

XtremeLabs Lab Note

20347A- Network Troubleshooting Guide

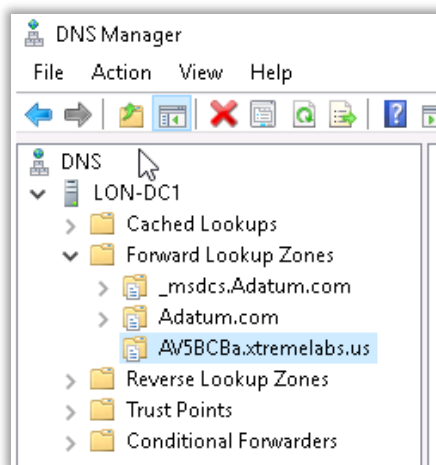
Welcome to XtremeLabs, a service of the Xtreme Consulting Group, Inc. This document provides change notes and alternative step information for lab steps when performed in the hosted lab environment.

Module 01: Planning and provisioning Office 365

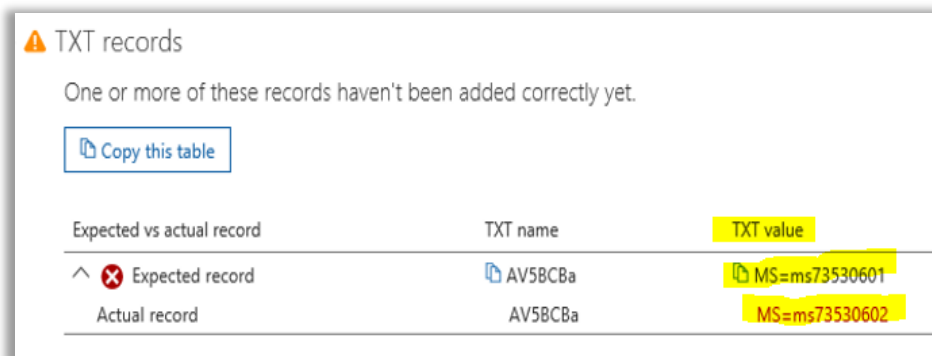
Exercise 2: Configuring a custom domain

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.

The screenshot shows the whatmydns.net interface with the domain 'av5bcba.xtremelabs.us' and record type 'TXT'. The search results show the TXT record 'MS=ms73530601' is present in seven regions, all marked with a green checkmark.

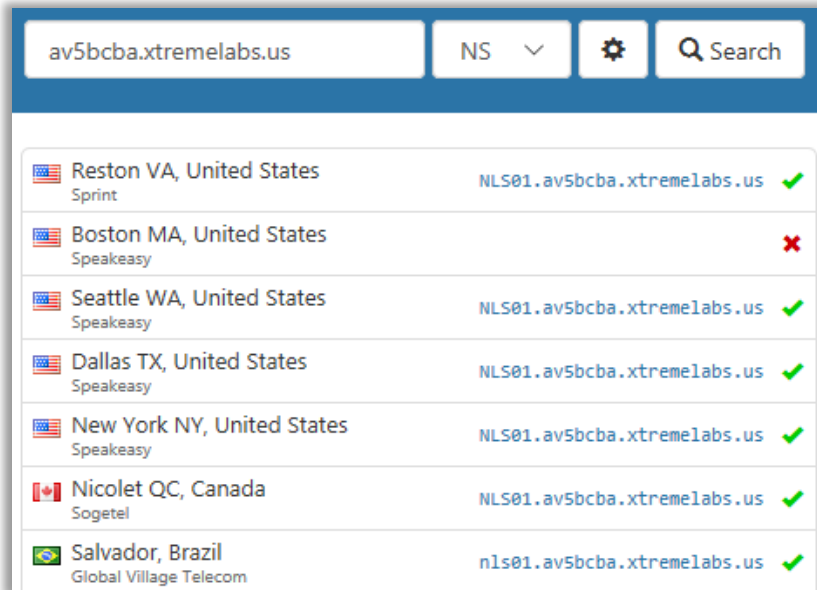
Region	ISP	Record Value	Status
Reston VA, United States	Sprint	MS=ms73530601	✓
Boston MA, United States	Speakeasy	MS=ms73530601	✓
Seattle WA, United States	Speakeasy	MS=ms73530601	✓
Dallas TX, United States	Speakeasy	MS=ms73530601	✓
New York NY, United States	Speakeasy	MS=ms73530601	✓
Nicolet QC, Canada	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.

The screenshot shows the whatmydns.net interface with the domain 'nls01.av5bcba.xtremelabs.us' and record type 'A'. The search results show the A record '64.64.221.162' is present in four regions (Reston VA, Dallas TX, Nicolet QC, and Salvador, Brazil) marked with a green checkmark, and absent in three regions (Boston MA, Seattle WA, and New York NY) marked with a red X.

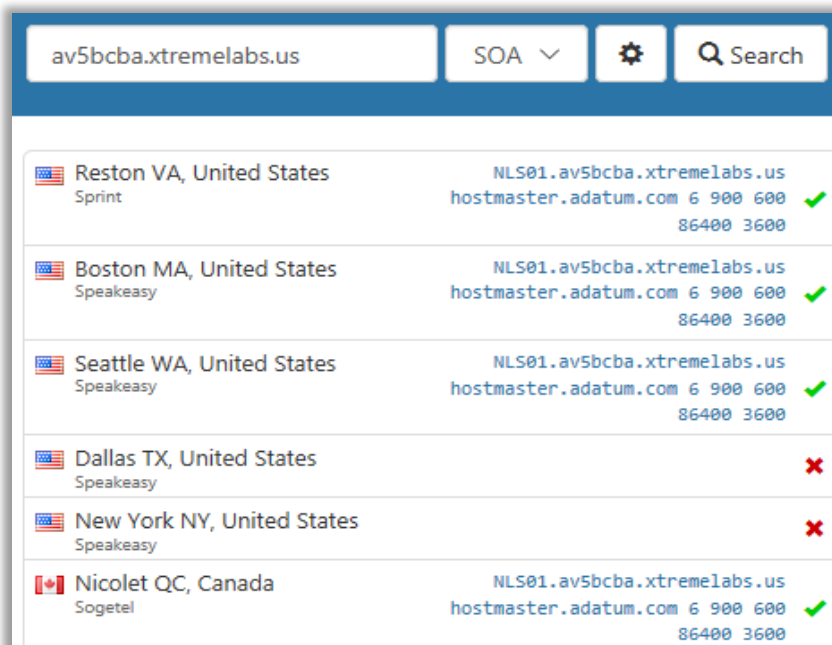
Region	ISP	Record Value	Status
Reston VA, United States	Sprint	64.64.221.162	✓
Boston MA, United States	Speakeasy		✗
Seattle WA, United States	Speakeasy		✗
Dallas TX, United States	Speakeasy	64.64.221.162	✓
New York NY, United States	Speakeasy		✗
Nicolet QC, Canada	Sogetel	64.64.221.162	✓
Salvador, Brazil	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.



Region	Provider	Resolved NS Record	Status
Reston VA, United States	Sprint	NLS01.av5bcba.xtremelabs.us	✓
Boston MA, United States	Speakeasy		✗
Seattle WA, United States	Speakeasy	NLS01.av5bcba.xtremelabs.us	✓
Dallas TX, United States	Speakeasy	NLS01.av5bcba.xtremelabs.us	✓
New York NY, United States	Speakeasy	NLS01.av5bcba.xtremelabs.us	✓
Nicolet QC, Canada	Sogetel	NLS01.av5bcba.xtremelabs.us	✓
Salvador, Brazil	Global Village Telecom	nls01.av5bcba.xtremelabs.us	✓

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**.



Region	Provider	Resolved SOA Record	Status
Reston VA, United States	Sprint	NLS01.av5bcba.xtremelabs.us hostmaster.adatum.com 6 900 600 86400 3600	✓
Boston MA, United States	Speakeasy	NLS01.av5bcba.xtremelabs.us hostmaster.adatum.com 6 900 600 86400 3600	✓
Seattle WA, United States	Speakeasy	NLS01.av5bcba.xtremelabs.us hostmaster.adatum.com 6 900 600 86400 3600	✓
Dallas TX, United States	Speakeasy		✗
New York NY, United States	Speakeasy		✗
Nicolet QC, Canada	Sogetel	NLS01.av5bcba.xtremelabs.us hostmaster.adatum.com 6 900 600 86400 3600	✓

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.

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