notice that if someone attempts to load your domain in their browser, this special notice will appear, indicating they need not worry. This feature is our gift to you.

What did we just do? We created a redirection from your old email address to your new free email account and from your domain to our splash page. That way you can receive your email messages while working with your lawyers, accountants or any involved third-party to get things back on track. Whenever you have purchased hosting services somewhere and want to rely on them, you will simply need to cancel the MailHop and Custom DNS services and will receive a coupon refund to use towards any other purchases you may wish to make at DynDNS.com. Remember, our support team is at your entire disposition to help you overcome any issue you may encounter!

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