

## Customer Managed DNS Changes

You have been identified as a PrismWeb customer who currently self-manages their DNS configuration.

### What does this mean for me and my PrismWeb site?

In order to complete the migration to the new Azure environment, you will need to coordinate updating your DNS records with PrismRBS as part of the cutover process outlined above.

It is important that you work with your IT Department to check your DNS settings now, to ensure you understand what changes will need to be made. If you have any questions, please reach out to through the [PrismWeb ticket portal](#). **Failure to make these requested changes at the appropriate times could lead to extended downtime during your cutover window.**

### How do I know I need to update my DNS?

You can check your current DNS settings. If your PrismWeb domain is currently configured as a CNAME to any subdomain under [thecampushub.com](#) domain (eg: [example.com](#) -> CNAME Record -> [example.thecampushub.com](#)), then no changes should be required. If you have CNAME to any other domain, or your DNS records are currently setup as an A record to 207.138.59.100, then you will be required to make the changes listed below at the correct scheduled times.

If you have multiple domains/sub-domains resolving to your PrismWeb site, please be sure to check all them ahead of time.

### What Changes do I need to make?

#### A Records

If your domain record is an A type record pointing to 207.138.59.100 then you will need to make the following changes instructed by the cutover date emails:

1. 48 hours prior to cutover, you must lower the TTL (Time To Live) of this A record to 1800 or 3600 seconds if possible. This lower TTL will expedite the propagation of the next required change. We recommend recording your original TTL as you will need to set it back in step 3.
2. After your site migration is complete, you will be notified by PrismRBS via email to make the following change: You will need to update your A record to point to the new IP 52.142.31.64.
3. After you have verified that your site is resolving and fully functioning, you should return the TTL on the DNS record to its original level or 86400 seconds (1 day).



## CNAME Records

If your current domain is a CNAME to domain/subdomain other than [thecampushub.com](https://thecampushub.com) then you will need to ensure that you also manage the DNS for that target of the CNAME, example:

[example.com](https://example.com) [CNAME Record] -> [example2.com](https://example2.com) [Target]

You will need to find the target A record and follow the instructions above for A record changes.

## Questions?

If you have any questions, please open a ticket through the [PrismWeb ticket portal](#) at your earliest opportunity, and we will work to resolve any issues as quickly as possible.