

What is sibling domain and how do they work?

Description

- How do sibling domains work?

Environment

- MAX MailProtection
- ControlEmail

Solution

How they Work:

Sibling domains are added at domain creation or on the domain overview screen. Once the sibling domain is added, an invisible carbon copy of every setting and user under the main domain is created for the sibling domain. This entry will be the one and only time you type the sibling domain into the Control Panel interface. All users and aliases must be entered into the interface as a member of the primary domain (the corresponding sibling addresses will exist invisibly on our system and are created automatically).

This means that each address at the sibling domain will share the control panel login, whitelist, blacklist, quarantine, digest, spam handling settings, etc., as the corresponding address at the primary domain. You will need to enter the MX records for the sibling domain to mirror the main domain, but with the correct domain name (i.e.: "domain.com.pri-mx.na0101.smtproutes.com" becomes "sibling.com.pri-mx.na0101.smtproutes.com")

Mail to addresses on the sibling domain are delivered as addressed. The service does not redirect mail to an address on the sibling domain.

How they do not work:

We cannot segregate delivery by domain - the sibling domain must exist on the same mail server as the main domain. Also, you are not able to specify in the Control panel interface that certain addresses only exist in the main domain, while others exist only on the sibling; all addresses will exist on both domains.

Example Scenarios:

1. The most common scenario is if you have two domains with the exact same set of users. If this were your existing setup on your server:
 - **Maindomain.com users:** Manny, Mark, Mike
 - **Siblingdomain.com users:** Manny, Mark, Mike
 - **Solution:** You would simply establish Manny, Mark, and Mike as users on Maindomain.com, and establish Siblingdomain.com as a sibling domain for Maindomain.com.
2. Another scenario is that you have two domains, but with one domain being a subset of users of the other domain. In that case, you would set up the full domain as the primary domain, and the domain with the subset of users would be the sibling domain. If this were your existing setup on your server:
 - **Maindomain.com users:** Manny, Mark, Mike
 - **Siblingdomain.com users:** Manny, Mark
 - **Solution:** You would need to create Manny, Mark, and Mike as users on Maindomain.com – as a result, you would have an unnecessary (but

unbilled) address (mike@siblingdomain.com) in our system.

3. A third scenario is that you have two domains, with the users being mostly identical but one having not an exact subset of users of the other domain. In that case, you would set up all the addresses are both domains as users in the primary domain. If this were your existing setup on your server:

- **Maindomain.com users:** Manny, Mark, Mike
- **Siblingdomain.com users:** Manny, Mark, Sally
- **Solution:** You would need to create Manny, Mark, Mike, and Sally as users on Maindomain.com. As a result, you would have an unnecessary (but unbilled) address of mike@siblingdomain.com and, importantly, an address of sally@maindomain.com that would allow email to sally@siblingdomain.com We would recommend creating sally@maindomain.com on your server, as that would be the login address for that user to access our system - but you could refrain from creating mike@siblingdomain.com on your server with little or no consequence.

How they are billed:

Sibling domains and all addresses contained within them can be added at no additional cost.

Internal Notes

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