

Student Lab Manual

MS100.2x: Microsoft 365 Tenant and Service Management

Lab Scenario

You are the system administrator for Adatum Corporation, and you have Microsoft 365 deployed in a virtualized lab environment. In this lab, you will set up a Microsoft 365 trial tenant, manage Microsoft 365 users, groups, and administration, configure Rights Management and compliance, and monitor and troubleshoot Microsoft 365.

There are four exercises in this lab, each of which contains several tasks. For a successful outcome to the lab, the exercises and their corresponding tasks must be completed in order. The four exercises include:

- Exercise 1: Set up a Microsoft 365 trial tenant
 - Task 1 - Create the trial tenant account
 - Task 2 - Add the custom domain
 - Task 3 - Explore the Microsoft 365 admin interface

- Exercise 2: Managing Microsoft 365 users, groups, and administration
 - Task 1 - Creating Microsoft 365 users and security groups
 - Task 2 - Manage security groups
 - Task 3 - Assign delegated administrators in the Microsoft 365 admin center
 - Task 4 - Verify delegated administration

- Exercise 3: Configuring Rights Management and compliance
 - Task 1 - Activate Rights Management in Microsoft 365
 - Task 2 - Configure Rights Management for Exchange Online
 - Task 3 - Configure Rights Management for SharePoint Online
 - Task 4 - Validate the Azure Rights Management functionality

- Exercise 4: Monitor and troubleshoot Microsoft 365
 - Task 1 - Troubleshooting mail flow in Microsoft 365
 - Task 2 - Monitoring service health and analyzing reports

Lab Design

This lab manual provides two sets of instruction for each lab:

- High-level, summarized instructions
- Detailed, step-by-step instructions, also known as the Lab Solution

IMPORTANT: Start with the high-level, summarized instructions

You are encouraged to perform the labs using the high-level instructions. These summarized instructions offer you guidance on what tasks need to be performed and what, if any, data needs to be entered, but they do not provide detailed click-by-click instruction on how to complete each task.

The point of the labs is to apply what you've learned in the course by working your way through the tasks without being guided through each mouse click. Using these high-level, summarized lab instructions forces you to work your way through the problems, which provides a far better learning experience for students as opposed to being told how to solve each task.

When to use the Lab Solution

Should you find yourself stuck or unsure on how to proceed with a certain task, or if you are unable to complete a lab exercise successfully, then refer to the detailed, step-by-step lab solution at the back of this manual. Please challenge yourself by following the high-level instructions first, and only refer to the lab solution if you find yourself needing help.

Getting a lab for the lab exercises

The lab exercises in this course require you to log on to the Microsoft Labs Online environment to do the lab steps in a virtual environment.

WARNING – Be prepared for UI changes

Given the dynamic nature of Microsoft cloud tools, you may experience user interface (UI) changes that were made following the development of this training content that do not match up with lab instructions presented in this lab manual.

The Microsoft Learning team will update this training course as soon as any such changes are brought to our attention. However, given the dynamic nature of cloud updates, you may run into UI changes before this training content is updated. **If this occurs, you will have to adapt to the changes and work through them in the labs as needed.**

SUMMARIZED LAB INSTRUCTION

This section of the Student Lab Manual contains the summarized lab instructions for each lab exercise. **It is recommended that you perform the labs using these high-level instructions**, which offer you guidance on what tasks need to be performed and what, if any, data needs to be entered. However, these summarized instructions typically do not provide detailed click-by-click instruction on how to complete each task (that can be found in the Lab Solution).

Try to complete the labs using these summarized instructions, which will emulate more of a real-world scenario than simply following the click-click-instruction in the Lab Solution. You should only refer to the Lab Solution should you find yourself stuck or unable to successfully complete the labs using these summarized, high-level instructions.

Exercise 1: Set up a Microsoft 365 trial tenant

In this lab, you will sign up for a new trial tenant in Microsoft 365 to set up the new services you will provision.

Task 1 - Create the trial tenant account

1. Open a supported web browser.
2. Click on the button called **Launch lab** in the course to open a new tab for the lab system.



Note: This process may take a few seconds to create the DNS system for your lab. Make a note of your allocated domain in the top left corner of web browser. This domain will be used throughout this lab and you must replace the values of **ADatumXXYYZZ.onmicrosoft.com** and **XXYYZZ.xtremelabs.us** with the value provided in the interface. As an example, if the DNS system provisioned you AB1234, you would use ADatumAB1234.onmicrosoft.com and

AB1234.xtremelabs.us where appropriate for the rest of this lab.

AB1234.xtremelabs.us is your allocated domain name

^ Collapse All v Expand All

Create	A Records	0
Create	CNAME Records	0
Create	MX Records	0
Create	TXT Records	0
Create	SRV Records	0

3. Click **Free trial**.
4. Open a new tab in your browser and navigate to: <https://products.office.com/en-us/business/office-365-enterprise-e5-business-software>
6. For Step 1, in the **Welcome, let's get to know you** page, complete the following fields. Regardless of your location, use the following information:
 - Country: **United Kingdom**
 - First name: **Holly**
 - Last name: **Dickson**
 - Business email address: (use your new Windows Live account that you created for this course)
 - Business phone number: Your mobile phone number, including international code for your current country
 - Company name: **A. Datum** • Organization size: **50-249 people**
7. For Step 2, you will create a unique domain for the Company name to use in the course. Use the Office 365 blob name provided in the lab interface. For the rest of the fields, use the following information:
 - User name: **Holly**
 - Company name: **AdatumXXYYZZ** (where XXYYZZ is your unique Adatum O365 domain provided in the Lab DNS system)
 - Password: **Pa\$\$w0rd**
 - Confirm password: **Pa\$\$w0rd**
 - Uncheck the **E-Mail** and **Phone** under Microsoft Online Services may contact me....
 - Click **Create my account**.
8. For Step 3, you will confirm your identity by using your mobile phone.
 - Select the **Text me** radio button
 - Select the code for the country that you are now in.
 - In the **Phone number** box, enter your correct mobile phone number and click **Text me**.
9. When you receive the confirmation text on your mobile phone, on the **Prove you're not a robot** screen, enter the code provided in the **Enter your verification code** box and click **Next**.

10. On the **Save this Info. You'll need it later** screen, wait until the Office 365 tenant is provisioned, and then click **Start Setup**.
11. Click the **Admin** tile to go to the Office 365 admin center.
12. On the **update your admin contact info** page, provide your phone number and Microsoft account email address to verify your account.
Note: If you are connected to the previous Office 365 admin center when you connect to Office 365, click the banner at the top of the page to connect to the new admin center.

Task 2 - Add the custom domain

1. Open a browser and then browse to **login.microsoftonline.com**.
2. If necessary, sign in as **Holly@AdatumXXYYZZ.onmicrosoft.com**.
3. On the **Step 1** screen, with the **Connect a domain you already own** selected, enter in the text box your domain name in the form of **XXYYZZ.xtremelabs.us** (where XXYYZZ is your unique Adatum O365 domain provided in the Lab DNS system).
4. You will be prompted to verify the domain by using a TXT record to verify you own this domain. Copy and write down the TXT record shown in the **TXT value** column. This entry will be similar to **MS=msXXXXXXXX**. **Record this value** below:

MS=_____

5. Go to the DNS lab interface tab in your web browser.
6. Create a TXT Record with the following attributes (Note: The Record Type value will be set as Txt):
 - a. For the **Name:** value use **@**
 - b. For the **TXT value:** Paste the **MS=msXXXXXX** value you copied in step 9.
 - c. For the **TTL**, leave the value at 3600.
7. The **Txt Records** line should now have a **1** to right of it.
8. Switch back to the Office 365 admin center tab in your web browser, and then click **Verify**.
9. You'll be prompted to Add new users. Click **Exit and continue later** at the bottom of the page.

Task 3 - Explore the Office 365 admin interface.

1. Go to the Home page in the Admin center.
2. On the navigation menu, scroll down to explore all available items. Expand items such as Users, Groups, Settings, and so on.
3. Expand **Users**, and then click **Active users**.
4. Review the users list.
5. On the left navigation menu, expand **Health**, and then click **Message center**, and then in the right pane, review the messages.
6. On the left navigation menu, expand **Admin centers**, and then click **Exchange**.
7. A new tab will open displaying **Exchange admin center**.
8. Switch back to the **Microsoft 365 admin center** tab.
9. Under **Admin centers**, click **Teams & Skype**.

10. On the left navigation menu, click each of the items, and review the results displayed on the right.
11. Switch back to the **Microsoft 365 admin center** tab.
12. On the left navigation menu, click **Admin centers**, and then click **SharePoint**.
13. A new tab will open displaying **SharePoint admin center**.
14. On the left navigation menu, click each of the items, and review the results displayed on the right pane.

Exercise 2: Managing Office 365 users, groups and administration

In this lab, you will create some users and groups and assign some roles to manage Office 365 services.

Task 1 - Creating Office 365 users and security groups

1. Open your web browser, and then browse to <https://login.microsoftonline.com/>.
2. Sign in as **Holly@Adatumyxxxxx.onmicrosoft.com**.
3. In the Office 365 admin center, click **Admin**.
4. Navigate to the **Active Users** list.
5. Add a user with the following attributes:
 - First name: **Brad**
 - Last name: **Sutton**
 - Username: **brad**, with the domain **@Adatumyxxxxx.onmicrosoft.com**
 - Location: **United Kingdom**
 - Password: **Pa\$\$w0rd** (uncheck the **Make this user change their password when they first sign in** option)
 - Product Licenses: Verify **Office 365 Enterprise E5** is set to **On (enabled)**.
6. Click **Add**, and then click **Send email and Close**.
7. Repeat steps 5 through 6 to create another user called **Maira Wenzel** with username **maira**. All other attributes will be the same as Brad's.
8. Repeat steps 5 through 6 to create another user called **Roman Miler** with username **roman**. All other attributes will be the same as Brad's.
9. Repeat steps 5 through 8 to create another user called **Roman Miler** with username **roman**. All other attributes will be the same as Brad's.
10. Repeat steps 5 through 8 to create another user called **Jessica Jennings** with username **Jessica**. All other attributes will be the same as Brad's.
11. Add a new group where the **Type** is **Security**, the **Name** is **Sales**, and the **Description** is **Sales department users**.
12. Add **Maira Wenzel** and **Brad Sutton** as members of this group.
13. Add a new group where the **Type** is **Security**, the **Name** is **Accounts**, and the **Description** is **Accounts Department users**.
14. Add **Roman Miler** as a member of this group.

Task 2 - Manage security groups

1. In the Microsoft 365 admin center, verify that you can see the following groups:
 - Sales
 - Accounts
2. Add **Roman Miler** to the **Sales** group.
3. After adding Roman to the group, you should delete the group.
Note: If you can't delete the group, cancel the operation and close the group property page and open it again. Try deleting the group again.
4. Display the list of **Active Users** and verify that Roman Miler's account still exists in the list of users.

Task 3 - Assign delegated administrators in the Office 365 admin center

1. Open your web browser, and then browse to <https://login.microsoftonline.com/>.
2. Sign in as **Holly@Adatumyxxxxx.onmicrosoft.com**.
3. In the Office 365 admin center, click **Admin**.
4. Navigate to the **Active Users** list, and then select **Roman Miler**.
5. Assign Roman to the **Customized administrator** and **Billing administrator** roles.
6. Enter **user@alt.none** as an **Alternate email address**, then save your changes.
7. Repeat steps 4 through 6 for **Brad Sutton**. Assign Brad to the **Customized administrator** and **Password administrator** roles and enter the same **Alternate email address** for Brad.
8. Repeat steps 4 through 6 for **Maira Wenzel**. Assign Maira to the **Customized administrator** and **User management administrator** roles and enter the same **Alternate email address** for Maira.

Task 4 - Verify delegated administration

1. On the **Office 365** page, sign out if needed and then sign in as **Brad@Adatumyxxxxx.onmicrosoft.com**.
 2. On the Office 365 portal, click **Admin**.
 3. If prompted, sign in again as **Brad@Adatumyxxxxx.onmicrosoft.com** using the password **Pa\$\$w0rd123**.
Note: If the **On the don't lose access to your account!** prompt appears, click **cancel**.
 4. On the Microsoft 365 admin center navigate to the **Active Users** list.
 5. Select **Jessica Jennings**. Note that you cannot perform any administrative tasks.
 6. Reset Jessica's password. Ensure the **Auto-generate password** is selected, and uncheck the **Make this user change their password when the first sign in** option.
 7. Write down the temporary password here for future reference, and then click **Send email and close:**
-

8. On the top-right menu, click the **Brad Sutton User Profile icon** in the top right, then click **Sign out**.
9. On the **Office 365** page, sign in as Maira@Adatumyyxxxxx.onmicrosoft.com.
10. In the Office 365 portal, click **Admin**.
11. In the Microsoft 365 admin center, navigate to the **Active Users** and select **Jessica Jennings**.
12. Edit Jessica's **Contact information** section, click **Edit**.
13. On the Edit contact information as follows:
 - Enter 555-1234 as the **Office phone**.
 - Select the **Block the user from signing in** option in the **Sign-in status** section.
14. After saving your changes, add a new user account with the following attributes:
 - First name: **Chris**
 - Last name: **Breland**
 - Username: **chris**, with the domain **@Adatumyyxxxxx.onmicrosoft.com**
 - Location: **United Kingdom**
 - Password: **Pa\$\$w0rd** (uncheck the **Make this user change their password when they first sign in** option)
 - Product Licenses: select the option to **create a user without a product license**
15. After saving the record, select **Chris Breland** from the **Active Users** list and then delete the account record.
16. Click on the **Maira Wenzel User Icon** at the top right and click **Sign out**.
17. Close your browser.

Exercise 3: Configuring Rights Management and compliance

In this lab, you will set up and use Azure Right Management for your trial tenant.

Task 1 - Configure Rights Management for Exchange Online

1. On the Desktop, right-click on **Start** and select **Windows PowerShell (Admin)**.
2. Type the following commands, and then press **Enter** after each command to connect to remote Exchange Online with remote PowerShell. Use Holly's credentials to connect.

Note: If you get a warning about security risks, answer **Yes to All** by pressing **A**, and then **Enter**.

 - `Set-ExecutionPolicy unrestricted`
 - `$Cred = Get-Credential`
 - `$Session = New-PSSession -ConfigurationName Microsoft.Exchange - ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential $Cred - Authentication Basic -AllowRedirection`
 - `Import-PSSession $Session`
3. Type the following command, and then press Enter to set the IRM sharing location to the region you are in:


```
Set-IRMConfiguration -RMSOnlineKeySharingLocation "https://sp-
```



```
rms.na.aadrm.com/TenantManagement/ServicePartner.svc"
```

Note: Depending on the location of your tenant, replace the link in the preceding command with one of the following:

- For Europe: <https://sp-rms.eu.aadrm.com/TenantManagement/ServicePartner.svc>
 - For Asia: <https://sp-rms.ap.aadrm.com/TenantManagement/ServicePartner.svc>
 - For South America: <https://sp-rms.sa.aadrm.com/TenantManagement/ServicePartner.svc>
4. Type the following command, and then press **Enter** to configure Azure RMS as a trusted publishing domain.

```
Import-RMSTrustedPublishingDomain -RMSOnline -name "RMS Online"
```
 5. Type the following command, and then press **Enter** to set the IRM configuration for licensed users only:

```
Set-IRMConfiguration -InternalLicensingEnabled
```
 6. Type the following command, and then press **Enter** to test the configuration.


```
Test-IRMConfiguration -Sender holly@adatumyyxxxxx.onmicrosoft.com
```
 7. Type the following command, press **Enter**, and then close Windows PowerShell.

```
Remove-PSSession $Session
```

Task 2 - Configure Rights Management for SharePoint Online

1. In the web browser, navigate to <https://portal.office.com>.
2. On the Office 365 page, click **Admin**.
3. In the left navigation pane, under **Admin centers**, click **SharePoint**.
4. In the SharePoint admin center, in the left pane, click **settings**.
5. On the **settings** page, in the Information Rights Management (IRM) section, click **Use the IRM service specified in your configuration**, and then click **Refresh IRM Settings**.
6. Click on **Site collections** on the left.
7. Add a new **Private Site Collection** with the following attributes:
 - **Title:** Marketing
 - **Web Site Address** (in the field to the right of the drop-down with /sites/ selected): marketing
 - **Administrator:** holly@Adatumyyxxxxx.onmicrosoft.com
8. Wait for the new SharePoint site to be created.

Task 3 - Validate the Azure Rights Management functionality

1. Go to Holly's mailbox by clicking on the top left App launcher icon () and selecting **Outlook**.
Note: If you are prompted to select a timezone, choose one, and click **Save**.
2. Click **New** to create a new email and in the To: field, add **Brad Sutton** as the recipient.

3. Type a subject, and then type some text in the message body.
4. On the top tool bar select **Protect**. An indicator will show the message is now set with the permission of **Do Not Forward**.
5. Send the email.
6. In your web browser, connect to <https://adatumyyxxxx.sharepoint.com/sites/marketing>.
7. On the left rail, click **Documents**.
8. At the top right, click on the **Settings Icon**, then click **Library settings**.
9. On the **Settings** page, under Permissions and Management, click **Information Rights Management**.
10. On the **Information Rights Management Settings** page, select the **Restrict permissions on this library on download** checkbox.
11. In the **Create a permission policy title** box, type **Marketing Policy**.
12. In the **Add a permission policy description** box, type **Marketing policy for downloads**.
13. Click **SHOW OPTIONS**.
14. Under **Configure document access rights**, select the **Allow viewers to write on a copy of the downloaded document** checkbox and click **OK**.
15. Share the document with **Brad Sutton**.
16. **Sign out** Holly and close your web browser.
17. Open your web browser, and then connect to <https://portal.office.com>.
18. Sign in as **Brad@adatumyyxxxx.onmicrosoft.com**.
19. In the Office 365 portal, in the **App launcher**, click **Outlook**.
20. On the Outlook page, **select your time zone** and click **Save**.
21. Verify that you received an email from Holly that is IRM protected. Click the **view the message**.
22. Click the down arrow beside **Reply all**, and then verify that you do not have the option to forward or print the message.
23. Click **Start**, type **WordPad** and launch WordPad on your machine to create a new test document.
24. Click **File** and **Save** the document on the desktop as **Document** with filetype **Office Open XML Document**.
25. Connect to <https://adatumyyxxxx.sharepoint.com/sites/marketing>.
26. Click **Documents** on the left rail. Then click **Upload**, and in the drop-down select **Files**. Select Desktop under the Quick access section and then select **Document**.
27. Right click on **Document.docx** and choose **Open** then choose **Open in Word Online**.
28. This document cannot be edited in Word Online because it is protected.
29. Sign out and close your web browser.

Exercise 4: Monitor and troubleshoot Office 365

In this lab, you will play with some troubleshooting tools in Office 365 and look at the Office 365 service health.

Task 1 - Troubleshooting mail flow in Office 365

1. Open your web browser, connect to <https://portal.office.com> and then sign in as **holly@Adatumyxxxxx.onmicrosoft.com**.
1. Click **Outlook**, and then create a new email.
2. In the **To** text box, type **user@alt.none**.
3. Enter a subject and some body text and then send the email.
4. Wait for the delivery failure message to appear.
5. Select the body text of the message, including the phrase “Generating server” down to “X-OriginatorOrg: adatumyxxxxx.onmicrosoft.com” and then press **Ctrl+C** to copy it to the Clipboard.
6. Open a new tab in your web browser and browse to testconnectivity.microsoft.com.
7. On the **Microsoft Remote Connectivity Analyzer** page, click the **Message Analyzer** tab.
8. Under Message Header Analyzer, **paste** the message, and then click **Analyze headers**.
9. Click **Clear** to reset the Message Header Analyzer.
10. Return to Holly’s **Mail** tab.
11. Click **New**, and then in the To text box, type **difflop8675399@outlook.com**.
12. Enter a subject and some body text, and then click Send.
13. Wait for the delivery failure message to appear.
Note the reason for the “Requested action not taken: mailbox unavailable” failure.
14. Select the body text of the message including the phrase “Generating server” down to “X-OriginatorOrg: adatumyxxxxx.onmicrosoft.com” and then press Ctrl+C to copy it to the Clipboard.
15. Switch to the Microsoft Remote Connectivity Analyzer tab.
16. On the **Microsoft Remote Connectivity Analyzer** page, ensure that you are on the **Message Analyzer** tab.
17. Under Message Header Analyzer, paste the message, and then click **Analyze headers**.
Note the diagnostic information and the time taken for the message to be rejected.
18. Close the **Microsoft Remote Connectivity Analyzer** page.
19. On the tab with the Office 365 portal, click the **Apps** launcher in the top task bar, and click **Admin**.
20. On the Microsoft 365 admin center page, click **Admin centers** to expand, and click **Exchange**.
21. On the Exchange admin center page, in the left rail, click **mail flow**.
22. In mail flow, click **message trace**.
23. In message trace, next to the Sender field at the bottom, click **add sender**.
24. In the **Select Members** dialog box, click **Holly**, click **add->**, and then click **OK**.
25. Under **Date range**, select **Past 24 hours**.
26. Under **Delivery status**, select **Failed**, and then click **Search**. Note the two messages.
Note: it may take several minutes before the trace results to show the failed message deliveries.
27. Double-click **each message** to view the sender, recipient, message size, ID, and IP address information.

28. Close.

Task 2 - Monitoring service health and analyzing reports

1. Open your web browser, connect to **https://portal.office.com** and then sign in as **holly@Adatumyyxxxxxx.onmicrosoft.com**.
2. In the Office 365 Home page, click **Admin**.
3. On the Microsoft 365 admin center, in the left menu, select **Health**, and then click **Service Health**.
4. On the right side of the page, click **View history**.
5. Click any entry in the calendar that is colored yellow to see further details about incident. Details appear below the calendar.
6. Click the **Home** icon on the menu to the left.
7. In the Office 365 admin center, on the left rail, click **Reports**, and select **Usage**.
8. On the Reports page, click **Email activity**.
Note: There might be little or no data shown because there is not much mailbox usage in the lab environment.
9. In top left of the report, click on the drop down (currently showing **Email activity**) and choose **Exchange** to further expand the drop-down, then click **Mailbox usage**.
10. Look at all the different date views: 7 days, 30 days, 90 days and 180 days.
11. In top left of the report, click on the drop down (currently showing **Mailbox usage**) and choose **SharePoint** to further expand the dropdown, and click **Site usage**.
12. Look at all the different date views: 7 days, 30 days, 90 days and 180 days.
13. In the Office 365 admin center, on the left rail, click **Reports**, and select **Security & Compliance**.
14. Click on **Malware detections**.
15. Close the open window.
16. Click on **Spam detections**.
17. Close the open window.
18. Sign out and close your web browser window.

End of lab

LAB SOLUTION

This section of the Student Lab Manual contains the detailed, step-by-step lab instructions for each lab exercise. It is recommended that you only refer to these instructions should you find yourself stuck or unable to successfully complete the labs using the summarized, high-level instructions.

Exercise 1: Set up an Office 365 trial tenant

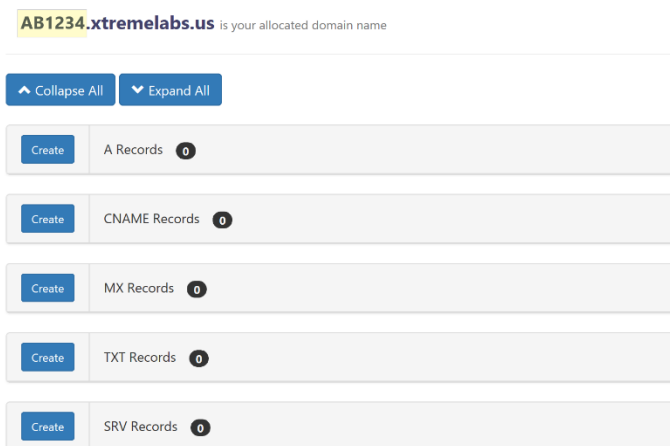
In this lab, you will sign up for a new trial tenant in Office 365 to set up the new services you will provision.

Task 1 - Create the trial tenant account

1. Open a supported web browser.
2. Click on the button called **Launch lab** in the course to open a new tab for the lab system.



Note: This process may take a few seconds to create the DNS system for your lab. Make a note of your allocated domain in the top left corner of web browser. This domain will be used throughout this lab and you must replace the values of **ADatumXXYYZZ.onmicrosoft.com** and **XXYYZZ.xtremelabs.us** with the value provided in the interface. As an example, if the DNS system provisioned you AB1234, you would use ADatumAB1234.onmicrosoft.com and AB1234.xtremelabs.us where appropriate for the rest of this lab.



3. Click **Free trial**.

4. Open a new tab in your browser and navigate to <https://products.office.com/en-us/business/office-365-enterprise-e5-business-software>
13. For Step 1, in the **Welcome, let's get to know you** page, complete the following fields. Regardless of your location, use the following information:
 - Country: **United Kingdom**
 - First name: **Holly**
 - Last name: **Dickson**
 - Business email address: (use your new Windows Live account that you created for this course)
 - Business phone number: Your mobile phone number, including international code for your current country
 - Company name: **A. Datum** • Organization size: **50-249 people**
14. Click on **Next** to continue.
15. For Step 2, you will create a unique domain for the Company name to use in the course. Use the Office 365 blob name provided in the lab interface. For the rest of the fields, use the following information:
 - User name: **Holly**
 - Company name: **AdatumXXYYZZ** (where XXYYZZ is your unique Adatum O365 domain provided in the Lab DNS system)
 - Password: **Pa\$\$w0rd**
 - Confirm password: **Pa\$\$w0rd**
 - Uncheck the **E-Mail** and **Phone** under Microsoft Online Services may contact me....
 - Click **Create my account**.
11. For Step 3, you will confirm your identity by using your mobile phone.
 - Select the **Text me** radio button
 - Select the code for the country that you are now in.
 - In the **Phone number** box, enter your correct mobile phone number and click **Text me**.
12. When you receive the confirmation text on your mobile phone. On the **Prove you're not a robot** screen, enter the code provided in the **Enter your verification code** box and click **Next**.
13. On the **Save this Info. You'll need it later** screen, wait until the Office 365 tenant is provisioned, and then click **Start Setup**.
14. Click the **Admin** tile to go to the Office 365 admin center.
15. On the **update your admin contact info** page, provide your phone number and Microsoft account email address to verify your account.

Note: If you are connected to the previous Office 365 admin center when you connect to Office 365, click the banner at the top of the page to connect to the new admin center.

Task 2 - Add the custom domain

1. Open a supported web browser and then browse to **login.microsoftonline.com**.
2. If necessary, sign in as **Holly@AdatumXXYYZZ.onmicrosoft.com** with the password **Pa\$\$w0rd** (where XXYYZZ is your unique Adatum O365 domain provided in the Lab DNS system).
3. On the **Step 1** Screen:

- With the **Connect a domain you already own** selected, enter in the text box your domain name in the form of **XXYYZZ.xtremelabs.us** (where XXYYZZ is your unique Adatum O365 domain provided in the Lab DNS system).
 - Click **Next**
4. You will be prompted to verify the domain by using a TXT record to verify you own this domain. Copy and write down the TXT record shown in the **TXT value** column. This entry will be similar to MS=msXXXXXXXX. **Record this value** below:

MS=_____

5. Go to the DNS lab interface tab in your web browser.
6. Click on **Create Record** button on the TXT Records line.
7. A dialog will appear with the Record Type value set as Txt.
 - For the **Name:** value use **@**
 - For the **TXT value:** Paste the **MS=msXXXXXX** value you copied in step 9.
 - For the **TTL**, leave the value at 3600.
 - Click **Save**.
8. The **Txt Records** line should now have a **1** to right of it.
9. Switch back to the Office 365 admin center tab in your web browser, click **Verify**.
10. You'll be prompted to Add new users. Click **Exit and continue later** at the bottom of the page.

Task 3 - Explore the Office 365 admin interface.

1. In the Admin center, click **Home**.
2. On the left navigation menu, scroll down to explore all available items. **Expand items** such as Users, Groups, Settings, etc.
3. On the left navigation menu, expand **Users**, and then click **Active users**.
4. Review the users list.
5. On the left navigation menu, expand **Health**, and then click **Message center**, and then in the right pane, review the messages.
6. On the left navigation menu, expand **Admin centers**, and then click **Exchange**.
7. A new tab will open displaying **Exchange admin center**.
Note: If you are prompted to sign-in, be sure to select **Holly@AdatumXXYYZZ.onmicrosoft.com**
8. On the left navigation menu, click each of the items, and review the results displayed on the right
9. Switch back to the **Microsoft 365 admin center** tab.
10. On the left navigation menu, under **Admin centers**, click **Teams & Skype**.
11. A new tab will open displaying **Microsoft Teams & Skype for Business Admin Center**.
12. On the left navigation menu, click each of the items, and review the results displayed on the right.
13. Switch back to the **Microsoft 365 admin center** tab.
14. On the left navigation menu, click **Admin centers**, and then click **SharePoint**.
15. A new tab will open displaying **SharePoint admin center**.
16. On the left navigation menu, click each of the items, and review the results displayed on the right pane.

Exercise 2: Managing Office 365 users, groups and administration

In this lab, you will create some users and groups and assign some roles to manage Office 365 services.

Task 1 - Creating Office 365 users and security groups

1. Open your web browser, and then browse to **<https://login.microsoftonline.com/>**.
2. Sign in as **Holly@Adatumyyxxxx.onmicrosoft.com**, where **yyxxxx** is your unique Adatum number, with the password **Pa\$\$w0rd**. If the welcome dialog appears, click **Skip**.
3. In the Office 365 admin center, click **Admin**.
4. In the Office 365 admin center, on the left rail, click **Users**, then click **Active Users**.
5. Click the **Add a user** to open the New user panel and enter in the following:
 - First name: **Brad**
 - Last name: **Sutton**
 - Username: **brad**, with the domain **@Adatumyyxxxx.onmicrosoft.com**
 - Location: **United Kingdom**
6. Click **Password** and select **Let me create the password**. Enter the password **Pa\$\$w0rd**. Uncheck the **Make this user change their password when the first sign in** option.
7. Click **Product Licenses** and verify **Office 365 Enterprise E5** is set to **On**.
8. Click **Add**, and then click **Send email and Close**.
9. In the Office 365 admin center, under **Active users**, repeat steps 5 through 8 to create another user called **Maira Wenzel** with username **maira** and the location set to **United Kingdom**. Set the password set to **Pa\$\$w0rd** and **uncheck** the **Make this user change their password when the first sign in**. Set **Office 365 Enterprise E5 to** enabled.
10. In the Office 365 admin center, under **Active users**, repeat steps 5 through 8 to create another user called **Roman Miler** with username **roman**, and the location set to **United Kingdom**. Set the password set to **Pa\$\$w0rd** and **uncheck** the **Make this user change their password when the first sign in**. Set **Office 365 Enterprise E5 to** enabled.
11. In the Office 365 admin center, under **Active users**, repeat steps 5 through 8 to create another user called **Jessica Jennings** with username **jessica**, and the location set to **United Kingdom**. Set the password set to **Pa\$\$w0rd** and **uncheck** the **Make this user change their password when the first sign in**. Set **Office 365 Enterprise E5 to** enabled.
12. On the left side menu, expand **Groups**, click **Groups**, and then click the **Add a group** button.
13. On the **New Group** page, in the **Type** drop-down box, click **Security**, and in the **Name** text box, type **Sales**.
14. In the **Description** text box, type **Sales department users**, click **Add** and then click **Close**.
15. Select the **Sales** check box. On the Sales panel, next to Members (0), click **Edit**.
16. Click on **Add members**.
17. On the **Add members** page, under All (5), select **Maira Wenzel** and **Brad Sutton** user objects.
18. Click **Save**, and then click **Close**.
19. Click **Close** twice.
20. On the **Groups** page, click **Add a group**.

21. On the **New Group** page, in the **Type** drop-down box, click **Security group**, and in the **Name** text box, type **Accounts**.
22. In the **Description** text box, type **Accounts Department users**, click **Add**, and then click **Close**.
23. Select the **Accounts** check box, on the toolbar and then click **Edit** the Members (0).
24. Click on **Add members**.
25. On the **Add members** page, under All (6), select **Roman Miler** user object.
26. Click **Save**, and then click **Close**.
27. Click **Close** twice.

Task 2 - Manage security groups

1. In the Microsoft 365 admin center, verify that you can see the following groups:
 - Sales
 - Accounts
2. In the **groups** list, click the **Sales** group.
3. Select the **Sales** check box and then click **Edit** the Members (2).
4. Click on **Add members**.
5. On the **Add members** page, under All (6), select **Roman Miler** user object.
6. Click **Save**, and then click **Close** twice.
7. Ensure that Roman Miler now lists under the **Members** list.
8. Click **Delete group**.
Note: If you can't delete the group, cancel the operation and close the group property page and open it again. Click **Delete group** again.
9. On the **Delete** page, click **Delete**, and then click **Close**.
10. On the left side menu, click **Users**, and then click **Active Users**.
11. Confirm that Roman Miler's account still exists in the list of users.

Task 3 - Assign delegated administrators in the Office 365 admin center

1. Open your web browser, and then browse to <https://login.microsoftonline.com/>.
2. Sign in as **Holly@Adatumyyxxxxx.onmicrosoft.com**, where **yyxxxxx** is your unique Adatum number, with the password **Pa\$\$w0rd**.
3. In the Office 365 admin center, click **Admin**.
4. In the Microsoft 365 admin center, on the left-hand side, click **Users**, click **Active Users**, and then click **Roman Miler**.
5. On the **Roman Miler** page, in the Roles section, click **Edit**
6. Under Edit user role, click **Customized administrator**, select **Billing administrator** from the list.
7. In the **Alternate email address** text box, click **Edit** and type **user@alt.none**, click **Save**, and then click **Close**.
8. In the list view, double-click **Brad Sutton**.
9. On the **Brad Sutton** page, in the Roles section, click **Edit**.

10. Under Edit user role, click **Customized administrator**, and then select **Password administrator** from the list.
11. In the **Alternate email address** text box, click **Edit** and type **user@alt.none**, click **Save**, and then click **Close**.
12. Click the **X** to close the Roman Miler page. In the list view, click **Maira Wenzel**.
13. On the **Maira Wenzel** page, in the Roles section, click **Edit**.
14. Under Assign role, click **Customized administrator**, and then select **User management administrator** from the list.
15. In the **Alternate email address** text box, click **Edit** and type **user@alt.none**, click **Save**, and then click **Close**. Click **X** to close the Maira Wenzel page.

Task 4 - Verify delegated administration

1. On the **Office 365** page, sign out if needed and then sign in as
2. **Brad@Adatumyxxxxx.onmicrosoft.com**, where yxxxxx is your unique Adatum number, with the password **Pa\$\$w0rd**.

Note: If the **Get your work done with Office 365** dialog appears, close it.
3. On the Office 365 portal, click **Admin**.
4. If prompted, sign in again as **Brad@Adatumyxxxxx.onmicrosoft.com** using the password **Pa\$\$w0rd123**.

Note: If the **On the don't lose access to your account!** prompt appears, click **cancel**.
5. If you are connected to the previous admin center, click the banner at the top of the page to connect to the new admin center.
6. On the Microsoft 365 admin center Home page, click **Users**, then **Active Users**.
7. Click **Jessica Jennings**. Note that you cannot perform any administrative tasks.
8. Click **Reset passwords**.
9. On the **Reset passwords** page, ensure the **Auto-generate password** is selected, **Uncheck** the Make this user change their password when the first sign in. Click **Reset**.
10. Write down the temporary password here for future reference, and then click **Send email and close**:

11. Click **X** to close the Jessica Jennings user page. On the top-right menu, click the **Brad Sutton User Profile icon** in the top right, then click **Sign out**.
12. On the **Office 365** page, sign in as **Maira@Adatumyxxxxx.onmicrosoft.com**, where yxxxxx is your unique Adatum number

Note: If the Get your work done with Office 365 dialog appears, close it.
13. In the Office 365 portal, click **Admin**.

Note: If you see the Welcome to the Office 365 Admin Center, click **Skip**.
14. In the Microsoft 365 admin center, on the Home page, click **Users**, then click **Active Users**, and then click **Jessica Jennings**.
15. On the **Jessica Jennings** page, in the **Contact information** section, click **Edit**.
16. On the Edit contact information, click on **Contact Information** to expand it.
17. In the **Office phone** text box, type **555-1234**, click **Save**, and then click **Close**.

18. In the **Sign-in status** section, click **Edit**. Click **Block the user from signing in**, click **Save**, and then click **Close** twice.
19. In the Microsoft 365 admin center, click **Add a user**.
20. In the **First name** text box, type **Chris**.
21. In the **Last name** text box, type **Breland**.
22. In the **User name** text box, type **chris**. Expand Product licenses and enable **Create user without a product license**. Click **Add**, and then click **Send email and close**.
23. In the **Active Users** list, click **Chris Breland**.
24. On the right side, click the **Delete user**.
25. On the **Delete user** page, click **Delete** and then click **Close**.
26. Click on the **Maira Wenzel User Icon** at the top right and click **Sign out**.
27. Close your browser.

Exercise 3: Configuring Rights Management and compliance

In this lab, you will setup and use Azure Right Management for your trial tenant.

Task 1 - Configure Rights Management for Exchange Online

1. On the Desktop, right-click on **Start** and select **Windows PowerShell (Admin)**.
2. Type the following commands, and then press **Enter** after each command to connect to remote Exchange Online with remote PowerShell. Use Holly's credentials to connect.

Note: If you get a warning about security risks, answer Yes to All by pressing **A**. then **Enter**.

 - `Set-ExecutionPolicy unrestricted`
 - `$Cred = Get-Credential`
 - `$Session = New-PSSession -ConfigurationName Microsoft.Exchange - ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential $Cred - Authentication Basic -AllowRedirection`
 - `Import-PSSession $Session`
3. Type the following command, and then press Enter to set the IRM sharing location to the region you are in.


```
Set-IRMConfiguration -RMSOnlineKeySharingLocation "https://sp-rms.na.aadrm.com/TenantManagement/ServicePartner.svc"
```

Note: Depending on the location of your tenant, replace the link in the preceding command with one of the following:

 - For Europe: <https://sp-rms.eu.aadrm.com/TenantManagement/ServicePartner.svc>
 - For Asia: <https://sp-rms.ap.aadrm.com/TenantManagement/ServicePartner.svc>
 - For South America: <https://sp-rms.sa.aadrm.com/TenantManagement/ServicePartner.svc>
8. Type the following command, and then press **Enter** to configure Azure RMS as a trusted publishing domain.

```
Import-RMTrustedPublishingDomain -RMSOnline -name "RMS Online"
```

9. Type the following command, and then press Enter to set the IRM configuration for licensed users only.

```
Set-IRMConfiguration -InternalLicensingEnabled $true
```
10. Type the following command, and then press Enter to test the configuration.


```
Test-IRMConfiguration -Sender holly@adatummyxxxxx.onmicrosoft.com
```
11. Type the following command, press Enter, and then close Windows PowerShell.

```
Remove-PSSession $Session
```

Task 2 - Configure Rights Management for SharePoint Online

1. In the web browser, navigate to <https://portal.office.com>. On the Office 365 page, click **Admin**.
2. In the left navigation pane, under **Admin centers**, click **SharePoint**.
3. In the SharePoint admin center, in the left pane, click **settings**.
4. On the **settings** page, in the Information Rights Management (IRM) section, click **Use the IRM service specified in your configuration**, and then click **Refresh IRM Settings**.
5. Click on **Site collections** on the left.
6. In the **Site Collections toolbar** on the page, click on **New** and choose **Private Site Collection**.
7. In the new site collection dialog use the following values for the new SharePoint site:
 - **Title:** Marketing
 - **Web Site Address** (in the field to the right of the drop-down with /sites/ selected): marketing
 - **Administrator:** holly@Adatumyxxxxx.onmicrosoft.com
8. Click on **OK**.
9. Wait for the new SharePoint site to be created.

Task 3- Validate the Azure Rights Management functionality

1. Go to Holly's mailbox by clicking on the top left App launcher icon () and selecting **Outlook**.
Note: If you are prompted to select a timezone, choose one, and click **Save**.
2. Click **New** to create a new email and in the To: field, add **Brad Sutton** as the recipient.
3. Type a subject, and then type some text in the message body.
4. On the top tool bar select **Protect**. An indicator will show the message is now set with the permission of Do Not Forward.
5. Click **Send**.
6. With your web browser, connect to <https://adatummyxxxxx.sharepoint.com/sites/marketing>.
7. On the left rail, click **Documents**.
Note: If the welcome dialog appears, click **X** to close.
8. At the top right, click on the **Settings Icon**, then click **Library settings**.
9. On the **Settings** page, under Permissions and Management, click **Information Rights Management**.

10. On the **Information Rights Management Settings** page, select the **Restrict permissions on this library on download** checkbox.
11. In the **Create a permission policy title** box, type **Marketing Policy**.
12. In the **Add a permission policy description** box, type **Marketing policy for downloads**.
13. Click **SHOW OPTIONS**.
14. Under Configure document access rights, select the **Allow viewers to write on a copy of the downloaded document** checkbox.
15. Click **OK**.
16. On the top right select **Share**.
17. Type in **Brad Sutton** and select his name from the drop down list.
18. Click on the **Share** button.
19. **Sign out** Holly and close your web browser.
20. Open your web browser, and then connect to **https://portal.office.com**. Sign in as **Brad@adatumyxxxx.onmicrosoft.com** with the password **Pa\$\$wOrd**.
21. In the Office 365 portal, in the **App launcher**, click **Outlook**.
22. On the Outlook page, **select your time zone** and click **Save**.
23. Verify that you received an email from Holly that is IRM protected. Click the **view the message**.
24. Click the down arrow beside **Reply all**, and then verify that you do not have the option to forward or print the message.
25. Click **Start**, type **WordPad** and launch WordPad on your machine to create a new test document.
26. Click **File** and **Save** the document on the desktop as **Document** with filetype **Office Open XML Document**.
27. Connect to **https://adatumyxxxx.sharepoint.com/sites/marketing**.
28. Click **Documents** on the left rail. Then click **Upload**, and in the drop-down select **Files**. Select Desktop under the Quick access section and then select **Document**.
29. Right click on **Document.docx** and choose **Open** then choose **Open in Word Online**.
30. This document cannot be edited in Word Online, because it is protected.
31. Sign out and close your web browser.

Exercise 4: Monitor and troubleshoot Office 365

In this lab, you will play with some troubleshooting tools in Office 365 and look at the Office 365 service health.

Task 1 - Troubleshooting mail flow in Office 365

1. Open your web browser and then connect to <https://portal.office.com> and then sign in as **holly@Adatumyyxxxxx.onmicrosoft.com** by using the password **Pa\$\$w0rd**.
2. Click **Outlook**, and then click **New**.
3. In the **To** text box, type **user@alt.none**.
4. Enter a subject and some body text, and then click **Send**.
5. Wait for the delivery failure message to appear.
Note: the reason for the failure (“The Domain Name System (DNS) reported that the recipient's domain does not exist.”).
6. Select the body text of the message, including the phrase “Generating server” down to “X-OriginatorOrg: adatumyyxxxxx.onmicrosoft.com” and then press **Ctrl+C** to copy it to the Clipboard.
7. Open a new tab in your web browser and browse to testconnectivity.microsoft.com.
8. On the **Microsoft Remote Connectivity Analyzer** page, click the **Message Analyzer** tab.
9. Under Message Header Analyzer, **paste** the message, and then click **Analyze headers**.
Note the diagnostic information and the time taken for the message to be rejected.
10. Click **Clear** to reset the Message Header Analyzer.
11. Return to Holly’s **Mail** tab.
12. Click **New**, and then in the To text box, type **difflop8675309@outlook.com**.
13. Enter a subject and some body text, and then click Send.
14. Wait for the delivery failure message to appear.
Note the reason for the “Requested action not taken: mailbox unavailable” failure.
15. Select the body text of the message including the phrase “Generating server” down to “X-OriginatorOrg: adatumyyxxxxx.onmicrosoft.com” and then press Ctrl+C to copy it to the Clipboard.
16. Switch to the Microsoft Remote Connectivity Analyzer tab.
17. On the **Microsoft Remote Connectivity Analyzer** page, ensure that you are on the **Message Analyzer** tab.
18. Under Message Header Analyzer, paste the message, and then click **Analyze headers**.
19. Note the diagnostic information and the time taken for the message to be rejected.
20. Close the **Microsoft Remote Connectivity Analyzer** page.
21. On the tab with the Office 365 portal, click the **Apps** launcher in the top task bar, and click **Admin**.
22. On the Microsoft 365 admin center page, click **Admin centers** to expand, and click **Exchange**.
23. On the Exchange admin center page, in the left rail, click **mail flow**.
24. In mail flow, click **message trace**.
25. In message trace, next to the Sender field at the bottom, click **add sender**.
26. In the **Select Members** dialog box, click **Holly**, click **add->**, and then click **OK**.
27. Under **Date range**, select **Past 24 hours**.

28. Under **Delivery status**, select **Failed**, and then click **Search**. Note the two messages.
Note: it may take several minutes before the trace results to show the failed message deliveries.
29. Double-click **each message** to view the sender, recipient, message size, ID, and IP address information.
30. Note the differences between the message processing events: Receive, Submit, Spam Diagnostics, and Fail for the nonexistent domain, and Submit, Receive, Spam Diagnostics, and Fail for the nonexistent user.
31. **Close** the Message Trace and both Message Trace details windows.

Task 2 - Monitoring service health and analyzing reports

1. Open your web browser and then connect to **https://portal.office.com** and then sign in as **holly@Adatumyxxxxxx.onmicrosoft.com** by using the password **Pa\$\$w0rd**.
2. In the Office 365 Home page, click **Admin**.
3. On the Microsoft 365 admin center, in the left menu, select **Health**, and then click **Service Health**.
4. On the right side of the page, click **View history**.
5. Click any entry in the calendar that is colored yellow to see further details about incident. Details appear below the calendar.
6. Click the **Home** icon on the menu to the left.
7. In the Office 365 admin center, on the left rail, click **Reports**, and select **Usage**.
8. On the Reports page, click **Email activity**.
Note: There might be little or no data shown because there is not much mailbox usage in the lab environment.
9. In top left of the report, click on the drop down (currently showing **Email activity**) and choose **Exchange** to further expand the drop-down, then click **Mailbox usage**.
10. Look at all the different date views: 7 days, 30 days, 90 days and 180 days.
11. In top left of the report, click on the drop down (currently showing **Mailbox usage**) and choose **SharePoint** to further expand the dropdown, and click **Site usage**.
12. Look at all the different date views: 7 days, 30 days, 90 days and 180 days.
13. In the Office 365 admin center, on the left rail, click **Reports**, and select **Security & Compliance**.
14. Click on **Malware detections**.
15. Close the open window.
16. Click on **Spam detections**.
17. Close the open window.
18. Sign out and close your web browser window.

End of lab