

1.15 What is...

What is 'AuthInfo2'? (.DE domains)

.DE Domains

If the *domain holder* cannot ask their current provider to obtain a regular **AuthInfo** from **DENIC** - e.g. because the provider does not exist anymore, or the domain holder cannot reach the provider - a so called [provider change password \(AuthInfo2\)](#) can also be requested from DENIC directly.

In this case, the **domain holder should contact** the provider who is going to administer the domain in the future (e.g. transfer@joker.com).

The provider initiates the generation of an AuthInfo directly at DENIC. DENIC then sends the AuthInfo it has generated to the domain holder by **registered letter**.

The letter will be addressed to the address recorded in the whois database. **In case of domain holders that are not resident in Germany, the letter is addressed to the Admin-C in Germany in order to avoid long delivery times and to guarantee safe delivery.**

In parallel to these actions, DENIC records the generated AuthInfo in its database in form of a *hash*.

The domain holder now communicates the AuthInfo to the provider who will administer the domain in the future, and the new provider starts the **provider change** by submitting the AuthInfo to DENIC.

Please send an email to transfer@joker.com, if you need to request an AuthInfo2.

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