

Domain Rewrite

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.

Contents

Introduction	4
Topics	4
Requirements	4
Setup	6
On Demand Project	6
Enable Rewrite	14
Enable Rewrite Target Address	14
Enable Rewrite Source Address	16
Validation	18
Disable Rewrite	21
Frequently Asked Questions	24
Can I use a wild card certificate for Domain Rewrite Service?	24
Can I remove Global Administrator from my account after creating my project?	24
Do I have to modify my domain SPF record when using ERS?	24
How can I check if my email has been processed by Domain Rewrite Service?	24
How can administrators confirm Domain Rewrite service has been configured for my tenants?	25
Will Domain Rewrite work for a source mailbox that has a contact object in the target tenant?	25
Do I need to configure a Local Directory Sync agent if my tenant is a hybrid with local Active Directory attached?	25
How are Transport Rules & Send Connectors used?	26
How does Mail Flow work with Domain Rewrite?	27
Can I exclude Domain Rewrite for specific recipients?	31
How do I install and configure Directory Sync agents?	32
How do I uninstall an agent?	33
About us.....	34

Introduction

On Demand Migration provides the “Domain Rewrite” or Email Rewrite (ERS) functionality. This powerful feature allow end users to communicate from a common email domain from Day One—on both inbound and outbound mail—so you present as a unified, cohesive brand. And, you get all of this without downtime — so you won’t have critical gaps in communication.

This step-by-step guide walks through how to configure On Demand Migration Domain Rewrite service between two Microsoft 365 tenants.

Topics

This guide covers the following topics:

- Domain Rewrite project requirements
- Configuring an On Demand Migration Domain Rewrite Project
- Enabling the Rewrite
- Email Rewrite validation
- Disabling the Rewrite
- Frequently Asked Questions

Requirements

Project Requirements

General

- Client is licensed for On Demand Migration Domain Rewrite

Microsoft Entra ID Application Account

- An account with Global Administrator Role is required for each Microsoft 365 tenant to grant permissions and establish connection when adding a Cloud Environment.

Microsoft Entra ID PowerShell Accounts

- Three (3) 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.
- At least one (1) E1 or above license must be available to be assigned to the PowerShell account for Domain Move/Domain Rewrite Projects.
- The accounts must be excluded from MFA requirements.

Additional Requirements for Hybrid Tenants

Important: A local Directory Sync agent is only required when working with Hybrid MailUsers (a mailuser object synced with a local active directory object).

General

- One dedicated server for each On-Premise Active Directory to install the Directory Sync agent
- Permissions to download and install Directory Sync agent

Local Active Directory Account

- Agent installer will prompt for a domain account with permission to read and write on-premises Active Directory.

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.

The local agent must meet the following minimum software requirements:

- Windows Server 2012 R2, 2016 or 2019
- .NET 4.7.2. 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.

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

On Demand Project

This section explains how to add a Microsoft 365 tenant and configure a domain rewrite 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.

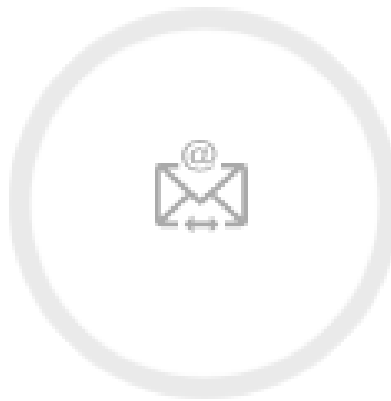
1. Log in to *On Demand*
2. Navigate to *Tenants*
3. Choose the *Add Tenant* button
4. Select Commercial Tenant, and choose *Add Commercial or GCC Tenant* and choose *OK*.
5. Log in to *Office 365 with a Global Administrator* account for the source tenant.
6. Accept the requested Application Permissions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

Setting up the Domain Rewrite Project

Follow these steps to setup the Domain Rewrite Project.

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

Domain Rewrite



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



Domain Rewrite

Domain rewrite services
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.

DEMO 2 TO DEMO3 ERS

Which environments do you want to use?

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

✓	Name ▾	Type ▾	Domains	Local Environments
✓	Demo3	Cloud Only	M365x80134208.onmicrosoft.com demo3.mcslab.qsttdemo.com	
✓	Demo2	Cloud Only	M365x48464792.onmicrosoft.com demo2.mcslab.qsttdemo.com	

NEW

◀ BACK

NEXT ▶



Important Tip: When adding a new environment, On Demand will automatically detect if the tenant is Hybrid or Cloud Only. Hybrid Environments require additional configuration for each local Active Directory attached to the tenant.

DEMO 2 TO DEMO3 ERS

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"/>	Demo3	Cloud Only	M365x80134208.onmicrosoft.com demo3.mcslab.qsftdemo.com	
<input checked="" type="checkbox"/>	Demo2	Cloud Only	M365x48464792.onmicrosoft.com demo2.mcslab.qsftdemo.com	

NEW

BACK

NEXT

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

DEMO 2 TO DEMO3 ERS

Select your environment pairs

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

SOURCE ENVIRONMENTS

Target Environments

Demo2 Demo3

BACK

NEXT

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

DEMO 2 TO DEMO3 ERS

Select your domain pairs

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

DEMO2

DEMO3

M365x48464792.onmicrosoft.c... M365x80134208.onmicrosoft.c...

demo2.mcslab.qsftdemo.com demo3.mcslab.qsftdemo.com

NEW PAIR

BACK

NEXT



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

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.

ExternalEmailAddress... ↔ ExternalEmailAddress... X

ADD ANOTHER ATTRIBUTE

← BACK

NEXT > >>



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.

- If there are Hybrid Environments, download the Directory Sync agent and copy the Registration URL and Registration Keys for each environment. These will be used during the agent installation and configuration.

Let's download the Directory Sync agents.

Directory Sync will need to be installed in each on-premises Active Directory forest that is within the scope of this project. ⓘ

Name	Environment	Registration URL	Registration Key	Auto Upgrade
Agent	Demo-Source Local	https://us.odmad.quest-on-demand.com/cds	31656ed8-d27e-4e8b-9c73-cfda26562351	<input checked="" type="checkbox"/>
Agent	Demo_Target Local	https://us.odmad.quest-on-demand.com/cds	999f57d4-6c94-41d4-8992-99822dde454c	<input checked="" type="checkbox"/>

NEW

DOWNLOAD AGENT

- Select Yes, Let's Do it to continue with Domain Rewrite project configuration.

Do you want to share domains between tenants?

This feature will help you share email domains between Office 365 tenants. Only one tenant can own a domain at a time. This means when a user resides in one tenant but requires the email domain from another tenant, they can't without being migrated. On Demand Migration Domain Sharing can create a unified domain across multiple tenants with Email Rewrite Services.

- ☒ YES, LET'S DO IT!
☐ NO, MAYBE LATER

← BACK

NEXT > >>

- Now we need to configure the DKIM signature for your domain.

Just a little more to go! We promise.

Now we need your help to complete the setup of the email security features of Domain Sharing Email Rewrite Services. When emails are rewritten by ERS, receiving servers must be able to validate and trust the authenticity of the sender. To do this ERS will sign each email with a DKIM signature. This signature contains a public and private key that must be compared using public DNS to verify ownership of the domain(s).

By default, all your accepted domains are eligible for a DKIM signature. If you wish to exclude a domain from ERS because you know it is not-in-use, then you may uncheck the domain to exclude it. Microsoft domains are automatically excluded.

To finish the setup of the DKIM signature, please publish each DNS TXT record for all eligible accepted domains. We will verify each record before allowing you to move onto the next step. For more information, please see our [online help](#).

Accepted Domains ^	DNS Published ↕	DNS Record
<input checked="" type="checkbox"/> demo2.mcslab.qsftdemo.com	<input checked="" type="checkbox"/>	Copy DNS information
<input checked="" type="checkbox"/> demo3.mcslab.qsftdemo.com	<input checked="" type="checkbox"/>	Copy DNS information

[BACK](#)

[NEXT](#)

- Copy the DNS record into a notepad and create a TXT record for your domain. For the purpose of this guide we will create the TXT record for each domain in Azure DNS Zone.

- Demo2.mcslab.qsftdemo.com

Home > DNS zones > demo2.mcslab.qsftdemo.com >

selector1.c3p52._domainkey ...

demo2.mcslab.qsftdemo.com

Save Discard Delete Users Metadata Copy to clipboard

selector1.c3p52._domainkey.demo2.mcslab.qsftdemo.com

Type

TXT

TTL * 1 TTL unit Minutes

Value

v=DKIM1; k=rsa; p=MIGfMA0GCsqGSib3DQEBQUAA4GNADCBiQKBgQDUFY/ND3VJw6PeX50PVoJQWY87...

The quick brown fox jumps over the lazy dog.

- Demo3.mcslab.qsftdemo.com

Home > DNS zones > demo3.mcslab.qsftdemo.com >

selector1.c3p52._domainkey ...

demo3.mcslab.qsftdemo.com

Save Discard Delete Users Metadata Copy to clipboard

selector1.c3p52._domainkey.demo3.mcslab.qsftdemo.com

Type

TXT

TTL * 1 TTL unit Minutes

Value

v=DKIM1; k=rsa; p=MIGfMA0GCsqGSib3DQEBQUAA4GNADCBiQKBgQDUFY/ND3VJw6PeX50PVoJQWY87...

The quick brown fox jumps over the lazy dog.

- On Demand Migration Domain Rewrite will validate the TXT record and update the DNS Publish Status. After the TXT Records are published, Click on *Next* to continue.

Accepted Domains ^	DNS Published ↕	DNS Record
<input checked="" type="checkbox"/> demo2.mcslab.qsftdemo.com	<input checked="" type="checkbox"/>	Copy DNS information
<input checked="" type="checkbox"/> demo3.mcslab.qsftdemo.com	<input checked="" type="checkbox"/>	Copy DNS information



Important Tip: Each participating Accepted SMTP Domain from the source and target tenants will require to enable DKIM at the tenant level, additional information can be found at this Microsoft Link [How to use DKIM for email in your custom domain - Office 365 | Microsoft Learn](#)

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

DEMO 2 TO DEMO3 ERS

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

DEMO2	demo2.mcslab.qsftdemo.com.pfx ✕
DEMO3	demo3.mcslab.qsftdemo.com.pfx ✕



BACK

NEXT



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

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

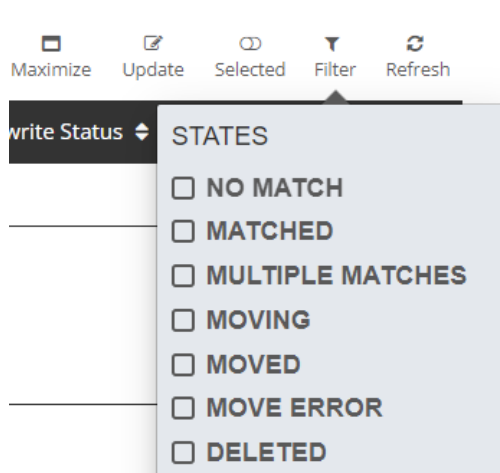
Validating Object Matches

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

1. Log in to [On Demand](#)
2. Navigate to *Migration*, select the project and click on Domain Rewrite.
3. Select the Domain Rewrite project previously configured.
4. From the Domain Rewrite Project dashboard, verify the Users, Groups and Domain Matching information:

USERS		GROUPS		DOMAINS	
100	0	26	0	1	1
Total Users	Users Moved	Total Groups	Groups Moved	Total Domains	Domains Moved
30	30	25	1	1	0
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 on Filter and select the *Matched* checkbox.



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

Select items to apply actions. Double-click on any item for details ⓘ

Search users

Maximize Update Selected Filter Refresh

<input type="checkbox"/>	UPN source	UPN target	Status	Rewrite Status
<input type="checkbox"/>	Adams@M365x48464792.OnMicrosoft.com	Adams@M365x80134208.OnMicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	admin@M365x48464792.onmicrosoft.com	admin@M365x80134208.onmicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	Baker@M365x48464792.OnMicrosoft.com	Baker@M365x80134208.OnMicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	BinaryTreePowerShellUser.BT-Lenny@M365x48464792.onmicrosoft.com	BinaryTreePowerShellUser.BT-Lenny@M365x80134208.onmicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	Crystal@M365x48464792.OnMicrosoft.com	Crystal@M365x80134208.OnMicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX10@demo2.mcslab.qsfddemo.com	Demo2MBX10@demo3.mcslab.qsfddemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX3@demo2.mcslab.qsfddemo.com	Demo2MBX3@demo3.mcslab.qsfddemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX4@demo2.mcslab.qsfddemo.com	Demo2MBX4@demo3.mcslab.qsfddemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX5@demo2.mcslab.qsfddemo.com	Demo2MBX5@demo3.mcslab.qsfddemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX6@demo2.mcslab.qsfddemo.com	Demo2MBX6@demo3.mcslab.qsfddemo.com	Matched	No Rewrite

If the Domain Rewrite 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.

USERS + MAILBOXES

MIGRATION WAVES

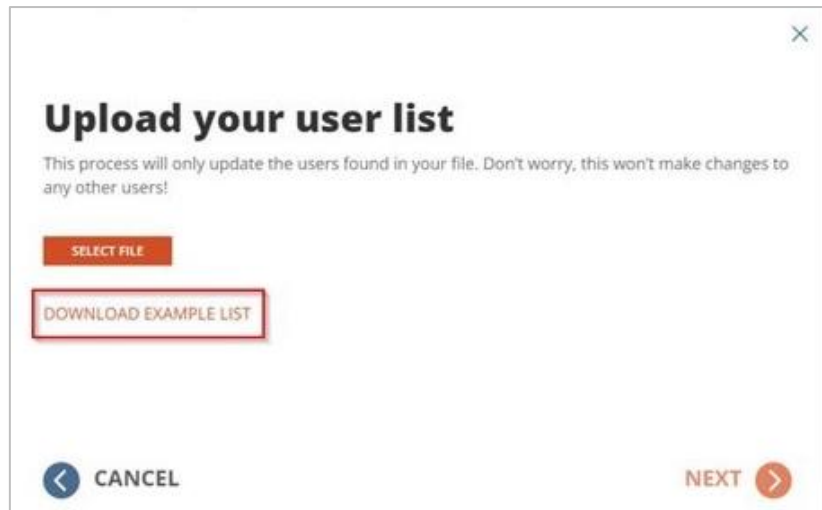
Select items to apply actions. Double-click on any item for details ⓘ

Search users

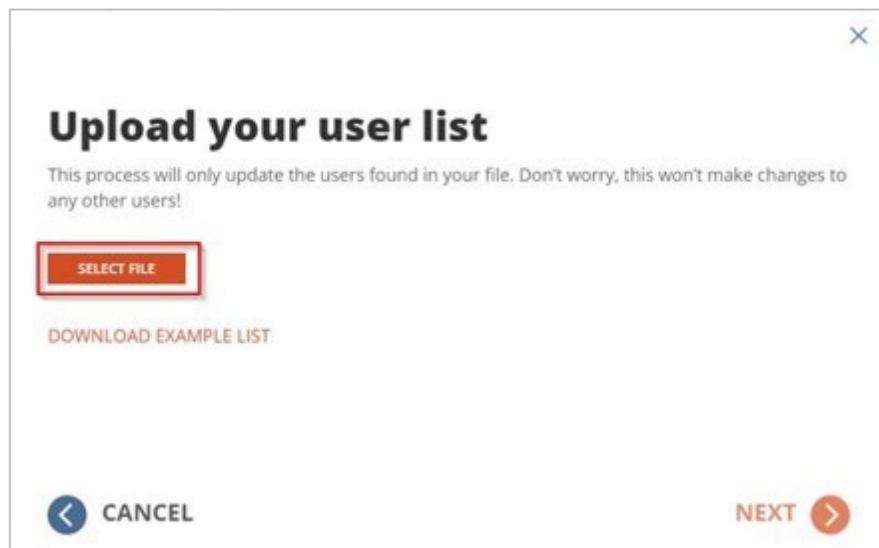
Maximize Update Selected Filter Refresh

<input type="checkbox"/>	UPN source	UPN target	Status	Rewrite Status	Wave
<input type="checkbox"/>	Lab1ERSUser01@lab1.leagueteam.us	Lab1ERSUser01@lab2.leagueteam.us	Enabled Rewrite	Target Address	ERS
<input type="checkbox"/>	Lab1ERSUser02@lab1.leagueteam.us	Lab1ERSUser02@lab2.leagueteam.us	Enabled Rewrite	Source Address	ERS

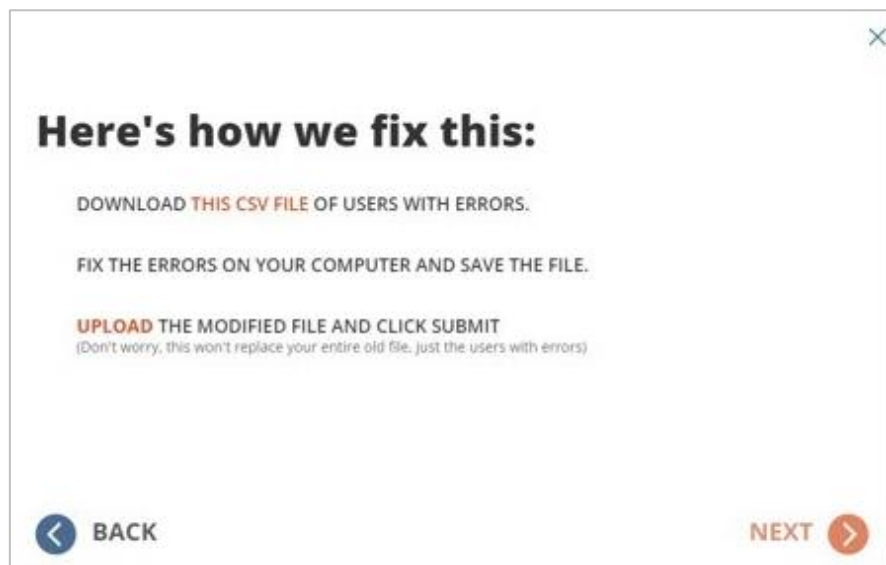
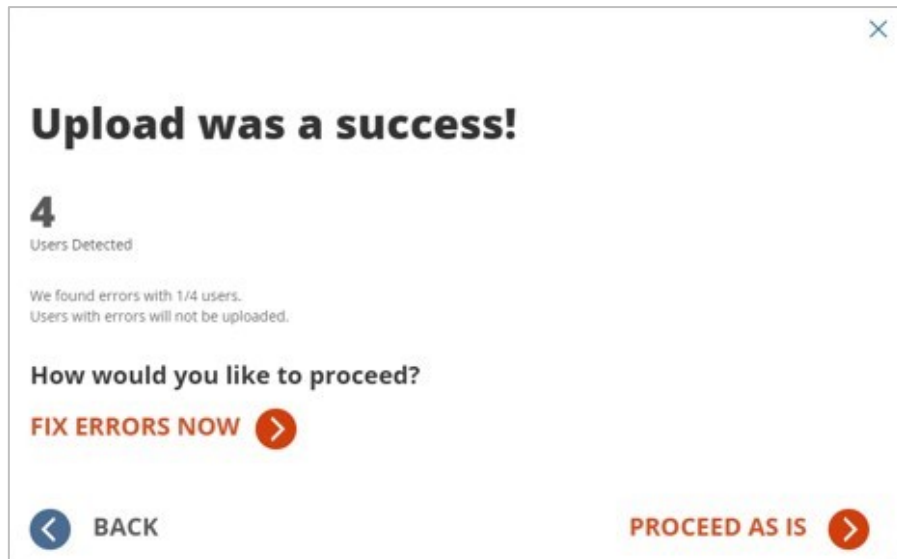
2. Click *Download Example List*.



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.

Enable Rewrite

This section explains how to enable domain rewrite service for your users using On Demand Migration Domain Rewrite. Be sure to review the Frequently Asked Questions section.

Enable Rewrite Target Address

1. Log in to *On Demand*

2. Navigate to *Migration*, select the project and click on Domain Rewrite.
3. Select the Domain Rewrite project previously configured.
4. Click on the *Total Users* link. Then select a matched user and click on the Email Rewrite drop down action menu. Click *Apply Action*.

USERS + MAILBOXES

Select items to apply actions. Double-click on any item for details ⓘ

Search users

Maximize Update Selected Filter Refresh

<input type="checkbox"/>	UPN source	UPN target	Status	Rewrite Status
<input type="checkbox"/>	Adams@M365x48464792.OnMicrosoft.com	Adams@M365x80134208.OnMicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	admin@M365x48464792.onmicrosoft.com	admin@M365x80134208.onmicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	Baker@M365x48464792.OnMicrosoft.com	Baker@M365x80134208.OnMicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	BinaryTreePowerShellUser.BT-Lenny@M365x48464792.onmicrosoft.com	BinaryTreePowerShellUser.BT-Lenny@M365x80134208.onmicrosoft.com	Matched	No Rewrite
<input type="checkbox"/>	Crystal@M365x48464792.OnMicrosoft.com	Crystal@M365x80134208.OnMicrosoft.com	Matched	No Rewrite
<input checked="" type="checkbox"/>	Demo2MBX10@demo2.mclab.qstfdemo.com	Demo2MBX10@demo3.mclab.qstfdemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX3@demo2.mclab.qstfdemo.com	Demo2MBX3@demo3.mclab.qstfdemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX4@demo2.mclab.qstfdemo.com	Demo2MBX4@demo3.mclab.qstfdemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX5@demo2.mclab.qstfdemo.com	Demo2MBX5@demo3.mclab.qstfdemo.com	Matched	No Rewrite
<input type="checkbox"/>	Demo2MBX6@demo2.mclab.qstfdemo.com	Demo2MBX6@demo3.mclab.qstfdemo.com	Matched	No Rewrite

1 of 16 selected

APPLY ACTION

5. Select Rewrite with Target Address option and click on *Submit*.

Which Email Address Rewrite Mode would you like to configure for the selected user(s)?

☐ REWRITE WITH SOURCE ADDRESS

☐ PREPARE USER(S) FOR ADDRESS REWRITE

Source user mail forwarding will be enabled and set to the target user's PrimarySMTPAddress.

☐ ENABLE USER(S) FOR ADDRESS REWRITE

Choose this mode when user's active mailbox is in the Target Tenant and email is sent out, the sent-from email address will be re-written as the source tenant address. Source user mail forwarding will be enabled and set to the target user's PrimarySMTPAddress to ensure email reliability.

☐ SKIP MAIL FORWARDING CONFIGURATION

Existing forwarding rules will not be modified.

☒ REWRITE WITH TARGET ADDRESS

☐ PREPARE USER(S) FOR ADDRESS REWRITE

Target user mail forwarding will be enabled and set to the source user's PrimarySMTPAddress.

☐ ENABLE USER(S) FOR ADDRESS REWRITE

Choose this mode when user's active mailbox is in the source tenant and email is sent out, the sent-from email address will be re-written as the target tenant address. Target user mail forwarding will be enabled and set to the source user's PrimarySMTPAddress to ensure email reliability.

☐ SKIP MAIL FORWARDING CONFIGURATION

Existing forwarding rules will not be modified.


SUBMIT

CANCEL

6. Allow the Email Rewrite Prepare job to finish. After the job is completed, the User Status should be set to Enabled Rewrite, and Rewrite Status should be set to Target Address.



UPN^S Demo2MBX3@demo2.mcslab.qsftdemo.com
UPN^T Demo2MBX3@demo3.mcslab.qsftdemo.com
EMAIL^S Demo2MBX3@demo2.mcslab.qsftdemo.com
EMAIL^T Demo2MBX3@demo3.mcslab.qsftdemo.com
STATUS Enabled Rewrite
REWRITE STATUS Target Address

JOB HISTORY				ERRORS		
Type	State	Progress	Started	Completed	Total Time	Failed Items
Prepare	Finished	100%	05/26/2022 10:54 AM	05/26/2022 11:03 AM	9m	LOGS 

[DOWNLOAD JOB LOGS](#)[REFRESH](#)[CLOSE](#)

7. Review the prepare job log and validate the users setting in Exchange Online.
 - a. The target tenant mailbox should have a forwarding rule configured and pointed to the source mailbox's PrimarySMTPAddress

```
PS C:\Users\LYu02> get-mailbox Demo2MBX3 | fl *address*  
  
AddressBookPolicy :  
ForwardingAddress :  
ForwardingSmtpAddress : smtp:Demo2MBX3@demo2.mcslab.qsftdemo.com  
PrimarySmtpAddress :
```

- b. The source tenant mailbox should be part of BT-InegrationPro-DayOne group

```
PS C:\WINDOWS\system32> Get-DistributionGroupMember -Identity BT-IntegrationPro-DayOne  
  
Name RecipientType  
----  
Demo2MBX1 UserMailbox  
Demo2MBX3 UserMailbox  
BinaryTreePowerShellUser.BT-Lenny UserMailbox
```

Enable Rewrite Source Address

1. Log in to [On Demand](#)
2. Navigate to *Migration*, select the project and click on Domain Rewrite.
3. Select the Domain Rewrite project previously configured.
4. Click on the *Total Users* link. Then select a matched user and click on the Email Rewrite drop down action menu. Click *Apply Action*.

USERS + MAILBOXES

Select items to apply actions. Double-click on any item for details

Search users

Maximize

Update

Selected

Filter

Refresh

	UPN source	UPN target	Status	Rewrite Status	Wave
<input type="checkbox"/>	Demo2MBX1@demo2.mcslab.qsftdemo.com	Demo2MBX1@demo3.mcslab.qsftdemo.com	Enabled Rewrite	Target Address	Rewrite
<input type="checkbox"/>	Demo2MBX10@demo2.mcslab.qsftdemo.com	Demo2MBX10@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite
<input type="checkbox"/>	Demo2MBX2@demo2.mcslab.qsftdemo.com	Demo2MBX2@demo3.mcslab.qsftdemo.com	Enabled Rewrite	Source Address	Rewrite
<input type="checkbox"/>	Demo2MBX3@demo2.mcslab.qsftdemo.com	Demo2MBX3@demo3.mcslab.qsftdemo.com	Enabled Rewrite	Target Address	Rewrite
<input checked="" type="checkbox"/>	Demo2MBX4@demo2.mcslab.qsftdemo.com	Demo2MBX4@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite
<input type="checkbox"/>	Demo2MBX5@demo2.mcslab.qsftdemo.com	Demo2MBX5@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite
<input type="checkbox"/>	Demo2MBX6@demo2.mcslab.qsftdemo.com	Demo2MBX6@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite
<input type="checkbox"/>	Demo2MBX7@demo2.mcslab.qsftdemo.com	Demo2MBX7@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite
<input type="checkbox"/>	Demo2MBX8@demo2.mcslab.qsftdemo.com	Demo2MBX8@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite
<input type="checkbox"/>	Demo2MBX9@demo2.mcslab.qsftdemo.com	Demo2MBX9@demo3.mcslab.qsftdemo.com	Matched	No Rewrite	Rewrite

1 of 10 selected

EMAIL REWRITE

APPLY ACTION

- Select Rewrite with Source Address option and click on *Submit*.

Which Email Address Rewrite Mode would you like to configure for the selected user(s)?

☒ **REWRITE WITH SOURCE ADDRESS**

☐ **PREPARE USER(S) FOR ADDRESS REWRITE**
Source user mail forwarding will be enabled and set to the target user's PrimarySMTPAddress.

☐ **ENABLE USER(S) FOR ADDRESS REWRITE**
Choose this mode when user's active mailbox is in the Target Tenant and email is sent out, the sent-from email address will be re-written as the source tenant address. Source user mail forwarding will be enabled and set to the target user's PrimarySMTPAddress to ensure email repliability.

☐ **SKIP MAIL FORWARDING CONFIGURATION**
Existing forwarding rules will not be modified.

☐ **REWRITE WITH TARGET ADDRESS**

☐ **PREPARE USER(S) FOR ADDRESS REWRITE**
Target user mail forwarding will be enabled and set to the source user's PrimarySMTPAddress.

☐ **ENABLE USER(S) FOR ADDRESS REWRITE**
Choose this mode when user's active mailbox is in the source tenant and email is sent out, the sent-from email address will be re-written as the target tenant address. Target user mail forwarding will be enabled and set to the source user's PrimarySMTPAddress to ensure email repliability.

☐ **SKIP MAIL FORWARDING CONFIGURATION**
Existing forwarding rules will not be modified.


SUBMIT

CANCEL

- Allow the Email Rewrite Prepare job to finish. After the job is completed, the User Status should be set to Enabled Rewrite, and Rewrite Status should be set to Source Address.



UPN^S Demo2MBX4@demo2.mcslab.qsftdemo.com
UPN^T Demo2MBX4@demo3.mcslab.qsftdemo.com
EMAIL^S Demo2MBX4@demo2.mcslab.qsftdemo.com
EMAIL^T Demo2MBX4@demo3.mcslab.qsftdemo.com
STATUS Enabled Rewrite
REWRITE STATUS Source Address
MIGRATION WAVE Rewrite

JOB HISTORY					ERRORS		
Type	State	Progress	Started	Completed	Total Time	Failed Items	
Prepare	Finished	100%	06/02/2022 11:27 AM	06/02/2022 11:37 AM	10m		LOGS 

[DOWNLOAD JOB LOGS](#)[REFRESH](#)[CLOSE](#)

7. Review the prepare job log and validate the users setting in Exchange Online.
 - a. The Source tenant mailbox should have a forwarding rule configured and pointed to the target mailbox's PrimarySMTPAddress

```
PS C:\Users\LYu02> get-mailbox Demo2MBX4 | fl *address*  
  
Creating a new Remote PowerShell session using Modern Authentication for implicit rem  
  
AddressBookPolicy      :  
ForwardingAddress      :  
ForwardingSmtpAddress  : smtp:Demo2MBX4@demo3.mcslab.qsftdemo.com
```

- b. The source tenant mailbox should be part of BT-InegrationPro-DayTwo group

```
PS C:\Users\LYu02> Get-DistributionGroupMember -Identity BT-IntegrationPro-DayTwo  
  
Name      RecipientType  
-----  
Demo2MBX2 UserMailbox  
Demo2MBX4 UserMailbox
```

Validation

This section explains how to validate end users mail flow after On Demand Migration Domain Rewrite service has enabled. For the purpose of this guide, we have configured both Rewrite Target Address and Rewrite Source Address for our test users. Users with rewrite enabled will have their email address will be rewritten based on the rewrite mode as described below:

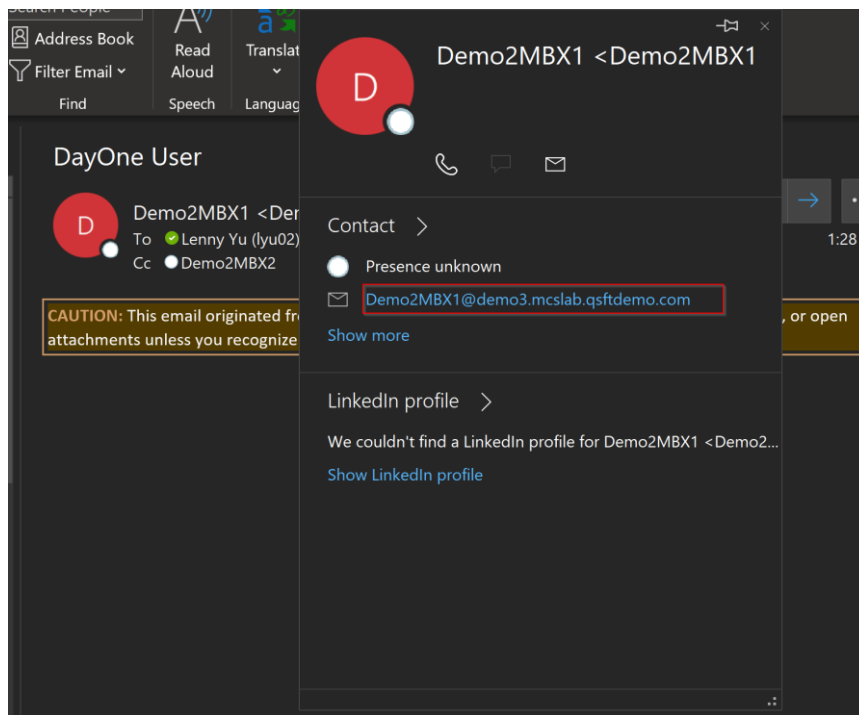
Rewrite with Target Address – Email sent by the user's active mailbox in the source tenant will have the address rewritten for both outbound and inbound messages. [Demo2MBX1@Demo2.MCSLab.qsftdemo.com](#) is the source mailbox, all external recipients will see the email address rewritten as [Demo2MBX1@Demo3.MCSLab.qsftdemo.com](#).

Rewrite with Source Address – Email sent by the user's active mailbox in the target tenant will have the address rewritten for both outbound and inbound messages. [Demo2MBX2@Demo3.MCSLab.qsftdemo.com](#) is the target mailbox, all external recipients will see the email address rewritten as [Demo2MBX1@Demo2.MCSLab.qsftdemo.com](#).

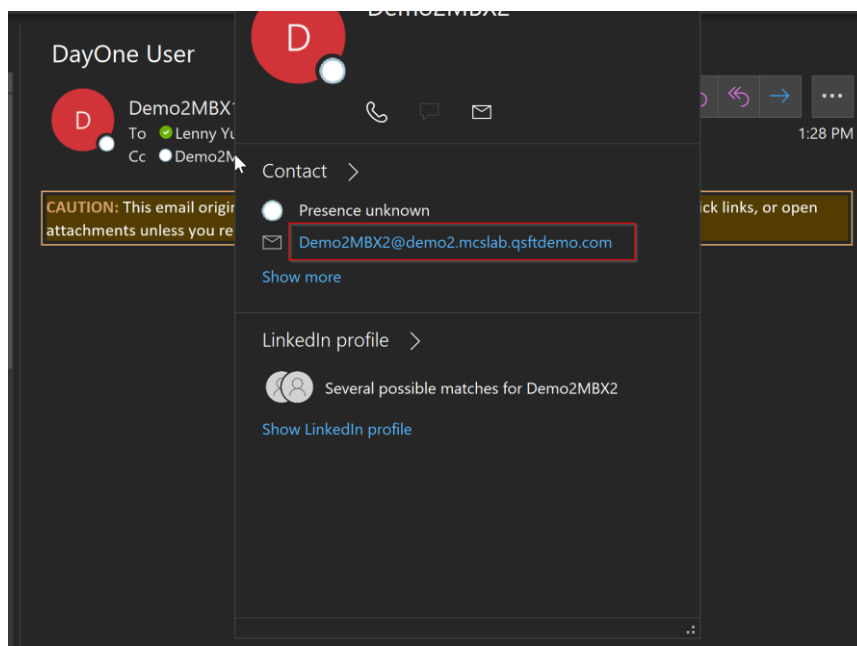
Be sure to review the Frequently Asked Questions section.

1. Log in to [On Demand](#)
2. Navigate to *Migration*, select the project and click on Domain Rewrite.
3. Select the Domain Rewrite project previously configured.

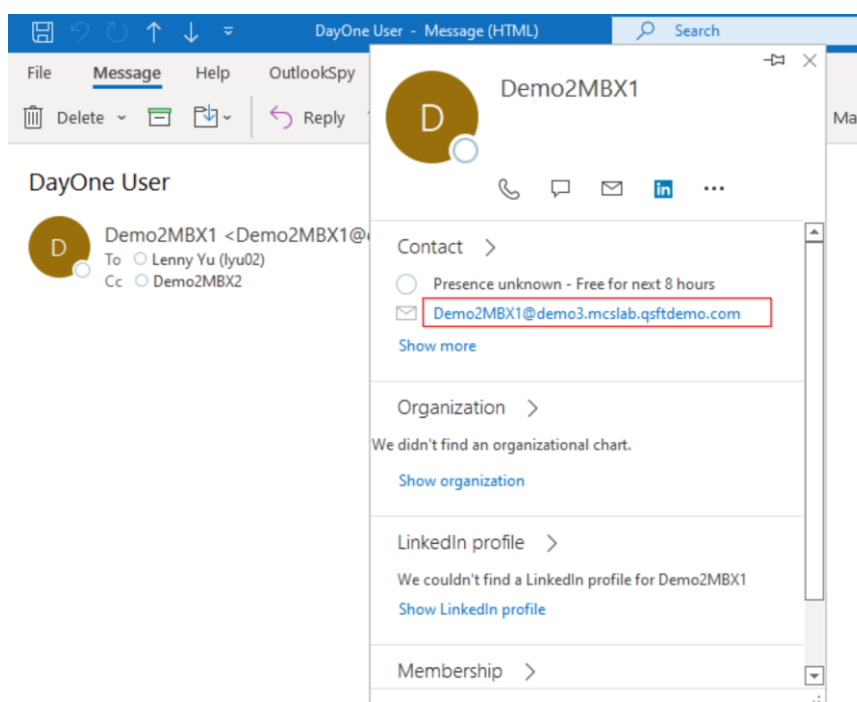
4. Click on the *Total Users* link. Select “Enabled Rewrite” filter option to display all users have Rewrite enabled. For the purpose of this guide, following users will have the below rewrite status.
 - a. Rewrite with Target Address:
 - i. Source User Email Address Demo2MBX1@demo2.mcslab.qsftdemo.com rewritten to Demo2MBX1@demo3.mcslab.qsftdemo.com
 - ii. Source User Email Address Demo2MBX3@demo2.mcslab.qsftdemo.com rewritten to Demo2MBX3@demo3.mcslab.qsftdemo.com
 - b. Rewrite with Source Address:
 - i. Target User Email Address Demo2MBX2@demo2.mcslab.qsftdemo.com rewritten to Demo2MBX2@demo3.mcslab.qsftdemo.com
5. Setup Outlook Profile for one of the users with Rewrite Target Address enabled.
6. Send an email from the source user and add the following users as the recipient
 - a. An External User
 - b. An user without Email Rewrite enabled in the target tenant
 - c. An user with Rewrite Source Address enabled in the target tenant
7. Log onto the external user and verify the sender email address domain name is “demo3.mcslab.qsftdemo.com”



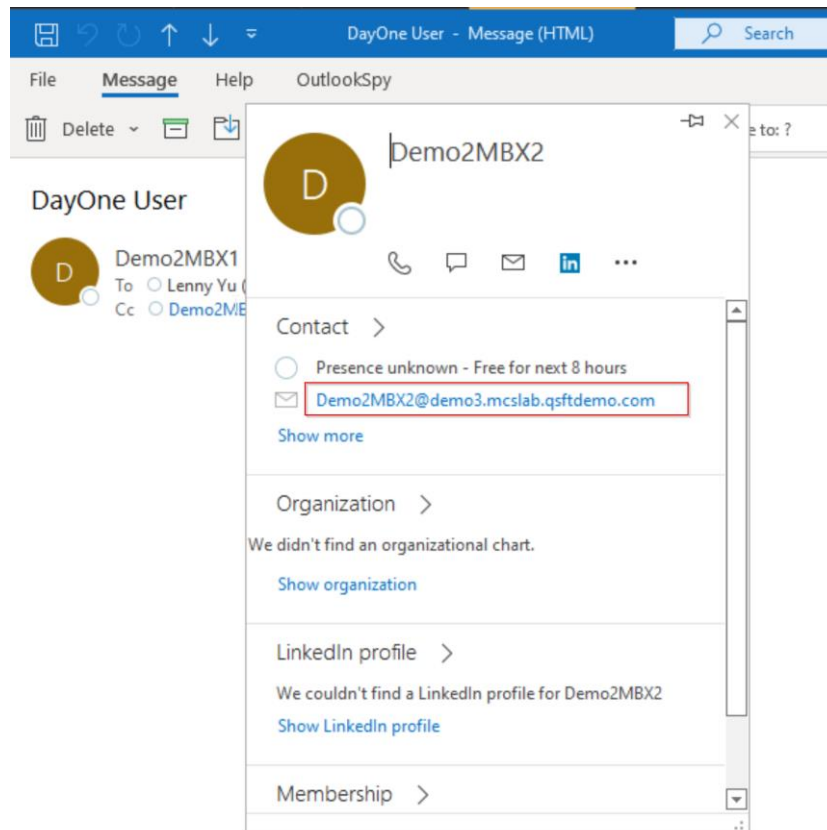
8. Log onto the external user and verify the recipient email address domain name for rewrite source address enabled is “demo2.mcslab.qsftdemo.com”.



9. Log onto the target user with rewrite target address enabled and verify the sender email address domain name is "demo3.mcslab.qsftdemo.com"



10. Log onto the target user with rewrite target address enabled and verify the recipient email address domain name for rewrite source address enabled is "demo3.mcslab.qsftdemo.com".



11. Reply to the email from the external recipient and be sure to include all recipients. Log onto Outlook Profile for source user with rewrite target address and verify all rewrite users have the email domain address rewritten back to "demo2.mcslab.qsftdemo.com".

Disable Rewrite

This section explains how to disable domain rewrite service for your users using On Demand Migration Domain Rewrite. Be sure to review the frequently asked questions in the **Error! Reference source not found.** section.

1. Log in to [On Demand](#)
2. Navigate to *Migration*, select the project and click on Domain Rewrite.
3. Select the Domain Rewrite project previously configured.
4. Click on the *Total Users* link. Select a user with Rewrite Source Address enabled and select Disable Email Address Rewrite from the drop down action menu and click *Apply*.
5. Select Disable Email Address Rewrite and ensure the Keep Mailbox Forwarding Rule In Place option is un-selected. Click on *Submit*.



Which Email Address Rewrite Mode would you like to configure for the selected user(s)?

☐ DISABLE EMAIL ADDRESS REWRITE

☐ KEEP MAILBOX FORWARDING RULE IN PLACE

SUBMIT

CANCEL

6. Allow the Email Rewrite Prepare job to finish. After the job is completed, the User Status should be set to Disabled Rewrite, and Rewrite Status should be set to No Rewrite.



UPN^S Demo2MBX6@demo2.mcslab.qsftdemo.com
UPN^T Demo2MBX6@demo3.mcslab.qsftdemo.com
EMAIL^S Demo2MBX6@demo2.mcslab.qsftdemo.com
EMAIL^T Demo2MBX6@demo3.mcslab.qsftdemo.com
STATUS Disabled Rewrite
REWRITE STATUS No Rewrite
MIGRATION WAVE Rewrite

JOB HISTORY					ERRORS		
Type	State	Progress	Started	Completed	Total Time	Failed Items	
Prepare	Finished	100%	06/06/2022 2:09 PM	06/06/2022 2:19 PM	10m		LOGS
Prepare	Finished	100%	06/06/2022 2:48 PM	06/06/2022 2:48 PM	1m		LOGS

DOWNLOAD JOB LOGS

REFRESH

CLOSE

7. Review the prepare job log and validate the following:
- a. The Source tenant mailbox's forwarding rule should be cleared per job setting.

```
PS C:\Users\LYu02> get-mailbox Demo2MBX6 | fl *address*
```

```
AddressBookPolicy :  
ForwardingAddress :  
ForwardingSmtpAddress :
```

- b. Send an email from the target mailbox to an external user and verify the sender's email address is not rewritten as the rewrite has been disabled.
8. Click on the *Total Users* link. Select a user with Rewrite Target Address enabled and select Disable Email Address Rewrite from the drop down action menu and click *Apply*.
9. Select Disable Email Address Rewrite and ensure the Keep Mailbox Forwarding Rule In Place option is selected. Click on *Submit*.



Which Email Address Rewrite Mode would you like to configure for the selected user(s)?

☐ DISABLE EMAIL ADDRESS REWRITE

☐ KEEP MAILBOX FORWARDING RULE IN PLACE

SUBMIT

CANCEL

10. Allow the Email Rewrite Prepare job to finish. After the job has completed, the User Status should be set to Disabled Rewrite, and Rewrite Status should be set to No Rewrite.



UPN^S Demo2MBX5@demo2.mcslab.qsfddemo.com
UPN^T Demo2MBX5@demo3.mcslab.qsfddemo.com
EMAIL^S Demo2MBX5@demo2.mcslab.qsfddemo.com
EMAIL^T Demo2MBX5@demo3.mcslab.qsfddemo.com
STATUS Disabled Rewrite
REWRITE STATUS No Rewrite
MIGRATION WAVE Rewrite

JOB HISTORY				ERRORS		
Type	State	Progress	Started	Completed	Total Time	Failed Items
Prepare	Finished	100%	06/06/2022 2:09 PM	06/06/2022 2:20 PM	11m	LOGS
Prepare	Finished	100%	06/06/2022 2:52 PM	06/06/2022 2:52 PM		LOGS

DOWNLOAD JOB LOGS

REFRESH

CLOSE

11. Review the prepare job log and validate the following:

- a. The Source tenant mailbox's forwarding rule should still be configured and pointed to the source mailbox per job setting.

```
PS C:\Users\LYu02>Get-Mailbox Demo2MBX3 | fl *address*  
  
AddressBookPolicy :  
ForwardingAddress :  
ForwardingSmtpAddress : smtp:Demo2MBX3@demo2.mcslab.qsfddemo.com  
OffExchAddressBook :
```

- b. Send an email from the source mailbox to an external user and verify the sender's email address is not rewritten as the rewrite has been disabled.

Frequently Asked Questions

Can I use a wild card certificate for Domain Rewrite Service?

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

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

Yes, you may remove the Global Administrator role from the admin account after the project is configured. Note, If Domain Move Migration is in-scope of the project, 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.

Do I have to modify my domain SPF record when using ERS?

When planning the deployment of Domain Rewrite Service we recommend the following regarding Sender Policy Framework (SPF) records:

Update your existing SPF record to include the On Demand Migration Domain Rewrite list of acceptable domains. This will prevent any hard failures when routing mail through the Rewrite Relay Service.

Include the following domain with your SPF record from all source and target domains participating in Domain Rewrite:

- `spf.odmad.quest-on-demand.com`



Important Tip: Do not plan on utilizing the default “tenant.onmicrosoft.com” domain when deploying On Demand Migration Domain Rewrite Services. This is due to concerns regarding the external recipient domain's having SPF hard fail enabled.

How can I check if my email has been processed by Domain Rewrite Service?

Administrators can confirm if the message has been processed by Domain Rewrite Service by submitting a message trace in Microsoft 365 admin portal or review the message header.

How can administrators confirm Domain Rewrite service has been configured for my tenants?

Administrators may verify the configurations from the Microsoft 365 Exchange Online Administrator Portal.

To verify by portal, simply login to the Exchange Online Admin Portal. Then navigate to Mail Flow. Under Mail Flow you will find the rules and connectors like the ones show below.

Rules

If you're using Google Chrome incognito and this page isn't working, enable third-party cookies. Learn more about managing Google Chrome cookies.

ON	RULE	PRIORITY
<input checked="" type="checkbox"/>	BT-IntegrationPro-Out-S-Internet	0
<input checked="" type="checkbox"/>	BT-IntegrationPro-Out-S-Internet	1
<input checked="" type="checkbox"/>	BT-IntegrationPro-Out-S-Internet	2
<input checked="" type="checkbox"/>	BT-IntegrationPro-Out-S-Internet	3
<input checked="" type="checkbox"/>	BT-IntegrationPro-Out-S-Internet	4
<input checked="" type="checkbox"/>	BT-IntegrationPro-Out-S-Internet	5
<input checked="" type="checkbox"/>	BT-IntegrationPro-In	6
<input checked="" type="checkbox"/>	BT-IntegrationPro-In-Dkim	7
<input checked="" type="checkbox"/>	Protect with OMEv2	8
<input type="checkbox"/>	Moderation for Lidia Holloway	9
<input type="checkbox"/>	Signature for Lidia Holloway	10
<input type="checkbox"/>	Company Email Disclaimer	11

Will Domain Rewrite work for a source mailbox that has a contact object in the target tenant?

Domain Rewrite requires a matched mail user or mailbox in the other tenant. You do not need to create contact objects for the mailboxes being rewritten. However, if you have already created contacts for a unified global address list, then you may need to update them so that they can function with Domain Rewrite processing.

When enabling Domain Rewrite for mailboxes that have contacts in the other tenant, ODM will attempt to add the contacts to specific Domain Rewrite groups. This action will fail if the contacts were not created by ODM Directory Sync. This can be resolved either by deleting the pre-existing contacts or by updating an attribute on them that authorizes ODM to add them to the Domain Rewrite groups.

For contacts created in Active Directory, set AdminDescription = Created by DirSync

For cloud-only contacts, use PowerShell to set CustomAttribute15 = Created by DirSync

Do I need to configure a Local Directory Sync agent if my tenant is a

hybrid with local Active Directory attached?

A Local Directory Sync agent is only required when working with Hybrid MailUsers (a mailuser object synced with a local active directory object). A Directory Sync agent is used to configure the mail-forwarding rule on the local AD object when working with Hybrid MailUsers. A Directory Sync agent is not required when working with Mailbox and Cloud Only Objects as mail-forwarding rules are configured via EXO PowerShell.

How are Transport Rules & Send Connectors used?

Exchange Online transport rules and send connectors are used to route mail from an Microsoft 365 tenant to On Demand Migration Domain Rewrite Service. Transport Rules examine a message to determine if it should be rewritten and the connectors route the message to On Demand Migration Domain Rewrite Service. This ensures that only messages that need to be rewritten are routed to On Demand Migration Domain Rewrite Service and messages that do not are immediately sent to the recipients.



Important Tip: Support for the Domain Rewrite Service is limited to mail flow configurations that use Microsoft 365 for message ingress and egress. Centralized mail flow configurations that use the on-premises Exchange environment for inbound and outbound message delivery may require custom configuration with Support.

There are 3 categories of transport rules. The following section outlines each category and describes the naming convention used for the rules.

Sorting Rules

For outbound messages, a sorting rule examines each recipient on an SMTP message and adds an SMTP header to identify if the recipient is internal or external.

- BT-IntegrationPro-Out-S-Internet – rule for external recipients.
- BT-IntegrationPro-Out-S-[Guid]-[#] – rules for internal recipients in target tenant [Guid] where [#] indicates a block of SMTP domains. E.g. BT-IntegrationPro-Out-S-15d82781-e5e8-4691-a77f-0f5fb10b6482-1

From, To, CC Rules

For outbound messages, these rules determine if any of the From, To or CC addresses on an SMTP message include an internal or external recipient that should be rewritten and update the SMTP header added above appropriately.

- BT-IntegrationPro-Out-[From/ToCc] – rules for external recipients.
- BT-IntegrationPro-Out-[Guid]-[From/ToCc] – rules for internal recipients in target tenant [Guid]. E.g. BT-IntegrationPro-Out-15d82781-e5e8-4691-a77f-0f5fb10b6482-From.

Inbound Rules

The outbound rules ensure that Microsoft 365 routes only the messages that need to be rewritten to On Demand Migration Domain Rewrite Service. The inbound rules have two functions.

- BT-IntegrationPro-In - rule for messages returning from On Demand Migration Domain Rewrite Service.

After a message is rewritten, it is returned to the original tenant for delivery to external recipients.

This rule removes the header added by the outbound rules so that a message is only processed by On Demand Migration Domain Rewrite Service once.

- BT-IntegrationPro-In-DKIM - rule for messages returning from On Demand Migration Domain Rewrite Service.

When an external recipient replies to an ERS user, the message is rewritten back to the original domain. After which, the message is redirected to the original tenant.

This rule removes the secret key added to the header by the sending tenant to ensure the message was securely delivered before and after being rewritten.

How does Mail Flow work with Domain Rewrite?



Important Tip: Microsoft 365 Advanced Threat Protection default settings may cause issues with Domain Rewrite for inbound messages. Please ensure that "Automatic forwarding" is set to "On" in the "Outbound spam filter policy" for your source or target tenant depending on the rewriting scenario you choose.

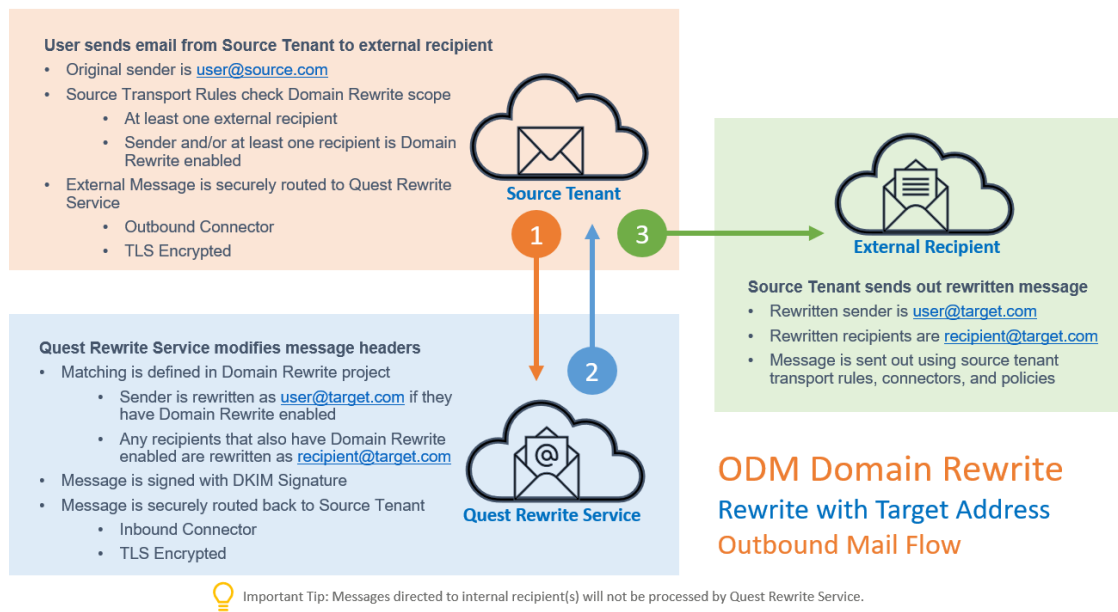
Rewrite with Target Address – Outbound Mail Flow

- When a user sends an email as user@source.com, the Transport Rules in the Source Tenant check whether the message is in scope for Domain Rewrite
 - At least one external recipient in "To" or "Cc"
 - Sender and/or at least one recipient in "To" or "Cc" is Domain Rewrite Enabled
- If the message is in scope for Domain Rewrite and there are multiple internal and external recipients, the message will be bifurcated and:
 - Copy of the message sent to external recipient will be securely redirected to the Quest Rewrite Service using the Outbound Connector in the Source Tenant.
 - Copy of the message sent to internal recipient is delivered by Exchange Online at the Source tenant with unchanged addresses.



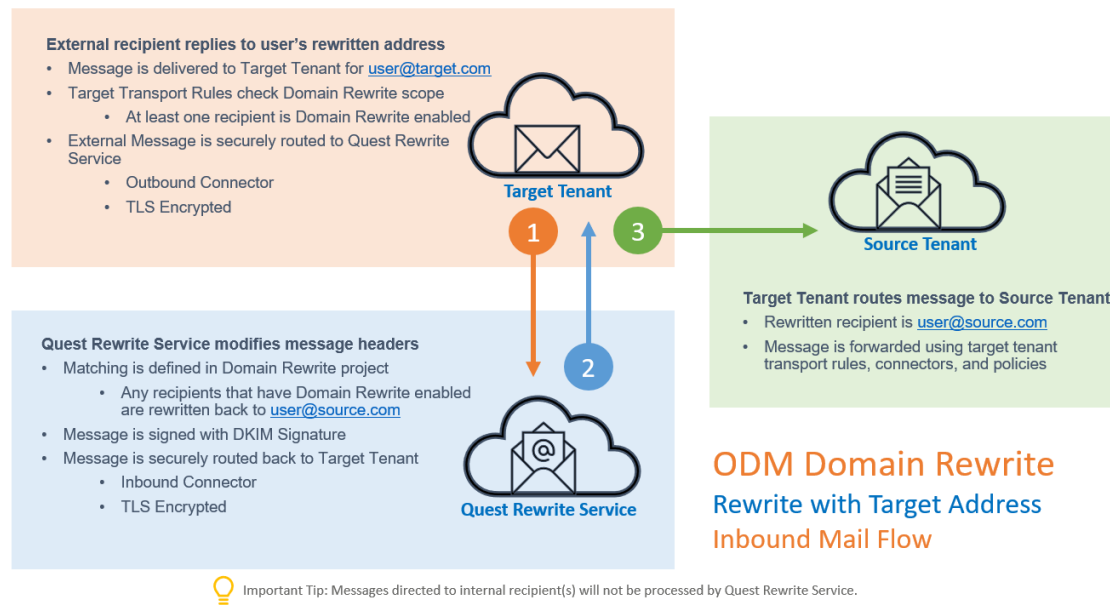
Important Tip: Messages directed to internal recipient(s) will not be processed by Quest Rewrite Service.

- When the Domain Rewrite Service receives the message from user@source.com, it processes it by rewriting @source.com to @target.com for every user that has Domain Rewrite enabled. The addresses in "From", "To", and "Cc" of the email message are rewritten for all external recipients.
- The Domain Rewrite Service adds a new DKIM-Signature to the message and securely (via the certificate uploaded during project setup) redirects it back to the Source Tenant using the Inbound Connector.
- Exchange Online at the Source sends the message to external recipients as if it was sent by user@target.com, and all addresses of message recipients in "To" and "Cc" that have Domain Rewrite enabled appear as @target.com for external recipients



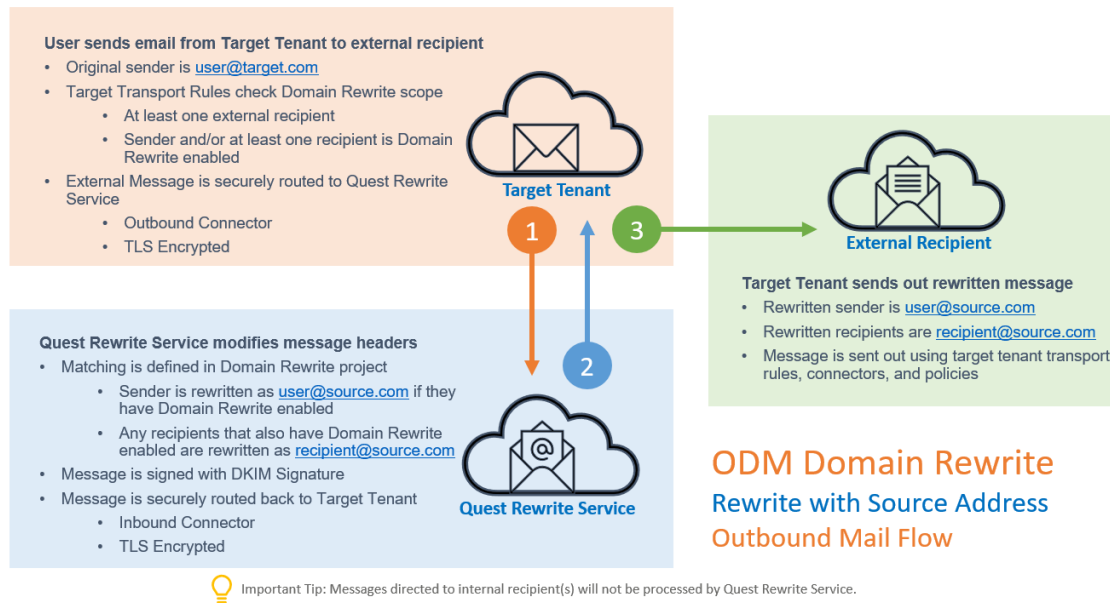
Rewrite with Target Address – Inbound Mail Flow

- External recipient is not aware about @source.com and replies (or creates a new email) to user@target.com
- When the reply or a new mail arrives to the Target mail domain, the Transport Rules in the Target Tenant check whether any recipients in the “To” or “Cc” are in scope for Domain Rewrite
- If the message is in scope for Domain Rewrite and there are multiple internal (recipients in the Target Tenant) and external recipients (recipients in the Source Tenant with Domain Rewrite enabled), the message will be bifurcated and:
 - Copy of the message sent to external recipient (recipients in the Source Tenant with Domain Rewrite enabled) will be securely redirected to the Domain Rewrite Service using the Outbound Connector in the Target Tenant
 - Copy of the message sent to internal recipient is delivered by Exchange Online at the Target tenant with unchanged addresses
- When the Domain Rewrite Service receives the message addressed to user@target.com, it processes it by rewriting @target.com back to @source.com for every user that has Domain Rewrite enabled
- The Domain Rewrite Service new DKIM-Signature to the message and securely (via the certificate uploaded during project setup) redirects it back to the Target Tenant using the Inbound Connector
- Exchange Online at the Target forwards the message to the Source
- Source recipient gets the message as if it was addressed to user@source.com



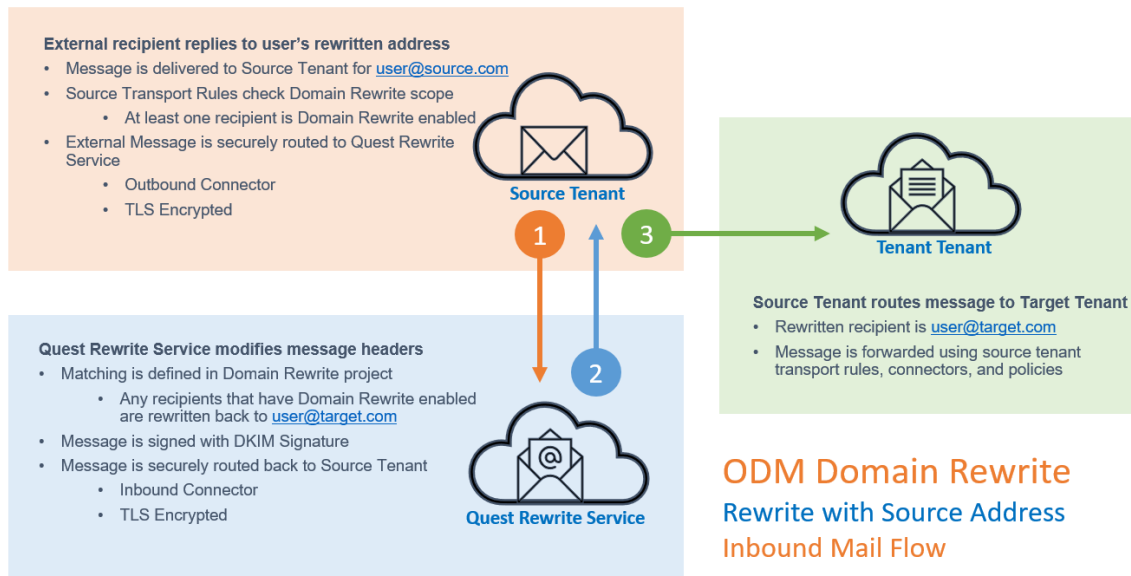
Rewrite with Source Address – Outbound Mail Flow

- When a user sends an email as [user@target.com](#), the Transport Rules in the Target Tenant check whether the message is in scope for Domain Rewrite
 - At least one external recipient in "To" or "Cc"
 - Sender and/or at least one recipient in "To" or "Cc" is Domain Rewrite Enabled
- If the message is in scope for Domain Rewrite and there are multiple internal (recipients in the Target Tenant) and external recipients, the message will be bifurcated and:
 - Copy of the message sent to external recipient will be securely redirected to the Domain Rewrite Service using the Outbound Connector in the Target Tenant
 - Copy of the message sent to internal recipient is delivered by Exchange Online at the Target Tenant with unchanged addresses
- When the Domain Rewrite Service receives the message from [user@target.com](#), it processes it by rewriting [@target.com](#) to [@source.com](#) for every user that has Domain Rewrite enabled. The addresses in "From", "To", and "Cc" of the email message are rewritten for all external recipients
- The Domain Rewrite Service a new DKIM-Signature to the message and securely (via the certificate uploaded during project setup) redirects it back to the Target Tenant using the Inbound Connector
- Exchange Online at the Target sends the message to external recipients as if it was sent by [user@source.com](#), and all addresses of message recipients in "To" and "Cc" that have Domain Rewrite enabled appear as [@source.com](#) for external recipients



Rewrite with Source Address – Inbound Mail Flow

- External recipient is not aware about @target.com and replies (or creates a new email) to user@source.com
- When the reply or a new mail arrives to the Source mail domain, the Transport Rules in the Source Tenant check whether any recipients in the “To” or “Cc” are in scope for Domain Rewrite
- If the message is in scope for Domain Rewrite and there are multiple internal (recipients in the Source Tenant) and external recipients (recipients in the Target Tenant with Domain Rewrite enabled), the message will be bifurcated and:
 - Copy of the message sent to external recipient (recipients in the Target Tenant with Domain Rewrite enabled) will be securely redirected to the Domain Rewrite Service using the Outbound Connector in the Source Tenant
 - Copy of the message sent to internal recipient is delivered by Exchange Online at the Source Tenant with unchanged addresses
- When the Domain Rewrite Service receives the message addressed to user@source.com, it processes it by rewriting @source.com back to @target.com for every user that has Domain Rewrite enabled
- The Domain Rewrite Service a new DKIM-Signature to the message and securely (via the certificate uploaded during project setup) redirects it back to the Source Tenant using the Inbound Connector
- Exchange Online at the Source forwards the message to the Target
- Target recipient gets the message as if it was addressed to user@target.com



Important Tip: Messages directed to internal recipient(s) will not be processed by Quest Rewrite Service.

Can I exclude Domain Rewrite for specific recipients?

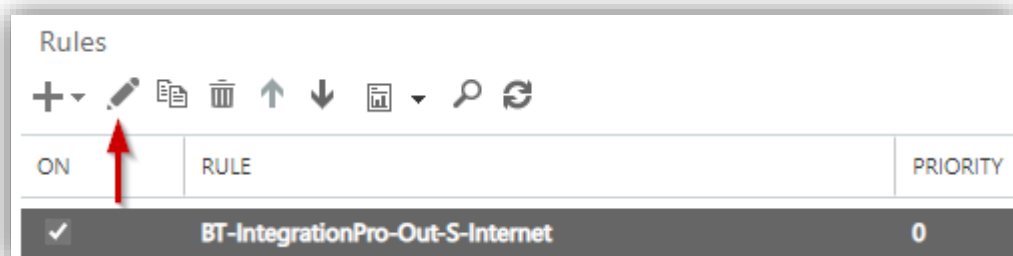
Some external applications process workflows and approvals with automated emails and require the sender's email address to match what is configured in the application. For these applications, you can add an exclusion to the transport rules created by On Demand to prevent Domain Rewrite from occurring on these messages.



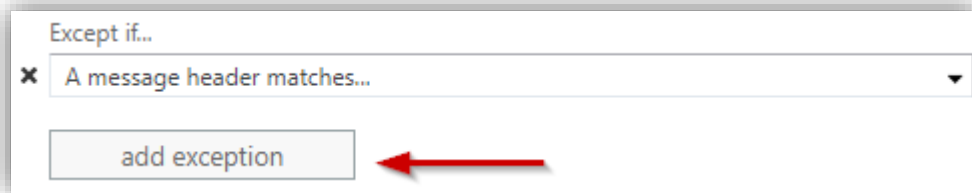
Important Tip: When adding exclusions to an On Demand Domain Rewrite transport rule, do not delete any of the pre-configured parameters. Disabling, changing priority, or modifying transport rules incorrectly can cause Domain Rewrite to stop working.

Add exclusion to On Demand Rewrite transport rule

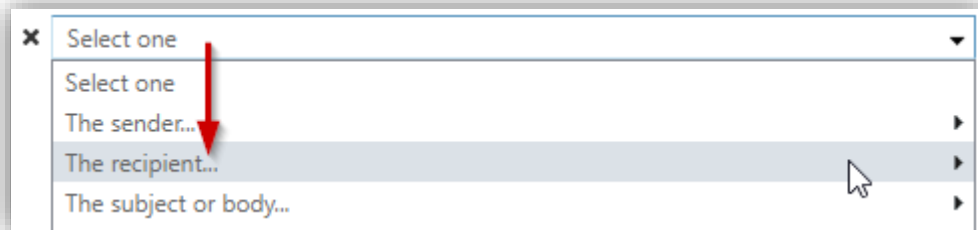
- Log in to Exchange Online Admin Center and view the Transport Rules
- Select the Rule "BT-IntegrationPro-Out-S-Internet" and click the Edit icon



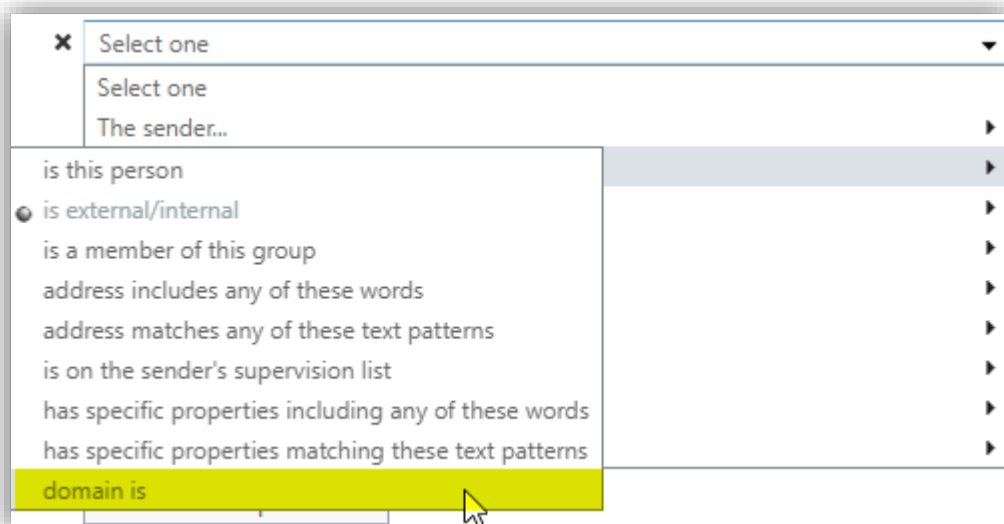
- Click “Add Exception”



- Hover over “The recipient...”



- Select “domain is”



How do I install and configure Directory Sync agents?

A Directory Sync agent must be installed in every forest that is attached to a tenant used in a Domain Rewrite project.

Manage Agents in On Demand Domain Rewrite Project

- Log in to On Demand
- Navigate to Migration, select the project and click on Domain Rewrite.
- Select the Domain Rewrite project previously configured.

- Click on the Settings icon in the upper right.
- Click the Directory Integration tab

Download and install the agent

From this page, you can download the agent installer, check the status of your current agents, add new agents, archive old agents, and view the run history for each agent. The Registration URL and the Registration Key are displayed so that you can copy and paste them during the install of the agent.



Important Tip: The downloadable executable is the same for all projects, the Registration URL is unique to each On Demand region, and the Registration Key is unique to each local environment.

When installing the agent on a server that meets the On Demand requirements, you will enter the credentials of the Domain Account that has read/write access to the domain along with the Registration URL and Registration Key copied previously.

How do I uninstall an agent?

If you need to uninstall an agent from any machine, you must first delete the registry folder located at HKEY_LOCAL_MACHINE> SOFTWARE> Quest > Agent and then uninstall.

If you need to reinstall the agent, create a new agent from the Directory Integration screen in the On Demand Domain Rewrite project, which will generate a new Registration Key. Then you can reinstall on the same machine or on a different machine. The old agent (with the old registration key) can be archived in On Demand.

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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.