

Using Jabber service with your own domain

Note: The features mentioned in this article are available in all packages except the Light package.

If the use of your own domain name is already configured at mailbox.org, and if you have active e-mail addresses set up for your domain, then you can use our Jabber service with these addresses.

Please tell us your custom domain name. We will then configure our Jabber server to work with e-mail addresses from this domain.

There is another thing you must do to make this work. Please change/add the following two DNS entries for your domain:

```
_xmpp-client._tcp.example.com.    3600 IN SRV    0 5 5222    xmpp.mailbox.org.  
_xmpp-server._tcp.example.com.    3600 IN SRV    0 5 5269    xmpp.mailbox.org.
```

Important: Of course, you will need to replace the domain example.com with your own. However, the target server xmpp.mailbox.org needs to remain in place as is.

Keep in mind that due to the scheduling of cache updates, it can take up to one day for DNS records to be properly propagated everywhere on the network. Please be patient and wait for at least one day after changing your records before issuing any technical support requests.

The configuration of our XMPP server is usually updated once an hour. That means if you create a new e-mail address on an existing domain, it can take a little while before this address will be recognised in Jabber.

Once everything is set up and running, you can use your Jabber client with the user name "user@example.com" and your mailbox.org password (Again, replace example.com with your own domain name). If the DNS entries above have been configured as shown, your Jabber client will connect to the right server. Similarly, the other Jabber services will be enabled to forward your external Jabber messages correctly as well.

The communication with our XMPP server is only allowed via SSL-encrypted connections. If you are using your own domain name with Jabber, the encrypted connection will be established using a self-signed certificate. That means you may receive a message about a potentially invalid certificate when you use the service for the first time. In order to proceed, you must accept the self-signed certificate in the browser. You may also want to add it to the certificate list to avoid future warning messages.

Please note: We don't offer XMPP accounts for your own domain for catch all e-mail addresses.

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