



## URL changes on SaaS server

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Description:	The work is to change URL of the Intranet site
Pre-conditions:	<p>Claromentis to provide the IP address of the Web server / load balancer to the client</p> <p>Client must have DNS record in place which points to the IP address of the Web server</p> <p>Valid SSL cert is required for the new URL</p>
Estimate:	15 - 30 min
Constraints:	<p>New URL will take effect immediately on implementation.</p> <p>Old URL will result in page errors</p> <p><b>Any absolute links containing old URL will result in page errors</b></p> <p><b>API:</b> Push Notification, Google API and Log in using a social account need to be re-configured with the new domain</p> <p><b>SSO:</b> re-configuration is required.</p> <p><b>Custom Mobile App:</b> Custom iOS and Android app must be updated and republished to work with the new URL</p> <p>The SSL certificate will need to be in Apache format:</p> <p>This requires a certificate to be provided in <b>.crt</b> 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).</p>
Acceptance criteria:	<p>Site is accessible on new URL over https</p> <p>A user can login to home page with no licence errors</p>
Downtime:	<p>5 - 15 min</p> <p>Worst case scenario - 30 min of intermittent access</p>
Resources required:	Support, PM

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#### 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

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

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