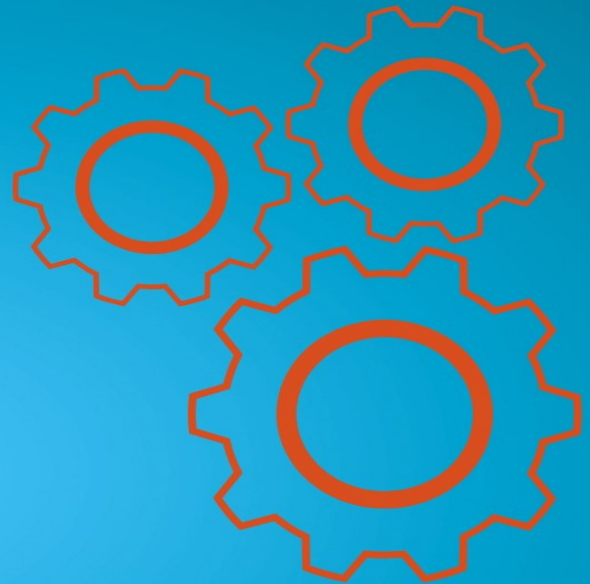


# CONTROL CENTER MANUAL FOR RDE V3.0



<https://denic-services.de>

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## Overview

This manual list and describes the features of the Control Center (CC) for our Data Escrow service. The CC supports you with:

- Reporting
- Maintenance
- Key change
- Communication

If you do not see all described parts or in case, you do not can a edit a specific part as described in this manual means you do not have the rights to see or edit this part. Please contact your Control Center Administrator (CC Admin).

## 1. Dashboard

The Dashboard provides a quick overview of all different topics. The icons in the Dashboard are clickable and lead to the according details page.

- Change the Account (if you have access to more than one account)
- Open Tickets
- Deposits
- ICANN Reporting
- Missing and failed Deposits
- Planned Maintenances

The screenshot displays the Data Escrow dashboard. On the left, there is a navigation menu with the following items: Dashboard (highlighted), Deposits, ICANN Reporting, Support, Keys, Company Details, My Account, and Admin. The main dashboard area is titled 'Data Escrow' and includes a 'change' button. It features several data widgets:
 

- 4 Open Tickets:** A widget with a speech bubble icon showing ticket details for RyDE and TPPMA.
- Deposits:** A widget with a download icon showing a list of successful transactions with dates and IANA IDs.
- ICANN reporting:** A widget with a globe icon showing successful IANA ID reports.
- Warning! Deposit failed/missing:** A widget with a bell icon indicating no entries found.
- 1 Planned Maintenance:** A widget with a bell icon showing a completed maintenance period.

 At the bottom left of the dashboard, there are links for 'Privacy' and 'Imprint'. A 'Logout' button is located in the top right corner.

## 2. Deposits

Here all recent deposits are listed with the according date, status and reporting. The Deposit Notifications can be downloaded as PDFs.

## 3. ICANN Reporting

Here all recent reporting to ICANN listed with the according date and status.

## 4. Support

In the Support section different ways to communicate and information about planned maintenance are provided.

### 4.1. Tickets

Here you will find an overview and information on all open tickets. Only the tickets for the current logged in user (email address) are shown.

### 4.2. Open Ticket

Here you can create a new ticket to get in touch with our support team.

### 4.3. Maintenance

Here you will see all planned maintenances.

### 4.4. How To

you can find different manuals and tools.

#### 4.4.1. How To Manuals

You can download our three manuals from here.

#### 4.4.2. RDE Client

You can download the [escrow-rde-client form here](#). The link also offers the manual for the client.

A detailed description can be found in the Technical Onboarding Manual page 5 to 8

### 4.5. Contact

Here you will find all different options to get in contact with us.

## 5. Keys

In the Keys section you can change your different public keys.

A detailed description can be found in the Technical Onboarding Manual page 3 and 4

### 5.1. PGP Key

Here you can see and edit your PGP key. The PGP key is used to sign your deposit.

### 5.2. SSH Key

Here you can see and edit your SSH key(s). You can add more than one SSH key. The SSH key is used to login to our SFTP Server.

## 6. Company Details

Here you can see and edit all details related to the Registrar.

### 6.1. Addresses

Here you can submit a new address in case you relocated.

### 6.2. Contacts

Here you can see all of your contacts.

#### 6.2.1. Primary contact

This your main contact towards ICANN. If you want to update this date, you need to contact ICANN.

#### 6.2.2. Contract contact

This person is your signee of the RDE Agreement. Please open a ticket (see above) in case you want to update this data.

#### 6.2.2. Technical contact

This is your contact for all technical requests. Please open a ticket (see above) in case you want to update this data.

## 7. My Account

In the Account section you can see and change credentials.

### 7.1. Login Credentials

Here you can see your CC credentials and change your password for the login.

### 7.2. SFTP Credentials

Here you can see your SFTP credentials and create/change your password for the login.

**Attention:** The Password to the SFTP is not necessary if you use an SSH key (see above).

## 8. Admin

In the administrator section you can adjust who has access to which sections of the CC.

### 8.1. User Management

Here you can add or remove users for the CC.

### 8.2. Permissions

Here you can adjust what the different users can see or edit, and you can assign them to additional CC Admins.

## I - Contact and Support



**DENIC Services GmbH & Co. KG**  
Heinrich-Hertz-Str. 6  
64295 Darmstadt  
Germany



**Phone** +49-6151-62 92 710



**Fax** +49-6151-62 92 711



**E-Mail** [escrow@denic-services.de](mailto:escrow@denic-services.de)



**Internet** <https://www.denic-services.de/en>