

## 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.

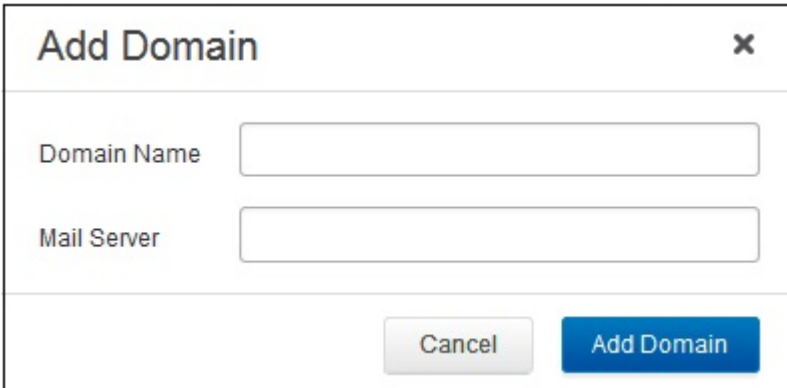
Note that the data moved include the domain, the domain settings, the per domain policies, and the domain users and their policies.

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

### Move a Domain

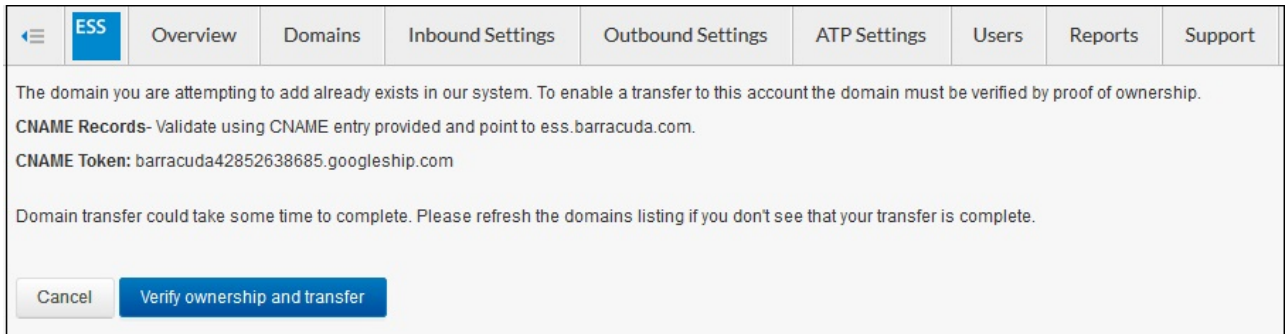
Complete the following steps to move a domain:

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**:



The screenshot shows a dialog box titled "Add Domain" with a close button (X) in the top right corner. Below the title bar, there are two input fields: "Domain Name" and "Mail Server". At the bottom of the dialog, there are two buttons: "Cancel" and "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:



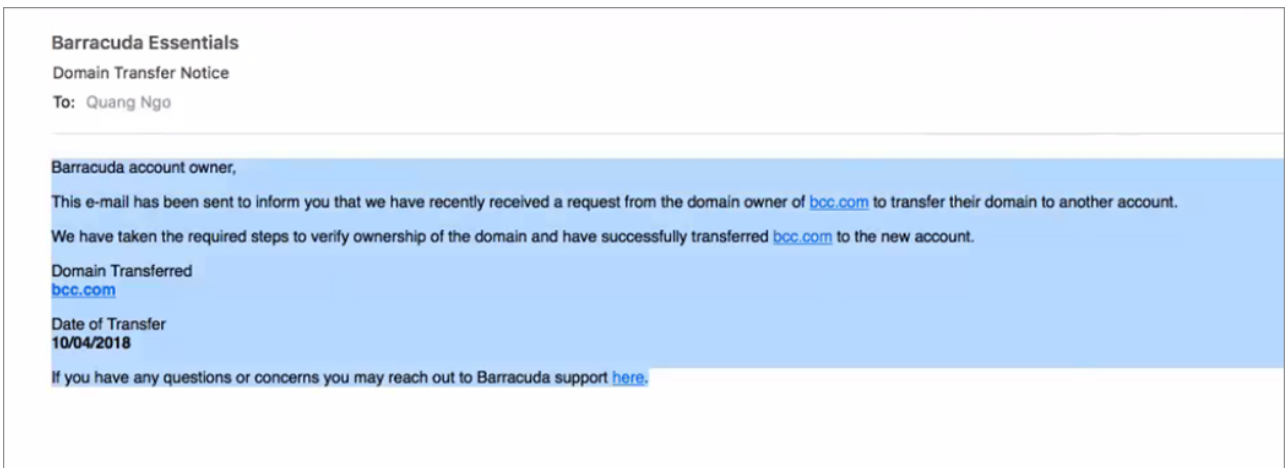
3. Configure a CNAME record on the service hosting the new domain.

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.

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:



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



## Figures

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

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