Error on Managing Domain for SpamFilters

Summary

This article provides you solution to the following Error MSG's:

1. ERROR: mx.contoso.com cannot be a destination.
2. ERROR: Failed to add domain 'newexchangedomain.com'

Applies To

This article applies to MachPanel build version 5.1.12.

Solution

If a customer has set up their DNS and therefore is already pointing to spam experts prior to the account has been created on MachPanel, then spam experts account cannot be created. So the client has to be set up manually within spam experts management portal.

If the customer has not set up their DNS and therefore it is not pointing to spam experts then MachPanel is able to create the spam experts account without issue.

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In short, change the DNS settings after the customer has been setup by MachPanel.

MachPanel Knowledgebase