

Self-Service Domain Moves

<https://campus.barracuda.com/doc/78808392/>

Administrators can transfer one or more domains from one account to another without the need to contact Barracuda Networks Technical Support. For example, moving a domain previously managed by a reseller to your own account.

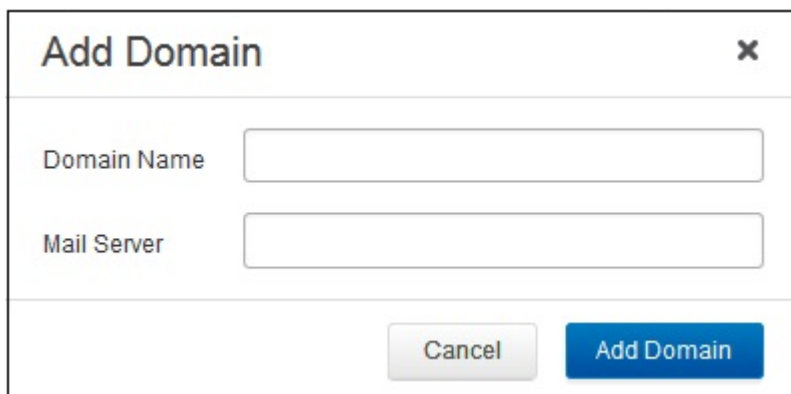
Note that the data moved include the domain, the domain settings, the per domain policies, and the domain users and their policies.

The *account level* policies (even those that display at the domain level) are not moved.

Move a Domain

Complete the following steps to move a domain:

1. Log into <https://login.barracudanetworks.com>, and click **Email Security** in the left pane.
2. Go to the **Domains > Domains Manager** page, and click **Add Domain**. In the **Add Domain** dialog, enter ONLY the **Domain Name** you want to move and the **Mail Server**. Then, click **Add Domain**:



Add Domain		×
Domain Name	<input type="text"/>	
Mail Server	<input type="text"/>	
<input type="button" value="Cancel"/>		<input type="button" value="Add Domain"/>

The **Verify ownership and transfer** page displays. You will see a message that the domain you are attempting to add already exists in our system and be prompted to verify ownership and transfer the domain:

ESS	Overview	Domains	Inbound Settings	Outbound Settings	ATP Settings	Users	Reports	Support
-----	----------	---------	------------------	-------------------	--------------	-------	---------	---------

The domain you are attempting to add already exists in our system. To enable a transfer to this account the domain must be verified by proof of ownership.

CNAME Records- Validate using CNAME entry provided and point to ess.barracuda.com.

CNAME Token: [barracuda42852638685.googleship.com](https://ess.barracuda.com)

Domain transfer could take some time to complete. Please refresh the domains listing if you don't see that your transfer is complete.

3. Configure a CNAME record on the service hosting the new domain.

Refer to your DNS server's documentation for exact syntax of the CNAME record. Most major providers only require the sub-domain portion of the CNAME Token value rather than the entire string. For example, Hostname=[Barracuda42852638685](https://ess.barracuda.com).

4. Click **Verify ownership and transfer**. This process might take up to two minutes. Once the transfer is complete, click **OK** to return to the **Domains** page:

ESS	Overview	Domains	Inbound Settings
-----	----------	---------	------------------

The domain [googleship.com](https://ess.barracuda.com) was successfully transferred.

5. Once the transfer is complete, an email notification of the transfer is sent to the previous account owner:

Barracuda Essentials Domain Transfer Notice To: Quang Ngo
<p>Barracuda account owner,</p> <p>This e-mail has been sent to inform you that we have recently received a request from the domain owner of bcc.com to transfer their domain to another account.</p> <p>We have taken the required steps to verify ownership of the domain and have successfully transferred bcc.com to the new account.</p> <p>Domain Transferred bcc.com</p> <p>Date of Transfer 10/04/2018</p> <p>If you have any questions or concerns you may reach out to Barracuda support here.</p>

Figures

1. add-domain.png
2. verify-domain.png
3. success-transfer.png
4. EmailNotification.png

© Barracuda Networks Inc., 2024 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.