

CUNY Academic Commons - Support #11629

domain mapping request

2019-07-10 01:42 PM - scott voth

Status:	Resolved	Start date:	2019-07-10
Priority name:	Normal	Due date:	
Assignee:	Raymond Hoh	% Done:	0%
Category name:	Domain Mapping	Estimated time:	0.00 hour
Target version:	Not tracked		

Description

Sissel McCarthy would like her commons site <https://newsliteracymatters.commonsgc.cuny.edu> mapped to her domain newsliteracymatters.com

Her domain is managed by wordpress.com.

The domain records are confusing to me - She can add a CNAME record, but just to a subdomain (see attached screenshot).

She can add an additional A record - but I am not sure if that would work.

Which should she do?

History

#1 - 2019-07-11 12:39 AM - Raymond Hoh

Hi Scott,

According to the wordpress.com help article:

<https://en.support.wordpress.com/move-domain/setting-custom-a-records/>

Sissel should set the A record so it points to "146.96.128.200". Leave the subdomain field blank.

Once the DNS change is confirmed, we'll need to ping IT to make the domain request.

#2 - 2019-07-11 12:26 PM - scott voth

- File *sissel domain records.png* added

Thanks Ray! She now has an A record pointing to the Commons. See attached.

Can we ping IT to complete?

#3 - 2019-07-11 12:47 PM - Raymond Hoh

Looks good, Scott!

<https://viewdns.info/propagation/?domain=newsliteracymatters.com>

Matt, can you put in the request?

#4 - 2019-07-11 12:53 PM - scott voth

Matt - There is one more domain mapping request coming. I am waiting for mckinniburgh.com to get her domain changes done. Maybe you want to wait and do the 2 at the same time?

#5 - 2019-07-11 01:03 PM - scott voth

Hi Matt - Okay, looks like she has updated her domain record - see [#11632](#)

#6 - 2019-07-11 09:26 PM - Raymond Hoh

- Target version set to Not tracked

Adding Matt as a watcher.

#7 - 2019-07-17 08:11 AM - Matt Gold

Lihua says that "newsliteracymatter.com remains to be mapped in wordpress"

#8 - 2019-07-17 08:54 AM - scott voth

Hi Matt - She has an A record pointing to the Commons. See attached. Maybe he got the domain name wrong? It is newsliteracymatters (with an s at the end).

#9 - 2019-07-17 10:22 AM - Boone Gorges

- Status changed from New to Resolved

The mapping is now complete. A reminder that the process works as follows (the order is important):

1. The user makes the request of the CAC team, and the user sets up DNS. Once DNS is changed, the URL will probably resolve to gc.cuny.edu.
2. Lihua makes the necessary Apache changes. Once that happens, the URL will resolve to commons.gc.cuny.edu, with the 500 or "maintenance" error splash screen.
3. The CAC team (Ray or I) do the WordPress mapping, at which point the URL resolves to the proper WP site

Files

CNAME Record.png	80 KB	2019-07-10	scott voth
A Record.png	79.5 KB	2019-07-10	scott voth
sissel domain records.png	66.3 KB	2019-07-11	scott voth