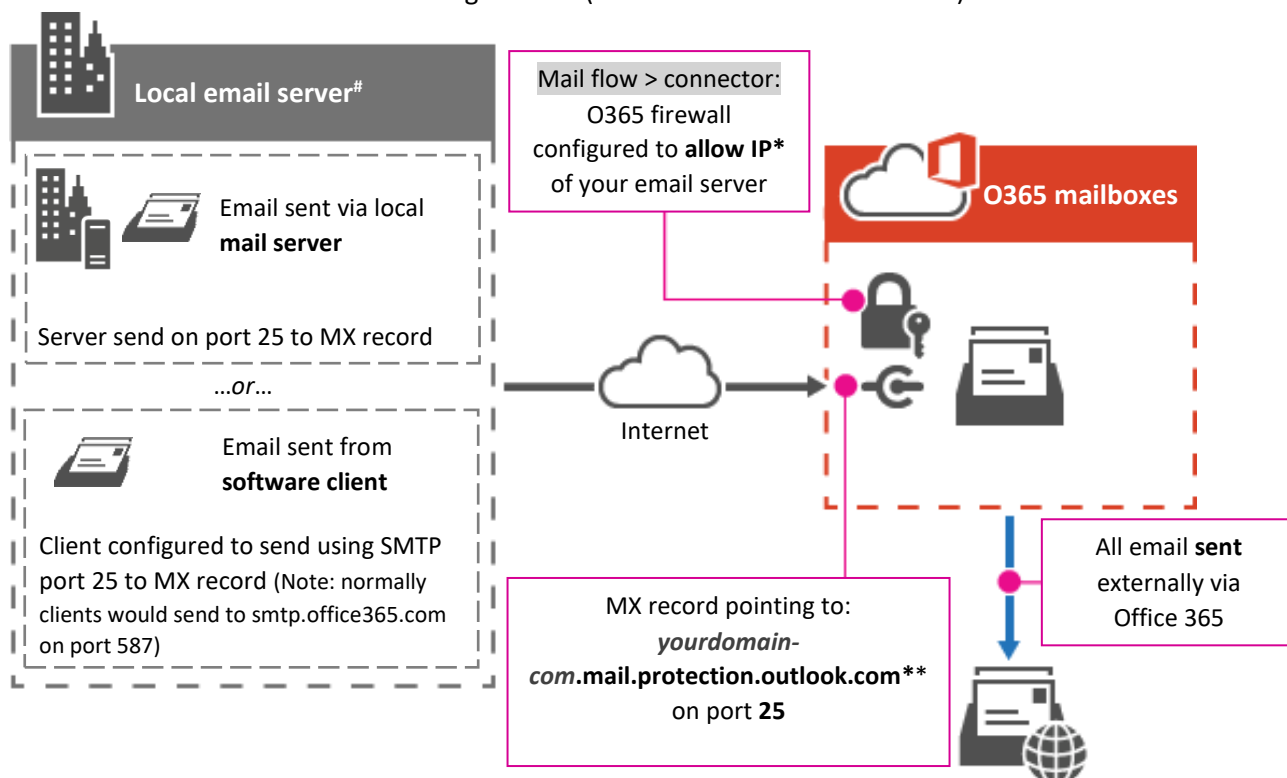


Office 365 – hybrid email migration with 3rd-party mail service

Overview: Migration from local mail server or ISP-hosted email service is often a time-consuming process, therefore the ability to *gradually* migrate users' email to Office 365 is a necessity. This article explains how to run a **hybrid configuration**, with both the old email service *and* Exchange Online (Office 365) working together. Eventually the old email service can be retired.

Scenario: All email **sent** via Office 365 Exchange Online (even if no O365 mailbox exists)

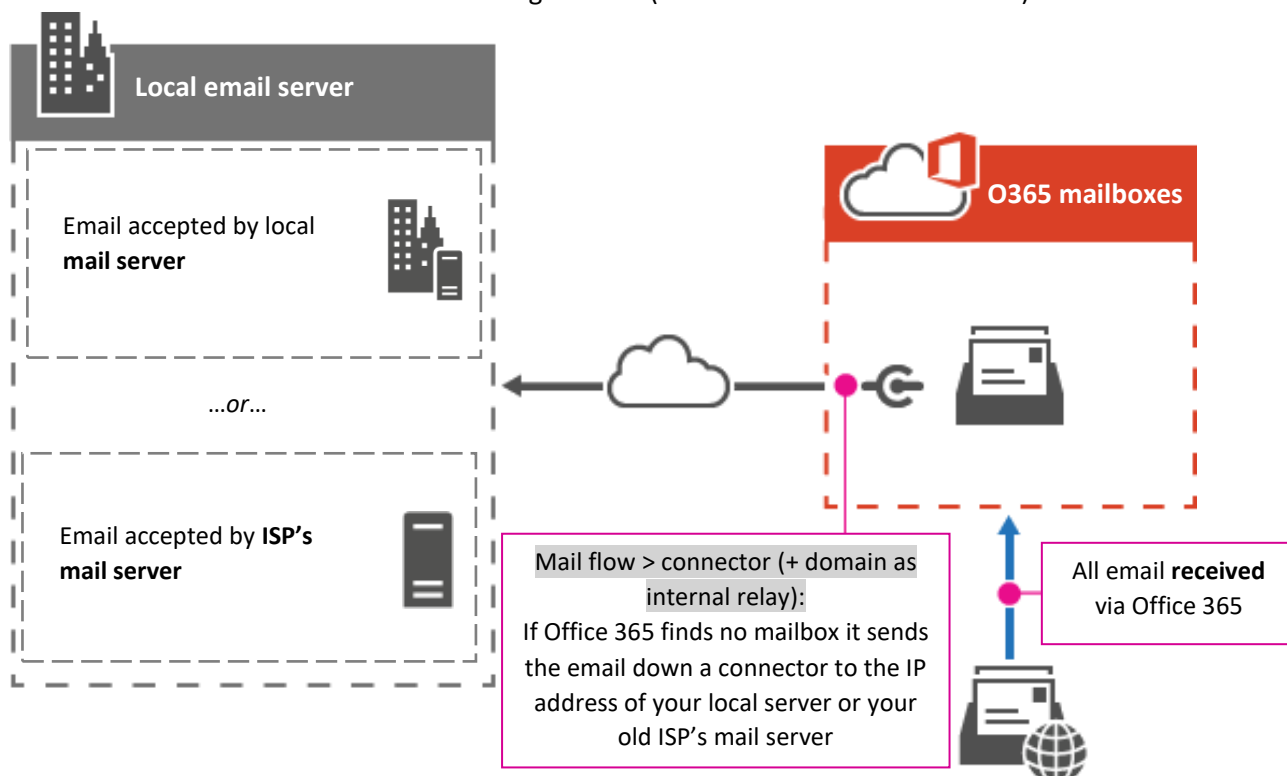


* SPF record adjusted to "v=spf1 ip4:<Static IP Address> include:spf.protection.outlook.com ~all". If the email server or clients do *not* have a static IP then we can use email forwarding to *.onmicrosoft.com instead; this is considered a complex scenario and requires planning with our support team

** *yourdomain-com.mail.protection.outlook.com* – the exact hostname is unique to your DNS zone, which we will specify.

Your local email server (or ISP's server) may need to be tricked into thinking that **Office 365 email addresses** use *.onmicrosoft.com

Scenario: All email **received** via Office 365 Exchange Online (even if no O365 mailbox exists)



Configuration process:

To send email

- Go to **Mail flow > Connectors**. Add a connector **From:** "Your organization's email server", **To:** "Office 365"
- Adjust your domain's DNS zone's SPF record to include your local email server's IP address (or the IP of your ISP's email server) "v=spf1 ip4:<Static IP Address> include:spf.protection.outlook.com ~all"
- Change your email server to route all outbound mail via a "smart host" (aka "SMTP relay") on **port 25** (not 587), which is the MX record for your domain name
 - If using a software client such as *Outlook* or *Thunderbird* change the outgoing SMTP server to be the MX record of your domain, again on **port 25**
- On your local (or ISP) email server do the following for all mailboxes that you already migrated to Office 365:
 - Delete the mailbox of the local server (or ISP server)
 - Create **email forwarders** for the Office 365 mailboxes (*optional*)
 - For each email address such as *user@domainname.com* forward email to *user@domainname-com.onmicrosoft.com* ("domainname-com" is a unique sub-domain, which we will inform you of)
 - The forwarders will trick the local email server into accepting any email sent "internally" but co-workers but actually intended for mailboxes setup on Office 365
 - Beware of looping: if your local server *forwards* to Office 365, but no corresponding email address is associated with an Office 365 mailbox, then Office 365 may route the email *back* to your local server – creating an infinite loop!
 - If the local server is Microsoft Exchange Server 2010+, see this article, and be prepared to **change the primary SMTP email address** for local users whose mailbox now exists on Office 365 (online):
 - [https://technet.microsoft.com/en-us/library/aa997434\(v=exchg.141\).aspx](https://technet.microsoft.com/en-us/library/aa997434(v=exchg.141).aspx)
 - *user@domainname.com* should be change to have Primary SMTP address *user@domainname-com.onmicrosoft.com*

To receive email

- Go to **Office 365 > Admin > Exchange Admin > Mail flow > Accepted Domains**. Change the domain from "Authoritative" to "Internal relay"
- Go to **Mail flow > Connectors**. Add a connector **From:** "Office 365", **To:** "Your organization's email server"
 - Do *not* force TLS – some mail servers will not be able to accept the email!

Edit Connector - [InPrivate] - Microsoft Edge

outlook.office365.com/ecp/Connectors/OutboundConnector.aspx?ActivityCorrelationID=a4162899-c047-3d14-3f85-7d699c278

Edit Connector

How should Office 365 connect to your email server?

☐ Always use Transport Layer Security (TLS) to secure the connection (recommended)

Connect only if the recipient's email server certificate matches this criteria

☐ Any digital certificate, including self-signed certificates

☒ Issued by a trusted certificate authority (CA)

☐ And the subject name or subject alternative name (SAN) matches this domain name:
Example: contoso.com or *.contoso.com

TLS is a security protocol that helps to encrypt and deliver email messages securely so no one except the sender and recipient can access or tamper with the message. If you select this option, messages will be rejected if the TLS connection isn't successful.

Back Next Cancel

- Validation will always fail if TLS is disabled; please ignore this and perform an actual test later using the Exchange Online (Outlook Web Access) instead

- Make sure your firewall & server accept email on **port 25** from **EOP IP addresses** – see [https://technet.microsoft.com/en-us/library/dn163583\(v=exchg.150\).aspx](https://technet.microsoft.com/en-us/library/dn163583(v=exchg.150).aspx)
- Create O365 mailboxes for individual users, and delete the mailbox from the local/ISP server
 - Your server/ISP server *may* need to add aliases/forwarders for the now “missing” mailboxes:
 - Local server may expect to find a mailbox for any accounts that were moved to Office 365
 - Most local servers can simply have a forwarder/alias created that forwards from joe.bloggs@domainname.com to joe.bloggs@{subdomain}.onmicrosoft.com

To retire the old server (or ISP’s email service)

- Go to Office 365 > Admin > Exchange Admin > Mail flow > Accepted Domains. Change the domain from “Internal relay” to “Authoritative”
- Go to Mail flow > Connectors. Delete any connectors that you created to send/receive (in the above steps)
- Adjust your domain’s DNS zone’s SPF record back to “v=spf1 include:spf.protection.outlook.com ~all”
- Turn off local server or delete domain from ISP’s email server