XtremeLabs

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XtremeLabs Lab Note

20347A- Network Troubleshooting Guide

Welcome to XtremeLabs, a service of the Xtreme Consulting Group, Inc. This document provides change notes and alternative step information for lab steps when performed in the hosted lab environment.

Module 01: Planning and provisioning Office 365

Exercise 2: Configuring a custom domain

If you are unable to verify your custom domain, please verify the following:

1. Verify that the **forward lookup zone** has been created correctly. **AVXXXXa.xtremelabs.us**.
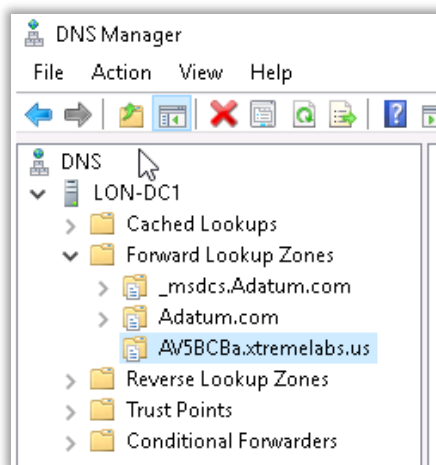
2. Make sure that the **TXT** record entered into DNS matches exactly as generated by O365. If O365 sees a value that does not match, it should notify you.
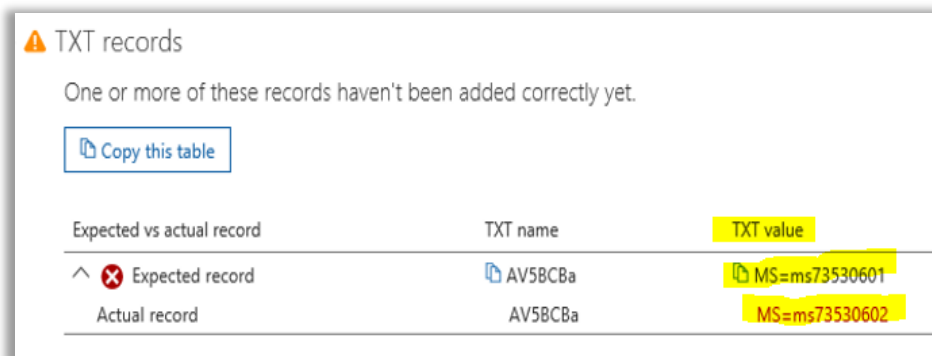
3. Verify the **Text (TXT)** record via **whatsmydns.net**. Type **AVXXXXa.xtremelabs.us** into the text field, set the record to **TXT**, click search. Depending on DNS propagation, it should resolve to the **TXT** record entered into DNS in one or more regions. Make sure the record is correct.

av5bcba.xtremelabs.us	TXT ∨	⚙ Q Search
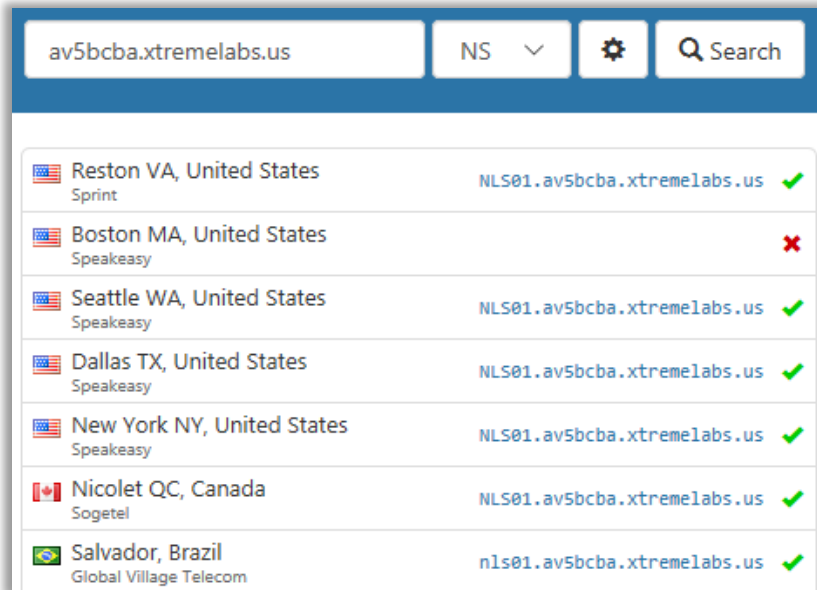
🇺🇸 Reston VA, United States Sprint	MS=ms73530601 ✔
🇺🇸 Boston MA, United States Speakeasy	MS=ms73530601 ✔
🇺🇸 Seattle WA, United States Speakeasy	MS=ms73530601 ✔
🇺🇸 Dallas TX, United States Speakeasy	MS=ms73530601 ✔
🇺🇸 New York NY, United States Speakeasy	MS=ms73530601 ✔
🇨🇦 Nicolet QC, Canada Sogetel	MS=ms73530601 ✔
🇧🇷 Salvador, Brazil Global Village Telecom	MS=ms73530601 ✔

4. Verify the **Host (A)** record via **whatsmydns.net**. Type **nls01.AVXXXXa.xtremelabs.us** into the text field, set the record to **A**, click search. Depending on DNS propagation, it should resolve to the **public IP address** for the lab session in one or more regions.

nls01.av5bcba.xtremelabs.us	A ∨	⚙ Q Search
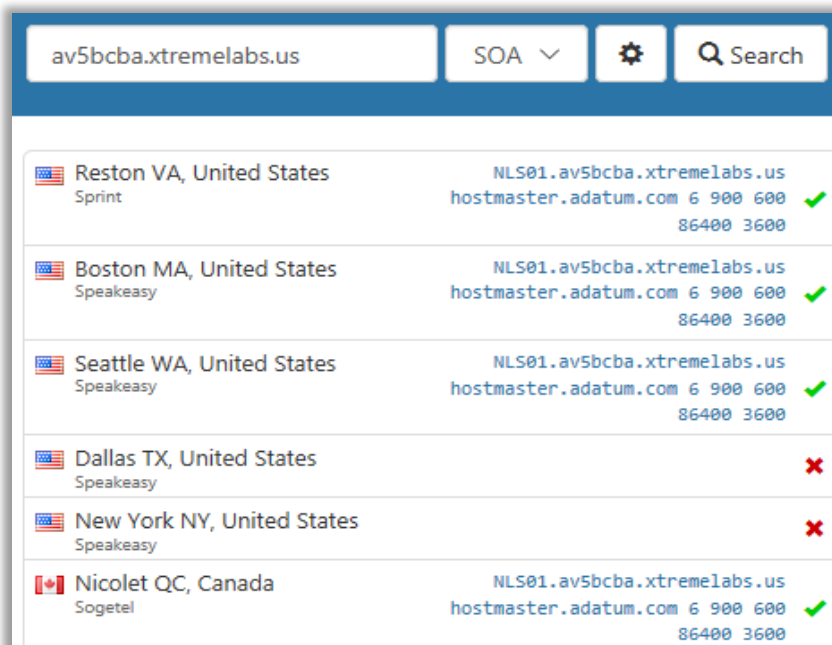
🇺🇸 Reston VA, United States Sprint	64.64.221.162 ✔
🇺🇸 Boston MA, United States Speakeasy	✖
🇺🇸 Seattle WA, United States Speakeasy	✖
🇺🇸 Dallas TX, United States Speakeasy	64.64.221.162 ✔
🇺🇸 New York NY, United States Speakeasy	✖
🇨🇦 Nicolet QC, Canada Sogetel	64.64.221.162 ✔
🇧🇷 Salvador, Brazil Global Village Telecom	64.64.221.162 ✔

5. Verify the **Name Server (NS)** record via **whatsmydns.net**. Type **AVXXXXa.xtremelabs.us** into the text field, set the record to **NS**, click search. Depending on DNS propagation, it should resolve to **NLS01.AVXXXXa.xtremelabs.us** in one or more regions.

6. Verify the **Start of Authority (SOA)** record via **whatsmydns.net**. Type **AVXXXXa.xtremelabs.us** into the text field, set the record to **SOA**, click search. Depending on DNS propagation, it should resolve to **NLS01.AVXXXXa.xtremelabs.us** in one or more regions. You will also see **hostmaster.adatum.com**.

7. If everything appears to be set correctly, but none of the records are resolving within whatsmydns, contact Lab Support via the Support link in the lower-left of the lab environment.