

Step 2: Add DNS Entry of Vaultastic 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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