

Step 2: Add Vaultastic DNS Entry in Zimbra

1. Verify if Zimbra server connects successfully to Vaultastic connector on port 25.

To confirm the connectivity, use the Telnet command as mentioned below.

```
telnet o365-v4.vaultastic.com 25
```

2. On successful connection to the Vaultastic server, you will receive a message as shown below

```
Connected to o365-v4.vaultastic.com.  
Escape character is '^]'.  
220 archive ESMTP Postfix-VaultasticConnector
```

3. If you could not connect to Vaultastic server successfully, an error message will be displayed on the screen as shown below

```
o365-v4.vaultastic.com: Unknown host
```

4. Possible causes are

- The DNS Lookups option is disabled. The DNS Lookups option is displayed under the MTA tab of the admin console or with `zmprov`.
 - DNS service is missing on Zimbra server
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In above cases, Zimbra uses `/etc/hosts`, based on the entries on the "hosts" line in `/etc/nsswitch.conf` file

To resolve this add DNS entry for Vaultastic in the `/etc/hosts` file.

Open the `/etc/hosts` file and enter the IP address of Vaultastic server as mentioned below

```
{ip of vaultastic o365-v4.vaultastic.com} {domainprefix}.vaultastic.com
```

To find out the IP address of Vaultastic server,

- Go to the site <http://mxtoolbox.com/DNSLookup.aspx>
 - Type o365-v4.vaultastic.com in the DNS Lookup box.
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