



Magento Commerce Cloud Post Development/Pre- Launch Checklist

The following is a synopsis of our [Site launch documentation](#).

We provide the following checklist to help you plan and execute a successful Magento Commerce Cloud site launch. Work with the system integrator for your Magento Commerce Cloud to complete and verify all configuration tasks and other work covered by the checklist. If you are unable to complete any of the checklist items or have questions, contact your assigned Customer Technical Advisor.

If you fail to use and complete the checklist, you accept responsibility for any adverse effects and associated risk to your Production launch schedule and ongoing site stability.

Pre-Go Live

At least 4 weeks prior to launching your new Magento Commerce Cloud site, please make sure to reach out to your CTA and CSM to notify them of your intention to launch.

- Schedule Pre-launch or Post-Development call** (email your CTA and CSM with this request)

NOTE: This call is typically held 2 to 4 weeks before the intended launch date.

- Magento, Developer/SI, Client to review the status of the following checklist.
- Launch date and time window to be confirmed.
- If launch date or time window changes please notify your CTA and CSM.

1) Confirm that development is complete:

- System integrator team has performed end-to-end UAT on Staging and Production (this implies that Staging is fully functional with all integrations).** See more information on completing UAT testing in the [Magento DevDocs](#).
- End user/merchant performs their version of UAT, including backend business operations.**

2) Review our documentation about testing and going live (see the [Site launch documentation](#) in the *Cloud Guide* for full instructions on go live steps and requirements)

3) Fastly – ensure that the Fastly module is enabled and configured, and that pages and blocks are cached correctly:

- Make sure that caching is enabled.**
- Ensure that you have requested all required domain names. If you have added or changed domain names since onboarding, submit a support ticket to update the domain configuration.**
- Verify that Fastly is caching properly using the Fastly Magento Tester for [Staging](#) and [Production](#) environments.**
- For complete set up instructions, see [Fastly set up](#).**

4) Verify configuration for Fastly Image Optimization:

- Ensure that Fastly Image Optimization is enabled (see [Fastly Image Optimization](#)).
- Verify that the correct shield location is configured (see [Configure backends and Origin shielding](#)).

5) Web Application Firewall (WAF)

The WAF blocking service is available **only after** you have enabled and configured the Fastly caching service for your project.

- WAF Troubleshooting** – Understand how to troubleshoot incidents where the WAF blocks requests incorrectly (false positives) (see [Troubleshooting blocked requests](#)).

6) SSL and DNS

- SSL (TLS) certificate has been applied to your domain.**

To use SSL, Magento must validate domain ownership for each domain in your Cloud environments. For pre-production URLs (*mcstaging.example.com*, *mcprod.example.com*, and so on), you can add a CNAME record to point to the Fastly URL (*prod.magentocloud.map.fastly.net*). The domain validation for these domains is automated, and happens twice daily.

For production domains (*example.com*, *www.example.com*), you must enter the [ACME challenge](#) CNAME records provided by your CTA or Magento Support. This allows the SSL cert to be applied to the requested domains, without pointing the site to Fastly and interrupting any existing live site. For both preproduction and production domains, you can add the records at any time, but we recommend completing this step as soon as possible. For instructions, see the [Fastly set up instructions](#) in the Magento DevDocs.

- Enable Sendgrid SPF and DKIM**

For Pro Projects:

Add the SendGrid CNAME records for each domain to your DNS configuration. You can find the SendGrid record information in the Magento Commerce Cloud Onboarding UI. If the information is not available or if you have added or changed domains on your project, submit a support ticket to request the configuration information. More information on configuring SendGrid can be found in the [Magento DevDocs](#). By default, the monthly limit is 12k transactional emails.

Use the `dig` utility to check the configuration:

```
dig CNAME em.<domain_name>
dig CNAME s1.domainkey.<domain_name>
dig CNAME s2.domainkey.<domain_name>
```

For Starter:

SendGrid is preconfigured for you during onboarding. You do not need to change your DNS configuration.

- Change the TTL value in your DNS configuration to the lowest possible value.

7) Deployments

- Verify that your code base has been deployed and tested in Integration, Staging, and Production Environments (see [Test deployment](#)).
- Verify that your Cloud environment configuration follows deployment best practices:
 - Check minification settings for HTML, Javascript, and CSS (see [Static content deployment strategies](#)).
 - Follow [Zero downtime deployment](#) configuration guidelines to reduce downtime during deployments on Production.

8) Testing and Troubleshooting

- Test Outgoing Emails**
 Magento Commerce Cloud provides SendGrid Mail functionality for your Magento transactional emails.
- Any blockers with Magento?**
- Perform Load and Stress testing on your Production instance.**
 Present the test results to your Magento Customer Technical Advisor.

WARNING: When preparing a load test please **do not** send out live transaction emails (even to dummy addresses). Sending emails during testing can cause your project to reach the default send limit (12k) configured for SendGrid prior to launch.

How to disable email communication:

Go to Store > Configuration > Advanced > System > Email Sending Settings

- Perform penetration testing**
 Magento Commerce Cloud relies on a [shared responsibility security model](#). To achieve PCI compliance the customized site will need to be penetration tested.

9) Configurations

- Switch indexing to update on schedule** (see [Indexing modes](#)).
- Use the latest version of ECE Tools** (see [Release notes for the ece-tools package](#)).
- Use Elasticsearch or a third-party search tool instead of MySQL Search. MySQL Search is not recommended for use** (see [Setup Elasticsearch](#)).
- Add redirects and routes** (see [Configure routes](#)).
Note: You can configure routes different ways depending on what version of the PaaS your project is hosted on. Contact your CTA for details.

For Pro Projects:

You must add redirects and routes to the routes .yaml file in the Integration environment, and test the configuration in that environment before moving them to Staging and Production.

For projects on V1 and V2 of the PaaS, to apply routes .yaml file on Staging and Production environments, you will need to submit a ticket with routes .yaml file attached.

For all projects provisioned with Auto NGINX (V3 of PaaS), you will be able to update routes without a ticket but will need to enable following routes:

```
"http://{all}/*":
  type: upstream
  upstream: "mymagento:http"

"https://{all}/*":
  type: upstream
  upstream: "mymagento:http"
```

For Starter Projects:

Routes can be added within the Cloud Project UI or the routes .yaml file and applied on the Master environment without the need for a Magento support ticket.

- Make sure XDebug is disabled if it was enabled during development** (see [Configure Xdebug](#)).
- Subscribe to the [Magento status page](#).**
- [Starter only] Configure health notifications**
The default alert feature on Magento Commerce Cloud Starter environments provides notifications only for uptime monitoring of your domain. Configure additional notifications using the Magento Cloud CLI. See [Health notifications](#) in the Cloud Guide.

- Configure New Relic**
 - [Starter only] Configure New Relic before launching your site so that we can troubleshoot any issues.** On Pro plans, New Relic is configured for you (see [Configure New Relic](#))
 - [Pro only] Set up New Relic notification channels to use the Managed Alerts for Magento Commerce to monitor Production environments** for the following performance metrics: Apdex score, Error rate, disk space, CPU and memory usage (see [Configure notification channels](#)).

Note: any notification channels added to our previous generation of alerts is automatically added to the new alerts (see the [Managed alerts for Magento Commerce](#)).

10) Security

- Setup your Magento Security Scan**
 Magento Security Scan is a useful tool that helps discover outdated software versions, incorrect configuration and potential malware on your site. Sign up, schedule it to run often, and make sure emails are sent to the right technical security contact.

 Complete this task during UAT. If you use the periodic scans option be sure to schedule scans at low demand times. See the [Security Scan](#) page in your Magento Account. You must log in to your Magento account to access the Security Scan.
- Change default settings for the Magento admin**
 - Change the admin password (see [Configuring Admin Security](#)).
 - Change the admin URL (see [Using a custom Admin URL](#)).
- Remove any users no longer on the project** (see [Create and manage users](#)).
- Passwords for administrators configured** (see [Admin Password Requirements](#)).
- Configure two-factor authentication** (see [Two-Factor Authentication](#)).

Go Live

When it is time to cutover, please perform the following steps (for more information, see [DNS Configurations](#)):

For Pro Projects:

1. Access your DNS service and update A and CNAME records for each of your domains and hostnames:
 - a. Add CNAME record for *www.example.com*, pointing at *prod.magentocloud.map.fastly.net*
 - b. Set four A records for *example.com*, pointing at:
 - 151.101.1.124
 - 151.101.65.124
 - 151.101.129.124
 - 151.101.193.124
2. Change Magento Base URLs to *www.example.com*
3. Wait for the TTL time to pass, then restart web browser
4. Test your website

For Starter Projects:

1. Add the new Production domain to the Domains tab in the Cloud UI
2. Update A and CNAME records for each of your domains and hostnames (see above)
3. Change Magento Base URLs to *www.yourdomain.com*
4. Wait for the TTL time to pass, then restart web browser
5. Test your website

If you have an issue blocking your go-live:

If you encounter any problems any issues preventing you from launching during your cutover, the fastest method to get proper timely support is to utilize our help desk and open a ticket with the reason "Unable to launch my store" and calling a hotline support number (see [the list of Magento P1 hotline numbers](#)):

- US Toll Free: (+1) 877 282 7436 (Direct to Magento P1 hotline)
- US Toll Free: (+1) 800 685 3620 (At first menu, press 7 for Magento P1 hotline)
- US Local: (+1) 408 537 8777

Post Go-Live

Once your site is live email your CTA and CSM. The CTA will perform the following tasks as soon as the site is verified to be launched with Fastly enabled and caching:

- Tag the cluster as live and create a support ticket to activate High SLA monitoring.
- Activate Pingdom checks for uptime monitoring
- Enable Magento Business Intelligence (for Commerce Pro Only). For Commerce Starter please follow our documentation on enabling MBI Essentials for [Magento Commerce Starter](#).

Merchant / SI – Please sign below that you understand that this checklist contains best practices and you understand the importance of completing these for the most successful launch.

CTAs – Sign below that you have reviewed this checklist with your Merchant / SI during your onboarding call. Ensuring launch readiness and managing the site launch is the sole responsibility of the client. By signing this document, the CTA is not assuming the responsibility for the success of the launch.

