

## Welcome to Email Security.cloud

The following information provides the information that you need to configure your domain to use Email Security.cloud.

### 1. Configure settings for inbound mail

Ensure that the following MX record changes are completed within **five working days** of receiving this email and that there are no back-up MX records left in place.

If your MX records are managed by an external organization (e.g. your ISP), ensure that this information is passed on to them.

- Define the following MX changes for your domains as follows:  
**Lowest MX preference (default mail route)** – MX 10 cluster3.eu.messagelabs.com  
**Second MX preference (back-up mail route)** – MX 20 cluster3a.eu.messagelabs.com

**Note:** It may take up to 24 hours for MX record changes to result in full propagation.

### 2. Configure settings for outbound mail

If your MX records are managed by an external organization (e.g. your ISP), ensure that the following information is passed onto them.

- Configure your organization's SMTP server to send email out via the following default mail route:  
[cluster3out.eu.messagelabs.com](mailto:cluster3out.eu.messagelabs.com)

### 3. Configure the mail server

We strongly recommend that you lock down port 25 SMTP traffic to and from your Internet gateway to the [Symantec.cloud IP Ranges](#). This prevents spam and viruses being sent directly to or from your mail server. It also enables us to balance traffic across the infrastructure if Internet conditions require it (for example, mass mailer outbreaks, dictionary attacks, and DoS attacks).

**Important:** If you do not accept email from these IP ranges, there is a risk of partial email failure.

### 4. Address Registration

You will be able to see your new domain in the **Platform** menu under the **Services** tab of the service management portal. You can manage this domain yourself and add your list of valid email addresses to ensure that only mail for legitimate users is received by your organization. Email that is sent to an address on your domain that is not registered for your organization is dropped by Email Security.cloud.

#### Further information:

[Help on deploying Email Services](#)  
[Help on Address Registration](#)

#### Contact information

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