

Deployment Document for
Office 365 and Symantec.cloud
V1.0

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1 Provisioning Office 365

This plan will guide you through the required phases on how the Office 365 service will be successfully deployed into your environment. In order to increase the success criteria please follow these steps in sequential order.

Detailed below are the installation requirements for the Microsoft Outlook 2007 client to be utilized in conjunction with the Office 365 platform.

Please note the below requirements for the Outlook client, they are slightly different to Microsoft's default requirements for the operating system. This is due to the requirement of Outlook over HTTP, which is contained in Windows 2003 builds and onwards.

1.1 Operating system requirements

- Windows 7, Windows 8 (RTM).
- Mac OS X 10.6 or later.

1.2 Office client requirements

- Office 2010 (SP1), Office 2013.
- Office 2011 for Mac and Outlook 2011 for Mac.
- Lync 2010 & 2013.

1.3 Browser requirements—Administration Centre and My Company Portal

- 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: At this time Communicator for Mac 2011 will not work with Office 365. See [FAQ](#) for additional information about Mac-related system requirements.

Note regarding Office Professional Plus in Office 365: Office Professional Plus is not designed to install on servers or virtualized platforms. Microsoft does not provide technical support services for issues related to the installation or use of Office 365 in a virtual environment, Windows Server Remote Desktop, or other terminal service platforms.

Any users who utilize a PC not meeting the required specification for any of the above options must utilize the Outlook Web Access portal available at:

<https://portal.microsoftonline.com>

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:

Provisioning Information

Status: Active

Service Parameters

Domain Name [redacted].onmicrosoft.com

Admin Username admin@[redacted].onmicrosoft.com

Admin Password [redacted]

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 we recommend you create your own personal administrative account rather than using the default admin@ account.

2.1 Creating a deployment plan

On logging into the administration portal with an administrator account, select the **Setup** menu on the left menu bar and then select **basic setup** to begin planning your migration.

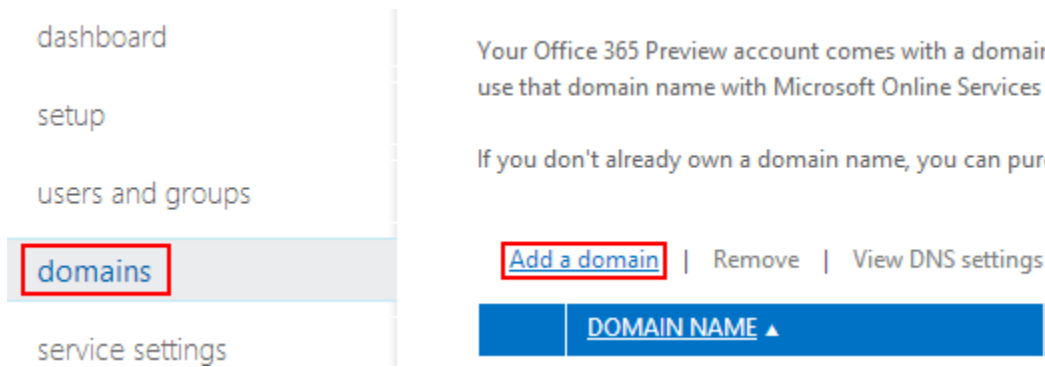
Note: please be aware that the **custom setup** plan is designed for large organizations with a dedicated on-staff IT contact responsible for maintaining services. Active Directory synchronization requires a number of additional steps and falls outside of the scope of this deployment planning document though relevant information is referred to where applicable.

3 Deploying Office 365 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



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. The functionality of Symantec.cloud requires that all MX records in place for a domain be valid, so inputting an invalid validation MX record will disrupt mail flow.

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 mydomain.com	MS=ms12345678	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.

1. Provide this list to your domain registrar and advise that they create each of the DNS records except for the MX record highlighted below:

TYPE	PRIORITY	HOST NAME	POINTS TO ADDRESS	TTL
MX	0	@	DO NOT ADD THIS RECORD	1 Hour
CNAME	-	autodiscover	autodiscover.outlook.com	1 Hour
CNAME	-	sip.██████████	sipdir.online.lync.com	1 Hour
CNAME	-	lyncdiscover.██████████	webdir.online.lync.com	1 Hour

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

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

Note: creating the mail.protection.outlook.com MX record will result in mail bypassing Symantec.cloud. MX records will be created during phase 8

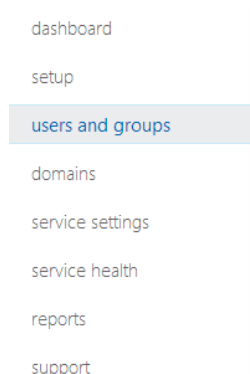
For further information on this topic, including instructions for popular domain registrars, please refer to the following help article: <http://office.microsoft.com/en-us/office365-suite-help/create-dns-records-when-office-365-doesn-t-host-your-dns-HA103444183.aspx>

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.



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**.

assign licenses

Microsoft Office 365 Plan E3 23 of 25 licenses available

- Rights management service
- Microsoft Office Pro Plus Subscription
- Lync Online (Plan 2)
- Office Web Apps
- SharePoint Online (Plan 2)
- Exchange Online (Plan 2)

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.

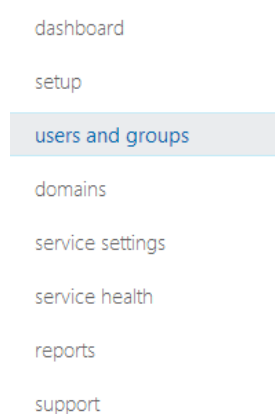
USER NAME	TEMPORARY PASSWORD
testMSOuser@mydomain.com	Xojo9035


9. Click **finish**
10. **Repeat steps 1 -10 for all users required.**

3.2.2 Bulk add users using a 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 users and groups from the left menu bar.



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 f



Path and file name:

browse...

[Download a blank CSV file](#)

Create a new CSV file from this template using 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.

	RESULTS	QUANTITY
	Users that passed verification:	0
	Errors:	2



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.

	RESULTS	QUANTITY
	Users created:	2
	Errors:	0

Log file: [View](#)

	USER NAME	TEMPORARY PASSWORD
	Andy@mydomain.com	Dopa6231
	Bob@mydomain.com	Furu1853

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://onlinehelp.microsoft.com/en-us/office365-enterprises/ff652543.aspx>

Single sign-on roadmap - <http://onlinehelp.microsoft.com/en-us/office365-enterprises/hh125004.aspx>

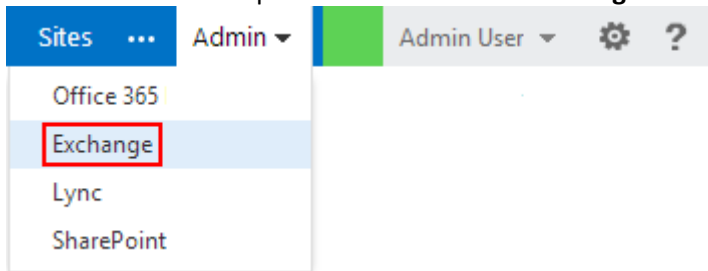
3.3 Set the domain purpose and configure DNS

Please be aware that Office 365 might inform you that it could not find some of the DNS records you have created for your domain, you can ignore this message as it is being displayed because the MX records are pointing to Symantec.cloud. It will not cause any disruption to your email flow and you should be able to progress with the services deployment.

Although your domain status will say “Setup in progress”, you will be able to add new users and set their address using the new domain name without problem.

4 Add User Aliases via Exchange Control Panel

1. Navigate to: <https://portal.microsoftonline.com>
2. Log in using an account with Administrator rights
3. Select the **admin** drop-down and then click **exchange**



4. Select each user account by double-clicking their Display Name and clicking the **email address**

testMSOuser

general
mailbox usage
contact information
organization
▶ **email address**
mailbox features
member of
MailTip
mailbox delegation

Each email address type has one default reply address. The default reply address is displayed in bold. To change the default reply address, select the email address that you want to set as the default, and then double-click to edit it.

Email address:
+ ✎ -

TYPE	EMAIL ADDRESS
SIP	testMSOuser@mydomain.com
SMTP	testMSOuser@mydomain.com

5. Click the add button icon (+) and enter the new email address required. Please note that standard email aliases will be of the **SMTP** type. Other options available are for advanced use. If this email address is intended to be the primary sending address of the user, please ensure the **make this the reply address** box is ticked. Finally, click **ok** to confirm.

Email address type:

SMTP

EUM

The address can be EX, X.500, X.400, MSMail, CcMail, Lotus Notes, NovellGroupWise, EUM Proxy address, and free text. [Learn more](#)

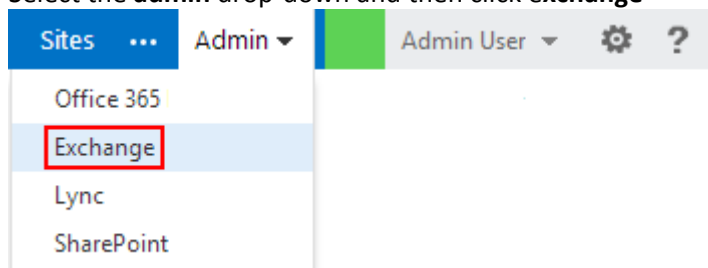
*Email address:

Make this the reply address

6. Click **save** to complete the wizard. Any errors will be alerted at this point.
7. Repeat steps 5 to 7 for all users who require additional aliases.

5 Add Distribution Groups

1. Navigate to: <https://portal.microsoftonline.com>
2. Log in using an account with Administrator rights
3. Select the **admin** drop-down and then click **exchange**



4. Select **groups** along the top menu bar.
5. Click the add button icon (**+**) then **distribution group** to create a new distribution group.
6. Enter the required information into the pop up window to configure the new distribution group. Mandatory fields are marked with an asterisk. Additional fields can be entered by clicking **additional details**. Click **save** to complete the wizard.
7. If the distribution group must be open to email from external senders (users outside of the accounts on Office 365) it is important to double-click and re-open the group then select **delivery management** on the left menu bar. From here, highlight the option for accepting mail from **senders inside and outside of my organization**. Click **save** to complete the wizard.

6 Configure end user PC's

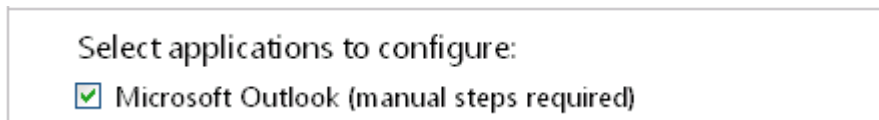
The following steps must be completed on for all users who are moving to Office 365 and do not use the Office 2013 desktop software. The steps are very simple so most end users should be able to complete the setup themselves.

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





3. Click **software** to continue.
4. Depending on your subscription level, you will be presented with a number of applications to in the left menu bar: Office (which includes Lync), Lync, Tools, and Desktop setup. Click **desktop setup** and then **set up**.
5. Sign in using your Microsoft Online Services ID.
Office 365 desktop setup will check your system configuration. If the scan completes without detecting any problems, you'll be presented with options to configure your desktop applications and learn more about the important updates Office 365 desktop setup will install. If a problem is detected, see Troubleshoot update and configuration issues for Office 365 for more information.
6. After you have selected the applications you want to configure, click **Continue**, review the service agreements, and then click **I accept** to begin installing updates and configuring desktop applications.

Note that next to Microsoft Outlook it states “**manual steps required**”. These are detailed below.



You can click continue and it will install any updates and then give you the following screen.

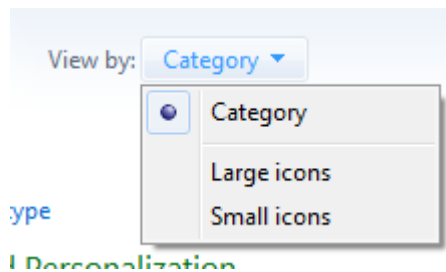
Name	Status
 Configure Microsoft Outlook	Manual steps required
 Shortcuts for Microsoft Office 365	Configured

Click “**finish**”

Setting up Outlook manually.

On your PC go to the control panel and double click on “mail”.

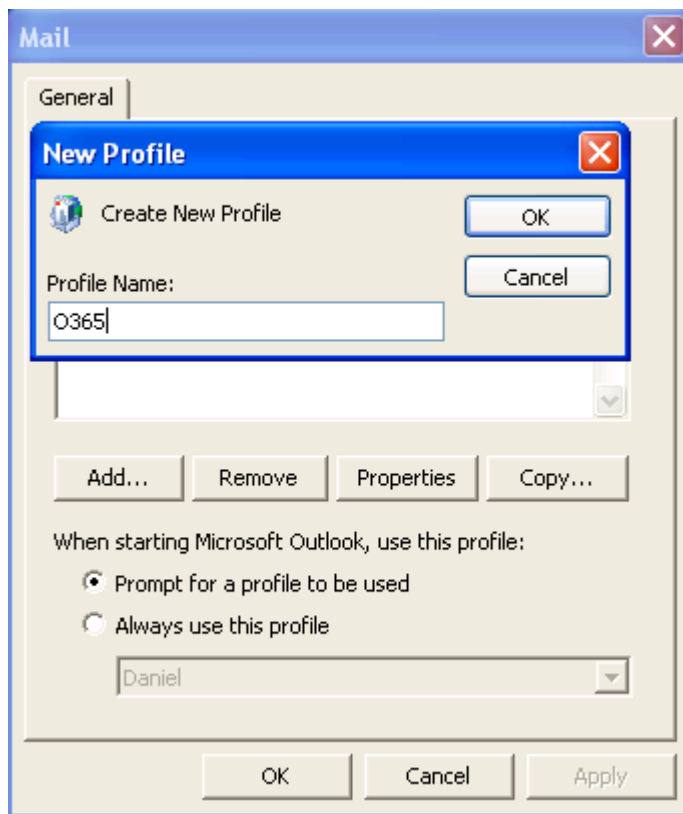
Windows 7 Users: If mail is not showing as an option in the control panel click category and select large icons.



This will bring up a “mail setup” window.

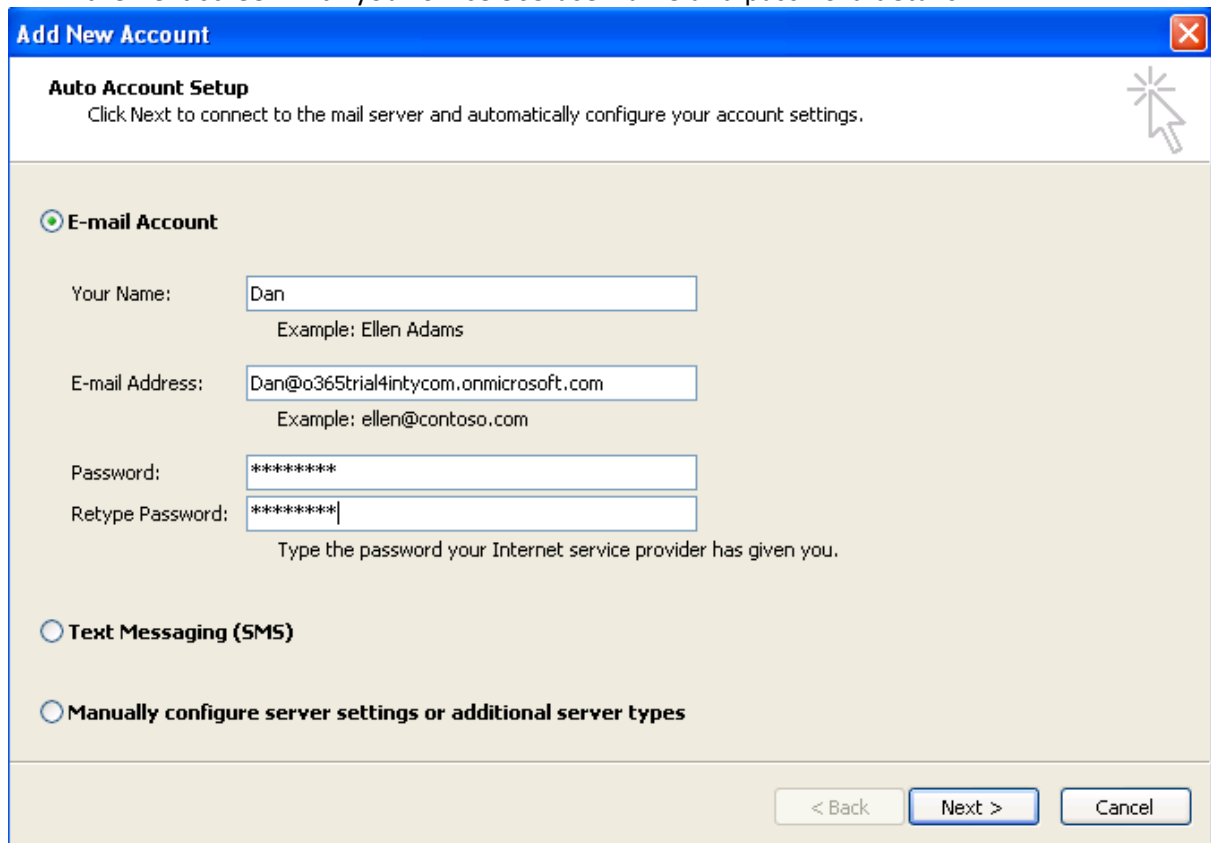


Click on “**show profiles**” then click on “**add**”

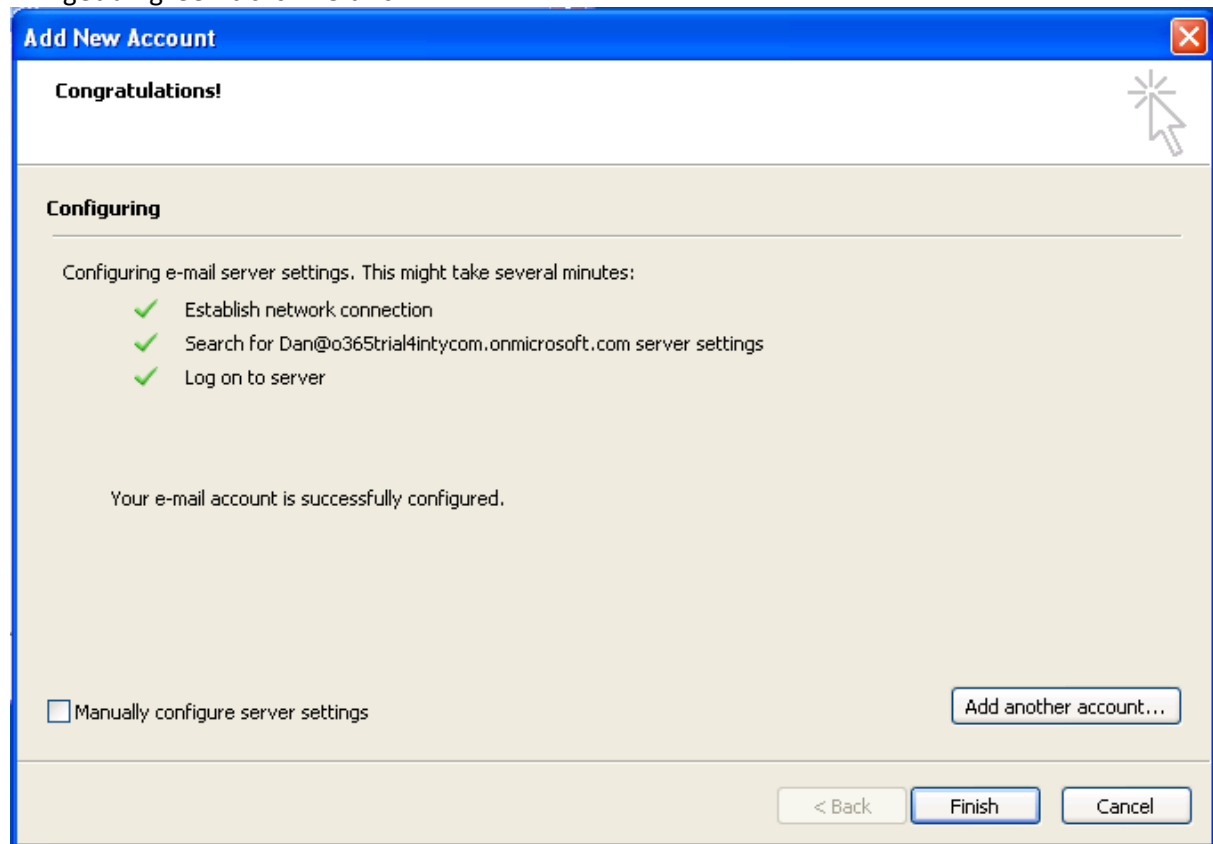


Name the account something that you will remember, for example O365 and click “ok”

Fill in the next screen with your office 365 username and password details



Click on **“Next”**. This will then run the connection test and get all of your details. You will get all green ticks like this.



Click **“finish”** and go back and click **“OK”** and open Outlook. This will now open up and be ready to use with Office 365.

Important: Some of the applications may have shaded check boxes. This can occur if your account has not been provisioned to use this application with Office 365 or if you do not have the required applications already installed on your computer.

7. When the installation and configuration have completed, you may have to restart your computer to finalize the installation and configuration processes.

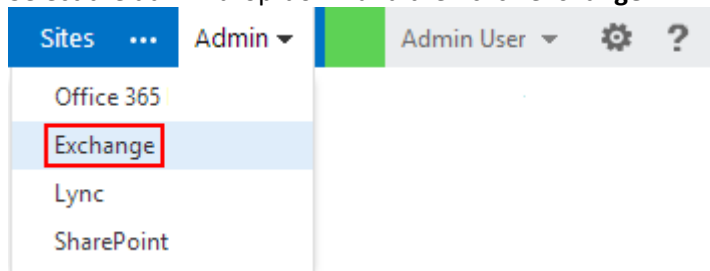
After running Office 365 desktop setup, a shortcut to the Office 365 portal will be added to the **Start** menu on your desktop.

Note: If you encounter a problem while setting up your desktop, a support agent or administrator may ask you to collect a log by pressing Shift, Ctrl, and L simultaneously on your keyboard.

7 Migrate Legacy Data

Data can be imported from existing email systems by a number of options depending on the existing environment. All data can be transferred from Exchange 2003 & 2007 systems or just mail can be imported via IMAP via the admin portal. For other systems, PST files must be backed up and imported into the new system. To begin a new migration, please follow the steps below:

1. Navigate to: <https://portal.microsoftonline.com>
2. Log in using an account with Administrator rights
3. Select the **admin** drop-down and then click **exchange**



4. Select **recipients** on the left menu bar then **migration** along the top menu bar
5. Click the add button icon (**+**) then **migrate to exchange online**

7.1 From an existing exchange system

Email migration is supported from existing Exchange Environments running Exchange 2003 or above. Migrations with these systems will require an SSL certificate from a valid Certificate Authority to be installed prior to beginning the data import process. Once this has been completed and the settings are available, the process can be access by selecting the **cutover migration** option following phase 6's initial steps.

From here, please review the following documentation on setting up the migration pre-requisites and starting a migration batch: <http://technet.microsoft.com/en-us/library/jj159539.aspx>

7.2 From an IMAP system

IMAP can be used to import emails from an existing system, but please be aware that this process only supports email transfer; calendars and contacts must be migrated separately either by PSTs or manual export to other support file types. To begin the migration, select the **cutover migration** option following phase 6's initial steps.

From here, please review the following documentation on setting up the migration pre-requisites and starting a migration batch: <http://technet.microsoft.com/en-us/library/jj159545.aspx>

7.3 From all other systems

If your existing email system is not a Microsoft Exchange environment, you will need to export all users legacy email as PST files from within Outlook.

When a new Outlook profile is created by Office 365, you as the system administrator will need to use the import/Export function within Outlook to import each user's exported PST files. Once imported the office 365 mailbox will begin synchronizing back to Microsoft servers. Once the Synchronization is complete all emails will be available on the users Outlook and Outlook Web Access.

NOTE: We recommend that the import of legacy data is staggered across your user base as the synchronization process will increase traffic on your broadband line which may affect its performance during this time.

8 Symantec.cloud and Live Switch to Office 365

Following completion of Phases 1 to 7 above, the service is now live. All email must route via Symantec.cloud and onto the office 365 platform. Until the actions within Phases 1 to 6 are complete Outlook Web Access will operate as the primary email client for all new internal and external email.

For Outlook Web Access (the web-based email client) browse to <https://portal.microsoftonline.com> and select "Outlook" from the top.

In order to fully switch your email system onto, your MX records and Symantec.cloud account must be set up to relay email directly to Microsoft's servers. The order and time in which this happens is dependent on whether you are an existing or new Symantec.Cloud Customer. In order to progress with the steps below you will need to log in to Symantec.Cloud administration portal (<https://clients.messagelabs.com>) using your admin credentials.

8.1 Verifying your domain within CASCADE

To authenticate your domain for Symantec.cloud, please carry out the steps below:

1. From the CASCADE portal navigate to the domains section and select to **Add new**:



Domains

View all

Add new

2. Enter your **Domain name** and click submit.
3. Enter the advised CNAME record into your DNS, with the assistance of your DNS registrar as required. Please allow up to 72 hours for this change to be propagated.
4. Once the CNAME is added, return to the **view all** area of your domains and click **confirm ownership**.

8.2 Configuring Microsoft Office 365 for inbound mail

You set up Microsoft 365 for inbound mail in the cloud security services portal.

To configure Microsoft Office 365 for inbound mail:

1. Open the cloud security services portal
2. In **Services > Email Services > Inbound Routes > Registered Default Inbound Routes**, click **Add and Check New**.
3. In **IP Address** or **Mailhost Name**, type your Microsoft Office 365 domain in the format *domain-com.mail.eo.outlook.com*.
4. If any of the domains listed in the **Domain list** show a status of **Custom**, the rule created in step 3 must be recreated for each. To do this;
 - a. Click **Manage Settings** by each domain, click **Add and Check New**.
 - b. In IP Address or Mailhost Name, type your Microsoft Office 365 domain in the format domain-com.mail.eo.outlook.com.

An example of the configured end product is shown below for reference:

Registered Default Inbound Routes
The default inbound routes listed below are registered. Use the arrow buttons to set the priority for inbound mail delivery.

You can only promote a route to primary if it has been checked recently. To have an existing route rechecked, click the Check button.

None of your domains use default routes; they all use custom routes. To modify the default route settings, change at least one domain to default in the 'Domain List' section below.

Priority	IP Address	Date Registered	Delete Route	Technical Check	Change Priority	Can Promote to Primary
1	mail.protection.outlook.com	09 Oct 2013		Check		Yes

Check New Add and Check New

Domain List
The following domains are registered with the following routes.

To change whether a domain is associated with default or custom routes, click the Change to ... button.

Domain

Showing 1 - 1 of 1

Domain	Inbound Routes	Status		
mail.protection.outlook.com		Custom	Change to Default	Manage Settings

8.3 Pre-requisites for adding a domain

To prove your organisation's ownership of the domain being added to your cloud security services account, you must have administration access. Specifically, you must have access to either edit your organisation's DNS settings or have access to your organisation's administration email addresses. Before we can add a new domain to your account, you need to gather the following information. You need to provide this information when setting up a new domain using the guided steps in the Domains section of the portal.

- The fully qualified domain name for your domain.
- The inbound route for your domain.

(An inbound route is the externally facing IP address or fully qualified host name to which your email traffic is directed. This will be your Office 365 MX server destination)

- A list of the email addresses that you want to set up for receiving scanned email through the cloud security services infrastructure.

(Only required if you choose to enhance your protection with the Address Registration service.)

Note: Once you have successfully added a domain to your cloud security services account, you must update your MX records. However, you must not update your MX records until we have told you that it is safe to do so. Otherwise, you may experience a loss of email delivery to your domain.

8.4 Domains wizard - Welcome

The Domains guided steps wizard is located in the portal at **Services > Email Services > Domains**. Click the **Add New Domain** button to launch the guided steps wizard.

Use this page to manage your domains.

Add a domain to enable us to scan and route your incoming emails. To do this, you complete the guided steps in which you enter the domain information. The domain will then appear below in the Inactive Domains list until the final steps are complete.

Further configuration can be achieved by clicking on the status links for each domain. For detailed information on each status, hover your mouse pointer over the status or perform a search in the Online Help.

[Add New Domain](#)

The Domains wizard walks you through the process of adding a domain. To prove your organisation's ownership of the domain being added to your cloud security services account, you must have administration access. Specifically, you must have access to either edit your organization's DNS settings or have access to your organization's administration email addresses. You need to prepare the following prerequisite information before you add a new domain to your account using the wizard:

- The new domain name you want to add.
- The inbound route for the domain. (An inbound route is the external IP address or fully qualified host name to which your inbound email traffic is directed. The inbound route IP address can be for a mail server or an inbound mail gateway, for example.)
- A list of valid email addresses for the domain to which you want scanned email delivered. (Only required if you choose to enhance your protection with the Address Registration service.)

Only registered email addresses receive scanned email. Email that is directed at non-registered addresses is filtered out.

You enter this information as you complete the guided steps of adding a new domain. Once you have completed the guided steps, we make a number of checks on the information provided. The checks include the validation of the domain and verification of your ownership of the domain. When we successfully complete the checks on your domain, we instruct you to update your MX records to point to our infrastructure.

Note: You must not update your MX records until we have instructed you to do so. Otherwise, you may experience a loss of email delivery to your domain.

We require a valid contact email address to which we send progress updates during the process of adding your domain. Type your email address into the box that is provided in the **Your Contact Email Address** section of the Welcome page. You can also choose to save the email address to your user profile in the portal by selecting the associated check box. You must type an email address in valid format, otherwise you cannot proceed to the next step.

The screenshot shows a web browser window titled "Add New Domain". On the left is a vertical navigation menu with steps: Welcome (selected), Your Domain, Validate Domain Ownership, Inbound Route, Service Settings, Register Addresses, and Next Steps. The main content area is titled "Welcome" and contains the following text:

Follow these guided steps to add a new domain. To complete these steps, you need to provide:

- Your domain name
- Your inbound route
- A list of valid email addresses for your domain

After you have completed these steps, checks are made on the information that you provide. When the checks are successfully completed, we instruct you to update your MX records to point to our infrastructure.

Note: Do not update your MX records until we tell you to do so. Otherwise, you may experience a loss of email delivery to your domain.

For further information on adding domains, refer to the [Online Help](#).

Your Contact Email Address _____

Enter a valid email address to which we can send progress updates during the Add New Domain process:

Save this email address to my user profile.

At the bottom right are three buttons: "Close", "Back", and "Next".

8.5 Domains wizard – Your domain

On the Your Domain page of the guided steps, you enter the domain name you want to add to your account.

To instigate our checks on your domain:

1. Type the domain name in the box that is provided and then click Check.
Note: Enter the domain name only. Any host name prefixes (e.g., "www") are removed automatically in the checks.

- When you click Check, we verify the current state of the domain and the results of the checks are displayed.

Note: Refer to the information that is displayed for instructions on what you are required to do next. When the checks are complete, the screen displays a confirmation message of **Finished checking domain "<yourdomain.com>"** along with the results of the checks. If there is a problem with the checks, you cannot continue until the problems are rectified. If the checks have completed and have been successful, you can click Next to proceed to the next step in the process.

The screenshot shows a web interface titled "Add New Domain" with a sidebar on the left and a main content area on the right. The sidebar contains a vertical list of steps: "Welcome" (checked), "Your Domain" (selected), "Validate Domain Ownership", "Inbound Route", "Service Settings", "Register Addresses", and "Next Steps". The main content area is titled "Your Domain" and contains the following text: "Enter the name of the domain you are adding. When you enter your domain name and click Check, we run checks on the current state of the domain. Further details of these checks are available in the [Online Help](#). The results of the checks appear below." Below this text is a text input field containing "e.g. mycompany.com" and a blue "Check" button. At the bottom right of the main content area are three buttons: "Close", "Back", and "Next".

8.6 Domains wizard – Validate Domain Ownership

Before we can add the requested domain to your cloud security services account, you must prove that you own the domain. When you submit your domain for checking, we attempt to validate domain ownership. If we detect that a validation string for the domain is present and correct, we confirm that we have validated your ownership of the domain. In this case, you can continue to the next step.

If we cannot detect any MX records for your domain, you must use DNS validation to add your domain. With this method, we provide you with a TXT record that you must add to your domain's DNS settings.

Copy the TXT record from the text box that is provided, and add that value to the DNS settings for your domain. Due to DNS Time to Live (TTL) caching delays, the validation checks may take up to 24 hours to complete. While these checks are underway, you can continue to the next step.

Note: We add the domain to your account only after this check has succeeded. For a shortcut when adding subsequent domains, you can bypass this step in the guided steps wizard. Specifically, you can add the TXT record to the DNS settings for each domain before you launch the wizard to add the new domain. The wizard detects the TXT record in the domain's DNS settings and automatically proceeds to the next step.

If MX records already exist for the domain, you can validate domain ownership by email confirmation or by updating the DNS settings.

To validate domain ownership by email validation, select the Email validation button. Using the drop-down box provided, select an administrator mailbox that you have access to. Once you select a mailbox, click **Next**, and an email that contains a validation key is sent to that mailbox. You must then retrieve the email and the validation key, which must then be entered at the end of the guided steps.

To validate domain ownership by updating DNS records, copy the TXT record from the box that is provided. Enter the TXT record into the DNS settings for your domain. While the checks are underway, you can continue to the next step.

Add New Domain

- ✓ Welcome
- ✓ Your Domain
movelsense.com
- **Validate Domain Ownership**
- Inbound Route
- Service Settings
- Register Addresses
- Next Steps

Validate Domain Ownership

Before we can validate your domain, you must first prove that you own the domain. You can prove your domain ownership either by updating DNS records or by email confirmation.

Email validation (recommended)

To receive a validation key, select an administrator mailbox that you have access to:

@movelsense.com

When you click **Next**, an email containing a validation key is sent to "postmaster@movelsense.com". You need to enter the validation key at the end of these guided steps.

DNS Validation

Add the following TXT record to the DNS settings of your domain:

Note: Due to DNS time to live (TTL) caching delays, this check may take up to 24 hours to complete. We add the domain only when this check has succeeded. You can continue to the next step in this process.

8.7 Domains wizard – Inbound Route

An inbound route is the external IP address or fully qualified host name to which your inbound email traffic is directed. An inbound route can be a mail server or an inbound mail gateway, for example. You enter the inbound route for your domain on the Inbound Route page of the Domains guided steps. When you enter an inbound route, we subject it to a series of technical checks before we register it with your domain.

Note: Upon completion of the guided steps, you can customise or update your inbound routes and outbound routes in the Services section of the portal.

If you do not yet have any domains registered on your account, you must enter a new inbound route. The inbound route that you enter must be either a fully qualified host name or a valid IP address. Type the inbound route that you want to associate with your domain into the box that is provided and click **Next**.

If you have at least one domain registered on your account, you are presented with three options to add an inbound route. You can use the registered default inbound routes that exist on your account. Alternatively, you can copy the inbound route from an existing domain. (Your list of existing domains can be searched using the drop-down menu, which can be filtered by typing in the search box.) Finally, you can choose to add a new inbound route.

To use your registered default inbound routes for the new domain, select the button that is labelled **Use registered default inbound routes**. Your registered default inbound routes are ranked according to priority in a table for your confirmation. If you are satisfied with the inbound routes and their priority, click **Next**.

Note: If you have a previously registered domain on your account, you can choose to copy the inbound route from that domain. If you do not have an existing inbound route, this option is not available.

To copy an inbound route from one of your existing domains, select the button that is labelled **Copy inbound route from one of my existing domains**. Select the required domain name from the drop-down menu. The inbound routes that are associated with that domain are ranked according to priority in a table for your confirmation. If you are satisfied with the inbound routes and their priority, click **Next**.

If you want to add a new inbound route, select the button labelled **Add a new inbound route**. Type the inbound route that you want to associate with your domain in the box provided. The inbound route that you use must be a fully qualified host name or a valid IP address. Once you have entered your new inbound route and there are no warnings shown that require attention, click **Next**.

Note: You must ensure that the domain you want to add is already configured on your organization's inbound mail gateway. The domain must be accessible through the IP address or the fully qualified host name you have provided for your inbound route.

The screenshot shows a web-based wizard window titled "Add New Domain". On the left is a vertical navigation pane with the following steps: "Welcome", "Your Domain" (with subtext "movelsense.com"), "Validate Domain Ownership" (with subtext "Checking DNS"), "Inbound Route" (highlighted with a yellow circle), "Service Settings", "Register Addresses", and "Next Steps". The main content area is titled "Inbound Route" and contains the instruction "Select an inbound route for your domain." Below this are three radio button options: "Use registered default inbound route(s)", "Copy inbound route(s) from one of my existing domains" (with a dropdown menu showing "abcdummie.ie"), and "Add a new inbound route" (which is selected). Below the selected option is a text input field containing "e.g. mail.mycompany.com or 11.12.13.14". At the bottom of the main area is a paragraph: "After completing these guided steps, you can customize your inbound routes and outbound routes in the Services section of the portal. For more information, see the [Online Help](#)." At the bottom right of the window are three buttons: "Save and Close", "Back", and "Next".

8.8 Domains wizard – Service Settings

This page lets you view the cloud security service settings for the domain being added.

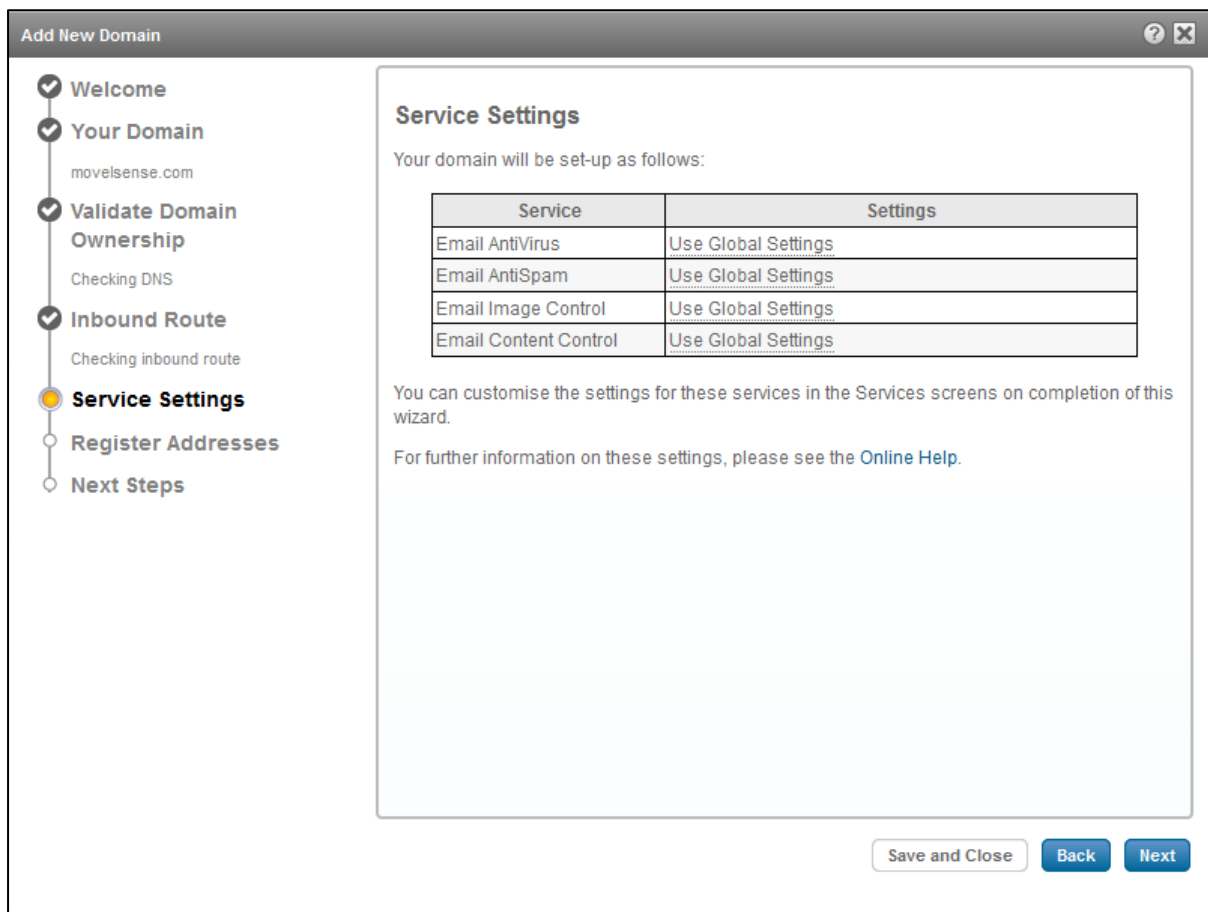
Note: Depending on your account's configuration, you may not see all of the options that are described.

When you add your first domain, the recommended default or best practice service settings are implemented. The services that you have purchased for your account are listed in a table alongside their associated settings.

If you have previously added a domain, each subsequent domain that is added to your account inherits your organisation's global service settings configuration. The services that you have purchased for your account are listed in a table alongside their associated settings.

Once you have reviewed your service settings as they are displayed in the table, click **Next**.

Note: Once you complete the guided steps and successfully provision your domain, you can customize your service settings in the Services section of the portal.



8.9 Domains wizard – Register Addresses

Note: Depending on your account's configuration, you may not see all of the options that are described.

This page of the Domains guided steps lets you register email addresses for your domain, which ensures those email addresses receive scanned email. You must use one of the three methods that are provided to register your email addresses with us.

Note: If your organisation does not use Address Registration, it can be activated in the portal. Navigate in the portal to **Services > Email Services > Platform** and click on the **Address Registration Protection** link. You must ensure that all mailboxes are registered before you switch your MX records over to the cloud security services infrastructure. Mail is not delivered to mailboxes that are not registered.

The first method of registering email addresses is the Upload File option. The **Upload File** option opens by default in the first tab on the Register Addresses page in the wizard. You can upload a .txt or a .csv file containing multiple email addresses. Note that each upload has a limit of 250,000 email addresses.

To upload multiple email addresses with the Upload File option

1. Click on the **Upload File** tab.
2. Click on **Choose File**.

- A file open window opens.
3. Navigate your desktop to find the file you want to upload.
Select the file for upload, and then click **Upload**.
The file name is displayed in the Choose File box.
 4. In the **Upload File** tab of the guided steps, click the Upload File button.
Allow some time for the upload to complete.
 5. Review the status messages that are provided. The number of addresses that are successfully added is displayed, along with the number of addresses that were invalid. Also, a table of registered addresses is shown. To check if an email address is registered, you can search the Registered Addresses table using the search box.
 6. The method that was used to input each of the registered addresses is shown in the Input Method column of the Registered Addresses table.

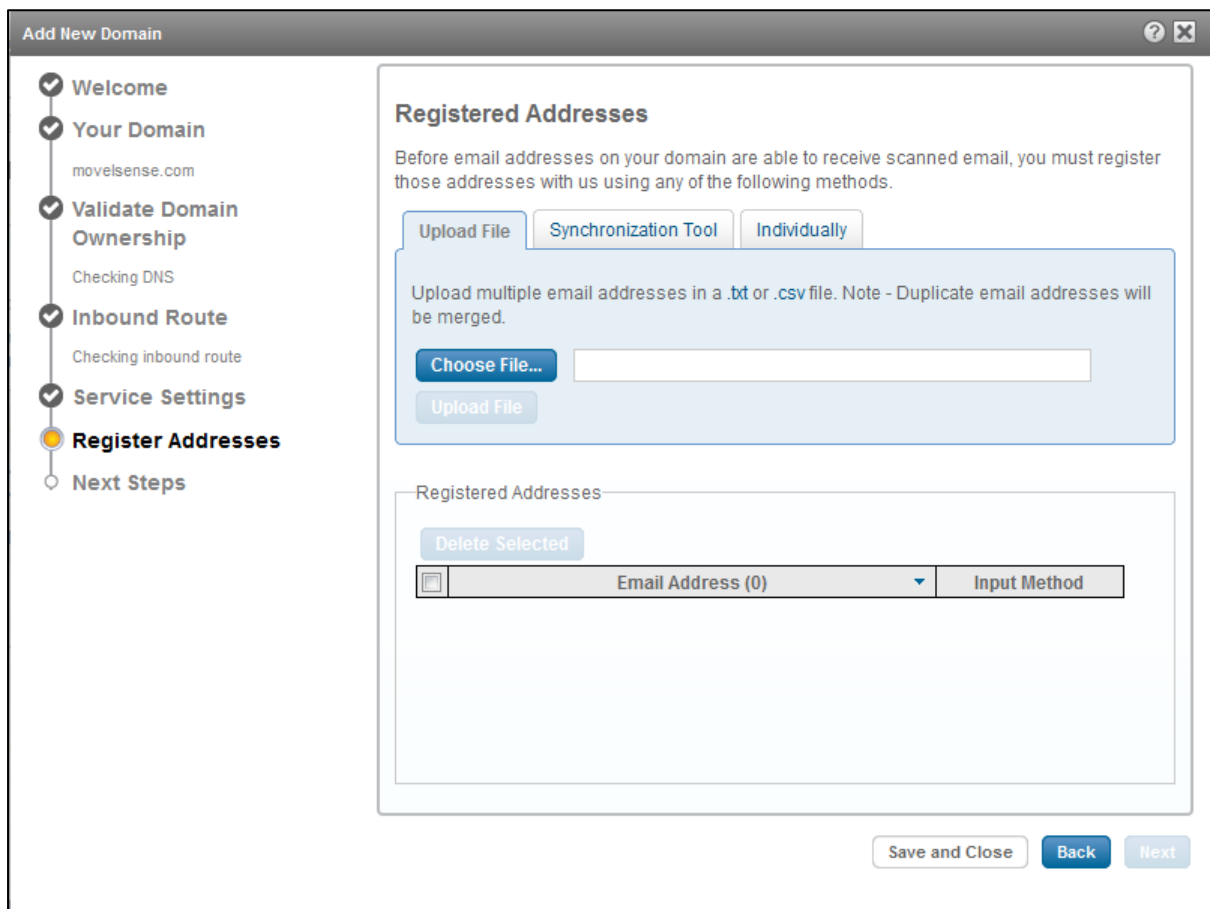
To use the Synchronization Tool to register your email addresses

1. Click on the **Synchronization Tool** tab.
2. Check the box to acknowledge your intention to use the Synchronization Tool to register your addresses.
3. Any registered addresses are shown in the Registered Addresses table.
4. Click **Next** to move on to the next step.
5. Ensure that you upload your Address List with the Synchronization Tool at a later date.

To register addresses individually

1. Click on the **Individually** tab.
2. Enter an email address in the box provided, and click **Add**.

Note: Any addresses that are entered in this box must be in a valid format using ASCII characters. If you want to add an address with non-English characters, you must first convert the characters to punycode. You can enter an address using only the local portion of the address, for example "john_doe". You can also enter a full email address as long as the domain is valid.



8.10 Domains wizard – Next Steps

This page of the Domains wizard lists any outstanding actions that are necessary to complete the process of adding your domain.

If you chose to validate your domain ownership using the email validation method, you must now paste the validation key in the box provided. If you did not receive a validation key, you can choose to resend the validation key by clicking the button provided.

Once you have reviewed any outstanding actions, click **Finish**. Your domain appears in the **Inactive Domains** list until all outstanding actions are complete. You can monitor the progress of your domain configuration in the **Inactive Domains** list in the portal at **Services > Email Services > Domains**.

Note: Only update your MX records in your domain's DNS settings once we have instructed you to do so.

Add New Domain

- ✓ Welcome
- ✓ Your Domain
movelsense.com
- ✓ Validate Domain Ownership
Checking DNS
- ✓ Inbound Route
Checking inbound route
- ✓ Service Settings
- ✓ Register Addresses
1 address(es) registered
- Next Steps

Next Steps

1. Only update your MX records in your domain's DNS settings once your domain has been set up and your inbound route has been checked. When the service is ready, we send you an email instructing you on how to update your MX records. Be sure to add `noreply@hostedprotect.com` to your safe senders list.
2. When you click **Finish**, your domain will appear in the Inactive Domains list until all outstanding actions are complete.

Save and Close Back Finish

Inactive Domains (8)

Refresh Showing 1 – 8 of 8 < Prev 1 Next > View 10

Domain Name	Validated	Registered Addresses	Inbound Route	MX Records
123.com	❗ This domain configuration is incomplete. Continue configuration			✕
axsguard.groupc...	❗ This domain configuration is incomplete. Continue configuration			✕
dude.nl	❗ This domain configuration is incomplete. Continue configuration			✕
mail.messaging...	❗ This domain configuration is incomplete. Continue configuration			✕
plop.com	❗ This domain configuration is incomplete. Continue configuration			✕
trial.com	❗ This domain configuration is incomplete. Continue configuration			✕
movelsense.com	🔄 Checking DNS	✓ 1	❌ Failed	⏸ Do not change yet
youaregorgeous...	✓ Complete	✓ 3	✓ Complete	⚠ Update now

8.1 Redirecting inbound email traffic to the Email Services Infrastructure

To redirect your inbound email traffic to the Email Services infrastructure, you must change your MX records. You must change your MX records for your Microsoft Office 365 hosted cloud service.

An MX record is a type of resource record in the Domain Name System (DNS) that defines how email is routed. MX records point to the servers that should receive email and define their priority relative to each other. Your MX records need to route your inbound email through the cloud security services infrastructure, where Email Services scan the emails. The clean emails continue on to your email recipients.

To route your email through the cloud security services infrastructure, your MX records must change to the values that we give you to ensure that all of your email is scanned. They are used as pointers to where your emails are delivered.

To route your email through Email Services, change the primary and the secondary MX records for your domains to the MX records that we provide you with. These are in your confirmation email from us. Your New Customer confirmation email contains the exact MX information that you should use.

Check that the confirmation email is not delivered to your spam folder. This email contains very important information.

First, identify who hosts your domains; that is, the person or organization that is responsible for maintaining your organisation's MX records or DNS settings. Your Internet service provider (ISP) may be responsible for your MX records. Typically, each provider supplies an online form to make changes. Or you may have to notify them that you require a change to your MX records.

The new MX record entries that you should use are in the format that is shown in the following table.

Mail Route	New MX Record
Primary (lowest) MX preference (default mail route)	MX 10 clusterx.xx.message-labs.com
Second MX preference (back-up mail route)	MX 20 clusterxa.xx.message-labs.com

Ensure that these changes are completed within five working days of receiving your confirmation email and that no back-up MX records remain in place.

Note: As soon as the MX record changes have been made and have propagated, the Email Services start scanning the emails that your domain receives from external senders. When Email Services are fully deployed, the AntiVirus and AntiSpam services are automatically active. They are configured with default settings. Your inbound email (and outbound email, if provisioned) passes through the Email Services infrastructure. To customize the settings for AntiVirus and AntiSpam, make the necessary configuration changes in the portal before you change your MX records.

8.2 Cloud Security services IP ranges

Below are the IP addresses lists for the Cloud Security services. Please make sure your firewall is configured correctly to ensure full connectivity to the cloud Security servers.

Table 1-1 All Regions - for all services

Subnet IP	Subnet mask	Netmask	IP range
216.82.240.0	255.255.240.0	/20	216.82.240.0 – 216.82.255.255
67.219.240.0	255.255.240.0	/20	67.219.240.0 – 67.219.255.255
85.158.136.0	255.255.248.0	/21	85.158.136.0 – 85.158.143.255
95.131.104.0	255.255.248.0	/21	95.131.104.0 – 95.131.111.255
46.226.48.0	255.255.248.0	/21	46.226.48.0 – 46.226.55.255
117.120.16.0	255.255.248.0	/21	117.120.16.0 – 117.120.23.255
193.109.254.0	255.255.254.0	/23	193.109.254.0 – 193.109.255.255
194.106.220.0	255.255.254.0	/23	194.106.220.0 – 194.106.221.255
195.245.230.0	255.255.254.0	/23	195.245.230.0 – 195.245.231.255
103.9.96.0	255.255.252.0	/22	103.9.96.0 – 103.9.99.255

Table 1-2 Asia Pacific only – additional IP ranges for Web Security

Subnet IP	Subnet mask	Netmask	IP range
203.183.222.96	255.255.255.224	/27	203.183.222.96 – 203.183.222.127
202.218.232.192	255.255.255.224	/27	202.218.232.192 – 202.218.232.223
203.116.194.128	255.255.255.224	/27	203.116.194.128 – 203.116.194.159

Table 1-3 South Africa only – additional IP ranges for Email Services

Subnet IP	Subnet mask	Netmask	IP range
196.14.170.0	255.255.254.0	/23	196.14.170.0 – 196.14.171.255

9 Setting up Mobile Devices

Although official support is not offered for mobile devices, a general configuration wizard has been supplied for the most common handsets: <http://help.outlook.com/en-us/140/dd936215.aspx>. For any additional guidance on setting up your device you should refer to your manufacturer's handbook or mobile network operator.

10 Support and the future

For all Technical Support and Customer Service enquiries please contact your service provider using the details you were provided with upon purchasing the product.