Chat ID: 35051380 Initial Question: Shared - Domains - DNS Assistance
12:04:09 AM System Lakedra G has joined the chat!
12:04:37 AM Gayan Warning: cPanel is unable to verify that this server is an authoritative nameserver for Ã
¢ÂÂtyrehouse.comÃ¢ÂÂ
12:04:49 AM Lakedra G Hello, Thank you for contacting HostGator Support Live Chat. My name is LaKedra. How may I assist you today?
12:05:14 AM Gayan im getting "Warning: cPanel is unable to verify that this server is an authoritative nameserver for 'tyrehouse.com'
12:05:48 AM Gayan and also need to setup PTR record
12:07:49 AM Lakedra G sure thing gayan, can you confirm the domain name?
12:08:01 AM Gayan tyrehouse.com
12:12:06 AM Gayan hello?
12:13:43 AM Lakedra G thanks Gayan, one moment please
12:14:04 AM Gayan ok
12:15:52 AM Lakedra G can you tell me where you are viewing this message
12:16:16 AM Gayan in the cpanel
12:16:25 AM Gayan under Email -> Authentication
12:17:09 AM Lakedra G mind if I login and take a look please
12:17:21 AM Gayan ok
12:22:20 AM Lakedra G May I please request your permission to set a temporary password for your account so that I may log in and work to address this for you further? The temporary password will lock you out of the account for 15 minutes or until I set it back, whichever comes first. +
12:32:10 AM Gayan ??
12:32:34 AM Gayan ok
12:38:35 AM Lakedra G Thanks Gayan, one moment pelase
12:38:37 AM Lakedra G please
12:41:26 AM Gayan sure
12:48:03 AM Lakedra G thanks so much for your patience, I have checked the message and this is normal** the cpanel interface does a check to see if the domain matches those for the server... in this case your nameservers are correctly configured to point to the server and this message can be ignored. second with regards to PTR records, we already set up PTR records for shared and reseller servers by default
12:48:52 AM Gayan then this
12:48:54 AM Gayan http://leafdns.com/index.cgi?testid=365C28FB
12:50:49 AM Gayan "None of your MX record IP addresses have corresponding reverse DNS entries (PTR records). "
12:59:54 AM Lakedra G this is understanding for an external tool, but for your server type (shared) the PTR record is created on the sending IP for the mail server and not every individual IP... http://support.hostgator.com/articles/hosting-guide/lets-get-started/dns-name-servers/reverse-dns-record-ptr-pointer-record
1:02:07 AM Lakedra G Are there any other questions or concerns today?
1:02:28 AM Gayan can you check DKIM
1:02:38 AM Gayan https://www.mail-tester.com/spf-dkim-check
1:02:54 AM Gayan i added the dns record but does not work
1:04:25 AM Lakedra G how are you testing this?
1:04:26 AM Gayan *show
1:04:46 AM Gayan mail-tester.com/spf-dkim-check
1:05:23 AM Gayan http://dkimcore.org/c/keycheck
1:05:33 AM Gayan does not work
1:06:23 AM Lakedra G what did you enter for the dkim selector?
1:06:48 AM Gayan default
1:09:25 AM Gayan https://www.mail-tester.com/web-obasl&reloaded=1
1:16:50 AM Gayan hello?
1:16:52 AM Lakedra G one moment please, I show that it's enabled, I'll need to send an email to test uit
1:17:13 AM Gayan sure
1:27:25 AM Lakedra G still working on this Gayan, one moment for me
1:27:51 AM Gayan ya sure
1:34:38 AM Lakedra G thanks Gayan, one moment
1:34:55 AM Gayan ok
1:43:12 AM Lakedra G I'm showing that the Key is enabled - but the tests are inconclusive, I'd like to make sure I've taken care of this completely so please continue to hold with me
1:43:29 AM Gayan okey
1:48:20 AM Lakedra G Thanks GAyan
2:01:20 AM Lakedra G thanks so much for your patience Gayan
2:01:27 AM Lakedra G I was able to locate the issue
2:01:54 AM Gayan ok?
2:02:01 AM Lakedra G there were duplicate cname records causing a conflict which explains why the server showed a dkim record present but the email that I sent to myself showed no key
2:02:20 AM Lakedra G so now everything is back to normal and I have verified that the dkim works
2:02:31 AM Lakedra G if you like, please perform the test
2:02:35 AM Lakedra G using default
2:05:44 AM Gayan key seems ok
2:05:56 AM Lakedra G perfect
2:06:01 AM Lakedra G are there any other questions or concerns

2:06:01 AM Lakedra G are there any other questions or concerns
2:06:16 AM Gayan can you check this
2:06:18 AM Gayan https://www.mail-tester.com/web-cf5u0
2:06:40 AM Gayan there seems to be an issue in SPF now
2:10:22 AM Lakedra G can you send me an email to cubecitytest@yahoo.com so that I can test the record please (in the body of the email you can just label it as test)
2:11:29 AM Gayan done
2:18:29 AM Lakedra G thanks Gayan, one moment please
2:19:26 AM Lakedra G can you provide me the email address that you sent it from please?
2:19:49 AM Gayan it@tyrehouse.com
2:24:57 AM Lakedra G thanks Gayan, the spf record is correct: "v=spf1 +a +mx +ip4:192.185.4.100 ~all"
2:26:29 AM Gayan ok
2:26:30 AM Gayan
2:26:51 AM Gayan maybe DNS needs time to update
2:27:42 AM Gayan 1 final issue
2:27:46 AM Lakedra G sure
2:27:54 AM Gayan when i run the email trouble shoot
2:28:07 AM Gayan "Your MX entry is set to local, but the location it is pointing to is not this HostGator server."
2:32:42 AM Lakedra G mail.tyrehouse.com. 192.185.35.77 are your current mx records... this is normal and goes back to the previous question... cpanel is comparing records to the ip of the server... your site is configured to an IP on the server and is correct for your mx records
2:33:38 AM Gayan ok then
2:33:44 AM Gayan thanks for your time