9:42, Nov 27

Info: Hello! We're one step closer to connecting you and a guide. Please tell us your first name to get started:

9:42, Nov 27

You: On friday I was having issue with smtp where using phpmailer I am not able to sen mails to @gmail.com

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

9:43, Nov 27

You: for that the support person said there is no proper TXT record in domain DNS

9:43, Nov 27

M Shilpa: Hi.Thanks for reaching out.Hope you are doing great.

9:43, Nov 27

M Shilpa: Let me check,please stay connected.

9:43, Nov 27

You: ok

9:43, Nov 27

M Shilpa: May I know the email name please?

9:44, Nov 27

You: from email or to email ?

9:44, Nov 27

M Shilpa: May I know your email please?

9:44, Nov 27

You: to email: shinessushantha@gmail.com

9:44, Nov 27

You: from email: it@anikasterilis.com

9:45, Nov 27

M Shilpa: Thank you for the information.

9:48, Nov 27

You: from this it@anikasterilis.com using a form mail should be sent! where to any domains the mail is being sent except for @gmail.com mails

9:48, Nov 27

M Shilpa: Post checking that you have not added the GoDaddy email txt records for the domain DNS that is ther eason you are getting issue.

9:49, Nov 27

M Shilpa: May I know it@anikasterilis.com email provider?

9:49, Nov 27

You: [PDF] chat with executive on friday

9:50, Nov 27

You: on friday the support executive said he has added and will take upto 48hrs of time?

9:50, Nov 27

M Shilpa: Okay,May I know it@anikasterilis.com email provider?

9:51, Nov 27

You: zoho mail

9:51, Nov 27

M Shilpa: Can you please ask them for the TXT records for your email id?

9:53, Nov 27

You: ok ,! even when i use hrms.ems.acc.creation@gmail.com as from email to it doesnt said email to @gmail.com

9:53, Nov 27

You: ok ,! even when i use hrms.ems.acc.creation@gmail.com as fromemail too it doesnt said email to @gmail.com

9:54, Nov 27

You: said - *sends

9:55, Nov 27

M Shilpa: If am not wrong the emails which are connected with anikasterilis.in domain is facing with same issue right?
9:56, Nov 27
You: see the problem is using any domain of fromemail (be it anikasterilis.com or hrms.ems.acc.creation@gmail.com) the mails are not being sent to @gmail.com mail!
9:56, Nov 27
You: using phpmailer
9:57, Nov 27
You: coz the port is 25 and with no TLS/SSL turned ON
9:59, Nov 27
You: coz the port is 25 and with TLS/SSL turned OFF
10:00, Nov 27
M Shilpa: Thank you for the information.
10:01, Nov 27
M Shilpa: If the emails will sent to the spam folders the issue is with the txt of spf records.I request you to please ask your email provider for the new txt or spf records for the email.
10:02, Nov 27
You: Example SPF TXT record: v=spf1 include:_spf.google.com ~all
10:03, Nov 27
You: if make hrms.ems.acc.creation@gmail.com as fromemail
10:04, Nov 27
You: and want to send email to @gmail.com mails than what is the problem ?
10:05, Nov 27
You: forget about anikasterilis.com as from email
10:05, Nov 27
M Shilpa: Let me check the all domain DNS records please stay connected.
10:05, Nov 27
You: ok
10:07, Nov 27
M Shilpa: Are you able to see the emails in spam folder ?
10:07, Nov 27
You: no
10:09, Nov 27
M Shilpa: Okay.Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?
10:09, Nov 27
You: ok
10:11, Nov 27
M Shilpa: Thank you.
10:13, Nov 27
M Shilpa: Thank you so much for staying connected. I have sent the test mail to shinessushantha@gmail.com can you check it once?
10:15, Nov 27
You: [PNG] no i didnt receive
10:15, Nov 27
M Shilpa: Can you check it in spam folder once?
10:15, Nov 27
You: [PNG] just now received in spam folder
10:16, Nov 27
M Shilpa: Thank you for the conformation.
10:16, Nov 27
You: [PNG]

10:17, Nov 27

M Shilpa: That is the reason due to the incorrect spf or txt records only.Can you ask your email provider for the records?

10:18, Nov 27

You: see i dont want it@anikasterilis.com as from-email !

10:18, Nov 27

M Shilpa: Okay may i know the from email?

10:18, Nov 27

You: hrms.ems.acc.creation@gmail.com

10:21, Nov 27

M Shilpa: I really apologize for the inconvenience.The issue is not with the one of your from email,it is with the all emails those are connected with the domains whisch are updasted with incorrect txt records. Where we are getting issue like this we alkways need to check our domain DNS txt records.Hope you are understand.

10:22, Nov 27

You: ok so what is the solution?

10:23, Nov 27

M Shilpa: Yes, the solution is we need to update the correct txt records in domain DNS.

10:23, Nov 27

You: ok can you do it ?

10:24, Nov 27

M Shilpa: Yes, I can update it for you.But the records are providedby the email providers,can you connect with your emails providers and ask them for the txt records. Then please help me with those records.I can update it for you.

10:25, Nov 27

You: you mean to connect with gmail ?

10:26, Nov 27

M Shilpa: I am sorry.Am asking you to connect with it@anikasterilis.com email provider.

10:26, Nov 27

You: earlier i said that i want hrms.ems.acc.creation@gmail.com as from-email !

10:27, Nov 27

M Shilpa: Then you need to connect with the gmail provider.

10:28, Nov 27

M Shilpa: But the gmail is not connected with the domain right?

10:28, Nov 27

You: no

10:28, Nov 27

You: v=spf1 include:_spf.google.com ~all

10:29, Nov 27

You: DMARC TXT :v=DMARC1; p=reject; rua=mailto:dmarc@example.com; ruf=mailto:dmarc@example.com;

10:29, Nov 27

M Shilpa: Is these records are recent records?

10:30, Nov 27

You: I found this on internet !? So cant say surely ?

10:32, Nov 27

M Shilpa: I am sorry,can you connect with email provider and ask them for the recent updated records. In order to not getting confusion please call back us on 040-67607600.

10:32, Nov 27

You: ok

10:33, Nov 27

M Shilpa: Thank you for understanding.
10:36, Nov 27
You: are you there?
10:36, Nov 27
M Shilpa: Yes I have been connected.
10:37, Nov 27
You: I have created an email using cpanel email accounts which is - it@anikasterilis.in
10:39, Nov 27
You: now the email provider is you - godaddy
10:39, Nov 27
You: now can you update txt records ?\
10:40, Nov 27
M Shilpa: Let me check,please stay connected.
10:40, Nov 27
You: ok
10:43, Nov 27
M Shilpa: Thank you so much for staying connected. Can I have permission to update the txt record for you?
10:44, Nov 27
You: ya pls continue
10:46, Nov 27
M Shilpa: Sure.Could you please allow me 3-5 minutes to check with my tools and resources in order to provide the best possible resolution?
10:46, Nov 27
You: ok
10:50, Nov 27
M Shilpa: Thank you so much for staying connected.I have updated the txt records for you.
10:50, Nov 27
You: where can i find or see the update
10:51, Nov 27
M Shilpa: Here you can see the update. https://dcc.godaddy.com/control/dnsmanagement?domainName=anikasterilis.in
10:53, Nov 27
You: can you tell the value of that txt record?
10:53, Nov 27
M Shilpa: I have added the 2 txt records with Name: @ value: v=spf1 a mx ptr include:secureserver.net -all Name:admin value: v=spf1 a mx ptr include:secureserver.net -all
10:56, Nov 27
You: still not getting mails to @gmail.com ?
10:57, Nov 27
M Shilpa: Please do not worry.Generally DNS changes usually take 24 to 48 hours to fully start working. This period is called propagation, which is the projected length of time it takes for root name servers and cache records across the entire web to be updated with your website's DNS information.
10:57, Nov 27
M Shilpa: But it wll work within the hours only.
10:58, Nov 27
You: ok than !
10:59, Nov 27
M Shilpa: I request you to please wait for the propagation time.
10:59, Nov 27
You: ok
11:00, Nov 27
M Shilpa: Thank you for undertsanding.