

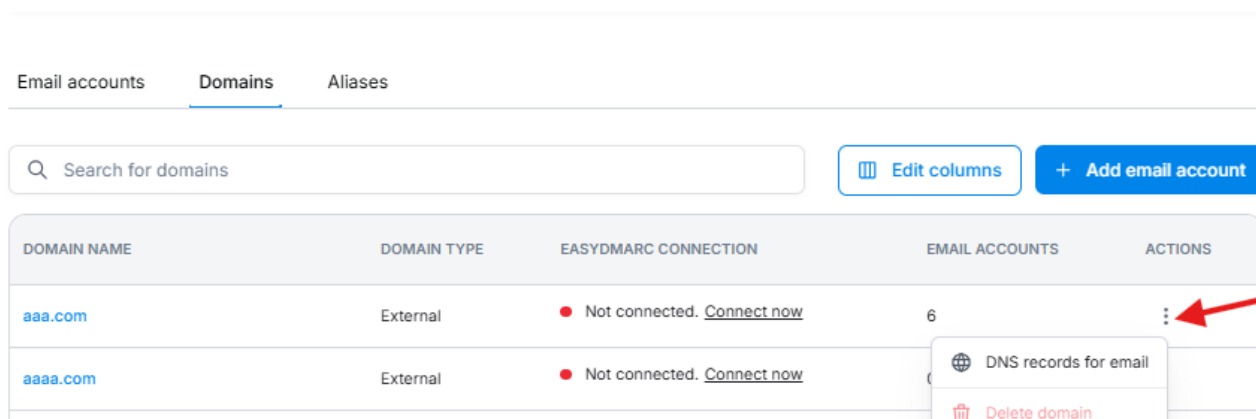
554 Message rejected: Email address is not verified

Our Email Solution uses Amazon SES for sending outgoing emails from email accounts. Amazon Simple Email Service (Amazon SES) is a cloud-based email service provider that can integrate into any application for high-volume email automation.

To be able to send emails through Amazon SES, domains need to be verified first. For verification, three CNAME records will need to be added for domains.

If you are not able to send emails due to error "**554 Message rejected: Email address is not verified. The following identities failed the check in region.....**", it indicates CNAME records required for Amazon SES verification are either missing or the CNAME records added are incorrectly.

Please check **RCP** (Reseller Control Panel) >> [Email Accounts](#) >> **Domains** tab >> Click on **DNS** button (under **Actions**) shown on the right of the domain to see exact CNAME records for your email domains.



DOMAIN NAME	DOMAIN TYPE	EASYDMARC CONNECTION	EMAIL ACCOUNTS	ACTIONS
aaa.com	External	● Not connected. Connect now	6	⋮
aaaa.com	External	● Not connected. Connect now	0	⋮

To check added CNAME records, you may use command line tools like `dig` or `host` or online tools.

Sample online tools for CNAME lookup:

[Google Admin Toolbox Dig](#)

[MXToolBox CNAME Lookup](#)

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