



RIPE NCC

RIPE NETWORK COORDINATION CENTRE

2017-02 Regular Abuse-c Validation

Policy Implementation Update

What Needed to be Validated?



- **Existing abuse contacts (~67,000 objects)**

- LIR organisation objects (PA allocations, INFRA ASNs, INFRA PI assignments)
- End User organisation objects (PI, ASNs)
- **Resources** with specified abuse-c

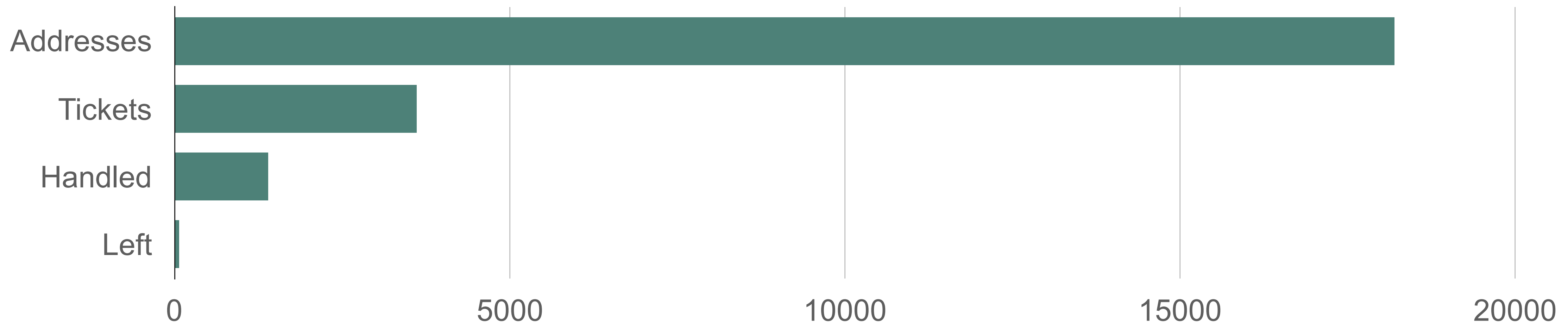
- **New abuse contacts**

- New members
- Updates in the RIPE Database (newly created or modified)

Completed Validation LIR Organisation



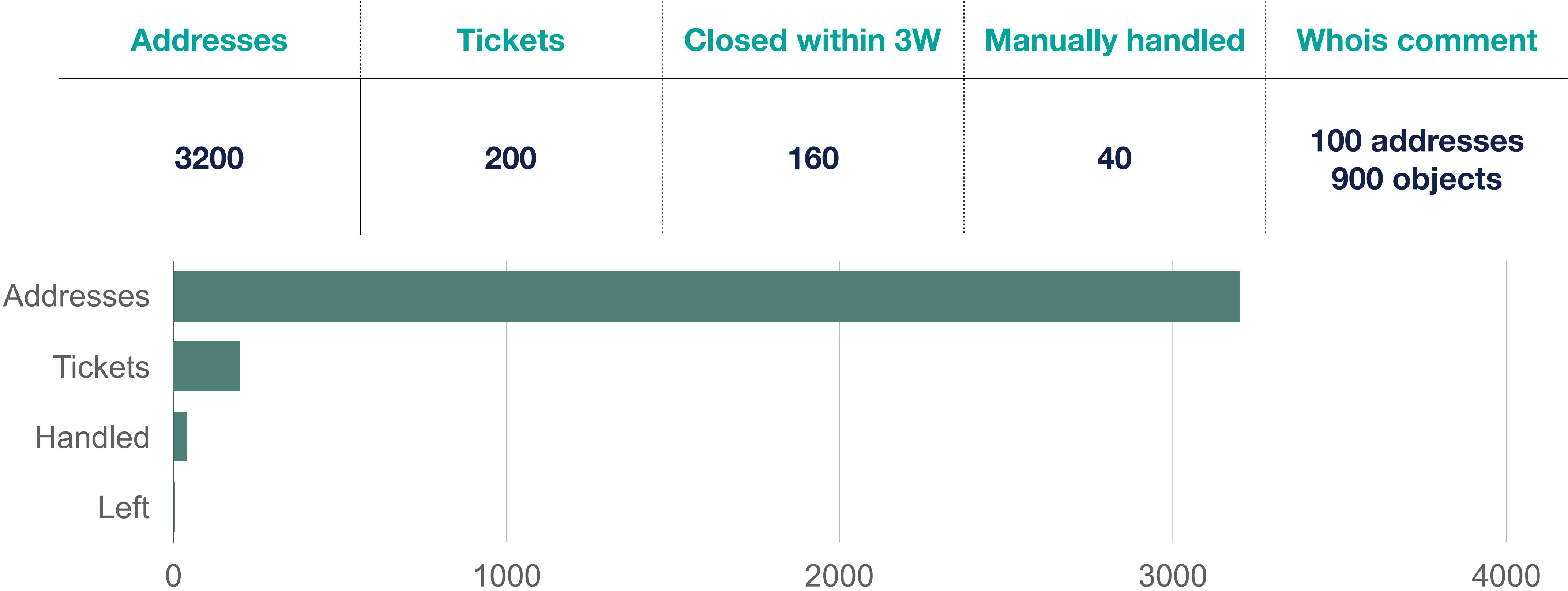
~ 22,500 LIRs



Completed Validation LIR Resources



~ 1,200 LIRs

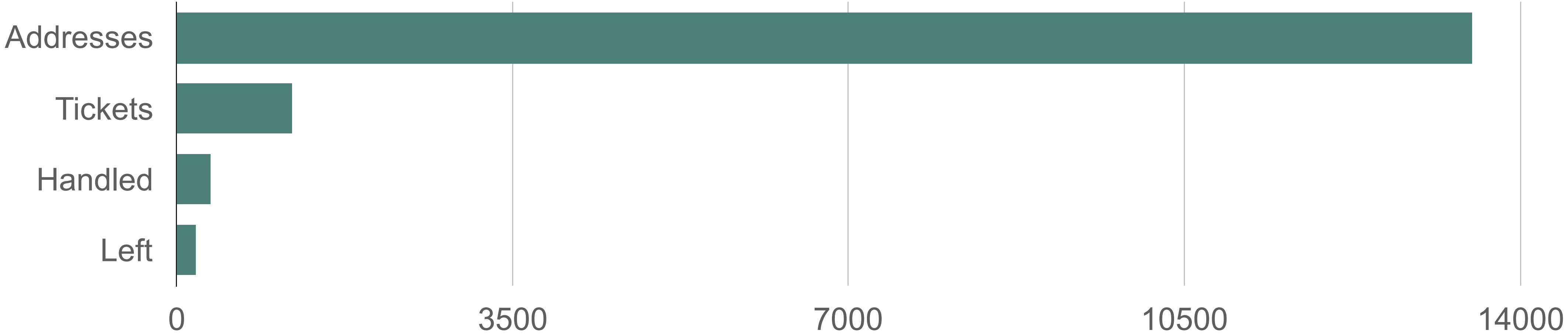


Ongoing Validation End User Resources



~ 2,200 LIRs

Addresses	Tickets	Closed within 3W	Manually handled	Whois comment
13500	1200	650	350 still ongoing	To be determined



Ongoing Validation



- **Tickets opened within one working day for new abuse contacts**
 - New members (0-5 “invalid” per day)
 - Updates in the RIPE Database (0-3 “invalid” per day)
- **Abuse contact checked during ticket handling**
 - Abuse validation needed at first resource request
 - Changes of sponsoring LIR
 - Transfers and M/A
 - ARCs

Comment on LIR and End User resources



Search results

[PERMA](#) [XML](#) [JSON](#)

This is the RIPE Database search service. The objects are in RPSL format.
The RIPE Database is subject to [Terms and Conditions](#).

Responsible organisation: [REDACTED]
Abuse contact info: abuse@[REDACTED]
Abuse-mailbox validation failed. Please refer to [ORG-\[REDACTED\]-RIPE](#) for further information.

inetnum:
netname:
descr:
country:
admin-c:
...



Update object

RIPEstat [↗](#)

Challenges



- Aiming for minimal disturbance
- Using clear communication
- Non-technical people on the phone
- Unresponsive resource holders
- Detecting new issues in a timely manner
- Accuracy in handling large number of tickets per day

Issues We Are Working On



- In contact with our third party providing the automated validation tool about:
 - External validation tool very sensitive (slow response, redirection...)
 - Very often we see a “Transient network error on the path to the mail server”
- Greylisting
 - At the moment whitelisting ripe.net appears to be the best solution
- Disposable email addresses
 - DEA lists might need to be updated
- “250” Response code
 - Fixed

Feedback and Results



- Feedback:
 - Thanks
 - Frustration
 - Tips
 - Complaints
- Results:
 - Initial validation completed ahead of schedule
 - LIR Registry updates
 - Sponsoring LIR changes
 - Return of unused resources

What's Next



- New tools in the LIR Portal
 - Visibility of validation status
 - Possibility to send validation link to abuse contacts
- Real-time validation in the RIPE Database
 - Creation of new objects
 - Update of existing objects
- New Policy?



Questions

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