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Creating a subdomain on Cloudflare

Cloudflare

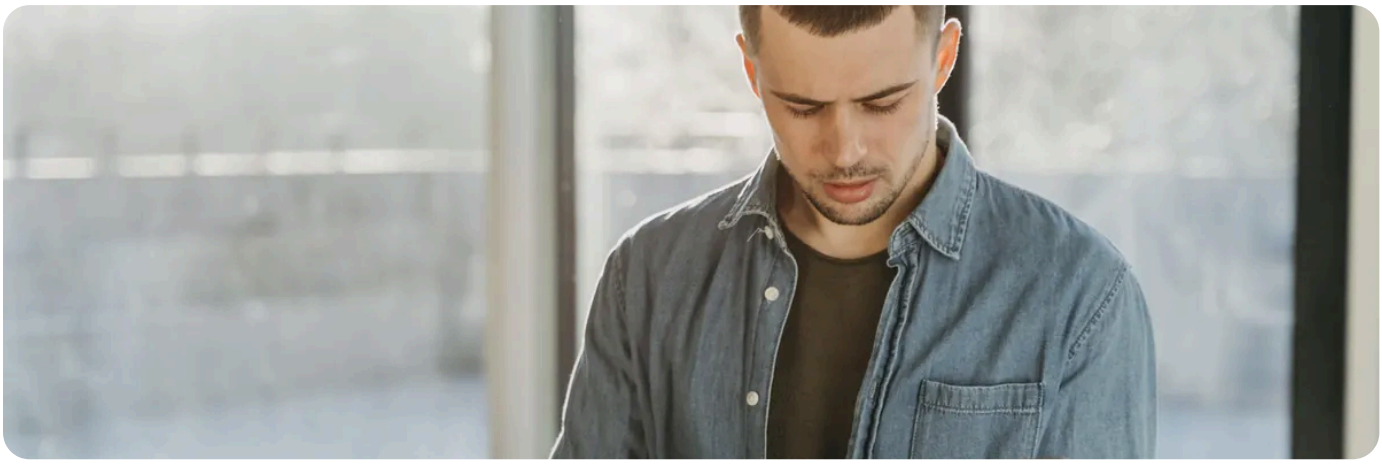
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Creating a subdomain on Cloudflare

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With the domain on Cloudflare, creating a subdomain becomes a job of **two halves**, in two different panels. Doing only one of them is the cause of practically every "I created the subdomain and it will not open" complaint.

Both halves are needed, and neither replaces the other.
In **cPanel** you create the folder and tell the server it now answers for that name. In **Cloudflare** you create the DNS record, because Cloudflare answers for the domain and the cPanel zone is no longer consulted by anybody.

Half one: in cPanel

1. **Open cPanel** and the **Domains** section. See **how to access cPanel**.
2. **Create the subdomain** with the name you want, and confirm the folder the files will live in. The step by step is in **how to add another domain or a subdomain**.
3. **Put something in it.** Even a page with one word on it. With no files, the test that follows proves nothing.
4. **Note the hosting address.** It is the value you will type on the other side: **what your hosting IP address is**.

Half two: in Cloudflare

1. **Open their dashboard** and pick the domain, in the DNS section.
2. **Create a record** with the subdomain name and the hosting address as its value. On record types, see **DNS records explained**.

3. **Decide whether it goes through the CDN.** A website subdomain can; a mail, administration or file transfer subdomain never does.

4. **Save and give it a moment.** New records appear quickly, but not always in the first second.

5. **Confirm by opening the subdomain** in a private window, so your own browser cache does not fool you.

Which ones always stay out

Subdomain	Proxied by the CDN?
The site one, and `www`	**Yes.** This is what the CDN is for.
A shop, a blog, a landing page	**Yes.** They are websites like any other.
Mail and webmail	**No, never.** Mail goes through no CDN.
cPanel and FTP	**No.** Only website traffic can be proxied.
A subdomain an application talks to over an API	**Carefully.** CDN filtering can stop legitimate automated calls. Start with it outside and only then try.

There is an easy way to confirm you got it right.
Compare what the subdomain answers with what the mail name answers. If the website subdomain returns CDN addresses and the mail one returns the real server address, everything is in its place. See **how to check a domain DNS**.

What goes wrong, and why

Symptom	Cause
I created it in cPanel and it does not open	Half two is missing. The cPanel zone is not read any more: the record has to exist at Cloudflare.
I created it at Cloudflare and get a server error	Half one is missing. The server does not know it should answer for that name.
It opens, but shows the main site	The subdomain exists in DNS but points at the wrong folder, or was never created in cPanel.

Symptom	Cause
It opens with no padlock	The subdomain certificate has not been issued yet. If it drags, take the record **out** of the proxy until the certificate is issued and put it back afterwards. See **no padlock on your site**.
A wildcard subdomain does not behave as expected	How wildcard records are handled varies with the Cloudflare plan. Check their dashboard before depending on it.

If the subdomain is for a test site before touching what is live, see also **a test site before touching what is live**. And if you are building the whole zone from scratch, **taking the whole zone across without losing records**.

NEED A HAND?

Created the subdomain and it will not open? Send us the exact name and we will look at both ends.

Open a support ticket →

SEE ALSO

- Hosting plans →
- SSL certificates →
- Support Policy →

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