Time Zone - GMT (UTC +00)   8 July, 2025

[11:44:00]   **Tim Fulker** : Hi in relation to the above issue, The CNAME records do not seem to be propagated yet. They were entered several days ago?
[Untitled.jpg] [Untitled 2.jpg]

[11:44:13]   [Serhii P. joined the chat]

[11:44:37]   **Serhii P.** : Hello. Nice to meet you! Thank you for contacting Namecheap support! My name is Serhii, and I am a Domains Department representative.

[11:44:53]   **Serhii P.** : I am sorry to hear about the inconvenience you are facing. Allow me 5 minutes to check the issue.

[11:45:03]   **Tim Fulker** : ok thanks

[11:46:50]   **Serhii P.** : Thank you for waiting. There are no CNAME records on the root domain (@).

[11:47:19]   **Serhii P.** : Let me know on which host you would like to check the CNAME record.

[11:47:59]   **Tim Fulker** : what about these?
[Untitled3.jpg]

[11:48:29]   **Tim Fulker** : on musobuddy.com

[11:48:44]   **Serhii P.** : You have six CNAME records that are set up on the following hosts:
1) 53986634.musobuddy.com
2) em7583.musobuddy.com
3) em8807.musobuddy.com
4) s1._domainkey.musobuddy.com
5) s2._domainkey.musobuddy.com
6) url1815.musobuddy.com

[11:49:27]   **Serhii P.** : If you wish to check them, you need to check the correct hosts. For example, here is the correct search query for the 53986634.musobuddy.com host: https://toolbox.googleapps.com/apps/dig/#CNAME/53986634.musobuddy.com

[11:50:20]   **Tim Fulker** : ok yes I understand, so all six are active?

[11:51:22]   **Serhii P.** : Per my check, all host records are active and propagated on my side. Usually, it takes 30-60 minutes for the new or edited host record to propagate.

[11:51:54]   **Tim Fulker** : ok thanks. The problem must lie elsewhere.

[11:52:25]   **Serhii P.** : Let me know what exact issue you are facing.

[11:53:01]   **Tim Fulker** : I am trying to send emails to an app using sendgrid.?

[11:53:37]   **Serhii P.** : Please share the instructions from Sendgrid so I can check each and every record according to their instructions.

[11:54:10]   **Tim Fulker** : Screenshots ok, or would you prefer copy/paste?

[11:54:49]   **Serhii P.** : It would be better to copy and paste, this will speed up the process of the check.

[11:55:24]   **Serhii P.** : You can also provide me with the screenshots, in addition to the text copy-paste.

[11:56:39]   **Tim Fulker** : verified
CNAME em7583.musobuddy.com

Copy
u53986634.wl135.sendgrid.net

Copy
verified
CNAME s1._domainkey.musobuddy.com

Copy
s1.domainkey.u53986634.wl135.sendgrid.net

Copy
verified
CNAME s2._domainkey.musobuddy.com

Copy
s2.domainkey.u53986634.wl135.sendgrid.net

Copy
verified
TXT _dmarc.musobuddy.com

Copy
v=DMARC1; p=none;

Copy
[Sendgrid1.jpg]

[11:57:09] **Tim Fulker** : hope that helps

[11:57:17] **Serhii P.** : Thank you! Allow me 5-10 minutes to check it.

[11:58:11] **Tim Fulker** : Host URL Spam Check Send Raw Settings
leads.musobuddy.com https://musobuddy.replit.app/api/webhook/sendgrid
em7583.musobuddy.com https://musobuddy.replit.app/api/webhook/sendgrid
musobuddy.com https://musobuddy.replit.app/api/webhook/sendgrid
[sendgird 2.jpg]

[12:00:44] **Tim Fulker** : some of the CNAMe records may be redundant?

[12:01:59] **Serhii P.** : It seems to be so. however, they do not impact the other records that are indicated in your instructions. Their deletion will not result in anything, and they are not the cause of the issue.

[12:03:01] **Serhii P.** : The host records that are mentioned in the instructions are set up perfectly. And since they have a tag "verified", they were propagated and checked by Sendgrid.

[12:03:31] **Serhii P.** : Let me know what email address you are testing.

[12:04:14] **Tim Fulker** : Sending from timfulkermusic@gmail.com

Is there any way of logging or monitoring an email (if I were to send it now?)

[12:05:09] **Serhii P.** : I meant the email address that is based on your domain name (to which the Sendgrid service is related).

[12:05:38] **Tim Fulker** : leads@musobuddy.com

[12:07:05] **Serhii P.** : Thank you! Allow me a few minutes to check this email address. As for this question: "Is there any way of logging or monitoring an email (if I were to send it now?)" -> unfortunately, I do not have an answer for this, since the email service is provided by a third party: we have no access to their database or details.

[12:08:17] **Tim Fulker** : ok thanks. I've tried 4 separate email providers as well as gmail and had no success, so unlikely to be a gmail blocking issue

[12:09:32] **Serhii P.** : Per my check, leads@musobuddy.com is a valid and existing email address. I suggest contacting Sendgrid to check the matter; they might have a solution for you. There are no issues with your DNS or domain.