



---

# **Global Relay Connector for Google Workspace - Standard**

## Configuration Guide

February 2025

### **24/7 Technical Support**

1.866.484.6630

[support@globalrelay.net](mailto:support@globalrelay.net)

[training@globalrelay.net](mailto:training@globalrelay.net)

## Disclaimer

This material is provided for informational purposes only and is subject to change without notice. Global Relay, by publishing this material, does not guarantee that any information contained herein is or will remain accurate, or that use of the information will ensure correct or error-free operation of the relevant service, component, or tool. Global Relay makes no warranty, express or implied, with this material or the information contained herein. Global Relay, its directors, officers, employees, agents, and affiliates, will not be liable for any loss or damages whatsoever resulting from any user's reliance on the information contained herein, including liability for any compliance or technical guidance provided. Nothing in this material alters any existing contractual agreement between Global Relay and any party.

This material contains information proprietary to Global Relay and may not be reproduced, disclosed, or used in whole or part without the express written permission of Global Relay. Any services and software, including but not limited to, the code, screen, page, structure, sequence, and organization thereof, and documentation are protected by national intellectual property laws and international treaty provisions.

Products or brand names are trademarks or registered trademarks of their respective owners. Any use of a brand name and/or mark is to identify its data type. No implication of endorsement by, or affiliation with, any identified brand is intended.



## Contents

Using this Configuration Guide.....	4
Prerequisites.....	4
Configuring Google Workspace for Archiving.....	5
Understanding Organizational Units .....	5
Configuring Host Routing.....	6
Configuring Routing Rules and Custom Headers.....	9



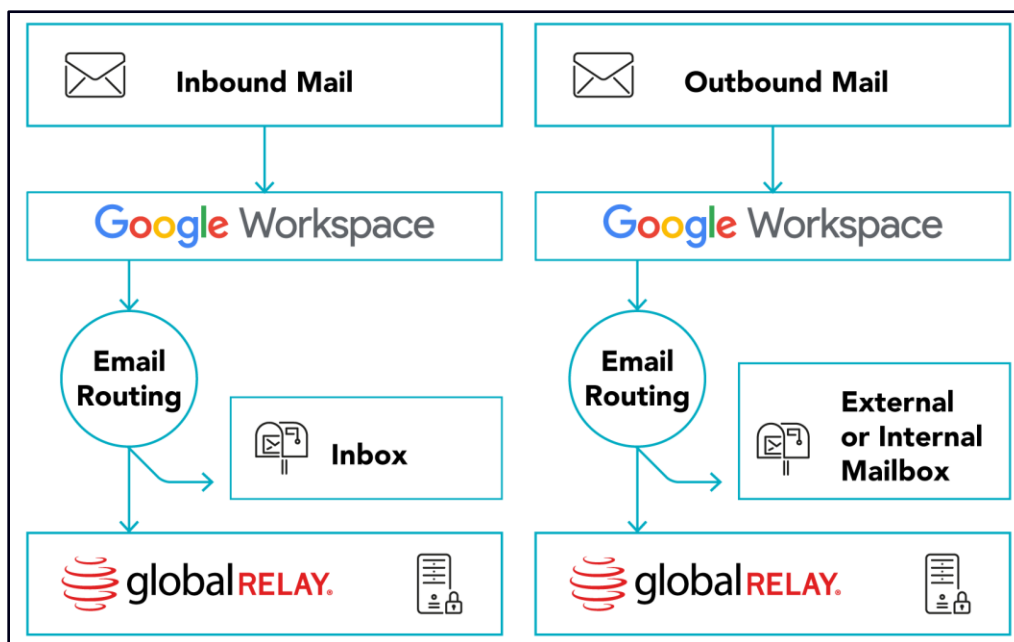
## Using this Configuration Guide

This Guide is for IT staff at companies using Global Relay services who are responsible for setting up, configuring, and maintaining products and services.

This Guide provides step-by-step instructions for configuring archiving using Google Workspace.

Global Relay Archive supports Google Workspace, so you can archive all messages that route through this service.

Global Relay Archive ingests messages whether they are inbound, outbound or internal communications. Companies configured for distribution lists or multi-level Google Workspace organizational units are also fully compatible.



## Prerequisites

- You must be using Google Workspace to host your domain.

Gmail on its own is not applicable, nor is any non-premium version of Google Workspace.



## Configuring Google Workspace for Archiving

To configure archiving for Google Workspace, all sites must perform two configuration tasks as one continuous procedure.

If your site previously configured Google Workspace, you must also remove that legacy configuration.

- [Configuring Host Routing](#)
- [Configuring Routing Rules and Custom Headers](#)

**⚠ Warning:** You must notify Global Relay before adding any Google Workspace domain that requires Global Relay archiving. Attempting to configure Google Workspace before Global Relay has completed your setup can seriously disrupt email archiving. Do not proceed with this configuration until you have been notified by Global Relay.

## Understanding Organizational Units


Organizational units can be used to enable different settings for a group of users/devices or allow for selective routing (i.e. selective journaling of users).

Initially, all users are placed in a single organizational unit in your Google Workspace account. All configurable settings in your Google Admin console apply to this top-level organization, and therefore, to all users and devices in your account.

If your company uses organizational units and plans to utilize them for customizing archiving, consult the **Global Relay Connector for Google Workplace – Advanced Configuration Guide**.

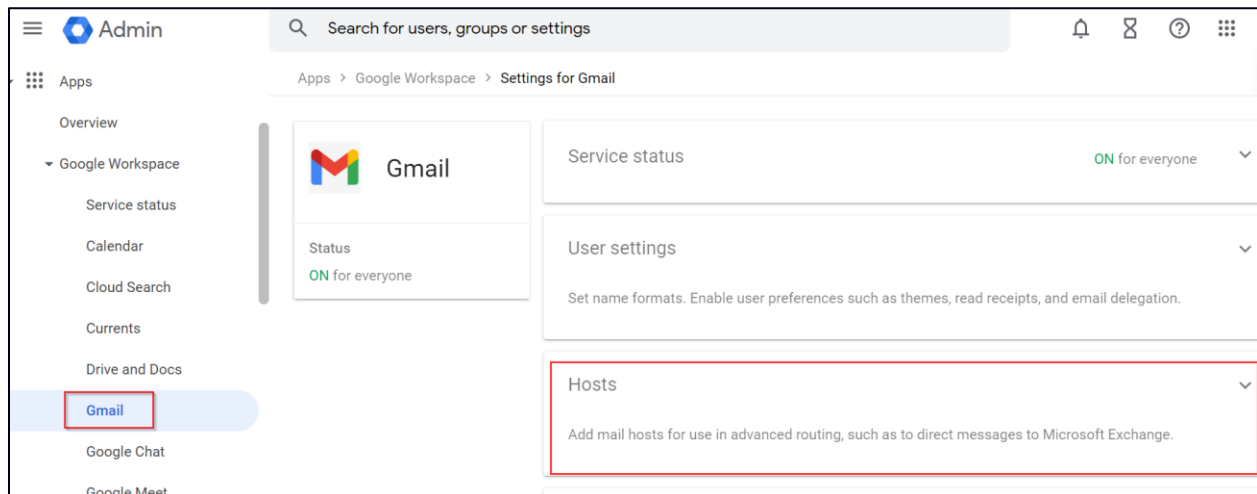


## Configuring Host Routing


 **Note:** This procedure may not reflect your organization's configuration. If you are unsure about your company's settings, consult Google Support directly. If necessary, Global Relay works in conjunction with you and Google to ensure proper message flow to your Archive.

To configure Google Workplace via standard routing:

1. Ensure you have obtained your feed address from Global Relay to properly direct data to your Archive.
2. Ensure Global Relay has completed the setup and provisioning of your company. You are notified once this step is complete, and you can commence your Google Workplace configuration.
3. As the Google Workplace Admin, log in to <https://admin.google.com>.
4. In the left navigation pane, under **Apps**, click **Google Workspace** and then **select Gmail**.
5. Click **Hosts**.



6. Click **ADD ROUTE**.

 **Warning:** Ensure you ADD a new route and leave your existing route intact. Changing your default route disrupts your email flow.



Name	Host	Actions
		<a href="#">Edit</a> <a href="#">Delete</a>

[ADD ROUTE](#)

**i** Changes may take up to 24 hours to propagate to all users. Prior changes can be seen in [Audit log](#)

[CANCEL](#) [SAVE](#)

7. Complete the following information to create a route for inbound and outbound messages:

- i. In the Name field, enter **GR Routing**
- ii. Under Specify email server:
  - > From the drop-down menu, select **Single host**.
  - > In the Host name field, enter **feeds.globalrelay.com**
  - > In the Port field, enter **25**.

**Add mail route**

Name [Learn more](#)

**GR Routing**

This field is required.

1. Specify email server

Only ports numbered 25, 587, and 1024 through 65535 are allowed.

Single host ▾

feeds.globalrelay.com : 25

- iii. Under Options:
  - > Select the Perform MX lookup on host checkbox.
  - > Select the Require secure transport (TLS) checkbox.
  - > Select the Require CA signed certificate (Recommended) checkbox.
  - > Select the Validate certificate hostname (Recommended) checkbox.



8. Click the **Test TLS connection** link and click the **SAVE** button.

2. Options

- Perform MX lookup on host
- Require mail to be transmitted via a secure (TLS) connection (Recommended)
  - Require CA signed certificate (Recommended)
    - Validate certificate hostname (Recommended)

[Test TLS connection](#)

CANCEL **SAVE**


9. Proceed to the next section - [Configuring Routing Rules for Archiving](#) - and complete the procedure it outlines.




## Configuring Routing Rules and Custom Headers

After configuring host routing, the next step is to configure routing rules and custom headers.

As an additional layer of security to your email data feed and to provide data integrity for connections from multitenant platforms, Global Relay will provide you a Universally Unique Identifier (UUID) to add to your custom headers. This ensures messages are properly tagged with the correct headers prior to archiving.

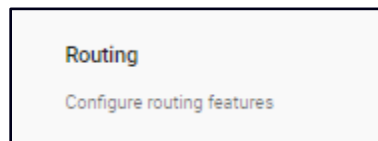
 **Note:** Global Relay recommends making this change at the end of your business day.

 **Warning:** If you have multiple domains associated with/assigned to unique Google Workspace Admin Dashboards, do NOT proceed. Contact Global Relay and inform us of all your domains you plan to archive to our system. Failure to do so may result in messages not being archived.

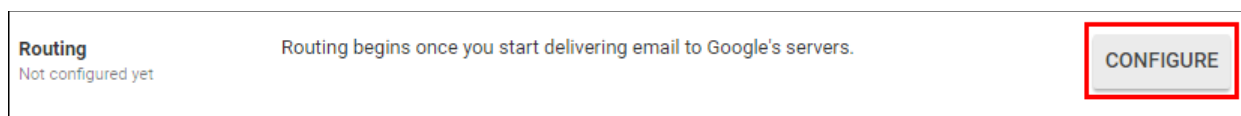
To configure routing rules and custom headers:

1. As the Google Workspace Admin, log in to <https://admin.google.com>.
2. In the left pane, click **Apps**, select **Google Workspace**, and then click **Gmail**.
3. In your Gmail settings, click **Routing**.

 **Note:** For some organizations, this setting might be under Advanced settings.



4. Navigate to **Routing** and click the **CONFIGURE** button that displays on the right.



The Add setting dialog displays.

5. Complete the following information:
  - i. In the Name/Description field, enter **GR Routing**.
  - ii. Under Email messages to affect, select all four checkboxes.
    - > **Inbound**



- > **Outbound**
  - > **Internal – sending**
  - > **Internal – receiving**
- iii. Under For the above types of messages, select **Modify message** from the drop-down menu.

### Routing

GR Routing

---

1. Messages to affect

- Inbound
- Outbound
- Internal - sending
- Internal - receiving

2. Envelope filter

- Only affect specific envelope senders
- Only affect specific envelope recipients

3. For the above types of messages, do the following

Modify message ▼

- iv. Under Also deliver to, select the **Add more recipients** checkbox.
- v. To the right of Recipients, click the **Add** button.  
A new section displays.
- > From the drop-down menu, select **Advanced**.
  - > Under Apply the above modifications, plus the following, select the **Change Route** checkbox, and select the **GR Routing** host you previously created from the drop-down menu.
- vi. Under Envelope recipient:
- > Select the **Change envelope recipient** checkbox.
  - > Select the **Replace recipient** radio button and enter the recipient exactly as provided by Global Relay. It has a structure similar to this example, but with an alphanumeric character in place of each x:  
E.g. “feed-xxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx@feeds.globalrelay.com”



- vii. Clear the **Do not deliver SPAM to this recipient** checkbox.
- viii. Select the **Suppress bounces from this recipient** checkbox.

Also deliver to

Add more recipients

Recipients ADD

Advanced ▾

Apply the above modifications, plus the following:

Route

Change route

GR Routing ▾

Envelope recipient

Change envelope recipient

Replace recipient: feed-0 [redacted]

Enter new username @ existing-domain

Existing-username @ Enter new domain

Spam and delivery options

Do not deliver spam to this recipient

Suppress bounces from this recipient

- ix. Under Headers, ensure the **Add X-Gm-Original-To header** and **Add custom headers** are selected.

Headers

Add X-Gm-Original-To header

Add X-Gm-Spam and X-Gm-Phishy headers

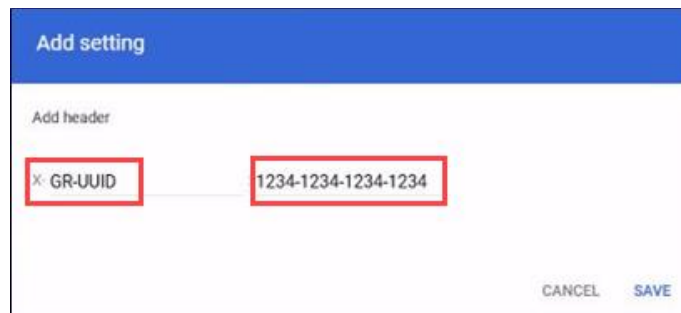
Add custom headers

- 6. Under Custom headers, click **Edit**.



7. In the Add setting dialog, do the following:

- In the X-Header key field, enter **GR-UUID**.
- In the Header value field, enter the UUID value provided by Global Relay.

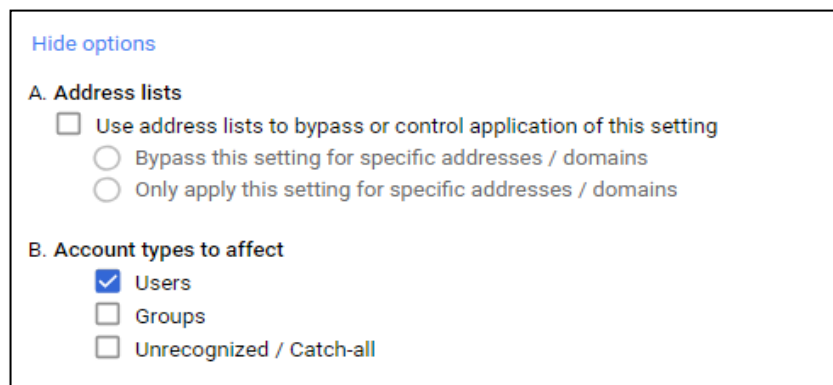


8. Click **SAVE**.

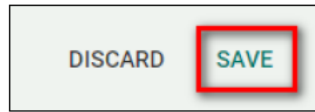
9. Near the bottom of the page, click **SAVE**.


10. Scroll down and click **Show options**.

11. Under Account types to affect, ensure that the **Users** checkbox is selected.



12. Click **SAVE**.



 **Tip:** We recommend you wait approximately 20 minutes before checking your Archive for messages to be ingested since the routing changes.



Copyright © 1999-2025 Global Relay Communications Inc. Confidential & Proprietary. All Rights Reserved. Not to be reproduced or distributed without permission. All trademarks are the property of their respective owners. No implication of endorsement by or affiliation with these third parties is intended.