



Technical Note

TN571 Configuring a Custom Domain for Symphia NowForce

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Products	Symphia NowForce On-Premises
Technical Note Type	User Guide
Exposure Level	Customer Facing
Description	This technical note provides the guidelines for configuring a custom domain in a Symphia NowForce On-Premises Installation.

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Contents

Contents	2
Overview	3
Prerequisites	3
Configuring a NowForce Custom Domain	4

Overview

This technical note describes how to configure a custom domain for your Symphia NowForce web application. The procedure is undertaken by editing the configuration files (web.config and app.config) in the specified directories on your Web Server (s).

Prerequisites

Ensure that you have all of the following prerequisites in place before you begin.

- Your domain with DNS is configured for this web server.
- Set the SSL certificate and auto renewal for your domain,
 - For a single server installation see *TN569 Configuring Auto-Renewal Certificates on a Web Server in an On-Premises Symphia NowForce Installation*.
 - For a multi-server installation see *TN570 Configuring Auto-Renewal Certificates on Multiple Web Servers in an On-Premises Symphia NowForce NowForce Installation*.

Configuring a NowForce Custom Domain

This procedure must be undertaken on all web servers.

Tip

It is recommended that before you edit any of the config files mentioned in this procedure you make a copy of the original for your records. This is in case of any later requirement to roll-back that specific configuration.

▼ To configure a custom domain for your Symphia NowForce web application

1. On your Web Server, navigate to **IIS Manager** in the Connection pane, expand the tree and open **your site**, go to **API** right click and select **Explore** and select the **web.config** file and open with a text editor.
2. In the text editor, search for `{domainToReplace}` and replace with your domain details.

Example

In the API directory's web.config this line:

```
<add key="API_PATH" xdt:Transform="SetAttributes"
xdt:Locator="Match(key)" value="https://{domainToReplace}/api/en-
us/{0}/{1}/json" />
```

is updated to this:

```
<add key="API_PATH" xdt:Transform="SetAttributes"
xdt:Locator="Match(key)" value="https://{your.domain}/api/en-us/{0}/
{1}/json" />
```

3. Save the changes to the config file.
4. Undertake the same steps for the LD. Return to the **IIS Manager** and once more, in the Connection pane expand the tree and open **your site**, now go to **LD**, right click and select **Explore** and select the **web.config** file and open with a text editor.
5. In the text editor, search for `{domainToReplace}` and replace with your domain details.
6. Save the changes to the config file.
7. Navigate to the location `D>NowForce>Services`. The following services' config files require updating:

- IncidentUpdatePublisher.exe.config
 - IncidentDispatchPublisher.exe.config
 - AutoDispatchService.exe.config
 - PdfHost.exe.config
8. Navigate to
D>NowForce>Services>IncidentUpdatePublisher>**IncidentUpdatePublisher.exe.config**
and open with a text editor.
 9. In the text editor, search for {domainToReplace} and replace with your domain details.
 10. Save the changes to the config file.
 11. Navigate to
D>NowForce>Services>IncidentDispatchPublisher>
IncidentDispatchPublisher.exe.config and open with a text editor.
 12. In the text editor, search for {domainToReplace} and replace with your domain details.
 13. Save the changes to the config file.
 14. Navigate to
D>NowForce>Services>AutoDispatchService>**AutoDispatchService.exe.config** and
open with a text editor.
 15. In the text editor, search for {domainToReplace} and replace with your domain details.
 16. Save the changes to the config file.
 17. Navigate to D>NowForce>Services>PdfHost >**PdfHost.exe.config** and open with a text
editor.
 18. In the text editor, search for {domainToReplace} and replace with your domain details.
 19. Save the changes to the config file.

Tip

If you already have a custom domain name, but you want to change to a new one, in the config files remember to search for *your* old.domain name and not for the {domainToReplace}. Then replace the old.domain name with your.domain name.

For example:

```
<add key="API_PATH" xdt:Transform="SetAttributes"
xdt:Locator="Match(key) " value="https://old.domain/api/en-us/{0}/
{1}/json" />
```

Will be changed to:

```
<add key="API_PATH" xdt:Transform="SetAttributes"
xdt:Locator="Match(key) " value="https://your.domain/api/en-us/
{0}/{1}/json" />
```

20. To confirm that the domain name has been changed, open Chrome and navigate to your new domain website.