

Can I use my own Microsoft Exchange server with my domain hosted by you?

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You can use your own Microsoft Exchange server with the domain name you have purchased from us, as long as your Exchange server has a static IP address and is not a smart host. The domain will need to use our nameservers, and you will need to make a change to the MX records for your domain. MX records define what server email for your domain is sent on to, and you can change them in the DNS Management section of your Domain Control Panel. To change your MX records, log into your Domain Control Panel, click 'DNS Management'. Scroll down to 'MX Records'. Under 'Create New MX Record', in the first row: Leave the subdomain blank. Put your Exchange server's hostname in mail server. Put 10 in the priority. In the second row: Put * in the subdomain. Put your Exchange server's hostname in the mail server. Put 10 in the priority. Go up to 'Existing MX Records' and check each box under the 'Delete' column. Click 'Update DNS'. Your MX records will be changed, but may take up to 24 hours to propagate across the Internet. Please note that as you have transferred your records, you will not be able to access any of your email by logging into our webmail or using mail.your-domain.com mail server. You can only access them by logging into the Exchange server you have specified in the MX records.

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