interweb

Generated on 27/10/2026 22:59

KNOWLEDGE BASE · PUBLIC DOCUMENT

Email Routing in cPanel: local, remote or automatic, and the mail that vanishes

E-mail

CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1946	v2026.10.15	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1946

Email Routing in cPanel: local, remote or automatic, and the mail that vanishes

E-mail Created on **October 15, 2026** 2 min read



The short answer: cPanel decides, for each domain, **where the mailboxes are**: here (local) or on another service (remote). If your domain's e-mail is on another service (Google Workspace, Microsoft 365) but cPanel thinks it is local, messages sent **from the website** to those addresses stay here and never arrive. It is the classic cause of "the form works, but the e-mail does not arrive".

The four options

Option	When
Automatically detect	cPanel looks at the domain's MX record and chooses. Works in most cases.
Local mail exchanger	The mailboxes are on this hosting. The MX points to us.
Remote mail exchanger	The e-mail is on another service (Google Workspace, Microsoft 365, another host). The MX points there.
Backup mail exchanger	This hosting only keeps the mail if the main one fails. Rare.
How to know your case	Look at the domain's MX record: **DNS records**.

Step by step

1. **See where the MX points:** in cPanel (Zone Editor) or with a DNS lookup. If it points to us, the e-mail is local; if it points to another service, it is remote.

2. **Open "Email Routing"** in cPanel and choose the domain.

3 **Choose the option that matches the MX** and save. If in doubt, leave “Automatically detect”.

4 **Make an end-to-end test:** from your site’s form, send a message to an address on that same domain and confirm it reaches the right mailbox.

5 **If the MX changed recently,** wait for propagation: **How long DNS takes**.

Do not change this by trial.
Setting “local” on a domain whose mailboxes are on another service (or the other way round) makes mail vanish without an error. If there are mailboxes here and others there, ask for help before touching it. For the Google Workspace or Microsoft 365 setup: **Google Workspace or Microsoft 365 on your own domain**.

The same symptom has other causes: **Why your e-mail is not sending or receiving** and **A contact form that actually reaches your inbox**. When sending fails with a code, see **Bounce message 550**.

NEED A HAND?

Messages from the site to your own domain do not arrive? Open a ticket with the domain and where your e-mail is.

Open a support ticket →

SEE ALSO

- **Google Workspace or Microsoft 365 on your own domain: MX records, and keeping your website with us** →
- **DNS records explained: A, CNAME, MX, TXT and TTL** →
- **Why your e-mail is not sending or receiving** →
- **A contact form that actually reaches your inbox** →
- **Bounce message 550: user unknown, relay denied and rejected, what each one means** →

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-1946 · v2026.10.15 · Generated on 27/10/2026 22:59