

Google Workspace internal forwarding limitation

×**Note:** Make sure to perform the changes described in this KB **before** applying the ESG in the inbound scenario to avoid mail disruption

Problem

When in Google Workspace there are routing rules to forward emails to another mailbox within the same domain, Google delivers the message through the Email Security Gateway (ESG) **without applying SRS (Sender Rewriting Scheme)**. This can cause the message to be rejected by ESG due to SPF or related authentication failures.

This behavior is a **limitation of Google Workspace**

Solution

Affected Scenario (NOT SUPPORTED)

Google Workspace does **not** apply SRS when routing to a final mailbox with this configuration:

- > Google Workspace (admin.google.com)
- > Apps
- > Gmail
- > Routing (*NOT "Default Routing"*)
- > **Email forwarding using recipient address map**
- > Internal Forward Rule from original user to User Forward To
- > ESG (no SRS applied)
- > **SPF / authentication failure**

Add setting

Email forwarding using recipient address map

[Learn more](#)

Internal Forward Example

1. To forward emails, map original recipient to new recipient

Search address	
Address	Map to address
<u>libraesvasupport@gsuitederr</u>	<u>pparker@gsuitedemonstratic</u>

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[BULK ADD](#)

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2. Messages to affect

- All incoming messages
- Only external incoming messages

3. Routing options

- Also route to original destination

4. Options

- Add X-Gm-Original-To header

[CANCEL](#)

[SAVE](#)

OR you can have this kind of configuration shown below use the "ROUTING" option (the outcome is the same, changes only the way you created the rule)

Routing

**Gmail**

Status
ON for everyone

Organizational Units

Search for organizational units

- Librarians
- Techflow

Showing settings for users in **Librarians**

Routing

To check how these settings are affecting email delivery and troubleshoot potential issues, go to [Email Log Search](#). **GOT IT**

Outbound gateway [Learn more](#)
Applied at **Librarians**
Route outgoing emails to the following SMTP server:

Routing

Description	Status	Source	Actions	ID	Messages
Internal Routing	Disabled	Locally applied	Edit - Enable - Delete	11646	Internal - sendir
Route google drive notification normally	Disabled	Locally applied	Edit - Enable - Delete	11645	Outbound
Outbound to smtp.gmail.com	Disabled	Locally applied	Edit - Enable - Delete	11644	Outbound
Journaling - non-deliverable without smtp.gmail.com	Disabled	Locally applied	Edit - Enable - Delete	11643	All
Webhooks	Enabled	Locally applied	Edit - Disable - Delete	11642	Inbound
Journaling - smtp	Enabled	Locally applied	Edit - Disable - Delete	11641	All

[ADD ANOTHER RULE](#)

Non-Gmail mailbox [Learn more](#)
Reroute messages to a non-Google SMTP server. Optionally, schedule periodic delivery of summary messages, which list recently quarantined spam.

Routing

**Gmail**

Status
ON for everyone

Organizational Units

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Edit setting

Change envelope recipient

Spam

Bypass spam filter for this message

Attachments

Remove attachments from message

Also deliver to

Add more recipients

Recipients

Deliver to: google-misc@googledemonstration.com

Do not deliver spam to this recipient

Suppress bounces from this recipient

[ADD](#)

Encryption (onward delivery only)

Require secure transport (TLS)

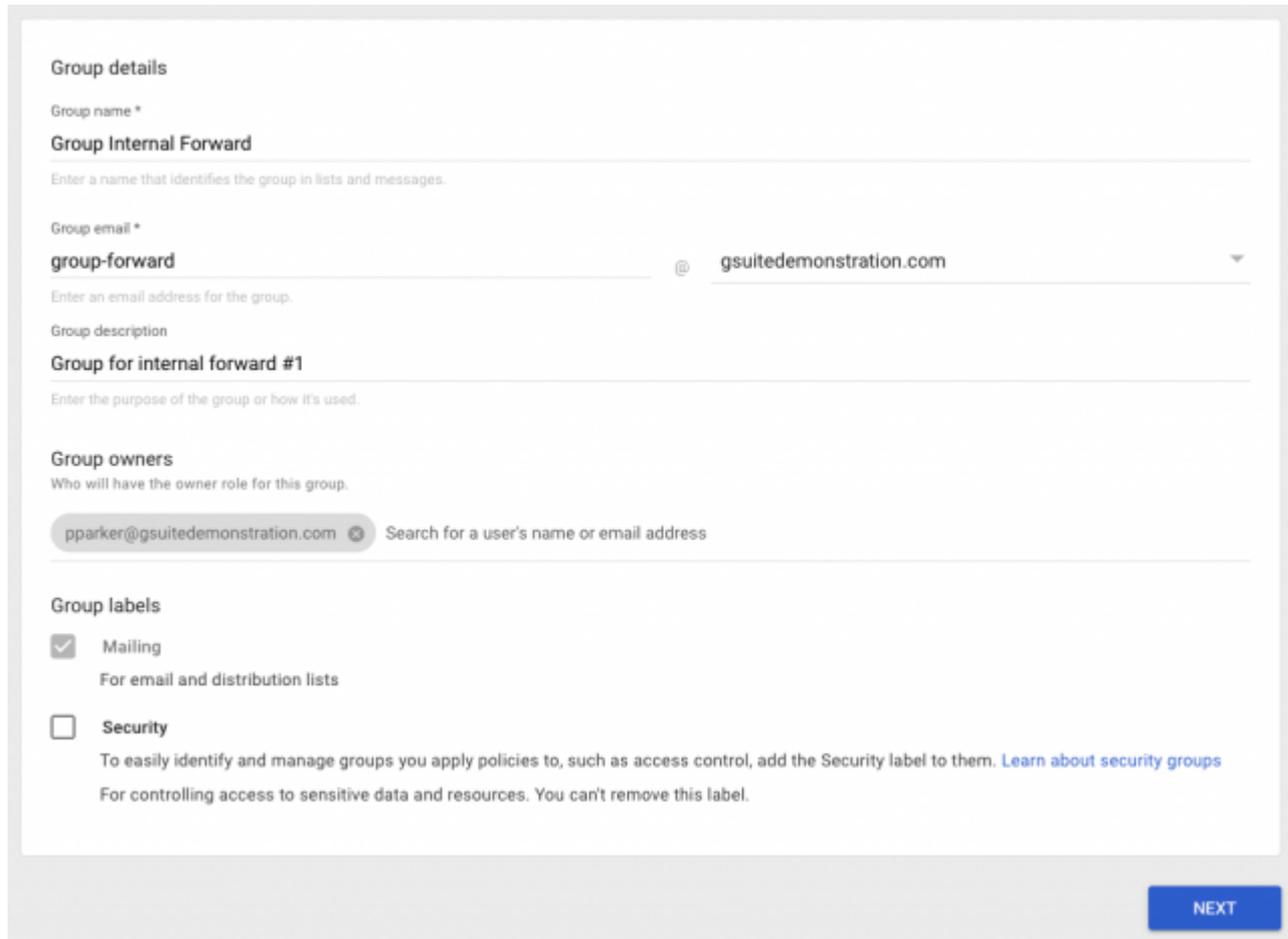
[Show options](#)

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

Recommended workaround (SUPPORTED)

Configure routing rules to deliver messages to a **Google Workspace Group**, with the intended recipients added as group members. In this case, Google correctly applies SRS.

1. Create the new group with the intended recipients inside Google Workspace (admin.google.com) > Directory > Groups



The screenshot shows the 'Group details' form in Google Workspace. The 'Group name' field is filled with 'Group Internal Forward'. The 'Group email' field is filled with 'group-forward@gsuitedemonstration.com'. The 'Group description' field is filled with 'Group for internal forward #1'. Under 'Group owners', the user 'pparker@gsuitedemonstration.com' is listed. The 'Group labels' section has 'Mailing' checked and 'Security' unchecked. A blue 'NEXT' button is located at the bottom right of the form.

2. When clicking on "NEXT" make sure to selected the External "POST" permission

Access type

Control what kind of access group members have. [Learn more](#)

Note: External members can't view group members or search group content

Public Team Announcement Only Restricted Custom



Custom

When you change a setting for another access type, it becomes Custom

Access settings	Group Owners	Group Managers	Group Members	Entire Organization	External
Who can contact group owners	<input checked="" type="checkbox"/>				
Who can view conversations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who can post	<input checked="" type="checkbox"/>				
Who can view members	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who can manage members Add, invite, approve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Then, modify the forward rule

- > Google Workspace
- > Apps
- > Gmail
- > Routing (*NOT "Default Routing"*)
- > **Email forwarding using recipient address map**
- > Internal Forward Rule from original user to GROUP
- > Group members
- > ESG (SRS applied)
- > **SPF / authentication passes**

Add setting

Email forwarding using recipient address map

[Learn more](#)

Required: enter a short description that will appear within the setting's summary.

1. To forward emails, map original recipient to new recipient

Search address	
Address	Map to address
<u>libraesvasupport@gsuitedem</u>	<u>group-forward@gsuitedemo</u>

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