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Backup Standard Backup Manager (B247LITE) v9

Office 365 Backup & Restore Guide for Windows

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Revision History

Date	Descriptions	Version
25 January 2022	▪ Ch. 4 – added Migrate Data	9.1.0.0

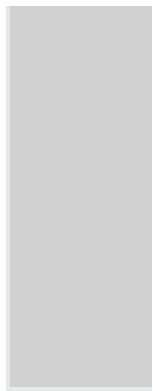
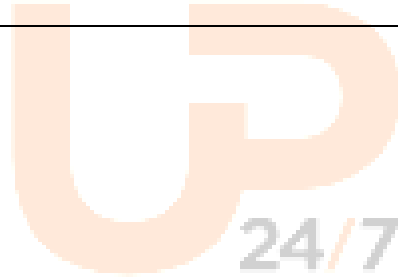
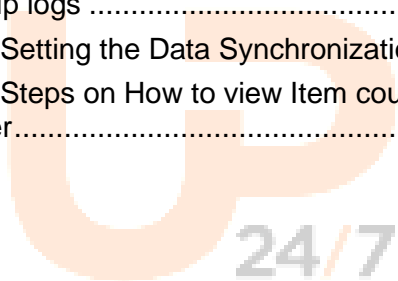


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1 Overview

1.1 What is this software?

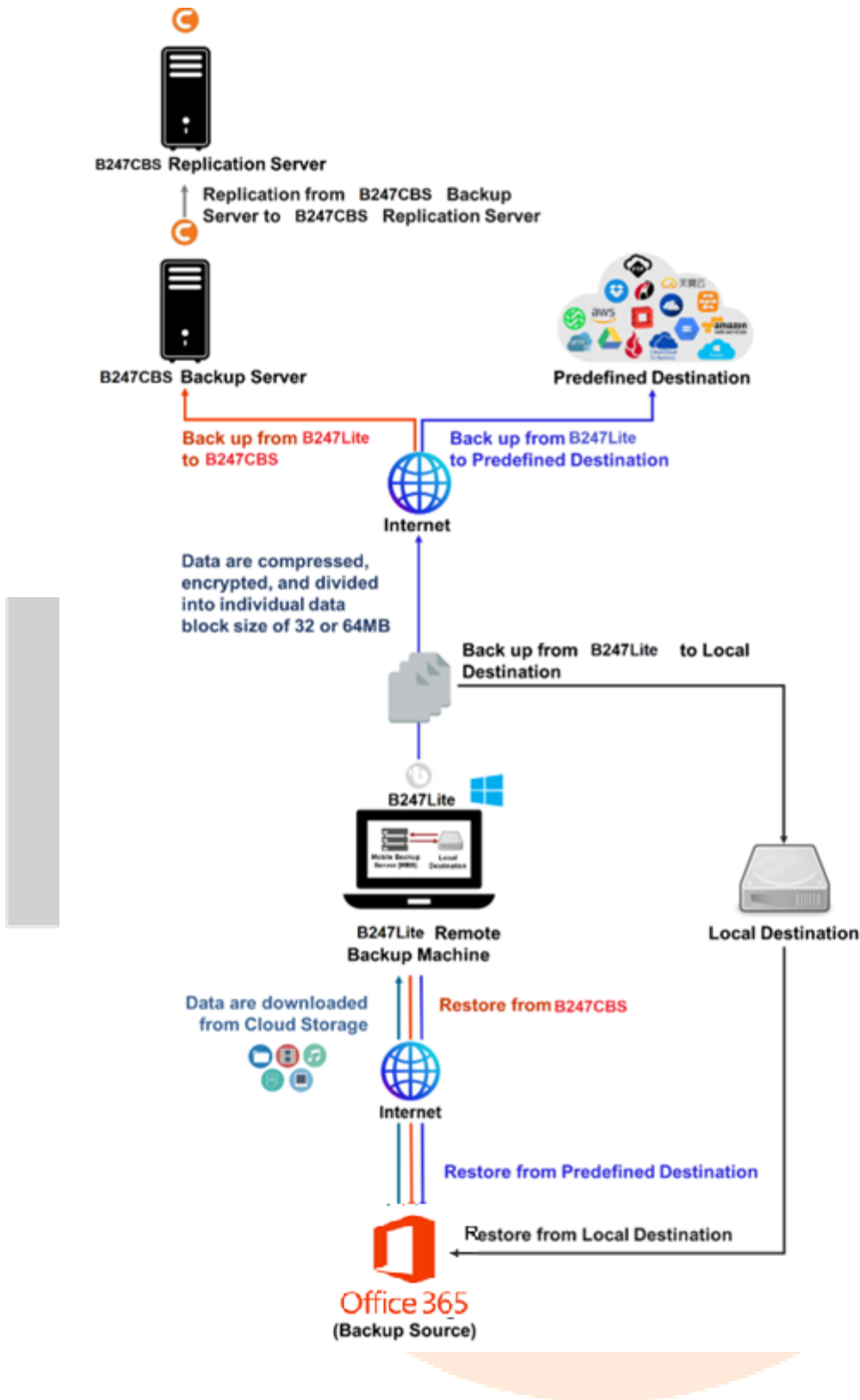
Backup247 brings you specialized client backup software, namely Backup247 Standard Backup Suite (B247LITE), to provide a set of tools to protect your Office 365 user accounts. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Office 365 Outlook, files on OneDrive and SharePoint, with snapshots / versioning, and retention policy to protect even items that you may have accidentally deleted from your Office 365 user account.

1.2 System Architecture

Below is the system architecture diagram illustrating the major elements involved in the backup process among the Office 365 service, Backup247 Standard Backup Suite (B247LITE) and B247CBS.

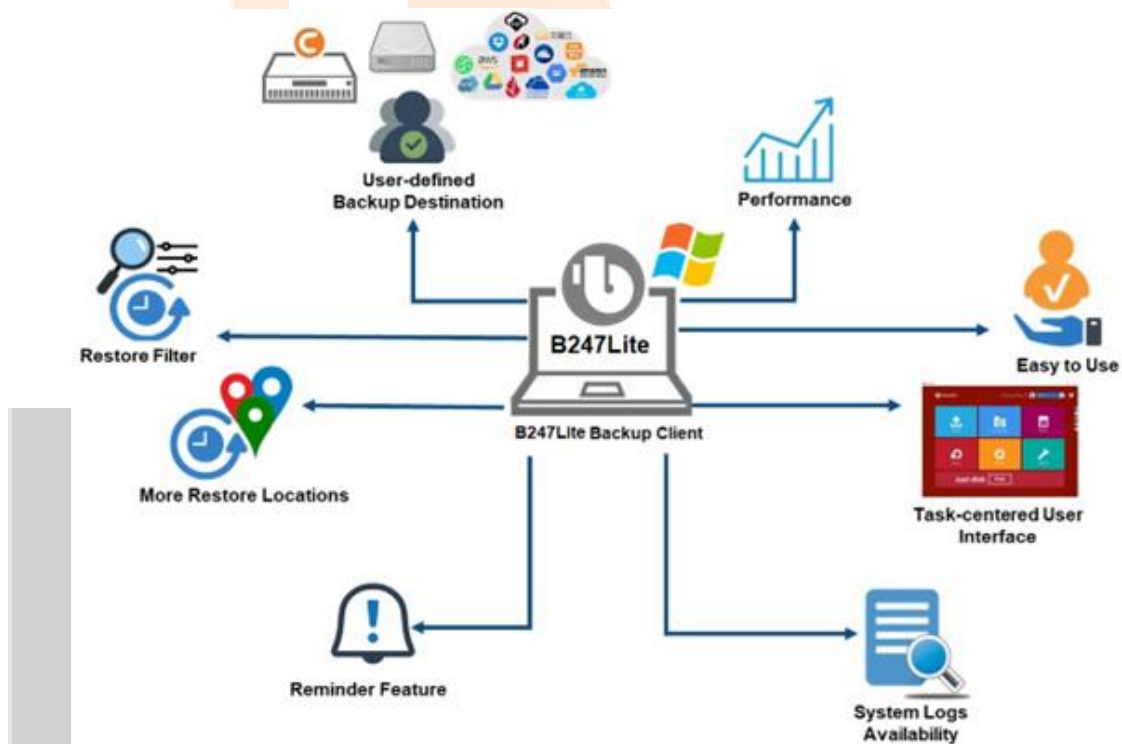
In this user guide, we will focus on the software installation, as well as the end-to-end backup and restore process using the Backup247 Standard Backup Suite (B247LITE) (Agent-based).





1.3 Why should I use Backup247 Standard Backup Suite (B247LITE) Run on Client (Agent-based) solution to back up my Office 365 data?

We are committed to bringing you a comprehensive Office 365 backup solution with Backup247 Standard Backup Suite (B247LITE). Below are some key areas that can help make your backup experience a better one.



User-defined Backup Destination

Backup users have more options in assigning a backup destination (i.e., B247CBS, Cloud or Predefined destinations, and standard and local destination).

Performance

Agent-based backup is performed on a physical machine or computer with resources that is dedicated for backup and restore operations. Once the backup client is deployed on the machine, the users have more control on the hardware which affects the overall backup and restore performance.

The introduction of the Change Key API in v8.3.4.0 has significantly improved backup performance for both Full and Incremental backup jobs, which means Office 365 user accounts with a large number of items, each incremental backup can be completed within hours.

Easy to Use

Agent-based backup solution has a traditional backup approach that is well understood by most administrators and end users who would only need minimal effort and time to understand the backup and/or restore operations.

Task-centered User Interface

Agent-based backup solution make it a good option for users to have more control on the individual backup/restore and resources management.

System Logs Availability

System logs for Data Integrity Check and space freeing up results is accessible for the end users and can be reviewed anytime. Unlike with the agentless backup where system logs will only be available upon request from the backup service provider.

Reminder Feature

With the agent-based backup, a reminder feature is provided which will display a backup confirmation dialog box that will prompt user to run a backup job during machine log off, restart, or shut down when enabled.

More Restore Locations

Agent-based backup offers you three (3) restore locations such as the local machine, original location (or the cloud storage where you backed up them), and alternate location (which is through the same cloud storage but on a different folder).

Flexible restore option: Restore items to the original location or an alternate location.

Restore Filter

Agent-based backup has a restore filter feature which allows users to easily search directories, files, and/or folders to restore.

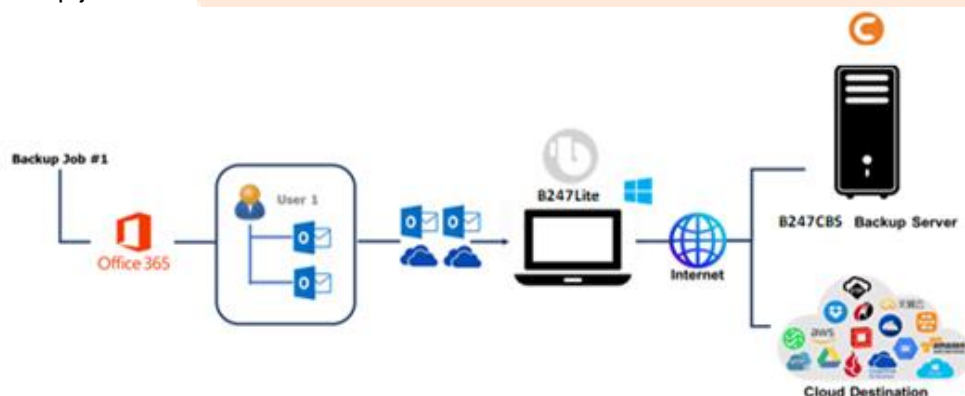
Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why Backup247 Standard Backup Suite (B247LITE) is designed with advanced technologies to make backup a fast and efficient process.

We also understand that you may wish to run backup at a specified time interval of your choice, that's why we also allow you to set your own backup schedules so that you can take full control of the time when to perform backup.

- **Multi-threading** – this technology utilizes the computing power of multiple CPU cores for creating multiple backup and restore threads to produce fast backup and restore performance.

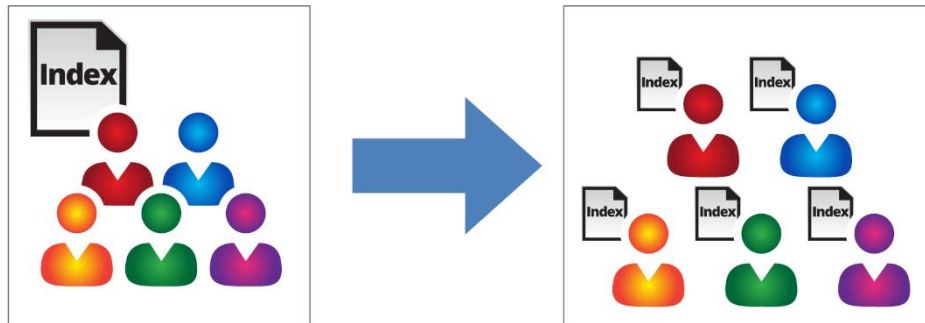
Backup job uses a maximum of 4 concurrent threads.



As shown, the technology translates into a total of 4 concurrent threads.

- **Index File Structure** – The index file structure has been re-designed to improve the backup and restore performance.

Each Office 365 user will have its own individual index file instead of a single index file for all users within the backup set.



This new design eliminates any potential I/O performance bottlenecks when the index files are updated during each backup job, which can occur when using single index file structure for multi-thread concurrent backup.

- **Block Level Incremental Backup** – this technology breaks down the backup files into multiple blocks and only the changed blocks will be backed up each time.

Backup of Selected Items

To back up the Office 365 user accounts, the backup source can be user level, and even item level.

Flexible backup options: Can select all components in the Office 365 user account, individual components such as Outlook, OneDrive, or Personal SharePoint or specific items within Outlook, OneDrive, Personal SharePoint.

High Level of Security

We understand your Office 365 users may contain sensitive information that requires to be protected, that is why your backup data will be encrypted with the highest level of security measure.

- **Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will be default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- **Encryption Key Recovery** – a last resort for you to recover your encryption key in case you have lost it. Your backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

Centralized Management Console
















Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore. Below is an overview of what you can do with it. For more details regarding the setup and operations of the centralized management console, refer to the B247CBS v9 User's Guide for details.

- Create/ update/ delete backup set
- Restore backup set
- Configure user settings
- Configure backup settings
- View and download backup and restore reports
- Monitor backup and restore live activities
- Monitor storage statistic

Cloud Destinations Backup

To offer you with the highest flexibility of backup destination, you can now back up Office 365 user to a wide range of cloud storage destinations. Utilizing cloud destination backup gives you an extra layer of protection in the event of a local drive corruption, where you will still be able to retrieve data from the cloud destination.

Below is a list of supported cloud destinations.

	Aliyun		Microsoft Azure
	CTYun		Microsoft OneDrive
	Amazon S3		Microsoft OneDrive for Business
	AWS S3 Compatible Cloud Storage		Rackspace
	Backblaze		OpenStack
	Google Cloud Storage		Dropbox
	Google Drive		FTP
			SFTP

Differences between a Run on Client and Run on Server Backup Set

The following table summarizes the differences in backup options available for a Run on Server or Run on Client, and the tool to use (client agent or user web console) when performing a backup and restore:

Features/Functions	Run on Client Office 365 Backup Set	Run on Server Office 365 Backup Set
General Settings	✓	✓
Backup Source	✓	✓
Backup Schedule	✓	✓
Destination	B247CBS, Predefined Destinations, Standard and Local	B247CBS and Predefined Destinations only
Multiple Destinations	✓	✗
Deduplication	Backup247 Advanced Client (B247PRO)	✓
Retention Policy	✓	✓
Command Line Tool	Backup247 Advanced Client (B247PRO)	✗
Reminder	Backup247 Advanced Client (B247PRO) / Backup247	✗
Bandwidth Control	✓	✓
IP Allowed for Restore	✓	✗
System Logs of Data Integrity Check and Space Freeing Up	✓	✗
Other	✓	✓
To Run a Backup	Backup247 Advanced Client (B247PRO) / Backup247 Standard Backup Suite (B247LITE)	B247CBS User Web Console Only
To Run a Restore	Backup247 Advanced Client (B247PRO) / Backup247 Standard Backup Suite (B247LITE) / Backup247 OBR	B247CBS User Web Console Only

Aside from backup options, the table below shows other operations that can be performed using web console and client agent:

Features/Functions	Run on Client Office 365 Backup Set	Run on Server Office 365 Backup Set
Data Integrity Check	✓	✓
Space Freeing Up	✓	✓
Delete Backup Data	✓	✓
Decrypt Backup Data	✓	✗

NOTE

For more details on the Run on Server backup option, please refer to the following guide:
B247CBS v9 User Guide – Office 365 Run on Server (Agentless) Backup and Restore Guide

1.4 About This Document

What is the purpose of this document?

This document aims at providing all necessary information for you to get started with setting up your system for Office 365 backup and restore, followed by step-by-step instructions on creating backup set, running backup job, and restoring backed up data, using Backup247 Standard Backup Suite (B247LITE).

The document can be divided into 3 main parts.

Part 1: Preparing for Office 365 Backup & Restore

Requirements

Requirements on hardware & software for installation

Best Practices and Recommendations

Items recommended to pay attention to before backup and restore

Part 2: Performing Office 365 Backup

Logging in to Client Agent

Log in to Backup247 Standard Backup Suite (B247LITE)

Creating a Backup Set

Create a backup set using Backup247 Standard Backup Suite (B247LITE)

Running a Backup Set

Run a backup set using Backup247 Standard Backup Suite (B247LITE)

Part 3: Restoring Office 365 Backup

Restoring a Backup Set using Backup247 Standard Backup Suite (B247LITE)

What should I expect from this document?

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to backup Office 365 on Backup247 Standard Backup Suite (B247LITE), as well as to carry out an end-to-end backup and restore process.

Who should read this document?

This documentation is intended for backup administrators and IT professionals who are responsible for the Office 365 backup and restore.

2 Preparing for Backup and Restore

2.1 Hardware Requirement

To achieve the optimal performance when Backup247 Standard Backup Suite (B247LITE) is running on your machine, refer to the following article for the list of hardware requirements.
FAQ: Backup247 Hardware Requirement List (HRL) for version 9.1 or above

2.2 Software Requirement

Make sure the operating system where you have Office 365 installed is compatible with the Backup247 Standard Backup Suite (B247LITE). Refer to the following article for the list of compatible operating systems and application versions.
FAQ: Backup247 Software Compatibility List (SCL) for version 9.1 or above

2.3 Antivirus Exclusion Requirement

To optimize performance of Backup247 Standard Backup Suite (B247LITE) on Windows, and to avoid conflict with your antivirus software, refer to the following Wiki article the list of processes and directory paths that should be added to all antivirus software white-list / exclusion list:
FAQ: Suggestion on antivirus exclusions to improve performance of Backup247 software on Windows.

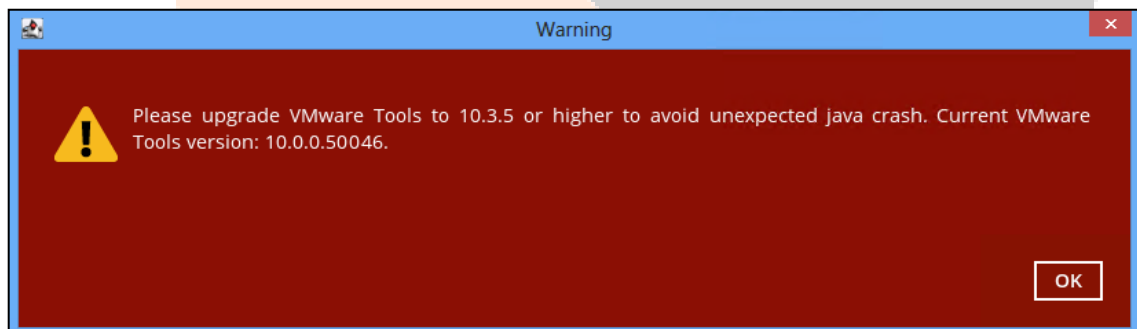
NOTE

The bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, during installation / upgrade via installer or upgrade via AUA.

2.4 Upgrade VMware Tools Requirement

To avoid an unexpected java crash, if the Windows machine is a guest VM hosted on a VMware Host, it is highly recommended that the VMware tools version installed on the guest VM is 10.3.5 or higher.

Below is the warning message that will be displayed if the version of the VMware Tools is lower than 10.3.5.



NOTE

For more information about the upgrade of VMware Tools, refer to this article
https://wiki.Backup247.com/doku.php?id=public:version_9:client:9463_Backup247_obc_crash_on_vm_with_vmware_tools_pre-10.0.5.

2.5 Backup247 Standard Backup Suite (B247LITE) Installation Requirements

For agent-based backup and restore, make sure that the latest version of Backup247 Standard Backup Suite (B247LITE) is installed on your computer with Internet access for connection to your Office 365 account.

User should also stay up-to-date when newer version of Backup247 Standard Backup Suite (B247LITE) is released. To get our latest product and company news through email, please subscribe to our mailing list.

2.6 Backup247 Standard Backup Suite (B247LITE) Licenses Requirements

Backup247 Standard Backup Suite (B247LITE) licenses are calculated on a per device basis:

For Agent-based:

- i. To backup users with one (1) backup client computer

Example: If one Backup247 Standard Backup Suite (B247LITE) is installed then, one Backup247 Standard Backup Suite (B247LITE) license is required.

- ii. To backup users with multiple backup client computers, the number of Backup247 Standard Backup Suite (B247LITE) licenses required is equal to the number of devices.

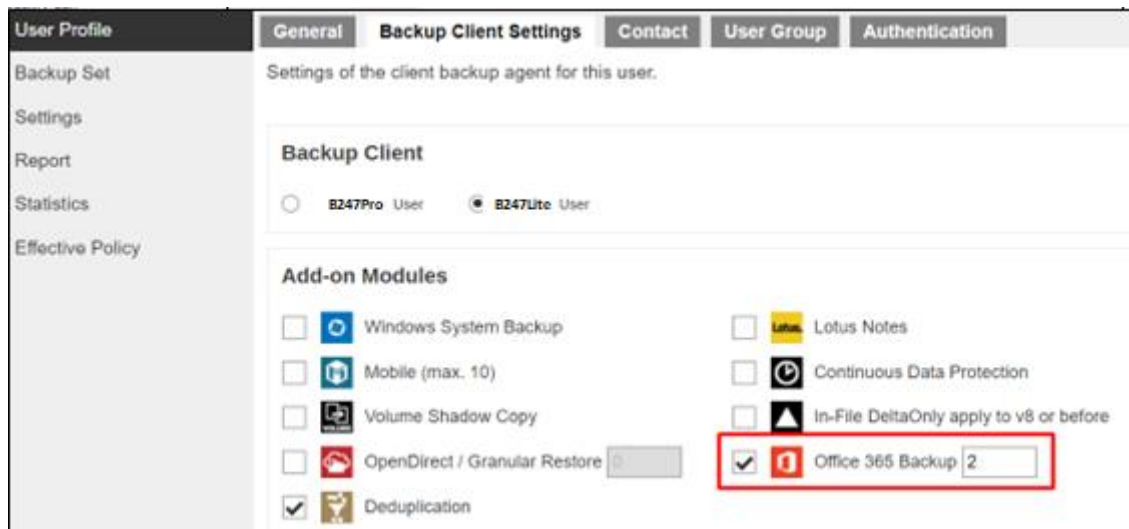
2.7 Add-on Module Requirements

Make sure that the Office 365 Backup feature has been enabled as an add-on module in your Backup247 Standard Backup Suite (B247LITE) user account and there is enough Office 365 Backup license quota to cover the backup of your users.

Please contact your backup service provider for more details. Below is a sample screen shot of an Backup247 Standard Backup Suite (B247LITE) User with an add-on module of Office 365 with two (2) licenses.

NOTE

- Please be reminded that a maximum of two modules is allowed for Office 365 Backup on Backup247 Standard Backup Suite (B247LITE). If you wish to back up more than two Office 365 users, consider using Backup247 Advanced Client (B247PRO) instead. Please contact your backup service provider for more details.
- Each Backup247 Standard Backup Suite (B247LITE) Office 365 backup set is limited to one Office 365 user account. Therefore, when you back up two Office 365 user accounts, it will require two separate backup sets.



For more information, refer to Appendix A: Example Scenarios for Office 365 License Requirement and Usage.

2.8 Backup Quota Requirement

Make sure that your Backup247 Standard Backup Suite (B247LITE) user account has sufficient quota assigned to accommodate the storage of the Office 365 users for the new backup set and retention policy. Please contact your backup service provider for more details.

To get an accurate estimate of the backup quota requirement, it is recommended to check the actual usage of the Office 365 Organization in the Microsoft 365 Admin Centre. Please refer to this link: Appendix F: Steps on How to view Item count and Storage used in Microsoft 365 Admin Center

2.9 Public Folder Backup

A licensed Exchange Administrator or a licensed user with Public Folder permission is required otherwise you will not be able to access the public folder to select items and for backup or restore.

2.10 SharePoint Personal Site Backup

To be able to backup SharePoint Personal Sites, ensure that you use Hybrid Authentication when creating a backup set. Due to the current limitation with Microsoft API, Modern Authentication is currently not suitable for backup sets with Personal Sites selected. As backup and restore of SharePoint metadata are not fully supported.

2.11 Java Heap Size Requirement

The default Java setting heap 2048M, is sufficient for Office 365 backups.

2.12 Office 365 License Requirements

• Office 365 Subscription Plan

The following subscription plans with Office 365 email services are supported to run backup and restore on Backup247 Standard Backup Suite (B247LITE) or B247CBS User Web Console.

Office 365 Business Essentials	Office 365 Business Premium
Office 365 Education	Office 365 Enterprise E1
Office 365 Enterprise E3	Office 365 Enterprise E4
Office 365 Enterprise E5	Office 365 Education

• **Office 365 Subscription Status**

Make sure your Office 365 subscription with Microsoft is active in order to enjoy all privileges that come along with our backup services. If your account has expired, renew it with Microsoft as soon as possible so that you can continue enjoy the Office 365 backup services provided by Backup247.

When your account is expired, depending on your role, certain access restrictions will be applied to your account. Refer to the URL below for more details.

Microsoft Office 365 Subscription Status

2.13 Office 365 Permission Requirements

The basic permissions required by an Office user account for authentication of an Office 365 backup set is as follows:

- **Global Admin Role**

Starting with Backup247 Standard Backup Suite (B247LITE) v8.3.6.0 or above, the Office 365 account used for authentication must have Global Admin Role, since Modern Authentication will be used.

This is to ensure that the authorization configuration requirements will be fulfilled (e.g. connect to Microsoft Azure AD to obtain the App Access Token). To assign the role, please refer to Ch. 2.13.1.

- A member of **Discovery Management** security group

The **Discovery Management** security group must be assigned the following roles. To assign the role, please refer to Ch. 2.13.2.

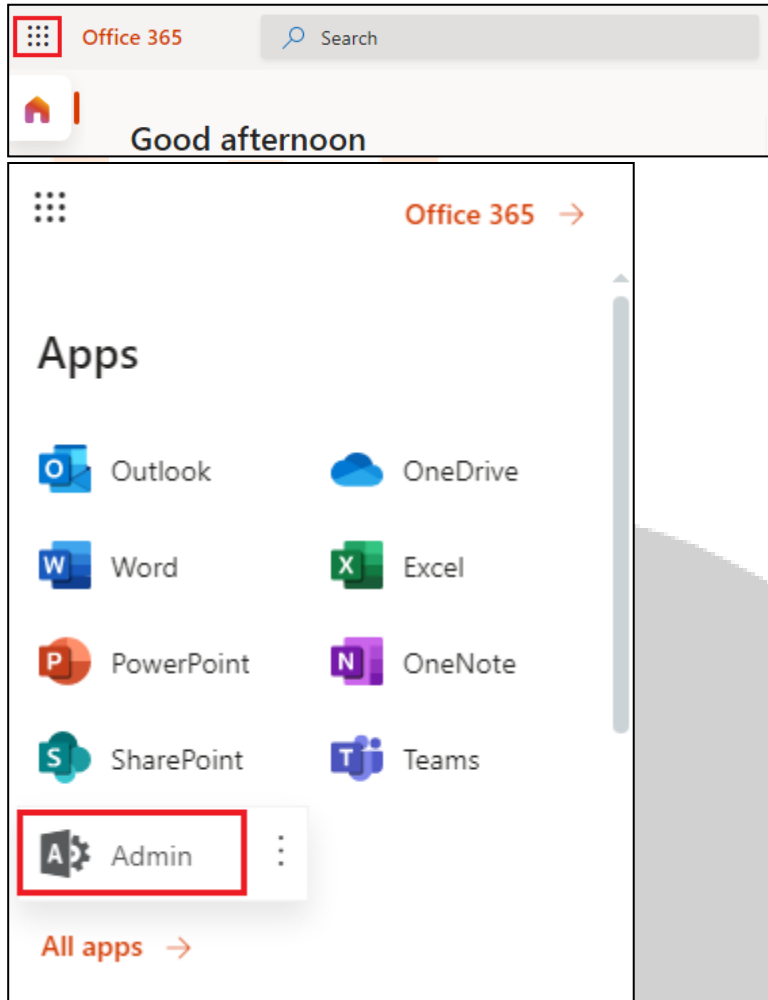
- Mailbox Search
- Public Folders

Otherwise, proceed to grant all necessary permissions to the Office user account as shown in the following chapters 2.13.1, 2.13.2 and 2.13.3.

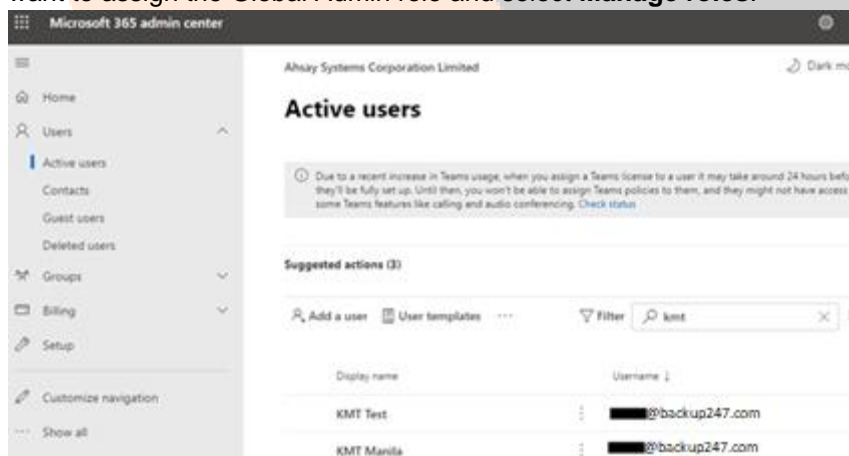
2.13.1 Assigning Global Admin Role to Accounts

To assign the Global Admin role to accounts, follow the steps below:

- i. Click the App launcher in the upper left side then click **Admin** to go to the Microsoft 365 admin center.



- ii. In the Microsoft 365 admin center, on the left panel click **Users**. Find the user you want to assign the Global Admin role and select **Manage roles**.





[Reset password](#) [Block sign-in](#) [Delete user](#)

Account [Devices](#) [Licenses and Apps](#) [Mail](#) [OneDrive](#)

Username

████@backup247.com

[Manage username](#)

Last sign-in

No attempts in last 30 days

[View last sign-in](#)

Sign-out ⓘ

Sign-out of all Office 365 sessions.

[Initiate sign-out](#)

Groups

[Manage groups](#)

Roles

No administrator access

[Manage roles](#)

- iii. In the Manage roles window, select **Admin center access** then check the box beside **Global admin**. Click **Save Changes** to save the role you assigned.

Manage roles

Admin roles give users permission to view data and complete tasks in admin centers. Give users only the access they need by assigning the least-permissive role.

[Learn more about admin roles](#)

User (no admin center access)

Admin center access

Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.

Exchange admin ⓘ

Global admin ⓘ

⚠ Your org has more than 100 global admins. Global admins are attacked twice as often as other accounts, so you should have fewer than 5. To protect data and devices, assign a limited role instead. [See global admins.](#)

Global reader ⓘ

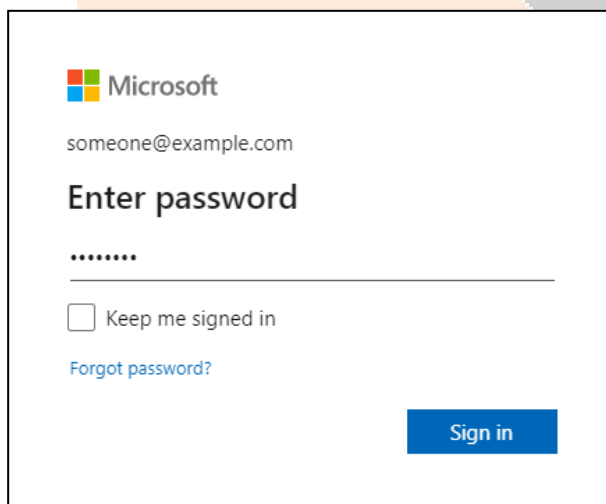
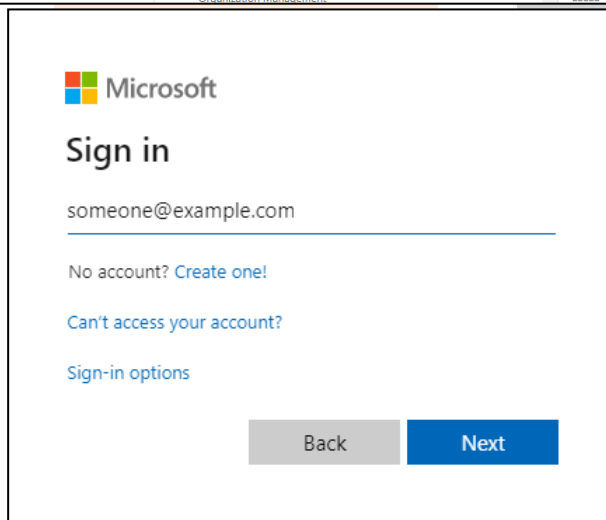
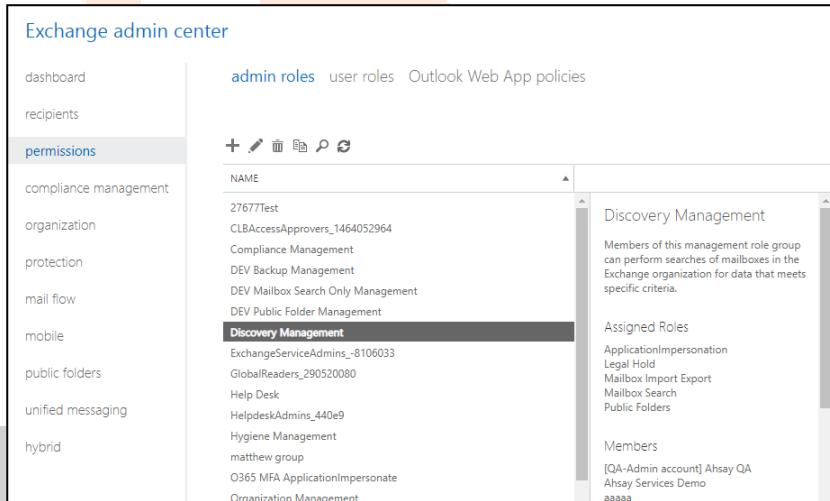
Helndeck admin ⓘ

[Save changes](#)

2.13.2 Granting Permission to Discovery Management Group

This permission allows users added under the **Members** section of the **Discovery Management** group (refer to Ch. 2.13.3 for setup) to back up and/or restore user item(s) not only for their own account, but also the accounts of other users in the same **Members** section.

- i. Open <https://outlook.office365.com/ecp>
- ii. Log in to Office 365 as an account administrator.



- iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.
- iv. Click the **+** icon under the **Roles** section. These are the following roles:
 - Mailbox Search
 - Public Folders

Discovery Management

*Name:
Discovery Management

Description:
Members of this management role group can perform searches of mailboxes in the Exchange organization for data that meets specific criteria.

Write scope:
Default

Roles:
+ -

NAME
Mailbox Search
Public Folders

Members:
+ -

NAME	DISPLAY NAME
ahsay.qa	[QA-Admin account] Ah...

Save Cancel

- v. Click **Save** to confirm and exit the setting.

2.13.3 Granting Permission to Accounts for Creating Backup Set

- i. Open <https://outlook.office365.com/ecp>
- ii. Log in to the **Office 365** as an account administrator.

- iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.

NAME	Details
27677Test	
CLBAccessApprovers_1464052964	
Compliance Management	
DEV Backup Management	
DEV Mailbox Search Only Management	
DEV Public Folder Management	
Discovery Management	<p>Members of this management role group can perform searches of mailboxes in the Exchange organization for data that meets specific criteria.</p> <p>Assigned Roles</p> <ul style="list-style-type: none"> ApplicationImpersonation Legal Hold Mailbox Import Export Mailbox Search Public Folders <p>Members</p> <ul style="list-style-type: none"> [QA-Admin account] Ahsay QA Ahsay Services Demo aaaaa
ExchangeServiceAdmins_-8106033	
GlobalReaders_290520080	
Help Desk	
HelpdeskAdmins_440e9	
Hygiene Management	
matthew group	
O365 MFA ApplicationImpersonate	
Organization Management	

- iv. You can now add users to this group. Click the + icon under the **Members** section.

Discovery Management

*Name:
Discovery Management

Description:
Members of this management role group can perform searches of mailboxes in the Exchange organization for data that meets specific criteria.

Write scope:
Default

Roles:
+ -

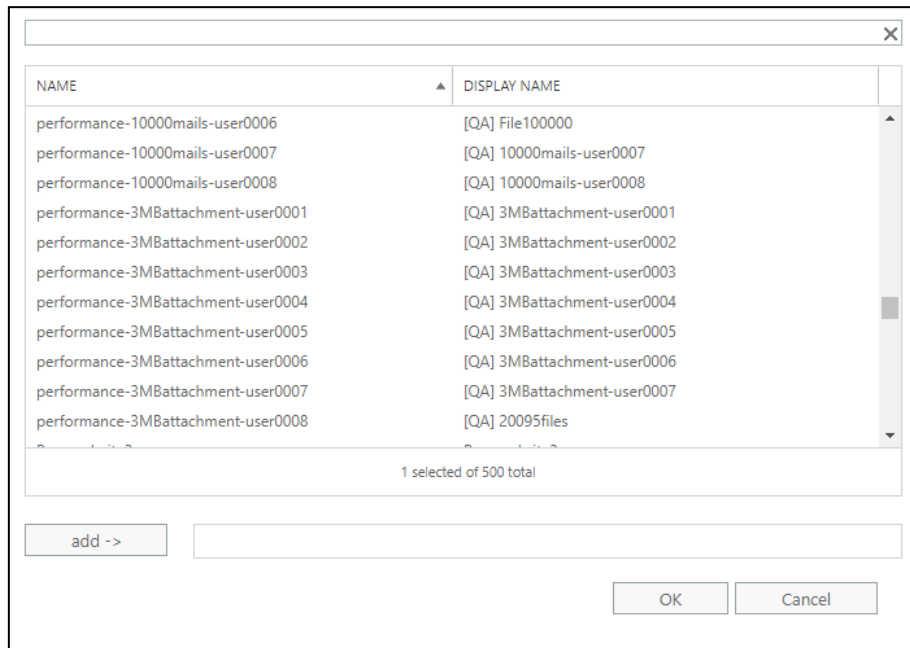
NAME
Mailbox Search
Public Folders

Members:
+ -

NAME	DISPLAY NAME
exchange-administrator...	[QA single 15GB file in ...
[REDACTED]	[QA-Admin account] Ah...
[REDACTED]	[QA-Auto] [REDACTED]
piglet	[QA-Auto] Piglet
user01	[QA-DataType] user01

Save Cancel

- v. Look for the username(s) of the account that you would like to add permission for, then click **add** > **OK** to add the corresponding user(s) to the permission group.



- vi. Click **Save** to confirm and exit the setting.

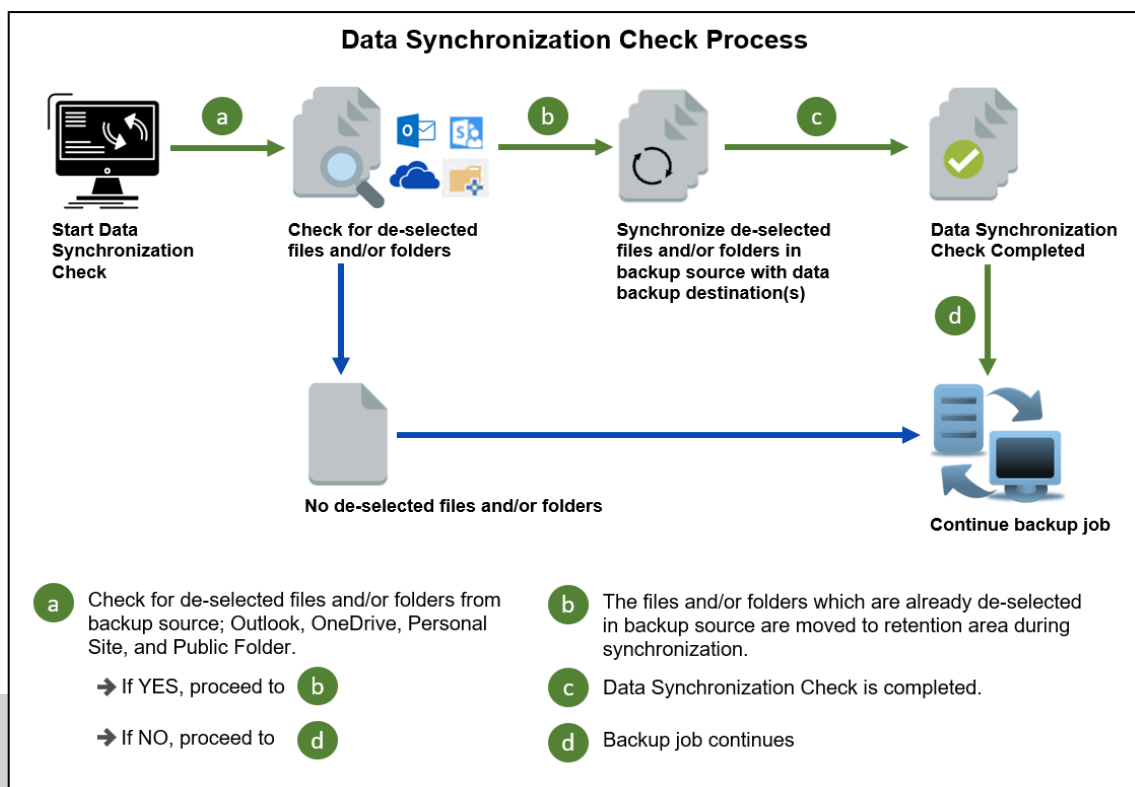
2.14 Data Synchronization Check (DSC) Setup

To compensate for the significant backup performance increase, there is a tradeoff made by the Change Key API, which skips the checking of de-selected files in the backup source, which over time can result in a discrepancy between the items or files/folders selected in the backup sources and the those in the backup destination(s). However, the Change Key API will continue to check for de-selected Office 365 user accounts. Un-selected individual Office 365 user accounts detected during a backup job and will be automatically moved to Retention Area.

To overcome this, it is necessary in some cases to run a Data Synchronization Check (DSC) periodically. The DSC is similar to a regular Office 365 Change Key API backup job but with the additional checking and handling of de-selected files and/or folders in the backup source. So that it will synchronize the data in the backup source and backup destination(s) to avoid data build-up and the freeing up of storage quota.

Here are the pros and cons of performing the data synchronization check.

	Enabled	Disabled
Backup time	<p>Since data synchronization check is enabled, it will only run on the set interval. For example, the default number of interval is 60 days.</p> <p>The backup time for the data synchronization job will take longer than the usual backup as it is checking the de-selected files and/or folders in the backup source and data in backup destination(s).</p>	<p>As data synchronization check is disabled, the backup time will not be affected.</p>
Storage	<p>Management of storage quota will be more efficient as it will detect items that are de-selected and moved it to retention and will be removed after it exceeds the retention policy freeing up the storage quota.</p>	<p>Management of storage quota will be less efficient even though files and/or folders are already de-selected from the backup source, these files will remain in the Data Area of backup destination(s).</p>



NOTE

To set up the Data Synchronization Check (DSC), refer to Appendix E Setting the Data Synchronization Check (DSC)

2.15 Authentication

To comply with Microsoft's product roadmap for Office 365, from Backup247 Standard Backup Suite (B247LITE) v8.3.6.0 or above, Basic Authentication (Authentication using Office 365 login credentials) will no longer be utilized; instead, all new Office 365 backup sets created will use either Modern Authentication or Hybrid Authentication.

By second half of 2021, it will be a mandatory requirement for organizations still using Basic Authentication or Hybrid Authentication to migrate to Modern Authentication.

Modern Authentication provides a more secure user authentication by using app token for authentication aside from using the Office 365 login credentials. In order to use Modern Authentication, the Office 365 account is registered under Global region and the Office 365 backup is configured to use Global region. As both Germany and China region do not support Modern Authentication.

Existing backup sets using Basic Authentication created prior to Backup247 Standard Backup Suite (B247LITE) v8.3.6.0 can be migrated to Hybrid Authentication or Modern Authentication. However, once the authentication process is completed, the authentication can never be reverted back to Basic Authentication. For more information on how to migrate to Hybrid Authentication or Modern Authentication, please refer to Appendix G Migrating Authentication of Office 365 Backup Set. After upgrading to Backup247 Standard Backup Suite (B247LITE) v9.0.0.0 or above, the backup and restore process of existing Office 365 backup sets still using Basic Authentication will not be affected during this transition period since Modern Authentication is not yet enforced by Microsoft.

NOTE

Please note that Modern Authentication with enabled security in Azure Active Directory (AD) will be made default if there is zero-usage on any Office 365 organization by October 2020.

To check the current authentication being used in your Office 365 backup set, see criteria below:

• Basic Authentication

If you click on the backup set and the following pop-up message is displayed, then the backup set is using Basic Authentication.



In order to enhance security of Office 365 backup services, it is recommended that you update the Office 365 backup setting to use token-based authentication.

Continue

Update later

Modern Authentication

Go to **Backup Sets > backup set name > General > Change settings.**

Run on Client Office 365 Backup Set

General

Name: Run on Client Office 365 Backup Set

Owner: ws-pro

Office 365

Username: b247.onmicrosoft.com

Region: Global

Access the Internet through proxy

Change settings

Windows User Authentication

Domain Name (e.g. Ahsay.com) / Host Name: example.com

User name: user name

Delete this backup set | Save | Cancel | Help

In the Office 365 credentials page, if the region is Global and the Username exists but has no password, then the backup set is using Modern Authentication.

Office 365

Username: b247.onmicrosoft.com

Account password: [Empty]

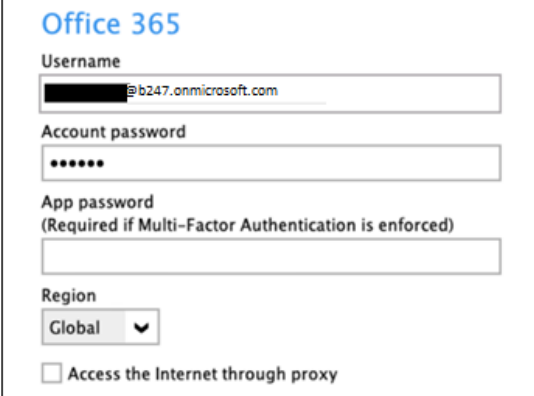
App password (Required if Multi-Factor Authentication is enforced): [Empty]

Region: Global

Access the Internet through proxy

Hybrid Authentication

1. There is no pop up authentication alert.
2. In the Office 365 credentials page, if the region is Global and there is a Username and Account password, then the backup set is using Hybrid Authentication.



Office 365

Username
[redacted]@b247.onmicrosoft.com

Account password

App password
(Required if Multi-Factor Authentication is enforced)

Region
Global ▼

Access the Internet through proxy

2.16 Supported Services

Below are the supported services of Office 365 Backup module. It is also specified in the table some services that are currently not yet supported by the Office 365 Backup module.

Note: If you wish to back up SharePoint Sites, you have to use the Backup247 Advanced Client (B247PRO).

Refer to this link for the Backup247 Advanced Client (B247PRO) v9 User Guide - Office365 Backup & Restore for Windows.

Office 365

Services	Supported?	Services	Supported?
 Outlook		 Yammer	
 OneDrive		 Microsoft Stream	
 Personal Site		 Power BI	
 Site Collections		 Microsoft Power Apps	
 Microsoft Teams			

Below are the supported Outlook Mailbox types of Office 365 Backup.



Item	Supported?	Item	Supported?
Archive Mailbox		Distribution Group	
Dynamic Distribution Group		Equipment Mailbox	
Office 365 Group		Public Folder	
Public Folder Mailbox		Room Mailbox	
Security Group		Shared Mailbox	
User Mailbox			








Notes

- 1** For backing up Shared Mailbox on ACB, it is required to set a password to the Shared Mailbox on Office 365 portal, such that it can be logged in on ACB to create backup set
- 2** For backing up Public Folder, a licensed Exchange Administrator or a licensed user with Public Folder permission is required

Below are the items that you can back up or restore from an Outlook mailbox.

Folder Level			
Item	Supported?	Item	Supported?
Archive	✓	Calendar	✓
Clutter	✓	Companies	✗
Contacts	✓	Conversation History	✗
Deleted Items	✓	Drafts	✓
External Contacts	✗	GAL Contacts	✗
Inbox	✓	Journal	✗
Junk Emails	✓	Notes	✓
Organizational Contacts	✗	Outbox	✗
PeopleCentricConversation Buddies	✗	PersonMetaData	✗
Recipient Cache	✗	RS Feeds	✓
Search Folders	✗	Sent Items	✓
Social Activity Notifications	✗	Sync Issues	✗
Tasks	✓	Trash	✓

Below are the items that you can back up or restore from OneDrive.

 OneDrive			
Item	Supported?	Item	Supported?
Folders		Files	
Access Permissions		Albums	
Recycle Bin		Tag	

Below are the Personal Site items that you can back up or restore from an Office 365 backup set.

 Personal Site			
Item	Supported?	Item	Supported?
Announcements	✓	Assets Libraries	✓
Bright Banner	✓	Calendar	✓
Contacts	✓	Custom Lists	✓
Data Connection Libraries	✓	Discussion Boards	✓
External Lists	✓	Form Libraries	✓
General Settings	✓ ¹	Import Spreadsheets	✓
Issue Tracking	✓	Links	✓
Look and Feel	✓ ²	Manage Site Features	✓
Newsfeed	✗	Permissions and Management	✓ ³
Picture and Libraries	✓	Report Libraries	✓
Site Collection Features	✓	Site Page	✓
Survey	✓	Version History	✓ ³
Wiki / Page Libraries	✓		

Notes





- ✓
1 For the General Settings, only the List Name can be restored.
- ✓
2 For the Look and Feel, only the Title can be restored.
- ✓
3 For the Version History and Permissions and Management, the backup and restore are supported for OneDrive files and SharePoint documents (Document Library) only.

Below are the items from the Public Folder that you can backup and restore from an Office 365 backup set.

Public Folders			
Item	Supported?	Item	Supported?
Folders		Files	

2.17 Maximum Supported File Size

The following table shows the maximum supported file size per item for backup and restore of each service.

Service	Maximum File Size
 Outlook with or without attachments (applies to User mailbox, Room mailbox, Shared mailbox, Equipment mailbox)	150 MB
 Public Folders with or without attachments	150 MB
 OneDrive	8 GB
 Personal Site	8 GB

2.18 Limitations

2.18.1 Backup247 Limitations

Supports Backup up to 2 Office 365 User Accounts

Each Backup247 Standard Backup Suite (B247LITE) Office 365 backup set is limited to one Office 365 user account. Therefore, when you backup two Office 365 user accounts it will require two separate backup sets.

Supported backup set configurations:

Example 1 shows one (1) backup set with one (1) Office 365 user account.

Example 2 shows two (2) separate backup sets, each with one (1) Office 365 user account.

#	Backup Set	Office 365 User Account
1	Sample Backup Set 01	user01@company-office365.com
2	Sample Backup Set 01	user01@company-office365.com
	Sample Backup Set 02	user02@company-office365.com

Consider using Backup247 Advanced Client (B247PRO) instead if you wish to back up two or more Office 365 user accounts per backup set.

Contact your backup service provider for more details and refer to Backup247 Advanced Client (B247PRO) v9 User Guide - Office365 Backup & Restore for Windows.

Modern Authentication

- Modern Authentication is only supported for Office 365 account that is registered in Global region and the Office 365 backup is configured to use Global region.
- Migration to Modern Authentication is not supported on an Office 365 account without a Global Admin role; or during the migration process, the Office 365 account used to authenticate the migration does not have Global Admin role.
- Due to limitations in Microsoft API, when using Modern Authentication, backup and restore of SharePoint Web Parts and Metadata are not fully supported.
- Backup sets using Modern Authentication do not support backup of external content types (through the linkage from selected lists).
- Backup sets using Modern Authentication do not support backup and restore of the following:
 - Some list settings, currently known as Survey Options on survey list.
 - Feature setting for Personal Site.

OneDrive

- Backup and restore of file share links will be supported for OneDrive and SharePoint Documents only, and only for restore to the same Office 365 organization.
- Backup and restore of all versions will be supported for **OneDrive and SharePoint Documents** only, except for ".aspx" files.

Outlook

- ⦿ For Outlook mail item, after using restore to original location to overwrite a mail item (and hence id of the mail id is changed), then

In the backup source tree of the same backup set:

- the original ticked item still uses the old mail id to reference and becomes red item.
 - there is another item (with the latest mail id) created for that mail item
- ⦿ User will need to deselect the red item and tick the mail item again in the backup source tree in order to do the next backup properly. As per development team, the issue will not be handled as user's selected source should not be modified by system

2.18.2 Microsoft Limitations

⦿ OneDrive

For more detailed information on the limitations of OneDrive, please refer to this Microsoft article, [OneDrive Limits](#). These are some of the limitations that will be discussed in the OneDrive Limits article:

- ⦿ File upload size which is 15GB for OneDrive
- ⦿ File name and path lengths
- ⦿ Thumbnails and previews
- ⦿ Number of items to be synced
- ⦿ Information rights management
- ⦿ Differential sync
- ⦿ Libraries with specific columns
- ⦿ Windows specific limitations

2.19 Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you follow before you start any Office 365 backup and restore.

• **Temporary Directory Folder Location (For backup and restore running on Backup247 Standard Backup Suite (B247LITE) only)**

Temporary directory folder is used by Backup247 Standard Backup Suite (B247LITE) for storing backup set index files and any incremental or differential backup files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is set to a local drive with sufficient free disk space.

• **Performance Recommendations**

Consider the following best practices for optimized performance of the backup operations:

- Enable schedule backup jobs when system activity is low to achieve the best possible performance.
- Perform test restores periodically to ensure your backup is set up and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It's important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.

• **Set Backup Destination**

After creating the backup set in Run-on **Client** mode on B247CBS user web console, please remember to login Backup247 Standard Backup Suite (B247LITE) to set the backup destination if you want the backup destination to be Local/ Mapped Drive/ Removable Drive.

• **Backup Destination**

To provide maximum data protection and flexible restore options for agent-based backup, it is recommended to configure:

- At least one offsite or cloud destination
- At least one local destination for fast recovery

• **Login Backup247 Standard Backup Suite (B247LITE)**

After modifying the backup schedule setting of the **Run-on Client** backup set on B247CBS user web console, please remember to login to the Backup247 Standard Backup Suite (B247LITE) client once to synchronize the changes immediately.

• **Periodic Backup Schedule**

The periodic backup schedule should be reviewed regularly to ensure that the interval is sufficient to handle the data volume on the machine. Over time, data usage pattern may change on a production server, i.e., the number of new files created the number of files which are updated/deleted, and new users may be added etc.

Consider the following key points to efficiently handle backup sets with periodic backup schedule.

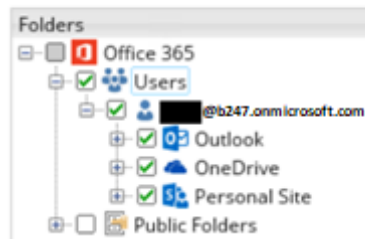
- Hardware – to achieve optimal performance, compatible hardware requirements is a must. Ensure you have the backup machine’s appropriate hardware specifications to accommodate frequency of backups,
 - so that the data is always backed up within the periodic backup interval
 - so that the backup frequency does not affect the performance of the production server
- Network – make sure to have enough network bandwidth to accommodate the volume of data within the backup interval.
- Retention Policy - also make sure to consider the retention policy settings and Retention Area storage management which can grow because of the changes in the backup data for each backup job.

○ **Backup Source**

For Office 365 backup sets there are two approaches for backup source selection. Below are the sample screenshots of the selection All Items and Selective Items.

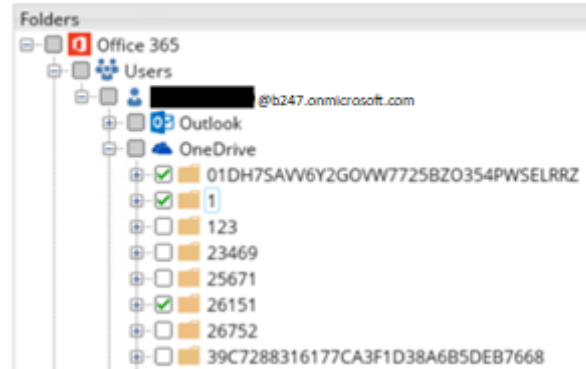
All Items

Backup Source



Selective Items

Backup Source



- **All Items**
If you tick the “Users” checkbox, all of the Items of the Office 365 user account will automatically be selected.
- **Selective Items**
If you tick selective Items from Outlook or OneDrive, you will notice that the “Users” checkbox is highlighted with gray color. This indicates that not all items are selected. These are the Pros and Cons when selecting a backup source from All Items and Selective Items.

	All Items	Selective Items
User Maintenance	The Admin does not need to manage the backup set, i.e. to select or unselect items, the changes are automatically updated in the backup source	The Admin will have to select or unselect items manually as the changes are not automatically updated in the backup source.
Backup Time	All Items of the Office 365 user account will be backed	Only selective Items of the Office 365 user account will

	up. This means the initial of full backup job will take longer, any subsequent incremental backup will take longer.	be backed up. This will mean the initial of full backup job will be faster, any subsequent incremental backup will be faster.
Storage	As all Items of the Office 365 user account are backed up, more storage will be required.	As only selective Office 365 user accounts will be backed up, the backup set will require relatively less storage.

• **Authentication**

Although Microsoft has moved the enforcement date for Modern Authentication from end of 2020 to the second half of 2021, since this new authentication is already available starting with Backup247 Standard Backup Suite (B247LITE) v8.3.6.0 or above, it is recommended that backup sets are migrated to Modern Authentication. All newly created Office 365 backup sets on Backup247 Standard Backup Suite (B247LITE) v8.3.6.0 or above automatically use Modern Authentication.

However, due to the current limitation with Microsoft API, Modern Authentication is currently not suitable for backup sets with Personal Sites selected. As a temporary workaround for Office 365 backup sets which require backup of Personal Sites selected, the backup set should be migrated to Hybrid Authentication until the issue has been resolved by Microsoft.

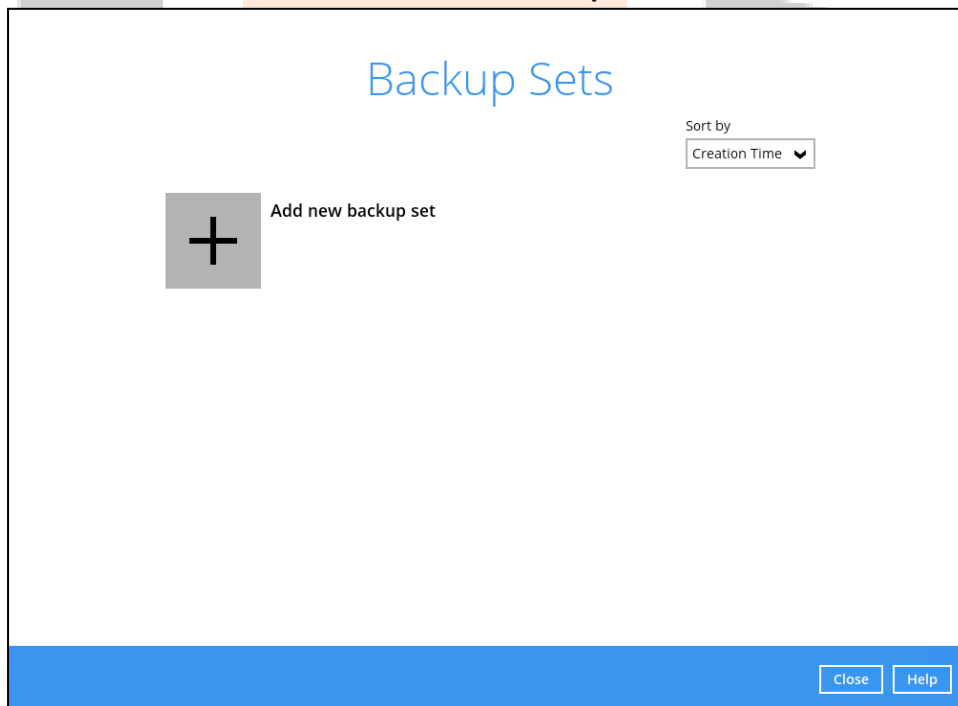
3 Creating an Office 365 Backup Set

Basic Authentication will not be utilized anymore. Instead, there are two types of authentication that can be used in creating a backup set, namely Modern Authentication or Hybrid Authentication.

1. Log in to Backup247 Standard Backup Suite (B247LITE).
For instructions on how to do this, please refer to Chapter 8 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.
2. In the Backup247 Standard Backup Suite (B247LITE) main interface, click **Backup Sets**.



3. Click the "+" icon next to **Add new backup set**.



4. This step will determine if the backup set created will use Modern Authentication or Hybrid Authentication.

Enter a **Name** for your backup set and select **Office 365 Backup** as the **Backup set type**.

Create Backup Set

Name
Client Run Office 365 Backup Set

Backup set type

- File Backup
- File Backup
- Cloud File Backup
- IBM Lotus Notes Backup
- MS Windows System Backup
- Office 365 Backup**

Next Cancel Help

For **Modern Authentication**, leave the **Username** and **Account password** blank and click **Test**.

Create Backup Set

Name
Client Run Office 365 Backup Set

Backup set type
Office 365 Backup

Username
[Blank]

Account password
[Blank]

App password
(Required if Multi-Factor Authentication is enforced)
[Blank]


Region
Global

Access the internet through proxy

Test

Next Cancel Help

Click **I understand the limitation and confirm to proceed**.

 This will be using Modern Authentication without backup or restore functionality for SharePoint Web Parts and Managed Metadata.

- For **Hybrid Authentication**, enter the **Username**, **Account password** and select the **Region**. If MFA is enforced, also enter the **App password**. Then click **Test**.

Create Backup Set

Name

Backup set type

Username

Account password

App password
(Required if Multi-Factor Authentication is enforced)

Region

Access the Internet through proxy

The following screens will only be displayed if MFA is enforced, otherwise proceed to **Step 5**.

Enter the code sent to your mobile device and click **Verify**.

Office 365 Multi-Factor Authentication

A sms is sent to your mobile device, please type in the code shown in the sms message

or

If you clicked **Use another method to authenticate** link, select between Text or Call.

Office 365 Multi-Factor Authentication

Select an authentication method

Text +XX XXXXXXXXX23

Call +XX XXXXXXXXX23

Cancel Help

- If Text is selected, enter the code sent to your mobile device and click **Verify** to proceed.

Office 365 Multi-Factor Authentication

A sms is sent to your mobile device, please type in the code shown in the sms message

358101

Use another method to authenticate

Verify Cancel Help

If Call is selected, you will receive a call from a third-party app. From there, follow the instructions to proceed with the authentication.

Office 365 Multi-Factor Authentication

Please answer the phone call to continue

⌚ Waiting for response...

Use another method to authenticate

Cancel Help

NOTE

- The App password is only required if the MFA status of an Office 365 account is enforced.
- If the MFA of the Office 365 user account will be enabled later on, it is highly advisable to log in to Backup247 Standard Backup Suite (B247LITE) and re-authenticate the Office 365 user account's credential using the MFA App password. Otherwise, the scheduled backups of the Office 365 backup set will stop working.

5. Click **Authorize** to start the authentication process.

Click [Authorize] and in the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.

Authorize

Cancel

Sign in to your Microsoft account.



Sign in

██████████@b247.onmicrosoft.com

No account? [Create one!](#)

[Can't access your account?](#)

Sign-in options

Back

Next



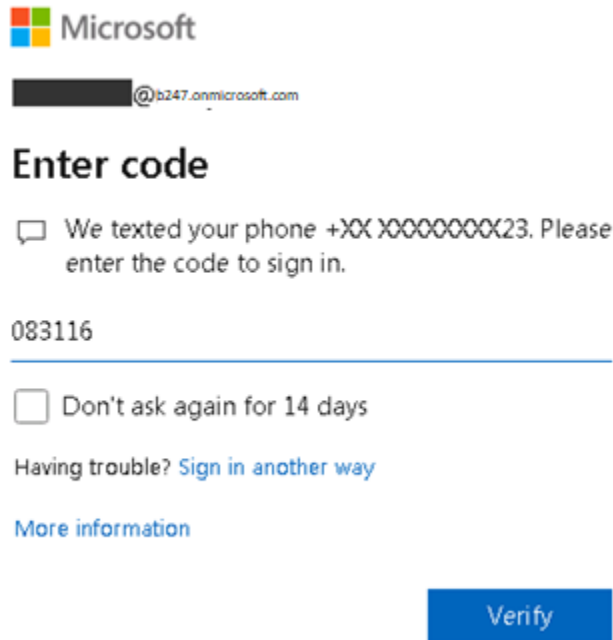
← ██████████@b247.onmicrosoft.com

Enter password

[Forgot my password](#)

Sign in

If MFA is enforced for the Office 365 user account used to authenticate the backup set, enter the code and click **Verify**.



The screenshot shows the Microsoft authentication interface. At the top is the Microsoft logo. Below it is a blurred email address ending in '@b247.onmicrosoft.com'. The main heading is 'Enter code'. A message states: 'We texted your phone +XX XXXXXXXXXX23. Please enter the code to sign in.' Below this is a text input field containing '083116'. There is a checkbox for 'Don't ask again for 14 days', a link for 'Having trouble? Sign in another way', and a link for 'More information'. A blue 'Verify' button is located at the bottom right of the form area.

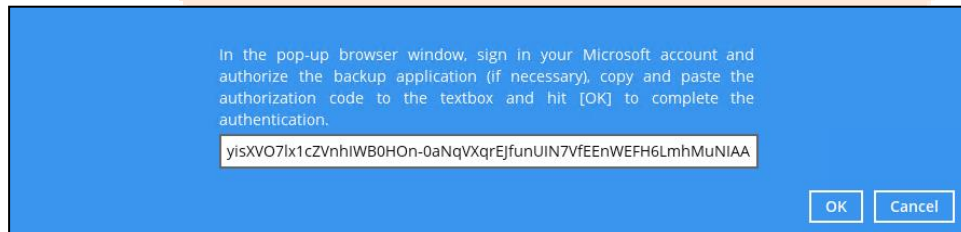
NOTE
The verification code is only required if the MFA status of an Office 365 account is enforced.

Copy the authorization code.



The screenshot shows a pop-up window with the Backup247 logo. The text reads: 'Authorization Code for Microsoft 365'. Below this is a red-bordered box containing the authorization code: '0.ASsA_IShkza7uEGrYIY1I1VMXiGI8nVBhARCgjmGnR;'. At the bottom, it says: 'Please copy and paste the above Authorization Code into B247's product to complete the setup.'

Go back to Backup247 Standard Backup Suite (B247LITE) and paste the authorization code. Click **OK** to proceed.



The screenshot shows a blue dialog box with white text. The text reads: 'In the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.' Below this is a text input field containing the authorization code: 'yisXVO7lx1cZVnhIWB0HOn-0aNqVXqrEJfunUIN7VfEenWEFH6LmhMuNIAA'. At the bottom right are 'OK' and 'Cancel' buttons.

Test completed successfully shows when the validation is successful. Click **Next** to proceed to the next step.

Create Backup Set

Name
Client Run Office 365 Backup Set

Backup set type
Office 365 Backup

Username
[redacted]@b247.onmicrosoft.com

Account password

App password
(Required if Multi-Factor Authentication is enforced)

Region
Global

Access the Internet through proxy

✓ Test completed successfully

Next Cancel Help

Create Backup Set

Name
Client Run Office 365 Backup Set

Backup set type
Office 365 Backup

Username
[redacted]@b247.onmicrosoft.com

Account password
Verifying...

App password
(Required if Multi-Factor Authentication is enforced)

Region
Global

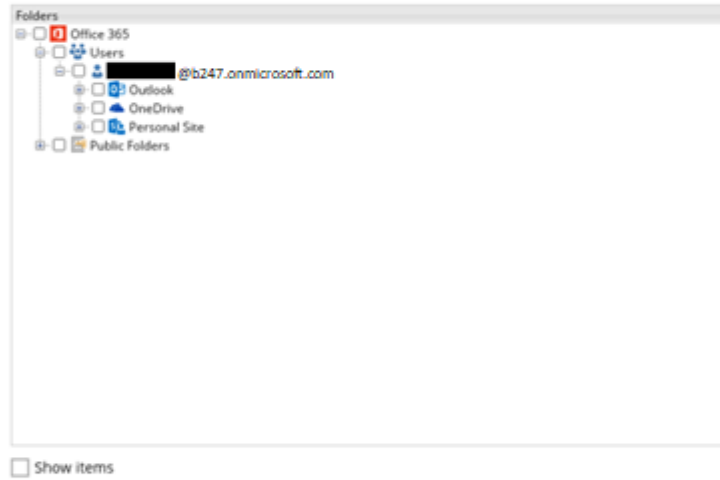
Access the Internet through proxy

✓ Test completed successfully

Next Cancel Help

6. In the **Backup Source** menu, select the desired user account and content folder for backup.

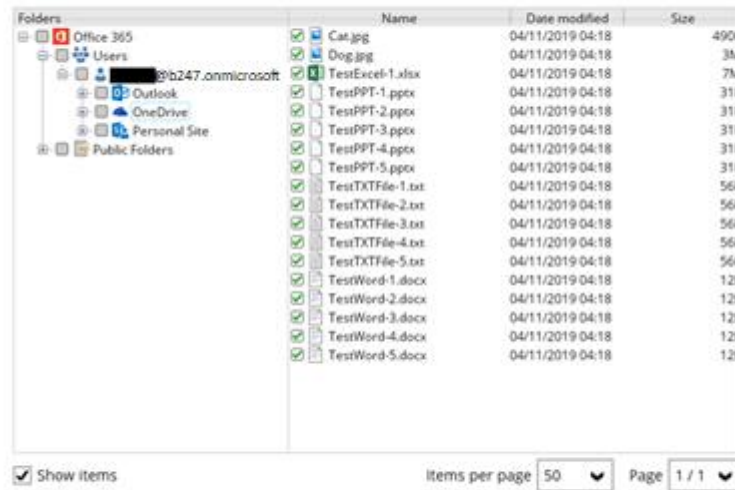
Backup Source



Previous Next Cancel Help

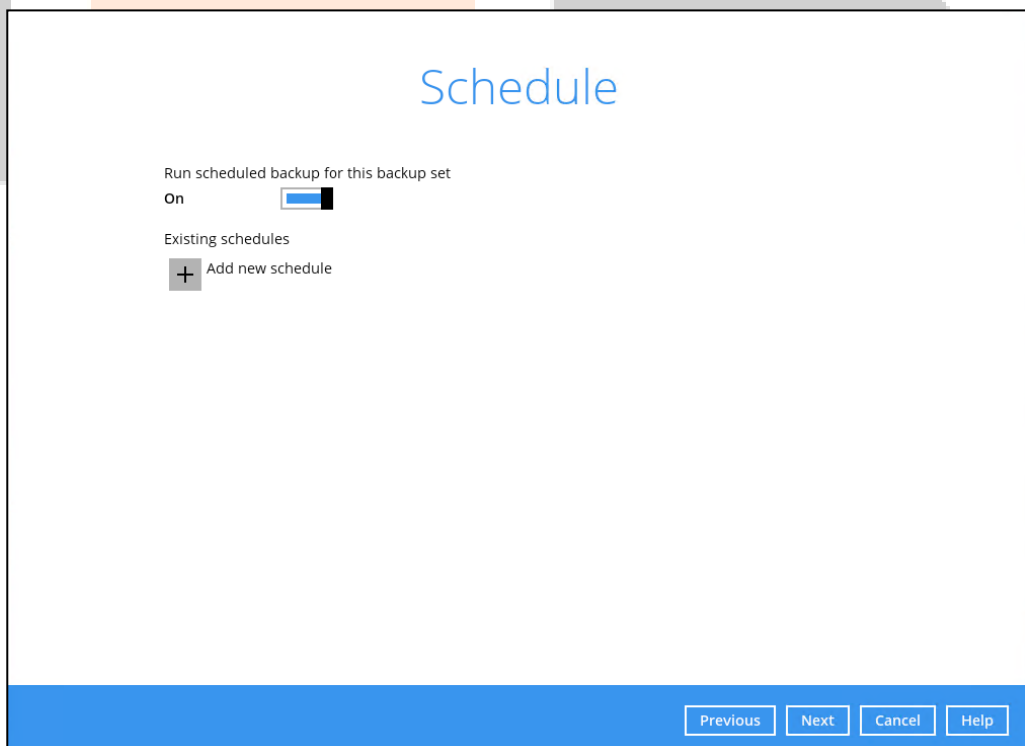
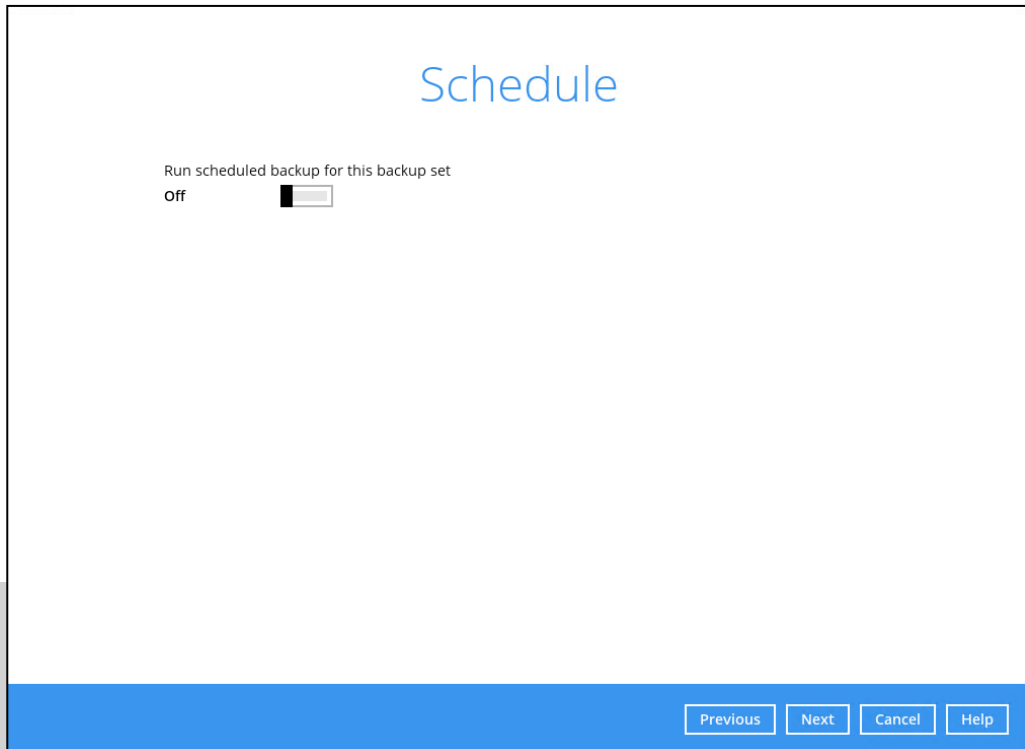
Enable the **Show mails** checkbox at the bottom left corner if you would like to choose individual mail item for backup.

Backup Source



Previous Next Cancel Help

7. In the **Schedule** menu, configure a backup schedule for backup job to run automatically at your specified time interval. Slide the on/off button to turn on this feature, then click **Add new schedule** to add a new schedule, then click **Next** to proceed afterward.



In the New Backup Schedule window, configure the following backup schedule settings.

- **Name** – the name of the backup schedule.
- **Type** – the type of the backup schedule. There are four (4) different types of backup schedule: Daily, Weekly, Monthly and Custom.
 - **Daily** – the time of the day when the backup job will run.

- ◉ **Weekly** – the day of the week and the time of the day when the backup job will run.

New Backup Schedule

Name
Weekly-1

Type
Weekly

Backup on these days of the week
 Sun Mon Tue Wed Thu Fri Sat

Start backup
at 23 : 00

Stop
until full backup completed

Run Retention Policy after backup

- ◉ **Monthly** – the day of the month and the time of the day when the backup job will run.

New Backup Schedule

Name
Monthly-1

Type
Monthly

Backup on the following day every month
 Day Last
 First Sunday

Start backup at
23 : 59 on the selected days

Stop
until full backup completed

Run Retention Policy after backup

- ◉ **Custom** – a specific date and the time when the backup job will run.

New Backup Schedule

Name
Custom-1

Type
Custom

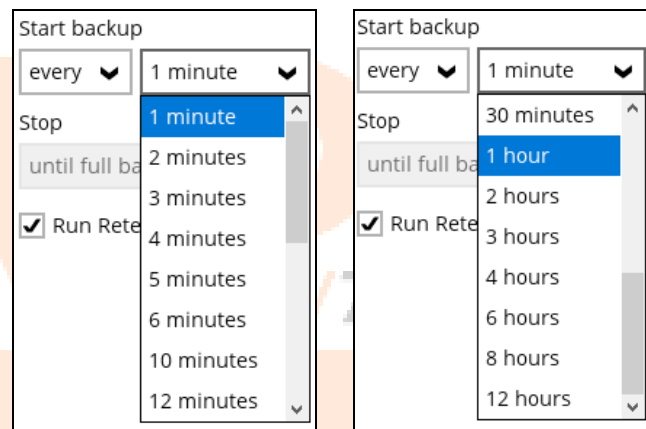
Backup on the following day once
2019 December 31

Start backup at
23 : 59

Stop
until full backup completed

Run Retention Policy after backup

- ▶ **Start backup** – the start time of the backup job.
 - **at** – this option will start a backup job at a specific time.
 - **every** – this option will start a backup job in intervals of minutes or hours.



Here is an example of backup set that has a periodic and normal backup schedule.

New Backup Schedule

Name: Weekly-1

Type: Weekly

Backup on these days of the week: Sun Mon Tue Wed Thu Fri Sat

Start backup: every 4 hours

Stop: until full backup completed

Run Retention Policy after backup

Figure 1.1

Figure 1.1 – Periodic schedule every 4 hours Monday - Friday during business hours

New Backup Schedule

Name: Weekly-2

Type: Weekly

Backup on these days of the week: Sun Mon Tue Wed Thu Fri Sat

Start backup: at 21:00

Stop: until full backup completed

Run Retention Policy after backup

Figure 1.2

Figure 1.2 – Normal schedule run at 21:00 or 9:00 PM daily on Saturday & Sunday on weekend during non-business hours

- ▶ **Stop** – the stop **time** of the backup job. This only applies to schedules with start backup “at” and is not supported for periodic backup schedule (start backup “every”)
 - **until full backup completed** – this option will stop a backup job once it is complete. This is the configured stop time of the backup job by default.
 - **after (defined no. of hrs.)** – this option will stop a backup job after a certain number of hours regardless of whether the backup job has completed or not. This can range from 1 to 24 hrs.

The number of hours must be enough to complete a backup of all files in the backup set. For small files in a backup, if the number of hours is not enough to back up all files, then the outstanding files will be backed up in the next backup job. However, if the backup set contains large files, this may result in partially backed up files.

For example, if a backup set has 100GB file size which will take approximately 15 hours to complete on your environment, but you set the “stop” after 10 hours, the file will be partially backed up and cannot be restored. The next backup will upload the files from scratch again.

The partially backed up data will have to be removed by running the Data Integrity Check.

As a general rule, it is recommended to review this setting regularly as the data size on the backup machine may grow over time.

- **Run Retention Policy after backup** – if enabled, the Backup247 Standard Backup Suite (B247LITE) will run a retention policy job to remove files from the backup destination(s) which have exceeded the retention policy after performing a backup job.

Click the **OK** button to save the configured backup schedule settings.

Click the **Next** button to proceed. Multiple backup schedules can be created.

Schedule

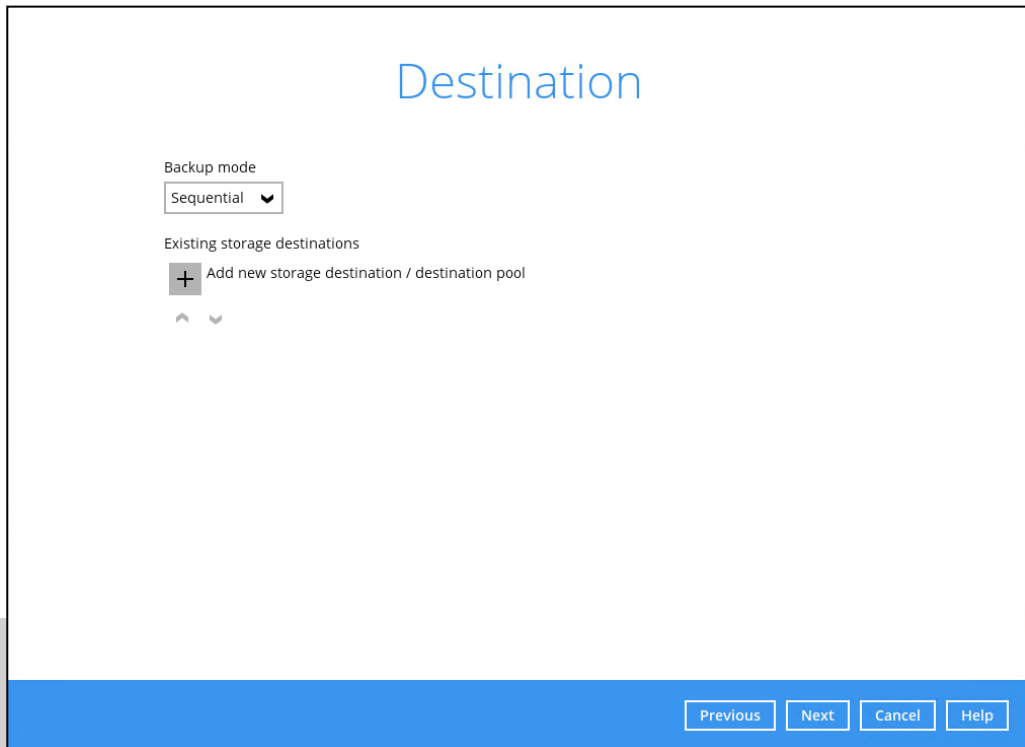
Run scheduled backup for this backup set

On

Existing schedules

- Daily-1**
Daily (Every 4 hours)
- Weekly-1**
Weekly - Saturday (Every 6 hours)
- Monthly-1**
Monthly - The Last Day (Every month at 20:00)
- Custom-1**
Custom (12/31/2020 at 21:00)

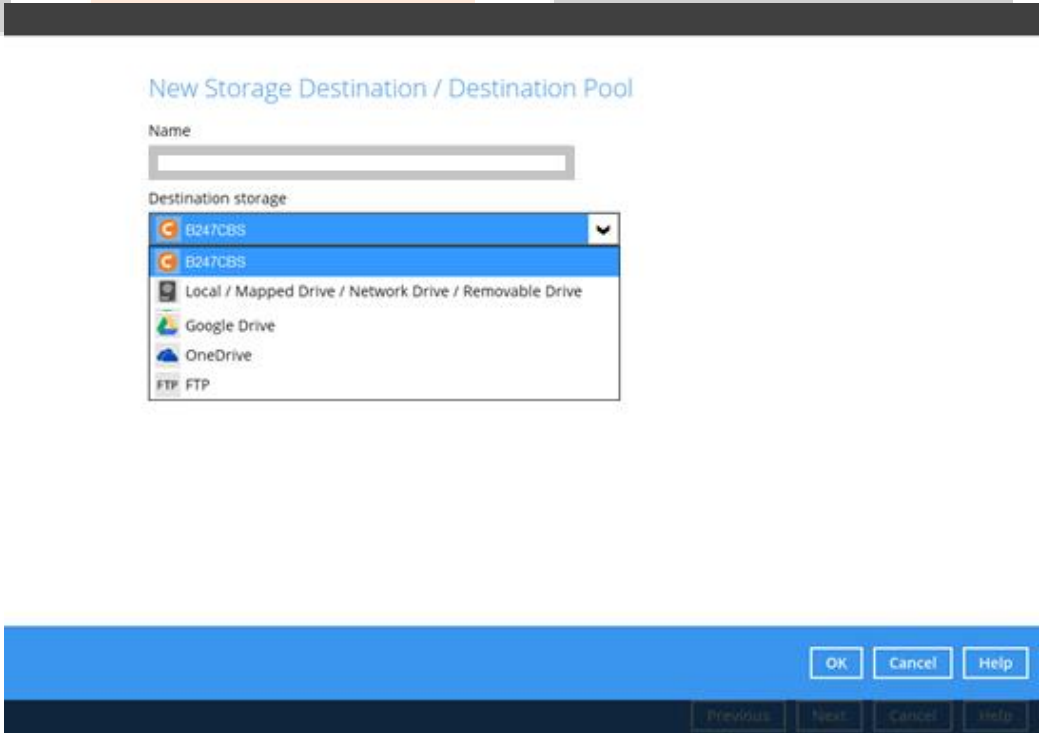
8. In the Destination menu, select a backup destination where the backup data will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



NOTE

For more details on Backup Destination, refer to the following Wiki article for details:
[FAQ: Frequently Asked Questions on Backup Destination](#)

9. Select the storage destination.



You can choose a storage combination of the Local/Mapped drive/Removable Drive or Cloud storage. Click **OK** to proceed when you are done with the settings.

- If you have chosen the **Local / Mapped Drive / Network Drive / Removable Drive** option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.

New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Network Drive / Removable Drive

Path (Input local / network address or click [Change])
\\[redacted] \Users\Administrator\Documents\Sample: Change

This share requires access credentials

Test

OK Cancel Help

Previous Next Cancel Help

New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Network Drive / Removable Drive

Path (Input local / network address or click [Change])
\\[redacted] \Users\Administrator\Documents\Sample: Change

This share requires access credentials

User name (e.g. domain\username)
Administrator

Password
.....

Test

OK Cancel Help

Previous Next Cancel Help

New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Network Drive / Removable Drive

Path (Input local / network address or click [Change])
\\[redacted]\Users\Administrator\Documents\SampleS Change

This share requires access credentials

User name (e.g. domain\username)
Administrator

Password

Testing access to destination...

OK Cancel Help

Previous Next Cancel Help

New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Network Drive / Removable Drive

Path (Input local / network address or click [Change])
\\[redacted]\Users\Administrator\Documents\SampleS Change

This share requires access credentials

User name (e.g. domain\username)
Administrator

Password

Test completed successfully

OK Cancel Help

Previous Next Cancel Help

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.

New Storage Destination / Destination Pool

Name
GoogleDrive-1



Destination storage
Google Drive

Test

[Sign up for Google Drive](#)

OK Cancel Help




Previous Next Cancel Help

You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.



Destination

Backup mode
Sequential

Existing storage destinations

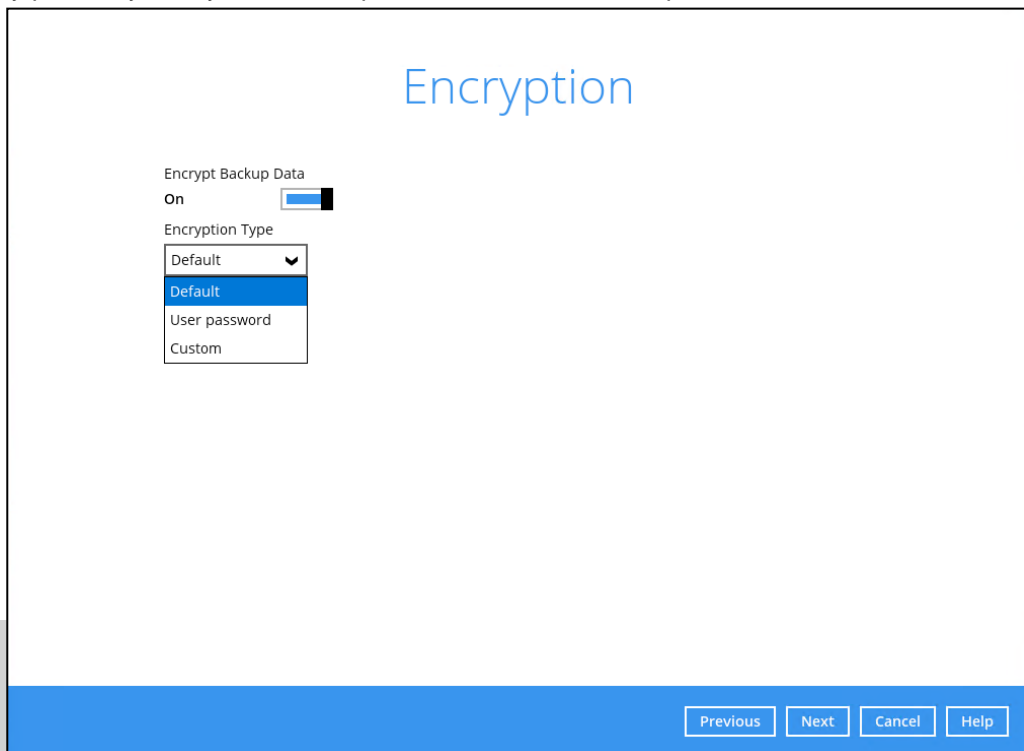
-  **B247CBS**
Host: 10.16.10.12:443
-  **Local-1**
C:\Users\Administrator\Documents
-  **GoogleDrive-1**

Add

Previous Next Cancel Help

10. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



The screenshot shows a window titled "Encryption". Inside the window, there are two main sections. The first section is labeled "Encrypt Backup Data" and has a toggle switch set to "On". The second section is labeled "Encryption Type" and features a dropdown menu with three options: "Default", "User password", and "Custom". The "Default" option is currently selected and highlighted in blue. At the bottom of the window, there is a blue bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alphanumeric characters will be randomly generated by the system

- **User password** – the encryption key will be the same as the login password of your Backup247 Standard Backup Suite (B247LITE) at the time when this backup set is created. Please be reminded that if you change the Backup247 Standard Backup Suite (B247LITE) login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method, and key length.

Encryption

Encrypt Backup Data
On

Encryption Type
Custom ▾

Algorithm
AES ▾

Encryption key

Re-enter encryption key

Method
 ECB CBC

Key length
 128-bit 256-bit

NOTE

For best practice on managing your encryption key, refer to the following Wiki article.
FAQ: Best practices for managing encryption key on Backup247 Advanced Client (B247PRO) or Backup247 Standard Backup Suite (B247LITE)

Click **Next** when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows regardless of the selected encryption type.

Encryption

Encrypt Backup Data
On

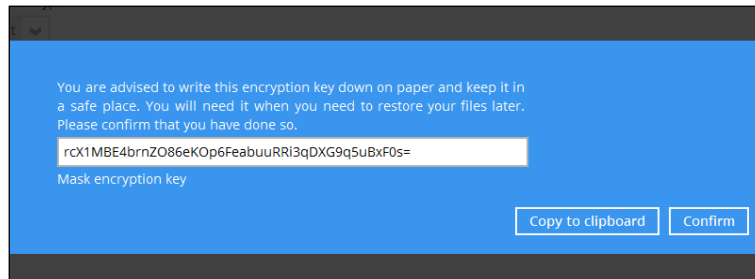
Encryption Type
Default ▾

You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

[Unmask encryption key](#)

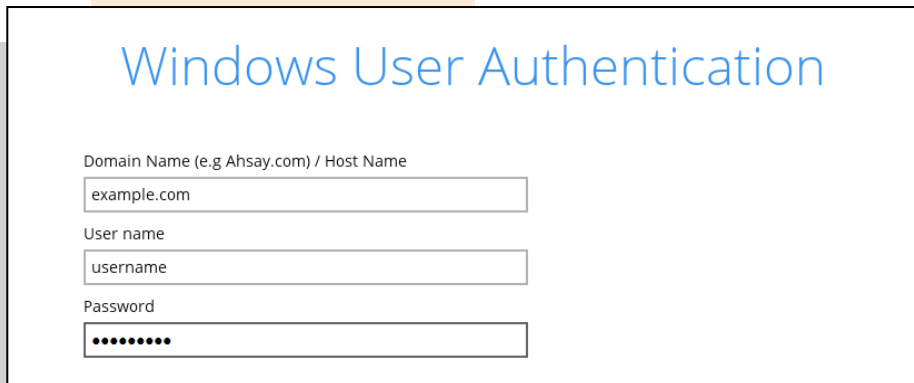
The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



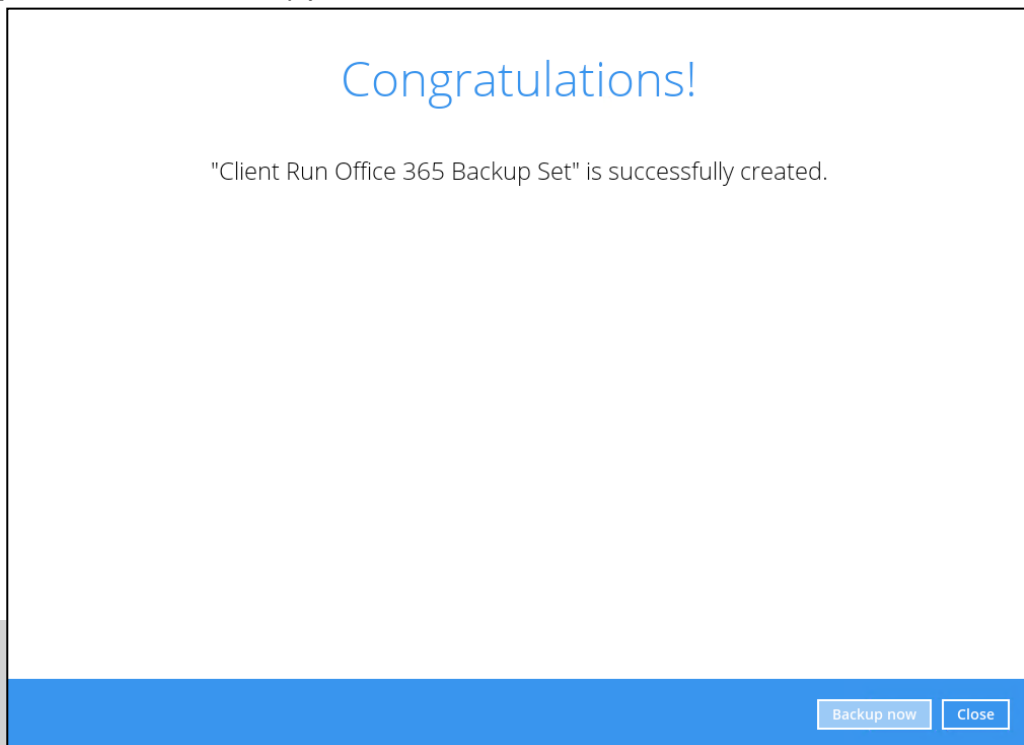
- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

If you have enabled the scheduled backup option, you will be prompted to enter the **User Name** and **Password** of the Windows account that will be running the backup.

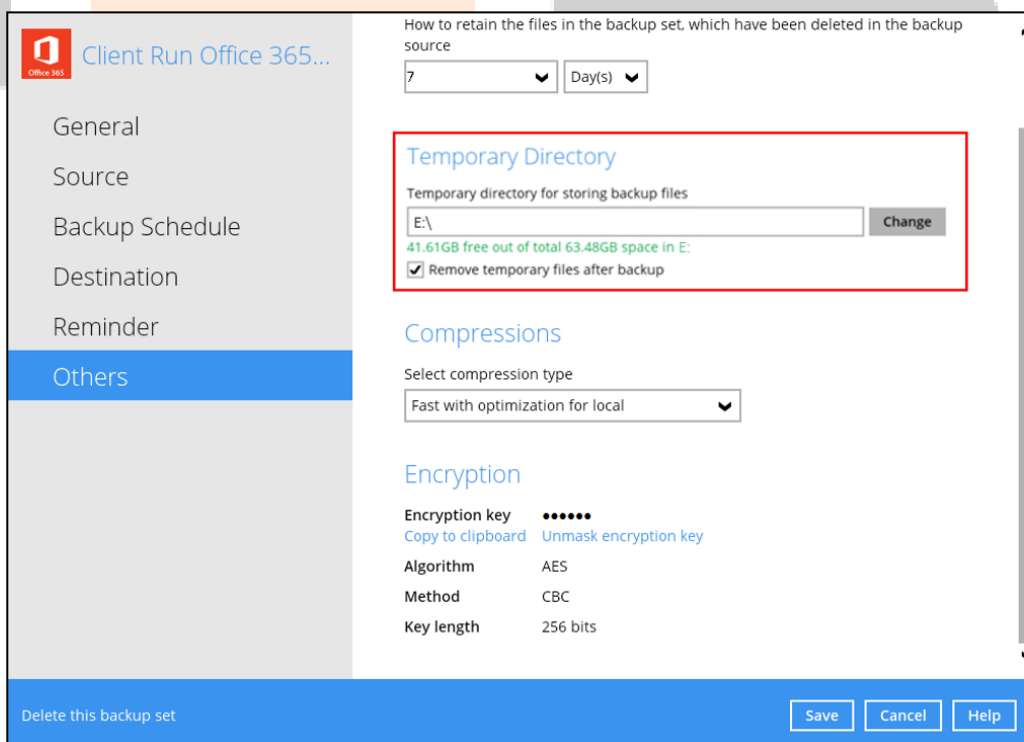
A screenshot of a "Windows User Authentication" dialog box. The title is "Windows User Authentication" in blue. Below the title are three input fields: "Domain Name (e.g Ahsay.com) / Host Name" with the value "example.com", "User name" with the value "username", and "Password" with a masked password represented by seven dots.

Click **Next** to create the backup set.

12. The following screen is displayed when the new Office 365 backup set is created successfully. Click **Backup now** to start the backup job or click **Close** to return to the main screen.



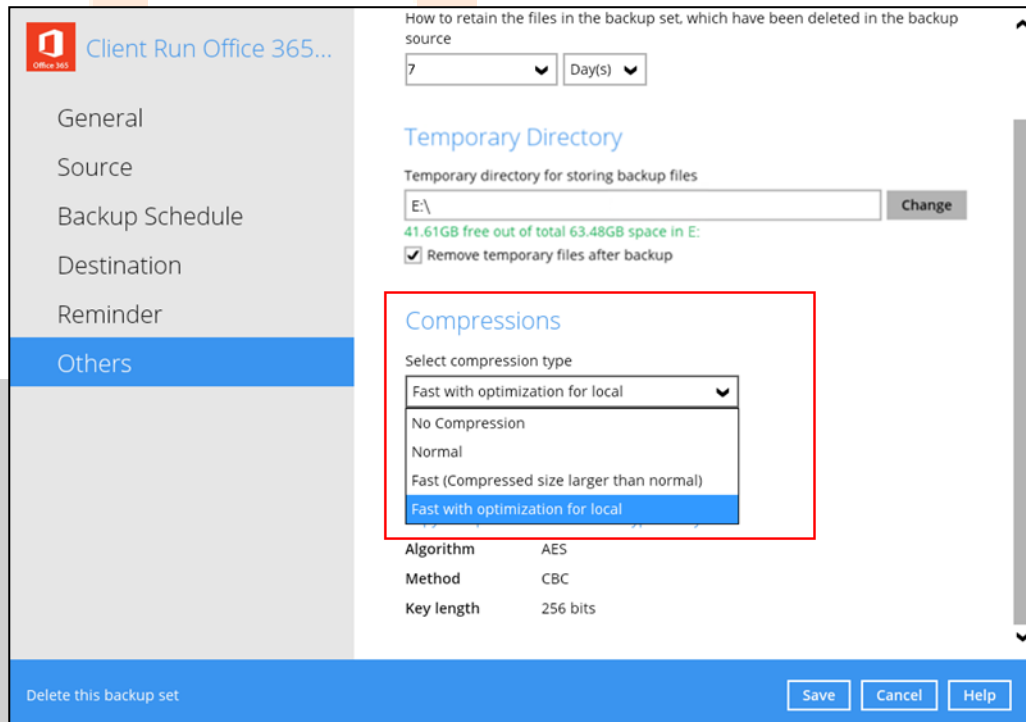
13. Based on Best Practices and Recommendations, it is highly recommended to change the **Temporary Directory**. Select another location with sufficient free disk space other than Drive C. Go to **Others > Temporary Directory**. Click **Change** to browse for another location.



14. Optional: Select your preferred **Compression** type. By default, the compression is Fast with optimization for local.

Go to **Others > Compressions**. Select from the following list:

- No Compression
- Normal
- Fast (Compressed size larger than normal)
- **Fast with optimization for local**



4 Running Backup Job

For an overview of the backup process, please refer to Chapter 12 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.

To start a backup, follow the steps below:

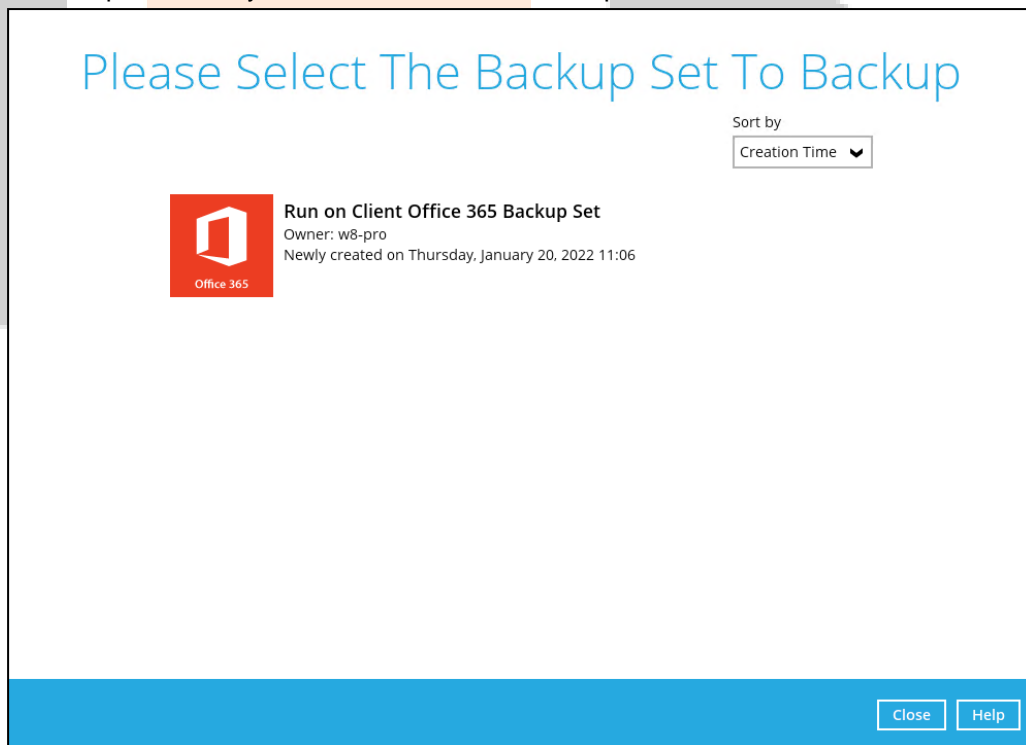
1. Log in to Backup247 Standard Backup Suite (B247LITE).

For instructions on how to do this, please refer to Chapter 8 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.

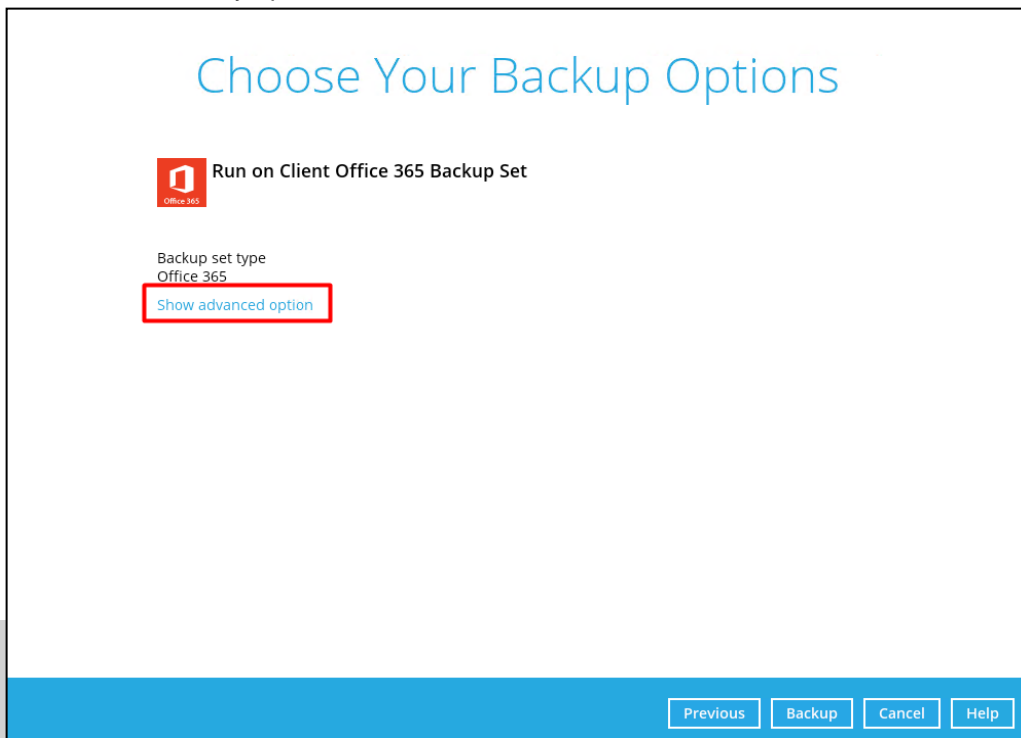
2. Click the **Backup** icon on the main interface of Backup247 Standard Backup Suite (B247LITE).



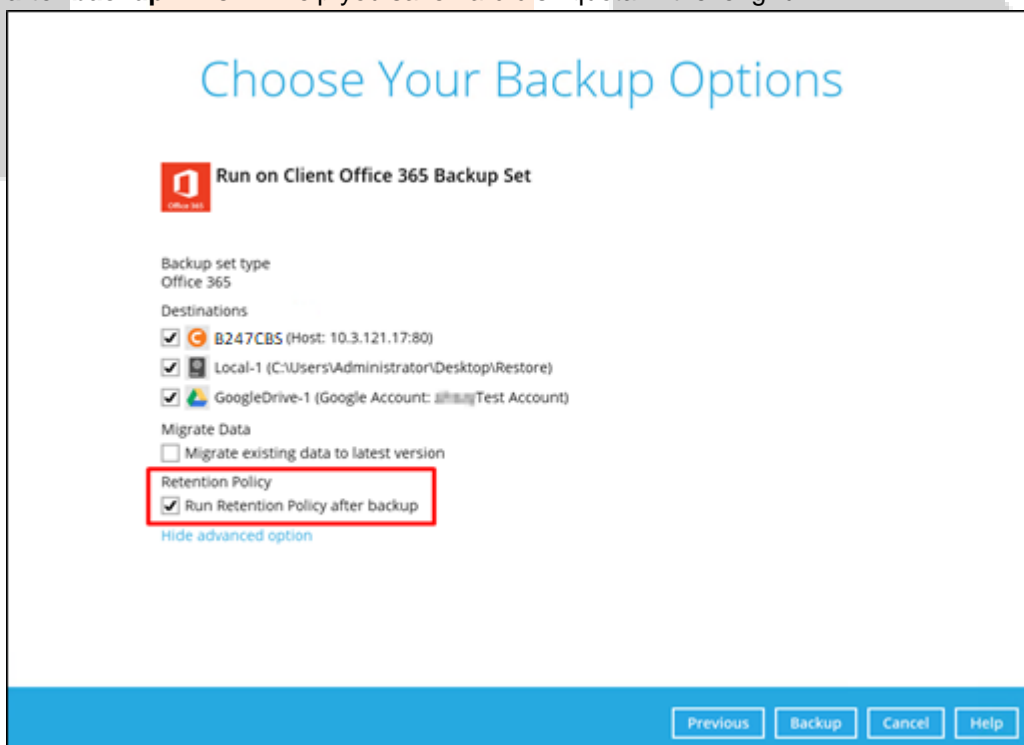
3. Select the backup set which you would like to start a backup for.



- Click the **Show advanced option** in case you want to modify the Destinations, Migrate Data and Retention Policy options.



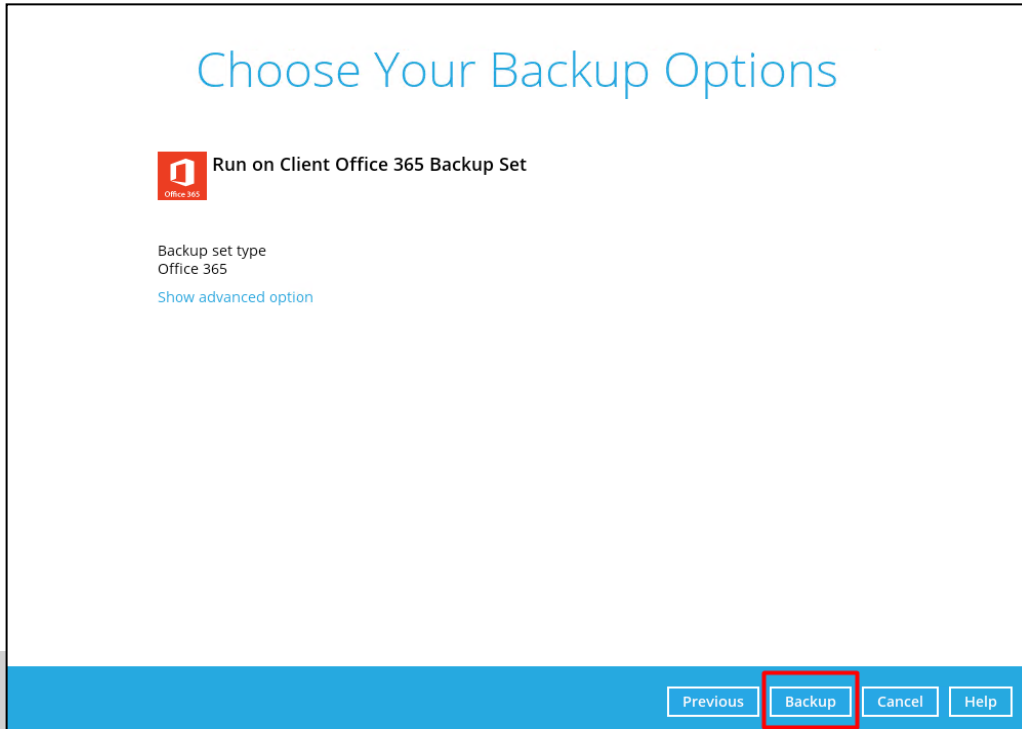
- When the advanced options are shown, it is recommended to enable the **Run Retention Policy after backup**. This will help you save hard disk quota in the long run.




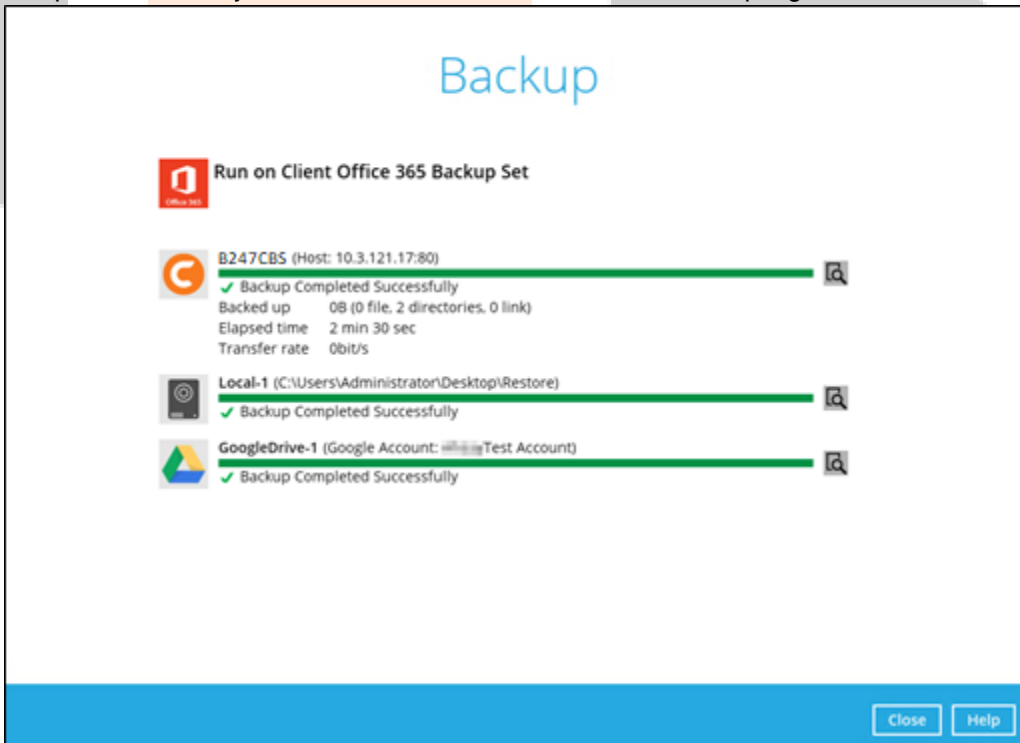
NOTE

When the **Migrate Data** option is enabled, the existing data will be migrated to the latest version during a backup job. This option is disabled by default. Backup job(s) for backup sets with Migrate Data enabled may take longer to finish. For more information about this feature, refer to B247CBS v9 New Features Supplemental document.

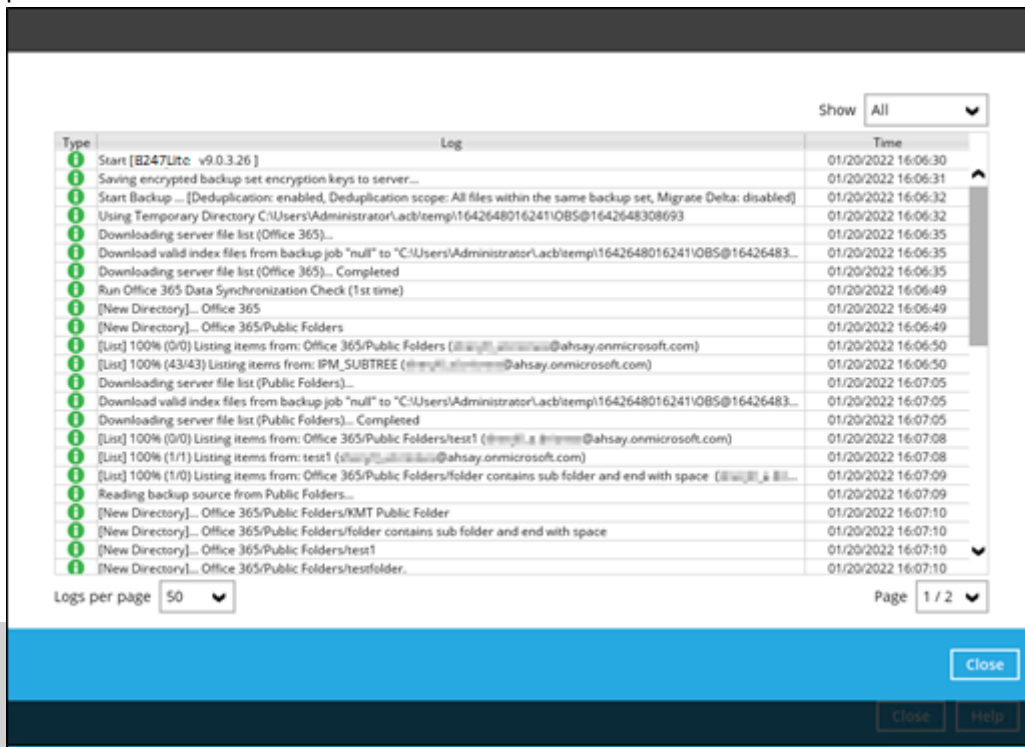
- Once done with the settings, click the **Backup** button to start the backup job.



- The following screen will be displayed to indicate that the backup job is successfully completed. You may click the  button to check for the backup log.

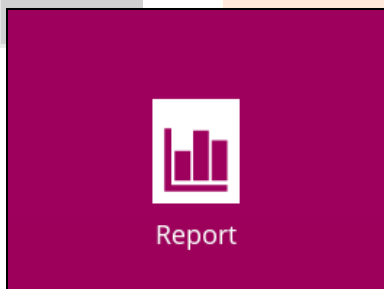


- Once you are done with checking the backup log, click the **Close** button to return to the previous screen.

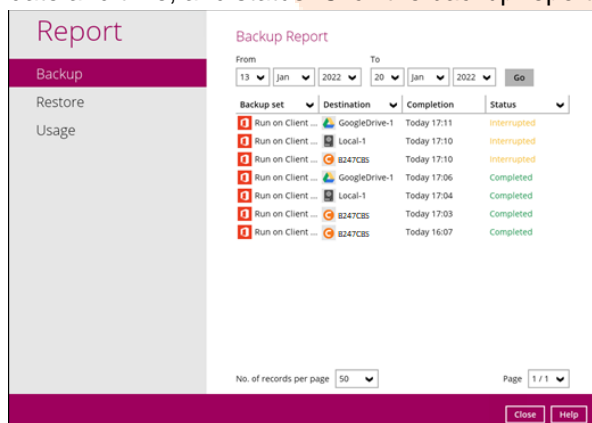


View Report

To view the backup report(s), go back to the Backup247 Standard Backup Suite (B247LITE) main interface, then click **Report > Backup**.



In the Backup Report screen, you will see the backup set with corresponding destination, completion date and time, and status. Click the backup report and the summary of the backup will be displayed.



Click the **View Log** button; this will redirect you to the log summary of your backup.

You can also search for backup reports from a specific period of date. For example, we have the **From** date which is, **01 Jan 2022** and the **To** date which is, **10 Jan 2022**. Click the **Go** button to generate the available reports.

From: 01 Jan 2022 To: 10 Jan 2022 Go

If this is a valid range of dates, then backup report(s) will be displayed unless there were no backup running on the specified dates. A message of **No records found** will also be displayed.

Report

- Backup**
- Restore
- Usage

Backup Report

From: 01 Jan 2022 To: 10 Jan 2022

Backup set | Destination | Completion | Status

No records found

No. of records per page: 50 Page: -



5 Restoring Office 365 Backup Set

Prior to performing the restoration, it is best to be knowledgeable on the options that Backup247 Standard Backup Suite (B247LITE) can offer. Below are brief descriptions of the said features for you to be familiar with and utilize each function. After this quick walkthrough you will see the step-by-step instructions with corresponding screen shots on how to restore your data using the following options below.

For Office 365, you can restore items from,

- **Outlook**
- **OneDrive**
- **Personal Site**
- **Public Folders**

Those items can be restored to,

- **Local Machine**

Restore your data to your local computer where the Backup247 Standard Backup Suite (B247LITE) is running.

NOTE

This option only applies to restore of items such as files, images, videos, music and more from OneDrive and not items from Outlook mailbox.

- **Original Location**

Restore your data to the original Office 365 account.

- **Alternate Office 365 Account**

Restore your data to an alternate Office 365 account that has a different domain.

Example:

Original Office 365 Account: TestAccountABC@oncompany

Alternate Office 365 Account: SampleAccountXYZ@twosquaretower

Explanation:

As you can see on the above example, we have two (2) Office 365 accounts with different domain. The Original Office 365 account is what we used as the source of our backup and can also use as the original location for restoration. For the alternate Office 365 account, we need to use another Office 365 account that has a different domain.

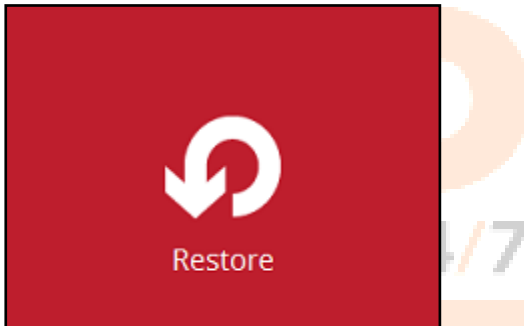
In case you also want to know how to restore an Office 365 backup using the B247CBS Web Console, please refer to this guide: [B247CBS v9 Run on Server Office 365 Backup & Restore Guide](#).

To restore items, follow the steps below:

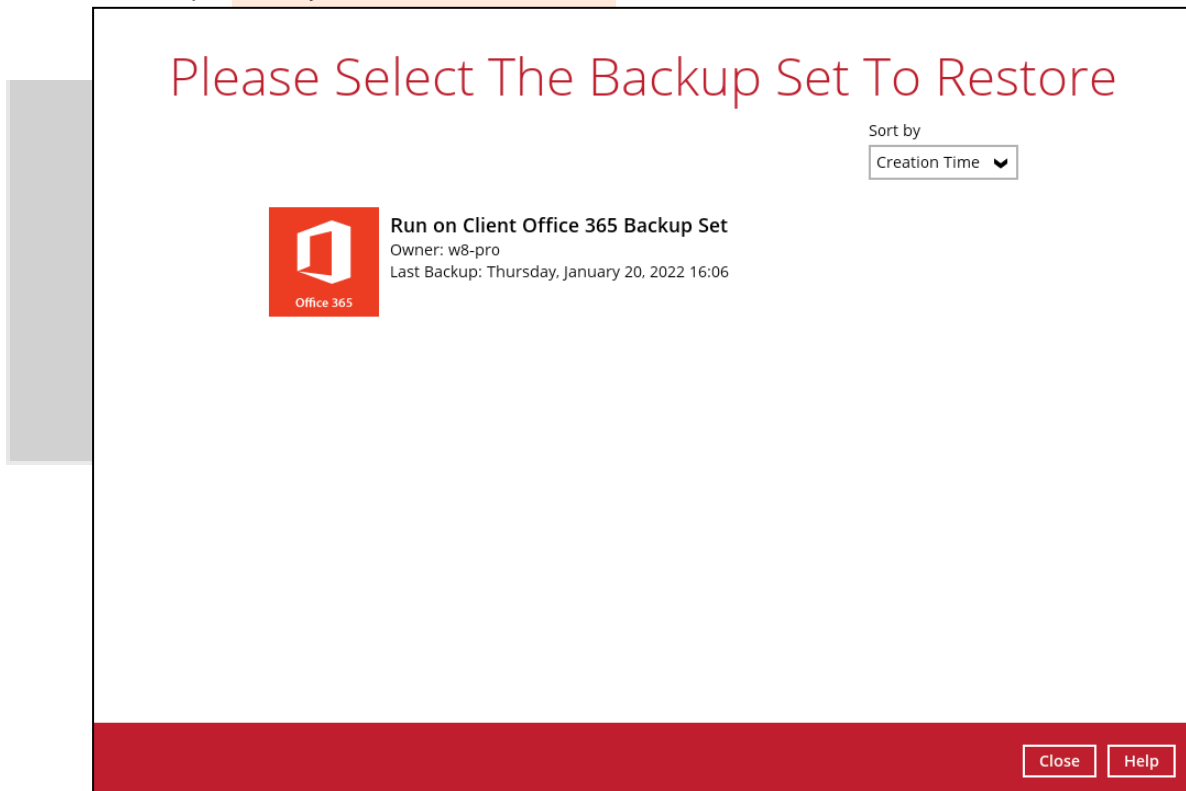
1. Log in to Backup247 Standard Backup Suite (B247LITE).

For instructions on how to do this, please refer to Chapter 8 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.

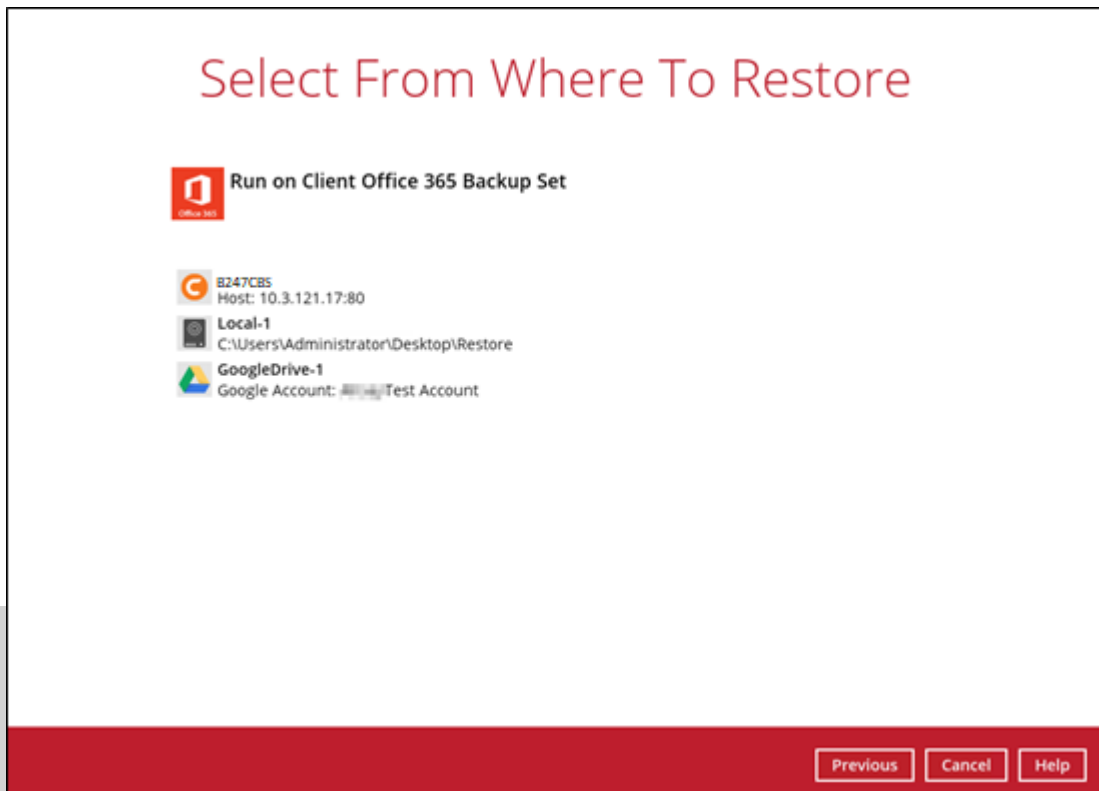
2. Click the **Restore** icon on the main interface of Backup247 Standard Backup Suite (B247LITE).



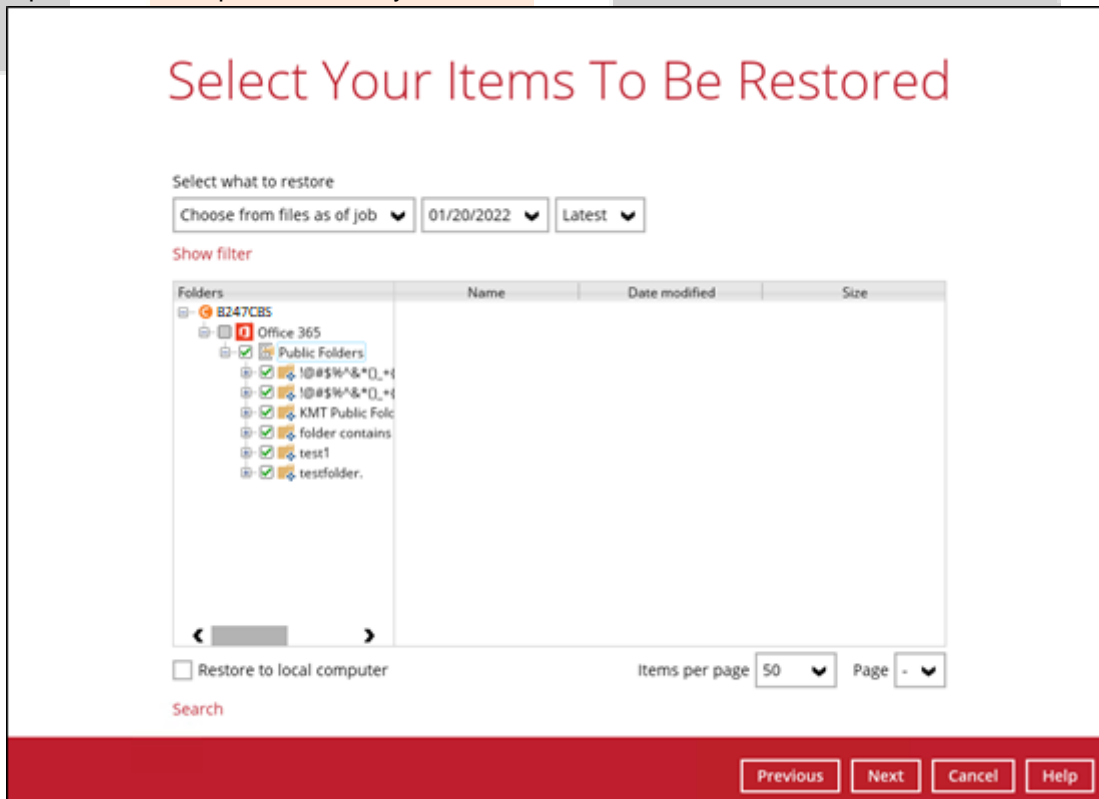
3. Select the backup set that you would like to restore.



- Select the backup destination that you would like to restore backed up items to. In our screenshot below, we have three (3) options namely, **B247CBS**, **Local-1** and **GoogleDrive-1**.



- Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.



Tick **Restore to local computer** if you want to restore the backup data to the local drive.

If you want to search for directories, files, folders and mails to be restored, click **Search** to use the restore filter.

Restore to local computer

Restore to local computer

Items per page 50 Page -

Search

Previous Next Cancel Help

For more information on how to use the restore filter, please refer to Chapter 14.2 of the Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows.

For more detailed examples using the restore filter, refer to Appendix B: Example Scenarios for Restore Filter using Backup247 Standard Backup Suite (B247LITE).

Click **Next** to proceed when you are done with the selection.

- The window that will be displayed will depend where the items will be restored from and on the restore destination selected.

Original location

Select **Original location** to restore data to the original Office 365 account.

Choose Where The Items To Be Restored

Restore items to

Original location

Alternate Office 365 account

Show advanced option

Previous Next Cancel Help

Click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

Restore items to

Original location

Alternate Office 365 account

[Show advanced option](#)

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

Restore items to

Original location

Alternate Office 365 account

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

Alternate Office 365 account

Select **Alternate Office 365 Account** to restore to another Office 365 account on a different domain. Enter the **Username**, **Account password**, **App password** (if MFA is enforced) and select **Region**. Click **Test** to validate account.

Choose Where The Items To Be Restored

Restore items to

Original location

Alternate Office 365 account

Username

Account password

App password
(Required if Office 365 Multi-Factor Authentication is enforced)

Region

Global ▾

Access the internet through proxy

Test

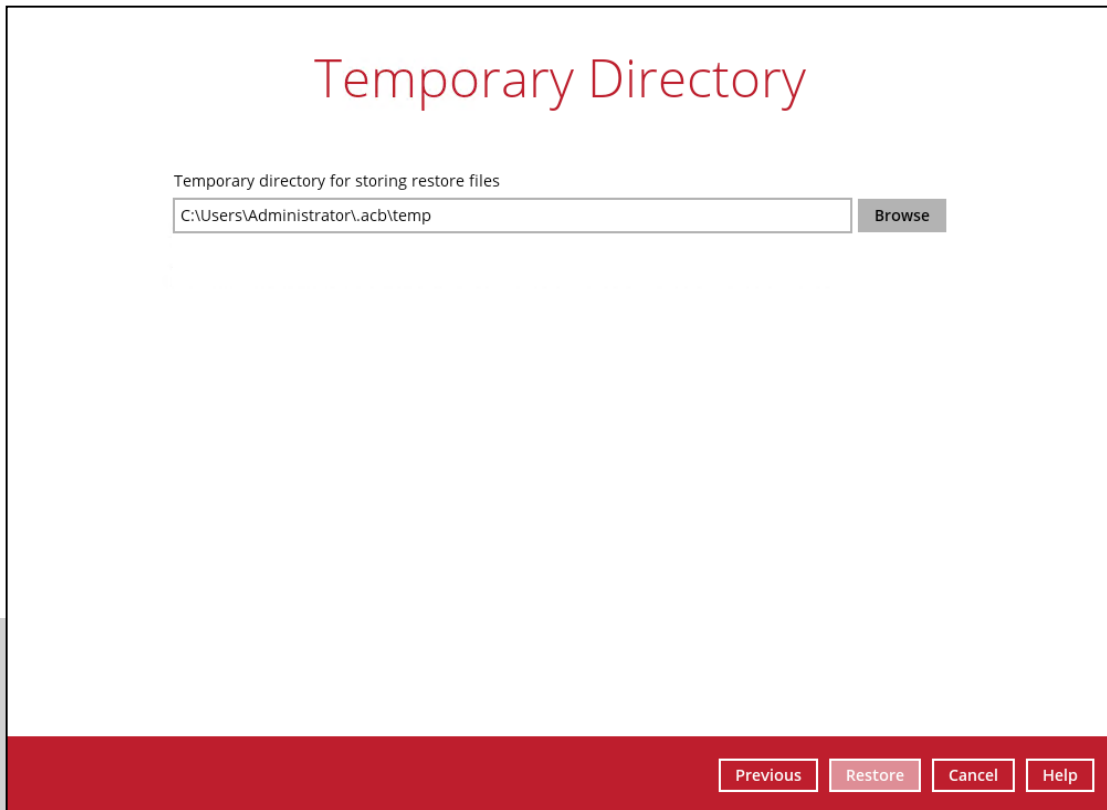
[Show advanced option](#)


[Previous](#) [Next](#) [Cancel](#) [Help](#)

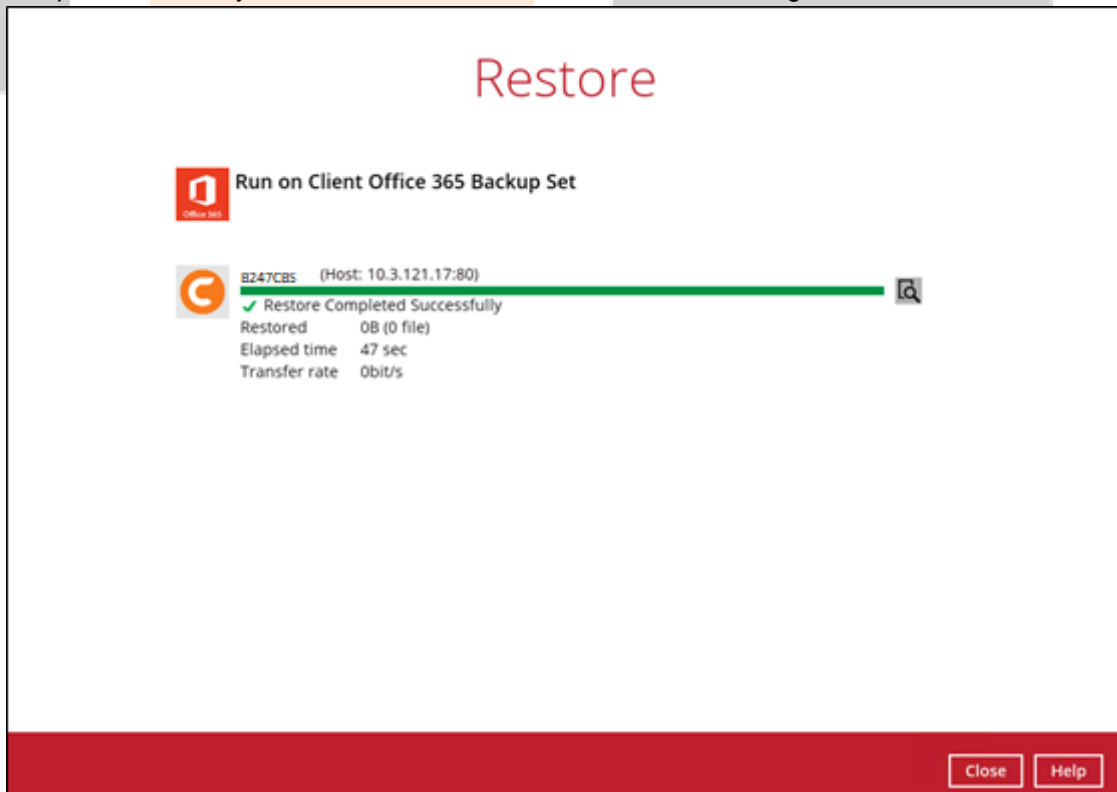
Once account is validated, click **Next**.

✓ Test completed successfully

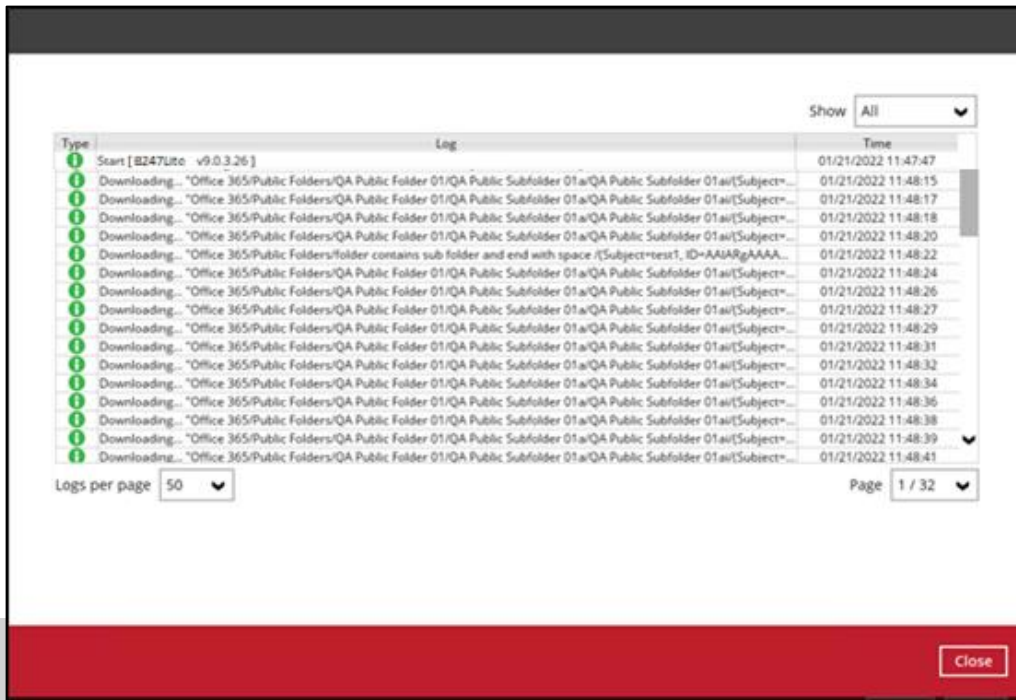
7. Select the temporary directory for storing temporary files. Then click the **Restore** button to start the restoration process.



8. The following screen will be displayed to indicate that the restore job is successfully completed. You may click the  button to check for the restore log.



- Once you are done with checking the restore log, click the **Close** button to return to the previous screen.



6 Contacting Backup247

6.1 Technical Assistance

To contact Backup247 support representatives for technical assistance, visit our website <https://backup247.com.au/Support.php>

6.2 Documentation

Documentations for all Backup247 modules, user guide and QuickStart are available on our website. Alternatively, email us on support@backup247.com.au for technical demo.

Appendix

Appendix A Example Scenarios for Office 365 License Requirement and Usage

Note that a maximum of two (2) Office 365 accounts are only allowed for Office 365 Backup on Backup247 Standard Backup Suite (B247LITE). Each Backup247 Standard Backup Suite (B247LITE) Office 365 backup set is limited to one Office 365 user account. Therefore, when you backup two Office 365 user accounts it will require two separate backup sets.

Scenario No. 1: Backing up Office 365 user accounts in multiple backup sets

The required Office 365 licenses are calculated by the number of Office 365 user accounts that you want to back up.

Example No. 1: To back up one (1) Office 365 user account on multiple backup sets, only one Office 365 license is needed.

Backup Set Name	Office 365 User Account
Backup Set A	user01@company-office365.com
Backup Set B	user01@company-office365.com
Backup Set C	user01@company-office365.com

Example No. 2: To back up two (2) Office 365 user accounts on multiple backup sets, two Office 365 licenses are needed.

Backup Set Name	Office 365 User Account
Backup Set A	user01@company-office365.com
Backup Set B	user02@company-office365.com

Scenario No. 2: Backing up files and/or folders under Public Folder in multiple backup sets.

The required Office 365 license is only one.

Example No. 1: To back up files and/or folders under Public Folder, only one (1) Office 365 license is needed.

Backup Set Name	Files and/or Folders
Backup Set A	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
Backup Set B	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
	Folder02
	Folder03
Backup Set C	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
	Folder02
	Folder03 <ul style="list-style-type: none"> ○ microsoftword02.docx ○ powerpointpresentation02.pptx ○ spreadsheet02.xls ○ notepad02.txt ○ picture05.jpg ○ picture06.jpg

Scenario No. 3: Backing up Office 365 User Accounts and files and/or folders under Public Folder in multiple backup sets.

The required Office 365 license will depend on the number of unique Office 365 accounts.

Example No. 1: To back up two (2) Office 365 user accounts and files and/or folders under Public Folder on multiple backup sets, two (2) Office 365 licenses are needed.

Backup Set Name	Office 365 User Account, SharePoint Site, and Files and/or Folders
Backup Set A	user01@company-office365.com
Backup Set B	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
Backup Set C	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg

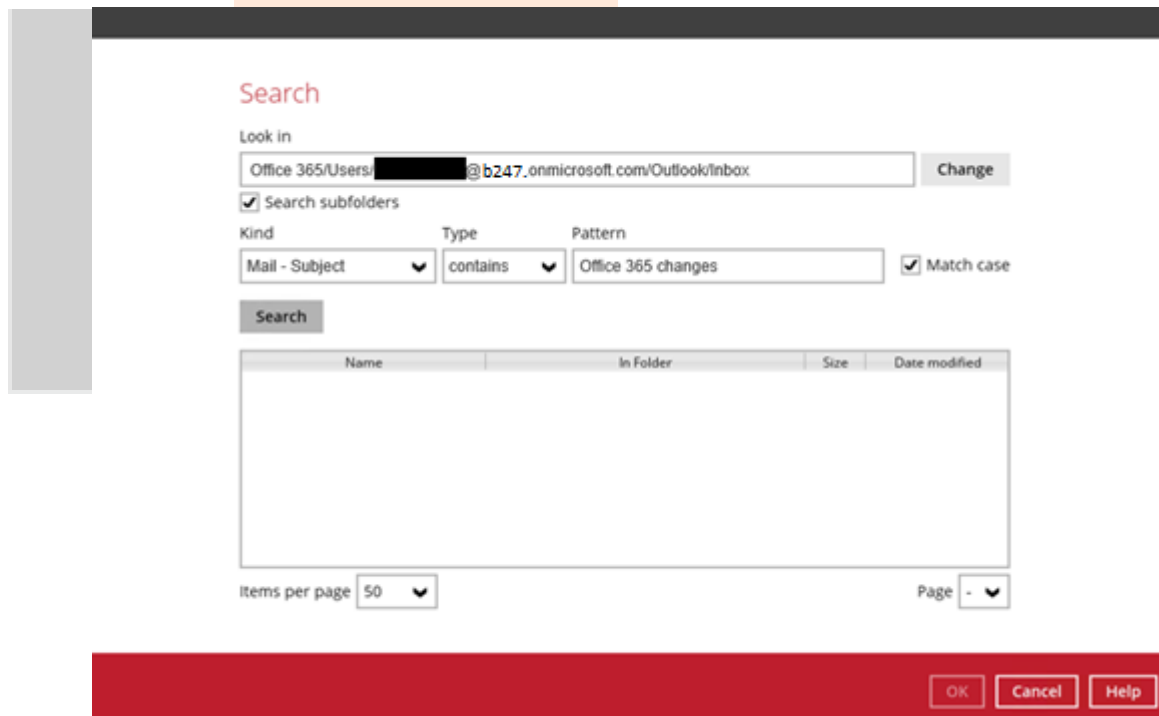
Appendix B Example Scenarios for Restore Filter using Backup247 Standard Backup Suite (B247LITE)

Scenarios No. 1: Items from Users

Example No. 1: Restore filter setting from an Office 365 user account's outlook inbox

Location:	Office 365/Users/abc@Backup247.onmicrosoft.com/Outlook/Inbox
Search subfolders:	True
Kind:	Mail – Subject
Type:	Contains
Pattern:	Office 365 changes
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.



Search

Look in

Search subfolders

Kind: Type: Pattern: Match case

Searching ...

Name	In Folder	Size	Date modified

Items per page: Page:



Search

Look in

Search subfolders

Kind: Type: Pattern: Match case

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[REDACTED]@b247.onmicrosoft.com/	68k	10/11/2017 04:07
<input checked="" type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[REDACTED]@b247.onmicrosoft.com/	63k	02/13/2018 15:45
<input checked="" type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[REDACTED]@b247.onmicrosoft.com/	63k	10/11/2017 04:07

Explanation:

All mails under Office 365/Users/abc@Backup247.onmicrosoft.com/Outlook/Inbox that has a subject and contains 'Office 365 changes' with match case set to true will be included upon performing search.

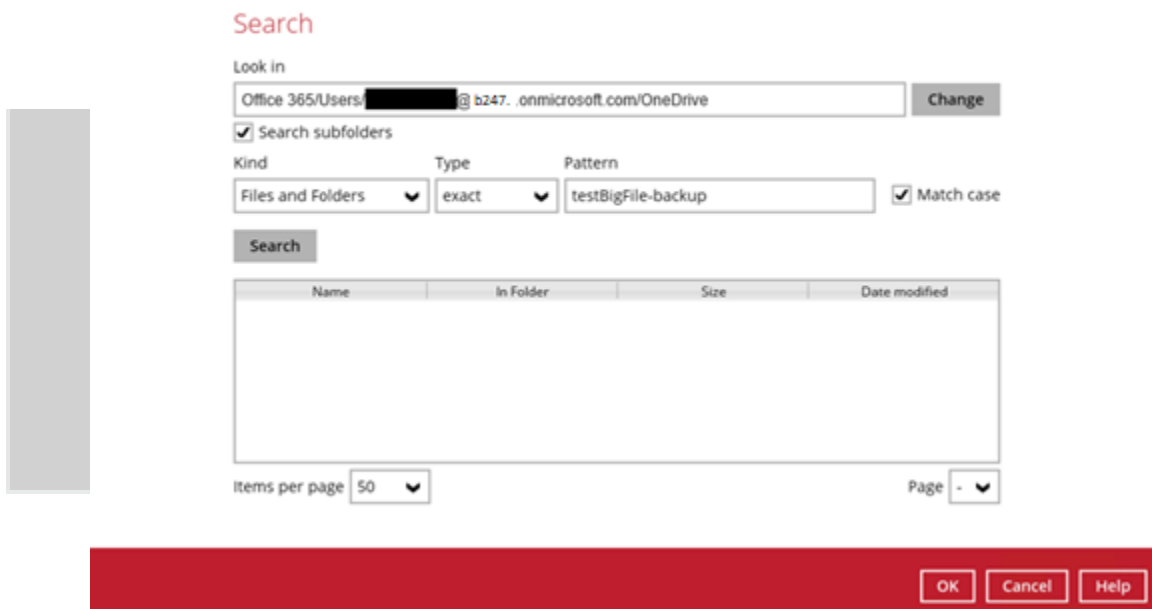
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mail, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in the Outlook Inbox upon searching. And it will strictly search only the specified pattern and case which is the 'Office 365 changes'.

Example No. 2: Restore filter setting from an Office 365 user account's OneDrive

Location:	Office 365/Users/abc@Backup247.onmicrosoft.com/OneDrive
Search subfolders:	True
Kind:	Files and Folders
Type:	Exact
Pattern:	TestFiles
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.



Search

Look in
 Office 365/Users: [redacted]@b247.onmicrosoft.com/OneDrive Change

Search subfolders

Kind: Files and Folders | Type: exact | Pattern: testBigFile-backup Match case

Searching ... Stop

Name	In Folder	Size	Date modified

Items per page: 50 | Page: -



Search

Look in
 Office 365/Users: [redacted]@b247.onmicrosoft.com/OneDrive Change

Search subfolders

Kind: Files and Folders | Type: exact | Pattern: testBigFile-backup Match case

Search

Name	In Folder	Size	Date modified
testBigFile-backup	Office 365/Users: [redacted]@b247.onmicrosoft.com/OneDrive		

Explanation:

All files and folders under Office 365/Users/abc@Backup247.onmicrosoft.com/OneDrive that has the exact pattern of 'TestFiles' with match case set to true will be included upon performing search.

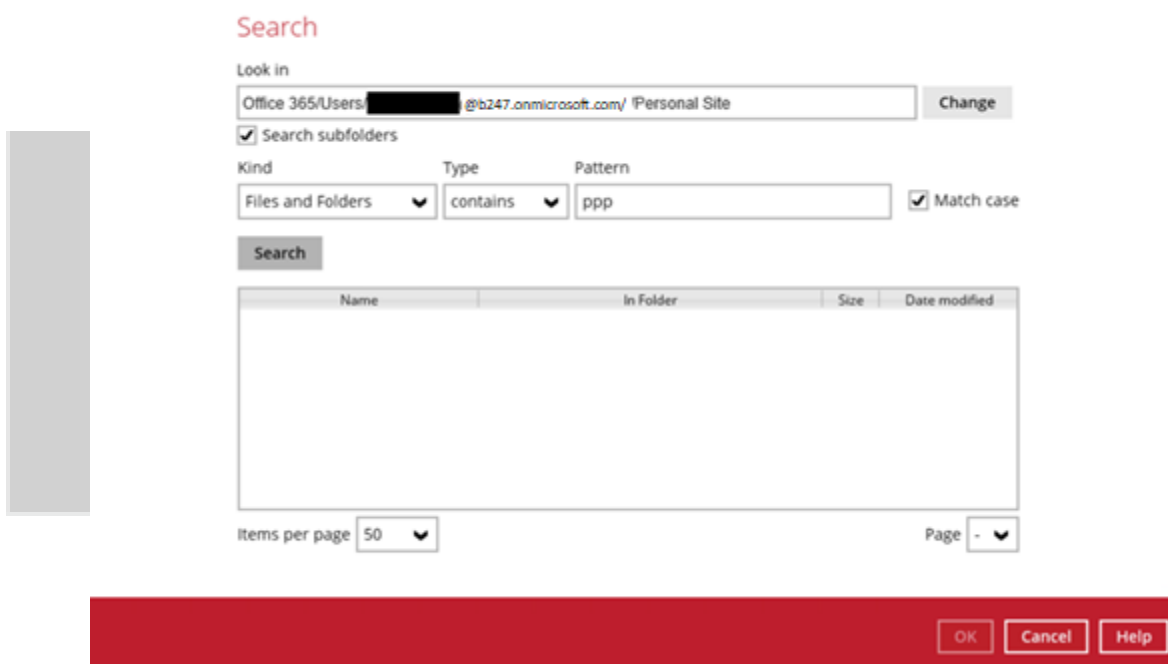
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mail, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in OneDrive upon searching. And it will strictly search only the specified pattern and case which is the 'TestFiles'.

Example No. 3: Restore filter setting from an Office 365 user account's personal site

Location:	Office 365/Users/abc@Backup247.onmicrosoft.com/Personal Site
Search subfolders:	True
Kind:	Files and Folders
Type:	contains
Pattern:	ppp
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.



Search

Look in

Search subfolders

Kind: Files and Folders | Type: contains | Pattern: ppp | Match case

Searching ...

Name	In Folder	Size	Date modified

Items per page: 50 | Page: -



Search

Look in

Search subfolders

Kind: Files and Folders | Type: contains | Pattern: ppp | Match case

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@b247.onmicrosoft.com/Personal Site/D101_Lists and Librari...	35k	08/29/2018 15:53

Explanation:

All personal site under Office 365/Users/@Backup247.onmicrosoft.com/Personal Site that has the pattern that contains with 'ppp' with match case set to true will be included upon performing search.

As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mail, and Date Modified.

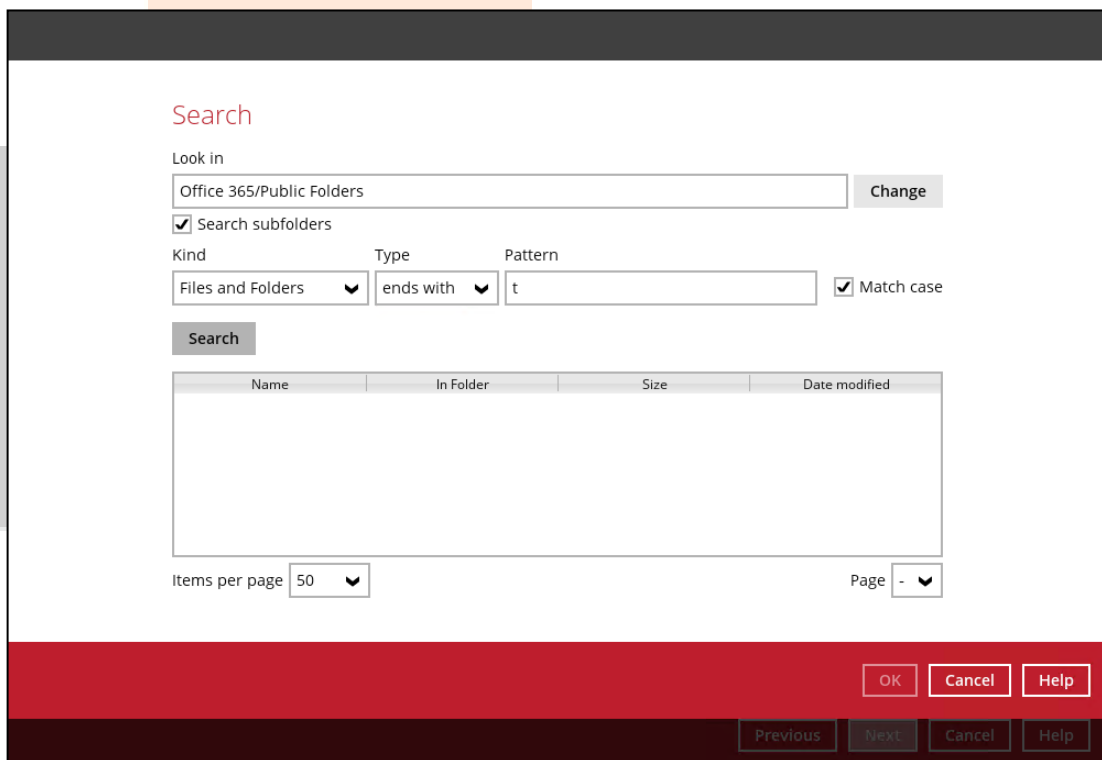
The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in Personal Site upon searching. And it will strictly search only the specified pattern and case which starts with 'ppp'.

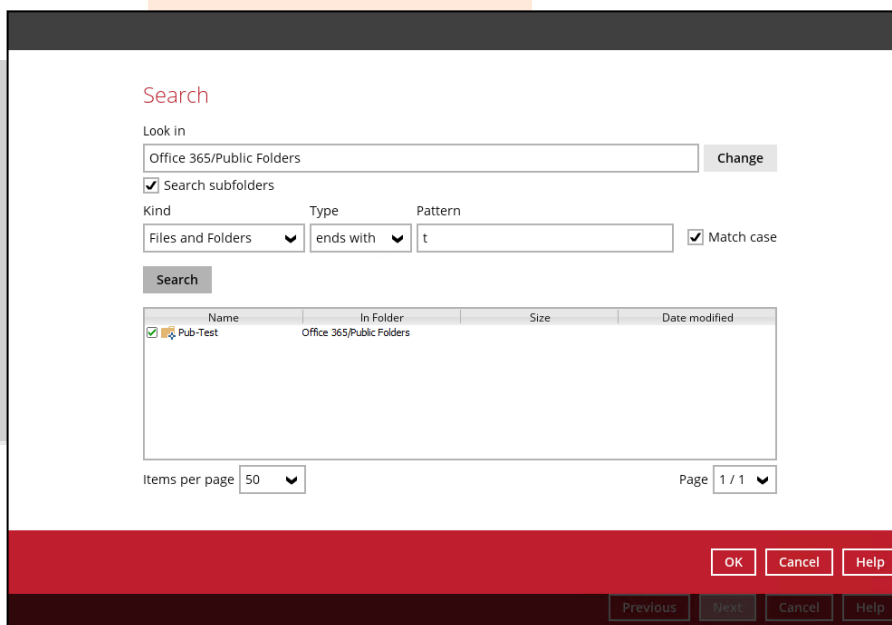
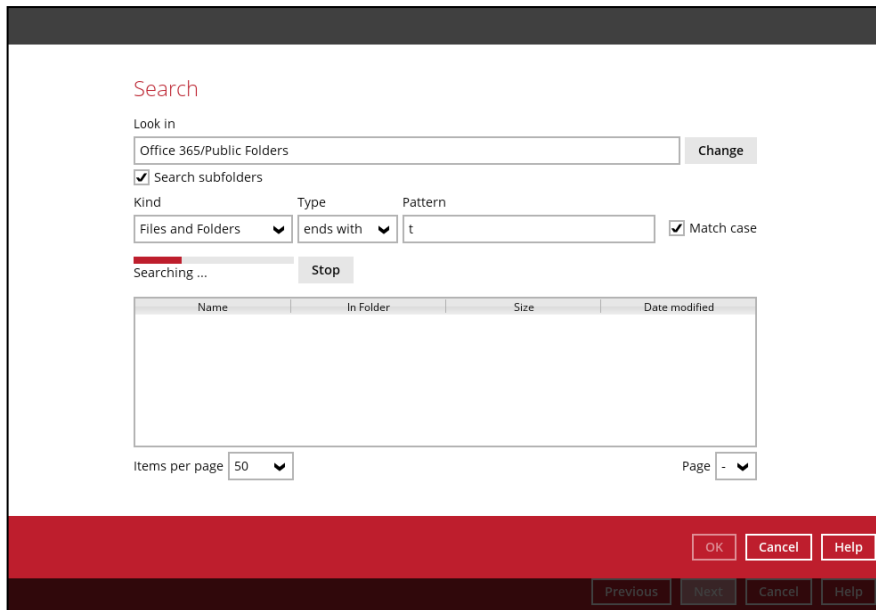
Scenarios No. 2: Items from Public Folders

Example No. 1: Restore filter setting from Public Folders

Location:	Office 365/Public Folder
Search subfolders:	True
Kind:	Files and Folders
Type:	Starts With
Pattern:	t
Match Case:	True

For more information on how to use the restore filter, please refer to Chapter 14.2 of the **Backup247 Standard Backup Suite (B247LITE) v9 Quick Start Guide for Windows**.





Explanation:

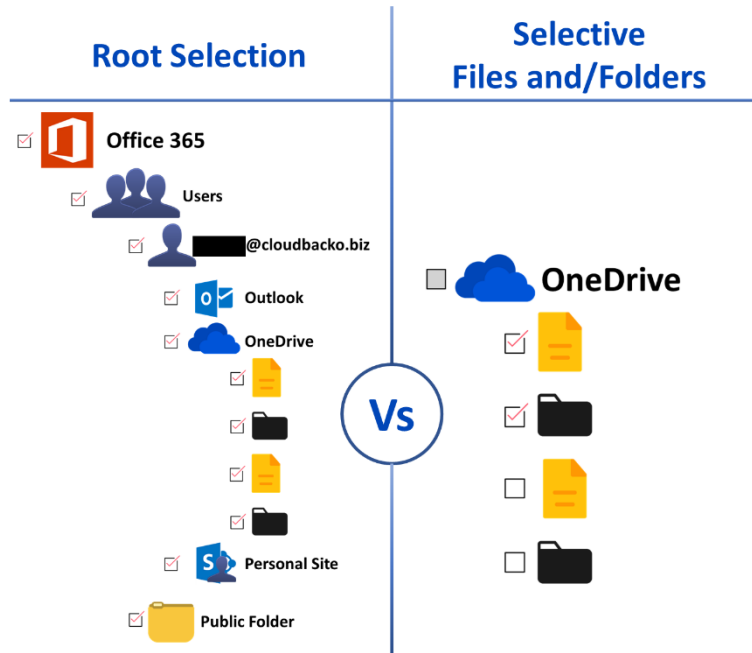
All SharePoint Personal Sites under Office 365/Public Folders that has the pattern that starts with 'A' with match case set to true will be included upon performing search.

As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mail, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. This means that the filter will include all available subfolders in Public Folders upon searching. And it will strictly search only the specified pattern and case which starts with 't'.

Appendix C Example Scenario for Data Synchronization Check (DSC) with sample backup logs

Selection of root folder vs Selective files and/folders

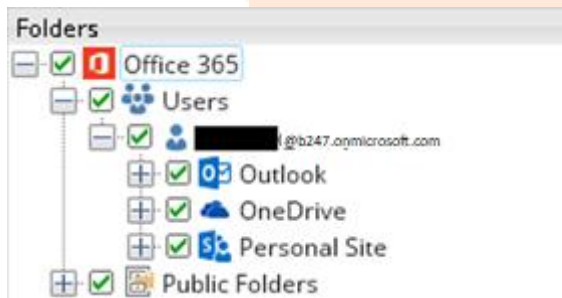


Root Selection

Selecting the root folder automatically selects all the files and/or folders under the Office 365 user account including the Public Folder. On the comparison image above, the checkbox for the root folder “Office 365” is ticked.

Data synchronization check is not required when using root selection backed up. As during a backup job any deleted files in the backup source will be automatically move to Retention Area.

Below is a sample screenshot of the backup source with root selection.

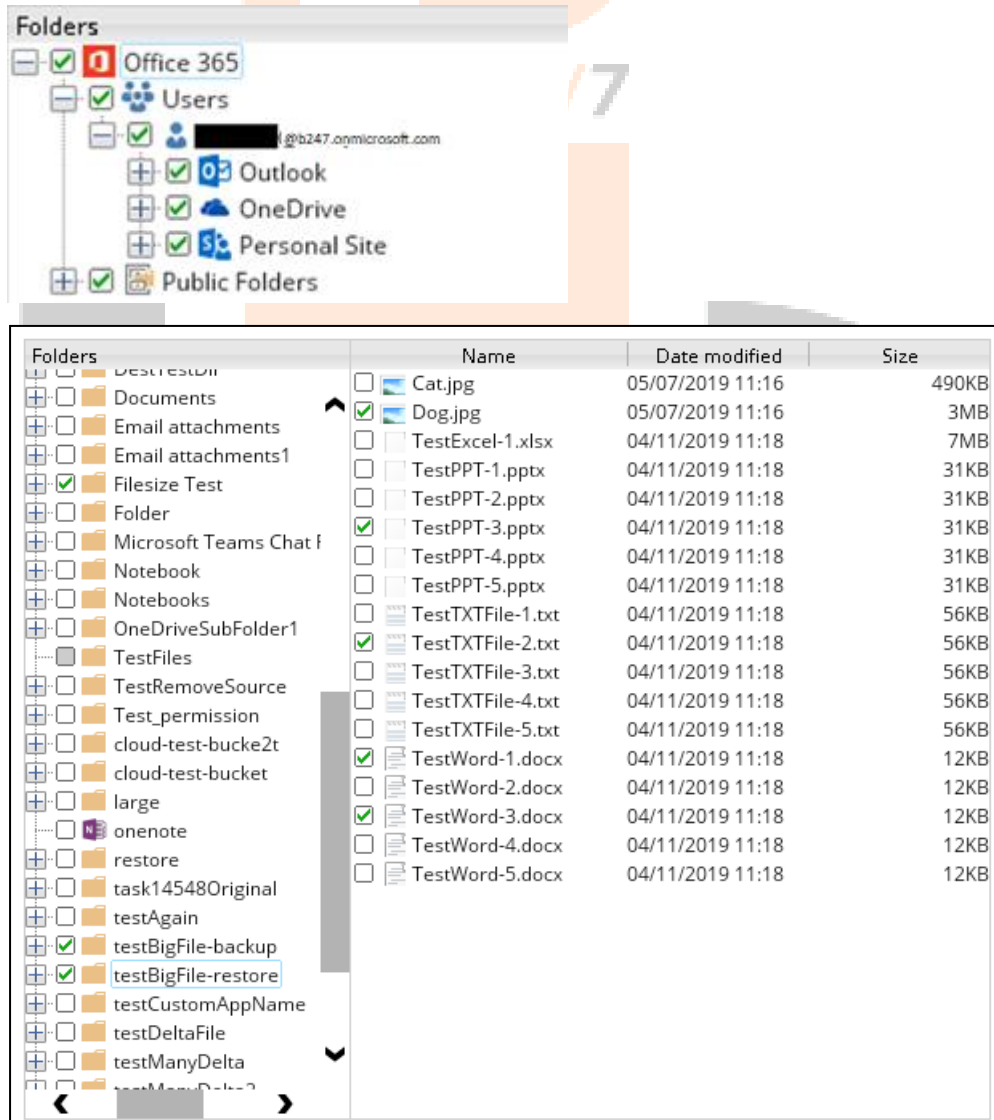


Selective Files and/or Folders

When the root folder is not selected, and the files and/or folders are selected individually. If the files and/or folders are subsequently un-selected from the backup source. The backup job will not pick up the changes of the de-selected files and/or folders, they will not be moved the Retention Area but remain in the Data Area. In the long run this could result in a build-up of data in the backup destinations(s).

Data synchronization check is highly recommended to perform to synchronize de-selected files and/folders in the backup source with the backup destination(s). This will ensure that there will be no data build up on the backup destination(s).

Below is the sample screenshot of the backup source with selective files and/or folders.



Only selected files and/or folders are selected in OneDrive. Also, the Office 365 user account is greyed out as this indicates that not all items are selected.

On the sample backup log, it shows that data synchronization check is enabled and runs for the first time.

Type	Log	Time
Start [B247Lite v8.3.3.20]		07/02/2020 22:12:49
Saving encrypted backup set encryption keys to server...		07/02/2020 22:12:49
Start Backup ... [In-File Delta: Full]		07/02/2020 22:12:50
Using Temporary Directory C:\Users\Administrator\temp\1592968150490\OBS@1592969625624		07/02/2020 22:12:50
Downloading server file list (Office 365)...		07/02/2020 22:12:56
Downloading server file list (Office 365) ... Completed		07/02/2020 22:12:56
Run Office 365 Data Synchronization Check (1st time)		07/02/2020 22:13:00
[New Directory]... Office 365		07/02/2020 22:13:00
[New Directory]... Office 365/Users		07/02/2020 22:13:00
[New Directory]... Office 365/Site Collections		07/02/2020 22:13:00
[New Directory]... Office 365/Users		07/02/2020 22:13:00
[New Directory]... Office 365/Users		07/02/2020 22:13:00
[New Directory]... Office 365/Site Collections/D90		07/02/2020 22:13:00
Downloading server file list [redacted] onmicrosoft.com		07/02/2020 22:13:02
Downloading server file list [redacted] onmicrosoft.com) ... Completed		07/02/2020 22:13:02
Reading backup source from [redacted] onmicrosoft.com)		07/02/2020 22:13:03
Backup E-mail Account [redacted] onmicrosoft.com)		07/02/2020 22:13:03

On the sample backup log, it shows the countdown until the next data synchronization check which is in two (2) days. The interval set is three (3) days.

Type	Log	Time
Start [B247Lite v8.3.3.20]		07/03/2020 22:28:41
Saving encrypted backup set encryption keys to server...		07/03/2020 22:28:41
Start Backup ... [In-File Delta: Full]		07/03/2020 22:28:42
Using Temporary Directory C:\Users\Administrator\temp\1592968150490\OBS@1592969625624		07/03/2020 22:28:42
Downloading server file list (Office 365)...		07/03/2020 22:28:45
Download valid index files from backup job "Current" to "C:\Users\Administrator\temp\1592968150490\OBS@15929696...		07/03/2020 22:28:46
Downloading server file list (Office 365) ... Completed		07/03/2020 22:28:46
Office 365 Data Synchronization Check will be run after 2 day(s)		07/03/2020 22:28:49
Downloading server file list [redacted] onmicrosoft.com)		07/03/2020 22:28:54
Download valid index files from backup job "Current" to "C:\Users\Administrator\temp\1592968150490\OBS@15929696...		07/03/2020 22:28:55
Downloading server file list [redacted] onmicrosoft.com)		07/03/2020 22:28:55
Reading backup source from [redacted] onmicrosoft.com)		07/03/2020 22:28:56
Reading backup source from [redacted] onmicrosoft.com) ... Completed		07/03/2020 22:28:56
Start validating the presence and size of backup data in destination 'B247CB\$'		07/03/2020 22:28:57
Finished validating the presence and size of backup data in destination 'B247CB\$'		07/03/2020 22:28:57

On the sample backup log, it shows the countdown is done and data synchronization check is running.

Type	Log	Time
Start [B247Lite v8.3.3.20]		07/05/2020 22:32:58
Saving encrypted backup set encryption keys to server...		07/05/2020 22:32:59
Start Backup ... [In-File Delta: Full]		07/05/2020 22:33:00
Using Temporary Directory C:\Users\Administrator\temp\1592968150490\OBS@1592969625624		07/05/2020 22:33:00
Downloading server file list (Office 365)...		07/05/2020 22:33:02
Download valid index files from backup job "Current" to "C:\Users\Administrator\temp\1592968150490\OBS@15929696...		07/05/2020 22:33:03
Downloading server file list (Office 365) ... Completed		07/05/2020 22:33:03
Run Office 365 Data Synchronization Check		07/05/2020 22:33:06
Downloading server file list [redacted]		07/05/2020 22:33:10
Download valid index files from backup job "Current" to "C:\Users\Administrator\temp\1592968150490\OBS@15929696...		07/05/2020 22:33:11
Downloading server file list [redacted] onmicrosoft.com) ... Completed		07/05/2020 22:33:11
Reading backup source from [redacted] onmicrosoft.com)		07/05/2020 22:33:12
Reading backup source from [redacted] onmicrosoft.com) ... Completed		07/05/2020 22:33:12
Start validating the presence and size of backup data in destination 'B247CB\$'		07/05/2020 22:33:13
Finished validating the presence and size of backup data in destination 'B247CB\$'		07/05/2020 22:33:13

On the sample backup log, it shows that data synchronization check is **disabled**.

Type	Log	Time
Start	[B247Lite v8.3.3.20]	07/05/2020 22:39:11
Info	Saving encrypted backup set encryption keys to server...	07/05/2020 22:39:11
Info	Start Backup... [In-File Delta: Full]	07/05/2020 22:39:13
Info	Using Temporary Directory C:\Users\Administrator\temp\1592968150490\OBS@1592969625624	07/05/2020 22:39:13
Info	Downloading server file list (Office 365)...	07/05/2020 22:39:14
Info	Download valid index files from backup job "Current" to "C:\Users\Administrator\temp\1592968150490\OBS@15929696...	07/05/2020 22:39:15
Info	Downloading server file list (Office 365) ... Completed	07/05/2020 22:39:15
Info	Office 365 Data Synchronization Check is disabled (Debug option - Office365.DSCInterval = -1)	07/05/2020 22:39:18
Info	Downloading server file list	07/05/2020 22:39:22
Info	Download valid index files from backup job "Current" to "C:\Users\Administrator\temp\1592968150490\OBS@15929696...	07/05/2020 22:39:23
Info	Downloading server file list (microsoft.com) ... Completed	07/05/2020 22:39:23
Info	Reading backup source from (microsoft.com) ...	07/05/2020 22:39:24
Info	Reading backup source from (microsoft.com) ... Completed	07/05/2020 22:39:24
Info	Start validating the presence and size of backup data in destination "B247CBS '..."	07/05/2020 22:39:25

Appendix D Setting the Data Synchronization Check (DSC)

Data Synchronization Check (DSC) is enabled by default and will run every 60 days.

Assumption: Backup247 Standard Backup Suite (B247LITE) Installation path is **C:\Program Files\Backup247 Standard Backup Suite (B247LITE)**

To disable the data synchronization check, follow the instructions below:

1. Make sure there are no active backup or restore job running.
2. Close Backup247 Standard Backup Suite (B247LITE) UI.
3. Stop the Backup247 A-Click Backup Manager services.
4. Go to C:\Program Files\Backup247 Standard Backup Suite (B247LITE) \ folder.
5. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
6. Add this line, *Office365.DSCInterval=-1*
The **=-1** value represents the disabled data synchronization check.
7. Start the Backup247 A-Click Backup Manager services.

To check if the data synchronization check is enabled, follow the instructions below:

1. Go to C:\Program Files\Backup247 Standard Backup Suite (B247LITE) \ folder.
2. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
3. Look for this line, *Office365.DSCInterval=xx*.

Note:

If **xx** is a positive value this indicates the data synchronization check is enabled and represents the interval number of days until the next run of data synchronization check.

-OR-

If the interval value is not -1.

To adjust the interval number of days, follow the instructions below:

1. Make sure there are no active backup/restore job running.
2. Close Backup247 Standard Backup Suite (B247LITE) UI.
3. Stop the Backup247 A-Click Backup Manager services.
4. Go to C:\Program Files\Backup247 Standard Backup Suite (B247LITE) \ folder.
5. Open **cb.opt** file using a text editor such as Notepad or Notepad++.

6. Change the interval number.

For example:

Current interval: *Office365.DSCInterval=60*

Updated interval: *Office365.DSCInterval=10*

Explanation:

On the current interval, the number of days is 60. While, the updated interval, the number of days is reduced to 10.

WARNING

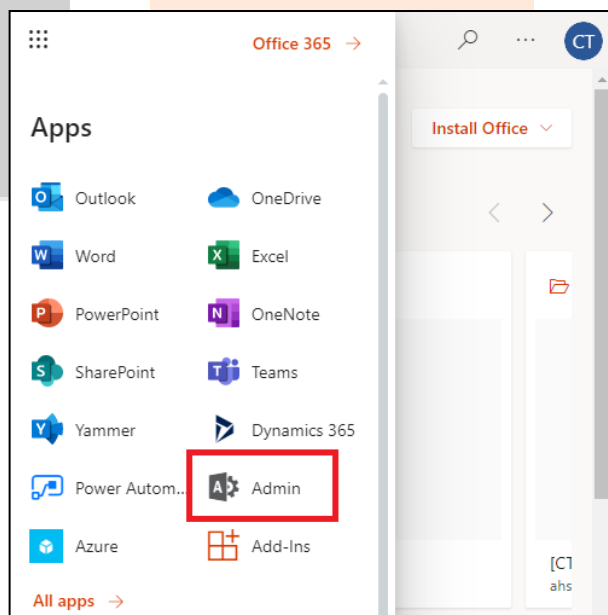
If the interval value is 0, *Office365.DSCInterval=0*, then the Data Synchronization Check (DSC) will run for every backup job.

7. Start the Backup247 A-Click Backup Manager services.

Appendix E Steps on How to view Item count and Storage used in Microsoft 365 Admin Center

To view the item count and storage size of Office 365 user account based on the usage for Exchange (Outlook) and OneDrive, follow the instructions below:

1. Login to the Office 365 (<https://login.microsoft.com>).
2. Go to Microsoft 365 admin center.



3. On the Microsoft 365 admin center, click **Show all** then click the dropdown arrow for the **Reports** and select **Usage**.

Microsoft 365 admin center

- Home
- Users
- Groups
- Billing
- Setup
- Customize navigation
- Show all

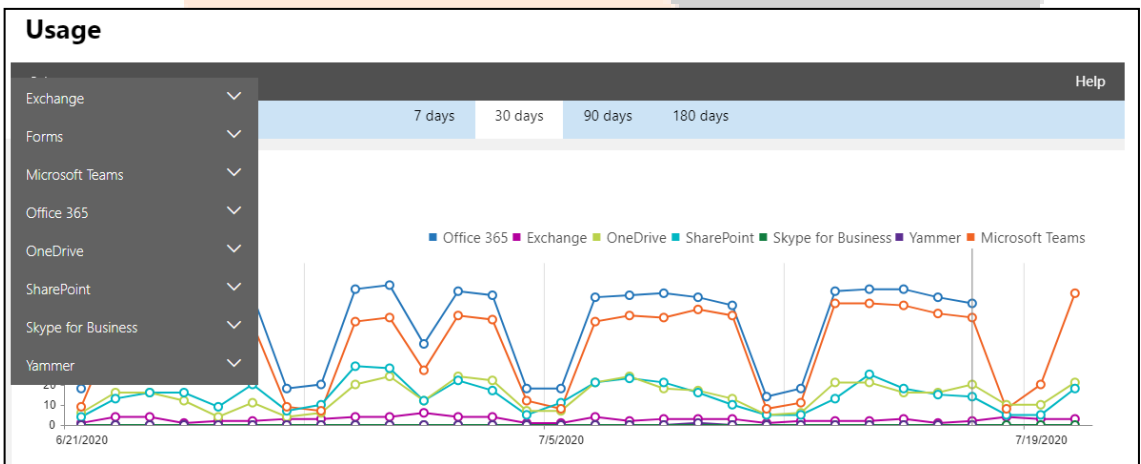
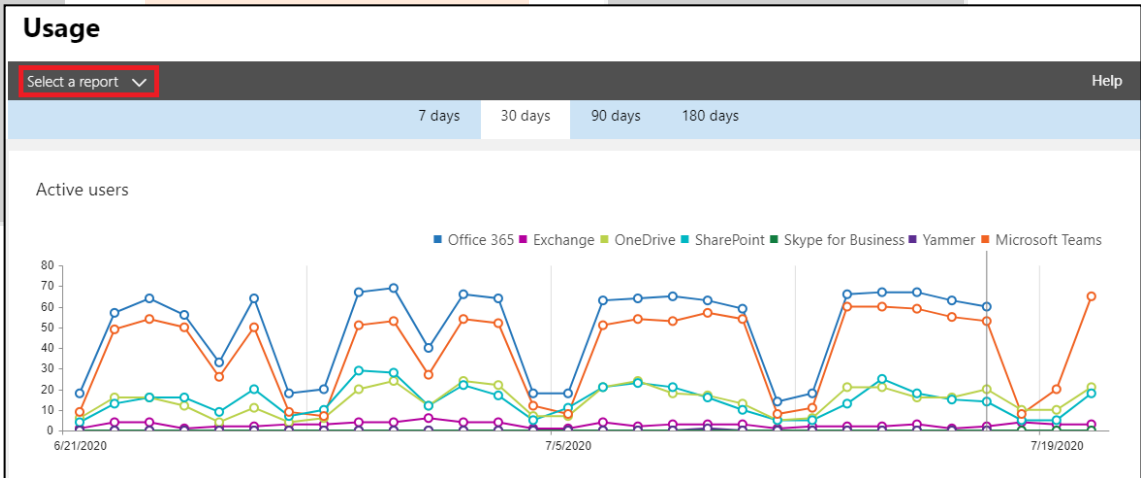
Microsoft 365 admin center

- Home
- Users
- Groups
- Roles
- Resources
- Billing
- Support
- Settings
- Setup
- Reports
- Health

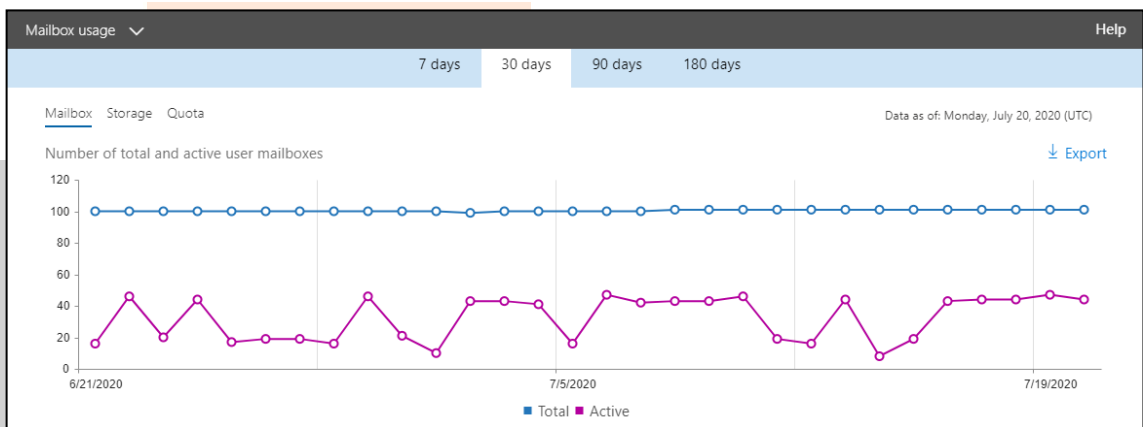
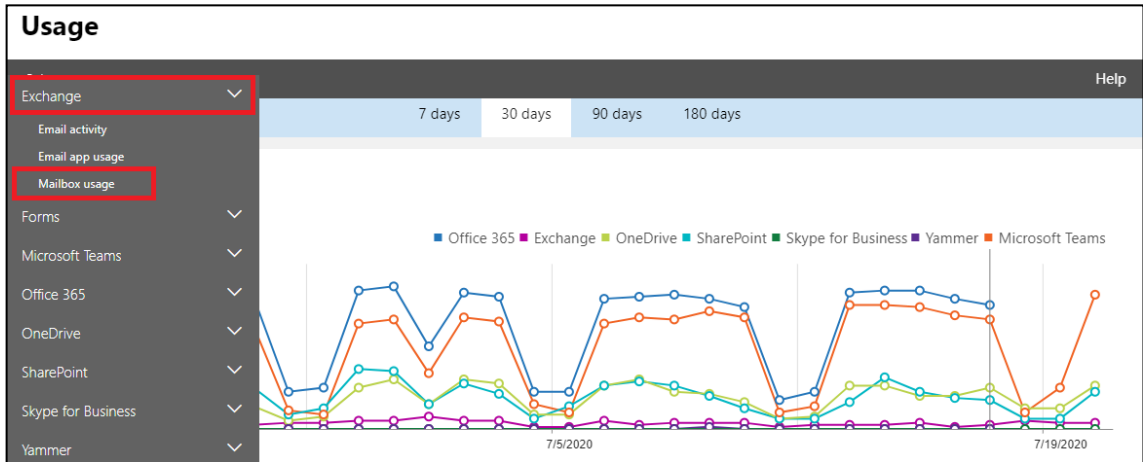
Microsoft 365 admin center

- Home
- Users
- Groups
- Roles
- Resources
- Billing
- Support
- Settings
- Setup
- Reports
- Productivity Score
- Usage
- Security & compliance
- Health

Select a report



4. For Exchange, go to **Mailbox usage**.



Highlighted columns are, Item count and Storage used (MB).

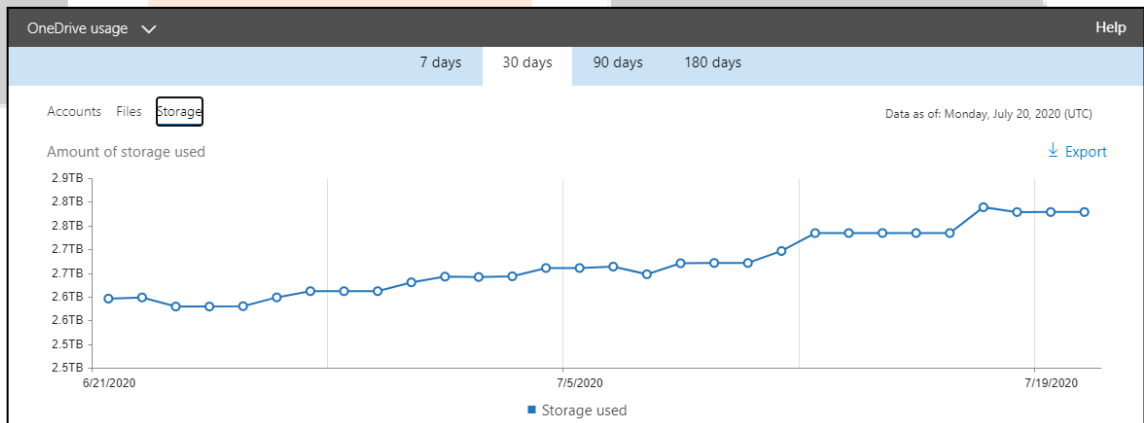
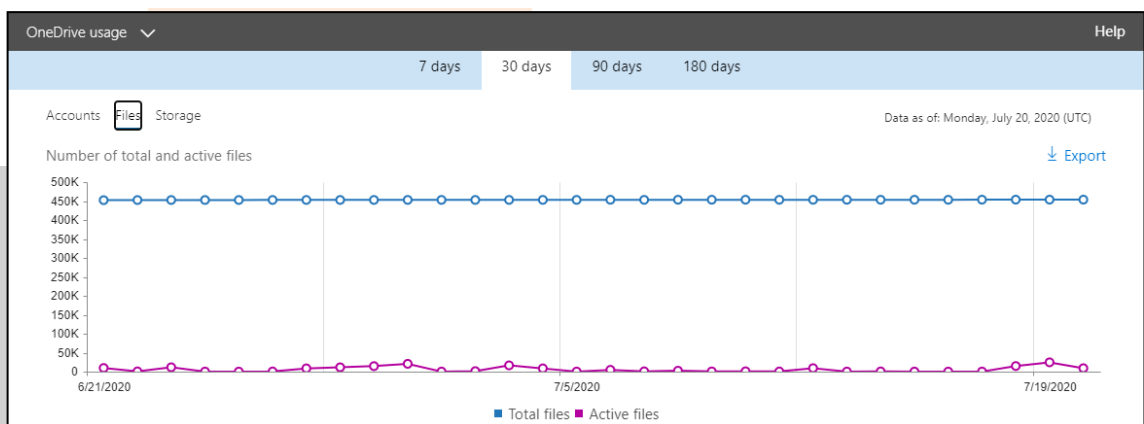
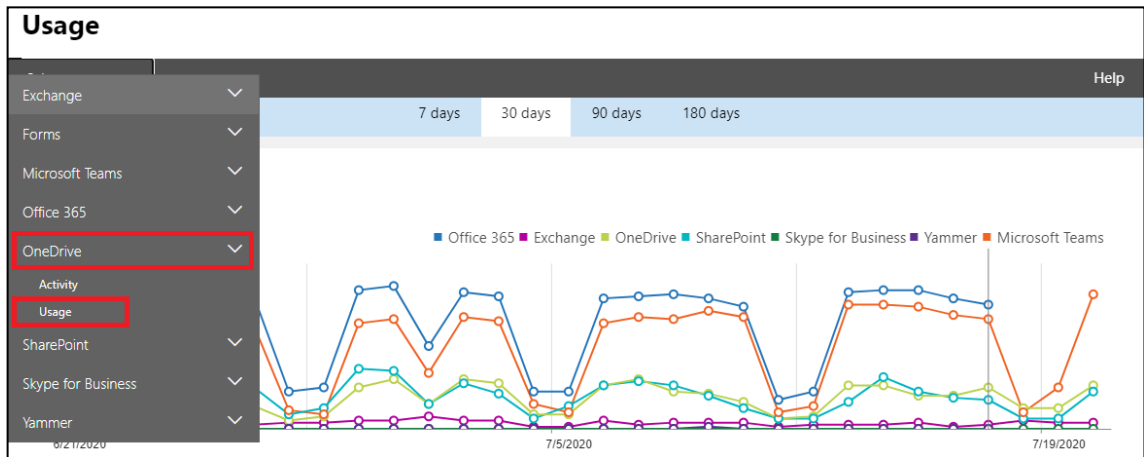
- Item count – number of mailbox items in Outlook per Office 365 user account
- Storage used (MB) – storage used in MB size per Office 365 user account

Details

Export

Username	Last activity date (UTC)	Item count	Storage used (MB)	Quota status
@onmicrosoft.com		9,597	1,383	Good (under limits)
@onmicrosoft.com		9,607	1,383	Good (under limits)
@onmicrosoft.com		9,634	1,383	Good (under limits)
@onmicrosoft.com		9,597	1,383	Good (under limits)
@onmicrosoft.com		9,597	1,383	Good (under limits)
@onmicrosoft.com		9,585	1,384	Good (under limits)

5. For OneDrive, go to Usage



Highlighted columns are, Files and Storage used (MB).

- 🔵 **Files** – number of files in OneDrive per Office 365 user account
- 🔵 **Storage used (MB)** – storage used in MB size per Office 365 user account

Last activity date (UTC)	Files	Active files	Storage used (MB)
Tuesday, July 14, 2020	8	48	52
Monday, February 17, 2020	11,021	0	5,697
Tuesday, July 14, 2020	0	29	2
Monday, July 20, 2020	28,226	694	47,882
Tuesday, July 07, 2020	32	226	45