



iDialogue Configure Custom Domains

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Overview

iDialogue securely hosts portals and document rooms using the default domain <https://rooms.i-dialogue.com>. This document describes how to configure a custom domain name for hosting iDialogue interactions.

For example, a company hosts their own website at <http://www.yourdomain.com> and wants to host their iDialogue portal at <https://portal.yourdomain.com>.

Custom Domain Name Steps

Custom Domain

Choose a domain name to be used and contact support@getpacificapps.com with selected domain name.

You will receive a DNS TXT record name/value pair to confirm ownership of domain.

TXT Record

Login to your domain registrar and

1. Create a new record set of type TXT
2. Enter the domain ownership name into the name field.
3. Enter the domain ownership value into the value field.

Notify support that the TXT record is created. It may take anywhere from 5 minutes to several hours for the TXT record to be validated.

Create Record Set

Name: **2**

Type:

TXT – Text

Alias: ☐ Yes ☒ No **1**

TTL (Seconds):

300 1m 5m 1h 1d

Value:

See example below

3

A text record. Enter multiple values on separate lines. Enclose text in quotation marks.

Example:

"Sample Text Entries"

"Enclose entries in quotation marks"

Routing Policy:

Simple

Route 53 responds to queries based only on the values in this record. [Learn More](#)

CNAME Record

Once the TXT record is validated, iDialogue support will provide you with a custom domain name alias for use in hosting a CNAME record.

1. Create a new DNS record of type CNAME
2. Enter the subdomain where iDialogue will be hosted.
3. Enter the domain name provided by iDialogue support as the CNAME value

Create Record Set

Name: **2**

Type: **CNAME – Canonical name** **2**

Alias: ☐ Yes ☒ No **1**

TTL (Seconds):

Value: **3**

The domain name that you want to resolve to instead of the value in the Name field.
Example:
www.example.com

Routing Policy: **Simple**

Route 53 responds to queries based only on the values in this record. [Learn More](#)

Salesforce Configuration Settings

From Salesforce setup, search for “Custom Metadata Types” and click “Managed Records”.



Search Setup

Setup

Home

Object Manager

custom metadata types

Custom Code

Custom Metadata Types

1

Didn't find what you're looking for?
Try using Global Search.

SETUP

Custom Metadata Types

All Custom Metadata Types

Custom metadata types enable you to create your own setup objects whose records are managed by another, or packaged and installed.

Rather than building apps from data records in custom objects or custom settings, you can build apps from custom metadata records and upgrade. Querying custom metadata records doesn't count against SOQL limits.

New Custom Metadata Type

Action	Label	Namespace Prefix	Visibility
Del Manage Records	Action	rooms	Public
Del Manage Records	Configuration Setting	rooms	Public

Click on Edit for SETTING_CUSTOM_DOMAIN_NAME and enter the name of the custom domain.
Example: <https://portal.yourdomain.com>

 **SETUP**
Custom Metadata Types

Configuration Setting

Configuration Setting Edit

SaveSave & NewCancel

Information

LabelSETTING_CUSTOM_DOM

Configuration Setting NameSETTING_CUSTOM_DOM*i*

Value

Setting Value TypeString

Site Definition



SaveSave & NewCancel

Click Save.

It may take up to 24 hours for DNS CNAMEs to propagate throughout the Internet.

Ongoing Maintenance

The SSL certificate used to host custom domains may need to be renewed every 12-24 months. Email notifications will be provided to the iDialogue System Administrator on how to enter new TXT records for certificate renewal.