



URL changes on SaaS server

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Description: The work is to change URL of the Intranet site

Pre-conditions: Claromentis to provide the IP address of the Web server / load balancer to the client

Client must have DNS record in place which points to the IP address of the Web server

Valid SSL cert is required for the new URL

Estimate: 15 - 30 min

Constraints: New URL will take effect immediately on implementation.

Old URL will result in page errors

Any absolute links containing old URL will result in page errors

API: Push Notification, Google API and Log in using a social account need to be re-configured with the new domain

SSO: re-configuration is required.

Custom Mobile App: Custom iOS and Android app must be updated and republished to work with the new URL

The SSL certificate will need to be in Apache format:

This requires a certificate to be provided in .crt format along with the CA

bundle and certificate key file (the key is only needed if we haven't generated the CSR file for the client).

Acceptance criteria: Site is accessible on new URL over https
A user can login to home page with no licence errors

Downtime: 5 - 15 min
Worst case scenario - 30 min of intermittent access

Resources required: Support, PM

Postwork

- One-time service to perform bulk-update absolute path with the new URL
- Re-configure SSO
- Re-publish new custom Mobile App (iOS & Android)
- Re-configure API and Push Notification Settings

Last modified on 2 February 2021 by [Michael Christian](#)

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