

How do I set up the DNS records needed for Office365?

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For your domain name to work with Office365, you need to add certain DNS records, such as CNAME, SRV, and TXT. To add CNAME records: Log into your Domain Control Panel Click 'DNS Management' Go to 'Create New A/AAAA/CNAME Records' Add subdomain: sip Add address: sipdir.online.lync.com. Add subdomain: webdir Add address: webdir.online.lync.com. Click 'Update DNS' The CNAME records will be added Be certain to include the terminating full stop in the address box, or the record will be invalid. You may also need to create SRV records: Go to 'SRV Records' Select 'SIP' from the drop-down as the Service Select 'TLS' from the drop-down as the Protocol (Proto) Enter sipdir.online.lync.com. as the Server Enter 443 as the Port Enter 100 as the Priority (Pri) Enter 1 as the Weight (Wei) Select 'Enter Your Own' from the drop-down as the Service Enter sipfederationtls in Service Select 'TCP' from the drop-down as the Protocol (Proto) Enter sipfed.online.lync.com. as the Server Enter 5061 as the Port Enter 100 as the Priority (Pri) Enter 1 as the Weight (Wei) Click 'Update DNS' The SRV records will be updated Be certain to include the terminating full stop in the address box, or the record will be invalid. You may also be asked to set up a TXT record for your domain name. This is only used to verify that you own your domain. The Office365 'Add A Domain' Wizard will provide you with the values that you need to create this record. They will look like the following: Alias or Host Name = @

Destination or Points to address = MS=ms000000001

TTL = 1 Hour To add the TXT record to your domain name: Log into your Domain Control Panel Click 'DNS Management' Scroll down to TXT Records Leave the 'Subdomain' field empty In the 'Text' field, enter in the Destination provided by Office365 (for example, MS=ms000000001) Click 'Update DNS' The TXT record will be generated As a note, where we have 'Subdomain' is often where other hosting companies will have 'Alias or Host Name'. Some companies will expect an '@' to mark a blank space, but we simply use the blank space. Please wait approximately 24 hours for the DNS changes to propagate across the Internet.

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