



# Abuse contact implementation in the RIPE Whois Database, or how to convert your "trouble:" into "abuse-mailbox:"

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# Background & Proposal

- Abuse contact information
  - Several ways to specify
  - "notify:", "e-mail:", "remarks:", etc.
  - **irt** objects
- Not easy to determine where to send abuse reports
  - For script writers
  - For ordinary users
  - Non-intuitive, often sent to wrong e-mail address
- Proposal to make abuse contact information more useful
  - Took time to reach consensus
  - Final proposal seems good compromise

# Changes in short (1)

- Hide "notify:", "e-mail:", "changed:"
- Add new attribute: "abuse-mailbox:" to **person, role, organisation, mntner,** and **irt** objects
- Deprecate "trouble:" attribute

# Changes in short (2)

- Brief output (only keys and abuse contacts)
- **irt**: "signature:", "encryption:" optional
- -c to return **irt** object too
- Automate **irt** object creation

# Changes in short (3)

- One more proposal: same goal, different change
- Group the objects by relevance

`inetnum`

`person/role/organisation(s)`

`inetnum`

`person/role/organisation(s)`

`etc.`

- Switches to disable all new features

# Before the deployment

- Extensive testing
- Contacted script writers
- Internal software update
- Comment in query response

# After the deployment

- Bulk update to role objects
- Convert "trouble:" to "abuse-mailbox:" in **role** objects (if contains e-mail address)
- More details:  
<http://www.ripe.net/db/news/abuse-proposal-20050331.html>

