

What Is an MX Record and How Email Routing Works

WHAT IS THE MX RECORD?

Using the MX record, you can enter a domain name by which server handles the mail. The MX record is the abbreviation for Mail eXchange.

The server address specified in the MX record can never be an IP address, it must always be a domain name. (for example, `staffmx.dotroll.com`) You must assign a priority to the MX record, which in the case of multiple records means the order in which the sending server attempts to send the message.

Incorrect setting of the MX record may result in no mail being sent to that domain name.

For a domain name, you can set multiple MX records to increase the probability that the mail will be delivered to ensure redundancy.

QUERYING MX RECORD

For example, you can use the nslookup command in Windows to access record MX, while under Linux the host command.

Example of a Windows-based nslookup query:

```
nslookup -q=MX dotroll.com
Server: google-public-dns-a.google.com
Address: 8.8.8.8

Non-authoritative answer:
dotroll.com    MX preference = 10, mail exchanger = staffmx.dotroll.com
```

Example of Linux based host query:

```
host -t MX dotroll.com
```

```
dotroll.com mail is handled by 10 staffmx.dotroll.com.
```

MX RECORD FORMAT

Priorityif multiple MX records are specified for the domain then the email will be sent to the priority with a lower priority (server)

Fields name	Description
Name	this field contains the domain or subdomain name.
TTL	this field contains record lifetime in seconds. This is the time until the entry is stored in the resolver.
Priority	if multiple TXT records are specified for the domain then the email will be sent to the priority with a lower priority (server)
Mail server exchange target	contains the mail server address (<code>staffmx.dotroll.com</code>).

ADDING MX RECORD

1. Sign in with <https://admin.dotroll.com> with your username and password
2. In the top menu bar, click the **Domains / My Domains** menu.
3. Select the domain name for which you want to make the change and then click on it.
4. In the **Manage** box on the left, select **Manage DNS**.
5. At the bottom of the page, click **Add**.
 - In the first field, you can enter a subdomain name, or leave blank
 - the TTL value can be selected in the second field, but typically the default is 1 hour
 - select **MX** from the next drop-down list.
 - enter the priority IP address in the last field.
 - enter the remote mail server address in the last field.
6. Then click **Save Changes**.

Revision #2

Created 20 October 2023 09:45:01 by DotRoll Knowledge Base

Updated 14 May 2026 14:43:15 by DotRoll Knowledge Base