

Is my domain properly configured for email services?

In this manual several important points of domain configuration for email services are discussed.

1. Verify if the domain is accessible

Use the manual DomainInaccessible

2. Verify the parameters of the domain

Use DIG command which will allow you to get more information about the domain. Here is the link to the script which uses this command:

<http://bwachter.lart.info/tools/dig.cgi>

An example for .com domain:

For "Type", choose MX.

```
;; QUESTION SECTION:
;domain.com. IN MX
```

```
;; ANSWER SECTION:
domain.com. 86400 IN MX 1 mx1.ovh.net.
domain.com. 86400 IN MX 5 mx2.ovh.net.
```

```
;; AUTHORITY SECTION:
domain.com. 86400 IN NS ns11.ovh.net.
domain.com. 86400 IN NS dns11.ovh.net.
```

```
;; ADDITIONAL SECTION:
ns11.ovh.net. 139079 IN A 212.27.32.132
dns11.ovh.net. 139079 IN A 213.186.33.102
```

These are DNS of your domain:

```
ns11.ovh.net
dns11.ovh.net
```

Your domain needs to have DNS if it's hosted.

It also needs to have MX servers through which emails pass:

```
mx1.ovh.net
mx2.ovh.net
```

If your domain is hosted, the MX servers need to have the following configuration:

- mx0.ovh.net : without protection,
- mx1.ovh.net and mx2.ovh.net : anti-spam simple,
- mx3.ovh.net and mx4.ovh.net : anti-spam + antivirus,
- redirect.ovh.net : allows redirection of your emails to another email address (doesn't allow managing

pop accounts of the domain).

3. I'd like to change MX servers

Log into Manager v3.

Choose "Domains and DNS" and then "DNS zone". You'll like see one of the fields:

```
domain.com MX 1 "ORT Redirect".
domain.com MX 1 "without protection".
domain.com MX 1 "anti-spam simple".
domain.com MX 1 "anti-spam/anti-virus".
```

If it's not the case and you cannot use your email services. It may be changed in Manager v3, section "Emails" – "MX Servers".

The modification may take up to 24hours.

Verify also the following lines if you'd like to use these email applications.

```
mail.domain.com CNAME ns0.ovh.net
pop3.domain.com CNAME ns0.ovh.net
smtp.domain.com CNAME ns0.ovh.net
```

4. I cannot find an error in the previous stages.

- use this manual to create POP account [CreatingPOPAccount](#)
- test parameters of your POP connection http://www.ovh.com/fr/espaceclients/outils/test_pop.pl
- if your password is wrong or lost, use this manual [ChangeEmailPassword](#)
- if everything is correct and you'd like to use OVH Webmail [AllWebMail](#)
- if you'd like to use email application to receive messages [EmailConfiguration](#)
- I have some problems with my emails [EmailMXSpam](#) and [EmailPOPTooOften](#)