



## Change Your MX Record – SpamVault MX Backup

In order to use our MX Backup service, the procedure is a little different from just using our Spam Protect service.

Like with the MX Record for getting spam-filtered, you still have to tell the Internet to send e-mail addressed to your domain "yourdomain.com" to the SpamVault MX Backup service. In this case though, **only** if your mail server is unreachable / down.

To make changes to your MX record, you or your Internet Service Provider (ISP), will have to make a change to the **DNS records for your e-mail domain**.

Specifically you have to **add a secondary MX Record** pointing to your **\*\* Per-Domain MX record** ( 1234-567.SpamVault.com ). It must have a **higher weight** than your primary record.

Once this change is made to the DNS records there will be a short lag for this change to reach the entire Internet. This time lag is entirely dependent on your Time to Live (TTL) value on the DNS records for your e-mail domain.

*\*\*When you sign up with SpamVault, you receive an email with a **Per-Domain MX Record** which is just for your organization.*

Once the MX records have changed you can check that they are correct by using the 'nslookup' command from a command prompt as per the example below or use a site like <http://www.dnsreport.com>, <http://www.intodns.com>, <http://www.domaintools.com> or <http://www.geektools.com/digtool.php> to look up the MX record for your domain.

**Example** - from a DOS or command prompt in windows type the following command:

```
nslookup -type=mx yourdomain.com
```

**The answer should look similar to the following.**

```
yourdomain.com MX preference = 10, mail exchanger = mail.yourdomain.com  
yourdomain.com MX preference = 20, mail exchanger = 1234-567.SpamVault.com
```

This means, that mail will go to your mail server. If it's ever un-reachable the mail will then go to your secondary record, which is SpamVault. Once your mail server responds that it's up again, the mail gets delivered.

Please contact us at [support@spamvault.net](mailto:support@spamvault.net) if you need any advice or assistance with this step.