

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

Power365 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 Power365 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 Rewrite 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 Power365 to move a domain between two Microsoft 365 Hybrid tenants.

Topics

This guide covers the following topics:

- Configuring Power365 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 Power365 Integration Pro for 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.

Azure AD Application Account

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

Azure AD 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.
- These PowerShell accounts do not require any Microsoft 365 licenses.

Email Rewrite 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. Power 365 addresses these concerns with the Email Rewrite Service (ERS). ERS provides the administrator an options on how email should be delivered during a move:

Email rewrite service 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 email relay service is there is no email disruption while the domain is being moved.

Email rewrite service 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 Power 365 Domain Move Project, how to deploy the Directory Sync Agent and how to configure the Directory Sync Integration.

Power365

This section explains how to add a Microsoft 365 tenant and configure a Migration project using Power365. During project setup an Office 365 Global Administrator account is initially required to add each tenant to the project.

Setting up the Domain Move Project

Follow these steps to setup the Domain Move Project.

1. Log in to [Power365](#).
2. Once the Binary Tree Power 365 module is loaded, click on the Tenant to Tenant icon in the main dash view.



3. Click the New Project button and bring up the project setup wizard
4. Provide a name and description for the project and click *Next*
5. 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.

ST2 T2T PROJECT RAMMY

Which environments do you want to use?

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

<input type="checkbox"/>	Name	Type	Domains	Local Environments
<input type="checkbox"/>	Contoso	Cloud Only	M365x48294175.onmicrosoft.com	
<input type="checkbox"/>	Contoso	Cloud Only	M365x83926674.onmicrosoft.com	
<input type="checkbox"/>	Contoso	Cloud Only	M365x79244586.onmicrosoft.com	
<input checked="" type="checkbox"/>	MCS Cloud 2	Hybrid	grdcloud2.onmicrosoft.com MCScloud2.Power365.Cloud mcscloud2-ers.power365.cloud ...	MCS Cloud 2 Local
<input checked="" type="checkbox"/>	MCS Cloud 1	Hybrid	grdcloud1.onmicrosoft.com mcscloud1.power365.cloud mcscloud1-ers.power365.cloud ...	MCS Cloud 1 Local

NEW

BACK NEXT

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

ST2 T2T PROJECT RAMMY

Select your environment pairs

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

SOURCE ENVIRONMENTS

MCS Cloud 1

↔

TARGET ENVIRONMENTS

MCS Cloud 2

X

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

ST2 T2T PROJECT RAMMY

Select your domain pairs

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

MCS CLOUD 1		MCS CLOUD 2	
mcscloud1.power365.cloud	↔	MCSCloud2.Power365.Cloud	✕
mcscloud1-ers.power365.cloud	↔	mcscloud2-ers.power365.cloud	✕
BTCloud2.Power365.Cloud	↔	btcloud5.power365.cloud	✕
qrdcloud1.onmicrosoft.com	↔	qrdcloud2.onmicrosoft.com	✕

NEW PAIR



Important Tip: Domain Mapping will be used to match objects and allows Power 365 to add the source domain to all matched target objects during the domain move.

8. Choose which objects would you like to discover from source and target environment, click *Next*.

ST2 T2T PROJECT RAMMY

Which objects would you like to discover from MCS Cloud 1 for MCS Cloud 2?

USERS AND MAILBOXES

☒ ALL

☐ BY GROUP

Type to find a group by name

DISTRIBUTION GROUPS

☒ ALL

☐ UPLOAD A LIST

☐ NONE

OFFICE 365 GROUPS AND TEAMS

☐ ALL

☐ NONE

9. 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 ✕

ADD ANOTHER ATTRIBUTE

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

ExternalEmailAddress ↔ ExternalEmailAddress ✕

ADD ANOTHER ATTRIBUTE



Important Tip: Multiple attributes can be selected Power 365 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.

10. Select type of objects you would like to create in the target when we cannot find a match and also choose if you would like to convert your Office 365 Groups to a Team.

Which objects would you like to create in the target when we cannot find a match?

☒ **USERS**

- ☒ AS-IS
- ☐ AS GUESTS ⓘ

☐ **OFFICE 365 GROUPS AND TEAMS**

Would you like to convert your Office 365 Groups to a Team?

By choosing Yes to this option, during the initial Sync of the Office 365 Group, Power365 will create a new team using the corresponding Office 365 Group.

☐ YES

☒ NO

BACK NEXT > >>

11. Enter a Default password for the new users.


Enter a default password for new users

Note that the password policy on the source must meet or exceed the policy on the target.

DEFAULT PASSWORD FOR NEW USERS

Enter a password with at least 6 characters

CONFIRM PASSWORD

 **Important Tip:** Note that the password policy on the source must meet or exceed the policy on the target.

12. Verify if you would like to share calendar availability between source and target?

Would you like to share calendar availability between MCS Cloud 1 and MCS Cloud 2?

Setting up calendar availability allows sharing of free/busy status between your tenants. ⓘ

☐ YES

☒ NO

[< BACK](#) [NEXT >](#) [>>](#)

13. 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.

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
MCSCloud2SRV5	MCS Cloud 2 Local	https://power365-qa.quest.power365dev.cloud/cds	3fe60872-2406-45b1-b87c-65cd86e5fa3e	<input type="checkbox"/>
MCSCloud1SRV5	MCS Cloud 1 Local	https://power365-qa.quest.power365dev.cloud/cds	5b75e685-f0fa-4fe3-941b-99e7fcfa6ab	<input type="checkbox"/>

[NEW](#) [DOWNLOAD AGENT](#)

[< BACK](#) [NEXT >](#)

14. Verify if you would like to share domains between tenants.


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. Power365 can create a unified domain across multiple tenants with Email Rewrite Services (ERS).

☒ YES, LET'S DO IT!
☐ NO, MAYBE LATER

Integration Pro with ERS allows users to seamlessly send and receive email using a domain associated with a different tenant. No user configuration is required. For more information visit our [online help](#).

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 **Important Tip:** If share domain option is disabled you would not be able to perform a domain move in Power365

15. Publish DNS TXT records to sign each email with DKIM signature.

Just a little more to go! We promise.

Now we need your help to complete the setup of the email security features of Power365 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 type="checkbox"/>	BTCloud2.Power365.Cloud		Copy DNS information
<input type="checkbox"/>	btcloud5.power365.cloud		Copy DNS information
<input checked="" type="checkbox"/>	mcscloud1.power365.cloud	<input checked="" type="checkbox"/>	Copy DNS information
<input type="checkbox"/>	mcscloud1dm.power365.cloud		Copy DNS information
<input type="checkbox"/>	mcscloud1dm.power365.cloud		Copy DNS information
<input type="checkbox"/>	mcscloud1-ers.power365.cloud		Copy DNS information
<input type="checkbox"/>	MCSCloud2.Power365.Cloud		Copy DNS information
<input type="checkbox"/>	mcscloud2-ers.power365.cloud		Copy DNS information

[BACK](#) [NEXT](#)

16. Upload a SSL Certificate for each environment. Power365 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 transferred to and from ERS 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. Be sure to have your certificate password handy. The subject of at least one SSL certificate uploaded must match the DKIM domain you selected in the previous steps. For more information visit our online help. [?](#)

ENVIRONMENTS CERTIFICATES

MCS CLOUD 2 mcscloud2-ers.power365.cloud.pfx ✕
MCS CLOUD 1 mcscloud1-ers.power365.cloud.pfx ✕

 BACK

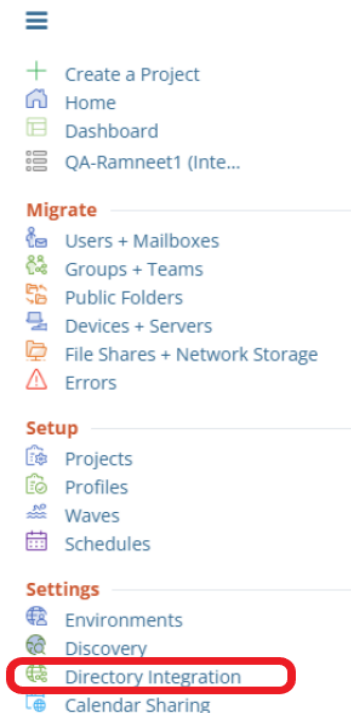
NEXT  

17. Review the project configuration settings and click Next
18. 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 [Power365](#).
2. Select Tenant to Tenant from maid dashboard menu.
3. Select the Domain Move project previously configured.
4. Click on *Directory Integration* link via the hamburger menu.



- Download the Directory Sync Agent.

Agent Name	Environment	Status	Last Check-in	Version	Registration URL	Registration Key	Auto Upgrade
MCSCloud1SRV5	MCS Cloud 1 Local	Offline		20.12.7.4520	https://power365-st.quest.power365dev.cloud/cds	8557f0a0-b321-48b8-9f8e-9ccd24f6b83	<input type="checkbox"/>
MCSCloud2SRV5	MCS Cloud 2 Local	Offline		20.12.7.4520	https://power365-st.quest.power365dev.cloud/cds	958fddab-43fd-4add-954e-ae0ac954a336	<input type="checkbox"/>

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*.

Binary Tree® Power365® Directory Sync
X

Domain and Credentials

Domain (example: bluefish.com)

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

Username (example: admin@bluefish.com)

Password

InstallShield®
< Back
Next >
Cancel

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

Binary Tree® Power365® Directory Sync

Register Agent

Registration URL

Registration Key

☐ Use Web Proxy

Address

Port

User Name (Optional)

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.

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 [Power365](#).
2. Once the Binary Tree Power 365 module is loaded, click on the Tenant to Tenant icon in the main dash view.
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.

ENVIRONMENTS		DISCOVERY		DIRECTORY INTEGRATION			CALENDAR SHARING		
<input type="checkbox"/>	Name ▾	State ▾	Last Run ▾	Errors ▾	Warnings ▾	Next Run ▾	Last Reconcile ▾	Sync Mode ▾	Test Mode ▾
<input type="checkbox"/>	Power365 Rewrite Workflow for Rammy ST project	Not Ready				Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Cutover Source Workflow for Rammy ST project	Not Ready	07/26/2022 5:38 PM	0	0	Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Cutover Target Workflow for Rammy ST project	Not Ready	07/26/2022 5:16 PM	0	0	Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Provision Workflow for Rammy ST project	Not Ready	07/27/2022 11:04 AM	0	0	Not Scheduled		Full	Disabled
<input type="checkbox"/>	Power365 Prepare Workflow for Rammy ST project	Not Ready	08/09/2022 4:21 PM	0	0	Not Scheduled		Full	Disabled

CHOOSE OUS
HISTORY

- 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 **MCS Cloud 2 Local**.

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

OU=RammyMain,DC=MCSCloud2,DC=Power365,DC=Cloud
SELECT OU

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

OU=RammyMain,DC=MCSCloud2,DC=Power365,DC=Cloud
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

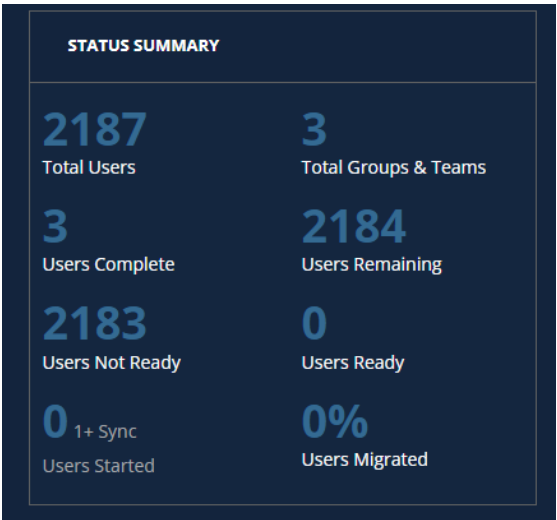
This section provides a step-by-step guide on how to validate object matching.

- Log in to [Power365](#).
- Select Tenant to Tenant from main dashboard.
- Select the Domain Move project previously configured.

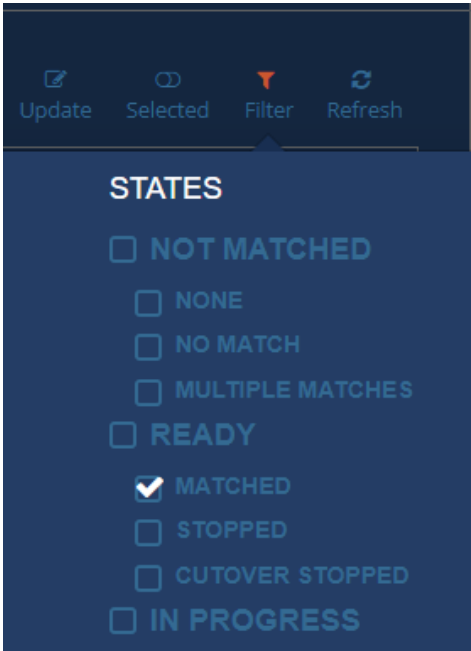
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Setup

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10. From the Domain Move Project dashboard, verify the Users, Groups and Domain Matching information:



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



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

13.

USERS + MAILBOXES				MIGRATION WAVES		
Select items to apply actions. Double-click on any item for details ⓘ				Maximize Update Selected Filter Refresh		
Search users						
<input type="checkbox"/>	UPN ^{source}	UPN ^{target}	Type ¹	Type ²	Status	Wave
<input type="checkbox"/>	\$YokoRemoteEquip1@mcscloud1.power365.cloud	\$YokoRemoteEquip1@MCSCloud2.Power365.Cloud	Equipment	Equipment	Matched	
<input type="checkbox"/>	\$YokoRemoteRoom1@mcscloud1.power365.cloud	\$YokoRemoteRoom1@MCSCloud2.Power365.Cloud	Room	Room	Matched	
<input type="checkbox"/>	\$YokoRemoteShared1@mcscloud1.power365.cloud	\$YokoRemoteShared1@MCSCloud2.Power365.Cloud	Shared	Shared	Matched	
<input type="checkbox"/>	admin@qrdcloud1.onmicrosoft.com	admin@qrdcloud2.onmicrosoft.com	User	User	Matched	

14. Repeat step 10 - 12 for Groups.

Moving a Domain

This section explains how to move a domain between two Microsoft tenants using Power365. Be sure to review the frequently asked questions in the FAQ & Known Limitations section.

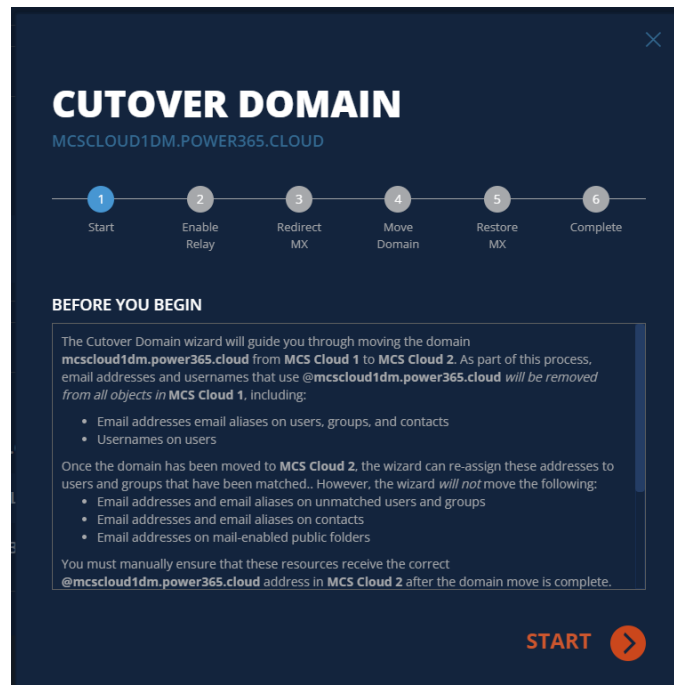
Start the Domain Cutover (Step 1)

1. Log in to Power365.
2. Select Tenant to Tenant.
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
MCSCLLOUD1.POWER365.CLOUD	MCS Cloud 1	MCS Cloud 2	<div></div>	Not Started
BTCLOUD2.POWER365.CLOUD	MCS Cloud 1	MCS Cloud 2	<div></div>	Not Started
MCSCLLOUD1DM.POWER365.CLOUD	MCS Cloud 1	MCS Cloud 2	<div></div>	Not Started

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



6. Review the Warning messages regarding unmatched objects and Click *Next*.
7. Select a replacement domain from the dropdown menu and then choose Target Address Assignment from the list of options below and click *Next*.

- Day Two Members Only – Domain will be added as the primary email address to day two members and will replace the existing primary email address from objects.
- All Objects – Domain will be added to all the objects as a primary email address for objects.
- Disabled – Domain will not be added for matched objects



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

Enable Email Relay (Step 2)

- Power365 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.

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

MCSCLOUD1DM.POWER365.CLOUD

1

2

3

4

5

6

StartEnable RelayRedirect MXMove DomainRestore MXComplete

REDIRECTING MX ⓘ

Power365* can continue to route mail to mcscld1dm.power365.cloud mailboxes during the domain move. To support this, you must temporarily reconfigure your mail flow to deliver mail to the Power365* Mail Relay service rather than to Office 365. The exact changes that need to be made depend on your mail flow design.

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

```
mcscld1dm.power365.cloud. 60 IN MX 0 mcscld1dm-power365-cloud.mail.protection.outlook.com.
```

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

```
mcscld1dm.power365.cloud. 60 IN MX 0 bt-esg-eastus-2-1.power365.cloud.
mcscld1dm.power365.cloud. 60 IN MX 0 bt-esg-eastus-2-2.power365.cloud.
```

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

HAVE YOU UPDATED YOUR MAIL FLOW?

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

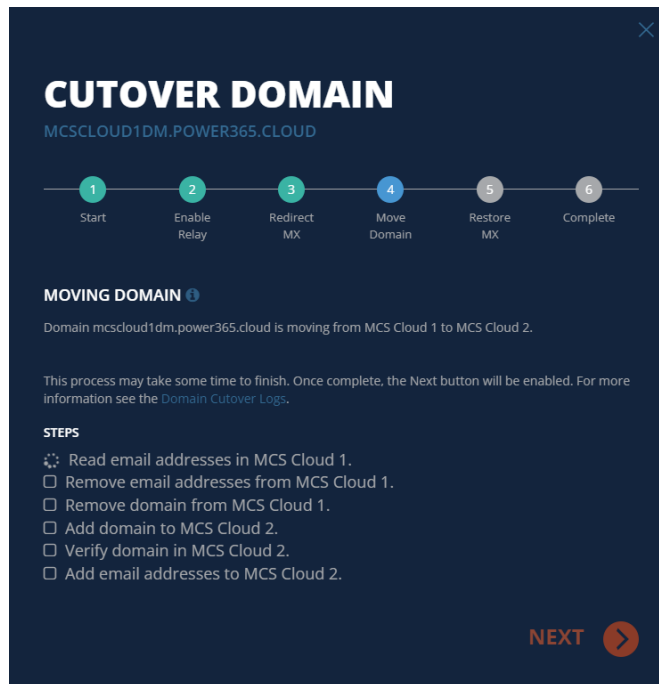
NEXT > >>



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.

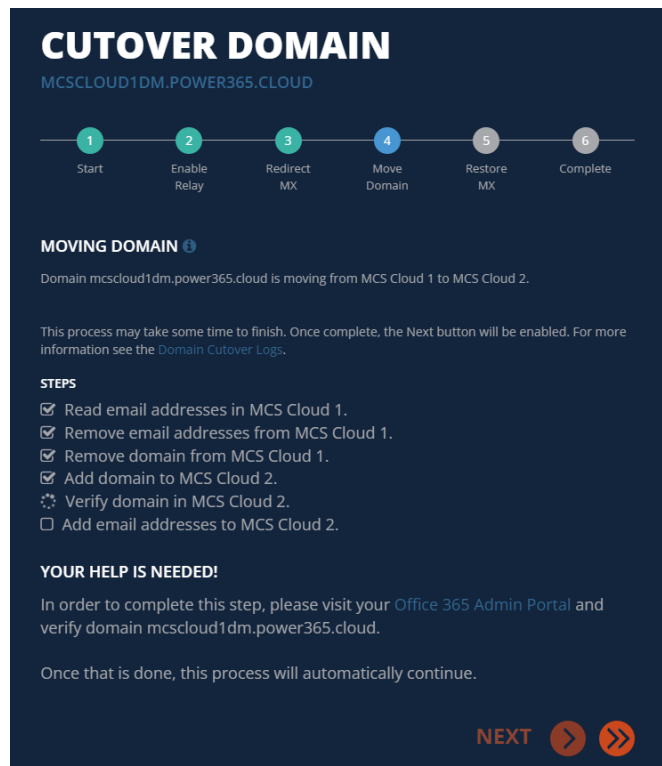
Move Domain (Step 4)

1. The following steps are then done automatically Power365.
 - 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.



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 ERS 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.



3. Power365 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

MCSCLLOUD1DM.POWER365.CLOUD

1

2

3

4

5

6

Start

Enable Relay

Redirect MX

Move Domain

Restore MX

Complete

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 mcscloud1dm.power365.cloud.

RESTORING MX

Once Azure AD Connect has finished, you can restore mail flow for MCS Cloud 2 to deliver to Office 365 instead of the Power365* Mail Relay service. Please refer to the [Office 365 Admin Portal](#) for MCS Cloud 2 for more information.

Your MX records are currently configured for the Mail Relay service:

```
mcscloud1dm.power365.cloud. 60 IN MX 0 mcscloud1dm-power365-cloud.mail.protection.outlook.com.
```

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

```
mcscloud1dm.power365.cloud. 60 IN MX 0 mcscloud1dm-power365-cloud.mail.protection.outlook.com.
```

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

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

MCSCLOUD1DM.POWER365.CLOUD

- 1 Start
- 2 Enable Relay
- 3 Redirect MX
- 4 Move Domain
- 5 Restore MX
- 6 Complete

CUTOVER COMPLETE!

mcscloud1dm.power365.cloud has been successfully moved to MCS Cloud 2. Please allow up to 48 hours for the Cutover Domain wizard to deprovision the ARS engine and cleanup this domain move; this is to ensure that any outstanding mail items are delivered before the service is shut down. During this time, you may be prevented from making certain changes to this Power365® project.

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

FINISH ➔

2. Power365 will now remove the Email Relay created at the start of the domain move.

DOMAIN CUTOVERS				
Domain	Source Tenant	Target Tenant	% Complete	Status
MCSCLOUD1.POWER365.CLOUD	MCS Cloud 1	MCS Cloud 2	<div></div>	Not Started
BTCLOUD2.POWER365.CLOUD	MCS Cloud 1	MCS Cloud 2	<div></div>	Not Started
MCSCLOUD1DM.POWER365.CLOUD	MCS Cloud 1	MCS Cloud 2	<div></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.

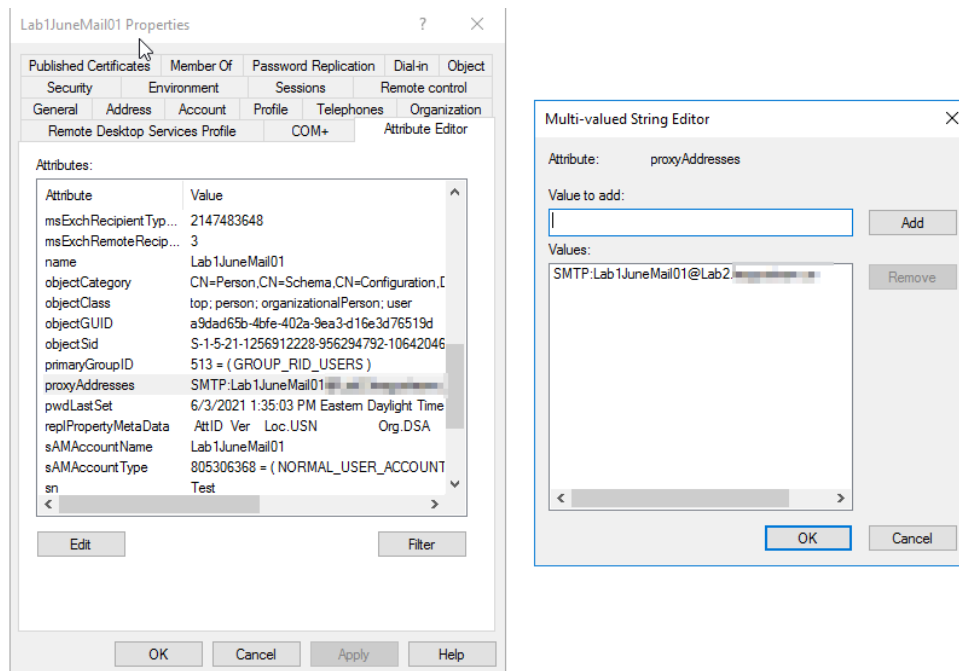
1. Validate that the domain is added as an accepted domain in the target tenant. Connect to the target tenant with an Exchange Online PowerShell session and run "Get-AcceptedDomain". Confirm that the domain has been added as an Authoritative domain in the tenant.

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 Rewrite Service?

Advanced Email Rewrite 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?

Power365 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 ($_.Mail -like '*xxx.com') -or  
($_.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?

Power365 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 Azure Active Directory. Verify the changes are correctly synced to the cloud from the Azure AD 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 Power365 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.

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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.