EventsAir Azure Migration - Custom Domains

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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** (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** – 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]
_dnsauth.yourcompany.com	wbjmr59z87xqk2dx2ptfb20ldtb77zrp
_dnsauth.www.yourcompany.com	wbjmr59z87xqk2dx2ptfb20ldtb77zrp
asuid.yourcompany.com	47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C0432 1F4ADAC1C65
asuid.www.yourcompany.com	47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C0432 1F4ADAC1C65

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.	wbjmr59z87xqk2dx2ptfb20ldtb77zrp
_dnsauth.www.event-name.yourco mpany.com	wbjmr59z87xqk2dx2ptfb20ldtb77zrp
asuid.event-name.yourcompany.co	47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C0432 1F4ADAC1C65
asuid.www.event-name.yourcompa	47C88AC581728FA614BBDEB0433240F6625A1CF4A7662769C0432
ny.com	1F4ADAC1C65

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.

Example screenshots of each step

STEP 1 - examples (shown in Cloudflare)

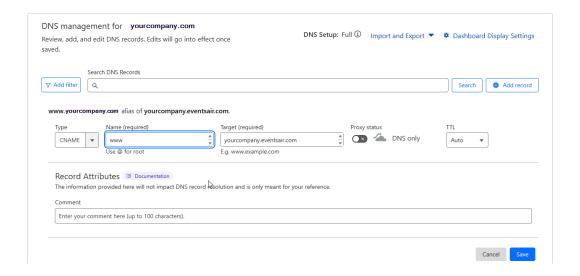
The below only shows 2 TXT records – you need to add all four

SCREENSHOT - ADDING DNS TXT RECORD 1 (in Cloudflare)

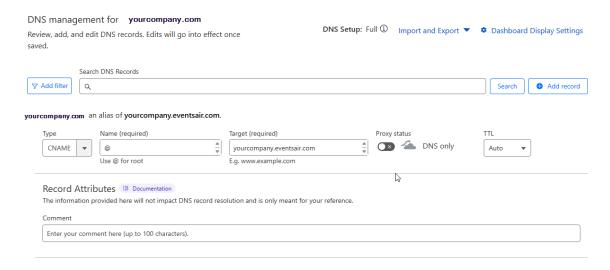
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Searc	th DNS Records	
Add filter Q		Search
dnsauth. vourco	mpany.com record with content	
Type	Name (required) TTL	
TXT ▼	_dnsauth	
	Use @ for root	
Content (required		
	Daily#A2568675y	
	Γ – ADDING DNS TXT RECORD 2 (in Cloudflare)	
ONS managen	nent for yourcompany.com	♥ Dashboard Display Settin
ONS managen	ment for yourcompany.com	♥ Dashboard Display Setting
DNS managem Review, add, and e aved.	nent for yourcompany.com	❖ Dashboard Display Settin
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STEP 2 – Adding CNAME record examples (shown in Cloudflare)

SCREENSHOT - ADDING www CNAME RECORD (in Cloudflare)

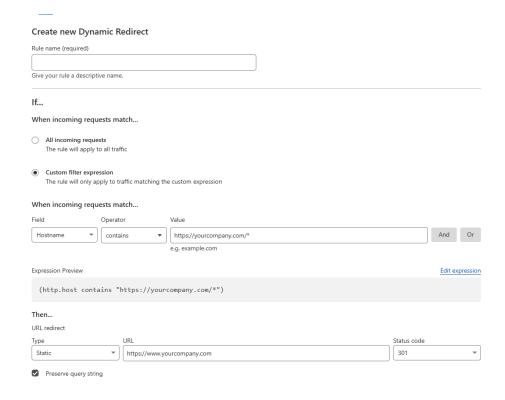


SCREENSHOT - ADDING CNAME "@" RECORD (in Cloudflare)

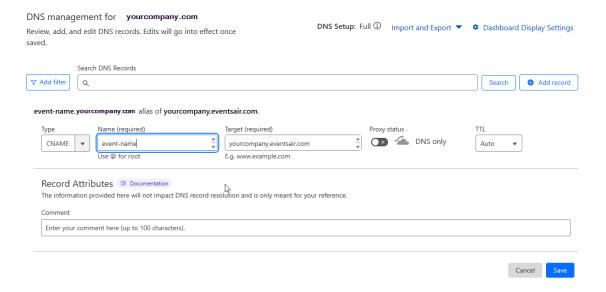


STEP 2 - Redirect example (shown in Cloudflare)

SCREENSHOT - ADDING 301 REDIRECT (in Cloudflare)



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



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

Sure! Read more here...