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Domain Name System Change in NetSuite

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When NetSuite becomes a host of a website, the user has to set up a CNAME or alias record with Domain Name System (DNS) provider to redirect traffic to the established domain to NetSuite shopping servers. The process emphasises to redirect data to one of the two data centre-specific NetSuite domains, includes either [shopping.netsuite.com](#) or [shopping.na1.netsuite.com](#).

Each upcoming change will provide users with unique hostname alias for every domain. Users have to use the given alias to browse their NetSuite-hosted content using CNAME records. They will receive several domain name aliases which resemble the name of domains registered in NetSuite.

The unique hostname alias can be accessed in two places around the NetSuite User Interface, which will allow user to view it via Set Up Domains page and Domains Sub-tab of the Website Set Up page.

How to locate new domain name aliases:

1. Go to set up > Site Builder > Domains. If you use SuiteCommerce Advanced, go to set up > SuiteCommerce Advanced > Domains.
2. The new CNAME column displays the unique domain name alias to which your DNS entry will direct.
3. To update the DNS record with the new CNAME, should you contact the domain provider of your website domain for specific instructions.

Note: If you use a secure checkout domain, refer to the help topic on Setting Up a Secure Checkout Domain in NetSuite (SuiteAnswers ID: 27469)

Determining Whether This Change Will Impact Your Website and Email Campaigns

If the website is currently under several conditions such as using an active website host on SiteBuilder (the original website product, using SuiteCommerce Advance (the new platform-based website), or if the domain is customised for email campaigns or secure checkout domains, this is where updating DNS is important to complete.

Suite Commerce Advanced Sites with CDN Cache

For Suite Commerce Advanced websites with CDN Cache (whether set up or bypassed) the domains website-cdn.netsuite.com or website-cdn.na1.netsuite.com will no longer be available to use. If you set up the CDN cache, verify that the box in the new CDN column is checked at the Set Up Domains page and the Domains sub-tab of the Website Set Up page.

Email Campaigns (Hosted Emails)

If the website is using a campaign email domain, users might have to update the DNS settings to point the domain name to the hosting servers at NetSuite using CNAME records.

If you have a campaign email domain, you must update your DNS settings to point your email domain name to the hosting servers at NetSuite using CNAME(Alias) records.