SYNAQ DNS Information Guide:
MX Records, SPF and DKIM – ver 1.1

1. Purpose

The purpose of this document is to provide guidance on the DNS records required when setting up SYNAQ services.

2. DNS Records

2.1. MX Records

The following MX records will need to be updated in your DNS records

MX Priority	Host Record	TTL (Time to Live)
10	securemail-mx1.synaq.com.	600 seconds
20	securemail-mx2.synaq.com.	600 seconds

2.2. SPF Records

SPF or Sender Policy Framework is an important DNS record to help validate outbound email sent from your domain.

If you already have an SPF record in place the below entries need to be added to this record. Please note these entries are different based on the product offering you take from SYNAQ:

2.2.1. SYNAQ Cloud Mail
    SPF Record: **v=spf1 include:_spf-cloudmail.synaq.com -all**

2.2.2. SYNAQ Securemail, SYNAQ Branding, SYNAQ Mail Management and SYNAQ SecureArchive
SPF Record: **v=spf1 include:_spf-securemail.synaq.com -all**

Please Note: It is important to note that if you make use of SYNAQ Cloud Mail it will supersede the record provided for any of the other SYNAQ offerings.

If you do not already have an SPF record in place it is important to note:

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- You will need to gather all IP addresses that could be sending on behalf of your domain.
- You will need to get the SPF information of all 3rd party providers that could be sending on behalf of you domain. For example, bulk mail senders like Everlytic or Mailchimp.
- You will need to establish which SYNAQ offering you are using – Cloud Mail or any other offering and use the relevant record provided above.
- You will need to contact your DNS provider to assist with creating and the structure of your SPF record.

Examples:

A typical SPF TXT record will look as follows:

v=spf1 [<ip4>|<ip6>:<IP address>] [include:<domain name>] <enforcement rule>

An example record if all mail is being sent out through SYNAQ services:

v=spf1 include:_spf-securemail.synaq.com -all

An example record with additional IP addresses and a bulk mail provider:

v=spf1 ip4:192.168.1.1 include:_spf-securemail.synaq.com include: eversrv.com -all

Understanding the SPF syntax:

- **v=spf1** – This is required to define the record as an SPF record
- **ip4** - indicates that you are using IP version 4 addresses.
- **ip6** - indicates that you are using IP version 6 addresses.
- **Include** – used to add a 3rd parties DNS entry housing a list of multiple IP addresses.
- **-all** - Indicates hard fail and used when you are 100% sure that you know all the potential IP addresses that can send from your domain are listed in your record. If a hard fail is set and a receiving mail server checks SPF and your mail comes from an IP address that is not listed your mail will bounce.
- **~all** - Indicates soft fail. If you're not sure that you have the complete list of IP addresses
- **?all** - Indicates neutral. This is used when testing SPF. We do not recommend you use this in your live deployment.

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2.3. DKIM Records

DKIM or DomainKeys Identified Mail is an email security standard designed to make sure messages aren't altered in transit between the sending and recipient servers. It uses public-key cryptography to sign email with a private key as it leaves a sending server.

The following DKIM keys will need to be put in the TXT records to automatically sign outgoing mail:

2.3.1. **SYNAQ Securemail, SYNAQ Branding, SYNAQ Mail Management and SYNAQ SecureArchive**:

The CNAME entry will look like the following:

securemail._domainkey.**test-client.co.za** will need to point to securemail._domainkey.synaq.com
e.g.: securemail._domainkey.**test-client.co.za** CNAME securemail._domainkey.synaq.com

Please Note: test-client.co.za needs to be replaced with the domain name you are trying to set DKIM up for.

2.3.2. **SYNAQ Cloud Mail:**

The CNAME entry will look like the following:

cloudmail._domainkey.**test-client.co.za** will need to point to cloudmail._domainkey.synaq.com
e.g.: cloudmail._domainkey.**test-client.co.za** CNAME cloudmail._domainkey.synaq.com

Please Note: test-client.co.za to be replaced with the domain name you are trying to set DKIM up for.

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