Notices & Announcements

This book contains announcements and notices distributed by Triarom Ltd.

- Email System Migration 04/06/2024

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On Tuesday 4th June 2024, our email system was migrated. While most customers won't be affected by the migration, some may need to change the configuration of their email clients.

Information for Triarom Customers

If you're not sure how to do this, please give us a call on 015394 44639 and we'll do it for you.

If the error messages you're seeing from your email client contain the phrase "cloud842" **you'll need to adjust the settings in your mail client.**

Please see below for the new settings that you'll need to set.

Change to Mail Subdomain (preferred)

You should be able to set your mail client to use IMAP/SMTP at mail.[yourdomain] - for example, mail.triarom.co.uk

Set the same value for both, and enable SSL/TLS encryption.

Change to the New Cloud Subdomain

This method isn't recommended, and should only be used as a last resort. The mail subdomain method reduces the changes of a future migration causing the same problems.

If you can't use mail.[yourdomain] you'll need to use our new Cloud subdomain. Set your mail client to use IMAP/SMTP at **cloud771.thundercloud.uk**

Continue to use SSL/TLS encryption, and save the changes.

Using this method isn't recommended as should a future migration occur, you'll need to adjust the settings again. Using the mail subdomain avoids this problem.

Delete and Re-Add Account

In some very rare cases, you may not be able to change the settings of your email client, and you'll need to delete the email account and add it again. If you're using IMAP, **this won't delete your emails, but MAY delete any unsent drafts.**

You'll need to know your password for this. If you're not sure what it is, please contact us on 015394 44639.

Once your account has been removed, add it again - it should add automatically, but if you need to specify a server, please use the settings above, the mail subdomain is highly recommended.

Information for DNS Providers

If you manage the DNS zone for a customer that uses Triarom's email services, please adjust your A and MX records from their currently address of **149.255.62.3** to the new address of **149.255.62.162**.

As mentioned above, if you have CNAMEs pointing to **cloud842.thundercloud.uk** please change them to use **cloud771.thundercloud.uk**

Please ensure any A records pointing to Triarom are updated, including mail.[domain] and webmail.[domain], you may also need to update DMARC records to our new IP address.

Please email noc@triarom.co.uk if you need any assistant with these changes.

As always, if you have any questions, please call us on 015394 44639 (option 2) or email help@triarom.co.uk