

Self-Service Domain Moves

https://campus.barracuda.com/doc/96022987/

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.

At this time, the self-service domain migration process cannot be used to move domains across regions in Email Gateway Defense. For example, moving from the US to CA region.

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

Before moving a domain, if there are any account level policies you want to move with your domain, you must also save those policies at the domain level.

For example, to save the account level sender policy as a domain level sender policy:

- 1. Go to the **Domains** page, and click **Manage** under Domain Options.
- 2. Go to the **Inbound Settings > Sender Policies** page.
- 3. Add the sender policy, and then click **Save**.

Note that you will need to do this for any policy you want to move with your domain.

Move a Domain

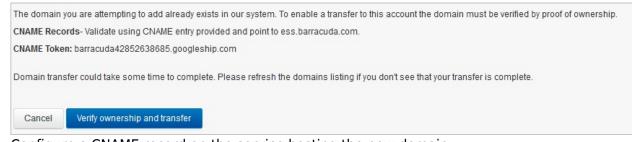
Complete the following steps to move a domain:

- 1. Log into <u>https://login.barracudanetworks.com</u>, and click **Email Gateway Defense** in the left pane.
- 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		
Mail Server		
	Cancel	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:



- 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:

The domain googleship.com was successfully transferred.

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

Domain Transfer Notice To:	
Barracuda account owner,	
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.	
We have taken the required steps to verify ownership of the domain and have successfully transferred bcc.com to the new account.	
Domain Transferred bcc.com	
Date of Transfer 10/04/2018	
If you have any questions or concerns you may reach out to Barracuda support here.	



Figures

- 1. addDomain01.png
- 2. verifyDomain01.png
- 3. successfulTransfer.png
- 4. domainTransferNotice.png

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