CUNY Academic Commons - Support #3753

Domain mapping request - Sujatha Fernandes

2015-01-22 09:13 PM - scott voth

Status:	Resolved		Start date:	2015-01-22
Priority name:	High		Due date:	
Assignee:	Raymond Hoh		% Done:	0%
Category name:	Domain Mapping		Estimated time:	0.00 hour
Target version:	Not tracked			

Description

Please map commons site: http://sujathafernandes.commons.gc.cuny.edu/ to Sujatha's Go Daddy site:
http://www.sujathafernandes.com

I believe Matt has already requested needed help from GC on the server configuration, and Sujatha is aware of the work needed on GoDaddy side.

History

#1 - 2015-01-23 07:57 AM - Matt Gold

- Status changed from New to Assigned

- Assignee set to Raymond Hoh

#2 - 2015-01-23 07:57 AM - Matt Gold

request has been made to IT

#3 - 2015-01-27 05:08 PM - scott voth

Hi - Do we know if this is done? Sujatha is ready to make the change on GoDaddy. Thanks!

#4 - 2015-01-27 06:12 PM - Matt Gold

We're still waiting on IT, but I gave them a nudge and asked them to try to take care of it tomorrow if they can. Please tell Prof. Fernandes that the storm has slowed things down a bit but we hope that IT can take care of it soon.

#5 - 2015-01-27 06:46 PM - Matt Gold

IT has just let me know that this is done. Ray, can you please set up the domain map on our server? Thank you

#6 - 2015-01-27 07:43 PM - Raymond Hoh

Done. I haven't made it redirect from sujathafernandes.commons.gc.cuny.edu to sujathafernandes.com yet.

Once she has made the domain changes on GoDaddy and tested that the domain works, then I'll do the redirect.

#7 - 2015-01-27 07:45 PM - Matt Gold

Thanks, Ray. My understanding is that she wants not a redirect but a domain map -- so sujathafernandes.com should be mapped to her Commons domain, with sujathafernandes.com being the primary URL

#8 - 2015-01-27 08:38 PM - Raymond Hoh

Right, I have already set the mapping up, but the .com domain is currently using a Blogger site.

I just want to ensure that the .com site will resolve to the Commons first before making her Commons site redirect to her .com domain.

#9 - 2015-01-27 08:41 PM - Matt Gold

Got it -- thanks! Scott, please let her know.

#10 - 2015-01-29 05:11 PM - scott voth

Sujatha has made her changes on GoDaddy - but still not working.

#11 - 2015-01-29 05:26 PM - Raymond Hoh

Navigating to http://www.sujathafernandes.com/ still shows her Blogger site, while navigating to http://sujathafernandes.com/ redirects to her

Commons site (should resolve not redirect).

This makes me think her domain settings were not entered correctly.

Scott, can you make sure her domain settings are correct?
http://codex.commons.gc.cuny.edu/domain-mapping-commons/

#12 - 2015-02-02 09:30 PM - scott voth

Sujatha has been having a very hard time configuring her domain mapping with GoDaddy. Can we complete domain verification for her? See below:

"I have been on the phone with GoDaddy several times today. I was trying to switch my domain name to another service, as I was told it might work easier with another service. But since I just transferred to GoDaddy from Google, there is a 60 day wait period, which means I can't transfer to another company now.
So I went back to the instructions you gave me here from SquareSpace. This time I was able to make the changes, with the help of a tech person from Go Daddy. One thing, here you say that "No change should be made to A records." Yet in the instructions that you sent me from Squarespace, it says that you must go in and Add an A record and put the numbers you gave me into the "points to" box. That's where I was getting confused. GoDaddy said that I have put in all the correct information on my end, and that now the **CUNY Commons must complete domain verification**, just as it says in the SquareSpace instructions. This is what it says on the link you sent me:Step 6 - Complete Domain Verification[top]Return to the Squarespace domains panel (Step 1). Under your domain name, click Verify Domain to complete the domain mapping process.Your GoDaddy domain will appear in your Squarespace domains settings immediately after completing this step. Both the www and non-www version of your domain are automatically added.
So please let me know when you have done this. It's been such an ordeal from start to finish, I'm really hoping that this works now!
thanks,Sujatha. "

#13 - 2015-02-07 02:46 PM - scott voth

Hi - Sujatha sent an note via ZenDesk asking about the status of this one. Apparently, on GoDaddy, she gets the message that CUNY Commons must complete domain verification. She's been having a hard time configuring her domain mapping with GoDaddy, but seems to be getting close. GoDaddy seems to insist on changing both the A Record and CNAME. See https://cunycommons.zendesk.com/agent/tickets/74

#14 - 2015-02-07 02:49 PM - Matt Gold

Wouldn't it be fine for her to do the a name, too? It's not like the site is down that often . .. .

#15 - 2015-02-08 12:16 PM - Matt Gold

- File Screenshots.docx added

- Priority name changed from Normal to High

Hi Ray,

Can you please help us troubleshoot this? Screenshots from Sujatha's DNS host are attached. She's very frustrated, and I'm not sure whether the remaining work needs to be done by us, IT, or her/her host.

The situation now is that her site is redirecting but not mapping

Thank you in advance for your help.

#16 - 2015-02-08 12:22 PM - Boone Gorges

- Status changed from Assigned to Reporter Feedback

- Target version set to Not tracked

This appears to be done. It wasn't really redirecting. It was properly resolving, but the domain mapping on the WP end did not have either of the mapped domains (www. or .) set as Primary. I just set the www. version as primary, and now it appears to be mapping as required. Please verify.

#17 - 2015-02-08 12:27 PM - Matt Gold

Awesome, Boone -- thanks so much. I just tested. While for 1 second an "infinite redirect loop" appeared, it resolved.

Scott, can you please let Sujatha know? Many thanks

#18 - 2015-02-08 02:33 PM - scott voth

Hi - http://www.sujathafernandes.com is working fine and resolving, but http://sujathafernandes.com/ does not seem to be working - I get a blank page.

#19 - 2015-02-08 03:27 PM - Boone Gorges

Ray, can you shell to the server and see if the unprefixed domain is listed in /etc/httpd/conf/httpd.conf (or wherever the conf file is)? I'd do it myself, but the GC keeps blacklisting the IP addresses I SSH from :-/

#20 - 2015-02-09 02:43 PM - Matt Gold

Hi Boone and Ray,

Sujatha reports that www.sujathafernandes.com is working, but sujathafernandes.com brings up a blank page. Is there anything we can do on that end or is this an IT request?

#21 - 2015-02-09 02:45 PM - Boone Gorges

Hi Matt - Please see http://redmine.gc.cuny.edu/issues/3753#note-18

#22 - 2015-02-09 02:46 PM - Boone Gorges

Never mind, I forgot that I now have access. It appears that IT set up www. but not the bare domain for mapping. Matt, can you please contact them?

#23 - 2015-02-09 02:59 PM - Matt Gold

done. Thanks, Boone.

#24 - 2015-02-14 09:42 AM - scott voth

Do we know if the GC completed their changes? http://sujathafernandes.com/ is still not working.

#25 - 2015-02-14 09:48 AM - Matt Gold

Just gave IT another nudge on this.

#26 - 2015-11-30 03:11 PM - Raymond Hoh

- Status changed from Reporter Feedback to Resolved

Just going through some older domain mapping tickets.

This appears to be resolved now.

Files

Screenshots.docx	749 KB	2015-02-08	Matt Gold