

# 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](mailto: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 the domain holders do not reside 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](mailto:transfer@joker.com), if you need to request an AuthInfo2.

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