MX/CNAME Vendor Update

One of the processes required to migrate email provision from one provider to another is the alteration of MX (Mail Exchange) DNS records.

MX records tell all servers connected to the internet where to deliver email to for each domain name. Therefore when moving from one email provider to another this information needs to change.

Although the MX records that the internet uses are standard, the method of changing them is not.

Every domain provider employs their own control panel with their own specific method of adding and managing DNS records. Unfortunately due to domain management being different for each provider we are unable to provide support for specific control panels. We can however supply the standard required end result.

If you are proficient with DNS records and your domain providers control panel please use the information below to make the relevant DNS changes.

If you are not proficient with DNS records or your domain providers control panel please use the following template to instruct your domain provider to correctly alter the relevant DNS records.

Example of Freeparking DNS Manager MX and CNAME Update:

The MX update for Freeparking is quite straight forward but the CNAME record requires multiple changes and updates. As mentioned above this is just one example of a control panel and each vendor will have their own layout and requirements. If in doubt please contact your vendor via their portal or helpdesk.

Field one should read **'autodiscover'**
Field two should be set to **'A'**
Field three should be set to **'autodiscover.messageexchange.com'**
Field four should be set to **'N/A'**

Finally, the CNAME should be created...

Field one **'autodiscover'**
Field two **'CNAME'**
Field three **'abwconsultancy.co.uk'**
Field four **'autodiscover'**, taking the A record created above

To help you we have created a template to send to your vendor (included in your 'zip file).
Please add in your details as required.