

CUNY Academic Commons - Support #3267

Alert Domain-Mapped Blog Owners about upcoming downtime

2014-06-12 10:53 PM - Matt Gold

Status:	Resolved	Start date:	2014-06-12
Priority name:	Normal	Due date:	
Assignee:	scott voth	% Done:	100%
Category name:	Server	Estimated time:	0.00 hour
Target version:	Not tracked		

Description

Hi All,

When IT does its next planned maintenance on June 20, we will be able to direct the Commons to a custom maintenance URL, but we won't be able to do that for people with mapped domains.

We should write to all of those people with two points:

1. An alert about the upcoming maintenance and planned downtime;
2. A note that if they want visitors to be redirected to the custom maintenance page, they should follow these directions:
-- change their DNS records to substitute a CNAME record to commons.gc.cuny.edu for the A record to 146.96.128.200. This could be a permanent, one-time change.

I've just shared the spreadsheet with you. Scott, if you could draft an email with Boone's advice on #2 above, I will send it out from the Commons address. Let's see if we can get this done by next Tuesday the 17th. Thank you.

History

#1 - 2014-06-12 10:53 PM - Matt Gold

- Description updated

#2 - 2014-06-12 10:54 PM - Matt Gold

Sorry -- had some extra text there at the end of the description that I have now deleted, as I have already drawn together the list of mapped sites

#3 - 2014-06-13 08:08 AM - Boone Gorges

Please do not tell anyone to move DNS records to CNAME until I've given the green light. I need to run some tests.

#4 - 2014-06-13 08:20 AM - Matt Gold

You got it.

#5 - 2014-06-14 03:37 PM - scott voth

Hi -

I created a (rough) draft of the email, and included the email recipients from the spreadsheet. Here's the link -

<http://commons.gc.cuny.edu/groups/cac-community-team-project-planning/docs/members-using-domain-mapping-on-the-commons/>

#6 - 2014-06-14 09:59 PM - Matt Gold

Thanks very much, Scott -- that's a good start. Boone, please let me know how to handle the CNAME/A issue and I will move forward.

#7 - 2014-06-18 08:52 AM - Boone Gorges

I've done some tests, and it seems as if CNAME mapping is working fine. I think we'd tested in the past and had problems, but it must have been a config issue.

Scott, let's please update our official recommendation: when mapping a domain name, point CNAME records to commons.gc.cuny.edu. No change should be made to A records.

The email that goes out

<http://commons.gc.cuny.edu/groups/cac-community-team-project-planning/docs/members-using-domain-mapping-on-the-commons/> should make clear that the CNAME record **replaces** the A record. (A will take precedence if it's present.) I've updated the text of the email to be a bit clearer about this - feel free to change the wording as you'd like.

#8 - 2014-08-24 02:09 PM - scott voth

- *Status changed from Assigned to Resolved*

- *% Done changed from 0 to 100*

This has also been updated on the Codex post. Marking this as resolved.