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# **Global Relay Connector for Google Workspace**

## Upgrade Guide

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## Using this 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 upgrading your archiving configuration using Google Workspace.

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 have access to your Google Workspace admin console as a Super Administrator.

### Understanding What Data is Archived

For detailed information on what data is archived, consult the [Appendix](#).



## Upgrading Google Workspace for Archiving

To upgrade your Google Workspace archiving, perform the following configuration tasks as one continuous procedure. This procedure should replicate your existing configuration with the difference being the new host and routing delivery address provided by Global Relay.

1. [Configuring Host Routing](#):

- Adding a new routing host
- Renaming the Google Workspace previously configured as host

2. [Configuring Routing Features and Custom Headers](#):

- Adding new routing features
- Renaming the Google Workspace previously configured to route features or to third-party email archiving destinations



### Notes:

- You must repeat these procedures for EACH of your Organizational Units where archiving is required.
- Ensure your new routing features are in a DISABLED state until you receive further direction from Global Relay to enable them.
- If you have any questions about the steps, contact Global Relay Migration Services to ensure proper message flow to your Archive.



**Warning:** You must notify Global Relay BEFORE enabling a new Google Workspace routing feature for archiving. Enabling a routing feature in Google Workspace before Global Relay has completed your setup can seriously disrupt email archiving.

Once the configuration update and data validation are complete, Global Relay will provide further steps to remove the host and routing features that are no longer needed.

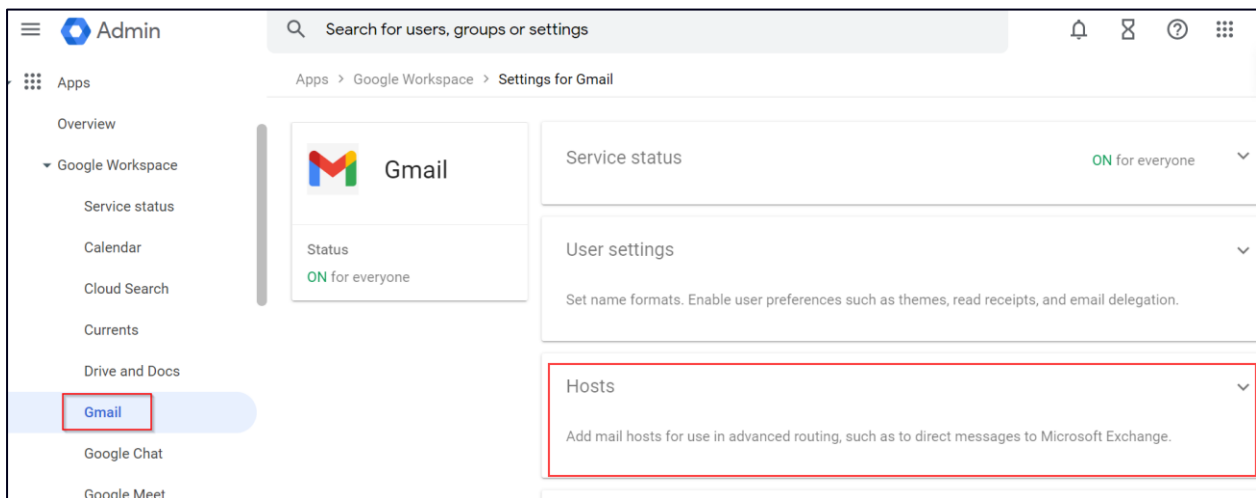


## Configuring Host Routing

 **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 a new Google Workspace Host Routing:

1. Ensure you have obtained your feed address from Global Relay to properly direct data to your Archive.
2. Log in to the [Google Workspace Console](#) as a Super Administrator.
3. In the left navigation pane, under Apps, click **Google Workspace** and then select **Gmail**.
4. In the right pane, click **Hosts**.



5. Click **ADD ROUTE**.

 **Warning:** Ensure you add a new route. Do NOT change your default route at this time; otherwise, your email archiving will be disrupted.



6. Complete the following information to create a Host Route for inbound and outbound messages:

i. In the Name field, enter **GR Routing**.

If the Host mail route name “GR Routing” is already in use:

- Rename the existing “GR Routing” mail route to: **GR Routing OLD**.
- Name the new Host mail route: **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**.

iii. Under Options:

- > Select the **Perform MX lookup on host** checkbox.
- > Select the **Require mail to be transmitted via secure (TLS) connection (Recommended)** checkbox.
- > Select the **Require CA signed certificate (Recommended)** checkbox.
- > Select the **Validate certificate hostname (Recommended)** checkbox.



7. Click the **Test TLS connection** link.
8. 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 Features and Custom Headers](#) – and complete the procedure as outlined.



## Configuring Routing Features and Custom Headers

After configuring host routing, the next step is to configure routing features 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.

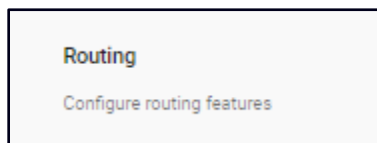
 **Note:** Global Relay recommends making this change at the end of your business day.

 **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. Failure to do so may result in messages not being archived.

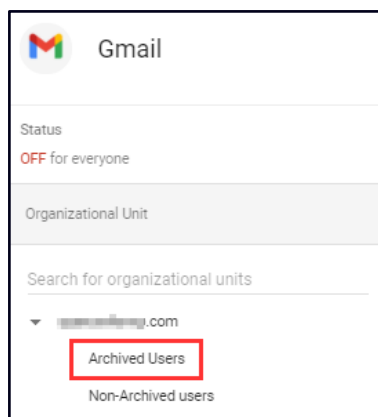
To configure routing rules and custom headers:

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**.

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



 **Note:** If your company uses Organizational Units for selective archiving, you must create a routing feature under each Organizational Unit where archiving is required, i.e. for Archived Users.





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**  
If the Routing name “GR Routing” is already in use:
  - a. Rename the existing “GR Routing” routing feature to **GR Routing OLD**
  - b. Name the new Routing feature: **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, do the following”, select **Modify message** from the drop-down menu.

- iv. Select the **Active user accounts** checkbox.



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

Modify message ▼

Select all account types this action should apply to

- ☒ Active user accounts
- ☐ Group accounts
- ☐ All inactive and unrecognized accounts
- ☐ Archived accounts with assigned delegate

- v. Under Also deliver to, select the **Add more recipients** checkbox.



vi. 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, from the drop-down menu, select the **GR Routing** host you previously created.

vii. 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. The structure is similar to this example, but with an alphanumeric character in place of each x:  
E.g. “feed-xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx@feeds.globalrelay.com”

viii. Under Spam and delivery options:

- > Deselect the **Do not deliver SPAM to this recipient** checkbox.
- > Select the **Suppress bounces from this recipient** checkbox.

Advanced ▾

Apply the above modifications, plus the following:

Route

☒ Change route

GR Routing ▾

Envelope recipient

☒ Change envelope recipient

☒ Replace recipient

feed-  
xxxxxxxxxxxxxx@feeds.gl  
obalrelay.com

☐ Replace username

Enter new username

☐ Replace domain

Enter new domain

Spam and delivery options

☐ Do not deliver spam to this recipient

☒ Suppress bounces from this recipient



ix. Under Headers:

- > Select the **Add X-Gm-Original-To header** checkbox.
- > Select the **Add custom headers** checkbox.

x. Under Custom headers, click **Add**.

xi. In the Add setting dialog, complete the following:

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

xii. Click **SAVE**.

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

7. Click **SAVE**.

You should be directed back to the Routing table.



- At the bottom of the list, locate the newly created **GR Routing** feature, click **Disable**, and then click **PROCEED**

The routing feature will stop sending email to Global Relay.

|            |         |                 |      |         |        |       |
|------------|---------|-----------------|------|---------|--------|-------|
| GR Routing | Enabled | Locally applied | Edit | Disable | Delete | 2b942 |
|------------|---------|-----------------|------|---------|--------|-------|

**Confirm rule operation**

Do you wish to disable "GR Routing"?

CANCEL PROCEED

- Contact your Global Relay representative for further instructions.

 **Note:** If your company uses Organizational Units for selective archiving, you must create a routing feature under each Organizational Unit where archiving is required.

 **Warning:** Ensure your new routing features are in a DISABLED state until you receive further instructions from Global Relay.

|            |                                                                                     |          |                 |                        |       |
|------------|-------------------------------------------------------------------------------------|----------|-----------------|------------------------|-------|
| GR Routing |  | Disabled | Locally applied | Edit - Enable - Delete | 2b942 |
|------------|-------------------------------------------------------------------------------------|----------|-----------------|------------------------|-------|



## Appendix: Understanding What Data Gets Archived

### Data Archived by Global Relay Connector for Google Workspace

The following Google Workspace events are captured in the Archive:

- Email messages and their attachments

### Data Not Archived by Global Relay Connector for Google Workspace

Google does not provide the following data to download for archiving:

- Google secure emails

### Understanding How Message Ingestion Works

- Global Relay Connector syncs with your Google Workspace instance in real time.
- It can take up to 4 hours to complete the end-to-end archiving process.
- You cannot configure the message ingestion schedule.

