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E-mail with us and the site elsewhere (or the other way round)

E-mail

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Site and e-mail do not have to live in the same house. You can keep the mailboxes with us and put the site with another provider, or the other way round. It is common, it works well, and it is where people delete their own e-mail most often.

The mistake that costs.
When changing provider, the temptation is to move **all** the nameservers at once. That drags the e-mail along with the site - and messages start being delivered to a server where the mailboxes do not exist. Senders get an error; recipients never learn they lost mail.

First decide who owns the DNS

One question comes before all the others: **where will the domain's DNS zone live?** The records have to be edited there, and only there.

If the nameservers point at…	Edit the records…
Us	In My Interweb, in the domain's DNS management - or in cPanel's *Zone Editor*
The other provider	In their panel. Editing here achieves nothing: the world does not read this zone
Cloudflare or similar	In that service's panel, which now owns the zone

Case A: e-mail with us, site elsewhere

Here you change **only what points the site** and leave everything else alone.

1. Ask the other provider for the **IP of the server** the site will live on.

2. In the DNS zone, change the domain's **A** record to that IP. Do the same for `www`, or set it as a **CNAME** pointing at the domain.

3. **Do not touch** the **MX** record, nor `mail`, nor `webmail`, nor the **TXT** records for SPF and DKIM. Those are what hold the e-mail in place.

Record	Touch it or not
A (the domain) and www	**CHANGE** - these are what send the site to the new server
MX	**LEAVE ALONE** - it is what tells the world where to deliver your mail
mail and webmail (A records)	**LEAVE ALONE** - that is how Outlook and your phone connect
SPF and DKIM TXT records	**LEAVE ALONE** - without them your mail starts landing in other people's spam

! **If the zone ends up at the other provider.**
Then it is the reverse: you have to **recreate the e-mail records there**, which existed here on their own. There are four: the **MX** with priority 0 pointing at *mail.yourdomain.co.mz*, an **A** record for `mail`, an **A** record for `webmail`, both with your hosting IP here, and the **TXT** for SPF. Ask us for the exact values - they differ from client to client, and copying them out of any old article goes wrong.

Case B: site with us, e-mail elsewhere

Common with Google Workspace and Microsoft 365. The site stays, the mail leaves.

1. Get the other provider's **MX** records, and the verification **TXT** if they ask for one.

2. In the DNS zone, **delete our MX records** and add theirs. Leave the site's A record as it is.

3. Adjust the **SPF**: it now has to authorise *their* server, not ours. See **SPF, DKIM and DMARC**.

4. **And do the step nearly everyone forgets** - routing, right below.

The trap: cPanel's e-mail routing

Changing the MX is not enough while the site stays with us.
CPanel keeps a setting of its own saying whether that domain's mail is delivered **inside this server** or **out there**. While it says "inside", an e-mail sent from your own site - or from another account on the same server - never leaves: it is delivered locally, to a mailbox that is no longer the real one. The classic symptom is *"mail from outside arrives, mine does not"*, or an *unknown user* error.

1. Open **cPanel** and find **Email Routing**.
2. Pick the domain.
3. Select **Remote Mail Exchanger** and save.

The same applies in reverse.
If you brought the e-mail *back* here and it still goes to the old provider, set it to **Local Mail Exchanger**. This setting is independent of the MX record and is the most common cause of mail that vanishes with no error at all.

Before changing anything

1. **Write down the current zone.** Open DNS management and keep a snapshot of every record. If something goes wrong, this saves your day.
2. **Lower the TTL** a few days ahead if you can. A short TTL makes the change land quickly; a long one keeps you tied to the old value - see **DNS records explained**.
3. **Do not delete the old mailboxes** until you have confirmed the new ones receive. During propagation, mail lands on both sides.

After the change: how to confirm

Do not trust "looks fine". Confirm it:

1. Check what is published with **how to check a domain's DNS**. The MX should show the right destination.
2. Send a message from outside - from a Gmail account, say - and confirm it arrives.

3. Send **from** the mailbox and confirm it leaves. And send from another account on the same server, which is the test that catches wrong routing.

Give propagation time before concluding it is broken - see **how long propagation takes**. And if mail still fails after all this, see **why your e-mail is not sending or receiving**.

NEED A HAND?

Want us to check the records before you change them?

Send us the domain →

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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