# Lab Answer Key: Module 3: Configuring client connectivity to Microsoft Office 365

# Lab: Configuring client connectivity to Office 365

## Exercise 1: Configuring DNS records for Office 365 clients

#### Task 1: Review the recommended DNS records in the Office 365 admin center

1. On LON-CL1, open Microsoft Edge.
2. Connect to **http://portal.office.com**, and then sign in as **holly@gspadatumvsxxxxx.onmicrosoft.com**, replacing **xxxx** with your unique Adatum number, and with the password ‘Pa55w.rd’.
3. In the Office 365 portal, click **Admin.**
4. In the Office 365 admin center, in the menu to the left, go to **Setup**, click **Domains**, and then review the domain names assigned to the **Adatum** tenant.
5. In the Domains window, click **Gsp.Adatumvsxxxx.virsoftlabs.com**.
6. On the **DNS errors** page, review the records that need to be configured for your domain.
7. Leave the Microsoft Edge window open.

#### Task 2: Configure the DNS records for external clients

**Configure DNS settings for Exchange Online**

1. On LON-DC1, open Server Manager.
2. In Server Manager, click the **Tools** menu, and then click **DNS**.
3. In DNS Manager, expand **LON-DC1**, and then expand **Forward Lookup Zones**.
4. Click, and then right-click **gsp.Adatumvsxxxxx.virsoftlabs.com**, and then click **New Alias (CNAME)**.
5. In the **Alias name** text box, type **autodiscover** as the alias name.
6. In the **Fully qualified domain name (FQDN) for target host** text box, type **autodiscover.outlook.com**.
7. Click **OK**.
8. Right-click **gsp.Adatumvsxxxxx.virsoftlabs.com**, and then click **New Mail Exchanger (MX)**.
9. In the **Mail Exchanger (MX)** dialog box, in the **Fully qualified domain name (FQDN) of mail server** text box, type **adatumvsxxxxx-hostdomain-com.mail.protection.outlook.com**.
10. Click **OK**.

**Configure DNS settings for Skype for Business Online**

1. On LON-DC1, right-click the **gsp.Adatumvsxxxxx.virsoftlabs.com** zone, and then select **Other New Records**.
2. In the **Resource Record Type** dialog box, scroll down the list, click **Service Location**, and then click **Create Record**.
3. On the **Service Location (SRV)** tab, enter the following information, and then click **OK**:

* Service: **\_sip**
* Protocol: **\_tls**
* Priority: **100**
* Weight: **1**
* Port number: **443**
* Host offering this service: **sipdir.online.lync.com**
* Time to live: **1 hour (default)**

1. In the **Resource Record Type** dialog box, click **Create Record**.
2. On the **Service Location (SRV)** tab, enter the following information, and then click **OK**:

* Service: **\_sipfederationtls**
* Protocol: **\_tcp**
* Priority: **100**
* Weight: **1**
* Port number: **5061**
* Host offering this service: **sipfed.online.lync.com**
* Time to live: **1 hour (default)**

1. In the **Resource Record Type** dialog box, scroll back up the list, click **Alias (CNAME)**, and then click **Create Record**.
2. On the **Alias (CNAME)** tab, enter the following information, and then click **OK**:

* Alias name: **sip**
* Fully qualified domain name: **sip.gsp.Adatumvsxxxxx.virsoftlabs.com**
* Fully qualified domain name (FQDN) for target host: **sipdir.online.lync.com**
* Time to live: **1 hour (default)**

1. In the **Resource Record Type** dialog box, click **Create Record**.
2. On the **Alias (CNAME)** tab, enter the following information, and then click **OK**:

* Alias name: **lyncdiscover**
* Fully qualified domain name: **lyncdiscover.gsp.Adatumvsxxxxx.virsoftlabs.com**
* Fully qualified domain name (FQDN) for target host: **webdir.online.lync.com**
* Time to live: **1 hour (default)**

1. In the **Resource Record Type** dialog box, click **Done**.
2. Switch back to LON-CL1, and then in the Office 365 admin console, click **Check DNS**.
3. You should now see that most records are not listed anymore (you should see msoid, enterpriseregistration, enterpriseenrollment and SPF records). Close the page.
4. In the top bar, click **Office 365** apps icon.
5. Click **Mail**.
6. On the Outlook page, select your time zone and click **Save**.
7. In the upper right corner, click your user icon and select **Sign in to IM**.
8. On LON-CL2, verify that you are signed in as Francisco.
9. Open Microsoft Edge, and then connect to **https://portal.office.com**.
10. Sign in as **Francisco@gsp.Adatumvsxxxxx.virsoftlabs.com** by using the password ‘Pa55w.rd’.
11. In the Office 365 portal, click **Mail**.
12. On the Outlook page, select your time zone, and then click **Save**.
13. In the upper right corner, click your user icon and select **Sign in to IM**.
14. In the upper-left corner, click the **New** button.
15. In the **To** text box, type **Holly Spencer**.
16. When the name resolves, note her instant message (IM) status. It might take a couple of minutes for her status to update.
17. Click **Holly Spencer** in the **To** text box.
18. In the pop-up dialog box, click the **IM** icon on the right (icon below email address, with same UPN as email).
19. In the IM pop-up window, type a message, and then press Enter.
20. On LON-CL1, click the **IM** dialog box.
21. Reply to the IM. Note that you now can send IMs between the two users.
22. Close both the IM windows, and then close the Microsoft Edge windows on both virtual machines.

**Result**: After completing this exercise, you should have:

Reviewed the recommended DNS records in the Office 365 admin center.

Configured the DNS records for external clients.

Configured the DNS records for internal clients.

## Exercise 2: Running the Office 365 connectivity analyzer tools

#### Task 1: Run the Microsoft Connectivity Analyzer tool

1. On LON-CL1, open Microsoft Edge.
2. In the address bar, type **https://testconnectivity.microsoft.com/**.
3. On the **Microsoft Remote Connectivity Analyzer** page, click the **Office 365** tab.
4. On the **Office 365** tab, click **Office 365 Exchange Domain Name Server (DNS) Connectivity Test**, and then click **Next**.
5. Under **Domain Name**, type **gsp.Adatumvsxxxxx.virsoftlabs.com**.
6. Under **Verification**, type the characters that you can see in the verification field, and then click **Verify**.

**Note:** The verification code is not case-sensitive.

1. Click **Perform Test**.

**Note:** If you receive a message about having performed too many tests in 60 seconds, wait for a minute and then repeat the test.

1. When you see **Connectivity Test Successful**, under **Test Details**, expand **Test Steps**, and then review the checks that were made against the Exchange Online domain.
2. Click **Start Over**.
3. On the **Office 365** tab, click **Office 365** **Lync Domain Name Server (DNS) Connectivity Test**, and then click **Next**.
4. In the **Sign-in address** text box, type **Francisco@gsp.Adatumvsxxxxx.virsoftlabs.com**, and then click **Perform Test**.

**Note:** If you receive a message about having performed too many tests in 60 seconds, wait for a minute and then repeat the test.

1. When you see **Connectivity Test Successful**, under **Test Details**, expand **Test Steps**, and then review the checks that were made against the Skype for Business Online domain.
2. Click **Start Over**.
3. Under **Microsoft Office Outlook Connectivity Tests**, click **Outlook Connectivity**, and then click **Next**.
4. On the Outlook Connectivity page, in **Email Address** and **Microsoft Account**, type **Francisco@gsp.Adatumvsxxxxx.virsoftlabs.com**.
5. In the **Password** and **Confirm password** text boxes, type the password ‘Pa55w.rd’.
6. Select **Use Autodiscover to detect server settings**.
7. Select **I understand that I must use the credentials of a working account from my Exchange domain to be able to test connectivity to it remotely. I also acknowledge that I am responsible for the management and security of this account**.
8. Click **Perform Test**.
9. When you see **Connectivity Test Successful with Warnings**, under **Test Details**, expand **Test Steps**, and then review the checks that were made against **Outlook Anywhere**. Note in particular the message that contains information about the **Autodiscover** steps that fail.
10. Under **Run Test Again** at the top-right corner of the window, note that you can copy this test to the clipboard, or save it as an XML or HTML file.

#### Task 2: Run the Office 365 Support and Recovery Assistant

1. In the Microsoft Connectivity Analyzer window, on the **Client** tab, in the **Microsoft Support and Recovery Assistant for Office 365** section, click **Support and Recovery Assistant download**.
2. On the new web page that opens, click **Download now** and then click **Save**.
3. Wait for the download to finish, and then click **Run**.
4. In the **Application Install - Security Warning** window, click **Install**.
5. In the Microsoft Support and Recovery Assistant for Office 365 window, click **I agree**, then click **Advanced diagnostics**, and then click **Next**.
6. On the next page, click **Exchange Online** and click **Next**.
7. On the Select the diagnostic you'd like to run page, click **Perform authentication checks** and click **Next** and then select Yes and click Next again.
8. On the next page, type **Holly@gspadatumvsxxxxx.onmicrosoft.com**, type the password ‘Pa55w.rd’ as password, select **Keep me signed in** and then click **Next**.
9. Wait until Office 365 Support and Recovery assistant generates the results.
10. Review the details, and then close the window.

**Result**: After completing this exercise, you should have:

Run the Microsoft Connectivity Analyzer tool.

Run the Office 365 Client Performance Analyzer tool.

## Exercise 3: Connecting Office 2016 clients

#### Task 1: Verify that Outlook 2016 can connect to Office 365

1. On LON-CL1, start Outlook 2016.
2. On the **Welcome to Outlook 2016** page, click **Next**.
3. On the **Add an Email Account** page, click **Next**.
4. On the **Auto Account Setup** page, type the following information, and then click **Next**:

* Your Name: **Holly Spencer**
* E-mail Address: **Holly@gspadatumvsxxxxx.onmicrosoft.com**
* Password: The password ‘Pa55w.rd’
* Retype Password: The password ‘Pa55w.rd’

1. In the **Windows Security** dialog box, type the password ‘Pa55w.rd’ as the password, select **Remember my credentials**, and then click **OK**.
2. Verify that you are connected to Exchange Online, and then click **Finish**.
3. In the First things first dialog box, click **Ask me later**, and then click **Accept**.
4. On LON-CL2, repeat steps 1 through 7 by using the following information:

* Your Name: **Francisco Chaves**
* E-mail Address: **Francisco@gsp.Adatumvsxxxxx.virsoftlabs.com**
* Password: The password ‘Pa55w.rd’
* Retype Password: The password ‘Pa55w.rd’

#### Task 2: Verify that Skype for Business can connect to Office 365

1. On LON-CL1, start Skype for Business by clicking on **Start** button and typing **Skype**. In the Apps list click **Skype for Business 2016**.
2. Close the Welcome - Skype for Business dialog box.
3. On the **Skype for Business sign in** page, type **Holly@gspadatumvsxxxxx.onmicrosoft.com** as the **Sign-in address**, and then click **Sign in**.
4. On the **second Sign in** page, type the password ‘Pa55w.rd’ as the password, select **Save my password**, and click **Sign In**.
5. Click **Yes**. In the Help Make Skype for Business Better! dialog box, if it appears, click **No**. Verify that you are connected to Skype for Business Online.
6. On LON-CL2, repeat steps 1 through 5 by using the following information:

* Sign-in address: **Francisco@gsp.Adatumvsxxxxx.virsoftlabs.com**
* Password: The password ‘Pa55w.rd’

1. Keep the virtual machines running for the next module.

**Result**: After completing this exercise, you should have verified:

That Outlook 2016 can connect to Office 365.

That Skype for Business can connect to Office 365.

OneDrive for Business connectivity to Office 365.

©2016 Microsoft Corporation. All rights reserved.

The text in this document is available under the [Creative Commons Attribution 3.0 License](https://creativecommons.org/licenses/by/3.0/legalcode), additional terms may apply. All other content contained in this document (including, without limitation, trademarks, logos, images, etc.) are **not** included within the Creative Commons license grant. This document does not provide you with any legal rights to any intellectual property in any Microsoft product. You may copy and use this document for your internal, reference purposes.

This document is provided "as-is." Information and views expressed in this document, including URL and other Internet Web site references, may change without notice. You bear the risk of using it. Some examples are for illustration only and are fictitious. No real association is intended or inferred. Microsoft makes no warranties, express or implied, with respect to the information provided here.