



Sugar Market Technical Setup Instructions

Welcome to the Sugar Market family! Below you will find the step-by-step instructions for your Technical Setup. Please keep in touch with your Marketing Automation Consultant as you complete the below action items.

- **NOTE:** If you need any assistance with the DNS setup, please contact your DNS Administrator or Domain Provider for more information.

#1. Setting Up SPF TXT Record: Sender Policy Framework (SPF) is an email authentication system designed to prevent email address spoofing by allowing domain owners to specify which internet hosts are allowed to send emails on their behalf.

To set this up, you will need to have your DNS Administrator add the following as an SPF txt record:

Name/Host: @ (no subdomains)
Record Type: TXT
Record Content: v=spf1 mx include:auth.msgapp.com ~all

**If you already have an SPF record please insert the "include:auth.msgapp.com" ONLY into your existing record
You will need to setup SPF and DKIM records for each domain and/or sub-domain you will be sending from.

#2. Setting Up Your DKIM Record: The DomainKeys Identified Mail (DKIM) is an additional email authentication system required by Sugar Market which helps email from being sent to the spam folder. When your message is sent, DKIM creates a digital signature of your email with a private encryption key. Upon arrival at the recipient's mail server, the server will look for your server's public encryption key. If the public key is present, then the recipient's server will be able to authenticate the message sender.

***NOTE:** Please copy the DKIM Record from the provided plain text document to avoid incorrect spacing.

Private Key:

Name/Host: msgapp._domainkey
Record Type: TXT
Record Content:
k=rsa;p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDasswtodxAxfHPmN5hipc7y77k5sGjdO5Pf/4kUZ2wuBd9gxClpnsTjKS88eXkCf0LHaRvmYwNgECQsIOAqdirJlqtM08Hym609p1IbV1+eEHXWU1VTLMdDBmEKrG9nl1nrchZUGaIXzDzlq8kZL+pkvQolid/DoFHW3GbpN2XvwIDAQAB;

#3. Allowlisting Sending IP Addresses: To ensure any internal notifications to your team get to your email inbox with no issues, you will need to allowlist the following Sugar Market IP address ranges on your mail server:

For US, EU, and APAC, Add the Following IP Ranges:

52.73.255.192 – 52.73.255.255 OR (CIDR: 52.73.255.192/26)
52.200.60.192 – 52.200.60.255 OR (CIDR: 52.200.60.192/26)
18.232.1.16 – 18.232.1.31 OR (CIDR: 18.232.1.16/28)

In addition to the IPs above, please allowlist all sending domains you will be using. This step is preferable— but optional— as not all clients will be able to allowlist the domain name. However, allowlisting the above IP addresses is much more important.

#4. CNAMEs: CNAMEs allow you to customize URLs to camouflage Sugar Market servers to align more closely with your branding.

***NOTE:** We do not support proxied CNAMEs (also known as “orange-clouded”), as DNS queries for proxied CNAMEs will resolve with Cloudflare and not the DNS host.

- **Start by picking your hostnames.** A hostname is the prefix to the domain name. Please have this in mind before talking to your DNS Administrator.
- Tell your DNS Administrator to create a CNAME designation and assign it to a forwarding hostname at Sugar Market.
- Please ensure that these CNAMEs are added both your **external AND internal DNS**.
- Once the CNAMEs are set, email the ones you chose to your Marketing Automation Consultant.

Sugar Market Module	Examples of Possible CNAMEs	Sugar Market Hostname	What You Will See in the Browser
* Forms	forms or www2	eu.hostssl.msgapp.com	forms.domain.com
Landing Pages	pages or info	pages.salesfusion.com	pages.domain.com
* eMarketing	marketing or emails	eu.hostssl.msgapp.com	emails.domain.com

***NOTE:** If your website/domain is secured, you will need to provide an SSL certificate to Sugar Market to install on our servers to secure your “Forms” and “eMarketing” CNAME.

THE FOLLOWING STEP ONLY APPLIES IF YOU HAVE A SECURE DOMAIN

#5. SSL Setup for Your CNAMEs: Once you have successfully set up your CNAMEs and informed your Marketing Automation Consultant, **they will introduce you to a Technical Marketing Consultant who will assist you in securing those CNAMEs by installing an SSL certificate.**

#6. Load the Web Tracking Code to the Common Header or Footer of Your Website:

***NOTE:** Your Web Tracking Code should not be loaded until you have submitted your CNAMEs to your Marketing Automation Consultant.

After your Marketing Automation Consultant has verified and added your CNAMEs, they will send you a plain text document containing your web tracking code. You will need to add this code to the common footer or header of your website in order to track your customer's journey across your site.

If you would like to access the web tracking code on your own, follow the instructions below:

- Login to Sugar Market
- Go to the "User Menu" in the top-right corner, then click "Admin"
- On the top section labeled "Administrator," select the "General" tab
- Click "Web Analytics Category," and click "Create" to create a new tracking code
 - This long code is what you will add to the common footer of your main website. If you are tracking more than one site, for example an additional blog site, you will click on "New," and will be able to create additional categories for the sites or subsites you want to track separately.

#7. abuse@ and postmaster@ Email Addresses: In order to receive deliverability complaints, you will need to create **abuse@ and postmaster@ email addresses for each domain/subdomain you will be sending from**. Please let your Marketing Automation Consultant when you have set these up, and they will assist in verifying them.

#8. Yahoo! Feedback Loop: Once you have created your postmaster@ address, your Marketing Automation Consultant will assist you in completing the Yahoo! Feedback Loop. The purpose of the Feedback Loop is to understand what Yahoo! Mail users think of your messages, take corrective action to minimize the complaints generated by your mailings, and improve your sending reputation.

To complete the Loop, your Marketing Automation Consultant **will generate an email that contains a time-sensitive confirmation code through Yahoo!**, which will be **sent to your postmaster@ email address**. Someone at your organization will need to monitor the inbox and forward the confirmation code back to your consultant, who will enter it into a Yahoo! Form and complete the Loop.

#9. Provide Unsubscribe and Hard Bounce lists from your previous mailing system to your Marketing Automation Consultant.

Additional Information:

CRM Integration: For additional documentation on your integration and to download the Sugar Market bundle for your CRM, visit the Sugar Market Knowledge Base by:

1. Log into Sugar Market
2. Click the "Help" icon at the bottom of the navigation sidebar
3. Click the "Documentation & Support" link
4. Choose the "Product Guides" section and set the "Product" to Market
5. Select "[Sugar Market Integration Guides](#)" from the menu

NOTE: Technical Setup and CRM Integration should be completed simultaneously.