

16:14, Nov 24

Info: Welcome! We are excited to offer you messaging, allowing you to respond to us in your own time. Click here to get started.

16:14, Nov 24

You: Let's Go!

16:14, Nov 24

Assistant: << Sent Rich Content >>

16:14, Nov 24

You: Server

16:14, Nov 24

Assistant: We will connect you with one of our GoDaddy Guides as soon as possible. For a faster resolution, please tell us how we can help you today.

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You: Email sent via phpmailer NOT arriving @ gmail.com with port 25 as Gmail typically uses SSL/TLS on port 465 or 587.

16:15, Nov 24

G Nikhil: Hi there. Thanks for connecting us. May I know the error you are facing please?

16:15, Nov 24

You: Email sent via phpmailer NOT arriving @ gmail.com with port 25 as Gmail typically uses SSL/TLS on port 465 or 587.

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G Nikhil: No need to worry, Let me check and help you with it

16:16, Nov 24

You: ok

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G Nikhil: <https://in.godaddy.com/help/send-form-mail-using-an-smtp-relay-server-953> SMTP AuthenticationFalse, None, or turn off SSL or Secure ConnectionFalse, None, or turn off

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You: using port 25 email cant be sent to gmail as Gmail uses port 465/587

16:21, Nov 24

You: \$mail->Host = "smtp.gmail.com";

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You: \$mail->Host = "relay-hosting.secureserver.net";

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You: which one can send email to gmail using phpmailer?

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G Nikhil: For phpmailer you need to use port 25 sir

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G Nikhil: You can use 587 port if the port 25 is blocked

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You: no still not receiving gmail when mail sent using port 25 and relay-hosting.secureserver.net

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G Nikhil: May I know the email name please?

16:29, Nov 24

You: <a href="mailto:somisirr@gmail.com" target="\_blank" rel="noopener">somisirr@gmail.com</a>

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G Nikhil: May I know on which website is this contact form email is added?

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You: <a href="https://hrms.anikasterilis.com/employee-management.php" target="\_blank" rel="noopener">https://hrms.anikasterilis.com/employee-management.php</a>

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G Nikhil: No need to worry I have changed the email routing now can you please check now once again?

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You: no still mails not being sent to gmail.com?

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G Nikhil: OKay let me try by adding the test script from our end Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?

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You: sure

16:35, Nov 24

G Nikhil: Thank you

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G Nikhil: Thank you so much for staying connected. We appreciate your time and patience. I have added the test script and I have sent the test email as well and it is successful

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You: to which gmail have to sent ?

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You: to which gmail have you sent ?

16:44, Nov 24

G Nikhil: I have sent to [somisirr@gmail.com](mailto:somisirr@gmail.com) Please confirm

16:45, Nov 24

You: no sir i didnt receive !

16:45, Nov 24

G Nikhil: Can you please check in your spam folders?

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You: yes

16:45, Nov 24

You: in spam folder i have received

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You: nikhil6972

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G Nikhil: Yes you are correct, it is causing because there is no proper TXT records in your domain DNS

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G Nikhil: The solution is if you added the correct TXT records then the records takes within 24-48hours to get globally updated then it works fine

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You: How to set up the correct TXT (text) records in your domain's DNS

16:48, Nov 24

You: How to set up the correct TXT (text) records in domain's DNS

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G Nikhil: I can able to add from my end Do I have permission to add the correct records?

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You: ya please proceed

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G Nikhil: Sure thank you allow me 2minutes

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You: okay

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G Nikhil: <https://dcc.godaddy.com/manage/anikasterilis.com/dns> Done added once adding or changing anything , it takes the timeframe within 24-48hours to get propagated because that is the process and time to get the servers updated globally in domains DNS , same even in other providers as well , hence I request you to please wait for standard propagation time to get updated/propagated

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G Nikhil: The issue is resolved now, please wait for the Standard propagation time to get globally updated

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You: but the test mail you have sent at 4:35pm , i have received at 4:45pm ? it took 10mins ?

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G Nikhil: It takes time sometimes but not always No need to worry You will receive the emails speed with inbox only not in spam

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You: ok than ! thank you for your support !

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G Nikhil: You're most welcome, I hope we resolved all your queries. Please feel free to check back anytime and we'll be happy to help you

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G Nikhil: I'm happy that I was able to help you with SMTP issue . Post this conversation you will receive the short survey. Please rate us on the scale of 0-10, where 0 being the least and 9-10 are the best

Info: Conversation closed by the agent 16:54, Nov 24

16:54, Nov 24

Survey: Please provide your feedback on this 4 question survey.

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Survey: How likely are you to recommend us to a friend, 10 being the best. (0-10)