

## Routing your email through Impactia servers using Exchange 2007/2010

**IMPORTANT!** If you have SPF Records, please update them BEFORE routing, as explained [here](#).

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Sending outbound email via the Impactia Server requires configuring at least two SMTP Connectors.

The 'Cost' field in each of these two SMTP Connectors is the precedence/failover mechanism Exchange uses to decide via which connector to route a message (a lower number means a higher priority).

After performing the following instructions, the 'Cost' of each connector is as follows; 'Default SMTP Connector' cost = 1 'Impactia' connector cost = 10. i.e. the Exchange server will always try to send outbound messages via the Default SMTP Connector first.

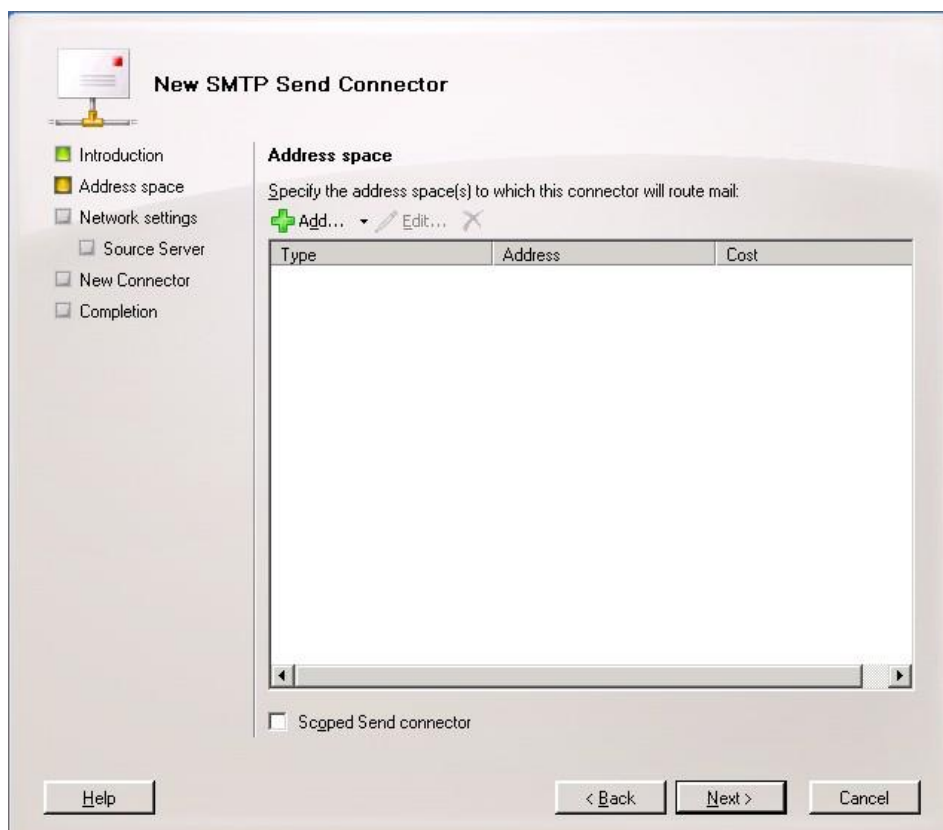
**When you are ready to start routing ALL your company email via the Impactia Server, change the Cost attribute for each of the two connectors such that the Impactia Connector has a LOWER number than that of the Default SMTP Connector. (e.g. change the cost of the Default SMTP Connector to '20').**

## Creating SMTP connector in Microsoft Exchange 2007/2010 Server

1. Open *Exchange Management Console*.  
Click on the + sign next to *Organization Configuration*  
Select *Hub Transport* and open the *Send Connectors* tab.
2. Right-click *Hub Transport* and select *New Send Connector*.  
The following wizard is opened.



3. Name the Connector and select *Custom* in the "Select the intended use for this Send Connector" field.  
Click Next, following window is opened:



4. Click the *Add* button to open the following dialog:



The dialog box is titled "SMTP Address Space" and contains the following fields and controls:

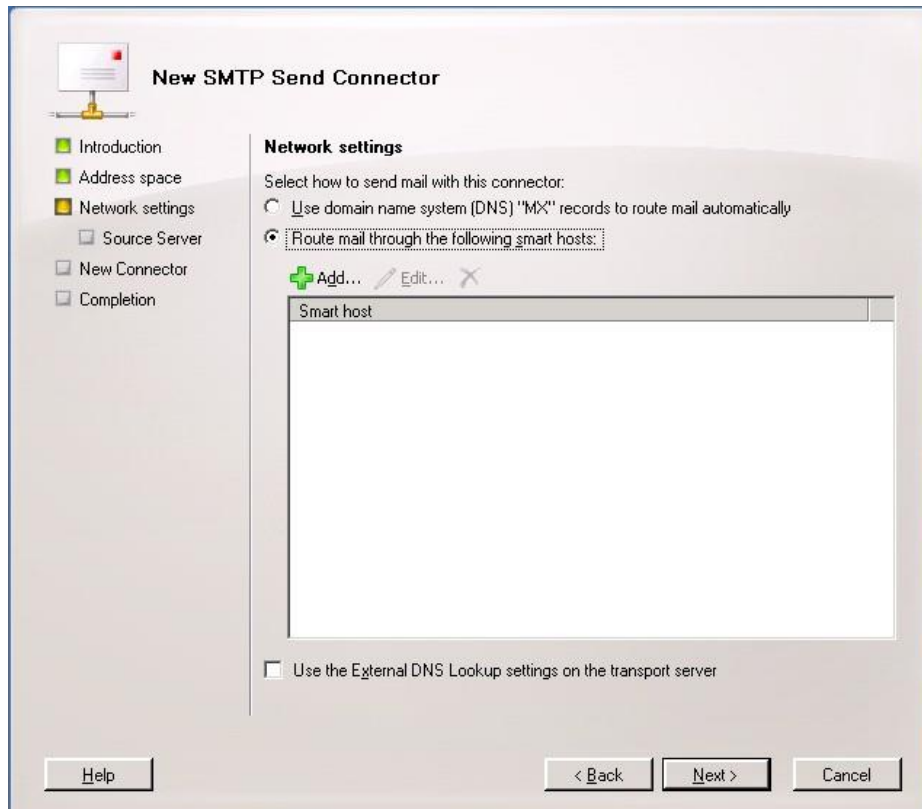
- Type:** A text box containing "SMTP".
- Address:** A text box containing an asterisk (\*).
- Include all subdomains:** An unchecked checkbox.
- Cost:** A text box containing "1".
- Buttons:** "OK" and "Cancel" buttons at the bottom.

Type \* in *Address* field.

The *Cost* field value should remain **1**.

Click *OK* and then click *Next*.

5. The Following window is opened:



The wizard is titled "New SMTP Send Connector" and shows the "Network settings" step. The left-hand navigation pane includes:

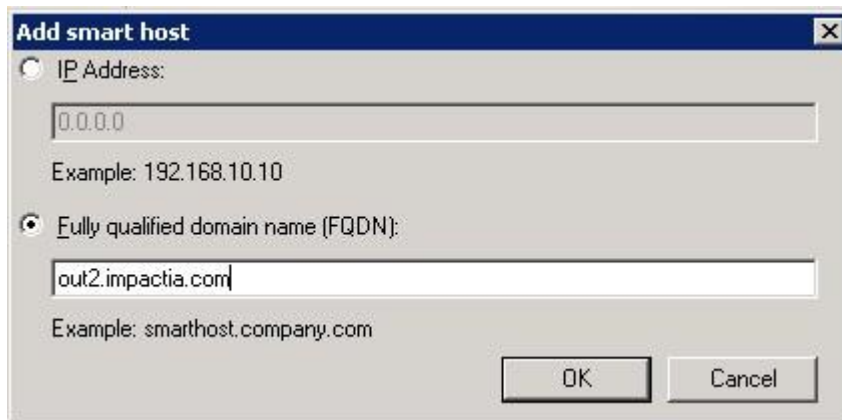
- Introduction
- Address space
- Network settings (selected)
- Source Server
- New Connector
- Completion

The "Network settings" section contains the following options:

- Select how to send mail with this connector:
  - Use domain name system (DNS) "MX" records to route mail automatically
  - Route mail through the following smart hosts:
- Buttons: + Add... / Edit... / X
- Smart host list: An empty table with the header "Smart host".
- Use the External DNS Lookup settings on the transport server

At the bottom of the wizard are the "Help", "< Back", "Next >", and "Cancel" buttons.

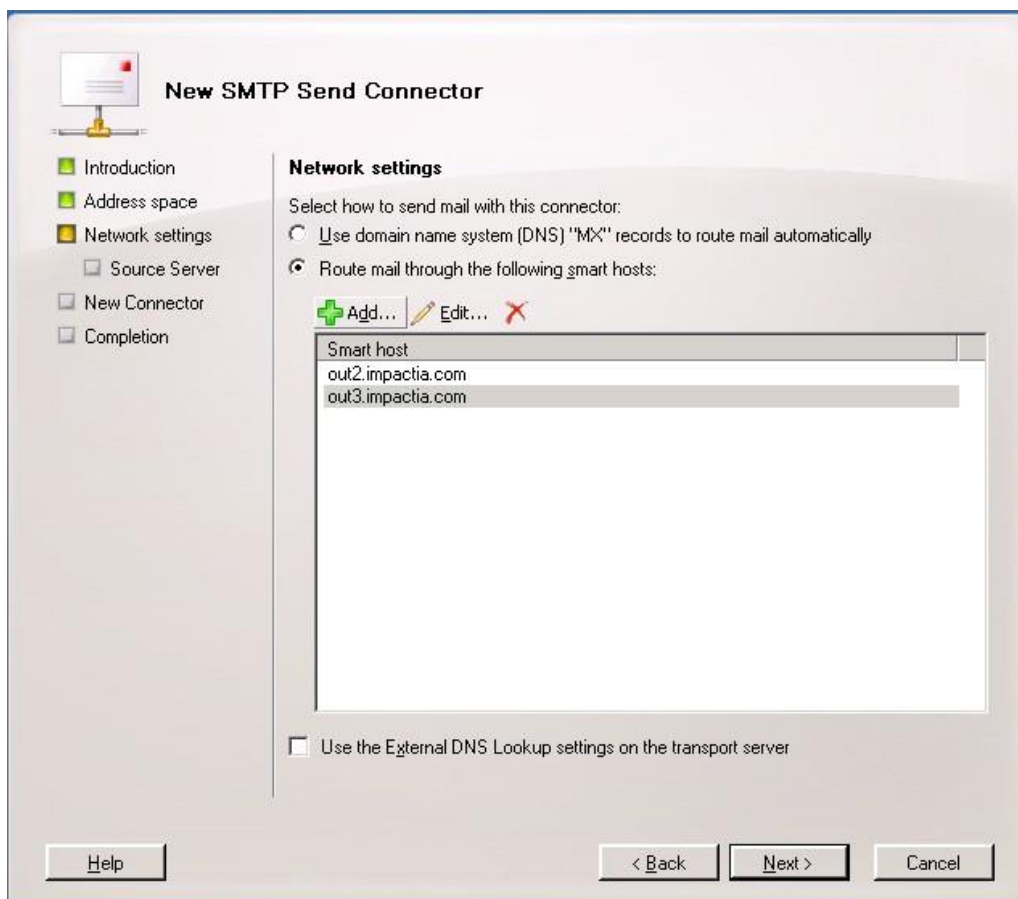
6. Select the "Route mail through the following smart hosts" radio button, and click the *Add* button to open the following dialog:



The "Add smart host" dialog box has a title bar with a close button. It contains two radio buttons: "IP Address:" and "Fully qualified domain name (FQDN):". The "Fully qualified domain name (FQDN):" radio button is selected. Below the "IP Address:" radio button is a text field containing "0.0.0.0" and an example "Example: 192.168.10.10". Below the "Fully qualified domain name (FQDN):" radio button is a text field containing "out2.impactia.com" and an example "Example: smarthost.company.com". At the bottom right are "OK" and "Cancel" buttons.

In the "Fully qualified domain name (FQDN)" field, type **out2.impactia.com** .  
Press **OK**.

Add another smart host with the value **out3.impactia.com** :

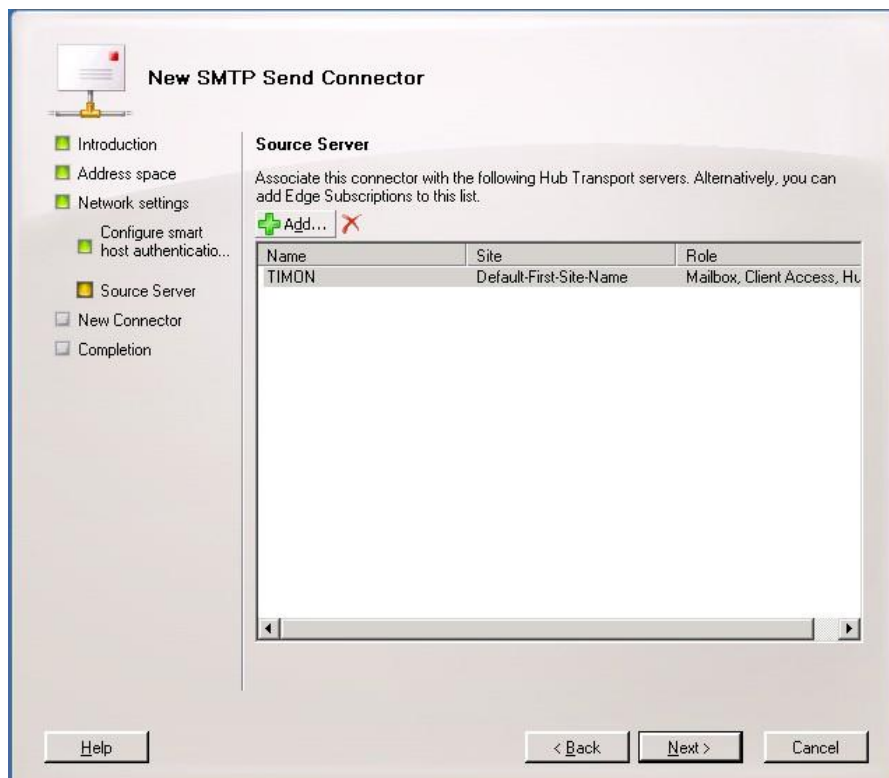


The "New SMTP Send Connector" dialog box has a title bar and a navigation pane on the left with items: Introduction, Address space, Network settings (selected), Source Server, New Connector, and Completion. The main area is titled "Network settings" and contains the text "Select how to send mail with this connector:". There are two radio buttons: "Use domain name system (DNS) 'MX' records to route mail automatically" and "Route mail through the following smart hosts:". The second radio button is selected. Below it are "Add...", "Edit...", and "X" buttons. A list box titled "Smart host" contains "out2.impactia.com" and "out3.impactia.com". At the bottom is a checkbox "Use the External DNS Lookup settings on the transport server" which is unchecked. At the bottom of the dialog are "Help", "< Back", "Next >", and "Cancel" buttons.

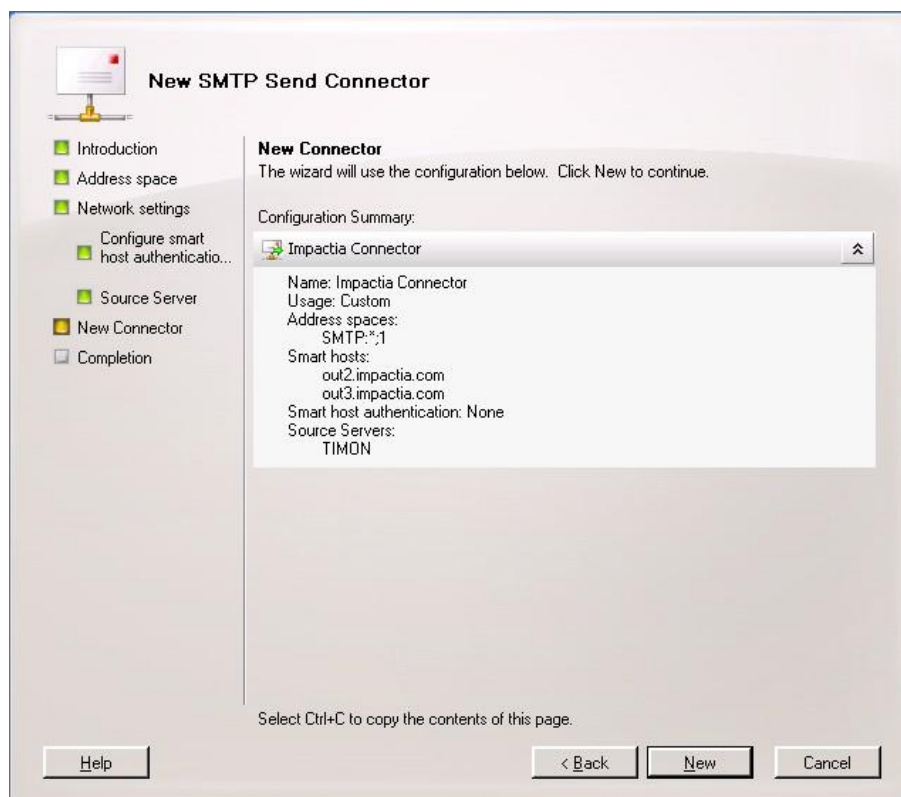
7. Click *Next*, following window is opened:



8. Leave "None" value as is, click *Next*, following window is opened, displaying your server details (no need to change anything):



9. Click *Next*, following window is opened:



10. Click *New*.

Connector is created.

The changes you've made to the Send Connector will take effect straight away without you having to reboot the server or restart any services.

## Changing your current connector cost value

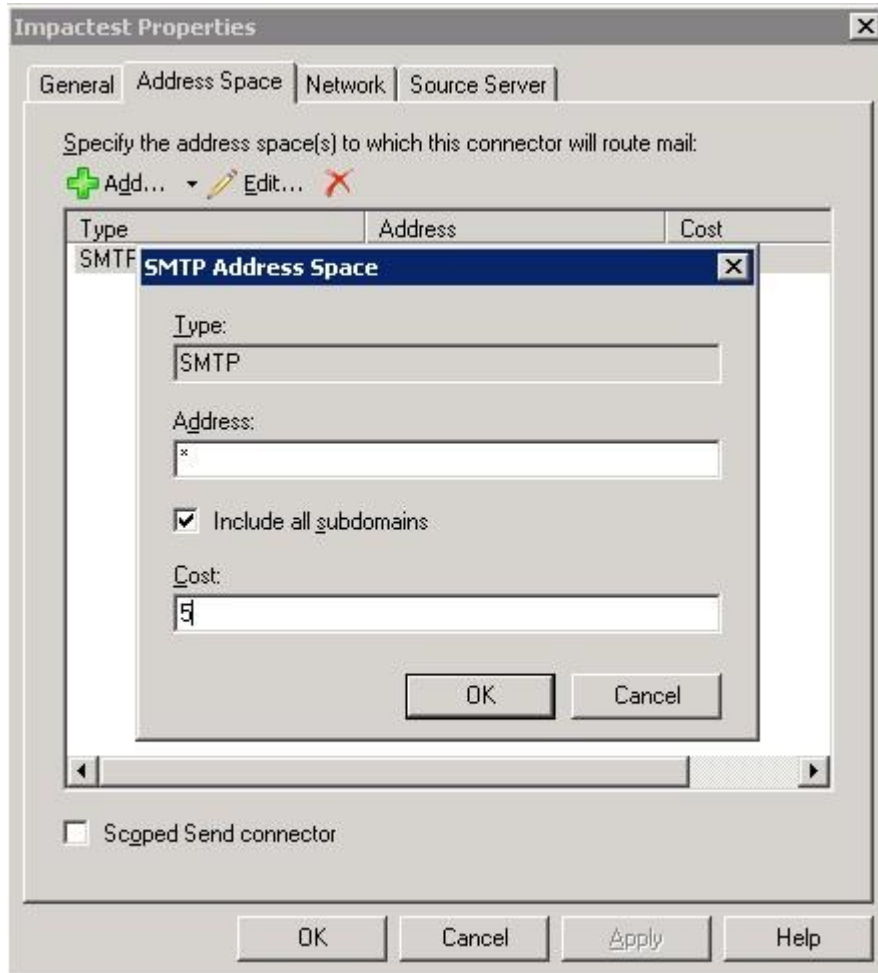
In order to make the Impactia connector the default connector, its cost field value should be lower than any other connector.

For the Impactia connector, leave the Cost field value to be 1 (as set in the connector's creation process).

In any other existing connectors, change the cost field value **to be higher than 1**:

1. Open *Exchange Management Console*.
2. Click on the + sign next to *Organization Configuration*.
3. Select *Hub Transport* and select the *Send Connectors* tab.

4. Right click on an existing connector row and select *Properties*.
5. Go to *Address Space* tab.
6. Select the SMTP row and press *Edit*.
7. Change the *Cost* field value to be higher than 1, and press *OK*:



Press OK .  
Changes are saved.

The changes you've made to the Send Connector will take effect straight away without you having to reboot the server or restart any services.