

## Why won't my server send emails to an address for my domain using external mailservers?

Article Number: 41 | Rating: 1.2/5 from 5 votes | Last Updated: Wed, Aug 18, 2021 at 1:08 PM

If you have a domain name set up on your server, but the emails for that domain are handled by an external mail provider, you may discover that emails you send through the website will not be received by the provider. This is because the server attempts to deliver mail for the domain name locally as default. You will need to set the server to use the domain name's MX record, which is typically provided by the external mail provider. In Plesk: Log in as the user Go to the 'Mail' tab Click 'Change Settings' Untick the box for 'Activate mail server' Click 'OK' In cPanel: Log in as the user Click 'Mail' Click 'MX Entry' Select the domain name from the drop-down Choose 'Mail Exchanger' Click 'Change'

Posted - Tue, Mar 3, 2015 at 3:39 PM.

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