

Why can't I receive email after changing my domain's MX record?

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If you change the MX record for your domain, you are changing where email is delivered. Many people change the MX record so that rather than using the same mail server as is provided with the domain name, they can use their own, whether hosted externally by another company or hosted on-site with them. When you change the MX record, we are no longer able to support any email issue for your domain, as these emails will not be going through our servers and any mailboxes we host will not have any messages delivered to them. If you are not receiving emails, there are a few things you can do: DNS changes take up to 24 hours to propagate around the Internet. If you have just recently changed your MX record, please wait for the changes to take full effect. Verify that you have put the correct IP address into your MX record for the external server you are using, and change it accordingly. Verify that your external mail server is accepting email on that IP address and that your mail client is connecting correctly to your server. Reset the MX record to point back to us, which means that email will start working through us once more.

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