How to update your DNS records

In preparation for the migration of your Web Community Manager (Schoolwires) websites to our new hosting environment, you will need to add, or modify, the DNS records that will be provided to you in a file during the migration process.

The examples below are meant to act as a guide when updating your DNS records. Your values will be specific to your organization.

Example DNS File:

"domain","WCM_Type","recordType","recordValue"
"www.mydomain.org","Primary Domain","CName","AA12345678.schoolwires.net"
"mydomain.org","Secondary Domain","A-Record","52.206.191.232"
"highschool.mydomain.org","Secondary Domain","CName","redirect02.schoolwires.com"
"middleschool.mydomain.org","Secondary Domain","CName","redirect02.schoolwires.com"
"www.mysecondarydomain.net","Secondary Domain","CName","redirect02.schoolwires.com"
"mysecondarydomain.net","Secondary Domain","A-Record","52.206.191.232"

How to add your DNS file to the domain name host

The tables below display how the records from the example DNS file need to be added in your domain name host. The field name examples are from GoDaddy / Network Solutions. Other providers will look similar.

mydomain.org

A (Host) / Add/Edit IP Address (A Records)

Host	Points to / Numeric IP
@	52.206.191.232

CNAME (Alias) / Add/Edit Host Aliases (CNAME Records)

Host / Alias	Points to / Other Host
www	AA12345678.schoolwires.net
highschool	redirect02.schoolwires.com
middleschool	redirect02.schoolwires.com

mysecondarydomain.net

A (Host) / Add/Edit IP Address (A Records)

Host	Points to / Numeric IP
@	52.206.191.232

CNAME (Alias) / Add/Edit Host Aliases (CNAME Records)

Host / Alias	Points to / Other Host
www	redirect02.schoolwires.com

Tips and further guidance:

- If your network employs internal DNS, you will need to change those settings to reflect the behavior of your external DNS. Your network may contain additional devices that augment your internal traffic or works in conjunction with internal DNS for various purposes (limit access, monitor activity, reduce bandwidth, etc.). These devices may affect where the changes must be made. Please consult your product administrator or vendor for assistance.
- Before making any changes, confirm you are managing the correct domain when setting your DNS records.
- When these settings are added correctly, these DNS updates will **not** cause any interruption to your sites.
- You will not need to use the "WCM_Type" field values in the DNS file we provide.
- Please note that you may not have both CNAME records and A records in the DNS file we provide. You will have at least one CNAME record.
- Although some domain hosts allow users to update records, you will need to delete the old record and recreate a new record.
- An A record and a CNAME record cannot coexist (for example, records for www). Before creating the CNAME record, any A record with the same name will need to be deleted.
- You will not be able to browse to AA12345678.schoolwires.net before the migration of your site to our new hosting environment. After the migration, you will be able to browse to your site using this domain.
- The incubation domain is not case sensitive. AA12345678.schoolwires.net and aa12345678.schoolwires.net will work the same.
- If you put the IP address (for example, 52.206.191.232) in a browser, you will not be directed to your Web Community Manager (Schoolwires) website. Only your actual domain name will bring up your site.

If you have any questions, please reply back to your case email and include screenshots of your DNS settings.

Web Community Manager (Schoolwires) Support
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