



Quest® On Demand Migration

# **Active Directory 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

Domain Move or Domain Cutover is a powerful feature of On Demand Migration for Active Directory. 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.

The On Demand Migration for Active Directory Domain Move is the solution. This powerful feature guides the migration operator through the entire domain move process and automates many of the steps.

This quick-start guide explains how to configure On Demand Migration Active Directory Domain Move service to move a domain between two Microsoft 365 Hybrid tenants.

## 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:

- CPU: 4 Cores
- Memory: 4GB Free
- Disk: 40GB Free Disk Space excluding Operating System.



**NOTE** Do not install local agents on AD domain controllers in a production environment.

### Software

The local agent must meet the following minimum software requirements:

- At least one Windows Server 2016, 2019, 2022 or 2025.
- A maximum of 5 additional Windows servers may be deployed.

- .NET 4.5.2. (.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.

# On Demand Migration Project Setup

This topic describes how to set up the On Demand Migration Domain Rewrite Project.

- [Adding a Microsoft 365 tenant](#)
- [Setting up the Domain Move Project](#)
- [Configuring Directory Sync Agents](#)
- [Configuring Directory Integration](#)
- [Validating Object Matches](#)
- [Uploading a CSV for User Matching](#)

## Adding a Microsoft 365 tenant

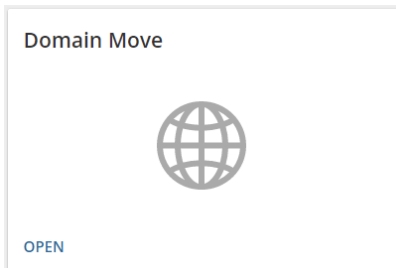
Follow these steps to add each Microsoft 365 tenant for On Demand Migration. If there is an existing tenant from another project, it can be reused.

1. Log in to Quest On Demand.
2. Navigate to **Tenants**. The *Office 365 Tenants* page opens.
3. Click **Add Tenant**. The *Add Tenant* page opens.
4. Select **Add Commercial or GCC Tenant**. You are redirected to the Azure sign in page.
5. Log in with your Global Administrator account for the source tenant.
6. Accept the requested Application Permissions.
7. Click **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 Quest On Demand.
2. Navigate to **Migration**.
3. Select an existing migration project.
4. Click **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 **New Project** to start the project setup wizard.
7. Provide a name and description for the project and click **Next**.
8. Click **New** 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
M365x013649.onmicrosoft.com	↔	M365x513885.onmicrosoft.com
lab1.leagueteam.us	↔	lab2.leagueteam.us
lab6.leagueteam.us	↔	lab2.leagueteam.us
M365x013649.mail.onmicrosof...	↔	M365x513885.mail.onmicrosof...

**NEW PAIR**      ✕

**i** | **NOTE:** Do not install local agents on AD domain controllers in a production environment.

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@sandyshorehotels.com.

**USERS**  
This controls how mailboxes & Office 365 groups are matched.

UserPrincipalName ↔ UserPrincipalName X

**ADD ANOTHER ATTRIBUTE**

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

ExternalEmailAddre... ↔ ExternalEmailAddre... X

**ADD ANOTHER ATTRIBUTE**

**NOTE:** 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**. 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 **Basic Mode** and click **Next**

LAB1 TO LAB2 DOMAIN MOVE

### 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 mean 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. ⓘ

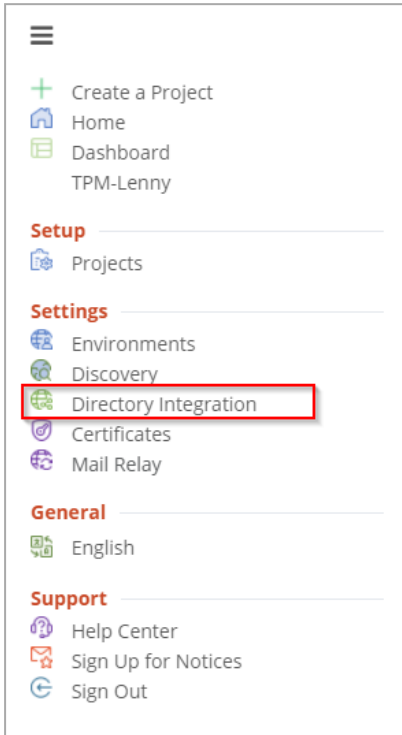
**BACK** **NEXT**

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

## Configuring 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 Quest On Demand.
2. Navigate to **Migration**.
3. Select the Domain Move project previously configured.
4. Open the navigation menu and click **Directory Integration**.



5. Download the Directory Sync Agent.

<input type="checkbox"/>	Agent Name ^	Environment ^	Status ^	Last Check-in ^	Version ^	Registration URL	Registration Key ^	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"/>

NEW      DOWNLOAD AGENT      HISTORY      ARCHIVE

6. Copy the agent file to a dedicated directory sync server for the source tenant and run the installer.
7. Click **Next** when the installer loads.
8. Accept the License agreement, Click **Next**.

9. Enter the domain, GC, and credential for the service account, click **Next**.

On Demand Migration Directory Sync Agent

## Domain and Credentials

Domain (example: bluefish.com)

Global Catalog Server: (example: gc.bluefish.com)

Username (example: admin@bluefish.com)

Password

InstallShield < Back Next > Cancel

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

On Demand Migration Directory Sync Agent

## Register Agent

Registration URL

Registration Key

InstallShield

< Back   Next >   Cancel

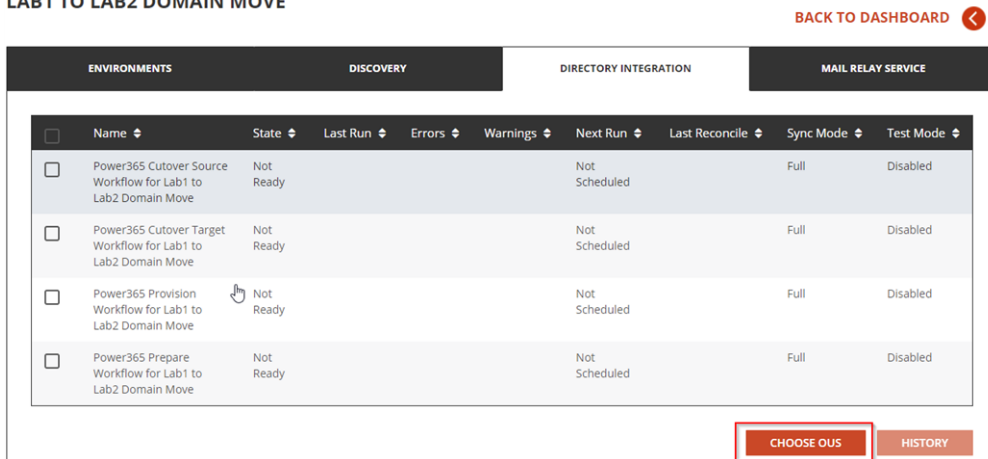
11. Select Run as System Account option, click **Next**
12. Skip the SID History Migration setting and click **Next**
13. Allow the agent to be installed and close the installer.
14. Repeat Steps 1-13 for the target tenant Directory Sync agent.

## Configuring Directory Integration

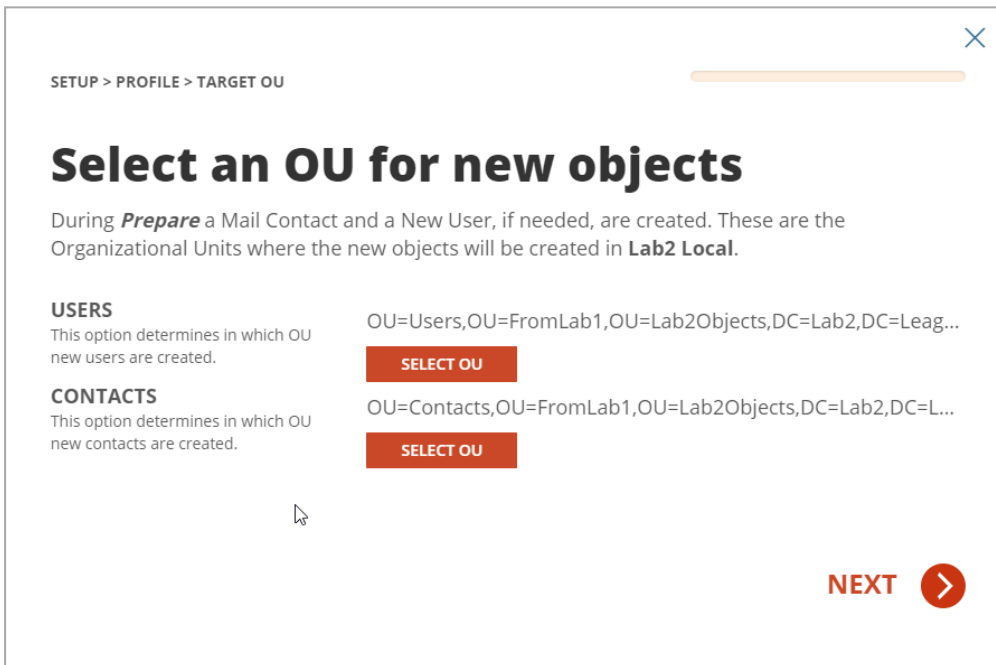
This section provides a step-by-step guide on how to deploy and configure the Directory Integration for Domain Move Project.

1. Log in to Quest On Demand.
2. Navigate to **Migration**.
3. Select the Domain Move project previously configured.
4. Open the navigation menu and click **Directory Integration**.

- Click **Choose OUs** to finish the On-Prem Active Directory integration.  
LAB1 TO LAB2 DOMAIN MOVE



- In the pop-up window, click **Select OU** 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.



**NOTE:** 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.

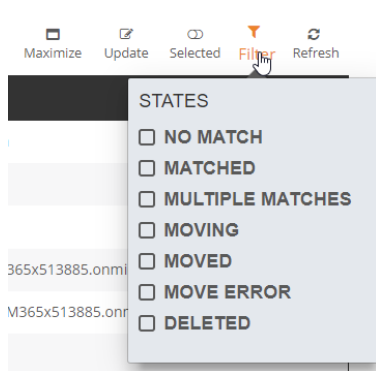
## Validating Object Matches

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

1. Log in to Quest On Demand.
2. Navigate to **Migration**.
3. Select the Domain Move project previously configured.
4. From the Domain Move Project dashboard, verify the Users, Groups and Domain Matching information:

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

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



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

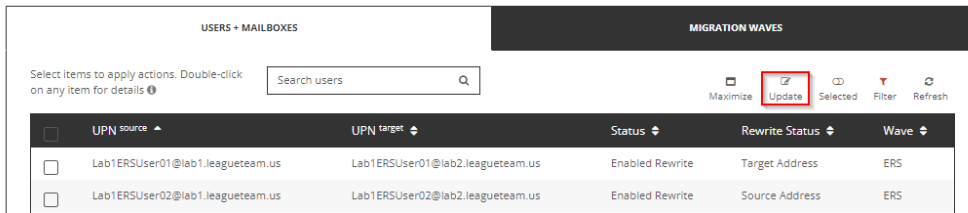
	UPN <small>source</small>	UPN <small>target</small>	Status
<input type="checkbox"/>	Lab1JuneMail02@lab1.leagueteam.us	Lab1JuneMail02@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail03@lab1.leagueteam.us	Lab1JuneMail03@Lab2.leagueteam.us	Matched
<input type="checkbox"/>	Lab1JuneMail04@lab1.leagueteam.us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

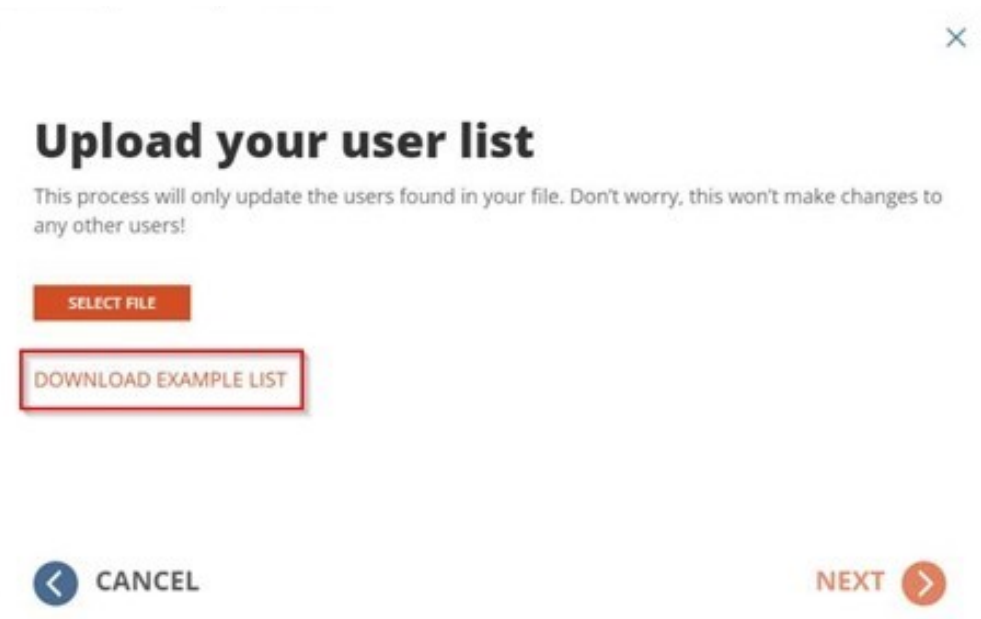
If the Domain Move project is unable to automatically match the users by attributes, you can upload a user list to be used as a mapping file. This process will only update the users found in the file and will not impact any other users in your project.

# Uploading a CSV for User Matching

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

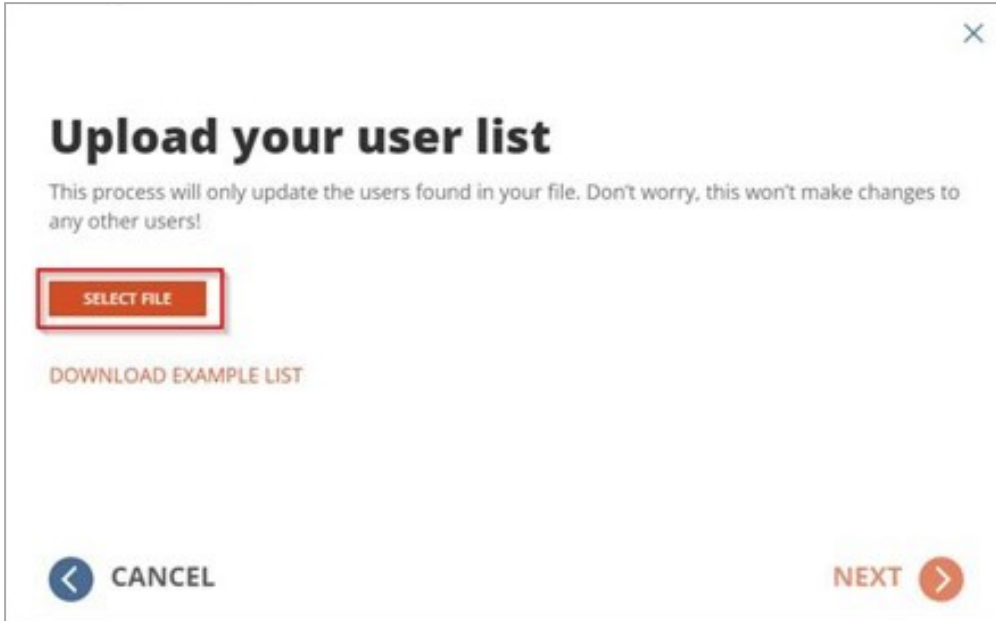


2. Click **Download Example List**.

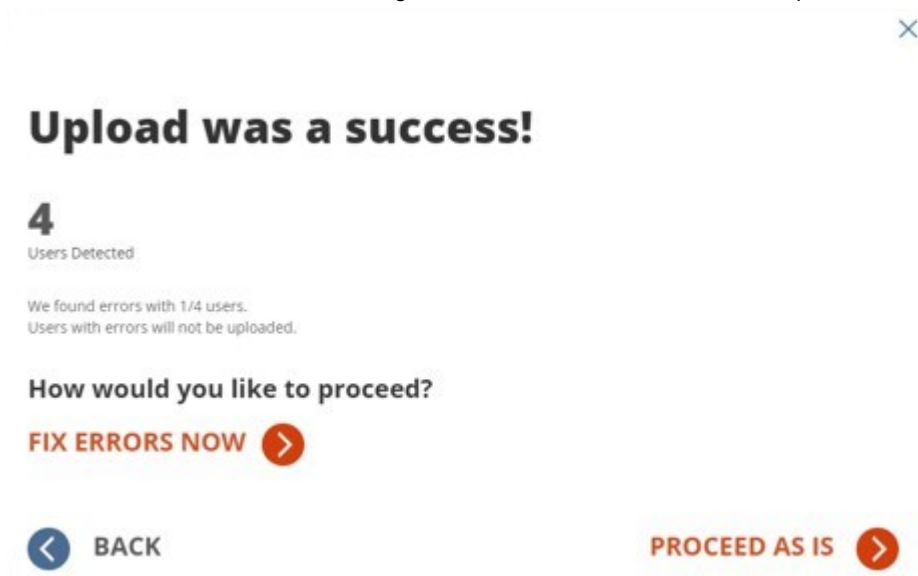


3. Use this example file to build your mapping list.
  - a. Populate the Source UPN and Target UPN columns with the desired mappings.
  - b. You can leave the Wave column blank.
  - c. The mapping list can contain a maximum of 1000 lines. You can create multiple mapping files and rerun the wizard to 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



×

## Here's how we fix this:

DOWNLOAD **THIS CSV FILE** OF USERS WITH ERRORS.

FIX THE ERRORS ON YOUR COMPUTER AND SAVE THE FILE.

**UPLOAD** THE MODIFIED FILE AND CLICK SUBMIT  
(Don't worry, this won't replace your entire old file, just the users with errors)

← BACK

NEXT →

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 chapter explains how to move a domain between two Microsoft tenants using On Demand Migration with the following steps:

Steps:

1. [Starting the Domain Cutover](#)
2. [Inbound Mail Flow](#)
3. [Redirecting MX](#)
4. [Moving Domain](#)
5. [Restoring MX](#)
6. [Completing Domain Move](#)
7. [Validating the Result](#)

## Step 1: Starting the Domain Cutover

1. Log in to Quest On Demand.
2. Navigate to **Migration**.
3. Select the Domain Move project previously configured.
4. Select the Domain from the Domain Cutover Dashboard and click on **Start Cutover**.

Domain	Source Tenant	Target Tenant	% Complete	Status
LAB1.LEAGUETEAM.US	Lab1	Lab2	<div style="width: 100%; height: 10px; background-color: #f08080;"></div>	Not Started
LAB6.LEAGUETEAM.US	Lab1	Lab2	<div style="width: 100%; height: 10px; background-color: #f08080;"></div>	Not Started

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

**CUTOVER DOMAIN**  
DEMO2.MCSSLAB.QSFTDEMO.COM

1 Start 2 Inbound Mail flow 3 Redirect MX 4 Move Domain 5 Restore MX 6 Complete

The Cutover Domain wizard will guide you through moving the domain **Demo2.mcslab.qsftdemo.com** from **ODMADLab1** to **ODMADLab2**. As part of this process, email addresses and usernames that use **@Demo2.mcslab.qsftdemo.com** *will be removed from all objects in ODMADLab1*, including:

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

Once the domain has been moved to **ODMADLab2**, 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 **@Demo2.mcslab.qsftdemo.com** address in **ODMADLab2** after the domain move is complete.

**BACK** **START**

6. Review the Warning messages regarding unmatched objects and Click **Next**.
7. Review the Domain Cutover Pre-Flight Check Validation and re-mediate any errors or issues. Once completed, acknowledge the Pre-Flight Check confirming you have reviewed the report and click **Next**.

# CUTOVER DOMAIN

DEMO2.MCSLAB.QSFTDEMO.COM



## REPLACEMENT SOURCE DOMAIN

When @**Demo2.mcslab.qsftdemo.com** is removed from **ODMADLab1**, 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 **Demo2.mcslab.qsftdemo.com** once the domain is moved?

### AS PRIMARY EMAIL ADDRESS

- ONLY SET AS PRIMARY EMAIL ADDRESS WHEN ADDRESS IS PRIMARY IN THE SOURCE TENANT
- SET SOURCE OBJECT'S USERPRINCIPALNAME AS TARGET OBJECT'S USERPRINCIPALNAME

### AS SECONDARY EMAIL ADDRESS ONLY

### DO NOT UPDATE

8. Select a **Replacement Source Domain** from the dropdown menu and then choose **As Primary Email Address** from the **Target Assignment Address** options below and click **Next**

# CUTOVER DOMAIN

DEMO2.MCSLAB.QSFTDEMO.COM



## REPLACEMENT SOURCE DOMAIN

When @Demo2.mcslab.qsftdemo.com is removed from ODMADLab1, any associated usernames and primary email addresses will be updated using another domain. Which domain should be used for this replacement?

SELECT A DOMAIN

## TARGET ADDRESS ASSIGNMENT

Which matched users and groups should have their email addresses updated in Demo2.mcslab.qsftdemo.com once the domain is moved?

### AS PRIMARY EMAIL ADDRESS

ONLY SET AS PRIMARY EMAIL ADDRESS WHEN ADDRESS IS PRIMARY IN THE SOURCE TENANT

SET SOURCE OBJECT'S USERPRINCIPALNAME AS TARGET OBJECT'S USERPRINCIPALNAME

### AS SECONDARY EMAIL ADDRESS ONLY

### DO NOT UPDATE

BACK

NEXT

**NOTE** Do not install local agents on AD domain controllers in a production environment.

## Step 2: Inbound Mail Flow

1. Review the Inbound Mail Flow instruction and be prepare to stop the inbound email delivery during the course of domain cutover.

✕

## CUTOVER DOMAIN

DEMO2.MCSLAB.QSFTDEMO.COM

1 Start      2 Inbound Mail flow      3 Redirect MX      4 Move Domain      5 Restore MX      6 Complete

### STOP INBOUND MAIL FLOW DURING DOMAIN MOVE ⓘ

Inbound email delivery will be temporarily interrupted to facilitate the domain migration between two M365 tenants. Typically, Internet mail servers will attempt to deliver new emails for up to 24 hours. Email queueing can be achieved by changing the primary MX record from the M365 tenant to an unreachable domain.

However, note that using this method may result in some emails returning as non-deliverable (NDR) if the primary MX record is not promptly restored to M365. Alternatively, a third-party email queuing service can be used to queue your emails for extended periods (days or weeks). Once the migration is complete, queued messages will be delivered to the target M365 tenant.

NEXT ➤

## Step 3: Redirect MX

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

### REDIRECTING MX ⓘ

Inbound email delivery must be temporarily stopped during domain move. To support this, you must temporarily reconfigure your mail flow by changing the primary MX record to a non-deliverable domain. By default, emails will be queued and retried for up to 24 hours.

Your current MX records appear to deliver directly to Office 365:

```
mcsccloud1dm.power365.cloud. 60 IN MX 0 mcsccloud1dm-power365-  
cloud.mail.protection.outlook.com.
```

Once Domain Move is completed, wizard will prompt you to update the MX records to your target Microsoft tenant.

Once these records have been updated, allow at least 2 hours to ensure the changes are propagated across the internet.

**i** **NOTE** Once the MX record has been updated, external incoming email messages will be queued 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.

## Step 4: Move Domain

Steps 1 - 4 and 6 are done automatically by On Demand Migration for Active Directory. Step 5 is a manual procedure that you must complete.

1. Read the email addresses from the source tenant.
2. Remove the email addresses from the source tenant for all objects.
3. Remove the domain from the source tenant.

4. Add the domain to the target tenant.

×

# CUTOVER DOMAIN

DEMO2.MCSLAB.QSFTDEMO.COM

**MOVING DOMAIN ⓘ**

Domain Demo2.mcslab.qsftdemo.com is moving from ODMADLab1 to ODMADLab2.

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 ODMADLab1.
- Remove email addresses from ODMADLab1.
- Remove domain from ODMADLab1.
- Add domain to ODMADLab2.
- Verify domain in ODMADLab2.
- Add email addresses to ODMADLab2.

**NEXT**

**i** **NOTE** 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.

5. Log into the Microsoft 365 admin portal for the target tenant and verify the newly added domain.

# CUTOVER DOMAIN

DEMO2.MCSLAB.QSFTDEMO.COM

**MOVING DOMAIN ⓘ**

Domain Demo2.mcslab.qsftdemo.com is moving from ODMADLab1 to ODMADLab2.

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 ODMADLab1.
- Remove email addresses from ODMADLab1.
- Remove domain from ODMADLab1.
- Add domain to ODMADLab2.
- Verify domain in ODMADLab2.
- Add email addresses to ODMADLab2.

**YOUR HELP IS NEEDED!**

In order to complete this step, please visit your [Office 365 Admin Portal](#) and verify domain Demo2.mcslab.qsftdemo.com.

Once that is done, this process will automatically continue.

**NEXT**  

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

# Step 5: Restoring MX

1. Restore the domain MX record now that email addresses have been added to the matching target objects. Select **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**

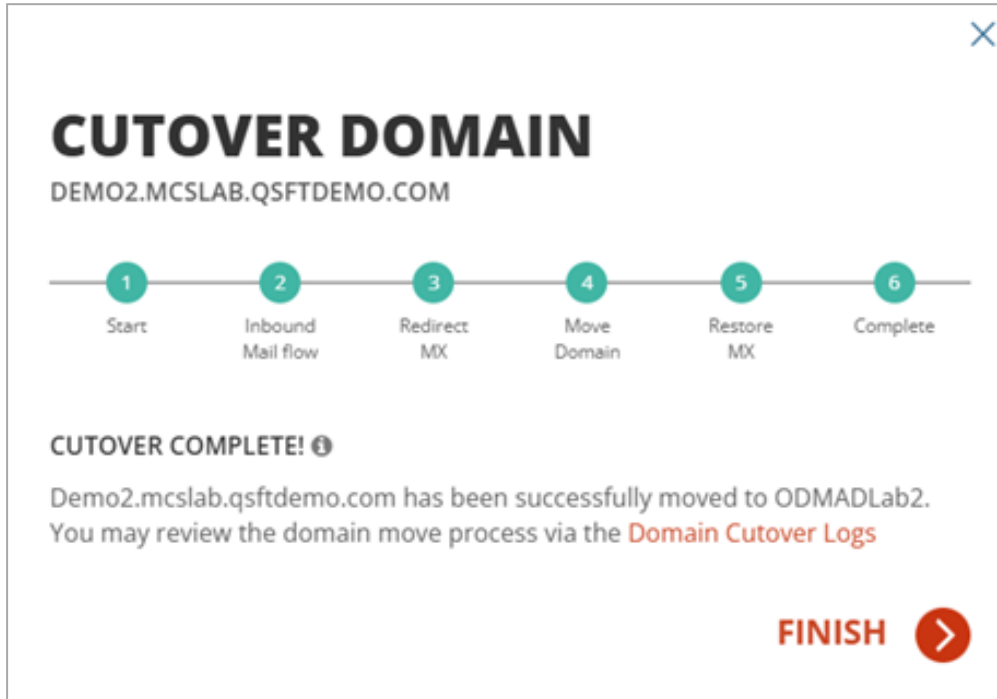
**NEXT**  

**i** **NOTE** After 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.

# Step 6: Completing Domain Move

**i** **NOTE** 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.

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



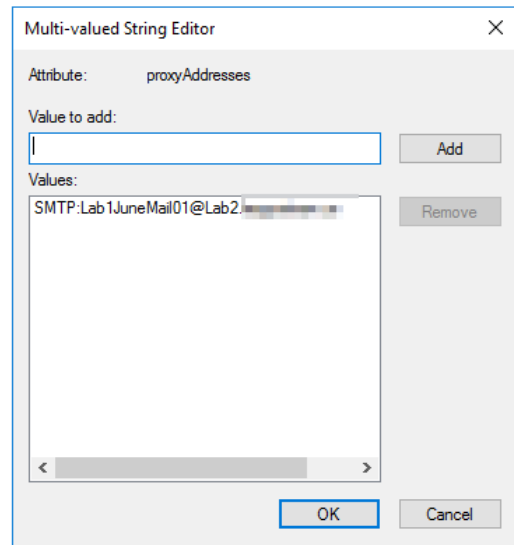
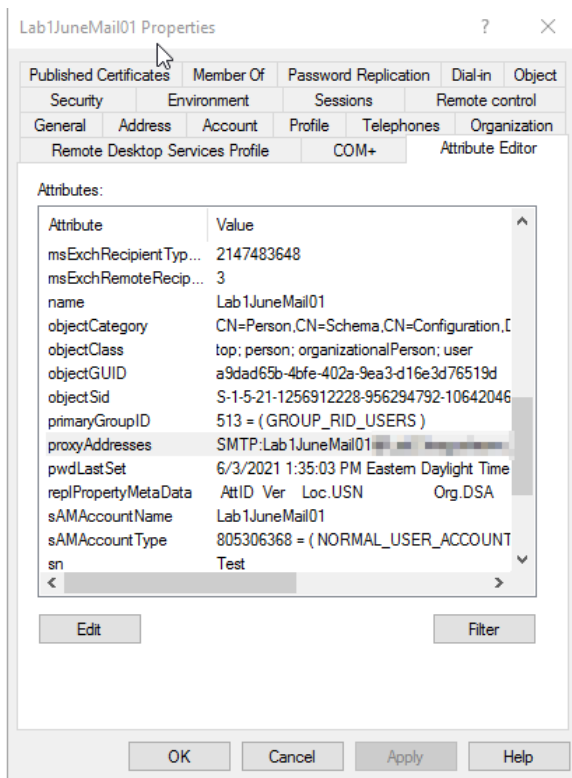
## Validating the Result

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. [redacted]	lab1. [redacted]	Authoritative	True
lab6. [redacted]	lab6. [redacted]	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 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.

### Domain Move Relay Service being discontinued after Dec 31, 2025.

The Domain Move Relay Feature which automatically redirects incoming email to target user mailboxes during domain transfer process will be discontinued after Dec 31, 2025. To facilitate this change, inbound email delivery can be temporarily interrupted to facilitate the domain migration between two M365 tenants. Typically, Internet mail servers will attempt to deliver new email for up to 24 hours. Email queuing can be achieved by changing the primary MX record from the M365 tenant to an unreachable domain.

However, note that using this method may result in some email returning as non-deliverable (NDR) if the primary MX record is not promptly restored to M365. Alternatively, a third-party email queuing service can be used to queue your email for extended periods (days or weeks). Once the migration is complete, queued messages will be delivered to the target M365 tenant.

During the migration of the domain, the system will prompt for redirecting the MX record. The admin may temporarily reconfigure the mail flow by changing the primary MX record to a non-deliverable domain. By default, email will be queued and retried for up to 24 hours.

### 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
```

### 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.

**i** **NOTE** 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.

### **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.

### **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.

### **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.

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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