

EventsAir Azure Migration – Custom Domains

Last Modified on 07/09/2024 7:31 pm EDT

If you have a custom domain (for example, for your event website, registration site/forms), you may need to make some changes.

[Note – email custom domains will be unaffected. Don't make changes to these.]

See full instructions below and in the email(s) you receive from us.

You can also bookmark this page – we'll update it when we reach each stage of the migration process.

We've sent out a number of emails about this issue, so if you've received an email from us and you don't want your domains, portals and apps to break, please take immediate action.

Please follow the instructions below and in any emails we send you.

DON'T USE EXPIRED DNS RECORDS.

If your setup uses default (eventsair.com) based domains of the type listed below, you **DON'T NEED TO TAKE ANY ACTION.**

We'll migrate your sites and apps and make all the necessary changes.

EVENT WEBSITE:

<https://yourcompany.eventsair.com/event-name/>

INTERACTIVE (REGISTRATION) SITE:

<https://yourcompany.eventsair.com/event-name/alias-you-gave-this-registration-site/Site/Register>

ATTENDEE APP:

<https://portalapp.yourcompany.eventsair.com/AttendeeApp/yourcompany/>

ORGANIZER APP:

<https://yourcompany.eventsair.com/organizerapp/event-name/alias-you-gave-this-app>

OTHER APPS/PORTALS:

<https://yourcompany.eventsair.com/event-name/alias-you-gave-this-app-or-portal>

If you have the type of custom domains described below, there are changes you need to make as soon as possible:

- Custom domains – when we connected these sites to your event, we would have sent you information about setting up your DNS records.
- You would have purchased/registered your custom domain from your preferred domain reseller/registrar.
- You may have System-level domains and/or Event-level domains, for example:

System-level domains:

If you have a Premium or Professional license, your contract includes one free system-level custom domain which can be applied to all events in your build. So you might have, say, three different events with three different websites:

<https://www.yourcompany.com/event1>

<https://www.yourcompany.com/event2>

<https://www.yourcompany.com/event3>

Event-level domain:

You may have a specific domain for just one event, for example:

<https://www.mycooleventname.com/>

DOMAINS VS SUBDOMAINS

In some cases, you may have a subdomain that points directly to your EventsAir website/registration site. Let's say you own the domain [yourcompany.com](https://www.yourcompany.com) (nothing to do with EventsAir) and you've used an A Record to point a **subdomain** to your EventsAir site, such as:

event-name.yourcompany.com or www.event-name.yourcompany.com

(Even though it's called a 'sub' domain, the 'sub' bit comes first. There's a dot between the two names, and the main domain name — in this example, [yourcompany.com](https://www.yourcompany.com) — is called the root domain.)

If this applies to you, the instructions on this page slightly different. Look for the subdomain instructions highlighted in green.

- To perform the following steps, you (or your IT team) will need to log into the admin dashboard of your domain reseller/registrar (e.g. GoDaddy, Cloudflare, Wix etc), and locate the DNS settings.
- DNS propagation isn't instant and can take 24 hours or more, so don't leave it until the last minute.

- The DNS TXT records we send you via email should have been activated BY THE DATE SPECIFIED IN THE EMAIL.
- IF YOU DIDN'T USE THEM WHEN WE EMAILED THEM, THEY'RE NOW OUT OF DATE. PLEASE CONTACT SUPPORT.
- We'll also include some screenshots at the end of this article.

STEP 1 – DO THIS NOW

We'll be migrating your tenant in the coming days.

For each domain you have, you need to add four DNS TXT records.

We emailed you the exact DNS TXT records for your domain(s) – if you didn't activate these by the date & time specified in the email, DO NOT USE them now as they've expired. Contact Support to ask for new ones.

IF YOU HAVE A SUBDOMAIN NAME – you need to add the TXT records we send you under your ROOT domain.

IF YOUR DOMAIN NAME TAKES THE FORMAT `yourcompany.com`

There are four TXT records you need to add, similar to the below:

NAME	EXAMPLE VALUE [contact Support to get yours]
<code>_dnsauth.yourcompany.com</code>	<code>wbjmr59z87xqk2dx2ptfb20ldtb77zrp</code>
<code>_dnsauth.www.yourcompany.com</code>	<code>wbjmr59z87xqk2dx2ptfb20ldtb77zrp</code>
<code>asuid.yourcompany.com</code>	<code>47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C04321F4ADAC1C65</code>
<code>asuid.www.yourcompany.com</code>	<code>47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C04321F4ADAC1C65</code>

IF YOU HAVE A DOMAIN NAME THAT TAKES THE FORMAT `event-name.yourcompany.com`

There are four TXT records to add, similar to the below:

NAME	EXAMPLE VALUE [contact Support to get yours]
_dnsauth.event-name.yourcompany.com	wbjmr59z87xqk2dx2ptfb20ldtb77zrp
_dnsauth.www.event-name.yourcompany.com	wbjmr59z87xqk2dx2ptfb20ldtb77zrp
asuid.event-name.yourcompany.com	47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C04321F4ADAC1C65
asuid.www.event-name.yourcompany.com	47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C04321F4ADAC1C65

STEP 2A – DO THIS NOW

First, work out which one of the options below suits your set up.

Then delete the existing A RECORD.

(if you're not sure which record to delete, contact our Support team – you may also want to contact your Domain Registrar to get help from their support team if applicable).

IMPORTANT: Only do this after you've taken a screenshot/recorded all the information from that record. Also, make sure you're ready to do the next part immediately, as removing the A record will make your site temporarily unavailable until you add the CNAME records below.

FOR SUB-DOMAINS ONLY – e.g. if your subdomain takes the format: **event-name.yourcompany.com**

Do NOT delete the A Record for **yourcompany.com** because that would delete your main company website.

Instead, you need to delete the A Record for the subdomain **event-name.yourcompany.com** that points to your EventsAir site.

THEN, add the following two CNAME RECORDS:

FOR STAND-ALONE DOMAINS (e.g. **yourdomain.com**):

Record 1:

Host: www
Type: CNAME
Points to: [yourEventsAirAlias.eventsair.com](#)

Record 2:

Host: @ [the root domain]
Type: CNAME
Points to: [yourEventsAirAlias.eventsair.com](#)

If you CANNOT ADD Record 2, instead add this redirect rule:

[yourdomain.com](#) --301 redirect--> [www.yourdomain.com](#)

FOR SUBDOMAINS UNDER YOUR COMPANY DOMAIN (e.g. [yourSubDomain.yourcompany.com](#)):

Add the following two "CNAME" RECORDS:

Record 1:

Host: [www.yoursubdomain](#)
Type: CNAME
Points to: [yourEventsAirAlias.eventsair.com](#)

Record 2:

Host: [yoursubdomain](#)
Type: CNAME
Points to: [yourEventsAirAlias.eventsair.com](#)

If the available options in your DNS manager don't match the format above, please contact our Support team ASAP.

STEP 2B – LATER (when we contact you post-migration)

We'll contact you sometime between mid-April and late May to let you know about this additional change.

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Example screenshots of each step

DNS management for **yourcompany.com**

Review, add, and edit DNS records. Edits will go into effect once saved.

DNS Setup: Full ⓘ Import and Export ▼ Dashboard Display Settings

Search DNS Records

www.yourcompany.com alias of **yourcompany.eventsair.com**.

Type	Name (required)	Target (required)	Proxy status	TTL
CNAME ▼	www <small>Use @ for root</small>	yourcompany.eventsair.com <small>E.g. www.example.com</small>	<input type="checkbox"/> DNS only	Auto ▼

Record Attributes [Documentation](#)

The information provided here will not impact DNS record resolution and is only meant for your reference.

Comment

SCREENSHOT – ADDING CNAME "@" RECORD (in Cloudflare)

DNS management for **yourcompany.com**

Review, add, and edit DNS records. Edits will go into effect once saved.

DNS Setup: Full ⓘ Import and Export ▼ Dashboard Display Settings

Search DNS Records

yourcompany.com an alias of **yourcompany.eventsair.com**.

Type	Name (required)	Target (required)	Proxy status	TTL
CNAME ▼	@ <small>Use @ for root</small>	yourcompany.eventsair.com <small>E.g. www.example.com</small>	<input checked="" type="checkbox"/> DNS only	Auto ▼

Record Attributes [Documentation](#)

The information provided here will not impact DNS record resolution and is only meant for your reference.

Comment

STEP 2 – Redirect example (shown in Cloudflare)

SCREENSHOT – ADDING 301 REDIRECT (in Cloudflare)

Create new Dynamic Redirect

Rule name (required)

Give your rule a descriptive name.

If...

When incoming requests match...

- All incoming requests
The rule will apply to all traffic
- Custom filter expression
The rule will only apply to traffic matching the custom expression

When incoming requests match...

Field	Operator	Value	And	Or
Hostname	contains	https://yourcompany.com/* e.g. example.com		

Expression Preview

(http.host contains "https://yourcompany.com/*")

[Edit expression](#)

Then...

URL redirect

Type	URL	Status code
Static	https://www.yourcompany.com	301

Preserve query string

SCREENSHOT – ADDING "event-name" type CNAME RECORD (in Cloudflare)

DNS management for **yourcompany.com**

Review, add, and edit DNS records. Edits will go into effect once saved.

DNS Setup: Full ⓘ Import and Export ▾ ⚙ Dashboard Display Settings

Search DNS Records

[Add filter](#) [Search](#) [Add record](#)

event-name.yourcompany.com alias of yourcompany.eventsair.com.

Type	Name (required)	Target (required)	Proxy status	TTL
CNAME	event-name Use @ for root	yourcompany.eventsair.com E.g. www.example.com	<input checked="" type="checkbox"/> DNS only	Auto

Record Attributes [Documentation](#)

The information provided here will not impact DNS record resolution and is only meant for your reference.

Comment

[Cancel](#) [Save](#)

I've got more general questions about the Azure Migration...

Sure! [Read more here...](#)