Best Practice Reminder: Confirming All Domains are Added to VIPRE

As part of VIPRE’s ongoing efforts to enhance the security posture of our Secure Email Gateway service, they are implementing a crucial update in September that will further safeguard the reputation VIPRE’s, and by extension your organization’s outbound email traffic. Excel Micro and our partner’s best practices have always included adding every domain and subdomain to the VIPRE administration portal. This update may not impact you or your customers however, you may want to verify each sending domain is added prior to September 12, 2023. Ref: [‘Excel Micro: Welcome to VIPRE Email Security’](https://www.excelmicro.com/welcome-to-vipre-email-security/)

**Reminder:** All Outbound email traffic relayed via the VIPRE Secure Email Gateway system must originate from a ‘known' domain listed in the ***Domains*** area of VIPRE Email Security administration portal (see image below). This ensures that only authorized and trusted domains can utilize the VIPRE gateway for outbound communication. Starting September 12, 2023, emails originating from unknown domains will be rejected automatically by the VIPRE system.

What action do I need to take before September 12, 2023?

Confirm all of your customer domains are added.

1. **Review Your Domain Routing Settings:**
   1. Log in to your VIPRE Email Security Cloud admin console and navigate to the list of 'known' domains listed in the “***Domains listing”*** area.
   2. Review the list of domains that are defined and ensure that all domains and subdomains your organization uses for outbound email are listed.
2. **Add Your Domains:**
   1. If you identify any domains or subdomains that are not yet listed, add them by following the steps in the [Add and Verify Domains](https://success.vipre.com/email-cloud-basics/email-cloud-add-verify-domains) article. Be sure to complete this before September 12, 2023 or your outbound emails will be rejected.

**Please Note: In the next day couple of days, a notification will be added to the Email Security administration portal that will be Visible to all customers advising of the upcoming improvement to the VIPRE security posture and the possible impact.**

What happens if I am missing a domain?

If a domain is not present in VIPRE on or after September 12, 2023, yours or your customers outbound emails will be rejected with a "Relay Denied" error message. Emails will not be delivered to the intended recipient. This will occur for all emails sent from any domain not listed in the Domains > Domains Listing area of the portal.

**Need Assistance or Have Questions?**

If you have any questions or need assistance with configuring your domain routing settings, our dedicated support team is here to help.

Web: http://support.excelmicro.com/  
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