# Migrate email to Exchange Online using the Exchange cutover method

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# Introduction

Exchange Cutover Method

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- 16 Contributors

# In this article

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# Cutover migration

Contents of user mailboxes can be migrated from a source email system to Microsoft 365 or Office 365

- When done all at once, it is called a cutover migration

Choosing a cutover migration is suggested when:

- Your current on-premises Exchange organization is Microsoft Exchange Server 2003 or later
- Your on-premises Exchange organization has fewer than 2,000 mailboxes

Even though cutover migration supports moving up to 2000 mailboxes, it is more reasonable to migrate 150 users or fewer

# Plan for migration

Move entire email organization to Microsoft 365 or Office 365 over a few days

- Manage user accounts in Microsoft 365 or Office 365

Maximum of 2,000 mailboxes can be migrated

- Recommended to only migrate 150 mailboxes

Primary domain name must be accepted as owned domain

Assign licenses to users whose mailboxes are migrated

When migrating from Exchange 2003, open TCP port 6001, 6002 and 6004

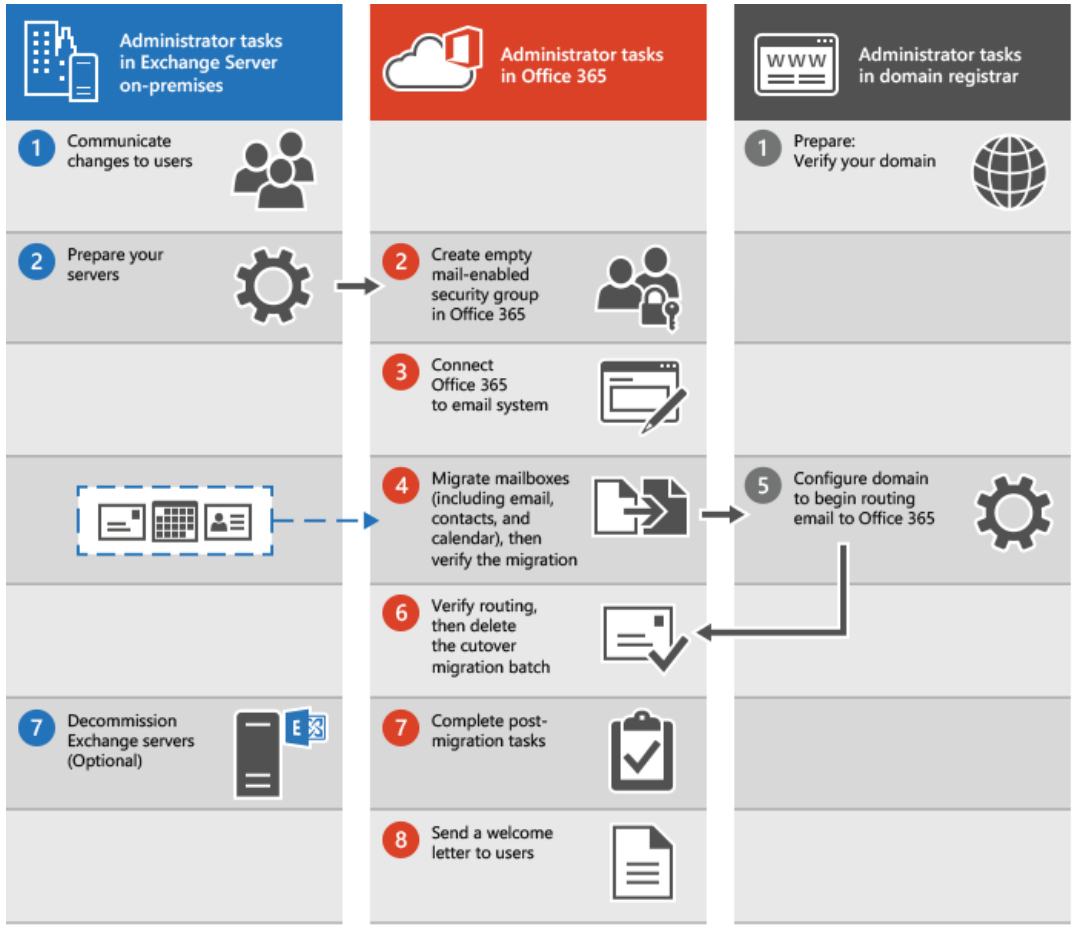
# Impact to users

Desktop Configuration

- Desktop computers must be updated and set up for use with Microsoft 365 or Office 365
- Allows users to use local user credentials to sign in to Microsoft 365 or Office 365 from desktop applications
- Users with permission can update and set up their own desktops or updates can be installed for them
- Users can send email from Outlook 2013, Outlook 2010, or Outlook 2007 after updates are made

Potential Delay in Email Routing

- Email sent to on-premises users whose mailboxes were migrated to Microsoft 365 or Office 365 are routed to their on-premises Exchange mailboxes until the MX record is changed




# How does cutover migration work?

Verify domain ownership and communicate changes to users

- Administrator verifies domain ownership with domain registrar
- Administrator communicates upcoming changes to users

Prepare servers and create empty mail-enabled security groups

- Administrator prepares servers for cutover migration
- Administrator creates empty mail-enabled security groups in Microsoft 365 or Office 365

Connect Microsoft 365 or Office 365 to on-premises email system

- Administrator creates a migration endpoint

Migrate mailboxes and verify migration

Grant licenses and configure domain routing

Delete cutover migration batch and complete post-migration tasks

Send welcome letter to users

# Ready to run a cutover migration?

Expand the sections below

- Follow the steps to run a cutover migration

# Prepare for a cutover migration

Turn off directory synchronization if it is on

Configure Outlook Anywhere on your on-premises Exchange Server

Use a certificate issued by a trusted CA with your Outlook Anywhere configuration

Verify that you can connect to your Exchange organization using Outlook Anywhere

Enable MRSProxy on your on-premises Exchange Server

Set permissions for the migration administrator

Verify that the mailboxes to be migrated are not hidden from the address lists

Disable Unified Messaging (UM) if it is turned on for the on-premises mailboxes

Create security groups and clean up delegates

# Step 1: Verify you own the domain

Sign in to Microsoft 365 or Office 365 with your work or school account

- Choose Setup > Domains
- Select Add domain to start the domain wizard
- Type in the domain name for your on-premises Exchange organization
- Select either Sign in to GoDaddy or Add a TXT record instead
- Follow the instructions provided for your DNS hosting provider
- Wait about 15 minutes before proceeding to the next step
- Choose done, verify now, and you see a verification page
- Choose Finish

# Step 2: Connect Microsoft 365 or Office 365 to your email system

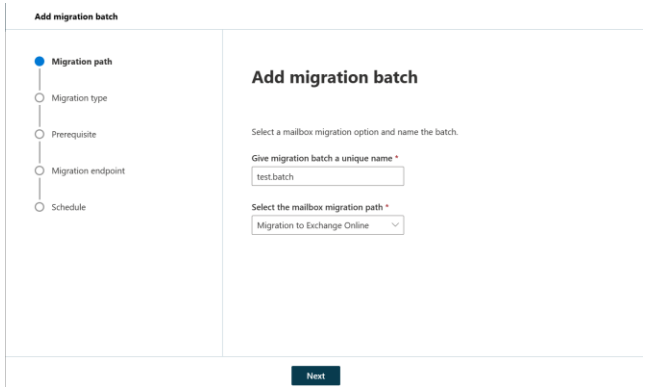
Creating a Migration Endpoint

- Go to Migration in the Exchange admin center
- Select Endpoints and Add
- Choose Outlook Anywhere as the migration type
- Enter the appropriate information in the fields

Validating the Connection

- Run the command in Example 4 of Test-MigrationServerAvailability

# Step 3: Create the cutover migration batch




Go to Migration in the Exchange admin center and select Add migration batch

- Give the migration batch a unique name
- Verify that Migration to Exchange Online is selected

Choose Cutover migration as the migration type

- Go through the prerequisites for cutover migration

Select a migration end point from the dropdown on the Set a migration endpoint page

Schedule the start and end time for the migration batch

- Options include manually starting the batch later, automatically starting the batch, or starting the batch automatically after a certain time

Select Save to create the migration batch and select Done

# Step 4: Start the cutover migration batch

Start the migration batch manually using the Exchange admin center

- Go to Migration and select the batch from the list
- Select Resume migration and confirm in the pop-up
- Check the status on the migration dashboard

Verify the synchronization worked

- Follow the sync status on the migration dashboard
- View the log file for more information on errors

# Optional: Reduce email delays

Reducing email delays is optional but recommended

- Helps avoid delays in receiving email in new Microsoft 365 or Office 365 mailboxes

Email systems save location of your email system based on TTL setting in DNS server

- Changing location of email system before TTL expires can result in mail delivery delay

Lowering TTL makes other organizations refresh location of your email system more often

- Recommended to set interval to at least 3,600 seconds before email migration

TTL setting is changed on email system's MX record on public-facing DNS system

- Change value on each MX record to 3,600 seconds or less

# Step 5: Route your email directly to Microsoft 365 or Office 365

MX record points to source email system during migration

- After migration, point MX record to Microsoft 365 or Office 365

Specific instructions for many DNS providers

- General instructions also provided

Can take up to 72 hours for changes to be recognized

- Wait before proceeding to next task

# Step 6: Delete the cutover migration batch

Notify users that their mail is going to Microsoft 365 or Office 365

- Verify all users are using Microsoft 365 or Office 365 mailboxes
- Verify Microsoft 365 or Office 365 mailboxes were synchronized at least once after mail began being sent directly to them

Delete the cutover migration batch

- Go to Migration in the Exchange admin center
- Select the required batch and then select Delete
- Select Confirm in the pop-up to delete the migration batch

# Step 7: Assign licenses to Microsoft 365 and Office 365 users

Activate user accounts for migrated accounts by assigning licenses

- If a license is not assigned, the mailbox is disabled after the 30-day grace period

Assign a license in the Microsoft 365 admin center

- See 'Add users individually or in bulk' for more information

# Complete post migration tasks

Create an Autodiscover DNS record for easy mailbox access

- Configure for Microsoft 365 or Office 365 organization
- Use the same namespace as the cloud-based organization
- Ensure Autodiscover DNS CNAME record points to Microsoft 365 or Office 365
- Run command on every Client Access server

Decommission on-premises Exchange Servers

- Verify email is routed directly to Microsoft 365 or Office 365 mailboxes
- Uninstall Exchange from servers and remove on-premises Exchange organization
- Contact Microsoft Support before decommissioning