



Lync Online Deployment Guide

Version 1.0

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1. Provisioning Lync Online

This plan will guide you through the required phases on how the Lync Online service will be successfully deployed into your environment. In order to increase the success criteria please follow these steps in sequential order. Please note the below requirements for deploying the Lync clients.

1.1 Operating System Requirements

- Windows , Windows 8 (RTM)
- Mac OS X 10.6 or later

1.2 Browser Requirements – Administrative Centre

- Internet Explorer 9
- Latest Firefox “Release” version
- Safari 5 or above
- Latest Chrome “Stable” version
- Note: Outlook Web App also has a light version that supports a reduced set of features across almost any browser

Note for Mac users: Lync 2010 clients must be installed rather than Lync Online as Lync Online is not compatible with Mac products currently.

Please verify any services you wish to use have their minimum system requirements met by any machine you wish to use them on.

2. Obtaining your login Credentials & Logging in

From the Services screen listed in CASCADE, click the relevant subscription and scroll to the Service Parameters section. Once the subscription is active, you will find the administrator username and password listed here. You will also find a default onmicrosoft.com domain which is used for internal Office 365 purposes but can also be used as an external domain. For example:

Service Parameters

Domain Name	doug[]onmicrosoft.com
Admin Username	admin@doug[]onmicrosoft.com
Admin Password	Ma[]05
Portal URL	portal.microsoftonline.com <input type="checkbox"/>

Once you have your login credentials, please follow the steps below:

- Go to the Administration Centre (<https://portal.microsoftonline.com>)
- When prompted, sign in with credentials provided in CASCADE (PLEASE NOTE: Your password is Case Sensitive)
- For security reasons the password in CASCADE is a one time password so will be prompted to change your password upon initial login.

3. Deploying Lync Online Services

3.1 Add your domain

You will need to follow the steps below in order to fully set up your service. From within the Microsoft Online Administration Portal, select the domain option on the left menu bar and click Add a domain to begin the domain wizard.

manage domains

Add a domain you already own to Office 365, or buy a new domain. [What is a domain?](#)

+ Add domain

DOMAIN NAME ▲	STATUS	ACTION
TIPu eu.onmicrosoft.com (Default)	Setup complete	No action required

3.1.1 Domain Verification

Click **start step 1** to begin. Firstly, enter the domain to add and click the **Next** button. In the drop-down select **General instructions** and follow the required information to add a TXT record with your domain registrar.

Note: When provided with the option of verifying by using either TXT or MX records, please ensure that you select the TXT record verification. Selecting the MX record can sometimes affect mail flow for your domain.

You will now need to make the first DNS change, adding a TXT record as advised. Once you have notified your DNS registrar you can click continue later to return to the portal.

Note: the information included below is given as an example of the information screen, do not enter the details as they appear on the screenshot below.

Record type (choose one)	Alias or Hostname	Destination or Points to Address	TTL
TXT	@ or fakedomain.co.uk	MS=ms93893036	1 Hour

Once the DNS change has been made and has taken effect, re-open the administrative portal and click **domains** in the left menu bar. Next to the new domain click **setup in progress**. Click **start step 1** then **done, go check**. When you receive the final success confirmation, click finish and you will be prompted to create users.

3.1.2 Skip User Account Creation#

Select the option for I don't want to add users right now and click next. This is **covered in phase 2.2.**

3.1.3 Add additional DNS Records

Once the previous two steps are complete, click start step 3 and select the domain intent, i.e. which services you wish to use the domain for. For the Lync service you require the entries listed below:

Set up domain

1. set domain purpose
2. **add dns records**
3. finish

add these dns records for syntironet.com at your dns hosting provider.

Need help adding the records? See [step-by-step instructions for creating these records](#) at popular DNS hosting providers.

Exchange Online

TYPE	PRIORITY	HOST NAME	POINTS TO ADDRESS	TTL
MX	0	@	com.mail.protection.outlook.com	1 Hour
CNAME	-	autodiscover	autodiscover.outlook.com	1 Hour

TYPE	TXT NAME	TXT VALUE	TTL
TXT	@	v=spf1 include:spf.protection.outlook.com -all	1 Hour

Lync Online

TYPE	SERVICE	PROTOCOL	PORT	WEIGHT	PRIORITY	TTL	NAME	TARGET
SRV	_sip	_tls	443	1	100	1 Hour		sipdir.online.lync.com
SRV	_sipfederationtls	_tcp	5061	1	100	1 Hour		sipfed.online.lync.com

TYPE	HOST NAME	POINTS TO ADDRESS	TTL
CNAME	sip.	sipdir.online.lync.com	1 Hour
CNAME	lyncdiscover.	webdir.online.lync.com	1 Hour

Additional Office 365 Records

TYPE	HOST NAME	POINTS TO ADDRESS	TTL
CNAME	msoid.	clientconfig.microsoftonline-p.net	1 Hour

If you have selected the domain for only Lync service then the other DNS entries would not appear here.

For further information on this topic, including instructions for popular domain registrars, please refer to the following help article: <http://office.microsoft.com/en-gb/office365-suite-help/create-dns-records-for-office-365-when-you-manage-your-dns-records-HA102851099.aspx>

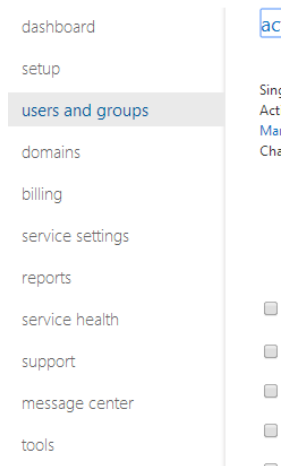
3.2 Add Users

After you have completed all of the required DNS changes and your domains are fully verified within the administration portal you are ready to start adding your users.

3.2.1 Add users individually

1. Navigate to: <https://portal.microsoftonline.com> and log in using your Administrator username and password as detailed in Section 1 of this document.
2. Click users and groups from the left menu bar.

Office 365 admin center



3. Click the new user icon (+) from above the list of existing user accounts
4. Complete the required fields and then click next. Mandatory fields are marked with an asterisk. Additional fields can be entered by clicking additional details.
5. On the settings screen select whether you want the user to have administrator permissions and select the user's location. Note that if you need to assign administrative permissions, you must supply an alternate email address to which password reset requests can be sent. Click next to continue.
6. On the licenses screen select the licenses that you wish to assign to the user and click next

Lync Online Plan 1

0 of 20 licenses available
[Buy more licenses](#)

7. On the Email screen select whether you want to email the new user's account details and enter the email address if applicable. Finally, click create to complete the wizard.
8. The Results screen will show you whether the provisioning of the new user has been successful.

results

Review your results.

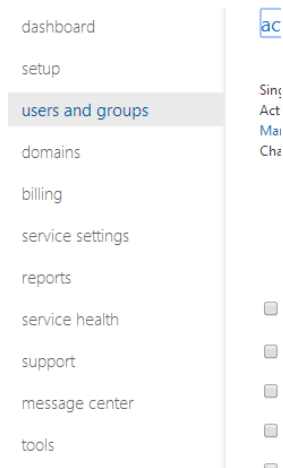
USER NAME	TEMPORARY PASSWORD
carl.user@TIP upg4thesadfaceeu.onmicrosoft.com	Haka9740

9. Click Finish
10. Repeat Steps 1 -10 for all users required

3.2.2 Bulk add users using CSV file

1. Navigate to: <https://portal.microsoftonline.com> and log in using your Administrator username and password as detailed in Section 1 of this document.
2. Click on users and groups from the left hand menu bar.

Office 365 admin center



3. Click the bulk add users icon (👤👤) from above the list of existing users
4. Download the CSV file template and save it locally on your PC.

select a csv file

To bulk add users, select a CSV file containing user information. To see the required format, download the sample CSV file that follows. [Learn more about CSV files](#)

Path and file name:

[Download a blank CSV file](#)
 Create a new CSV file from this template using a text editor, such as Notepad.

[Download a sample CSV file](#)
 The column headings in your file must match the column headings in the sample. To change the column headings, use a text editor, such as Notepad.

5. Complete the template with the details of all of the users to be imported.
6. Navigate back to step 4 if the window was closed
7. Click the Browse button and select the completed template from your PC and click **Next**
8. The results of the import will be displayed. If errors occur, the log file can be viewed for a description of the problem.

verification results

Review your results. To resolve the errors, view the verification log, correct the errors in your CSV file, and try again.



	RESULTS	QUANTITY
✓	Users that passed verification:	0
!	Errors:	9

Log file: [View](#)

9. Click **Next** if the import was successful.
10. On the Settings screen select the sign in status for the newly imported users and select the users location
11. On the Licenses screen select the licenses that you want to assign to the imported users – if the licenses are varied you can deselect all of the services on this screen and add each of the services to the users later on a one by one basis or check box-based basis.
12. Choose whether to send the log in details by email
13. Click **Create**
14. The Results pane will load, click **close** once the details have been recorded.

verification results

Review your results. To resolve the errors, view the verification log, correct the errors in your CSV file, and try again.

	RESULTS	QUANTITY
	Users that passed verification:	2
	Errors:	0

Log file: [View](#)

3.2.3 Synchronize users from an Active Directory Environment

While the standard migration plan does not detail configuration options for Active Directory Synchronization (DirSync) or Single Sign On (AD FS / SSO) information on these resources is available from the following Microsoft help topics:

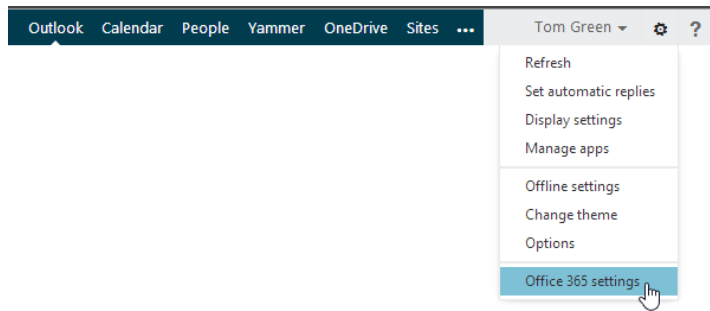
Active Directory Synchronization: Roadmap – <http://msdn.microsoft.com/en-us/library/azure/hh967642.aspx>

Single Sign on Roadmap - <http://msdn.microsoft.com/en-us/library/azure/hh967643.aspx>

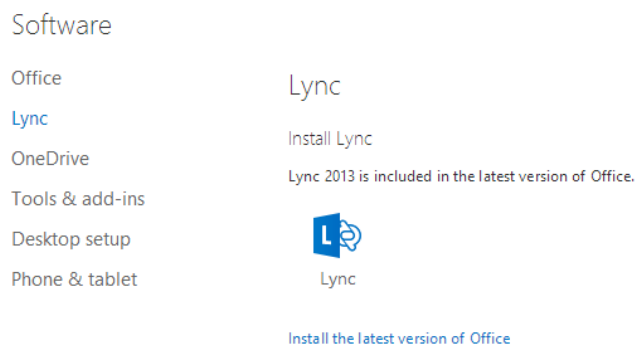
4. Configure end user PC's

The following steps must be completed on for all users who are moving to Office 365 and do not use the Office 2013 desktop software. The steps are very simple so most end users should be able to complete the setup themselves.

1. Navigate to: <https://portal.microsoftonline.com>
2. Click the Options icon from the top menu bar and select **Office 365 settings**.



3. Click **Software** to continue
4. Click Lync from the left hand navigation pane and then select Install the latest version of Office



5. Once the software has been installed use your Office 365 login credentials to access your account.