



# OFFICE 365 TO OFFICE 365 MIGRATION PLAYBOOK

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## *Introduction*

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Many companies experience mergers in acquisitions in which we need to consolidate accounts. Migrating one Office 365 tenant into another Office 365 tenant requires that you do **PLAN FOR DOWNTIME**. Let's take an example of Parent company A acquiring Child Company B. If you try to add child company B's domain into Parent company A, you will receive an error saying that it already exists in another Microsoft account. For this reason, you must remove your primary domain from one tenant and recreate it in the other tenant. If done correctly, downtime should be limited to **30 minutes**. This is a step-by-step guide for migrating using the tools from BitTitan.

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### *Planning Phase 1: Gather All the Necessary Credentials*

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1. Credentials Checklist
  - a. Source Office 365 Global Admin Credentials
  - b. Destination Office 365 Global Admin Credentials
  - c. BitTitan credentials
  - d. DNS Login Credentials

\*Note\* BitTitan comes with a tool called **Deployment Pro** which re-configures Outlook profiles after the migration. This can be pushed out either through GPO or email. If you are going to be pushing this out via GPO you will additionally need:

- e. Credentials to Remote to Primary DC (RDP, TeamViewer, LogMeIn, Splashtop, etc)
- f. Enterprise Admin Credentials for Primary DC

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### *Planning Phase 2: Gather and audit all Users part of the Migration*

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1. Gather Users List in CSV format, Export from Source 365 Admin Center
2. You will need to get a list of passwords from Source 365 users or notify them of what their password will be in the Destination 365 tenant account
3. Gather Distribution List with members of Distribution list in CSV format

4. Verify Organizational Units in Active Directory that will be a part of the GPO/AD Sync
5. Take note of any 3rd partner connectors for email filtering: Symantec, Barracuda, etc. Look up necessary steps for creating connectors in 365

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*Planning Phase 3: Define Outage Window*

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1. Domain removal/recreation will roughly take 30 min
2. Plan downtime for after hours of business, preferably on the weekend

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*Prep Work Phase 1: Push out DMA agent*

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BitTitan comes with a deployment pro agent that automatically reconfigures outlook profiles. This will bring over **autofill settings** and **signatures** for all users. There are two options to push this out:

- a. GPO
- b. Email

*\*Note\** If we are deploying the agent via GPO, users will just receive a popup asking them to authenticate to reopen outlook after cutover. If we are pushing the agent out via email, users will receive a message in which they will have to click on a link to install the agent on their device

## 1. Login to the BitTitan Portal and Click All Customers on the left-hand column

The screenshot shows the MSPComplete interface. On the left, a navigation sidebar lists various options, with 'All Customers' selected. The main area displays a welcome message and three key steps for getting started: creating runbooks, generating estimates, and executing runbooks.

## 2. Click Add Customer>Fill out Customer Name and primary Domain>Click Save

### Add Customer

Customers

**Details**

Workgroup Name  
provisioning Workgroup

@ Primary Email Domain

Company Name

Primary Location (Optional)  
Select Country

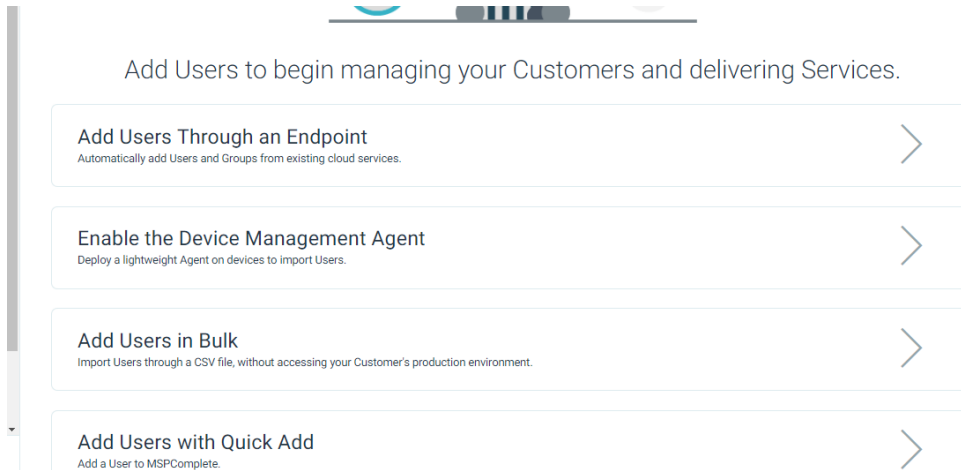
City (Optional)

Primary Industry (Optional)  
Select Industry

Company Size (Optional)  
Select Company Size


Follow Steps **3-15** if you are choosing to deploy the agent via **GPO**

3. Remote into Primary DC
4. Open Browser and Login to BiTitan.com
5. Go to All Customers>View Users on the Customer you created
6. Click “Enable the Device Management Agent”



7. Follow the steps from the following KB Article which walks you through setting up a new share, placing the exe in the share, creating the gpo, and scheduling it to run:<https://help.bittitan.com/hc/en-us/articles/115008110847>

## Add Users with a Device Management Agent

 By using the Device Management Agent, you agree to comply with BitTitan's User Agreement.

▼ Device Management

### Instructions

#### Installing with a Group Policy Object (GPO).

1. Save the Device Management Agent setup file (i.e., BitTitanDMASetup\_60577C0A954BA572\_.exe) to a network share folder.  
The folder needs to be accessible for all Users on the network.
2. Create a GPO that executes the DMA setup file on an Active Directory Organizational Unit's computers with an immediate scheduled task.

Script Parameters:

\\path-to-

BitTitanDMASetup\_60577C0A954BA572\_.exe)\BitTitanDMASetup\_60577C0A954BA572\_.exe

[Copy to Clipboard](#)

8. Monitor users that successfully have the agent installed by going to Customers>Select customers>Manage>Device Management>Deployment pro

\*You will need to put in the destination domain and add the 365 endpoint\*

DeploymentPro
Cancel Save and Continue

**What is DeploymentPro, and how does it work?**

DeploymentPro is a cloud-based solution that remotely configures and manages Users' Outlook profiles.

- To start using DeploymentPro, launch the Device Management Agent.
- Once installed on Users' devices, set up the module to automate the configuration of all Users' Outlook profiles.

[Launch DeploymentPro for UserActivation to View Legacy Projects](#)

---

**Module Configuration**

Destination Domain Name  
  
The field cannot be left blank.

Select Destination Endpoint  
Office365 + ▾

Once users start to login to their computers, their device will be registered and their primary UPN will be listed "Primary Email Address" column

Search Customers  
Cardinal Transport ▾

Overview

SERVICE MODULES

HealthCheck for Office 365

DeploymentPro

Home > Customers > Cardinal Transport > Device Management > DeploymentPro

## DeploymentPro

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

|             |               |                |
|-------------|---------------|----------------|
| 125         | 80            | 1999058        |
| Total Users | Total Devices | Licenses Owned |

[Schedule Outover](#)



Home > Customers > Cardinal Transport > Device Management > DeploymentPro

DeploymentPro Settings

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

126 Total Users      80 Total Devices      1999059 Licenses Owned

[Schedule Cutover](#) Sort

| Primary Email Address | Destination UPN | Module Status                    | Not Started | Scheduled | Running | Completed | Error |
|-----------------------|-----------------|----------------------------------|-------------|-----------|---------|-----------|-------|
| [Redacted]            | [Redacted]      | Scheduled on Apr 9, 2018 11:30am | 0           | 0         | 0       | 1         | 0     |
| [Redacted]            | [Redacted]      | Scheduled on Apr 7, 2018 12:15pm | 0           | 0         | 0       | 1         | 0     |
| [Redacted]            | [Redacted]      | Scheduled on Apr 7, 2018 9:45am  | 0           | 0         | 0       | 1         | 0     |
| [Redacted]            | [Redacted]      | Not scheduled                    | 5           | 0         | 0       | 0         | 0     |
| [Redacted]            | [Redacted]      | Not scheduled                    | 1           | 0         | 0       | 0         | 0     |
| [Redacted]            | [Redacted]      | Not scheduled                    | 1           | 0         | 0       | 0         | 0     |

9. Users computers will be listed and will have a "heartbeat". Once a user signs into the device their email will be tied to the device in a one to one relationship.

Home > Customers > Cardinal Transport > Device Management > Computers

Services Computers

80 Computers

| Computer Name ↓ | Number of Users | Agent Status |
|-----------------|-----------------|--------------|
| AR-004          | 1               | ✓            |
| ARDEB           | 1               | ✓            |
| AS400CONSOLE-PC | 1               | ✓            |
| BILLINGSARAH    | 1               | ✓            |
| BROKERAGEJD-CR  | 1               | ✓            |
| CRDT-AR-DLS     | 1               | ?            |

10. \* If a status shows a ? symbol it most likely means the computer has shut off and the tool has been able to find a heartbeat in over 4 hours\*

|             |   |   |
|-------------|---|---|
| CRDTAPP     | 2 | ✓ |
| CRDT-AR-DLS | 1 | ? |

11. Once all users have populated with a and have the DMA agent installed, Schedule the cutover date for the agent to run on their computer. (This is after you move the domain from the source office 365 tenant and recreate in destination office 365 tenant)

## Schedule DeploymentPro

### Schedule for Profile Cutover

This is the date and time scheduled for DeploymentPro to run on your Users' machines. The module will install on their devices at the next heartbeat, and then run silently until:

Select a date.

May 11th, 2018 11:30am

The time specified is (America/Denver).



Subscribed Users (no license required): 1

### License Consumption

| Users | License per User | Total Licenses Required |
|-------|------------------|-------------------------|
| 1     | 1                | 0                       |

### User Destination Email

The Destination email address is the email address of the new profile after it has been configured.

| Source Email  | Destination User Principal Name   |
|---|---|
|  |  <input type="text" value="@crtrans.biz"/> |

Cancel

**Schedule Cutover**

**\*Note\*** If there are multiple domains involved you will have to go to “settings” in the deployment pro page and change the domain for the users who need the separate domain

12. Once the agent is scheduled successfully, all users should change to a status of "running"

| 25<br>Total Users                               |                 | 25<br>Total Devices              |             | 1999059<br>Licenses Owned |         |
|---|-----------------|----------------------------------|-------------|---------------------------|---------|
| <input type="button" value="Schedule Cutover"/> |                 |                                  |             |                           |         |
| Primary Email Address                           | Destination UPN | Module Status                    | Not Started | Scheduled                 | Running |
| [Redacted]                                      | [Redacted]      | Scheduled on Apr 30, 2018 9:15am | 0           | 0                         | 0       |
| [Redacted]                                      | [Redacted]      | Scheduled on Apr 30, 2018 4:00pm | 0           | 0                         | 0       |
| [Redacted]                                      | [Redacted]      | Scheduled on Apr 30, 2018 9:15am | 1           | 0                         | 1       |
| [Redacted]                                      | [Redacted]      | Scheduled on Apr 30, 2018 9:15am | 0           | 0                         | 1       |

13. If the status does not say "running" but remains in "scheduled" reschedule again until it moves into a **running status**

14. If users are not being picked up with the GPO, troubleshoot with the one remote emote user

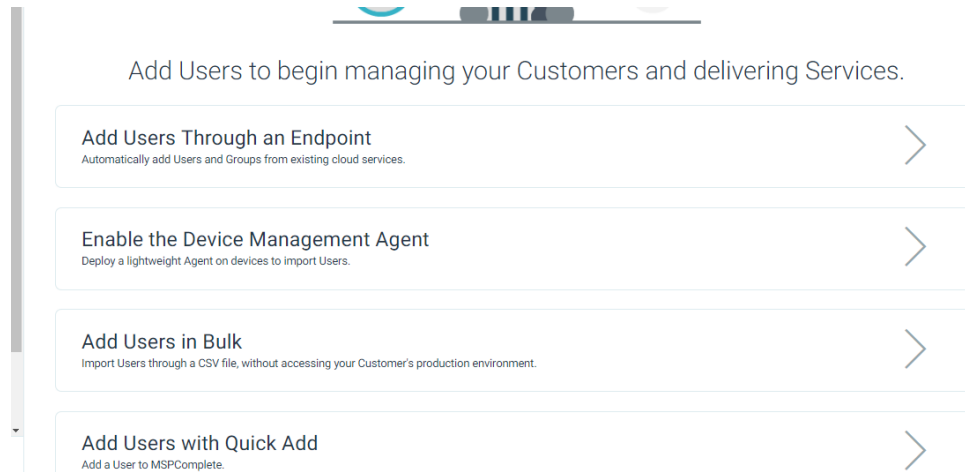
- Run Gpresult on their computer to see if the GPO is running
- If the GPO is running, try running the exe manually to see if it is blocked but a firewall setting
- If it is blocked, then create an exception to the firewall to allow the exe to run.
- If it is not being blocked check to see if there are any web proxy settings that may be blocking communication back to BitTitan

\*This completes the steps for setting up DMA via GPO. If you have completed this successfully then move on to the next section. If you are deploying the agent via email, follow steps 16-26.

### Deploying DMA via EMAIL

16. In the BitTitan portal, go to All Customers and select the customer you created

## 17. Click Add Users Through an Endpoint




The screenshot shows a user interface for adding users. At the top, there is a header with a blue and grey bar. Below the header, the text reads: "Add Users to begin managing your Customers and delivering Services." There are four main options, each in a white box with a right-pointing chevron:

- Add Users Through an Endpoint**  
Automatically add Users and Groups from existing cloud services.
- Enable the Device Management Agent**  
Deploy a lightweight Agent on devices to import Users.
- Add Users in Bulk**  
Import Users through a CSV file, without accessing your Customer's production environment.
- Add Users with Quick Add**  
Add a User to MSPComplete.

## 18. Click Manage Endpoint>Add Endpoint

## 19. Add the Source 365 Endpoint and Provide the Administrative Credentials

 365

### Endpoints

Endpoints are sets of credentials that allow MSPComplete to establish a connection to a server or Service (like an Exchange server, Office 365, etc.). Endpoints can be reused for projects across all BitTitan products, and are managed from the Customer Dashboard. Endpoints allow you to perform migrations, the discovery of Users and Groups, and administrative action.

### Details

Endpoint Name

Endpoint Type

Office 365 ▼

**Provide credentials**  
Providing credentials at the endpoint level allows you to have a centralized set of credentials that can be used across BitTitan products.

**Do not provide credentials.**  
If credentials are not provided at the endpoint level, you will need to provide per-user credentials when using the endpoint as part of your projects.

Administrator Username

\*Note\* This will autodiscover users from the Office 365 portal and populate them in the BitTitan portal

20. From here you can select users by checking the box next their name and selecting “Enable Device Management Through Email”

1 Users ▼ 🔍 Add Users ▼

| 1 Selected                          | Apply User Migration Bundle License | Delete Users        | Enable Device Management Through Email |           |            |                    |
|-------------------------------------|-------------------------------------|---------------------|--|-----------|------------|--------------------|
| <input type="checkbox"/>            | Primary Email Address               | User Principal Name | First Name                             | Last Name | DMA Status | License Expiration |
| <input checked="" type="checkbox"/> | Demouser@test.com                   | Demouser@test.com   | Demo                                   | User      | 🔔          | None               |

21. Enter a valid email in the “From” section of the template and click Send Email

## Enable Device Management Through Email

---

### Device Management Agent

### Email details

To change the list of recipients, go back to the Users list and update your selection.

You can use Markdown syntax to format your email. [Click here for help.](#)

To

Demouser@test.com

From

**From**

Enter email address

Subject

Action required: Install the BitTitan Device Management Agent on your computer.

Enter email subject

-- Insert a placeholder -- ▼

```

Hello {user_first_name},

### Important Announcement

We are currently planning a series of updates and improvements to our IT Services.
    
```

\*Note\* You can white label this email specific to the content you want users to receive. This email is specific to the user and cannot be forwarded to another user for them to click on the link for the exe file. The User Simply clicks on a link to open up a new page and click on one more link to download the exe file

22. Monitor users that successfully have the agent installed by going to Customers>Select customers>Manage>Device Management>Deployment pro

\*You will need to put in the destination domain and add the 365 endpoint\*

Once users start to login to their computers, their device will be registered and their primary UPN will be listed “Primary Email Address” column

| Metric         | Value   |
|----------------|---------|
| Total Users    | 125     |
| Total Devices  | 80      |
| Licenses Owned | 1999058 |

Home > Customers > Cardinal Transport > Device Management > DeploymentPro

DeploymentPro Settings

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#)

126 Total Users      80 Total Devices      1999059 Licenses Owned

[Schedule Cutover](#) Sort

| Primary Email Address | Destination UPN | Module Status                    | Not Started | Scheduled | Running | Completed | Error |
|-----------------------|-----------------|----------------------------------|-------------|-----------|---------|-----------|-------|
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| [Redacted]            | [Redacted]      | Not scheduled                    | 5           | 0         | 0       | 0         | 0     |
| [Redacted]            | [Redacted]      | Not scheduled                    | 1           | 0         | 0       | 0         | 0     |
| [Redacted]            | [Redacted]      | Not scheduled                    | 1           | 0         | 0       | 0         | 0     |

23. Users computers will be listed and will have a "heartbeat". Once a user signs into the device their email will be tied to the device in a one to one relationship.

Home > Customers > Cardinal Transport > Device Management > Computers

Services Computers

80 Computers

| Computer Name ↓ | Number of Users | Agent Status |
|-----------------|-----------------|--------------|
| AR-004          | 1               | ✓            |
| ARDEB           | 1               | ✓            |
| AS400CONSOLE-PC | 1               | ✓            |
| BILLINGSARAH    | 1               | ✓            |
| BROKERAGEJD-CR  | 1               | ✓            |
| CRDT-AR-DLS     | 1               | ?            |

\* If a status shows a ? symbol it most likely means the computer is shut down and the tool has been able to find a heartbeat in over 4 hours\*

|             |   |   |
|-------------|---|---|
| CRDTAPP     | 2 | ✓ |
| CRDT-AR-DLS | 1 | ? |



24. Once all users have populated with a and have the DMA agent installed, Schedule the cutover date for the agent to run on their computer. (This is after you move the domain to the destination office365 account)

## Schedule DeploymentPro

### Schedule for Profile Cutover

This is the date and time scheduled for DeploymentPro to run on your Users' machines. The module will install on their devices at the next heartbeat, and then run silently until:

Select a date.  
May 11th, 2018 11:30am

The time specified is (America/Denver).

Subscribed Users (no license required): 1

### License Consumption

| Users | License per User | Total Licenses Required |
|-------|------------------|-------------------------|
| 1     | 1                | 0                       |

### User Destination Email

The Destination email address is the email address of the new profile after it has been configured.

| Source Email | Destination User Principal Name           |
|--------------|---|
|              | <input type="text" value="@crtrans.biz"/> |

Cancel

Schedule Cutover

**\*Note\*** If there are multiple domains involved you will have to go to "settings" in the deployment pro page and change the domain for the users who need the separate domain

25. Once the agent is scheduled successfully, all users should change to a status of "running"

| 25<br>Total Users                               | 25<br>Total Devices | 1999059<br>Licenses Owned        |             |           |         |
|---|---------------------|----------------------------------|-------------|-----------|---------|
| <input type="button" value="Schedule Cutover"/> |                     |                                  |             |           |         |
| Primary Email Address                           | Destination UPN     | Module Status                    | Not Started | Scheduled | Running |
| [Redacted]                                      | [Redacted]          | Scheduled on Apr 30, 2018 9:15am | 0           | 0         | 0       |
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| [Redacted]                                      | [Redacted]          | Scheduled on Apr 30, 2018 9:15am | 1           | 0         | 1       |
| [Redacted]                                      | [Redacted]          | Scheduled on Apr 30, 2018 9:15am | 0           | 0         | 1       |

26. If the status does not say "running" but remains in "scheduled" reschedule again until it moves into a running status

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*Prep Work Phase 2: Prepare Source/Destination for BitTitan*

---

1. Change Send/Receive size in office 365 to max of 150m: <https://help.bittitan.com/hc/en-us/articles/115008108047>

\*Note\* Make sure you are still connected to exchange online in powershell

**#Change Send/Receive Size#**

```
Get-Mailbox | Set-Mailbox -MaxReceiveSize 150MB -MaxSendSize 150MB
```

2. Set Impersonation on Source and Destination. This will allow you to use admin creds to impersonate all mailboxes. With this in place you will not need creds for all individual users

**\*Note\*** You will have to connect to the Source 365 tenancy and 365 tenancy separately in powershell and run these commands in each session

#### **#Setting Impersonation#**

```
Set-ExecutionPolicy Unrestricted
```

```
$LiveCred = Get-Credential
```

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri  
https://ps.outlook.com/powershell/ -Credential $LiveCred -Authentication Basic -  
AllowRedirection
```

```
Import-PSSession $Session
```

```
Enable-OrganizationCustomization
```

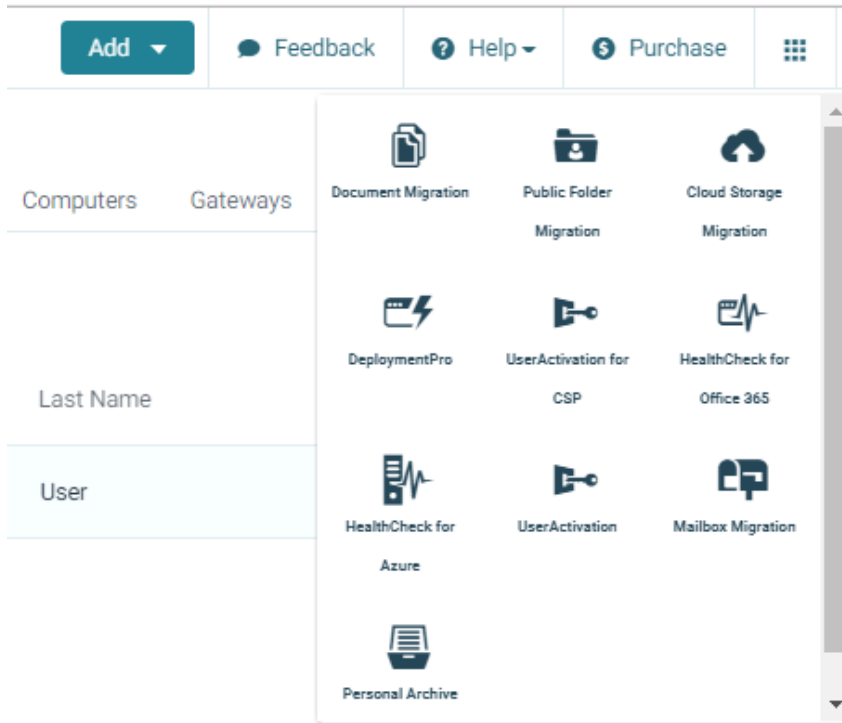
```
New-ManagementRoleAssignment -Role "ApplicationImpersonation" -User admin@domain.com
```

---

*Prep Work Phase 3: Setup BitTitan Project*

---

1. In BitTitan Portal, Open MigrationWiz by clicking on waffle icon at top of the page>Click Mailbox Migration



## 2. Click Create Project>Select Mailbox Project


**PROJECT TYPE**

Select a Project Type:

- Create a Mailbox Project**  
With Mailbox Projects, automatically migrate data related to the User mailbox. With most configurations you can migrate email, calendars, contact...
- Create a Document Project**  
With Document Projects, automatically transfer all your data (including your entire folder hierarchy) from one cloud storage solution to anothe...
- Create a Public Folder Project**  
Public Folder Projects fully automate the migration process of moving Public Folders, including Public Folder structure and permissions, from one...
- Create a Personal Archive Project**  
With Personal Archives, you can automatically migrate all of your archived...
- Create an Archive Migration Service Project**  
With Archive Migration Services, you can migrate large-scale, enterprise-level archived...
- Create a Cloud Storage Project**  
With Cloud Storage Projects, migrate large-scale and unstructured...
- Create a Collaboration Project**  
With Collaboration Projects, you can automatically migrate data from one collaboration platform to...
- Create A Database Project**  
Database Projects enable you to migrate on-premises Microsoft SQL Server 2005 and later to Microsoft SQL Server 2012 and later, as well as Microsoft...

## 3. Name the Project and select your customer from the dropdown>Click Next Step

**PROJECT INFORMATION**

 **Mailbox**  
With Mailbox Projects, automatically migrate data related to the User mailbox. With most configurations you can migrate email, calendars, contacts, journals, tasks, and notes.

Project Name\*

Customer\*

4. If you followed the steps for email deployment for the DMA agent you should be able to select your endpoint from the dropdown. If you did not, Select New and fill out the fields as shown below:

 365

### Endpoints

Endpoints are sets of credentials that allow MSPComplete to establish a connection to a server or Service (like an Exchange server, Office 365, etc.). Endpoints can be reused for projects across all BitTitan products, and are managed from the Customer Dashboard. Endpoints allow you to perform migrations, the discovery of Users and Groups, and administrative action.

### Details

Endpoint Name

Endpoint Type

**Provide credentials**

Providing credentials at the endpoint level allows you to have a centralized set of credentials that can be used across BitTitan products.

**Do not provide credentials.**

If credentials are not provided at the endpoint level, you will need to provide per-user credentials when using the endpoint as part of your projects.

Administrator Username

5. In the Destination Settings, Click New, and add the 365 endpoint. Providing the admin credentials

## New Endpoint

Exchange server, Office 365, etc.). Endpoints can be reused for projects across all BitTitan products, and are managed from the Customer Dashboard. Endpoints allow you to perform migrations, the discovery of Users and Groups, and administrative action.

[Learn About Adding Endpoints](#)

### Details

Endpoint Name

If you don't know your Server Type, click the button:

[+ Find My Service Provider](#)

Endpoint Type

**Provide credentials**  
Providing credentials at the endpoint level allows you to have a centralized set of credentials that can be used across BitTitan products.

**Do not provide credentials.**  
If credentials are not provided at the endpoint level, you will need to provide per-user credentials when using the endpoint as part of your projects.

Administrator Username

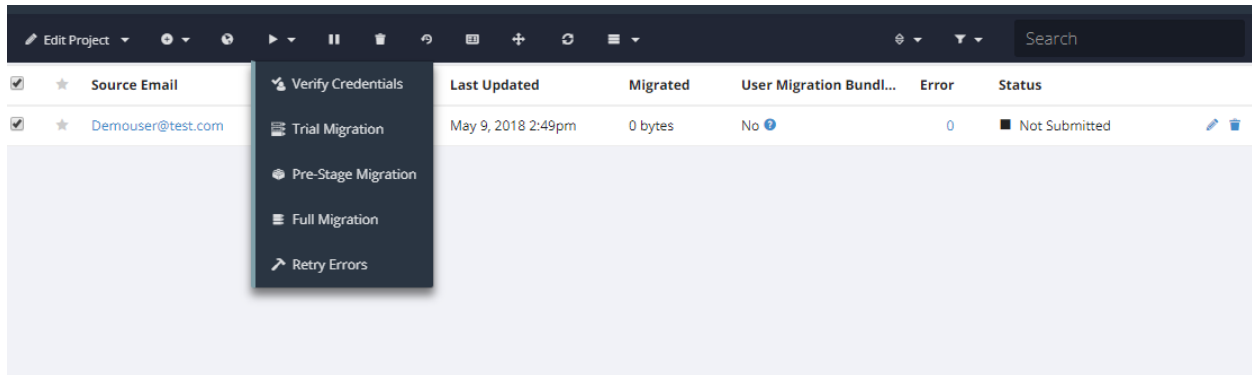
6. Click “Save and Go to Summary” This tells you whats eligible to move and give you additional KB articles you can reference:

7. Add items to your project. If you already added users to the MSP complete portal either through GPO or an endpoint. You can select “Add from MSP Complete”. If you have not yet, then you can select Autodiscover items to import users to the portal



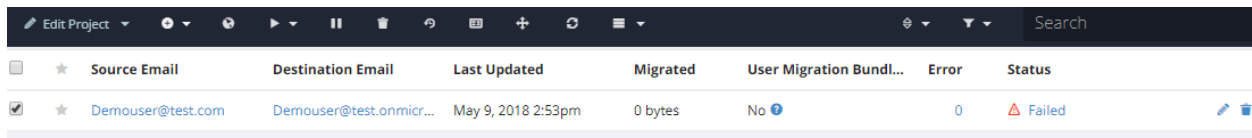
8. Audit User names and Domains (Make sure they match 365), Cleanup userlist. Source should have the domain.onmicrosoft.com format and the destination should match the domain.com format

9. Select All Users>Verify Credentials

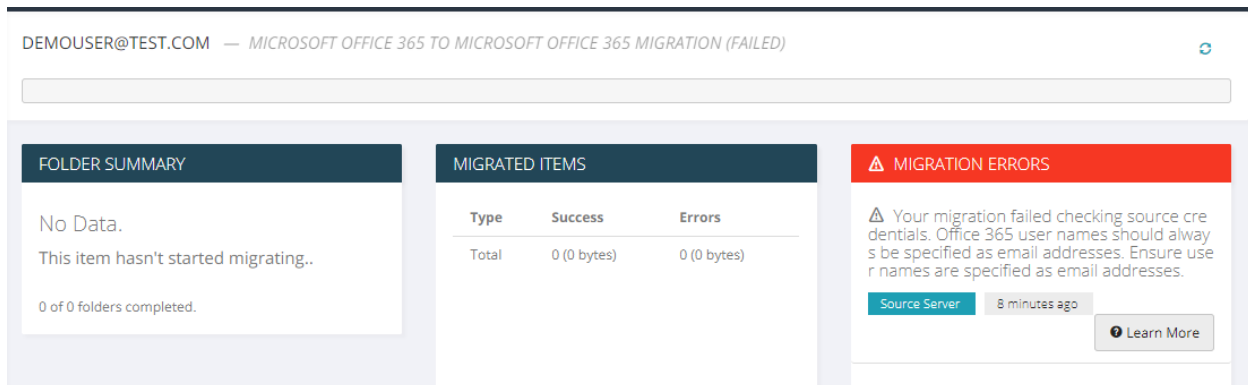


10. There are numerous errors that could appear here. Most of the steps I made for prep work will make it so that you avoid most of these errors. Refer to BitTitans KB articles for most common errors and how to troubleshoot. <https://help.bittitan.com/hc/en-us/sections/115003465187-Mailbox-Error-Lookup?page=2>

Unsuccessful verification will show a “Failed” Message



You can click on the Failed icon to show a detailed message of what failed



Click on “Learn More” to access BitTitan’s Relevant kb articles specific to the error:

**OFFICE 365 USER NAMES SHOULD ALWAYS BE SPECIFIED AS EMAIL ADDRESSES**

Open In New Window

Office 365 user names should always be specified as email addresses: This error indicates that the specified Office 365 user name is invalid. Office 365 requires users to log in with an email address, not a user name as in "John Doe" or "domain\johndoe".

## Resolution:

We recommend the following:

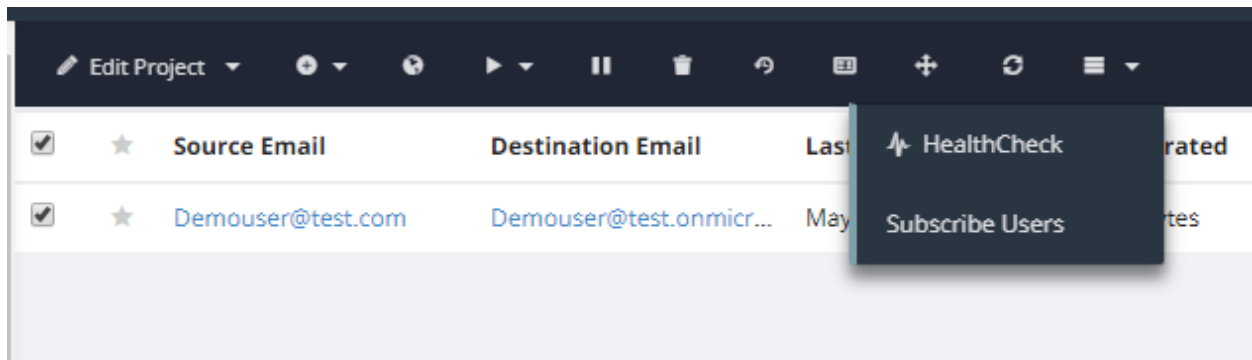
1. If using administrative credentials for Office 365, check the admin user name specified on your project.
2. If not using administrative credentials for Office 365, check the mailbox owner user name specified on the mailbox.
3. In all cases, make sure the user name work when logging in at <https://login.microsoftonline.com>.

Close

Successful Verification will show a “Completed(Verification)” message

| <input type="checkbox"/>            | ★ Source Email            | Destination Email       | Last Updated       | Migrated  | User Migration Bundl... | Error | Status                   |
|-------------------------------------|---------------------------|-------------------------|--------------------|-----------|-------------------------|-------|--------------------------|
| <input checked="" type="checkbox"/> | ★ accounts-payable@vel... | accounts-payable@vel... | May 9, 2018 2:52pm | 267.17 KB | No                      | 0     | ✓ Completed (Verifica... |

11. After all users have successfully completed verification, Select All users>Click on the Hamburger icon at the top of the toolbar> Click Subscribe Users



12. This will bring you back to the MSP complete portal. Select all users>Click Apply User Migration Bundle

1 Users

| Primary Email Address               | User Principal Name | First Name        | Last Name | DMA Status |
|-------------------------------------|---------------------|-------------------|-----------|------------|
| <input checked="" type="checkbox"/> | Demouser@test.com   | Demouser@test.com | Demo      | User       |

13. This takes a couple of minutes to propagate but after, in the migrationwiz portal the “User Migration Bundle” column will change from “No” to “Yes”

| User Migration Bundl... |
|-------------------------|
| Yes                     |

---

### *Migration Phase 1: Prepare the Source Environment*

---

1. Login to the Source Tenant’s 365 Admin Center
2. Bulk Update all Users primary UPN to .onmicrosoft.com domain

#### #Bulk Changing UPNs#

```
$UserCredential = Get-Credential
Connect-MsolService -Credential $UserCredential
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri
https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential -
Authentication Basic -AllowRedirection
Import-PSSession $Session -AllowClobber
$testpath = test-path c:\temp; If ($testpath -eq $false) {new-item -type directory
c:\temp}; $dataout = @();
Get-MsolUser -All | ? {$_.UserPrincipalName -match "domain.com" } | % {Set-
MsolUserPrincipalName -ObjectId $_.objectId -NewUserPrincipalName
($_.UserPrincipalName.Split("@")[0] + "@domain.onmicrosoft.com"); $dataout +=
"$($_.UserPrincipalName)" ; $_.UserPrincipalName };$dataout | out-file
c:\temp\UPNChangeOutput.txt
```

**\*Note\*** Change variables “Domain.com” and “Domain.onmicrosoft.com” to match your environment

### 3. Remove all alias with the domain

#### **#Remove Domain From Alias#**

```
$Records = Get-mailbox -ResultSize Unlimited | where {$_.emailaddresses -like "smtp:*@domain.com"} | Select-Object DisplayName,@{Name="EmailAddresses";Expression={$_.EmailAddresses |Where-Object {$_-like "smtp:*domain.com"}}}

foreach ($record in $Records)
{
    write-host "Removing Alias" $record.EmailAddresses "for" $record.DisplayName
    Set-Mailbox $record.DisplayName -EmailAddresses @{Remove=$record.EmailAddresses}
}
```

**\* Note\*** Replace “Smtplib:\*domain.com\*” with the alias in your environment

### 4. Remove All Groups with the Domain

#### **#Remove Groups with Domain#**

```
Get-MsolGroup -all | ?{$_ .emailaddress -match "domain.com"} | Remove-MsolGroup -force
```

### 5. Remove Domain

- a. The portal will notify you if there are any users/groups who still have the domain attached to their profile

---

## *Migration Phase 2: Prepare the Destination Environment*

---

1. In the 365 Admin Center, Go to Setup>Domains>Add Domains

2. Add the domain and verify with a TXT record (NOTE: This can take up to 5 min of propagation time after you remove the domain from the source tenant)
3. Bulk Import Users from Source Tenant (Powershell, CSV Import)

#### **#Connecting to Exchange Online Account#**

```
$credential = Get-Credential

Import-Module MsOnline
Connect-MsolService -Credential $credential

$exchangeSession = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri
"https://outlook.office365.com/powershell-liveid/" -Credential $credential -Authentication
"Basic" -AllowRedirection
Import-PSSession $exchangeSession -DisableNameChecking
```

Create a CSV with the Following Headers:

- UserPrincipalName
- FirstName
- LastName
- DisplayName
- Password

#### **#Bulk Import Users with Passwords#**

```
Import-Csv -Path 'FilePath' | foreach {New-MsolUser -UserPrincipalName
$_.UserPrincipalName -FirstName $_.FirstName -LastName $_.LastName -DisplayName
$_.DisplayName -Password $_.Password -ForceChangePassword $False}
```

4. Assign Licenses to Users

## 5. Bulk Import Alias'

### **#Add Alias to Users#**

```
$LiveCred = Get-Credential
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -Connecti
dential $LiveCred -Authentication Basic -AllowRedirection
Import-PSSession $Session
$users = Get-Mailbox
foreach ($a in $users) {$a.emailaddresses.Add("$($a.alias)@domain.com")
$users | %{Set-Mailbox $_.Identity -EmailAddresses $_.EmailAddresses}
```

## 6. Bulk Import Distribution Lists with Members

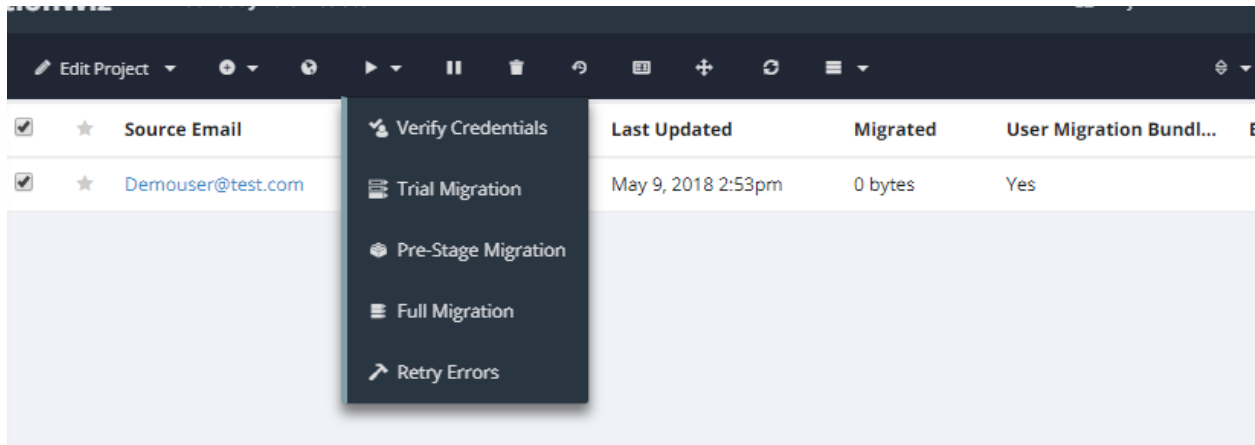
### **#Add Distribution Lists with Members#**

```
Import-Csv -Path 'File Path.csv' | foreach {New-
Distributiongroup -Name $_.Name -PrimarySmtpAddress $_.Address
}

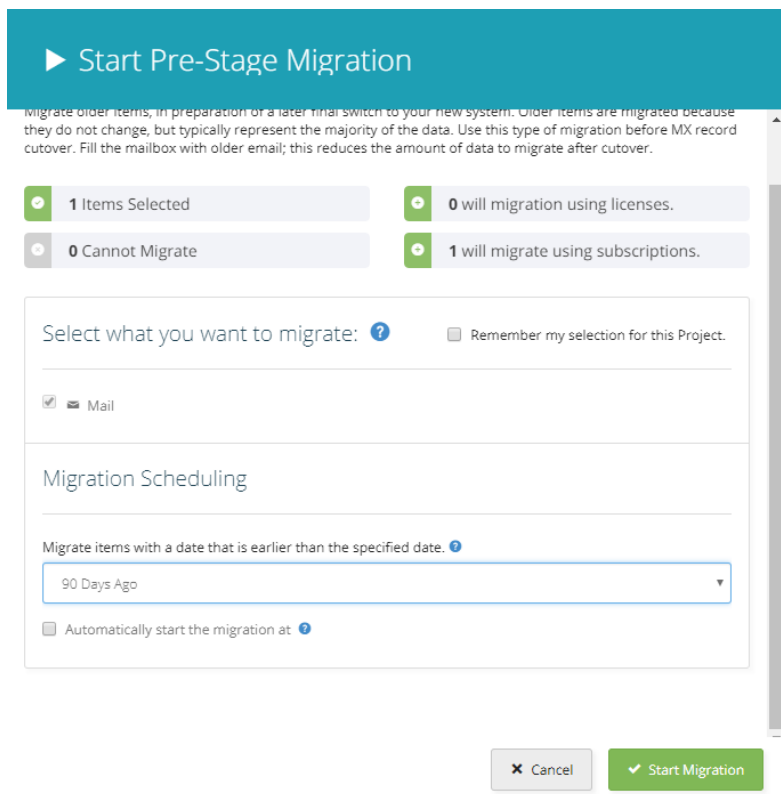
Import-Csv 'File Path.csv' | foreach {Add-
DistributionGroupMember
-Identity $_.DL -Member $_.Alias}
```

### Migration Phase 3: Pre-stage Pass

1. Select All Users>Click on the start button>Pre-stage Pass



3. Select a time range from the dropdown of prior to 90 days>Start Migration



4. This will give you a status bar and show the amount of data moved over in the “bytes” column. If any users fail, it’s usually do to server timeout. Simply rerun the pre-stage pass on these users to restart where it left off. If you click on any user’s name, you can see metrics like upload speeds:

The screenshot shows two panels. The left panel, titled "MIGRATION HISTORY", lists several migration attempts with their start and end times and status. The right panel, titled "DURATION AND SPEED", provides a summary of migration statistics.

| Statistic        | Source             | Destination    |
|------------------|--------------------|----------------|
| Active Duration  | 6 minutes          | a few seconds  |
| Passive Duration | Less than a second | 6 minutes      |
| Data Speed       | 3 MB/hr            | 146 MB/hr      |
| Item Speed       | 97 items/hr        | 5,597 items/hr |

Below the statistics is a button labeled "Performance Analysis".

5. Once the pre-stage migration has run for all users and is in a "Completed" Status

|                          |  |  |                    |           |    |    |             |  |
|--------------------------|--|--|--------------------|-----------|----|----|-------------|--|
| <input type="checkbox"/> |  |  | May 8, 2018 6:53am | 441.16 MB | No | 0  | ✓ Completed |  |
| <input type="checkbox"/> |  |  | May 8, 2018 6:53am | 506.66 MB | No | 0  | ✓ Completed |  |
| <input type="checkbox"/> |  |  | May 8, 2018 6:53am | 6.09 GB   | No | 23 | ✓ Completed |  |
| <input type="checkbox"/> |  |  | May 8, 2018 6:52am | 29.49 MB  | No | 0  | ✓ Completed |  |
| <input type="checkbox"/> |  |  | May 8, 2018 6:57am | 25.17 GB  | No | 31 | ✓ Completed |  |

6. Next we are going to perform a full migration to bring over copies of remaining mail plus calendars, contacts, notes, journals, rules. Select All users>Click on the start button>Full Migration

The screenshot shows the migration interface with a context menu open over a user. The menu options are:

- Verify Credentials
- Trial Migration
- Pre-Stage Migration
- Full Migration
- Retry Errors

The background table shows the following data for the selected user:

| Source Email      | Last Updated       | Migrated | User Migration Bundl... |
|-------------------|--------------------|----------|-------------------------|
| Demouser@test.com | May 9, 2018 2:53pm | 0 bytes  | Yes                     |



7. You can schedule this to start at a specific time if you would like:

## ▶ Start Full Migration

**What is a Full Migration?** [?](#)

Use this type of migration for Big Bang (Single-Pass) Migrations, or for following an earlier Pre-Stage Migration. Use this after MX record cutover to make sure you are not missing any data.

**1** Items Selected      **0** will migration using licenses.  
**0** Cannot Migrate      **1** will migrate using subscriptions.

Select what you want to migrate: [?](#)       Remember my selection for this Project.

|  |   |   |  |
|--|---|---|--|
| <input checked="" type="checkbox"/> Contacts | <input checked="" type="checkbox"/> Calendars | <input checked="" type="checkbox"/> Mail  | <input checked="" type="checkbox"/> Journals |
| <input checked="" type="checkbox"/> Notes    | <input checked="" type="checkbox"/> Tasks     | <input checked="" type="checkbox"/> Rules |  |

### Migration Scheduling

Automatically start the migration at [?](#)

May    10    2018    0    0    (Local Time)

8. Confirm all users go into a "Completed" Status

---

## Migration Phase 4: Post Migration Cleanup

---

1. Run a Full Pass again on all users (This will run a delta sync to collect any residual mail)
2. Audit Destination Environment Mailflow for Inbound/Outbound Mail
3. Login to BitTitan>Go to All customers>Select customer>Manage>Device Management>Deployment Pro
4. Once users authenticate to DMA agent on their computer by putting in their 365 password, the DMA status will move into "Completed" status. If in "error" status it means the users failed authentication 3x. Reschedule the tool to run at the next time interval available.

For more info, check out this KB article on end user experience with Deployment Pro:  
<https://help.bittitan.com/hc/en-us/articles/115008111167-What-is-the-end-user-experience-when-DeploymentPro-reconfigures-their-Outlook-profile->

🏠 > Customers > CEI > Device Management > DeploymentPro

**DeploymentPro** Settings

Use BitTitan PowerShell to schedule DeploymentPro for a large number of mailboxes. [Read more.](#) x

**11**

Total Users

**11**

Total Devices

**1999059**

Licenses Owned

▶ Schedule Cutover Sort ▼ 🔍

| Primary Email Address | Destination UPN | Module Status                    | <span style="font-size: 0.7em;"> <span style="display: inline-block; width: 10px; height: 10px; border: 1px solid #ccc; border-radius: 50%; background-color: #ccc; margin-right: 5px;"></span> <span style="display: inline-block; width: 10px; height: 10px; border: 1px solid #ccc; border-radius: 50%; background-color: #007bff; margin-right: 5px;"></span> <span style="display: inline-block; width: 10px; height: 10px; border: 1px solid #ccc; border-radius: 50%; background-color: #ffc107; margin-right: 5px;"></span> <span style="display: inline-block; width: 10px; height: 10px; border: 1px solid #ccc; border-radius: 50%; background-color: #28a745; margin-right: 5px;"></span> <span style="display: inline-block; width: 10px; height: 10px; border: 1px solid #ccc; border-radius: 50%; background-color: #dc3545; margin-right: 5px;"></span> </span><br><span style="font-size: 0.7em;">Not Started   Scheduled   Running   Completed   Error</span> |   |   |   |   |
|-----------------------|-----------------|----------------------------------|---|---|---|---|---|
| ...                   | ...             | Scheduled on May 4, 2018 1:00pm  | 0   | 0 | 0 | 1 | 0 |
| ...                   | ...             | Scheduled on May 7, 2018 11:00am | 0   | 0 | 0 | 1 | 0 |
| ...                   | ...             | Scheduled on May 7, 2018 11:00am | 0   | 0 | 0 | 1 | 0 |
| ...                   | ...             | Scheduled on May 7, 2018 11:00pm | 0   | 0 | 0 | 1 | 0 |
| ...                   | ...             | Scheduled on May 4, 2018 1:00pm  | 0   | 0 | 0 | 1 | 0 |
| ...                   | ...             | Scheduled on May 4, 2018 1:00pm  | 0   | 0 | 0 | 1 | 0 |

6. Send out guides on configuring mail on Iphone/Android:

<https://support.office.com/en-us/article/set-up-email-using-the-ios-mail-app-7e5b180f-bc8f-45cc-8da1-5cefc1e633d1>

<https://support.office.com/en-us/article/set-up-email-in-android-email-app-71147974-7>

7. Perform any account clean up that is required