

Domain Move

## Quick Start Guide



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## Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.

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# Introduction

On Demand Migration for Active Directory provides the “Domain Cutover” or move functionality. After a tenant mailbox and group migration, the next step during a domain consolidation or divestiture project is to move any registered Microsoft 365 Domains (i.e. Exchange Online Accepted Domains) from one Microsoft 365 tenant to another.

Manually moving a domain from one Microsoft 365 tenant to another is a tedious, multi-step, intensive procedure that must be carefully planned and executed at the proper time to ensure a seamless user transition. One of the biggest obstacles during this process is that email sent to the domain is not deliverable because it is held until the move is complete. This can cause delays, lost messages and decreased productivity.

The On Demand Migration for Active Directory Domain Cutover is the solution. This powerful feature guides the migration operator through the entire domain move process and automates many of the steps. It works in conjunction with the Email Relay Service (ERS) to maintain deliverability throughout the move. Mail is never held but is delivered on time, ensuring your users never miss any business-critical messages.

This step-by-step guide walks through how to configure On Demand Migration for Active Directory to move a domain between two Microsoft 365 Hybrid tenants.

## Topics

This guide covers the following topics:

- Differences between Basic and Advanced Email Relay Service
- Configuring an On Demand Migration for Active Directory Domain Move Project
- Deploying and Configuring Directory Sync integration
- Validating object matches
- Performing Domain Move between two Microsoft 365 tenants
- Validating the Domain Move results
- Frequently Asked Questions

## Requirements

### General

- Client is licensed for On Demand Migration for Active Directory Domain Move
- One Global Administrator Account for each Microsoft 365 tenant
- One Domain Administrator Account for each On-Premise Active Directory attached to the tenant
- One dedicated server to install the Directory Sync agent
- Permissions to download and install Directory Sync agent

## Hardware

The local agent must meet the following minimum hardware requirements:

- At least one (1) Windows Server 2012 R2, 2016 or 2019
- Additional Windows servers may be deployed; limit of 5.
- CPU: 4 Cores
- Memory: 4GB Free
- Disk: 40GB Free Disk Space excluding Operating System.



**Important Tip:** Do not install local agents on AD domain controllers in a production environment.

## Software

The local agent must meet the following minimum software requirements:

- Windows Server 2012 R2, 2016 or 2019
- .NET 4.5.2. NOTE: .NET will automatically be installed if needed.
- TLS 1.2 or higher

## Domain and Forest Functional Levels

- 2012 R2 or 2016

## Network

- Directory Sync web interface use TCP port 443 (HTTPS).
- Agent web connections use port 443 to Directory Sync host application.
- DCs use TCP ports 139, 389 (UDP), 445, and 3268.
- SID History functionality uses TCP ports 135, 137-139, 389 (UDP), 445, 1027, 3268, and 49152-65535.

## Accounts

Local Active Directory Account

- Agent installer will prompt for a domain account with permission to read and write on-premises Active Directory.
- An agent intended to sync all domains in a forest must have rights to all domains and objects used in workflows.
- Microsoft Entra ID Application Account
  - An account with Global Administrator Role is required to grant permissions and establish connection when adding a Cloud Environment.
- Microsoft Entra ID PowerShell Accounts
  - Two (2) PowerShell accounts are automatically created to read and update objects in the cloud. To do this an OAuth token is used from the account used to add the Cloud Environment.
  - These PowerShell accounts do not require any Microsoft 365 licenses.

# Email Relay Service

One of the biggest obstacles during this process is that email sent to the domain in transit is not deliverable because it is held until the move is complete. This can cause delays, rejected messages and decreased

productivity. On Demand Migration for Active Directory addresses these concerns with the Email Relay Service (ERS). ERS provides the administrator two options on how email should be delivered during a move:

- **Basic Mode** - Choose this mode if you would like to queue your emails using your existing delivery service during the domain move process. Mail flow for your domain will be resumed after the domain move has completed.

Basic Mode is easy to setup and requires no configuration changes to the tenant. Tenant administrators have the option to hold the email message delivery while the domain is being moved or to send the email messages to their own relay service provider for final delivery. In this mode, the directory synchronization component of On Demand Migration for Active Directory will facilitate the move for email addresses and domain names between tenants but it will not be responsible for the mail flow.

Basic Mode is the best choice when:

- Only a handful of objects associated with the tenant and the domain move process will be done within a couple hours.
  - Continuous email delivery during domain move is not a requirement, and messages can be queued for delivery after domain move is completed.
  - Custom Transport rules and connectors are not allowed in Exchange Online for either source or target tenant.
- **Advanced Mode** - Choose this mode if you would like to have mail delivered to your users in the target tenant during the domain move process. Transport rules and connectors will be configured in the tenants when this mode is selected.

Advanced Mode offers a full coexistence experience for end-users that are affected by the domain move. It relays incoming email messages sent to the source user mailboxes to their matching target user mailboxes. The benefit of choosing Advanced Mode is there is no email disruption while the domain is being moved.

Advanced Mode is the best choice when:

- A large number of objects are associated with the tenant and the domain move process is expected to take hours.
- Continuous email delivery during the domain move is a requirement. Mission critical systems and businesses are impacted when email delivery is suspended.
- Custom Transport rules and connectors are allowed in Exchange Online for either source or target tenant.

## Setup

This topic describes how to set up the On Demand Migration Domain Move Project, how to deploy the Directory Sync Agent and how to configure the Directory Sync Integration.

## On Demand Project

This section explains how to add a Microsoft 365 tenant and configure a Migration project using On Demand Migration. During project setup an Office 365 Global Administrator account is initially required to add each tenant to the project.

# How to add a Microsoft 365 tenant

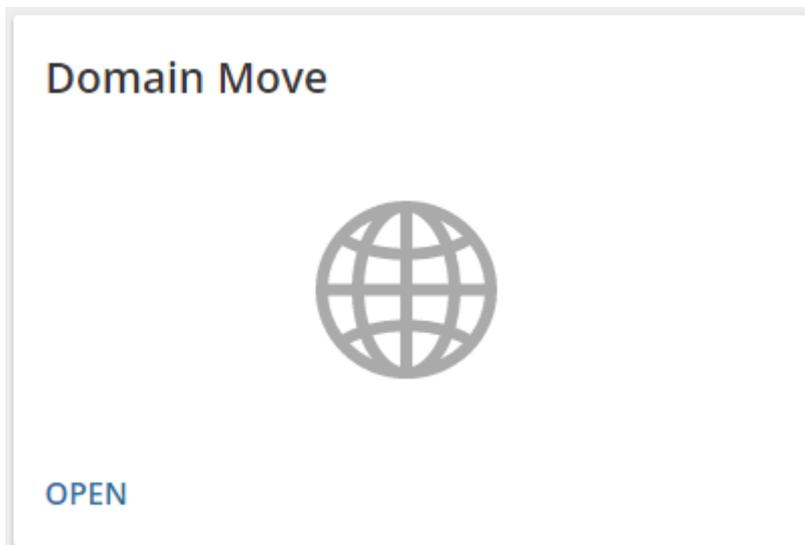
Follow these steps to add each Microsoft 365 tenant for On Demand Migration. If there is an existing tenant from another project, it can be reused.

1. Log in to *On Demand*
2. Navigate to *Tenants*
3. Choose the *Add Tenant* button
4. On Demand supports both Commercial and GCC High tenants, for the purpose of this guide, select *Commercial Tenant*, and choose *Add Commercial or GCC Tenant* and choose *OK*.
5. Log in to *Office 365 with a Global Administrator* account for the source tenant.
6. Accept the requested Application Permissions
7. Choose *Finish*
8. Repeat steps 2 – 8 for the target tenant

# Setting up the Domain Move Project

Follow these steps to setup the Domain Move Project.

1. Log in to *On Demand*
2. Navigate to *Migration*
3. Select an existing migration project
4. Click on Domain Move from the Project Dashboard



5. Once the On Demand Migration Active Directory module is loaded, click on the Domain Move icon in the main dash view.



## Domain Move

Domain move service for Microsoft 365 and Office 365.

6. Click the New Project button and bring up the project setup wizard
7. Provide a name and description for the project and click *Next*
8. Click on the New button to create a new environment or choose any existing environments from the list. Click *Next* once you have at least two environments selected.

LAB1 TO LAB2 DOMAIN MOVE

### Which environments do you want to use?

Choose your source and target environments or click New Environment to add a new one.

<input checked="" type="checkbox"/>	Name	Type	Domains	Local Environments
<input checked="" type="checkbox"/>	Lab2	Hybrid	M365x513885.onmicrosoft.com lab2.leagueteam.us M365x513885.mail.onmicrosoft.com ...	Lab2 Local
<input checked="" type="checkbox"/>	Lab1	Hybrid	M365x013649.onmicrosoft.com lab1.leagueteam.us lab6.leagueteam.us ...	Lab1 Local

NEW

← BACK

NEXT →

9. Choose the source and target environments from the dropdown menu and click *Next*.

LAB1 TO LAB2 DOMAIN MOVE

### Select your environment pairs

Choose your source and target environment pairs, click New Pair to add a new one.

SOURCE ENVIRONMENTS      TARGET ENVIRONMENTS

Lab1      ↔      Lab2      ✕

10. Configure the domain mapping for your project and click *Next*.

#### LAB1 TO LAB2 DOMAIN MOVE

## Select your domain pairs

Choose your source and target domain pairs, click *New Pair* to add a new one.

LAB1		LAB2
<input type="text" value="M365x013649.onmicrosoft.com"/>	↔	<input type="text" value="M365x513885.onmicrosoft.com"/> X
<input type="text" value="lab1.leagueteam.us"/>	↔	<input type="text" value="lab2.leagueteam.us"/> X
<input type="text" value="lab6.leagueteam.us"/>	↔	<input type="text" value="lab2.leagueteam.us"/> X
<input type="text" value="M365x013649.mail.onmicrosof..."/>	↔	<input type="text" value="M365x513885.mail.onmicrosof..."/> X



**Important Tip:** Domain Mapping will be used to match objects and allows On Demand Migration Active Directory to add the source domain to all matched target objects during the domain move.

11. Configure the attributes to use to match users and groups. Once complete, click *Next*

## How would you like to match existing source & target objects?

For example, using UserPrincipalName as your criteria, would result in johndoe@bluefishresort.com representing a match for johndoe@sandysshorehotels.com.

#### USERS

This controls how mailboxes & Office 365 groups are matched.

<input type="text" value="UserPrincipalName"/>	↔	<input type="text" value="UserPrincipalName"/> X
------------------------------------------------	---	--------------------------------------------------

#### GROUPS

This controls how distribution & mail-enabled security groups are matched.

<input type="text" value="ExternalEmailAddre..."/>	↔	<input type="text" value="ExternalEmailAddre..."/> X
----------------------------------------------------	---	------------------------------------------------------



**Important Tip:** Multiple attributes can be selected and On Demand Migration will evaluate each one until it finds a matching source and target object. If more than one attribute is selected, the first attribute that matches is used.

12. Copy the Directory Sync agent Registration URL and Registration Key and click *Next*. NOTE: this information can be obtained again after the project is configured.

13. On Demand Migration for Active Directory offers two email relay service modes. For the purpose of this guide, select Advanced Mode and click *Next*.

## How would you like to configure your mail relay service during domain move process?

This feature will help you setup Email Relay Service between Microsoft 365 tenants while migrating the domain. Microsoft 365 allows only one tenant to own a domain at a time. This means that a user cannot receive email while the domain is being migrated. The Email Relay Service resolves this by configuring transport rules and connectors across multiple tenants for mail to be relayed. MX record associated with the domain will need to be updated during domain move.

**BASIC MODE**

Choose this mode if you would like to queue your emails using your existing delivery service during domain move process. Mail flow for your domain will be resumed after domain move completed. Transport rules and connectors will not be configured in the tenants when simple mode is selected.

**ADVANCED MODE**

Choose this mode if you would like to have your mail delivered to your users in the target tenant during the domain move process. Transport rules and connectors will be configured in the tenants when advanced mode is selected.

For more information visit our online help. 

 **BACK**

**NEXT** 

14. Upload a SSL Certificate for each environment. On Demand Migration for Active Directory will ensure mail delivered during a domain move is always encrypted, secure and private by using this SSL Certificate. Click *Next* once the certificates are uploaded.



**Important Tip:** A single subject certificate with both private and public key must be used.

### TLS\SSL Certificates

To ensure mail delivered during a domain move is always encrypted, secure and private we'll need one valid public SSL certificate for each tenant environment. Upload a valid SSL certificate in the PFX file format for each environment and be sure to have your certificate password handy. The subject of the certificate must match one of the accepted domains in the environment and it cannot be a domain that will be moved. For more information visit our online help.

Upload a valid SSL certificate in the PFX file format for each environment. Be sure to have your certificate password handy. The subject of the certificate must match to one of the accepted domain in the environment and it can not be the domain that will be moved. For more information visit our online help. 

#### ENVIRONMENTS CERTIFICATES

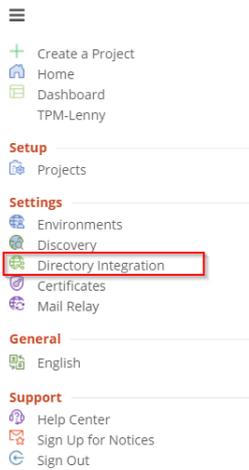
LAB1	lab1.leagueteam.us.pfx 
LAB2	lab2.leagueteam.us.pfx 

15. Review the project configuration settings and click *Next*
16. Enter an email address and click on *Start Discovery* to finish the project setup

## Configure Directory Sync Agents

This section provides a step-by-step guide on how to deploy and configure the Directory Sync Agents.

1. Log in to *On Demand*
2. Navigate to *Migration*, select the project and click on Domain Move.
3. Select the Domain Move project previously configured.
4. Click on *Directory Integration* link via the hamburger menu.

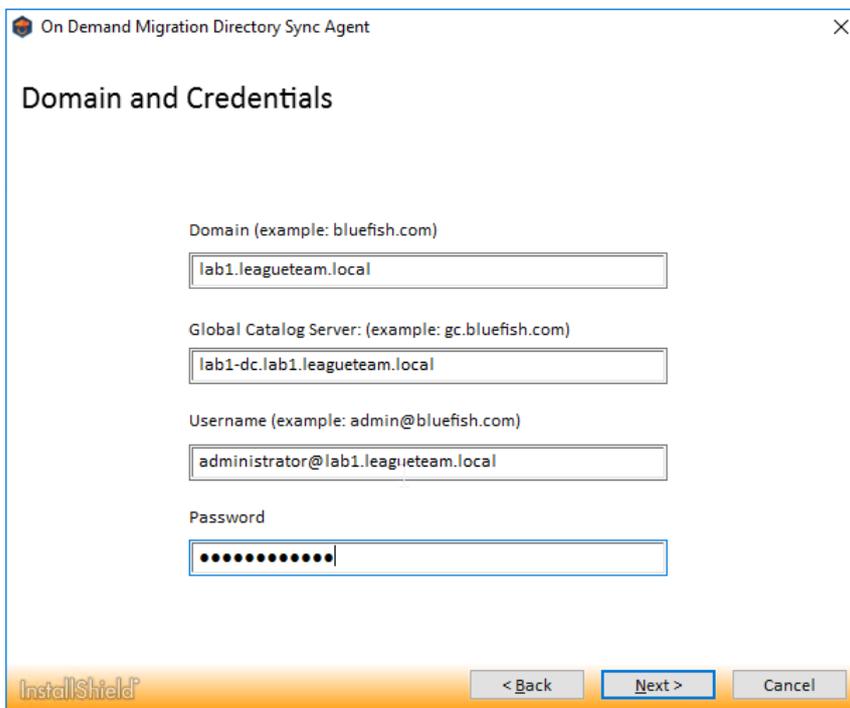


5. Download the Directory Sync Agent.

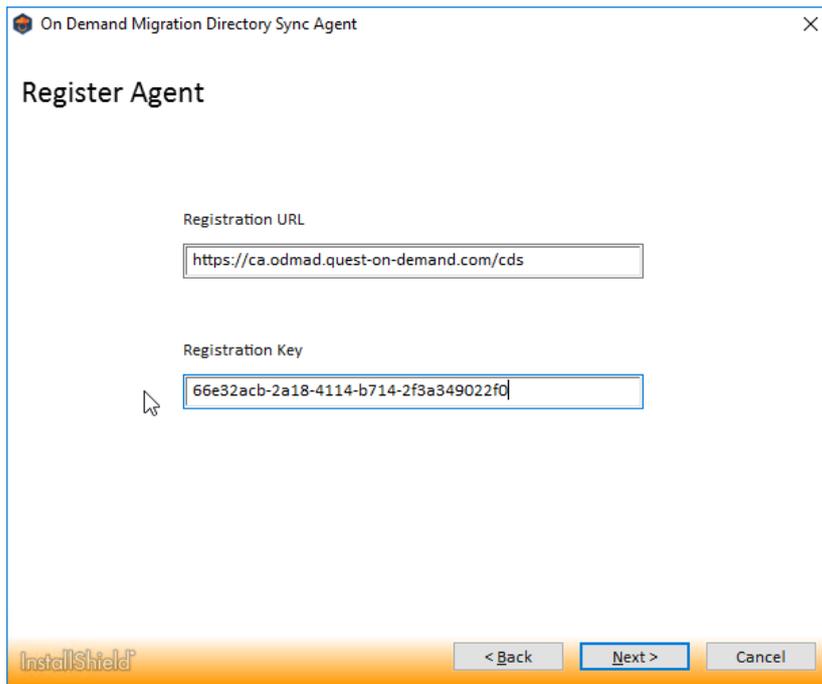
<input type="checkbox"/>	Agent Name ^	Environment v	Status v	Last Check-in v	Version v	Registration URL	Registration Key v	Auto Upgrade
<input type="checkbox"/>	Agent (Lab1 Local)	Lab1 Local	Offline		UPGRADE	https://ca.odmad.quest-on-demand.com/cds	66e32acb-2a18-4114-b714-2f3a349022f0	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Agent (Lab2 Local)	Lab2 Local	Offline		UPGRADE	https://ca.odmad.quest-on-demand.com/cds	15efeaf6-527e-468a-90a6-c4a8826fe509	<input checked="" type="checkbox"/>

Buttons: NEW, DOWNLOAD AGENT, HISTORY, ARCHIVE

- Copy the agent file to a dedicated directory sync server for the source tenant and run the installer.
- Click *Next* when the installer loads.
- Accept the License agreement, Click *Next*.
- Enter the domain, GC, and credential for the service account, click *Next*.



- Enter the Registration URL and Registration Key for the agent associated with the source tenant, click *Next*.



11. Select Run as System Account option, click *Next*.
12. Skip the SID History Migration setting and Click *Next*.
13. Allow the agent to be installed and close the installer.
14. Repeat Steps 1-13 for the target tenant Directory Sync agent.

## Configure Directory Integration

This section provides a step-by-step guide on how to deploy and configure the Directory Integration for Domain Move Project.

1. Log in to *On Demand*.
2. Navigate to *Migration*, select the project and click on Domain Move.
3. Select the Domain Move project previously configured.
4. Click on *Directory Integration* link via the hamburger menu.
5. Click *Choose OUs* to finish the On-Prem Active Directory integration.

### LAB1 TO LAB2 DOMAIN MOVE

[BACK TO DASHBOARD](#) <

ENVIRONMENTS		DISCOVERY			DIRECTORY INTEGRATION			MAIL RELAY SERVICE	
<input type="checkbox"/>	Name	State	Last Run	Errors	Warnings	Next Run	Last Reconcile	Sync Mode	Test Mode
<input type="checkbox"/>	Power365 Cutover Source Workflow for Lab1 to Lab2 Domain Move	Not Ready				Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Cutover Target Workflow for Lab1 to Lab2 Domain Move	Not Ready				Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Provision Workflow for Lab1 to Lab2 Domain Move	Not Ready				Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Prepare Workflow for Lab1 to Lab2 Domain Move	Not Ready				Not Scheduled		Full	Disabled

- In the pop-up window, click the Select OU button and choose an OU for the Users and Contacts in the target Active Directory. Click *Next* and choose the OU for the source Active Directory. Click *Finish* to close the pop-up window.

✕

SETUP > PROFILE > TARGET OU

## Select an OU for new objects

During *Prepare* a Mail Contact and a New User, if needed, are created. These are the Organizational Units where the new objects will be created in **Lab2 Local**.

**USERS**  
This option determines in which OU new users are created.

**CONTACTS**  
This option determines in which OU new contacts are created.

OU=Users,OU=FromLab1,OU=Lab2Objects,DC=Lab2,DC=Leag...

**SELECT OU**

OU=Contacts,OU=FromLab1,OU=Lab2Objects,DC=Lab2,DC=L...

**SELECT OU**

**NEXT**



**Important Tip:** Domain Move projects will not create any objects in the source or target Active Directory; it simply requires this OU information to complete the project setup. We plan to make this step optional in a future release.

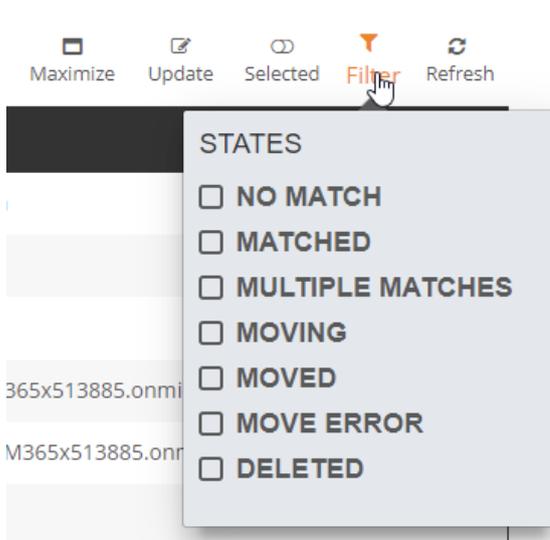
## Validating Object Matches

This section provides a step-by-step guide on how to validate object matching.

- Log in to *On Demand*
- Navigate to *Migration*, select the project and click on Domain Move.
- Select the Domain Move project previously configured.
- From the Domain Move Project dashboard, verify the Users, Groups and Domain Matching information:

USERS		GROUPS		DOMAINS	
<b>100</b> Total Users	<b>0</b> Users Moved	<b>26</b> Total Groups	<b>0</b> Groups Moved	<b>1</b> Total Domains	<b>1</b> Domains Moved
<b>30</b> Users Matched	<b>30</b> Users Not Matched	<b>25</b> Groups Matched	<b>1</b> Groups Not Matched	<b>1</b> Domains Matched	<b>0</b> Domains Not Matched

- Click on the total users link to see all Users, then click on Filter and select the *Matched* checkbox.



6. Validate that the users are correctly matched, as shown below.

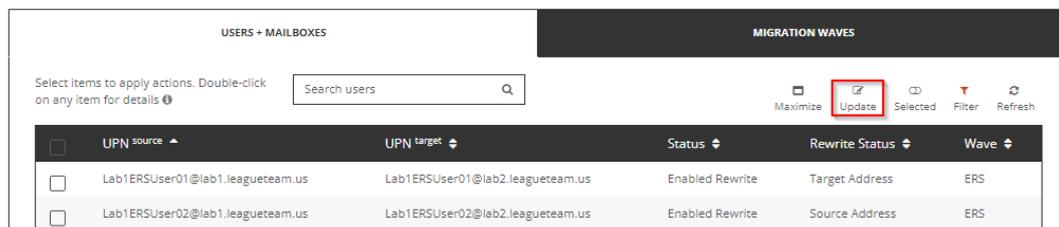
<input type="checkbox"/>	UPN source	UPN target	Status
<input type="checkbox"/>	Lab1JuneMail02@lab1.leagueteam.us	Lab1JuneMail02@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail03@lab1.leagueteam.us	Lab1JuneMail03@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail04@lab1.leagueteam.us	Lab1JuneMail04@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail05@lab1.leagueteam.us	Lab1JuneMail05@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail06@lab1.leagueteam.us	Lab1JuneMail06@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail07@lab1.leagueteam.us	Lab1JuneMail07@Lab2.leagueteam.us	Matched

7. Repeat step 10 - 12 for Groups.

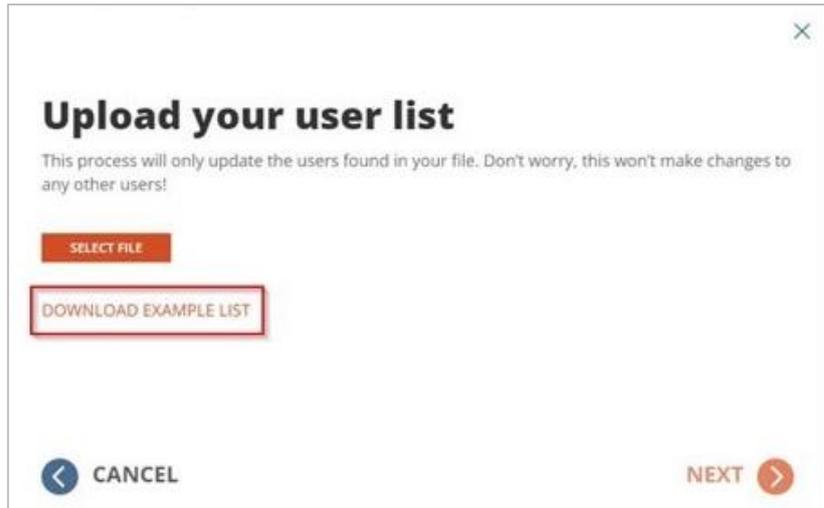
If the Domain Move project is unable to automatically match the users by attributes, you can upload a user list to be used as a mapping file. This process will only update the users found in the file and will not impact any other users in your project.

## Uploading a CSV for User Matching

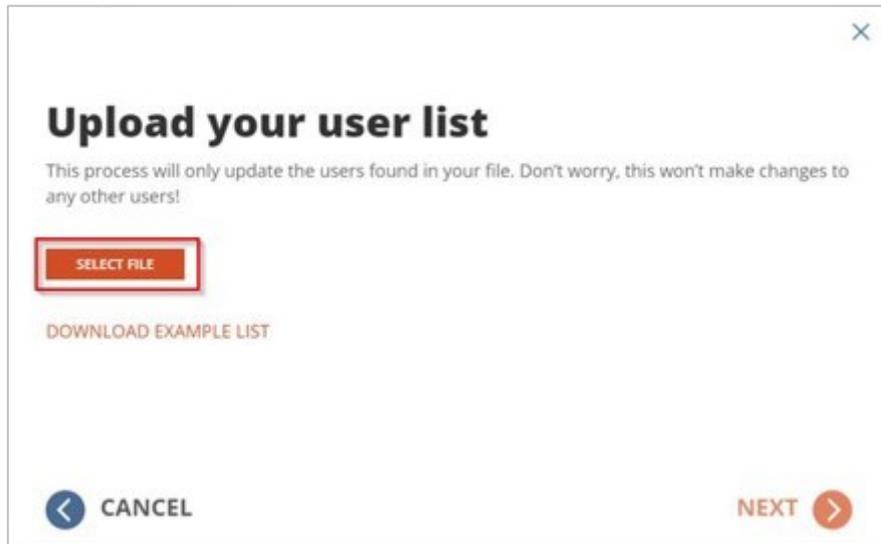
1. Click *Update* to open the CSV upload wizard.



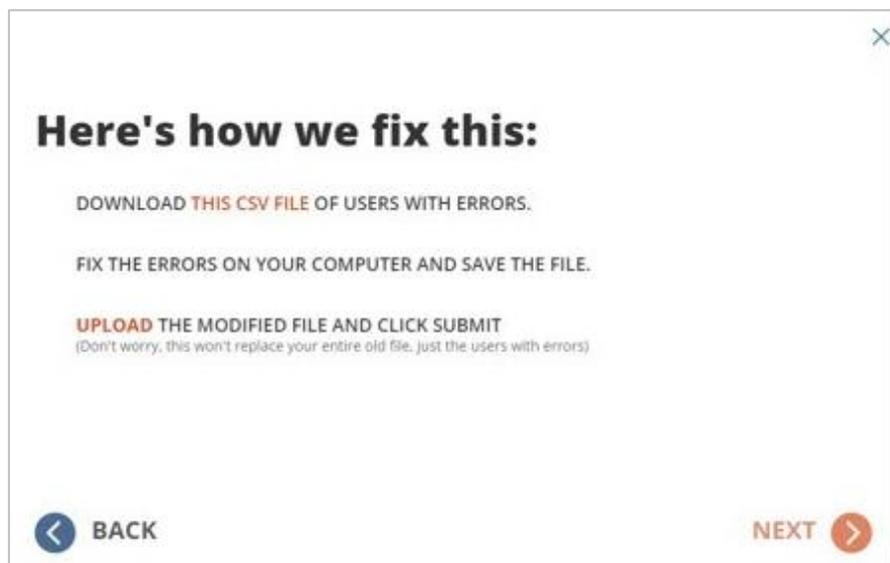
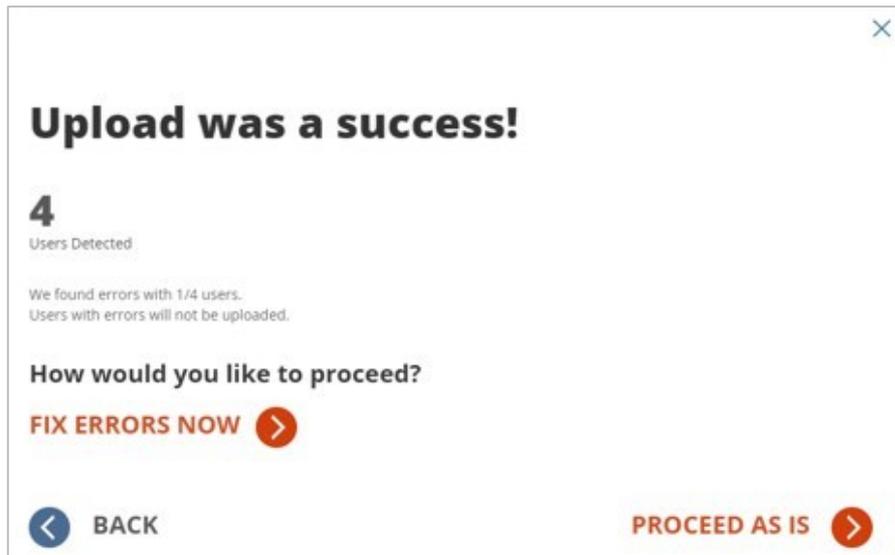
2. Click *Download Example List*.



3. Use this example file to build your mapping list.
  - a. Populate the Source UPN and Target UPN columns with the desired mappings.
  - b. You can leave the Wave column blank.
  - c. The mapping list can contain a maximum of 1000 lines. You can create multiple mapping files and rerun the wizard to upload additional mappings.
  - d. After building your list, save as a CSV file.
4. Click *Select File*.



5. Locate the CSV file and click *Next*.
6. If there are errors within the file, click *Fix Errors Now* to review the errors.
  - a. Download the CSV file of users with errors.
  - b. Examine the file and fix any errors found.
  - c. Re-upload the modified file.
  - d. If errors are still found, you can repeat this process as necessary.
  - e. You can also click *Proceed As Is* to ignore the accounts with errors and map the remaining users.



7. If there are no errors within the file, the upload is complete.
8. Validate that the users are correctly matched.

## Moving a Domain

This section explains how to move a domain between two Microsoft tenants using On Demand Migration.

### Start the Domain Cutover (Step 1)

1. Log in to *On Demand*
2. Navigate to *Migration*, select the project and click on Domain Move.

3. Select the Domain Move project previously configured.
4. Select the Domain from the Domain Cutover Dashboard and click on *Start Cutover*.

DOMAIN CUTOVERS				
Domain	Source Tenant	Target Tenant	% Complete	Status
LAB1.LEAGUETEAM.US	Lab1	Lab2	<div style="width: 100%; height: 10px; background-color: #f00;"></div>	Not Started
LAB6.LEAGUETEAM.US	Lab1	Lab2	<div style="width: 100%; height: 10px; background-color: #f00;"></div>	Not Started <span style="float: right; color: #f00; font-weight: bold;">START CUTOVER</span>

5. Review the Before You Begin Guide in the pop-up window, and once finished click *Start*.



## CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



### BEFORE YOU BEGIN

The Cutover Domain wizard will guide you through moving the domain **lab6.leagueteam.us** from **Lab1** to **Lab2**. As part of this process, email addresses and usernames that use **@lab6.leagueteam.us** will be removed from all objects in **Lab1**, including:

- Email addresses email aliases on users, groups, and contacts
- Usernames on users

Once the domain has been moved to **Lab2**, the wizard can re-assign these addresses to users and groups that have been matched.. However, the wizard *will not* move the following:

- Email addresses and email aliases on unmatched users and groups
- Email addresses and email aliases on contacts
- Email addresses on mail-enabled public folders

You must manually ensure that these resources receive the correct **@lab6.leagueteam.us** address in **Lab2** after the domain move is complete.

**START**

6. Review the Warning messages regarding unmatched objects and Click *Next*.
7. Select a replacement domain from the dropdown menu and then choose As Primary Address from the list of options below and click *Next*.
  - a. As Primary Address – Domain will be added as the primary email address and will replace the existing primary email address for matched objects.
  - b. As Secondary Address only – Domain will be added as a secondary email address for matched objects
  - c. Do not update – Domain will not be added for matched objects



# CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



## REPLACEMENT SOURCE DOMAIN

When @lab6.leagueteam.us is removed from Lab1, any associated usernames and primary email addresses will be updated using another domain. Which domain should be used for this replacement?

## TARGET ADDRESS ASSIGNMENT

Which matched users and groups should have their email addresses updated in lab6.leagueteam.us once the domain is moved?

- AS PRIMARY EMAIL ADDRESS
- AS SECONDARY EMAIL ADDRESS ONLY
- DO NOT UPDATE

BACK

NEXT



**Important Tip:** This Target Address setting cannot be changed once the Domain Move begins.

## Enable Email Relay (Step 2)

1. On Demand Migration for Active Directory will now start the Email Relay provisioning process. The screen will automatically refresh and move to the next step once the Email Relay is provisioned.



# CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



## ENABLING RELAY ⓘ

The email relay service is being enabled automatically. NOTE: this process may take up to 60 minutes to complete. Once this is complete, the Next button will be enabled.

For more information see the [Domain Cutover Logs](#).

NEXT

# Redirect MX (Step 3)

1. Update the DNS MX record for the domain being moved and point it to the Email Relay Service. Check the checkbox and click the *Next* button once the MX record is updated.

## CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



### REDIRECTING MX ⓘ

On Demand Migration Domain Move service can continue to route mail to lab6.leagueteam.usmailboxes during the domain move. To support this, you must temporarily reconfigure your mail flow to deliver mail to the On Demand Migration Mail Relay service rather than to Microsoft 365. The exact changes that need to be made depend on your mail flow design.

Your current MX records do not appear to deliver directly to Office 365:

```
lab6.leagueteam.us. 60 IN MX 0 lab6-leagueteam-  
us.mail.protection.outlook.com.
```

You will need to update these MX records to the following:

```
MCSCloud1DM.Power365.Cloud. 60 IN MX 0 bt-esg-eastus-  
2-1.power365.cloud.  
MCSCloud1DM.Power365.Cloud. 60 IN MX 0 bt-esg-eastus-  
2-2.power365.cloud.
```

HAVE YOU UPDATED YOUR MAIL FLOW?

- Yes, I have updated my mail flow configuration and am ready to proceed

NEXT > >>



**Important Tip:** Once the MX record has been updated, external incoming email messages will be delivered to the Email Relay Service (ERS) first. Once the message is processed by ERS it will be sent to the target tenant for final delivery.

# Move Domain (Step 4)

1. The following steps are then done automatically by On Demand Migration for Active Directory.
  - a. Read the email addresses from the source tenant
  - b. Remove the email addresses from the source tenant for all objects
  - c. Remove the domain from the source tenant
  - d. Add the domain to the target tenant



# CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



## MOVING DOMAIN ⓘ

Domain lab6.leagueteam.us is moving from Lab1 to Lab2.

This process may take some time to finish. Once complete, the Next button will be enabled. For more information see the Domain Cutover Logs.

### STEPS

- ⚙️ Read email addresses in Lab1.
- Remove email addresses from Lab1.
- Remove domain from Lab1.
- Add domain to Lab2.
- Verify domain in Lab2.
- Add email addresses to Lab2.

**NEXT**



- Important Tip:** Any errors encountered during these steps will be shown on-screen and with an automated email notification. Migration administrators will need to remediate these errors before the domain move can continue. Email delivery will not be interrupted however, if the Advanced Mode was selected. Be sure to review the frequently asked questions in the FAQ & Known Limitations section.
2. Log into the Microsoft 365 admin portal for the target tenant and verify the newly added domain.

# CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



## MOVING DOMAIN ⓘ

Domain lab6.leagueteam.us is moving from Lab1 to Lab2.

This process may take some time to finish. Once complete, the Next button will be enabled. For more information see the Domain Cutover Logs.

### STEPS

- Read email addresses in Lab1.
- Remove email addresses from Lab1.
- Remove domain from Lab1.
- Add domain to Lab2.
- Verify domain in Lab2.
- Add email addresses to Lab2.

### YOUR HELP IS NEEDED!

In order to complete this step, please visit your [Office 365 Admin Portal](#) and verify domain lab6.leagueteam.us.

Once that is done, this process will automatically continue.

NEXT  

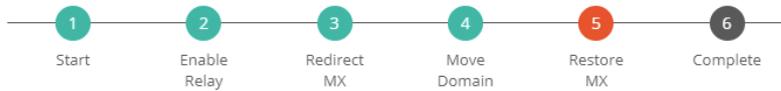
3. On Demand Migration for Active Directory now automatically adds the email addresses to matched objects in the target tenant using the target address setting previously selected.

## Restore MX (Step 5)

1. Restore the domain MX record now that email addresses have been added to the matching target objects. Check *"Yes, I have updated my mail flow to Office 365 and am ready to proceed"* and click *Next*.

# CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



## IMPORTANT

Before continuing, please ensure that Azure AD Connect has synchronized all changes to your Office 365 tenant, otherwise email may not be delivered for users in lab6.leagueteam.us.

## RESTORING MX

Once Azure AD Connect has finished, you can restore mail flow for Lab2 to deliver to Microsoft 365 instead of the On Demand Migration Mail Relay service. Please refer to the Microsoft 365 Admin Portal for Lab2 for more information.

Your MX records are not configured to deliver to the Mail Relay Service:

```
lab6.leagueteam.us. 60 IN MX 0 lab6-leagueteam-  
us.mail.protection.outlook.com.
```

You will need to update your mail flow to deliver to the following locations:

```
unavailable
```

## HAVE YOU UPDATED YOUR MAIL FLOW?

Yes, I have updated my mail flow to Office 365 and am ready to proceed

NEXT  



**Important Tip:** Once the MX record is updated to point back to Microsoft 365, all external incoming email messages will be delivered directly to the target tenant and the Email Relay Service (ERS) will stop processing any new incoming emails.

## Complete (Step 6)

1. The Domain Move has completed successfully at this point, click *Finish*.



# CUTOVER DOMAIN

LAB6.LEAGUETEAM.US



CUTOVER COMPLETE! ⓘ

lab6.leagueteam.us has been successfully moved to Lab2. You may review the domain move process via the [Domain Cutover Logs](#)

**FINISH**

2. On Demand Migration for Active Directory will now remove the Email Relay created at the start of the domain move.

Domain	Source Tenant	Target Tenant	% Complete	Status
LAB1.LEAGUETEAM.US	Lab1	Lab2	<div style="width: 0%;"></div>	Not Started
LAB6.LEAGUETEAM.US	Lab1	Lab2	<div style="width: 100%;"></div>	Complete - Disabling Relay



**Important Tip:** This process can take up to 48 hours to complete. This will not affect mail delivery as all email is sent directly to the target tenant.

## Validating the Result

This section provides a step-by-step guide on how validate the domain in the target tenant.

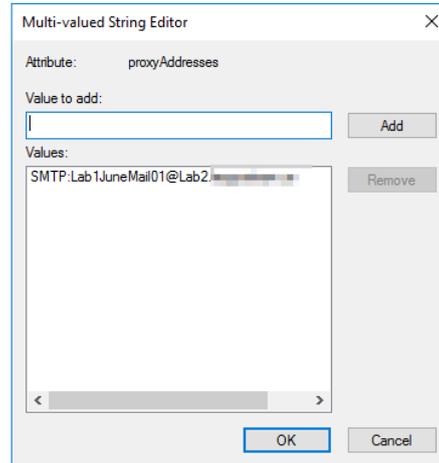
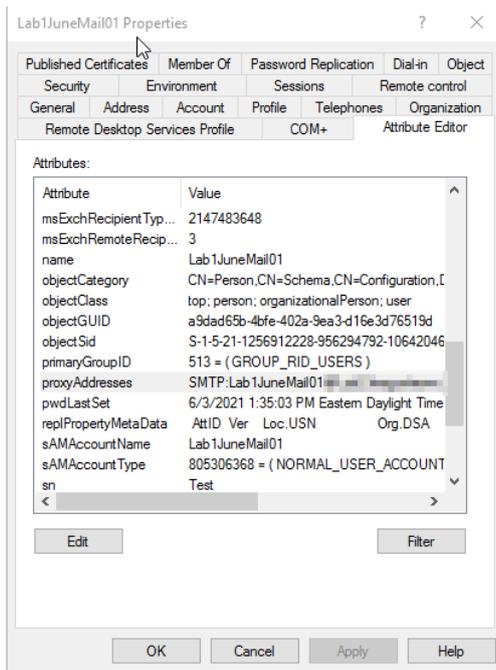
1. Validate that the domain is added as an accepted domain in the target tenant. Connect to the target tenant with an Exchange Online PowerShell session and run "Get-AcceptedDomain". Confirm that the domain has been added as an Authoritative domain in the tenant.

Name	DomainName	DomainType	Default
lab1.	lab1.	Authoritative	True
lab6.	lab6.	Authoritative	False
M365x013649.onmicrosoft.com	M365x013649.onmicrosoft.com	Authoritative	False
M365x013649.mail.onmicrosof...	M365x013649.mail.onmicrosof...	Authoritative	False

2. Validate the domain was added as the Primary Email address by checking On-Premise and Cloud objects.

### On-Prem Objects

- Open *Active Directory User and Computer* in the target Active Directory
- Select an object that has the domain moved and open the properties window.
- Select Attribute Editor and navigate to the ProxyAddresses attribute. Confirm the domain is listed as the primary SMTP address for this object.



- Cloud Objects
- Open a remote PowerShell session to the target tenant.
- Run the following PowerShell script and verify the domain is added as the Primary SMTP Address for the object.

*Get-Mailbox Lab1JuneMail10 | Select-Object -ExpandProperty Emailaddresses*

```
PS C:\WINDOWS\system32> get-mailbox Lab1JuneMail10 | Select-Object -ExpandProperty Emailaddresses
SMTP:Lab1JuneMail10@lab1.
smtp:Lab1JuneMail10@
X500:/o=Lab1/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=3cb464b1-9eaf-4844-a3d0-7a30fc889eca
```

## Frequently Asked Questions

### Can I use a wild card certificate for Advanced Email Relay Service?

Advanced Email Relay Service requires a single subject SSL certificate with both private and public keys attached. Wild Card certificates are not supported.

### I am receiving an error during the remove addresses step related to

# duplicated addresses. How can I locate the duplicate accounts?

On Demand Migration Active Directory replaces the email address and/or userprincipalname with the replacement domain name when the domain is removed that is under move. If the replacement address already exists in the directory, the domain move process will generate an error and alert migration administrators. An administrator can use the following PowerShell script to find objects that still have the domain name attached and perform any remediation needed.

```
Get-AzureADUser -All:$true | where { ($_.ImmutableId -ne $null) -and  
((($_.UserPrincipalName -like '*xxx.com') -or ($_.Mail -like '*xxxx.com') -or  
($_.ProxyAddresses -like '*xxx.com')) } | select "UserPrincipalName",  
ImmutableId
```

# The remove address step cannot continue because my hybrid objects in the cloud are still associated with my domain, what should I do?

On Demand Migration Active Directory removes the domain name from hybrid users by making changes to Active Directory on-premise objects. After the objects are updated on-premise, these changes must be synced to Microsoft Entra ID. Verify the changes are correctly synced to the cloud from the Microsoft Entra ID Sync log.

# Can I remove Global Administrator from my account after creating my project?

Yes, however, the Global Administrator role must be added back to the account during an active domain move as it is required to remove the domain from the source tenant and add it to the target tenant.

# My company security policy does not allow the global administrator role to be assigned the account, can I still move my domain?

Yes, you can use On Demand Migration Active Directory to move your domain, but you will need to manually remove the domain from source tenant and add the domain to the target tenant at the appropriate time. The Domain Move project will alert you that it is unable to automatically remove the domain due to a lack of permissions, at that point you may manually remove and add the domain. Once you have completed these steps, you may skip to the add email addresses step by click on the Skip button.

# Will my end-users have to update or recreate their target Outlook Profiles when their Primary Email address is updated during a domain move?

No, Microsoft Outlook will automatically detect and update their Outlook profile when their primary address is changed.

# I am using the Basic Mode Email Relay Service for my domain move project. What is the best method to hold the email during the domain move and resume the delivery after the domain is moved?

The easiest solution is to change your MX records from Microsoft 365 to domain that is not reachable during the domain move. For more details, please refer to this Microsoft [link](#).

*MX record change - Stop inbound mail flow*

*Change your primary MX record from Office 365 to domain that is not reachable, i.e. "unreachable.example.com". Internet mail servers attempting to deliver new mail will queue the mail and attempt redelivery for 24 hours. Using this method, some email may return a non-delivery report (NDR) depending on the server attempting to deliver the email. If this is a problem use an MX record backup service. There are many third-party services that will queue your email for days or weeks. Once your migration is complete, these services will deliver the queued mail to your new Office 365 organization.*



**Important Tip:** It is highly recommended to use either On Demand Migration Active Directory Email Relay Service or a third-party service to queue the email for final delivery to avoid any lost emails.

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## Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product.