

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 <https://login.barracudanetworks.com>, and click **Email Gateway Defense** 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

Mail Server

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:

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.googlehip.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.

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 googlehip.com was successfully transferred.

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

Domain Transfer Notice

To: admin@barracuda.com

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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