

## Configuring the e-mail domain for Qaleido



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## 1 PREFACE

For a domain to work, DNS settings are required for e.g. website and e-mail. The acronym DNS stands for Domain Name System.

DNS is the name of the system and network protocol used on the Internet to translate computer names to numerical addresses (IP addresses) and vice versa. Although this is called "translation" , it is just a look up in tables. The tables link names to numbers.

To link your domain name easily to your Qaleido environment, a change in the DNS is required for the so-called MX records (e-mail records). Below is a guide for normal users and a guide for system administrators/advanced users.

The manual consists of several sections:

Guide for normal users

Guide for system administrators/advanced users

## 2 GUIDE FOR NORMAL USERS

Copy the text in italics beneath, type your domain name in the space provided, and send the text to your provider. Wait for their response and keep in mind that it sometimes can take up to 36 hours before these settings are active (after the change in the DNS).

**Note!** Only send the text beneath to your provider after you have received a delivery letter from Qaleido:

*Dear Provider,*

*From now on, I run my e-mail via a different platform. This requires the MX records for my domain to be adjusted. You can immediately implement these changes.*

*Please, ensure that the MX records for my domain [insert your domain name here] are set as follows:*

<i>Priority/Preference</i>	<i>Hostname</i>
<i>10</i>	<i>mx103.qaleido.com</i>
<i>10</i>	<i>mx102.qaleido.com</i>
<i>10</i>	<i>mx101.qaleido.com</i>
<i>10</i>	<i>mx104.qaleido.com</i>

*Note that for each MX record the same priority (10) applies.*

*I like to hear from you when the above changes are made effective. Thank you for your cooperation.*

*Yours sincerely,*

*Your name*

Once you've gotten a reply from your provider, you can test this change by sending a test e-mail message to your email address on the Qaleido platform. The changes are active when your e-mail messages arrives on the shared platform.

### 3 GUIDE FOR SYSTEM ADMINISTRATORS/ADVANCED USERS

The following MX records should be set to enable e-mail messages to be delivered on your load balanced Qaleido-platform.

Priority/Preference	Hostname
10	mx103.qaleido.com
10	mx102.qaleido.com
10	mx101.qaleido.com
10	mx104.qaleido.com

Note that for each MX record the same priority (10) applies.

If the delivery letter from Qaleido has been sent, no additional settings need to be modified on the Qaleido shared platform to receive e-mail messages. Changing the MX records for DNS should be the last step.

