



dot KE for Every Name in Kenya!

19th January 2018.

To Our Clients.

KENYA NETWORK INFORMATION CENTRE (KeNIC)'S OFFICIAL COMMUNICATION ON THE .KE DOMAINS SERVICES DISRUPTION EXPERIENCED ON FRIDAY 19TH JANUARY 2018

This is the official communication to clarify the cause and apologize for the disruption of .KE domains services experienced on Friday January 19th 2018.

KeNIC, as part of its mandate to administer .KE and provide services to its clients, recently launched registration of second level domains (SLDs). The SLDs process, which started on 23rd July 2017, culminated into domain registrations into the registry system.

As per the procedure, registrations started with sunrise and grand fathering approved names. To control this process, application was sunrise based (required approval from KeNIC before the name can be formally registered). KeNIC uses COCCA registry software which has sunrise module.

Among COCCA users, KeNIC is the only extensive user of the sunrise module which was late last year upgraded to the most recent version.

Part of sunrise application required bulk deletion of non-approved names. This bulk deletion of non-approved names erroneously triggered bulk delete of 1120 name-servers on the evening of 17th January 2018. The error was as a result of a software bug in the recent version of COCCA. As a temporary measure, propagation was halted to prevent replication of the distorted data on the various DNS servers.

On 18th January 2018, KeNIC technical team recovered the name-servers. To avoid disruption of operations and leave transactions intact, KeNIC re-activated propagation and started the process of updating domains name server records on 19th January 2018.

The records update process officially closed on 19th January 2018 at 5PM EAT. All .KE registry services are now back to normal.

Thank you.

Yours Sincerely,


Abdalla Omari,

CHIEF EXECUTIVE OFFICER.



Kenya Network Information Centre • Waiyaki Way opp. Kianda School • P.O. Box 1461, Nairobi-00606, Kenya

Tel: [+254] 20 4450057/8 • Fax: [+254] 20 4450087

www.kenic.or.ke • info@kenic.or.ke