

DNS Record Information for the Pushex Exchange server

Changing your DNS records can be daunting if you haven't had much experience doing it before. We'd be pleased to make all the required changes for you if you can give us the logon details for your DNS control panel, which is usually at the website of your domain registrar where you bought your domain name.

MX Records

If your email domain is hosted on the Pushex Exchange servers it's best if your incoming emails come straight to our servers instead of being collected from a POP3 mailbox on another system or forwarded on from another mail-server. It's quicker, there are fewer steps to go wrong and our anti-spam system deals directly with the mail-server where an email has originated and is therefore better able to judge if it's genuine or spam.

MX records contain the names of the servers which are responsible for receiving emails for a particular domain.

If we're hosting your domain, your domain's MX records should be:-

| | <u>Priority</u> |
|-----------------------|-----------------|
| mx1.pushex.com | 30 |
| mx2.pushex.com | 30 |
| mx3.pushex.com | 30 |
| mx4.pushex.com | 30 |

The priority is a number between 0 and 99 and determines which MX record should be used first – a server with a lower number has a higher priority and it contacted first by the sending mail-server.

We want **all** our 4 Internet-facing servers to share the load equally so that's why we ask you to create MX records with equal priority.

Any number between 0 and 99 would do, as long as it was the same for all the MX records, but 30 is conventional, sensible and what we recommend.

It's important that you delete any other existing MX records.

Some DNS control panels don't allow you to have more than 2 MX records, so in that case just have this one:

| | |
|----------------------|-----------|
| mx.pushex.com | 30 |
|----------------------|-----------|

This one MX record will work fine but not quite as good as having the 4 we recommend.

AutoDiscover CNAME Record

Outlook 2007 and Outlook 2010 have the ability to use our Exchange server's AutoDiscover feature which enables Outlook to configure itself to connect to our servers, by a user just supplying their name, email address and password.

In our experience things works more smoothly with AutoDiscover enabled, and all you have to do to enable AutoDiscover for your domain is to create one DNS CNAME record similar to this one:-

autodiscover.lockeconsultants.com CNAME autodiscover.pushhex.com

(Of course, substitute **your** domain name for lockeconsultants.com)

A CNAME is a very common type of DNS record and all DNS control panels should allow you to create one.

We recommend that you create an AutoDiscover record, but it's not compulsory.

SPF Record

Sender Policy Framework (SPF) is an anti-spam initiative supported by many leading Internet companies. You don't need me to tell you that it hasn't stopped spam but it can mean that, if there isn't a valid SPF record for your domain, the emails that you send out are more likely to be classified as spam.

Many spammers have managed to get a valid SPF record so you should too.

One problem is that not all DNS Control Panels support SPF records and, if you find that yours doesn't, that's a pretty good reason to change your DNS host – it doesn't have to be your domain registrar.

We can host and manage your domain's DNS for you if you like, plus create the required SPF records, for £1.85/month - for details got to www.dnsmax.co.uk

SPF records were originally created using DNS TXT records but then a special type of DNS records was created for SPF records, called a DNS SPF record.

Ideally you should create both a TXT and SPF version of your SPF record but, for the foreseeable future, a TXT record alone will work fine.

Here's the SPF record you need to create to authorise Pushhex to send out emails for your domain:-

lockeconsultants.com TXT "v=spf1 include:pushhex.com -all"

(It's normal to have to include the quotation marks.)

We **strongly** recommend that you create an SPF record, but it's not compulsory.

How to check that the correct DNS records have been created

It can take up to 24 hours for changes to your DNS records to take effect and it's not always clear, in DNS control panels, the exact format required for a particular type of record.

It's useful, therefore, to be able to check the current values of your DNS records.

Most of the DNS records, mentioned in this document, can be checked using the built-in Windows tool called NSLOOKUP.

To use NSLOOKUP you first need to open a Command Prompt window by clicking:-

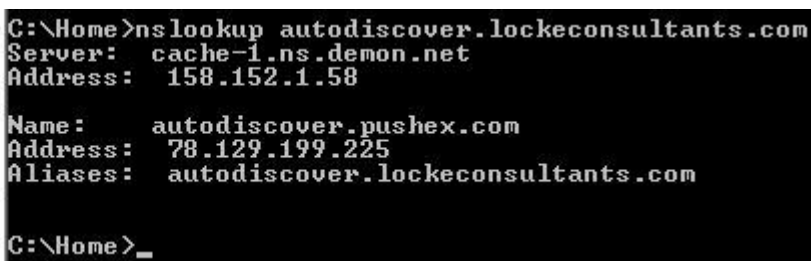
Start – Run – cmd - OK

or by typing **cmd** into the **Start Menu** search box.

The Command Prompt is a "Terminal Window" which means any new command you type appears at the bottom of the window and then you press **Enter** to process a command. Any output from a command also appears, one line at a time, at the bottom of the window and each new line shuffles the current contents up one line. The flashing cursor is where you are **now** and everything above it is what's just happened. It's a bit like using a real typewriter.

To check your AutoDiscover record, open a Command Prompt window and type:-

nslookup autodiscover.lockeconsultants.com (Enter)



```
C:\Home>nslookup autodiscover.lockeconsultants.com
Server: cache-1.ns.demon.net
Address: 158.152.1.58

Name: autodiscover.pushhex.com
Address: 78.129.199.225
Aliases: autodiscover.lockeconsultants.com

C:\Home>_
```

What you typed →

The DNS server that responded { (Not important)

The correct answer { (the actual IP address may change)

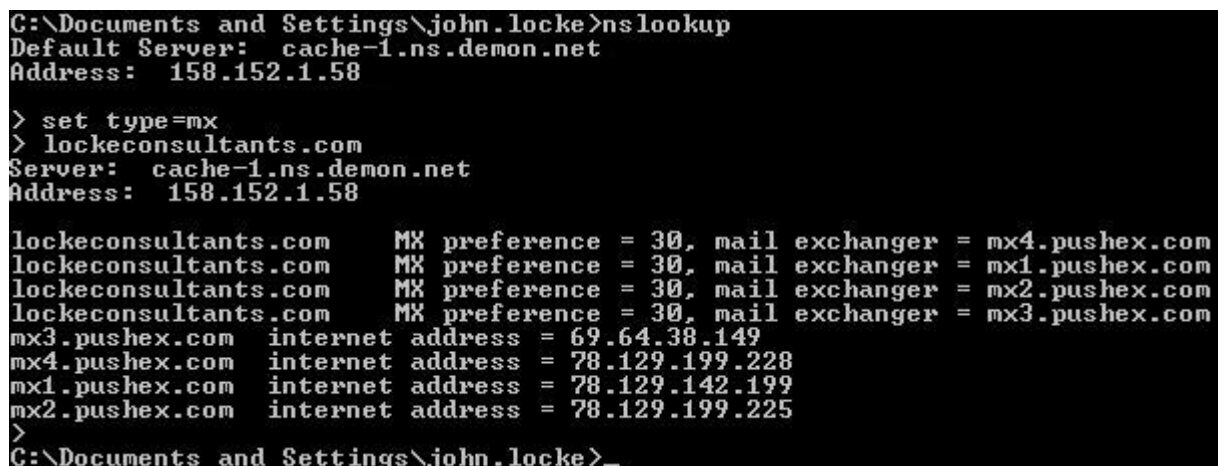
Ready for the next command →

To check your MX records, open a Command Prompt window and type:-

nslookup (Enter)

set type=mx (Enter)

lockeconsultants.com (Enter)



```
C:\Documents and Settings\john.locke>nslookup
Default Server: cache-1.ns.demon.net
Address: 158.152.1.58

> set type=mx
> lockeconsultants.com
Server: cache-1.ns.demon.net
Address: 158.152.1.58

lockeconsultants.com MX preference = 30, mail exchanger = mx4.pushhex.com
lockeconsultants.com MX preference = 30, mail exchanger = mx1.pushhex.com
lockeconsultants.com MX preference = 30, mail exchanger = mx2.pushhex.com
lockeconsultants.com MX preference = 30, mail exchanger = mx3.pushhex.com
mx3.pushhex.com internet address = 69.64.38.149
mx4.pushhex.com internet address = 78.129.199.228
mx1.pushhex.com internet address = 78.129.142.199
mx2.pushhex.com internet address = 78.129.199.225
>
C:\Documents and Settings\john.locke>_
```

Then **Ctrl+C** to exit the NSLOOKUP command.

To check your SPF TXT record, open a Command Prompt window and type:-

`nslookup` (Enter)

`set type=txt` (Enter)

`lockeconsultants.com` (Enter)

```
C:\Documents and Settings\john.locke>nslookup
Default Server:  cache-1.ns.demon.net
Address:  158.152.1.58

> set type=txt
> lockeconsultants.com
Server:  cache-1.ns.demon.net
Address:  158.152.1.58

lockeconsultants.com      text =

                "v=spf1 include:pushex.com -all"
>
C:\Documents and Settings\john.locke>
```

Then **Ctrl+C** to exit the NSLOOKUP command.

NSLOOKUP doesn't understand **set type=spf** so, to check your SPF-type record (if you managed to create one), send a blank email from your Pushex email account to:-

check-auth@verifier.port25.com

You should get a reply, almost immediately, and near the top of the reply should be something like:-

SPF check details:

Result: pass

ID(s) verified: smtp.mail=prvs=1064db8101=john@lockeconsultants.com

DNS record(s):

lockeconsultants.com. 10800 IN **SPF** "v=spf1 include:pushex.com -all"

pushex.com. 3600 IN SPF "v=spf1 a.mail.pushex.com a.mail1.pushex.com a.mail2.pushex.com -all"

mail.pushex.com. 30 IN A 78.129.199.228

If it shows SPF (ringed in red) and "Result: pass" then your SPF-type record has been created successfully.

If instead of SPF it shows TXT then only the text version of an SPF record has been created.

(At present a TXT-type record works equally as well as an SPF-type record.)

If "Result:" is "fail" then there's an error with the SPF record you've created.

Host your DNS on the Pushex DNS servers for free

If the DNS servers responsible for your domain are causing you problems then we'll host your DNS on our servers. Changing your DNS servers doesn't mean changing your Domain Registrar and shouldn't affect your website, VPN, Remote Access etc. You just have to logon to the Control Panel at your Domain Registrar and change the Nameservers responsible for your domain to **our** servers.

This offer is open to all users of the Pushex Hosted Exchange Servers.