



## Notifications Documentation

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Notifications are event driven messages sent to customer accounts.

Two types of notifications exist:

1. Those who require action of the customer, eg about a reset of a password that has been requested by one of the users.
2. Those who are informational only, eg about a transfer process that is successfully finished or a profile change request that has been approved by RTR support.

The purpose of the notification subsystem is to facilitate the Customer to monitor the statuses of the account and the domains in the account.

With **notification rules** it is configurable **which user** receives **which types** of notifications and **how** he receives these notifications.

At the moment there are **two ways of receiving** notifications: by **email** and by reading them from the **queue** on which the RTR system places them. Removing from the queue requires an explicit acknowledgement. If one chooses to receive notifications by email then at least one of the users has to be selected as recipient.

The notification types are **hierarchical**. If subscribed on a notification type with a notification rule you will also receive notifications of types lower in the hierarchy (if fired). This may be overruled with a notification rule on a notification type lower in the hierarchy.

## Account

### Confirm password reset

**Purpose:**

Finish the process of your password reset.

**Triggered by:**

user requesting a password reset at the website.

**Recipient:**

The user who requested the reset.

**Subject:**

Password reset requested

**Body:**

```
Dear: admin

We received a password reset request for your account.
If this is requested by you, please use the following link to reset your password:

https://dm.realtimeregister.com/users/H9M50MA8174TUQKUGM7T/10586/rtr/admin/reset_password

If you did not make such a request you can ignore this mail.

Best regards,

Realtime Register Support

-----
Realtime Register B.V.
Ceintuurbaan 32A
8024 AA ZWOLLE - The Netherlands
T: +31.384530759
F: +31.384524734
U: www.realtimeregister.com
E: support@realtimeregister.com
-----

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to you by mistake, please return it to us.
*****
```

## Password reset request

**Purpose:**

Being aware of which user requests a password reset.

**Triggered by:**

user requesting a password reset at the website.

**Recipient:**

The recipient is configurable via the notification rules.

**Subject:**

```
Password reset notification
```

**Body:**

```
Dear rtr/admin,

This message is to inform you that a password reset has been requested by user 'admin'.

Message: A password reset was requested for user

Best regards,

Realttime Register Support

-----

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```

## Update customer approved

**Purpose:**

Being informed about RTR support's approval of a customer update.

**Triggered by:**

RTR support approved the pending customer update request.

**Subject:**

```
Update customer notification
```

**Body:**

```
Dear customer/admin,  
  
Process id 17490 is updated, the following properties are changed or approved by the Realtime Register support staff:  
organization  
old:    Realtime Register  
new:    Test & co  
  
name  
old:    Realtime Register  
new:    Realtime Register BV  
  
Best regards,  
  
Realtime Register Support  
  
-----  
Realtime Register B.V.  
Ceintuurbaan 32A  
8024 AA ZWOLLE - The Netherlands  
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F: +31.384524734  
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-----  
  
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```

## Update customer profile approved

**Purpose:**

Being informed about RTR support's approval of a customer profile update.

**Triggered by:**

RTR support approved the pending customer profile update request.

**Subject:**

```
Update customer profile notification
```

**Body:**

```
Dear customer/admin,

Process id 17623 is updated; Your public profile change is approved and updated by the Realtime Register support staff.

postalCode
old:      1234 AB
new:      9999 JK

voice
old:      +31.123456789
new:      +31.619999

email
old:      email@old.com
new:      email@new.com

address
old:      [Address line 1]
new:      [New street 23]

url
old:
new:

country
old:      NL
new:      US

city
old:      City
new:      City of Angels

Best regards,

Realtime Register Support

-----
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## Update customer profile rejected

**Purpose:**

Being informed about RTR support's rejection of a customer profile update request.

**Triggered by:**

RTR support rejected the pending customer profile update request.



Subject:

Update customer profile notification

Body:

```
Dear customer/admin,

Process id 17862 is updated; Your public profile change is rejected. The Realtime Register support staff will send you an e-mail with instructions.

Best regards,

Realtime Register Support

-----
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## Update user

**Purpose:**

Being informed about an update of a user of this account.

**Triggered by:**

A user updating properties of a user.

Subject:

Update user notification

Body:

```
Dear customer/admin,

The details of one of your account's users have been updated as a result of process id 251037.
Message: Updated user bill

Please find the properties changed below:
roles
old:
new:      admin,all

language
old:      NL
new:      EN

Best regards,

Realtime Register Support

-----

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## Asynchronous actions

### Asynchronous create domain

**Purpose:**

Being informed about a finished domain create process. This notification will only be fired for asynchronous domains. Domains that were created synchronous (create completes within the domain create request transaction) are not notified since the positive response on the create request already implies that the creation was successful.

**Triggered by:**

The registry that informs RTR about the registration of the domain. For manual registrations RTR support will trigger this notification by manually completing the registration process,

**Subject:**

```
Domain create notification
```

**Body:**

```
Dear customer/admin,  
  
Process id 17944 was updated  
Message: Domain 'myfirstdomain.dk' is created  
  
Best regards,  
  
Realtime Register Support
```

```
-----  
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## Asynchronous delete domain

### Purpose:

Being informed about a finished domain delete process. This notification will only be fired for asynchronous domains. Domains that were deleted synchronous (delete completes within the domain delete request transaction) are not notified since the positive response on the delete request already implies that the creation was successful.

### Triggered by:

The registry that informs RTR about the deletion of the domain. For manual TLD's RTR support will trigger this notification by finishing the delete process.

### Subject:

```
Deleted domain notification
```

### Body:

```
Dear customer/admin,

This is an update about the delete process 11459 of the domain 'myfirstdomain.dk'

Message: The domain 'myfirstdomain.dk' is deleted

Best regards,

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-----
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## Asynchronous update domain

### Purpose:

Being informed about a finished domain update process. This notification will only be fired for asynchronous domains. Domains that were updated synchronous (update completes within the domain update request transaction) are not notified since the positive response on the update request already implies that the update was successful.

### Triggered by:

The registry that informs RTR about the update of the domain. For manual TLD's RTR support will trigger this notification by finishing the update process.

### Subject:

```
Domain update notification
```

### Body:

```
Dear customer/admin,  
  
Process id 11454 is updated.  
The update of domain 'myfirstdomain.dk' is completed
```

```
Best regards,
```

```
Realtime Register Support
```

```
-----  
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```

```
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```

## Auto renew domain

### Purpose:

Being informed about a renewal of a domain. This notification will only be fired for automatically renewed domains or for asynchronous renewals. Domains that are renewed explicitly by a user request and that are synchronous (renewal completes within the domain renewal request transaction) are not notified since the positive response on the renewal request already implies that the renewal was successful.

### Triggered by:

The registry that informs RTR about the deletion of the domain. For manual TLD's RTR support will trigger this notification by finishing the delete process.

### Subject:

```
Domain renewal notification myfirstdomain.dk
```

### Body:

```
Dear customer/admin,

This is an update about the renewal process id 18179 for the domain 'myfirstdomain.dk'

Message: Domain 'myfirstdomain.dk' successfully renewed until Tue Apr 16 15:19:05 UTC 2013

Best regards,

Realttime Register Support

-----

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```

## Auto renew domain insufficient funds

**Purpose:**

Being informed about insufficient credits resulting in a failing autorenewal of a domain.

**Triggered by:**

The RTR subsystem that tried to autorenew the domain.

**Subject:**

```
Insufficient funds to auto renew domain
```

**Body:**

```
Dear customer/admin,  
  
Because of insufficient funds in your Realtime Register account the scheduled auto renew with  
process id 12345 failed.  
Message: Domain 'myfirstdomain.dk' cannot be auto renewed and will be auto deleted  
  
Please check your account for the available options to recover and or renew the domain.  
  
Best regards,  
  
Realtime Register Support
```

```
-----  
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-----
```

```
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*****
```

## Domain expiry report

**Purpose:**

Being informed about this account's domains that will expire in the near future. The notifications indicates if the domains will be renewed. The notification also gives the current balance and the expected balance at time of expiration. The expectation is based on historical data.

**Triggered by:**

The RTR system that periodically checks for nearby expiration.

**Subject:**

```
Domain Expiry Report
```

**Body:**

Dear customer/admin,

This is a report of the domains about to expire in your account.

Message: Domain expiry report

Please note; expired domains will go into redemption. The costs to restore domains in the redemption period are significant.

Your account contains domains that, provided an adequate balance exists, will be renewed between 17 april 2013 and 18 april 2013

Date	Price	Domain name
17 april 2013	USD 5	myfirstdomain.info
18 april 2013	EUR 5	myfirstdomain.nl

Total EUR 5  
Total USD 5

Your balance at the time of creating this e-mail was:  
EUR 4,572.73  
USD 4,790

Based on your account's historical data, your estimated credit balance on May 31, 2013 will be about:  
EUR 4,473.98  
USD 4,736.25  
This estimated is indicative only; you cannot assert rights based on this projection.

Best regards,

Realtime Register Support

-----  
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## Finance

### Deposit

**Purpose:**

Being informed about RTR's receipt of a deposit and the corresponding credit balance update..

**Triggered by:**

The RTR system that receives the deposits and updates the credit balance accordingly.



Subject:

Deposit notification

Body:

```
Dear customer/admin,

The status of the payment with id 11371 is: Deposit received.

Best regards,

Realttime Register Support

-----
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```

## Price change

**Purpose:**

Being informed about a price change of one of the products you may consume from RTR.

**Triggered by:**

RTR support that changes a price.

Subject:

Price change notification

Body:

```
Dear customer/admin,  
  
The prices listed below have been adjusted for your account.  
  
Message: There is a change in price for products within the price group that you have been assigned to  
  
Product = domain_dk  
Action = CREATE  
Currency = USD  
Price = 505
```

```
Best regards,  
  
Realtime Register Support
```

```
-----  
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```

## Refund

**Purpose:**

Being informed about a refund of billables

**Triggered by:**

The RTR system that periodically calculates the refunds you should earn depending on your behaviour during grace periods.

**Subject:**

```
Refund notification
```

**Body:**

```
Dear customer/admin,

This is an update about your Realtime Register account balance.

Message: The following billables have been refunded in the period from 2013-04-01 00:00:00.0
until 2013-05-01 00:00:00.0:
date: 2013-04-22 12:32:19.0, product: domain_cc, action: CREATE. quantity: 1
date: 2013-04-22 12:32:20.0, product: domain_in_sld, action: CREATE. quantity: 1
date: 2013-04-22 12:32:20.0, product: domain_in_sld, action: CREATE. quantity: 1

The following items have been refunded to your balance:
$notification.payload

Best regards,

Realtime Register Support

-----

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## Watermark reached

**Purpose:**

Being informed about your balance reaching a watermark. Watermarks are configureable per currency.

**Triggered by:**

During execution of a proces the RTR system identifies that the balance reaches the watermark.

**Subject:**

```
Watermark reached notification
```

**Body:**

```
Dear customer/admin,

This is an update about your Realtime Register account balance. Please make sure the balance is
sufficient for upcoming renewals, creates etc..

Message: Watermark reached

The watermark below was reached:
EUR 1000

Best regards,

Realtime Register Support

-----
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## SSL certificate expiry report

**Purpose:**

Being informed about this account's ssl certificates that will expire in the near future. SSL certificates will not be renewed automatically.

**Triggered by:**

The RTR system that periodically checks for nearby expirations.

**Subject:**

```
SSL Certificate Expiry Report
```

**Body:**

```
Dear customer/admin,

This is a report of the SSL Certificates about to expire in your account.

Message: SSL Certificate expiry report

Your account contains SSL certificates that are about to expire between April 26, 2013 and June 9, 2013, will NOT be renewed automatically:

Date          Certificate
-----
May 4, 2013   positive for myfirstdomain.dk

Best regards,

Realttime Register Support

-----

Realttime Register B.V.
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## Transfer notifications

### Incoming transfer client approved

**Purpose:**

Being informed about the current domain holder approving the incoming transfer.

**Triggered by:**

The RTR system that gets the information about the domain holder's approval.

**Subject:**

```
Transfer domain notification: myfirstdomain.dk OK
```

**Body:**

```
Dear customer/admin,

The status of process id 25936 is OK.

Transfer of 'myfirstdomain.dk' was approved by the current domain name holder.

For explanation of the various statuses, please check the Realtime Register domain manager.

Best regards,

Realtime Register Support

-----

Realtime Register B.V.
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### Incoming transfer client rejected

**Purpose:**

Being informed about the current domain holder rejecting the incoming transfer.

**Triggered by:**

The RTR system that gets the information about the domain holder's rejection.

**Subject:**

```
Transfer domain notification: myfirstdomain.dk FAILED
```

**Body:**

```
Dear customer/admin,  
  
The status of process id 25936 is FAILED.  
  
Transfer of 'myfirstdomain.dk' was rejected by the current domain name holder with ip:  
202.202.132.123  
  
For explanation of the various statuses, please check the Realtime Register domain manager.  
  
Best regards,  
  
Realtime Register Support
```

```
-----  
Realtime Register B.V.  
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## Incoming transfer domain

**Purpose:**

Ask the current holder or admin for approval for RTR becoming the new registrar of the domain.

**Triggered by:**

The RTR system that gets the incoming transfer request.

**Subject:**

```
Transfer of myfirstdomain.dk
```

**Body:**

```
Attention: Customer

Transfer of myfirstdomain.dk

Company X has received a request on 2013-04-16 for us to become the new registrar of record.

You have received this message because you are listed as the Registered Name Holder or
Administrative contact for this domain name in the WHOIS database. Please read the following
important information about transferring your domain name:

* You must agree to enter into a new Registration Agreement with us. You can review the full
terms and conditions of the Agreement at
https://www.realtimeregister.com/terms\_and\_conditions.html
* Once you have entered into the Agreement, the transfer will take place within five (5)
calendar days unless the current registrar of record denies the request.
* Once a transfer takes place, you will not be able to transfer to another registrar for 60
days, apart from a transfer back to the original registrar, in cases where both registrars so
agree or where a decision in the dispute resolution process so directs.

If you WISH TO PROCEED with the transfer, you MUST respond to this message.

( Note if you do not respond by 2013-04-16 14:28, myfirstdomain.dk will NOT be transferred to
us. )

You can reply via the web, please go to our website to agree or disagree:
http://dm.yoursrs.com/domains/myfirstdomain.dk/transfer/proceed/17394/3ZYINMIII24C2SKAHB71ZE3X8L0Z
you DO NOT WANT the transfer to proceed, then you don't have to respond to this message.

If you have any questions about this process please contact us.

Best regards,

Company X
Street 123
1234 AA Zwolle
Netherlands

Tel: +31.123456789
Fax: ${customer.fax}
customer@email.com
```

## Incoming transfer domain completed

**Purpose:**

The customer being informed about the completion of the incoming domain transfer.

**Triggered by:**

The RTR system that gets the incoming transfer completed information from the registry.

**Subject:**

```
Transfer domain notification: myfirstdomain.dk OK
```

**Body:**



```
Dear customer/admin,  
  
The status of process id 20112 is OK.  
  
Transfer domain 'myfirstdomain.dk' has been completed and the domain will be updated  
  
For explanation of the various statuses, please check the Realtime Register domain manager.  
  
Best regards,  
  
Realtime Register Support
```

```
-----  
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## Incoming transfer domain failed

**Purpose:**

The customer being informed about the failure of the incoming domain transfer.

**Triggered by:**

The RTR system that gets the incoming transfer failure information from the registry.

**Subject:**

```
Transfer domain notification: myfirstdomain.dk FAILED
```

**Body:**

```
Dear customer/admin,  
  
The status of process id 25936 is FAILED.  
  
Transfer domain 'myfirstdomain.dk' has failed  
  
For explanation of the various statuses, please check the Realtime Register domain manager.  
  
Best regards,  
  
Realtime Register Support
```

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```

## Incoming transfer domain pending approval

### Purpose:

The customer being informed about the incoming domain transfer requested but pending at the registry for approval.

### Triggered by:

The RTR system that requests the transfer at the registry but does not get a synchronous "action completed" message back from the registry. This means that we have to wait for the registry completing our request.

### Subject:

```
Transfer domain notification: myfirstdomain.dk OK
```

### Body:

```
Dear customer/admin,

The status of process id 56796 is OK.

Transfer domain 'myfirstdomain.dk' was requested at the registry and is pending for approval;
will automatically be cancelled if the registry does not react before Tue May 28 14:01:45 UTC
2013.

For explanation of the various statuses, please check the Realtime Register domain manager.

Best regards,

Realtime Register Support

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Realtime Register B.V.
Ceintuurbaan 32A
8024 AA ZWOLLE - The Netherlands
T: +31.384530759
F: +31.384524734
U: www.realtimeregister.com
E: support@realtimeregister.com
-----

*****
Disclaimer:
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you by mistake, please return it to us.
*****
```

## Incoming transfer server rejected

**Purpose:**

The customer being informed about the rejection of the incoming domain transfer.

**Triggered by:**

The RTR system that identifies that the response period expires.

**Subject:**

```
Transfer domain notification: myfirstdomain.dk FAILED
```

**Body:**

Dear customer/admin,

The status of process id 25936 is FAILED.

Transfer of 'myfirstdomain.dk' was rejected because response period for the authorization request has expired

For explanation of the various statuses, please check the Realtime Register domain manager.

Best regards,

Realtime Register Support

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