

# SkyConnect integration and coexistence setup FAQs

## Active Directory Server Integration

### Can we have AD authentication for the SkyConnect domains?

Yes. **AD authentication** (<https://docs.mithi.com/home/how-to-configure-skyconnect-domain-to-authenticate-with-your-in-premise-ad-setup>) can be configured for the SkyConnect domains.

## Migrating Email Data

### How to create local archives in a desktop client?

#### Outlook

Archive items manually

<https://support.office.com/en-us/article/archive-items-manually-ecf54f37-14d7-4ee3-a830-46a5c33274f6>

Archive older items automatically

<https://support.office.com/en-us/article/archive-older-items-automatically-25f44f07-9b80-4107-841c-41dc38296667>

#### Thunderbird

<https://support.mozilla.org/en-US/kb/archived-messages>

## Co-existence with O365

### How will mail flow for Groups or distribution lists on SkyConnect and O365 ?

Groups created on O365 are added as a user with mailsystem as O365. So mail sent by any SkyConnect user will be delivered to the group id on O365 from where it will be distributed to all the members.

Groups on SkyConnect are created as contacts on O365, so a mail sent by an O365 user will be first routed to the group id on SkyConnect from where it will be distributed to all the group members.

Recommendation: While groups can contain mixed email ids from across both systems, it is advised that if a group contains a bulk of ids from O365, then the group be made on O365 and vice versa to reduce mail traffic between the two systems and optimize local delivery.

### Are outgoing mail checked for spam?

For users hosted on MithiSkyConnect, the outgoing mail can be checked for spam. For users hosted on O365, this will depend on the O365 configurations.

### In case of multiple domains, do we need configure connectors for each domain?

Yes. You need add all the domains in accepted domains, and configure send/receive connectors for each

domain.

### **Can I configure co-existence with MX pointing to the O365 setup?**

Yes, technically this is possible. However since a co-existence setup is done with the majority of the users hosted on SkyConnect, it is advisable to point the MX to the SkyConnect servers. The additional advantage is that the security of the setup increases as the incoming mail are check for spam, virus and ransomware by the Trend Micro System solution.

### **How will the mail flow between the two system?**

The mail flow between the two systems is via secure Internet connections. Refer to the section on mail flow for the same.

### **Do we need to create sub-domains for the co-existence setup?**

No. The same domain will be hosted on both SkyConnect and O365.

### **Do we need to add contacts / users on both servers?**

Yes. A SkyConnect user has to be provisioned on the SkyConnect servers and added as contact on the O365 setup. A O365 user has to be provisioned on O365 and SkyConnect. On SkyConnect, the mail system of the user is set to Others.

### **While mail transferring from Office365 to Skyconnect through send connectors where the email will land in Skyconnect (Spam Box, Relay Server, Mail Server)**

The mail will land on the mail server and will be directly delivered into the mailbox of the user.

### **If user present on SkyConnect leaves the organization, can we add that contact as alias to O365 User?**

Yes. Delete the user from SkyConnect and add alias id to the required O365 user from Skyconnect admin panel.

### **Is internet bandwidth consumption will come in picture with co-existence cloud solutions, while email is transferring from send & receive connectors from Office365 side as well as from SkyConnect Side?**

No. Your last mile Internet bandwidth is not in the picture during this transaction. The mail transfer between the two solutions happens from cloud to cloud over the Internet.

### **Why do we have to create users on both the systems. Why not use catchall accounts?**

Having a catchall account compromises the security of the system as the servers cannot validate the mail ids for which mail are delivered. In addition, having catchall ids on both the solutions will create an infinite loop for ids not present on both the systems.

### **Can O365 user share documents in One drive with SkyConnect users? Can SkyConnect**

## **user access one drive?**

This depends on the O365 licensing and sharing policies.

## **How SkyConnect user can able to send emails to groups which exist on Office365?**

The groups which exist on Office365 will be regular email ids on SkyConnect which will have their mailbox pointing to Office365. E.g. if there is a group called sales@domain.com on office365, then sales@domain.com will be an email id on SkyConnect, whose location is Office365. Recommendation: While groups can contain mixed email ids from across both systems, it is advised that if a group contains a bulk of ids from O365, then the group be made on O365 and vice versa to reduce mail traffic between the two systems and optimize local delivery.

## **If user is present on O365, we have to create it on SkyConnect too with the mail system as Other. Can this account be accessed from SkyConnect?**

It is advisable to set the disable access by setting the account status as "Partial" which will not restrict mail flow but deny access.

## **The O365 domain verification failed when configuring the co-existence setup with SkyConnect. What do I do?**

If the domain verification fails, then it is possible that the domain has been verified for another Microsoft Online Services account. To proceed, make sure that the domain is moved to the correct account.

For details refer to the following topic:

<<https://support.microsoft.com/en-in/help/2812881/error-message-when-you-try-to-verify-a-domain-in-office-365> >

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