



## URL changes - OnPremise server

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

Pre-conditions: 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  
Claromentis must have access to the Web server(s)

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 Windows IIS format:  
a **.PFX** bundle will be required to install a certificate through IIS. This needs to contain the certificate and the Private key. The client will also need to provide us with the password to the **.PFX** (Windows enforces a password when creating **.PFX** files)  
If the client cannot provide a **.PFX** certificate file, they need to provide Claromentis with the certificate in **.crt** format along with the private **.key** file and the **ca\_bundle.crt** file. We can then convert this accordingly.

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

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Resources      Support, PM  
required:

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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 23 February 2021 by [Mike Leggatt](#)

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