

How to update or synchronize domain details

Question

- 1 - Which steps to follow to update the domain details?
- 2 - Which steps to follow when i notice that the domain details in the whois do not match with the details in the control panel?

Answer

The details of the domain name are displayed on the detail-page of the domain name.
Any changes to the domain name can be started from this page.

In case you want to update the details, please follow the steps in "[1 - Update the domain name](#)"
In case you notice that the details were previously not correctly updated at the Registry (whois details are not matching the control panel details), please follow the steps in "[2 - Synchronize details with Registry / whois](#)"

1 - Update the domain name

1. Go to **RCP > Domain overview > %domain% > Edit domain data**
(Number "1" in the screenshot below)

Details for

Autorenew:

Default ▾



ID: | Status: Active

The expiration date in Openprovider is 2021-11-29 11:27:54.

Authorization Code

Empty...



Domain ID

Status

Active

2

1



Domain data



Domain owner

Administrative contact

Technical contact

-
2. You have now the option to enter new data in the shown fields; domain settings, handles and name servers.
3. Scroll down and click **Save changes**.

Notes for this domain

A place to make notes for this domain (optional). Notes will be stored in the Openprovider system only and are not visible to end users.

Type notes

Back to details



Save changes

-
-
-
4. Check domain whois to ensure changes took effect. For most TLDs update is real-time. In case **no new data** was entered, the "update" will **not** be forwarded to the registry. Please use the option described below for those scenarios.

2 - Synchronize details with Registry / whois

There are situations where the information in the registry (whois) and Openprovider might be out of sync. One reason can be that the registry did not accept the previous update, for example due to missing information in the handle, a maintenance during the update or a connection error.

In those situations the synchronization button can be used to push the data from the detail-page to the Registry again. (Number "2" in the screenshot below)

Details for

Autorenew: Default

ID: | Status: Active

The expiration date in Openprovider is 2021-11-29 11:27:54.

Authorization Code	Domain ID	Status		
Empty... 		Active	2 	1

Domain data

Domain owner	
Administrative contact	
Technical contact	

Sync domain [REDACTED].de

Synchronizing a domain name should only be used if the registration data at registry is different from the data in your Openprovider account.

For regular updates, please use the 'edit' function. Do you want to continue ?

Yes, synchronize [REDACTED].de

No, do not synchronize

Please stay on the detail-page while it loads, until the pop-up appears.

This pop-up will show that the domain is successfully modified or an error is shown in case the Registry did not accept the update.

! [REDACTED].de has been modified

Revision #2

Created 2026-08-07 14:37:36 UTC by Sarath

Updated 2026-08-07 15:52:18 UTC by Sarath