

## CUNY Academic Commons - Support #3539

### Domain Mapping Request for ACERT

2014-10-08 04:46 PM - scott voth

<b>Status:</b>	Resolved	<b>Start date:</b>	2014-10-08
<b>Priority name:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Boone Gorges	<b>% Done:</b>	0%
<b>Category name:</b>	Domain Mapping	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Not tracked		
<b>Description</b>			
Please map: <a href="http://acert.hunter.cuny.edu">http://acert.hunter.cuny.edu</a> to: <a href="http://acert.common.gc.cuny.edu">http://acert.common.gc.cuny.edu</a> Go Live Date: 10/14/2014 This is for Gina Cherry at Hunter - <a href="mailto:gcherry@hunter.cuny.edu">gcherry@hunter.cuny.edu</a> - she will take care of her side.			

#### History

##### #1 - 2014-10-08 10:40 PM - Boone Gorges

- Status changed from New to Assigned
- Assignee set to Matt Gold
- Target version set to Not tracked

Looks like the DNS changes are complete. We just need IT to make the change on the Commons server.

##### #2 - 2014-10-08 10:50 PM - Matt Gold

Thanks, Boone. I'm unclear on what I need to ask IT to do . . . is it GC IT who has to do this or Hunter?

##### #3 - 2014-10-08 10:56 PM - Boone Gorges

GC IT. This is a normal domain mapping request - so whatever they do to the apache config on the Commons server. (Hunter has apparently already taken care of the DNS stuff.)

##### #4 - 2014-10-08 10:59 PM - Matt Gold

Thanks. Request sent.

##### #5 - 2014-10-14 07:08 PM - Matt Gold

- Status changed from Assigned to Reporter Feedback

IT reports that this is done. Please confirm.

##### #6 - 2014-10-14 10:20 PM - scott voth

I got a note from Gina saying that it (<http://acert.hunter.cuny.edu>) is just giving her a blank page. I asked her to make the site on the Commons public (it is currently private) - don't know if that has anything to do with the mapping issue though.

##### #7 - 2014-10-14 10:29 PM - Matt Gold

- Assignee changed from Matt Gold to Boone Gorges

##### #8 - 2014-10-15 12:04 AM - Boone Gorges

- Status changed from Reporter Feedback to Assigned
- Assignee changed from Boone Gorges to Matt Gold

It appears that IT did not configure it correctly. The domain is resolving to the Commons IP address (so the DNS is correct) but the white screen suggests that Apache is not correctly configured. Perhaps Raghav forgot to reload the config?

##### #9 - 2014-10-15 02:27 AM - Matt Gold

Thanks - emailed Raghav

**#10 - 2014-10-15 09:49 AM - Matt Gold**

Raghav says he fixed the typo; site is now resolving to our create an account page. . . . not sure what that means.

**#11 - 2014-10-15 09:49 AM - Matt Gold**

- *Status changed from Assigned to Reporter Feedback*

- *Assignee changed from Matt Gold to Boone Gorges*

**#12 - 2014-10-15 12:28 PM - Boone Gorges**

Thanks, Matt. I've finished the mapping. Please verify.

**#13 - 2014-10-15 12:31 PM - Matt Gold**

Looks great. Scott, can you please notify the ACERT group? Thanks

**#14 - 2015-11-30 03:15 PM - Raymond Hoh**

- *Status changed from Reporter Feedback to Resolved*

Just going through some older domain mapping tickets.

This appears to be resolved now.