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Sender domain not verified in Email Center: propagation, the found field and usual mistakes

E-mail

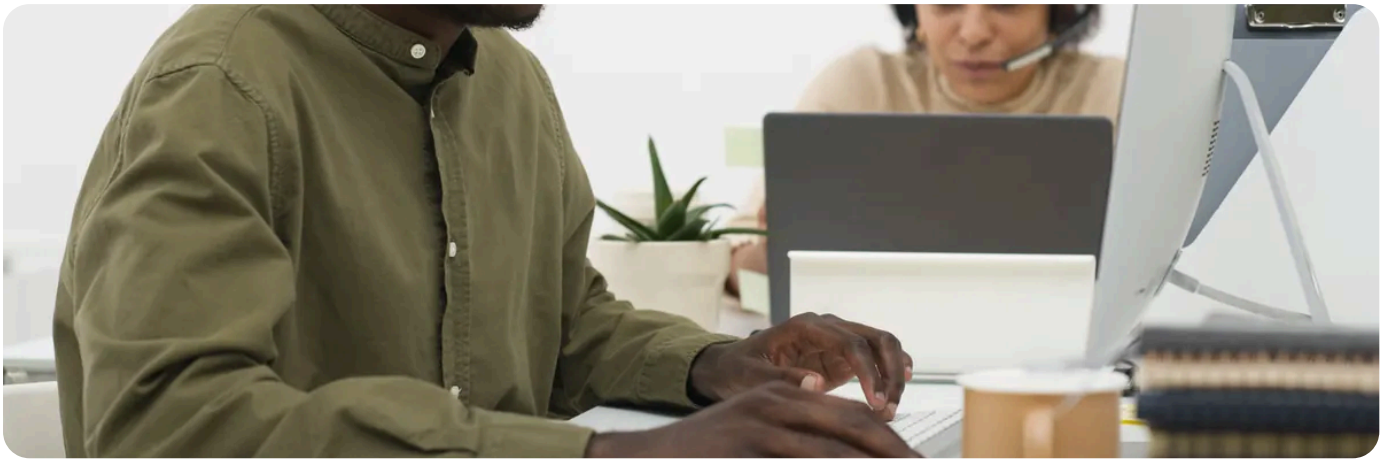
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Sender domain not verified in Email Center: propagation, the found field and usual mistakes

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The short answer: the domain becomes verified **once the three DKIM records are live**. If it stays unverified, it is almost always one of three things: DNS has not spread yet, the records went into the wrong zone, or the name or value is not exactly what Email Center shows. The `found` field of each record tells you which one is missing.

Reading the found field

When you verify (the Verify button, or `POST /v1/email/domains/{domain}/verify`), each record in `dns_records` comes with:

Field	What it says
`purpose`	What the record is for: `dkim`, `spf` or `dmarc`
`required`	`true` on the DKIM records, which decide verification
`found`	`true` if we have found it, `false` if not yet

The domain status is `pending` while any DKIM record is missing and `verified` once they are all there. SPF and DMARC do not block verification, but you need them to reach the inbox.

The usual mistakes

What happened	How to fix it
You have just added the records	DNS can take a few hours to spread. Wait and click Verify again.
The name has the domain twice, like `xxx._domainkey.asuaempresa.ao.asuaempresa.ao`	Many panels add the domain for you. Type only the part before the domain in the name.

What happened	How to fix it
Records in the wrong zone	If the domain uses another provider's nameservers, the records must go there, not into the zone in our panel.
DKIM CNAME created as TXT	All three DKIM records are `CNAME`. Delete the TXT and create the right type.
Proxy turned on for the CNAME (in a service like Cloudflare)	DKIM CNAME records must be DNS only, with no proxy.
Two SPF records	This does not block verification, but it breaks SPF. Merge them into one. See **creating your SPF record**.

Messages you may see when adding the domain

Message	What it means
This domain cannot be used as a sender	It is a free mailbox domain such as gmail.com, or another domain that is not accepted. Use a domain of your own. See **free e-mail or your own domain**.
This domain is already on your list	You added it before. Open it and verify instead of adding it again.
Already verified on another account	A domain can only be on one account. Get in touch with us.
You already have the maximum number of domains	Delete a domain you no longer use. E-mails already sent with it stay in the log.

Want to check from outside?
On a computer, `nslookup -type=CNAME record-name` shows whether the CNAME answers yet. If it answers with the right value and verification still fails, open a support ticket with the domain name.

NEED A HAND?

Domain still unverified after a few hours? Send us its name and we will take a look.

Open a support ticket →

SEE ALSO

- **Adding a sender domain to Email Center: the DKIM, SPF and DMARC records to publish**
- **The MAIL FROM subdomain in Email Center: your own return path and SPF aligned for DMARC**
- **Creating your SPF record, step by step**
- **Creating your DMARC record, and reading what it sends back**
- **SPF, DKIM and DMARC: why your e-mail lands in spam**
- **Free e-mail address or e-mail on your own domain: what changes for a business**

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