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# Sender domain not verified in Email Center: propagation, the found field and usual mistakes

E-mail

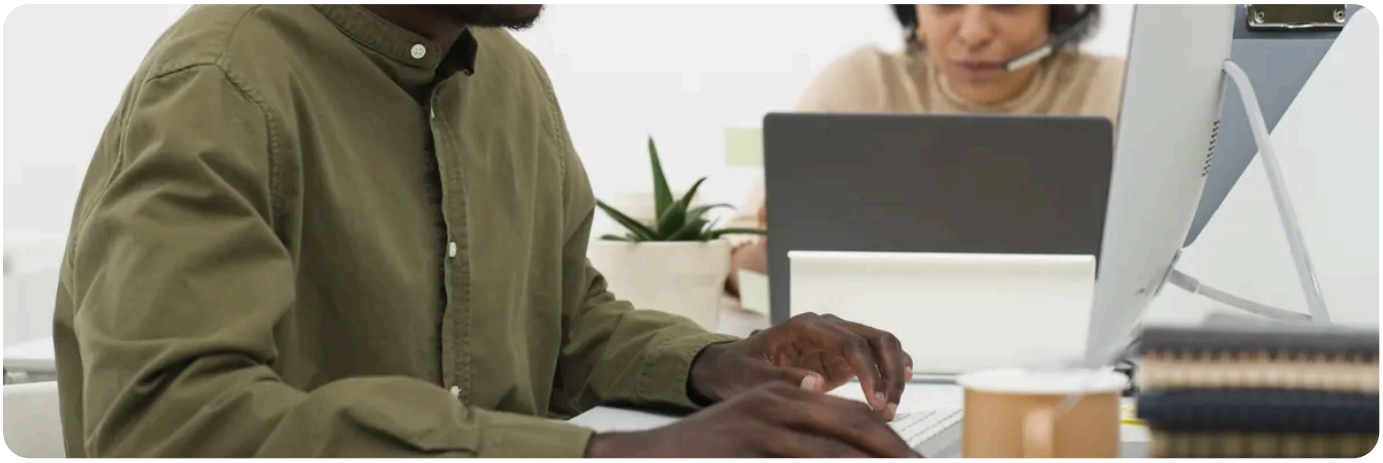
| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
| RLX-MZ-KB-2472 | v2026.11.13 | Mozambique · English |

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# Sender domain not verified in Email Center: propagation, the found field and usual mistakes

E-mail Created on **November 13, 2026** 3 min read



**The short answer:** the domain becomes verified **once the three DKIM records are live**. If it stays unverified, it is almost always one of three things: DNS has not spread yet, the records went into the wrong zone, or the name or value is not exactly what Email Center shows. The `found` field of each record tells you which one is missing.

## Reading the found field

When you verify (the Verify button, or `POST /v1/email/domains/{domain}/verify`), each record in `dns_records` comes with:

| Field | What it says |
|---|---|
| `purpose` | What the record is for: `dkim`, `spf` or `dmarc` |
| `required` | `true` on the DKIM records, which decide verification |
| `found` | `true` if we have found it, `false` if not yet |

The domain status is `pending` while any DKIM record is missing and `verified` once they are all there. SPF and DMARC do not block verification, but you need them to reach the inbox.

## The usual mistakes

| What happened | How to fix it |
|---|---|
| **You have just added the records** | DNS can take a few hours to spread. Wait and click Verify again. |

| What happened | How to fix it |
|---|---|
| **The name has the domain twice, like `xxx._domainkey.asuaempresa.co.mz.asuaempresa.co.mz`** | Many panels add the domain for you. Type only the part before the domain in the name. |
| **Records in the wrong zone** | If the domain uses another provider's nameservers, the records must go there, not into the zone in our panel. |
| **DKIM CNAME created as TXT** | All three DKIM records are `CNAME`. Delete the TXT and create the right type. |
| **Proxy turned on for the CNAME (in a service like Cloudflare)** | DKIM CNAME records must be DNS only, with no proxy. |
| **Two SPF records** | This does not block verification, but it breaks SPF. Merge them into one. See **creating your SPF record**. |

## Messages you may see when adding the domain

| Message | What it means |
|---|---|
| **This domain cannot be used as a sender** | It is a free mailbox domain such as gmail.com, or another domain that is not accepted. Use a domain of your own. See **free e-mail or your own domain**. |
| **This domain is already on your list** | You added it before. Open it and verify instead of adding it again. |
| **Already verified on another account** | A domain can only be on one account. Get in touch with us. |
| **You already have the maximum number of domains** | Delete a domain you no longer use. E-mails already sent with it stay in the log. |

**Want to check from outside?**
On a computer, `nslookup -type=CNAME record-name` shows whether the CNAME answers yet. If it answers with the right value and verification still fails, open a support ticket with the domain name.

NEED A HAND?

Domain still unverified after a few hours? Send us its name and we will take a look.

Open a support ticket →

SEE ALSO

- Adding a sender domain to Email Center: the DKIM, SPF and DMARC records to publish
- The MAIL FROM subdomain in Email Center: your own return path and SPF aligned for DMARC
- Creating your SPF record, step by step
- Creating your DMARC record, and reading what it sends back
- SPF, DKIM and DMARC: why your e-mail lands in spam
- Free e-mail address or e-mail on your own domain: what changes for a business

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