

Getting Started: Self-service Account Configuration Steps for Oracle Responsys Customers

Updated December 2020

Documentation for Responsys Account Administrators, which describes how to perform self-service configuration for new Subscription Oracle Responsys accounts. Includes instructions for configurations needed for AFTM-enabled accounts. ([Click here to obtain the latest version from Topliners](#))

Getting Started: Self-service Account Configuration Steps for Oracle Responsys Customers

Document revision December 2020

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Introduction

This document describes how to perform self-service configuration for new Subscription Oracle Responsys accounts. Responsys users with the Account Administrator role can configure the following features:

- Domain Branding: Convert to Branded from an unbranded setup
- Manage SSL Certificates (requires Domain Branding to be complete)
- Manage SSH2 Keys
- For AFTM-enabled accounts, you can configure domain branding and manage SSL certificates, as well as de-dupe your contact list.

This document assumes that you are the Responsys Account Administrator for your organization's accounts and brands.

Optimize Your Account Branding for Deliverability Success

All new Subscription customers receive Oracle Responsys account(s) with a non-branded configuration. Non-branded refers to the Oracle Responsys Account's status regarding Domain Branding. More information about Domain Branding is in the [Appendix](#).

Before sending your first campaign, your account must convert to using a branded domain. (If your account has more than one brand configured, each brand must be converted to a branded domain before sending the first campaign for that brand. Brand slots may remain un-branded if they are not used.) The benefits of using your own brand instead of Oracle's default non-branded domain are:

- Your customers will benefit through brand recognition,
- You will establish deliverability on a subdomain that you control (rather than a domain shared by hundreds of senders), and
- By configuring your branded domain within Responsys, Responsys will fully manage your email authentication (SPF, DKIM, DMARC). This is necessary to establish domain reputation, because it advertises to ISPs that you are who you say you are.

The initial From Address, Responsys-hosted Reply To Address, and Response Handler URL will be configured using a Responsys sub-domain specific to each delivered Responsys account. Each brand object also starts with its own non-branded configuration. The initial values for your account are shown in the *Account Configuration* page in Responsys. If an account has multiple brands, each brand gets a unique Responsys domain.

To view this page, select **Account** from the Responsys navigation menu, then select **Global Settings > Account Configuration**.

ORACLE Responsys

Search menu...

Account configuration

Details of account configurations below:

Parent Account Name:

Account Name:

Account Location:

Account Display Name:

Account Token:

WS End Point:

SFTP Host Name:

Sms Listener End Point:

Push Listener End Point:

WebPush Listener End Point:

Reply-To Address:

From (Bounce) Addresses:

Responsys hosted Reply-to Addresses:

TAS subscription ID:

SMTP Servers:

Included Images:

Response Handler:

Clicked-Link Handler:

Conversion Handler:

Unsubscribe Handler:

AutoSense Handler:

Push AutoSense Handler:

Account Manager:

Account Manager Address:

Maximum Users:

Storage Limit (in GB):

Account Target Locales:

Account User Locales:

Interact Connect™:

Interact Connect™ - Concurrent jobs allowed:

Interact Connect™ - Archive Period:

Interact Connect™ - Archive Execution Logs Period:

Interact Connect™ - Event Feed Default Start Time:

Interact Connect™ - Salesforce Default Start Time:

Interact Connect™ - External SFTP:

Interact Connect™ - External FTP:

Account UI Host:

Use the Account Management pages to configure Domain Branding and convert the given Responsys account to a branded domain/sub-domain. Once complete, the Responsys account will have a new From

Address and Responsys-hosted Reply To Address using the branded domain/sub-domain. The Response Handler URL will also have the same branding.

Converting your Unbranded Account Brands to a Branded Domain

For each brand configured for your Responsys account, follow the steps in the following sections to convert to a branded domain:

- Step 1: Decide upon your branded domain/sub-domain
- Step 2: Obtain the nameserver names for your Responsys account and provide them to your IT department for domain delegation
- Step 3: Complete the conversion to branded domain

NOTE: If you have other domain branding needs that are not covered by these instructions, such as needing to use CNAME instead of Delegated, please contact Oracle Support.

Step 1: Decide upon your branded domain/sub-domain

The branded domain is ideally a sub-domain, but it can be a full domain as well.

Tips for choosing a branded domain/sub-domain:

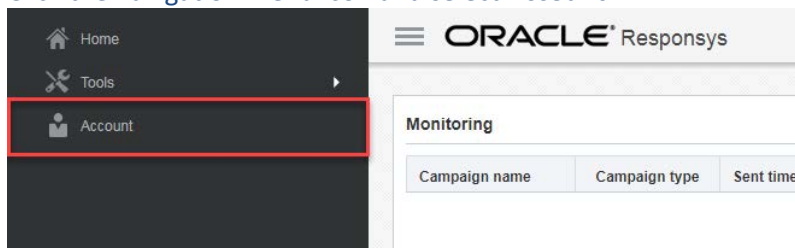
- If you use a full domain, ensure that the full domain is one that is dedicated to your corporate marketing and is **not** the main domain for your company. If you use a full domain for one brand, it will be specific to this brand + your account, and it can't be used for other accounts or brands. Responsys will receive all receive WWW and corporate email traffic sent to the full domain.
- Avoid using "email" as the sub-domain, because that may subject your communications to more scanning by the receiving ISPs.
- Branded sub-domains are an opportunity to strengthen your brand image and recognition with your recipients. It is important to select a branded sub-domain that helps to increase your brand identity, and so, it should be easily identifiable with your brand. In our examples, we use `news.yourcompany.com`. But you might choose a sub-domain that is more specific to your company or brand. For example, if your stock ticker symbol has a significant tie-in with your brand, you might choose it as your sub-domain.
- The sub-domain is used for From addresses, Responsys-hosted Reply To addresses, and the Response Handler URL. Recipients will see the Response Handler URL in tracked links, Conversion Tracking image pixels, and their web browser location bar for forms hosted by Responsys or View Message in Browser renderings.
- If you have more than one brand set up for your account, you must have a unique branded domain/sub-domain for each one.

Step 2: Obtain the nameserver names for your Responsys account and provide them to your IT department for domain delegation

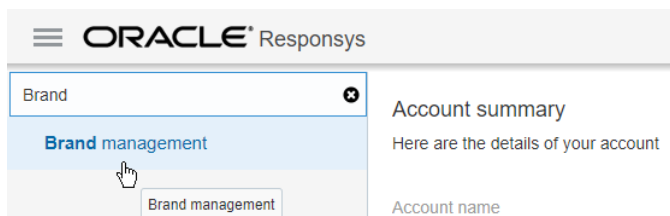
The nameserver names for your Responsys account may vary, depending upon when and on what platform your account was provisioned. So to obtain the nameserver names for your Responsys account, you must go to the *Convert to Branded Domain* dialog and get them from the **Notes** section:

1. Login into Responsys as a user with the Account Administrator user role.

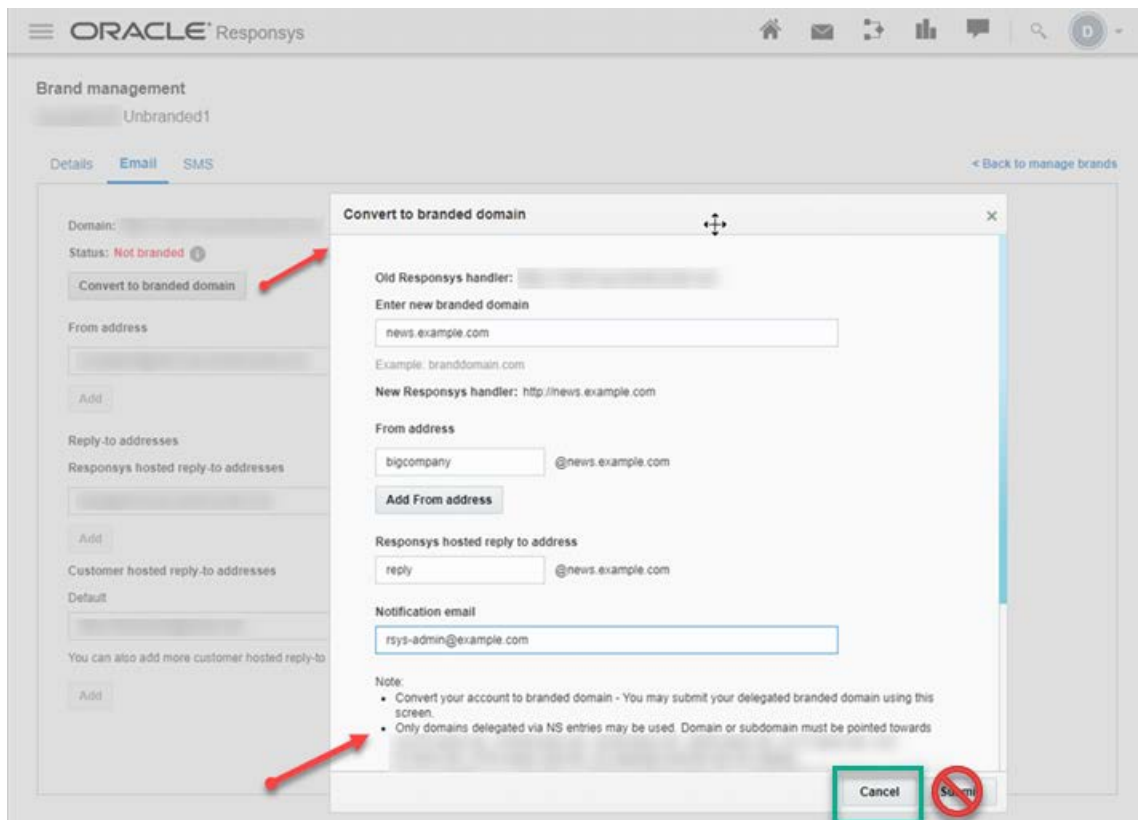
2. Click the navigation menu icon and select **Account**



3. Type **Brand** in the search box, and then select **Brand Management**.



- a. From the *Brand Management* page, locate your unbranded account, and then click the **Edit** icon (✎).
 - b. Click the **Email** tab, and then click **Convert to Branded domain** (this doesn't do the conversion – it opens the dialog so that you can get the nameserver names).
 - c. Scroll to the **Note** section at the bottom of the dialog.
4. Look for the item about domains delegated via NS entries ("Only domains delegated via NS entries may be used...") and **write down or take a screen shot of the values to use**. These are the nameservers that your IT department needs for helping with the next step.



- a. Click **Cancel** to close the dialog, and then log out of Responsys.
5. Submit a request to your IT department for them to add domain delegation to your organization's master zone file. Provide the nameserver names that you obtained in step 2.g (above) to your IT department. See Domain Branding on page 22 of this document for more details.


After your IT department has completed your request, you're ready to convert to branded domain in Responsys.

Step 3: Complete the conversion to branded domain




IMPORTANT: Has your IT department added domain delegation to your organization's master zone file? If not, ensure that you've completed the steps in the previous sections and wait until the IT group has confirmed that your domain/sub-domain has been delegated.

When you're ready to convert to branded domain for your account:

1. Log in to Oracle Responsys and access the *Brand Management* page.
 - a. Click the navigation menu, then select **Account**.
 - b. Type **Brand** in the search box, and then select **Brand Management**.


2. From the *Brand Management* page, locate your unbranded brand, and then click the **Edit** icon (). If your account has more than one brand, you will see multiple entries in this table (*accountname-Unbrandedx*, where *x* is 1, 2, 3, etc.). **You'll need to complete the remaining steps for each brand that has not been converted to a branded domain.**

Brand management

< Back to account management			
	Last updated	12/10/2019 at 4:46PM	
	By	admin@ 	



The unbranded account details are displayed.


Brand management

-Unbranded1

Details Email SMS

[< Back to manage brands](#)

Brand name:	 -Unbranded1	
Brand code:	Unbranded1	

3. On the **Details** tab, edit the brand as follows:
 - a. Click the **Edit** icon ()
 - b. Change the **Brand name** field to your actual brand name. This name may be 20 characters or fewer. The brand name is the label that refers to the brand wherever the brand appears in Responsys. (For example, it appears as a choice when creating a Profile List, in the Email Campaign Workbook – General Settings, etc.)
 - c. **Brand code** is a field reserved for a future purpose. You do not need to change this field.
 - d. Click **Save**.

- Click the **Email** tab. The page displays the account status of “Not branded” when your account has not been converted to using a branded domain.

The screenshot shows the 'Email' tab selected in a navigation bar with 'Details' and 'SMS' options. Below the tabs, the 'Domain' is listed as 'https://'. A red box highlights the 'Status: Not branded' text, which includes an information icon, and a 'Convert to branded domain' button located directly beneath it. Below this highlighted area, there is a 'From address' label and a text input field containing a blurred email address.

- Click the **Convert to branded domain** button to start the process.
- On the *Convert to branded domain* dialog, complete the following fields:

The dialog box is titled 'Convert to branded domain' and contains several input fields and a note. The fields are: 'Old Responsys handler:' with a blurred value; 'Enter new branded domain' with the text 'news.example.com'; 'Example: branddomain.com' as a placeholder; 'New Responsys handler: http://news.example.com'; 'From address' with 'bigcompany' in the first input and '@news.example.com' in the second; 'Add From address' button; 'Responsys hosted reply to address' with 'reply' in the first input and '@news.example.com' in the second; and 'Notification email' with 'rsys-admin@example.com'. A 'Note' section at the bottom provides instructions on domain conversion. At the bottom right, there are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted by a green box.

- a. **Enter new branded domain:** Enter your branded sub-domain (recommended) or domain name (see IMPORTANT below), for example, `news.example.com`.
 - b. **Domain Type** is always **Delegated** by default.
 - c. **From address:** Enter the user name to use as the default “from” user. For example, if you enter **bigcompany**, the branded from address will be **bigcompany@news.example.com**. We strongly encourage entering your company/brand name for this value. This will help recipients recognize your brand as the sender. You can add up to six “From” addresses.
 - d. **Responsys hosted reply to address:** Email address for customer replies that Responsys handles; for example, if a customer sends a reply to the sender email with text in the message, such as “Unsubscribe” or with an out-of-office message.
 - e. **Notification email:** Enter the email address that should receive the notification when the conversion is completed.
7. Review the **NOTE** section at the bottom of the dialog.
 8. Click **Submit** to proceed or click **Cancel** to exit without submitting your changes.
 9. A confirmation message informs you that this is a one-time action, and that for further edits, you must contact support. Click **Submit** to proceed, or click **Cancel** to exit without submitting your changes.

After you successfully submit your changes, the Status changes to “Conversion to branded domain in progress.” Please allow 7-10 business days for the branded domain delegation to complete.

10. Repeat this procedure for each brand configured for your account.

After branded domain delegation is successfully completed, the Account Administrator and the other notification email address you specify will receive a notification email. Once this step is complete, you can continue to the [branded domain SSL enablement](#). You can also return to the *Brand Management – Email* page to add more “From” addresses and “Reply to” addresses, as needed, up to 6 per category.

IP Warm Up

Before your first mailing, we highly recommend an IP warm up consulting engagement with our Strategic Services team for guidance on warming up your IP address. When your IP address is new, it takes time, data, and consistency to give ISPs the confidence to deliver your email. In order to create a good sender reputation, a gradual ramp up of message volume is required. Contact your Customer Success Manager for more information.

Maintaining Consistency with Your Branded Domain

Once your branded domain has been set up, it's important to use it consistently. Additionally, when you are undergoing IP warm up, continue to send at a consistent volume. This gives the ISPs confidence in their reputation measurements so that as you continue to grow your list organically, increasing volume over time, you will continue to maintain a good sending reputation for your brand.

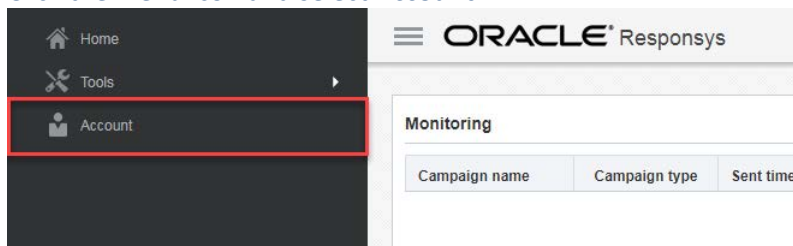
IMPORTANT: Full compliance with deliverability best practices is always recommended in order to ensure a positive customer experience when using a new IP address and sending application. To stay on top of the latest recommendations, or to speak to a Global Deliverability Specialist, [join the Global Deliverability Group](#) on Topliners.

Manage SSL Certificates

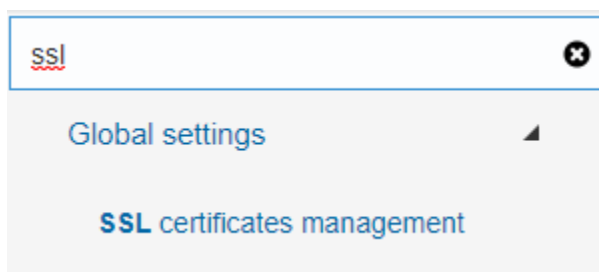
Account Administrators may manage the branded SSL certificates associated with their Oracle Responsys account. **Enabling SSL support for your branded domain is required for the Responsys Conversion Tracking feature and for the Responsys iOS Universal Links and Android App Links features.** View the [Appendix](#) for more information about SSL Certificates.

To setup SSL in Responsys for your branded domain(s):

1. Login into Responsys as a user with the Account Administrator user role.
2. Click the menu icon and select **Account**



3. Type **SSL** in the search box, and then select **SSL certificates management**



4. Click the **Add SSL** button.
5. Within **Generate CSR**, complete the fields as follows:

Note: The SSL Certificate Contact Information is visible in SSL Cert when viewed in browser. The information must match the contact information of your base domain. For example, if your sub-domain is **news.example.com**, the contact information (city, state, etc.) must match the information that is configured for **example.com**. Check with your IT resource for this information. In most cases, the information matches your company's corporate contact details.

- a. **Select Response Handler Domain:** Choose the branded domain name for the brand for which you want to generate the CSR.
- b. **Country code:** ISO-2 country code of the country where your organization is legally registered.
- c. **State or Province Name:** Name of the state or province where your organization is located. Do not abbreviate.
- d. **Locality or City Name:** Name of the city where your organization is registered/located. Do not abbreviate.
- e. **Organization Name:** Legal name of your organization – include suffixes such as Inc., Corp, or LLC. Do not abbreviate.
- f. **Organization unit name:** Name of your organization (if applicable)
- g. **SSL contact email address:** Optional

Manage SSL certificates

Add SSL Import SSL from another account

Handler	Expiration date	Status	Actions
<div> <div>Generate CSR</div> <div> Select Response Handler Domain: news.durhamdenim.com </div> <div> Generate CSR For : - Above Response Handler Domain news.durhamdenim.com </div> <div> Enter the following parameters to generate CSR </div> <div> Country Code(ISO-2 country code): State or Province Name: Locality or City Name: Organization Name: Organization unit name: SSL contact email address (optional): </div> <div> After you click submit, you can download the CSR from the SSL certificate management section when it is ready </div> <div> Cancel Submit </div> </div>			

6. Click **Submit**.
A new row will be created in the Manage SSL Certificates table once the Certificate Signing Request (CSR) is generated.
7. From the **Actions** column, choose **Download** to download the CSR.
8. Using the CSR that you downloaded, purchase the SSL certificate from your preferred SSL certificate vendor.
Important: When purchasing the SSL certificate, we strongly recommend that you purchase an Extended Validated (EV SSL) or an Organization Validated (OV SSL) certificate.
9. After you have the SSL certificate, return to the **Manage SSL Certificates** page in Responsys.
10. From the **Actions** column, choose **Upload SSL** for the row you added in the previous steps.
11. Browse to the SSL files on your system and click **Upload**. The uploaded files are displayed as a list. Select one as the main SSL certificate. The others are treated as intermediate CA certificates.

NOTE: If you're not sure about how to do this, see the [Oracle Support Document 2210265.1, Self-service Instructions for Managing SSL Certificates](#).

- You must provide the entire certificate chain (root, intermediate, and main certificate)

- Separate each certificate in the chain into separate files. Certificate must be base-64 encoded PEM file format (starting with -----BEGIN CERTIFICATE through -----END CERTIFICATE)
- Individual certificates must be uploaded individually.

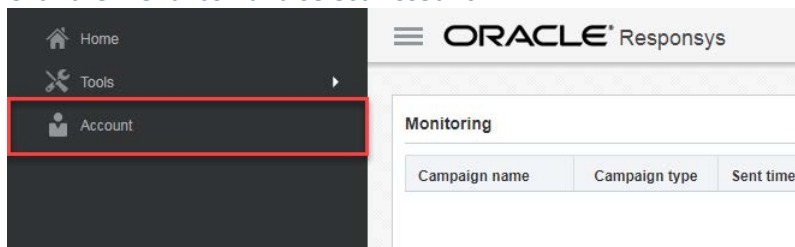
Once the SSL certificate is successfully installed, an email notification is sent to the account administrator and the optional SSL contact email address (please allow up to 10 business days for the installation to complete once the details are submitted). The status also changes to “Active”, and the certificate expiration date is shown in the list.

NOTE: If you encounter an error in uploading the SSL certificate (“Error in uploading SSL key”), see the [Oracle Support Document 2210265.1, Self-service Instructions for Managing SSL Certificates](#).

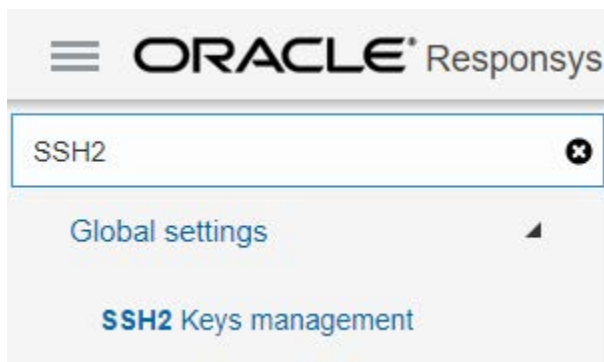
Manage SSH2 Keys

Account Administrators may manage the public SSH2 keys associated with their Oracle Responsys account’s Data Gateway account. View the [Appendix](#) for more information about SSH2 Keys and their use with Oracle Responsys. To set up SSH2 for your branded domain(s):

1. Login into Responsys as a user with the Account Administrator user role.
2. Click the menu icon and select **Account**



3. Type **Brand** in the search box, and then select **SSH2 Keys management**.



4. In the **Add key** section complete the following information

Manage SSH2 Keys

Add key

SCP user:

Tag name for key:

Select key:

Tag name	Date created	Status	Action
----------	--------------	--------	--------

- SCP user:** Select the proper **SCP user** from the drop down list.
- Tag name for key:** Enter a description for the public SSH2 key you are uploading to Oracle Responsys. (For example, this public SSH2 key may match a private SSH2 key used by your system of record to exchange data with Oracle Responsys. If so, enter the system of record name and its server name in the **Tag name for key** field.)
- Select key:** Click **Select** and browse to the public SSH2 key file on your local machine. Complete your selection according to your operating system's browse dialog option.
- Click **Add key**.

The key's **Status** will be **Processing** until the key is successfully installed with your SCP user and Data Gateway account (please allow 7-10 business days for this process to complete). Once complete, the **Status** will change to **Completed** and you may use the matching private SSH2 key to connect to the given Data Gateway account.

Configuring your account for Automatic Failover for Transactional Messaging (AFTM)

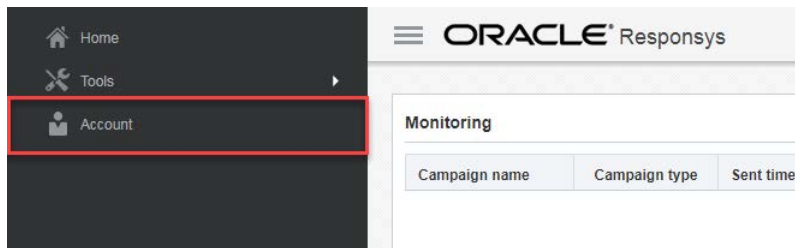
Accounts enabled for AFTM are provisioned a secondary Oracle Responsys account in another data center. Once the new account details are received, Account Administrators may configure the domain branding, SSL certificates, and de-duplication logic of the secondary account using the procedures in this section.

Converting your Unbranded AFTM Account to a Branded Domain

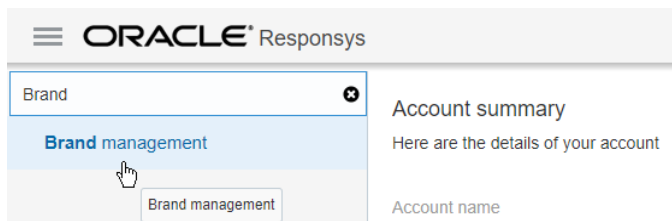
Each brand configured for an AFTM-enabled account must have their own unique Domain Branding, meaning, an additional branded domain/sub-domain must be delegated to Oracle Responsys.

To convert from unbranded domain to branded domain for your AFTM-enabled account:

1. Login into Responsys as a user with the Account Administrator user role.
2. Click the menu icon and select **Account**

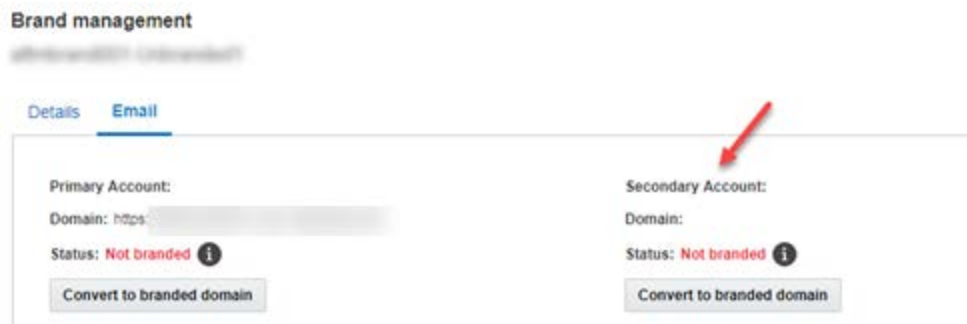


3. In the search box, type **Brand**, and then select **Brand management**.



4. From the *Brand Management* page, click the brand for which you want to configure the secondary account information.

- Click the **Email** tab. When there is a secondary account for the brand, you will see a **Secondary Account** section on this page. The Secondary Account section displays the status of “Not branded” when your secondary account has not been converted to using a branded domain.



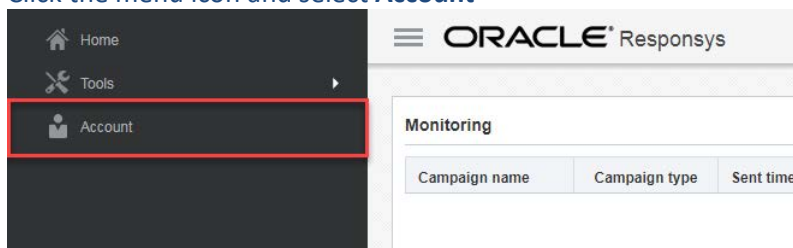
- To complete the branding process, go to [Step 9](#) in the “Converting your Unbranded Account Brands to a Branded Domain” procedure and continue.
- Repeat these steps for each brand configured for your account.

NOTE: All “From” and “Reply-to” addresses are created for the Primary Account and are copied to the Secondary Account.

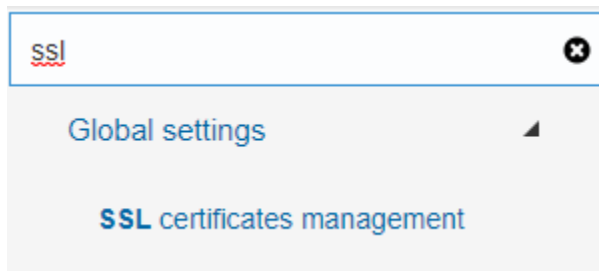
Manage SSL Certificates for Secondary Accounts

All AFTM accounts require their own SSL Certificate to match the branded domain of the AFTM account. To set up SSL for your AFTM account’s branded domain(s):

- Login into Responsys as a user with the Account Administrator user role.
- Click the menu icon and select **Account**



3. Type **SSL** in the search box, and then select **SSL certificates management**.



4. To complete the process for managing SSL Certificates for your Secondary Account(s), go to [Step 4](#) in the “Manage SSL Certificates” section and continue.

Important: When purchasing the SSL certificate, we strongly recommend that you purchase an Extended Validated (EV SSL) or an Organization Validated (OV SSL) certificate.

5. Repeat these steps for each SSL certificate that you need to add.

NOTE: If you encounter an error in uploading the SSL certificate (“Error in uploading SSL key”), see the [Oracle Support Document 2210265.1, Self-service Instructions for Managing SSL Certificates](#).

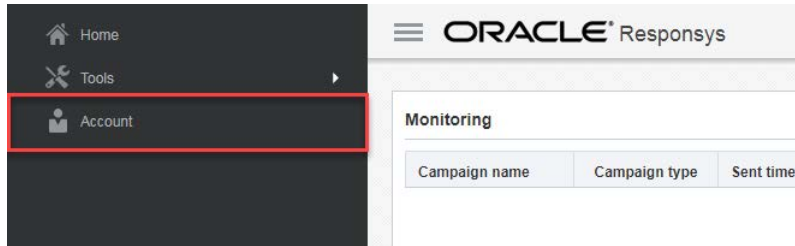
De-dupe Contact List

AFTM requires both the primary and secondary account to know about all possible transactional message recipients. This is accomplished via a synchronization process between the primary account’s designated profile table and the secondary account. The synchronization process allows the secondary account to accept new recipients when using the secondary account for message sends, while ensuring the primary account can send a message to the same newly acquired recipient once the primary account returns as the main sending account.

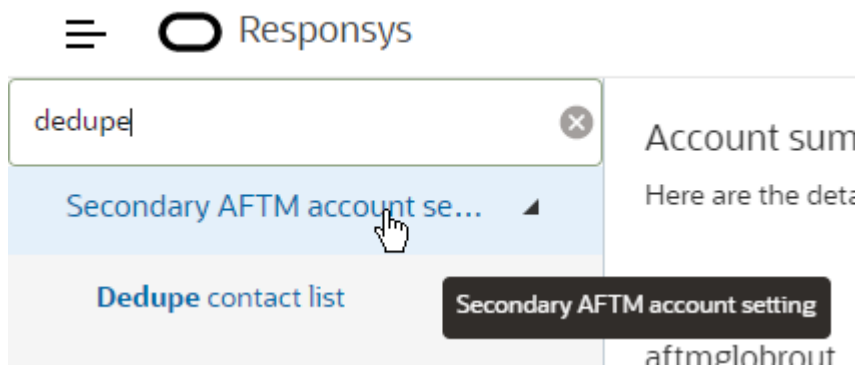
Account Administrators can designate the primary account’s profile table to synchronize. The self-service screen also allows an Account Administrator to designate the columns within the profile table to use for determining a unique recipient during the synchronization process.

To set up the De-Dupe Contact List in Responsys:

1. Login into Responsys as a user with the Administrator user role.
2. Click the menu icon and select **Account**



3. Type **Dedupe** in the search box, and then select **Dedupe contact list**.



4. On the *Dedupe Contact List* page, complete the fields, as described on the next page.

NOTES:

- **You can only use this interface once, for one brand.** If you need to set this up for additional brands, file a Support request through My Oracle Support (MOS).
- File a Support request via My Oracle Support if each recipient's uniqueness is determined by different a column or a different combination of columns than provided in the *Dedupe Contact List* dialog.

Dedupe Contact List

Dedupe Contact List

AFTM

Note: This self-service control allows you to move one of your Profile Lists to the AFTM data area. This is a one time action. Any further changes of this list must be done by [contacting Support](#).

List to Upload to AFTM :

Fields to match for duplicate entries :

Notification Email :
name@service.com

- a. **List to upload to AFTM:** From the drop-down list, select the primary account and primary brand's profile table to synchronize with the AFTM account.
 - b. **Fields to match for duplicate entries:** This is the logic for determining a unique recipient in the profile list. The select preference is used as the merge key to determine if the recipient synchronization updates an existing recipient or creates a new recipient in the target profile table. The possible options are:
 - i. **CUSTOMER_ID_**
 - ii. **EMAIL_ADDRESS_**
 - iii. **CUSTOMER_ID_ and EMAIL_ADDRESS_**
 - c. **Notification Email:** The contact email address to notify when the Dedupe Contact List setup is complete.
5. Click **Submit**.

Appendix

Domain Branding

Overview

Domain Branding is when your account uses a domain/sub-domain branded for your corporate entity vs. using a standard Oracle Responsys sub-domain. The domain is the portion after the @ symbol in from addresses and reply to addresses, and is the base location in a Response Handler URL.

The "branded" sub-domain is used to brand your From Address, Responsys-hosted Reply To Address, and the Response Handler URL. The Response Handler URL is used for click-tracking URLs, HTML Open Tracking URLs, Conversion Tracking URLs, and the URL of forms hosted by Oracle Responsys.

The domain/sub-domain you choose to delegate must be one that no other entity is using.

To use Responsys Domain Branding, your sub-domains (for example, "news . <companyName> . com") must be delegated to Responsys for our management. The information below gives a decent description of domain delegation and the name of our DNS servers that will manage the sub-domains after the delegation is complete.

Technical Setup

NOTE: Most of the information below is written for an IT audience.

To delegate a subdomain to the Responsys' nameservers:

Use the **Nameservers** obtained from the **Notes** section of the *Convert to Branded Domain* dialog box (see "Step 2: Obtain the nameserver names for your Responsys account and provide them to your IT department for domain delegation" on page 7 for instructions). If the dialog is no longer available for you to select, contact Oracle Support to obtain the nameservers applicable for your account(s).

1. Add the NS records to the master zone file, in the format shown below. Do not create a separate zone file for the sub-domain you are delegating.

```
subdomain      IN NS nameserver1.
               IN NS nameserver2.
               IN NS nameserver3.
               IN NS nameserver4.
               IN NS nameserver5.
               IN NS nameserver6.
```

EXAMPLE: If you are delegating a sub-domain called **news.example.com**, you would add all NS records to the **example.com** zone file. Instead of the example nameservers shown below (ns*.example.net), use **all** of the nameservers shown in the **Notes** section of the *Convert to Branded Domain* dialog box.

```
news           IN NS ns1.example.net.
               IN NS ns2.example.net.
               IN NS ns3.example.net.
               IN NS ns4.example.net.
               IN NS ns5.example.net.
               IN NS ns6.example.net.
```

The nameservers shown here are **examples**, not the actual nameservers. Use **all** of the names shown in **Notes** on the *Convert to Branded Domain* dialog box.

Once the delegation is in place, please have your Responsys account administrator follow the Convert to Branded process within Responsys to apply the delegated domain/sub-domain to your account. If you have issues with following the instructions in the order shown in this document, please contact Oracle Support for assistance.

Definitions

Term	Definition
NS Record	An NS record or name server record maps a domain name to a list of DNS servers authoritative for that domain. Delegations depend on NS records.
CNAME	Short for <i>canonical name</i> , also referred to as a <i>CNAME</i> record, a record in a DNS database that indicates the true, or canonical, host name of a computer that its aliases are associated with. A computer hosting a Web site must have an IP address in order to be connected to the World Wide Web. The DNS resolves the computer's domain name to its IP address, but sometimes more than one domain name resolves to the same IP address, and this is where the CNAME is useful. A machine can have an unlimited number of CNAME aliases, but a separate CNAME record must be in the database for each alias.

DNS	Short for Domain Name System (or Service or Server), an Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they're easier to remember. The Internet however, is really based on IP addresses. Every time you use a domain name, therefore, a DNS service must translate the name into the corresponding IP address. For example, the domain name www.example.com might translate to 198.105.232.4.
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SSL Certificates

SSL Support allows for HTTPS support for all form, landing page, link tracking, and conversion tracking URLs generated by Oracle Responsys. SSL is possible because an SSL certificate is associated with the given domain and web server. In this case, the Response Handler URL may have SSL support so that any Responsys-hosted form, landing page (including the standard unsubscribe form), click through tracking link, or hosted image is accessible over HTTPS.

This feature is required for customers utilizing our Conversion Tracking feature because the Conversion Tracking image is called by the purchase confirmation page that is accessed via an HTTPS link. Without SSL support on the Response Handler URL, display of the confirmation page and the Conversion Tracking image may trigger the browser to display a warning message to the end user: "This page contains secure and non-secure items."

This feature is also required to link from Responsys email campaigns into your mobile apps. Your account's branded domain must be SSL-enabled in Oracle Responsys and the certificate must also comply with your mobile app platform's requirements:

- For iOS Universal Links, the SSL certificate must also comply with Apple's App Transport Security requirements (https://developer.apple.com/library/archive/documentation/General/Reference/InfoPlistKeyReference/Articles/CocoaKeys.html#//apple_ref/doc/uid/TP40009251-SW33). [Learn more about implementing iOS Universal Links in your mobile apps.](#)
- For Android App Links, the SSL the certificate must also comply with Android's App Security guidelines (<https://developer.android.com/topic/security/best-practices>). [Learn more about implementing Android App Links in your mobile apps.](#)

SSL (Secure Socket Layer) protocol is a process where data passed between the user and server is encrypted/decrypted so that external third party cannot hijack the connection.

SSL behaves as a digital passport which verifies your and the end web server credentials using public and private keys. When both identities are verified, SSL grants a secured connection through HTTPS. This process is performed using SSL certificates.

Responsys Connect, SSH2 Key, and File Server Connectivity

Responsys Connect utilizes a Responsys-hosted file server as a file transfer point between the customer and Responsys. Each account on the file server is called a Data Gateway account, and is provided for each Responsys account.

In order to login to your Responsys account's Data Gateway account, your public SSH2 key must be associated with the appropriate Data Gateway account. We use the public SSH2 key to authenticate you when you attempt to access the Data Gateway account with a login we provide. Your connecting device must have the matching private SSH2 key in order to successfully login to your Data Gateway account.

If an individual has SSH2 key information that does not match the public SSH2 key we have on record, the individual is not granted access to the Data Gateway account.

The public SSH2 key must adhere to the following guidelines:

- SSH2 compliant
- RSA or DSA compatible
- At least 1024 bit strong
- We recommend the key pair is generated without a passphrase

Responsys SFTP servers

When you set up Connect jobs that import or export data, Connect uses the Responsys File Server option by default. When using this option, you will use Responsys SFTP server for your account's pod to transfer data files for both import into Responsys and export from Responsys. For additional details about how to connect, please refer to the My Oracle Support Knowledge Base article [Connecting to the Responsys File Server \(Doc ID 1774655.1\)](#).

To obtain the Responsys SFTP server information for your account, go to **Account > Global settings > Account configuration** and use the value shown in the SFTP Host Name field.