

How to delete default contact handle in RCP

Question

How to delete a default customer handle?

Answer

When trying to delete a default customer handle the following error occurs

Cannot delete a customer that assigned as default handle(s).

One may check if the handle is used as a default one by clicking on "**Show use**" button in [handle details](#) section or by navigating [here](#).

[Back to overview](#)

[+ Show use](#)

Handle using

Default

- ✓ Default billing handle
- ✓ Default reseller handle

You can make a change from Account > Settings > Default domain contacts

Default domain contacts

On this page you can set a default value for some of the domain contacts. If you start a new registration or transfer of a domain name that support those contact types, the default value is used. Of course, this can be changed per domain name in the order process.

Default billing handle

Some registries require a billing handle for a domain registration. The data of this handle is included in the whois information. The handle configured on this page will be used if the billing handle is omitted in RCP or API.

Note that the billing handle is just a data element and does not mean that Openprovider will charge your customers! Openprovider only has a billing relation with you as our customer.

Default billing handle

Default reseller handle

Some registries support reseller details in the whois data. Although Openprovider will always be the registrar of the domain, a reseller contact allows you to be mentioned in the whois as well. A reseller handle is always optional, you can leave it empty as well. By default we will not update existing domains if you change the default reseller handle. If you want to update the reseller handle for all domains that are linked to the former reseller handle, select the checkbox before saving the form.

☐ None ☒ Existing customer

Default reseller handle

☐ Update all domains linked to the former default reseller handle

Save

Reseller accounts at Openprovider use default handles by design, they are mandatory and should exist for every account at all times.

In order to have the exact default handle deleted, one needs to re-assign the default handle to any handle registered within one's account. Once done, proceed to deletion.

Please navigate to [this page](#) to re-assign the default handle.