

Updated on ↓

Updated by

Tue, 6 Sep 4:17 AM (5 days 17 hours ago) Admin : FastMail
+0200

This ticket has been closed due to inactivity. No update has been made to this ticket since 2016-08-29 21:07:55.

This ticket has been closed. If you believe this was in error, or have some more information you want to add, please open a new ticket and include the below URL to this ticket.

https://www.fastmail.com/html/?MSignal=TZ-**1478561*9317ed31

To user : yoav@gingerlime.com

Tue, 30 Aug 3:07 AM (1 week 5 days ago) Admin : Marc
+0200

Hi Yoav,

I have renamed the account for you, the primary address is now yoav@fm.gingerlime.com

Marc

To user : yoav@gingerlime.com

Mon, 29 Aug 10:08 AM (1 week 6 days ago) +0200 User : yoav@fm.gingerlime.com

Hi Marc,

I could delete the alias, but I can't find a way to rename or delete the account. I think it would be much easier if you guys just delete this account and refund me. I'll set it up "from scratch" afterwards.

Cheers,

Yoav

To user : yoav@gingerlime.com

Mon, 29 Aug 1:15 AM (1 week 6 days ago) Admin : Marc

+0200

Hi Yoav,

This is something you can do, if you go into settings, and then users you will see a rename button. You will need to delete the yoav@fm.gingerlime.com alias first, then rename the account to be in the fm. domain.

Historically, that setting has a more concrete meaning, but over time with some internal changes this has become less clear.

Thanks,

Marc

To user : yoav@gingerlime.com

Fri, 26 Aug 10:11 AM (2 weeks 2 days ago) User : yoav@fm.gingerlime.com

+0200

Hi Marc,

Can you guys fix this and set up my account correctly then? I've been unable to use the trial, then even after paying I can't seem to use fastmail. I know that my setup is slightly different, but I was under the impression that fastmail is very power-user friendly in that sense. I don't need any of the emails in my mailbox, and am happy to set things up from scratch. Can we delete this account and set it up again? Would be great if you guys delete everything, refund me, and I'll set up payment again on a new account using fm.gingerlime.com as the domain.

Specifically regarding your comments:

I still don't quite understand what 'route internally' means. "takes a different route" is kinda vague. If the MX is pointing to Fastmail, then internally or externally it's still all pointing to Fastmail. If it doesn't, then this is where this setting makes some kind of sense. It's very confusing if it doesn't work though. Why should the user even see this option if it doesn't really do what you'd expect it to? (and this expectation itself isn't clear). Glad to see you guys are thinking of improving or removing it.

Cheers,

Yoav

To user : yoav@gingerlime.com

Fri, 26 Aug 3:36 AM (2 weeks 2 days ago) Admin : Marc
+0200

Hi Yoav,

I'm one of the developers at FastMail.

The problem here is that your account is in a domain which is external to FastMail, "route internally" means that email takes a different route, but it does not mean that we ignore the configured MX for the domain, if we are not the MX for that domain then email will still be sent via the MX. Which in this case results in a loop.

The solution is to rename your FastMail account to be in the fm.gingerlime.com domain, with properly configured MX pointing to us, and then add a personality to send from your preferred domain of gingerlime.com

The route mail internally is a little misleading in this case, as it requires the MX for the domain to point at us. We are now looking at ways to either improve this, or remove it.

Marc

To user : yoav@gingerlime.com

Wed, 24 Aug 7:38 PM (2 weeks 4 days ago) +0200 User : yoav@fm.gingerlime.com

I'm not sure I understand. Why does it try to forward emails externally to yoav@gingerlime.com if the email is sent to yoav@fm.gingerlime.com? What's the purpose of the 'Route mail internally' setting then if it has no effect?

Would I be able to send emails out from yoav@gingerlime.com? or is it only something to set up on the identities rather than domains?

Attachments

[Screen Shot 2016-08-24 at 19.35.08.png](#) (14.26KB image/png)

To user : yoav@gingerlime.com

Wed, 24 Aug 6:16 PM (2 weeks 4 days ago) +0200 Admin : Kurian

A domain would only be activated if the MX or NS records are found pointing us, or it would always be routed externally.

In this case, what you would need to do is remove the domain gingerlime.com altogether from your account. However, since your username is on that domain, you would first need to rename your account to one of the fastmail owned domains, and then you should be able to remove your domain.

After this, setup your fm.gingerlime.com domain in your Domains screen, and add an alias in this domain that targets your fastmail account. Please keep the MX records for fm.gingerlime.com as they are now pointing our servers.

This should fix up the delivery issue. You will always be able to rename back your account once you host your top level domain directly with us.

Regards

Kurian

To user : yoav@gingerlime.com

Wed, 24 Aug 1:23 PM (2 weeks 4 days ago) +0200 User : yoav@fm.gingerlime.com

To clarify the last sentence

> I thought that I defined gingerlime.com to route internally, so it shouldn't forward emails going to yoav@fm.gingerlime.com to my external MX.

defined *within fastmail*

To user : yoav@gingerlime.com

Wed, 24 Aug 1:22 PM (2 weeks 4 days ago) +0200 User : yoav@fm.gingerlime.com

I want to continue using gingerlime.com on my own server, and set a rule to forward messages to yoav@gingerlime.com to go to yoav@fm.gingerlime.com.

From within fastmail, I'd like to send messages out using yoav@gingerlime.com (I've configured SMTP and it works).

I thought that I defined gingerlime.com to route internally, so it shouldn't forward emails going to yoav@fm.gingerlime.com to my external MX.

Cheers,
Yoav

p.s. this support ping pong unfortunately takes longer than I was hoping for. I was reading good things about fastmail and the support, but can't say I'm balled over so far to be honest.

To user : yoav@gingerlime.com

Wed, 24 Aug 12:59 PM (2 weeks 4 days ago) +0200 Admin : Yassar

This is because the MX records for "gingerlime.com" is not pointing to us. So, emails to that domain will not be delivered to our servers. Since you have your fm.gingerlime.com aliases pointed to "yoav@gingerlime.com", emails to that subdomain will also not point to us.

Could you please explain a bit on what exactly are you looking for? That way, we can help you out with the correct setup.

Regards.

To user : yoav@gingerlime.com

Wed, 24 Aug 7:57 AM (2 weeks 4 days ago) +0200 User : yoav@fm.gingerlime.com

I'm not getting any emails sent to yoav@fm.gingerlime.com for some reason...

To user : yoav@gingerlime.com

Wed, 24 Aug 7:50 AM (2 weeks 4 days ago) +0200 Admin : Yassar

Hi,

Your trial limits should be cleared now. Can you please copy and paste the full error you are seeing now? It should be some other issue which I can track from the error.

Regards.

To user : yoav@gingerlime.com

Tue, 23 Aug 7:52 PM (2 weeks 5 days ago) +0200 User : yoav@fm.gingerlime.com

I paid, but still seeing problems... can you help troubleshoot this?

To user : yoav@gingerlime.com

Tue, 23 Aug 5:26 PM (2 weeks 5 days ago) +0200 User : yoav@fm.gingerlime.com

Happy to pay, but my email volume is really low. I don't quite understand how I hit the limit.

To user : yoav@gingerlime.com

Tue, 23 Aug 4:27 PM (2 weeks 5 days ago) +0200 Admin : Yassar

Hi,

Trial accounts are pretty limited to the number of emails that can be sent/received. This is to avoid abuse of it.

You can upgrade to a paid service level to remove these limits. I can give a full refund if requested within 2 weeks of payment. So if you are not satisfied with our service after the upgrade, you can request for a refund and I'll do it for you.

Regards.

To user : yoav@gingerlime.com

Tue, 23 Aug 2:08 PM (2 weeks 5 days ago) +0200 Admin : Merlin

Hi,

I have gone through your ticket, but it seems this ticket needs some clarification/investigation from our level 2 support. So, I am transferring your ticket to my supervisor.

They should get back to you soon. Please note that they have other tickets in their queue, so please be patient.

Regards.

To user : yoav@gingerlime.com

Tue, 23 Aug 11:28 AM (2 weeks 5 days ago) +0200 User : yoav@fm.gingerlime.com

Hi Fastmail,

I'm trialing fastmail out, but I'd like to keep my own email server (at least for now). I've therefore set up a subdomain fm.gingerlime.com with the MX pointing to you. I've then set up a simple forwarding rule on my own email server to send yoav@gingerlime.com to yoav@fm.gingerlime.com

My mail server seems to forward fine, but I got no emails so far. I did get this bounce message however:

The mail system

```
<yoav@fm.gingerlime.com> (expanded from <yoav@gingerlime.com>): host
in1-smtp.messagingengine.com[66.111.4.71] said: 552 5.7.1
<yoav@fm.gingerlime.com>: Recipient address rejected: Already reached
per-10 minute limit for messages sent from "yoav@fm.gingerlime.com" of 40,
try again later. This limit is lower than the regular account limit because
you are on a free trial. Upgrade to increase to the regular account limit
(in reply to RCPT TO command)
```

I'm a bit confused, because I don't send or receive much email, so no clue how I reached the limit...

Would appreciate your help. If the only option is to pay, I'm happy to do that, but I was still hoping to have some time to try things before deciding.

Cheers,

Yoav

To user : yoav@gingerlime.com
