



24/7  
Backup Advanced Backup Manager (B247PRO) v9  
Office 365 Backup & Restore Guide for MacOS

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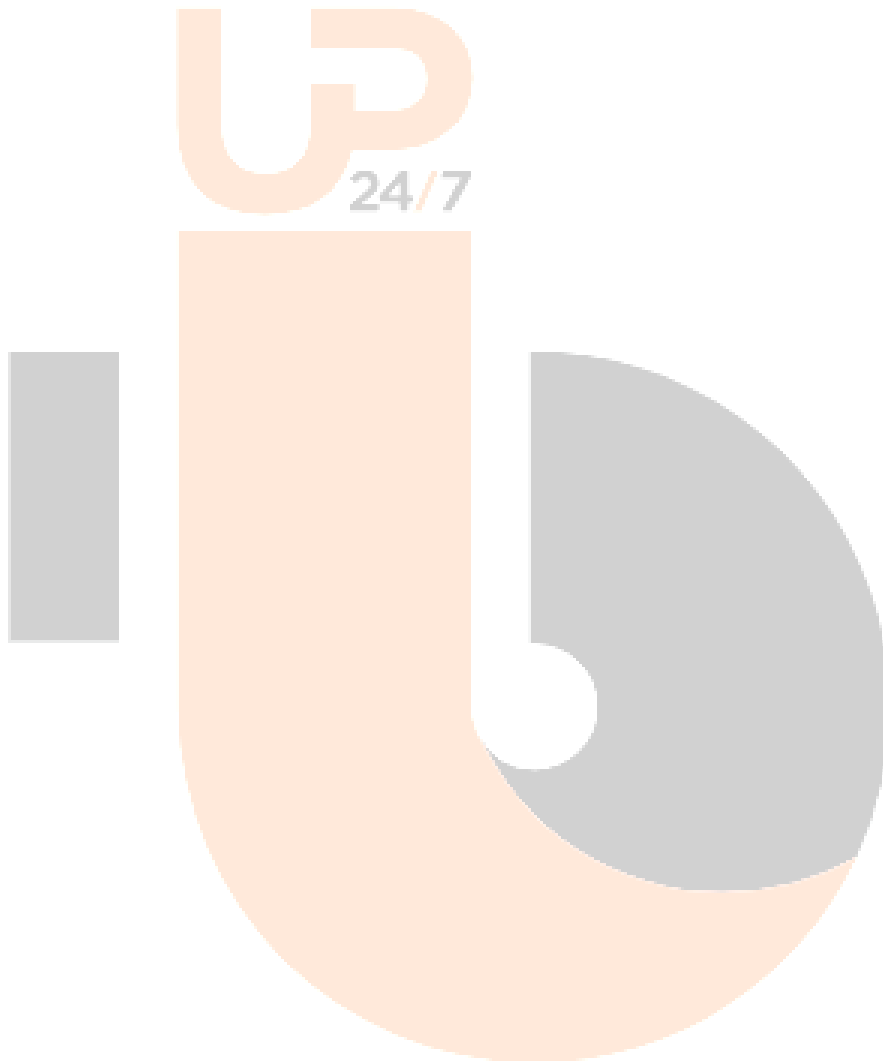
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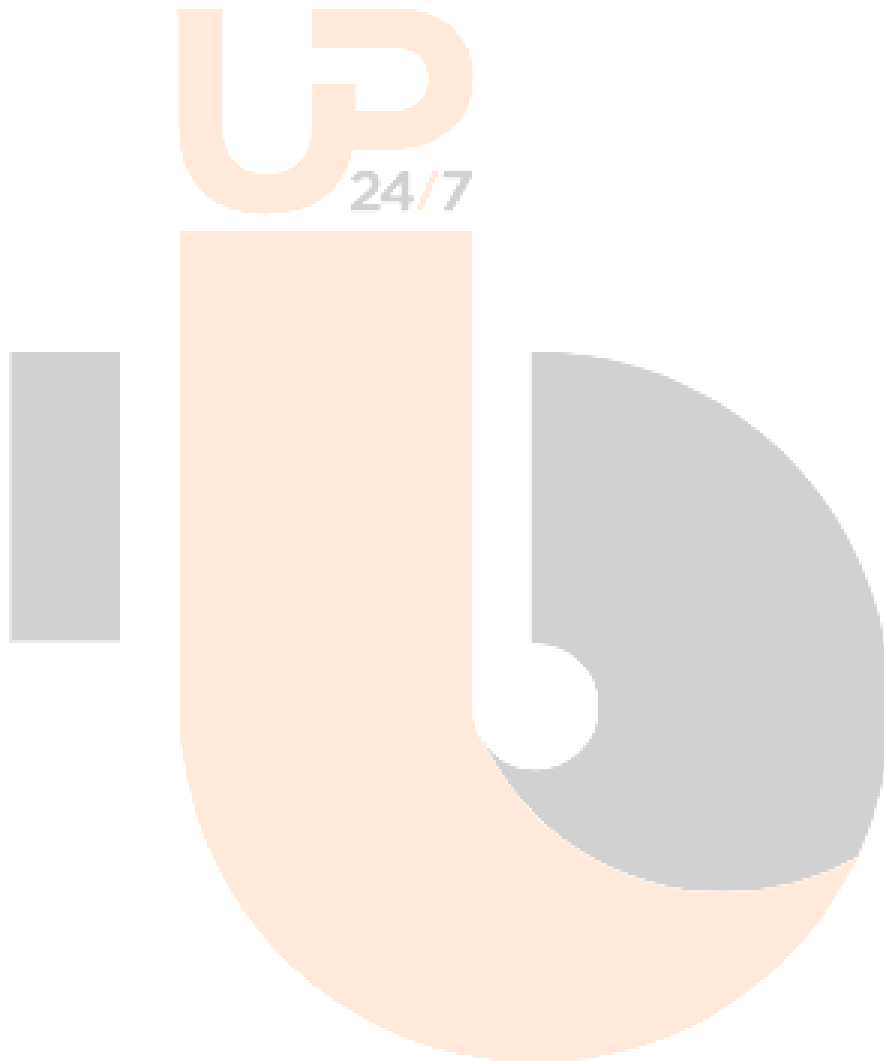
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## Revision History

Date	Descriptions	Version
25 January 2022	▪ Ch. 4 – added migrate data	9.1.0.0



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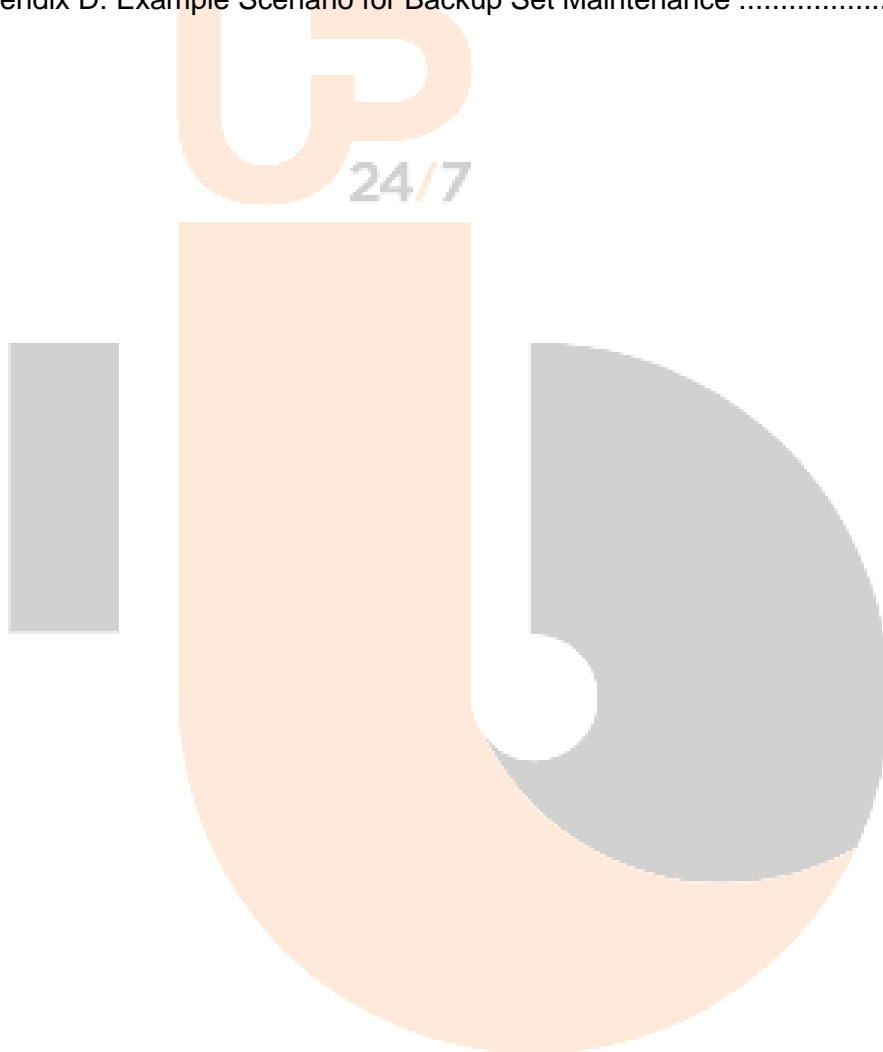
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# 1 Overview

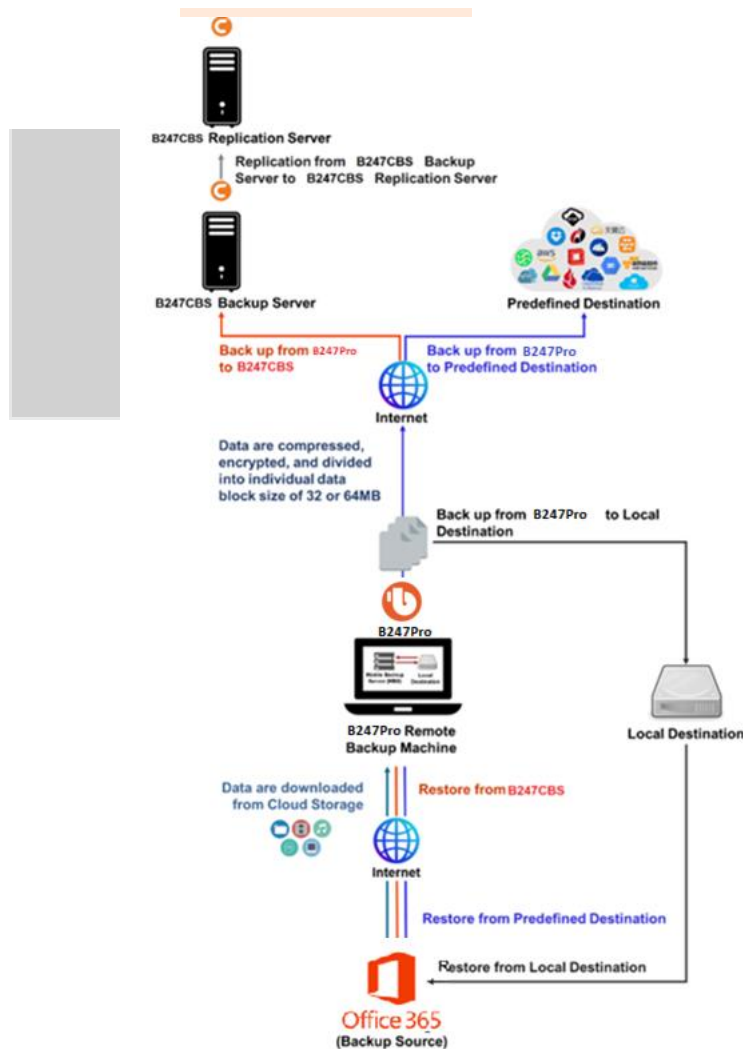
## 1.1 What is this software?

Backup247 brings you specialized client backup software, namely Backup247 Advanced Client (B247PRO), 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

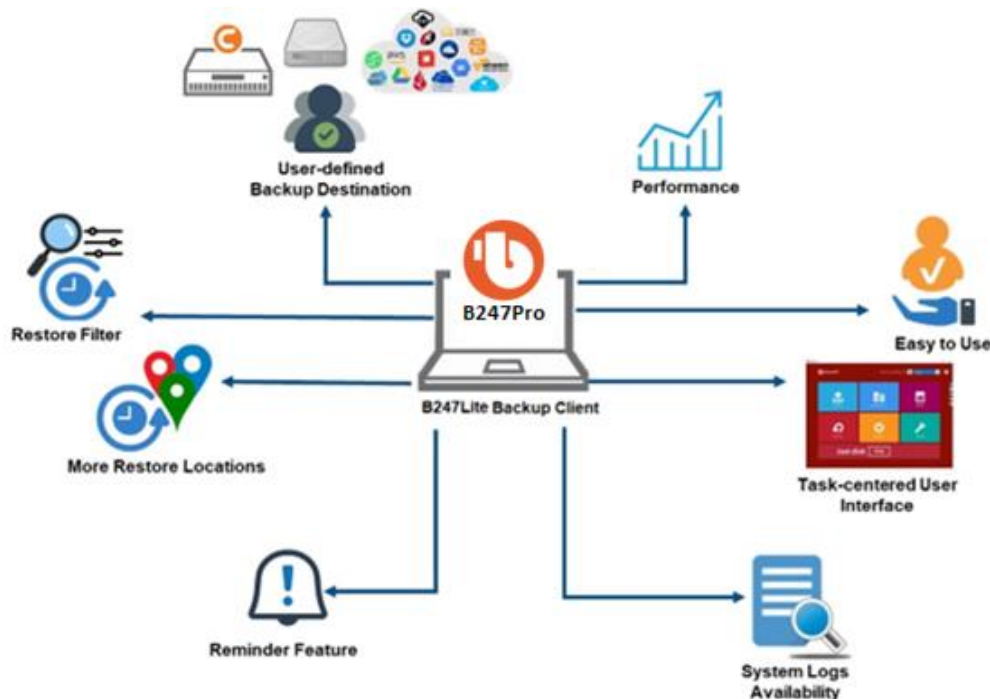
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Office 365 service, Backup247 Advanced Client (B247PRO) and B247CBS.

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 Advanced Client (B247PRO) (Agent-based).



### 1.3 Why should I use Backup247 Advanced Client (B247PRO) 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 Advanced Client (B247PRO). Below are some key areas where we can help to 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 has significantly improved backup performance for both Full and Incremental backup jobs, which means backup sets with large number of Office 365 accounts 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.

## 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).

## Restore Filter

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

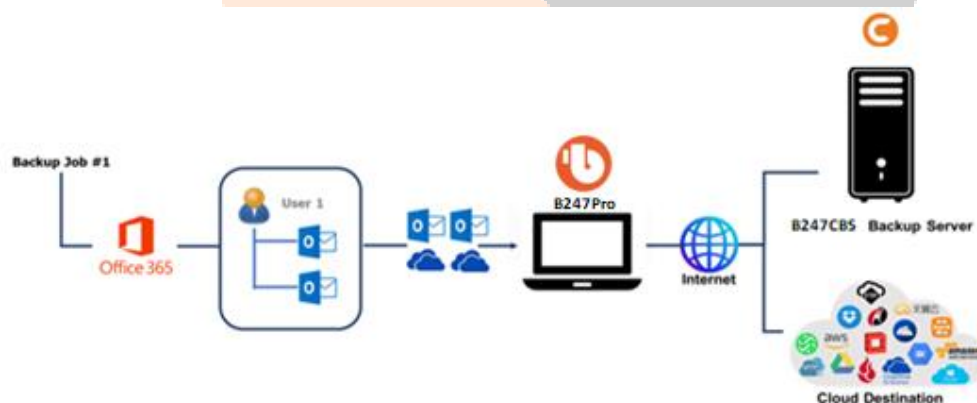
## Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why Backup247 Advanced Client (B247PRO) 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 backups and restore threads to produce fast backup and restore performance.

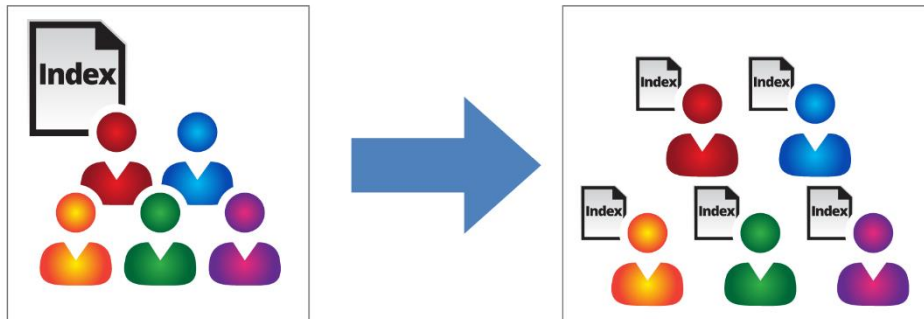
Backup job uses a maximum of 4 concurrent threads.



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 resources can be user level, site collection level and even item level.

- Flexible backup options:
  - Only select the required users, specific site collection or items for backup.
- Flexible restore options:
  - Restore all the users or just one user or restore the whole site collection or just one site or restore the whole user contents or just one item.

Restore items to the original location or an alternate location.

## 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** – Furthermore, we have a backup plan for you to recover your encryption key in case you have lost it. You 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.

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

## 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:

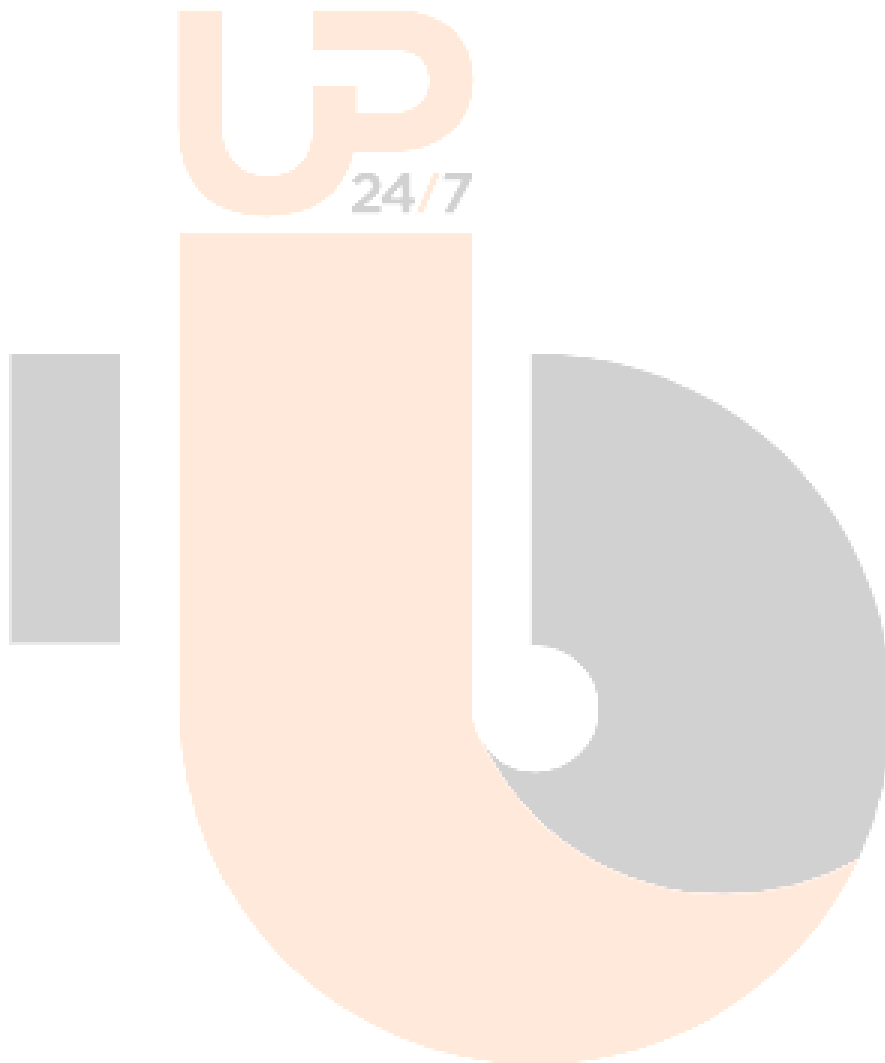
Features/Functions	Run on Client Office 365 Backup Set	Run on Server Office 365 Backup Set
General Settings	✓	✓
Backup Source	✓	✓
Backup Schedule	✓	✓
Destination	B247CBS, Predefined Destinations, Standard and Local	B247CBS and Predefined Destinations only
Multiple Destinations	✓	✗
Deduplication	Backup247 Advanced Client (B247PRO)	✓
Retention Policy	✓	✓
Command Line Tool	Backup247 Advanced Client (B247PRO)	✗
Reminder	Backup247 Advanced Client (B247PRO) / Backup247 Standard Backup Suite (B247LITE) for Windows only	✗
Bandwidth Control	✓	✓
IP Allowed for Restore	✓	✗
System Logs of Data Integrity Check and Space Freeing Up	✓	✗
Other	✓	✓
<b>To Run a Backup</b>	Backup247 Advanced Client (B247PRO) / Backup247 Standard Backup Suite (B247LITE)	B247CBS User Web Console only
<b>To Run a Restore</b>	Backup247 Advanced Client (B247PRO) / Backup247 Standard Backup Suite (B247LITE) / Backup247OBR	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 guides:  
B247CBS v9 User Guide – Office 365 Run on Server (Agentless) Backup and Restore Guide



## 1.4 Why should I use Backup247 Advanced Client (B247PRO) to backup/restore my Office 365 domain?

You may be wondering why you need to use Backup247 Advanced Client (B247PRO) to backup/restore your Office 365. Well, people assume that Microsoft is responsible for backing up everything from your calendars and your emails to your files in SharePoint and OneDrive. As the backups performed by Microsoft are to provide a system wide recovery rather than to facilitate the recovery of individual items for the end user.

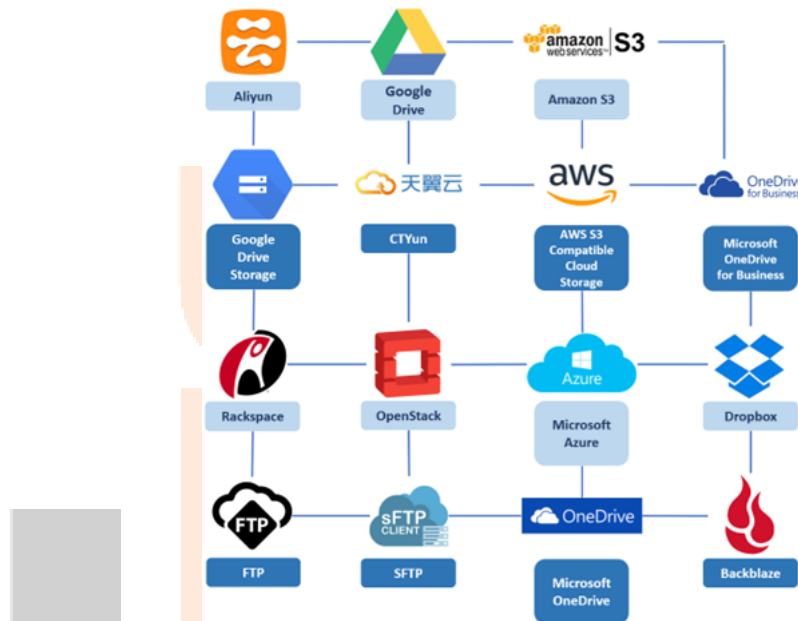
### Let's take a look at some of the Microsoft's Office 365 backup capabilities and limitations

- Microsoft is only responsible for the Office 365 infrastructure and uptime of the cloud and apps with Office 365. So, if you are relying on Microsoft to protect your organization from data loss, your data and organization are at high risk if you do not implement additional data protection. These are some of the scenarios that Microsoft is responsible for on their cloud platform:
  - Hardware Failure
  - Software Failure
  - Natural Disaster
  - Power Outage
- On the other hand, Microsoft is not responsible in any of these scenarios, and you have to face the harsh reality that there's no guarantee a complete and speedy restore incase these happens:
  - Accidental Data Deletion (Human error)
  - Malicious Attacks
  - Viruses/Malware
- Microsoft has a retention policy for mailbox and public folder that are only up to 14 days to 30 days. To support this, please refer to this article for more information: [Microsoft: Overview of retention policy](#).
- Microsoft has set the same limitations for SharePoint Online and OneDrive. It only stores deleted items for a period of 93 days, once you exceed the retention period, the data is gone indefinitely.
- End users do not have control over what were backed up and what can be restored.
- End users have no direct access to their backup data of their Office 365 domains/accounts.

### Now, let's check the capabilities of Backup247 Advanced Client (B247PRO) for Office 365

- Backup247 Advanced Client (B247PRO) ensures protection from data loss, ensuring that all information in your Office 365 environment are protected to avoid disruptions to day-to-day operations.
- We offer fully flexible retention policy that can be configured by days, weekly, monthly, quarterly, years compare to Microsoft's limited retention period which is 14 to 30 days only.

- Using Backup247 Advanced Client (B247PRO), end user has access or control over items that will be backed up or restored, whether it is individual item, calendar entries, notes or even corrupted mailbox and more.
- Backup247 Advanced Client (B247PRO) also provides multiple backup destinations from your Office 365 to your local machine, to any of our supported cloud destinations, and to our B247CBS Server.



- Flexible restore is also a key feature of Backup247 Advanced Client (B247PRO) that is designed to have multiple restore options.

<b>Local Machine</b>	Restore your data to your local computer where the B247PRO is running. <b>Note:</b> This option applies to restore of items such as files, images, video, music and more from OneDrive and not items from Outlook mailbox.
<b>Original Location</b>	Restore your data to the original Office 365 account.
<b>Alternate Location</b>	Restore your data to an alternate location of another Office 365 account on the same domain.
<b>Alternate Office 365 Account</b>	Restore your data to an alternate Office 365 that has a different domain.

- Backup247 has automated backups and manual (on demand) backups. You are also able to check the restore and backup status with corresponding backup and restore reports.

## 1.5 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 Advanced Client (B247PRO).

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 Advanced Client (B247PRO)

#### **Creating a Backup Set**

Create a backup set using Backup247 Advanced Client (B247PRO)

#### **Running a Backup Set**

Run a backup set using Backup247 Advanced Client (B247PRO)

### **Part 3: Restoring Office 365 Backup**

#### **Restoring a Backup Set using Backup247 Advanced Client (B247PRO)**

Restore a backup using Backup247 Advanced Client (B247PRO)

### *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 Advanced Client (B247PRO), 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 Advanced Client (B247PRO) 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 Advanced Client (B247PRO). 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 Backup247 Advanced Client (B247PRO) Installation

For agent-based backup and restore, make sure that the latest version of Backup247 Advanced Client (B247PRO) is installed on your computer with Internet access for connection to your Office 365 account.

Users should also stay up-to-date when the newer version of Backup247 Advanced Client (B247PRO) is released. To get our latest product and company news through email, please subscribe to our mailing list.

[http://www.Backup247.com/jsp/en/home/subscribe\\_mail\\_list.jsp](http://www.Backup247.com/jsp/en/home/subscribe_mail_list.jsp)

### 2.4 Backup247 Advanced Client (B247PRO) License Requirements

Backup247 Advanced Client (B247PRO) licenses are calculated on a per device basis:

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

Example: If one Backup247 Advanced Client (B247PRO) is installed then, one Backup247 Advanced Client (B247PRO) license is required.

- ii. To back up users with multiple backup client computers, the number of Backup247 Advanced Client (B247PRO) licenses required is equal to the number of devices.

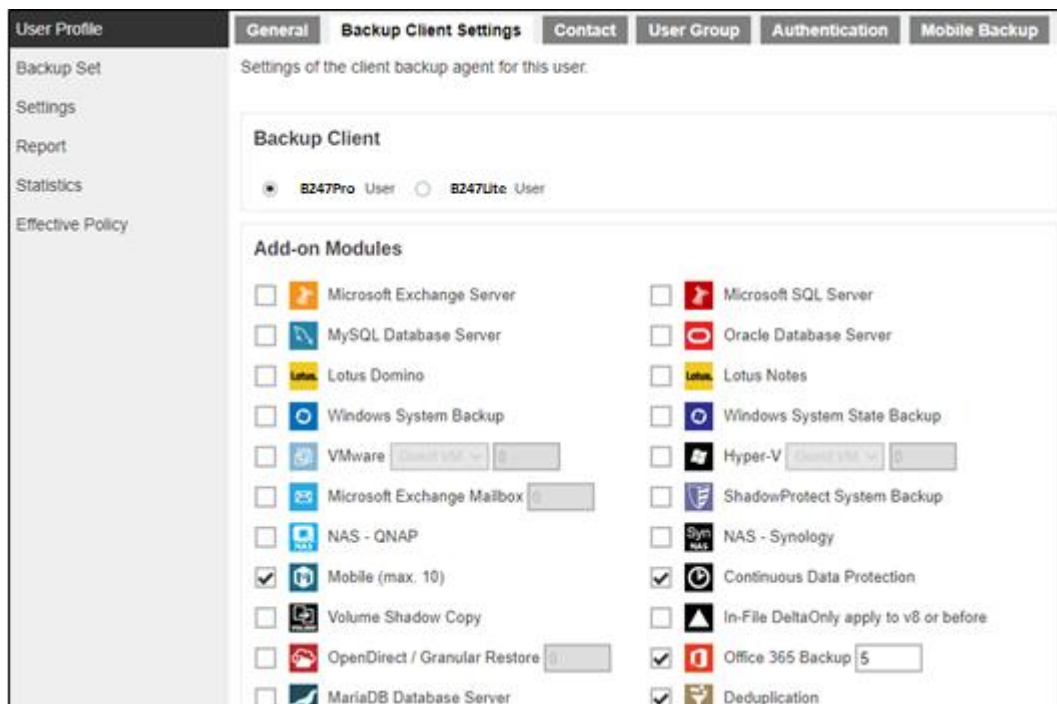
Example: If there are ten (10) users to be backed-up across three (3) backup client computers, then 3 Backup247 Advanced Client (B247PRO) licenses are required.

Please contact Backup247 Technical Support team for more details.

### 2.5 Add-on Module Requirements

Make sure that the Office 365 Backup feature has been enabled as an add-on module in your Backup247 Advanced Client (B247PRO) 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 Advanced Client (B247PRO) User with an add-on module of Office 365 with 5 licenses.



The Backup247 licenses for the Office 365 module are calculated by the number of unique licensed or unlicensed Office 365 user accounts. If the same Office 365 account is backed up on multiple backup sets with an Backup247 Advanced Client (B247PRO) user account would be counted as one Office 365 license.

- Each licensed or unlicensed Office 365 user account selected for backup requires one Office 365 license.
- Each Equipment Mailbox, Room Mailbox, or Shared Mailbox selected for backup requires one Office 365 license.
- If just only SharePoint Sites under the Site Collections and/or files of folders under Public Folder are selected for backup, this requires zero Office 365 license but a minimum of one Office 365 license is needed to perform a backup. The Office 365 license is only needed to start the backup but it will not be counted as used license.

However, if any items from either Outlook, Items from OneDrive, or Personal Sites under Users are selected for backup, the Office 365 license count will be calculated based on the number of the user account selected.

For more detailed examples about the Office 365 license requirement and usage, refer to Appendix A: Example Scenarios for Office 365 License Requirement and Usage.

## 2.6 Access for B247CBS User Web Console

It is now possible to perform agentless backup and restore, which can be done via the B247CBS User Web Console without using the Backup247 Advanced Client (B247PRO) client agent. In order to access the User Web Console, make sure you have Internet connection and a web browser installed on your computer or mobile device.

## 2.7 Backup Quota Requirement

Make sure that your Backup247 Advanced Client (B247PRO) 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 I: How to view Item count and Storage used in Microsoft 365 Admin Center](#)

## 2.8 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 for backup or restore.

## 2.9 SharePoint Site Backup

To be able to back up Personal Sites and/or SharePoint 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 and/or SharePoint Sites selected. As backup and restore of SharePoint metadata are not fully supported.

## 2.10 Java Heap Size

The default Java setting heap 2048M, is sufficient for Office 365 backups based on the default 4 concurrent backup threads.

The Java heap size should only be increased if the number of current backup threads is increased as more backup threads is expected to consume more memory. But this does not guarantee that the overall backup speed will be faster since there will be an increased chance of throttling.

As the value of 4 concurrent backup threads is found to be the optimal setting for Office 365 backups, to ensure best backup performance, minimal resource usage, and lowest probability of throttling of Backup247 backup requests by Microsoft Office 365.

For more detailed information on how to increase the backup thread, please refer to this link: [Appendix H: How to Increase the Number of Concurrent Backup Threads](#).

## 2.11 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 Advanced Client (B247PRO) or B247CBS User Web Console.

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

- **Office 365 Subscription**

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

## 2.12 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 Advanced Client (B247PRO) 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. 2.12.1.

- **Term Store Administrator Role**

The Term Store Administrator Role may be required for backup and restore of SharePoint items. To assign the role, please refer to Ch. 2.12.2.

- 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. 2.12.3.

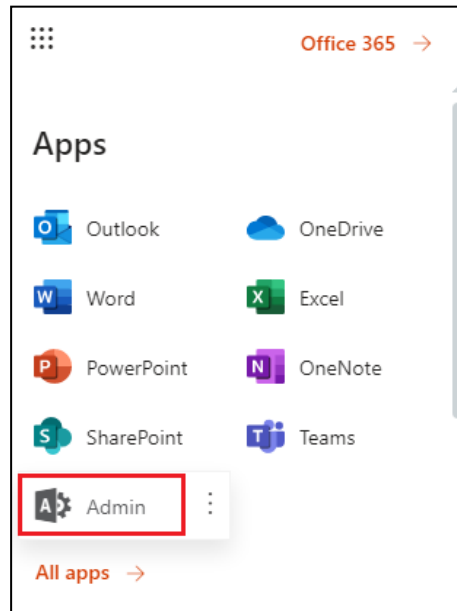
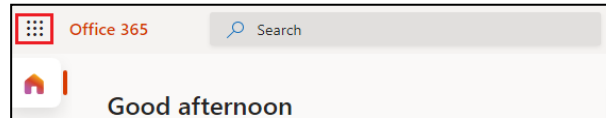
- ApplicationImpersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders

Otherwise, proceed to grant all necessary permissions to the Office user account as shown in the following chapters 2.12.1, 2.12.2, 2.12.3, 2.12.4, and 2.12.5.

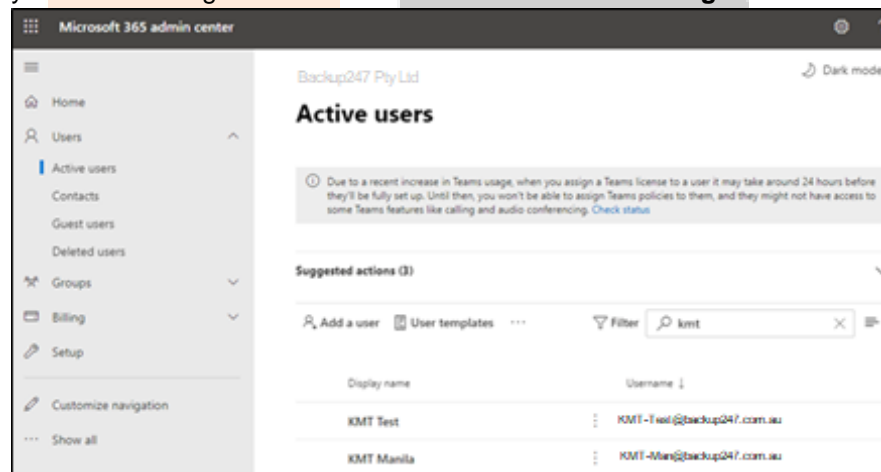
## 2.12.1 Assigning Global Admin Role to Accounts

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 ⓘ

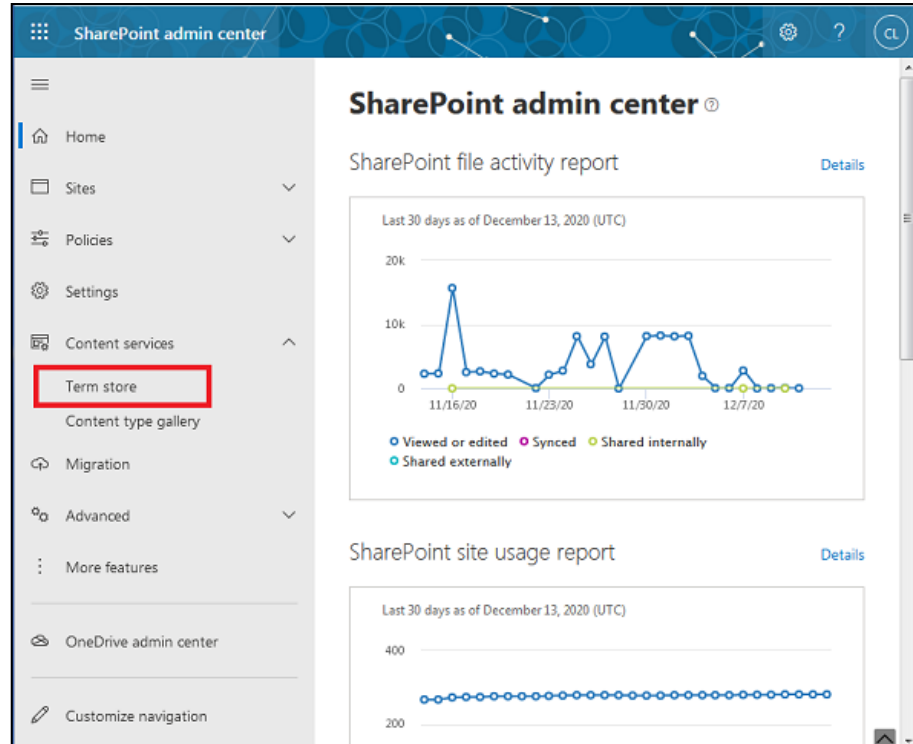
Helndesk admin ⓘ

[Save changes](#)

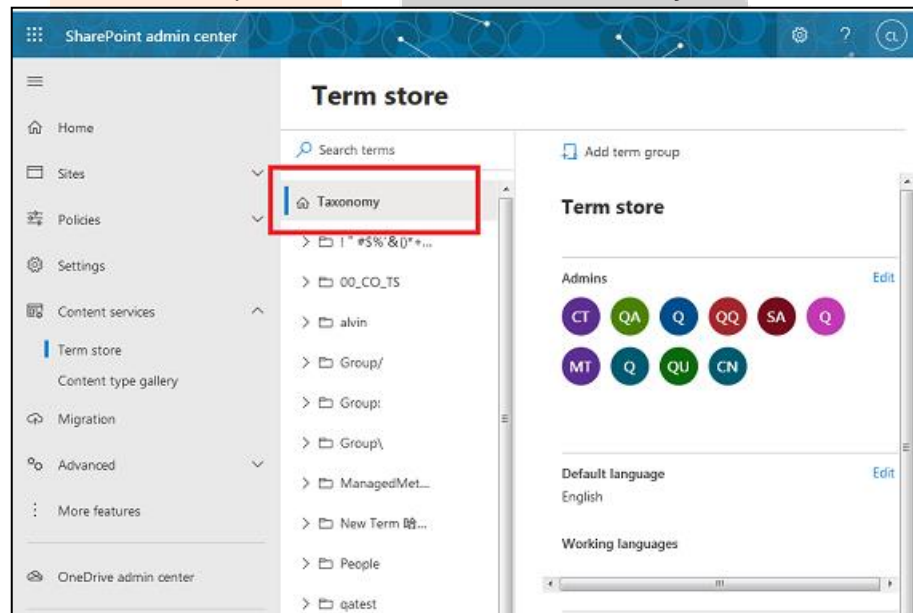
## 2.12.2 Granting Term Store Administrator Role

To add Term Store Administrator role to the Office 365 user account used to authenticate the Office 365 backup set.

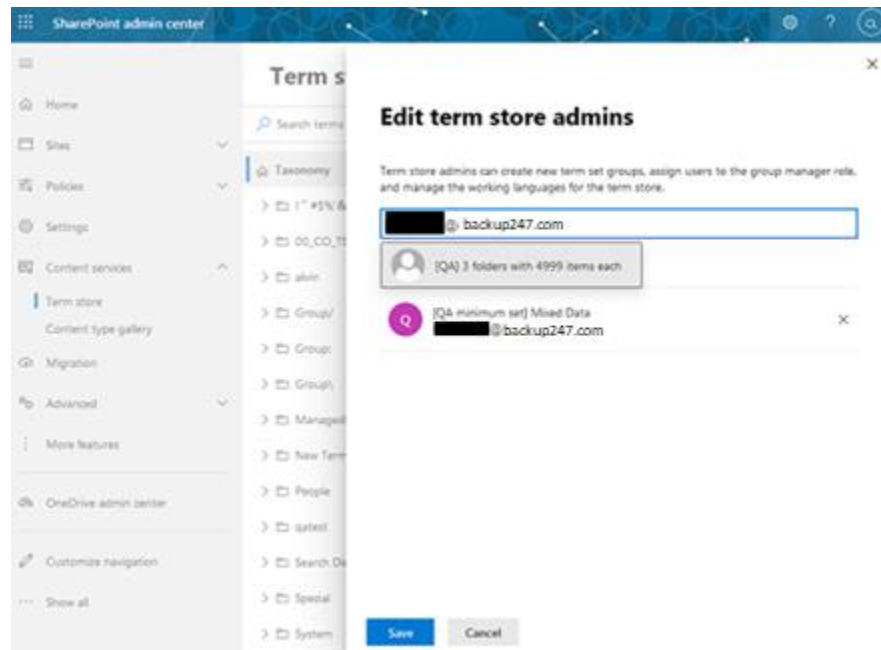
- i. In the SharePoint admin center, under **Content services**, click **Term store**.



- ii. In the tree view pane on the left, select the **Taxonomy**.



- iii. In the Term store page, for Admins, select Edit. The **Edit term store admins** panel appears.



- iv. Enter the names or email addresses of the Office 365 user who you want to add as term store admins. Select Save.



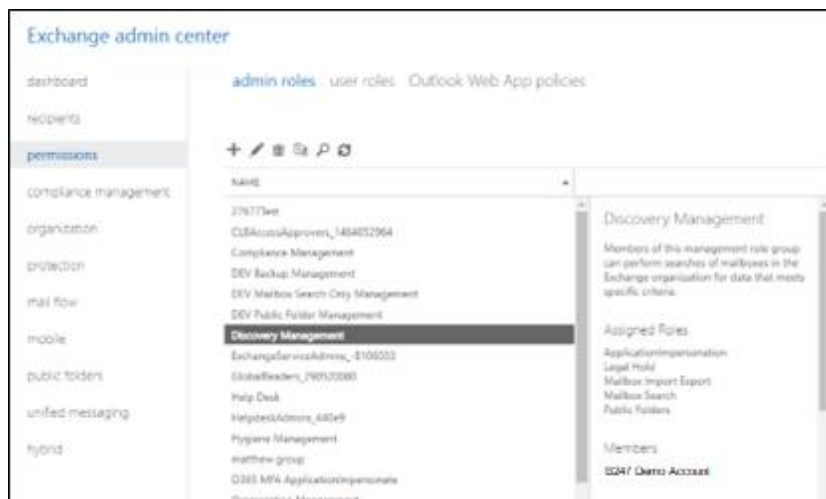
### 2.12.3 Granting Permission Discovery Management Group

This permission allows users added under the **Members** section of the **Discovery Management** group (refer to Ch. 2.12.4 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 the **Office 365** as an account administrator.

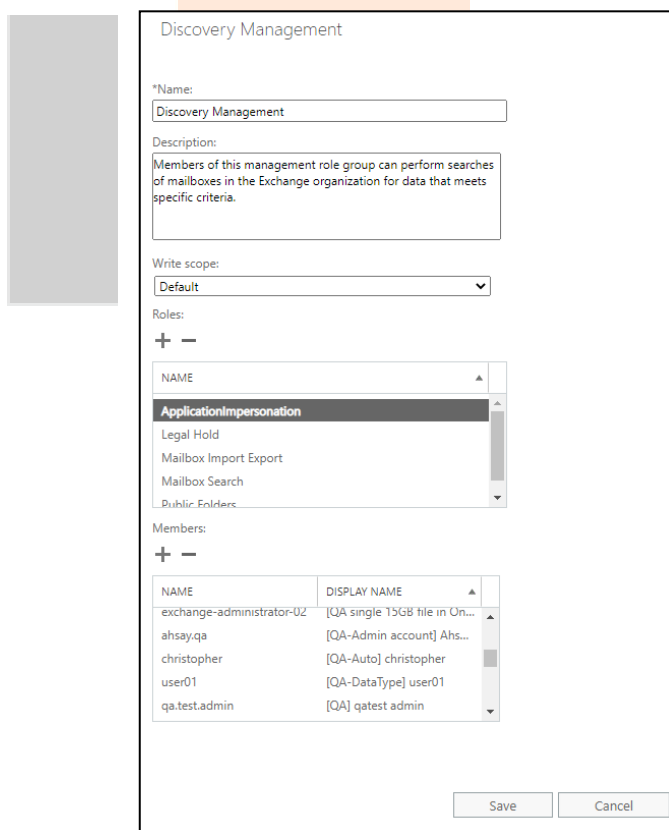
The image displays two sequential screenshots of the Microsoft Office 365 sign-in process. The top screenshot shows the 'Sign in' page with the Microsoft logo, the text 'Sign in', and the email address 'someone@example.com' entered in the input field. Below the input field are links for 'No account? Create one!', 'Can't access your account?', and 'Sign-in options'. At the bottom are 'Back' and 'Next' buttons. The bottom screenshot shows the 'Enter password' page with the Microsoft logo, the text 'Enter password', and the email address 'someone@example.com' at the top. Below is a password field with masked characters, a 'Keep me signed in' checkbox, and a 'Forgot password?' link. A 'Sign in' button is at the bottom right.

- 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:

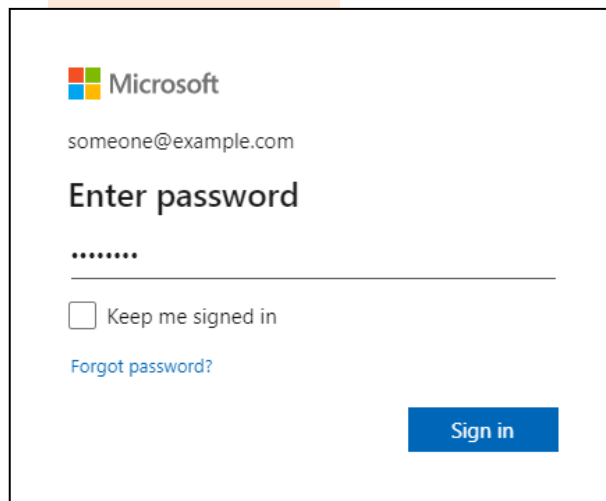
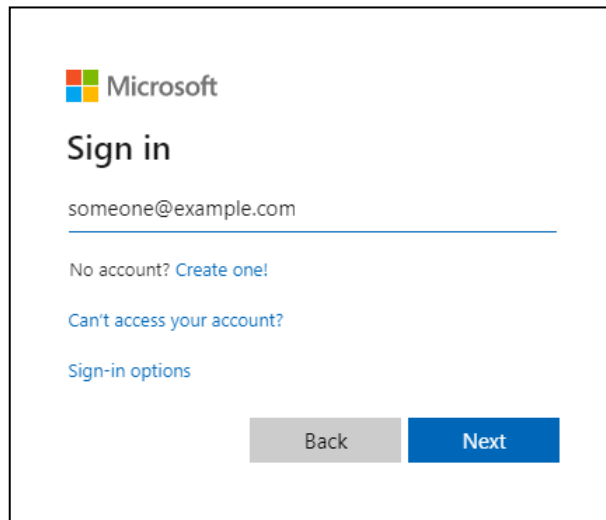
- Application Impersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders



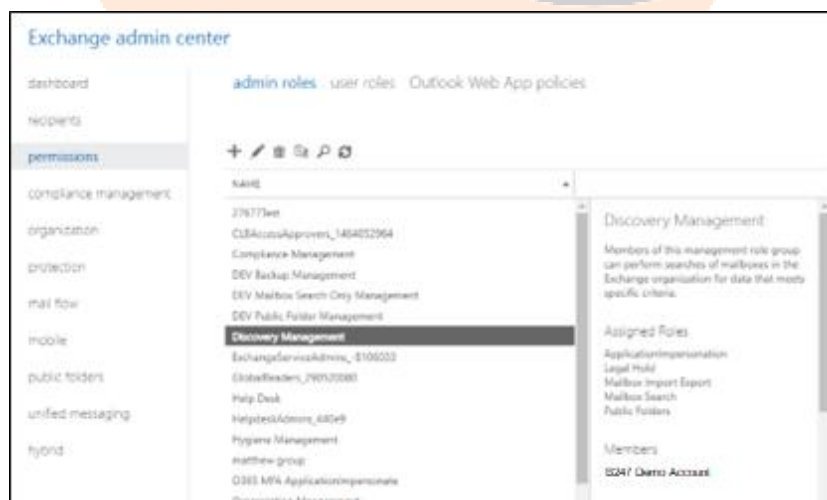
v. Click **Save** to confirm and exit the setting.

### 2.12.4 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.



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

Discovery Management

\*Name:

Description:

Write scope:

Roles:  
 + -

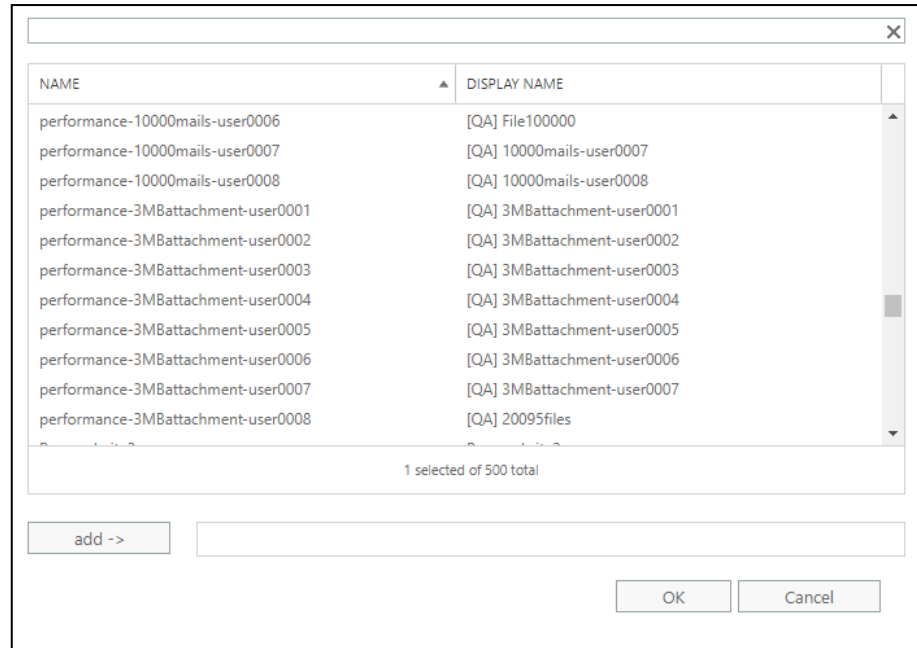
NAME
ApplicationImpersonation
Legal Hold
Mailbox Import Export
Mailbox Search
Public Folders

Members:  
 + -

NAME	DISPLAY NAME
exchange-administrator-02	[QA single 15GB file in On...
christopher	[QA-Auto] christophe
user01	[QA-DataType] user01
qa.test.admin	[QA] qatest admin

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.



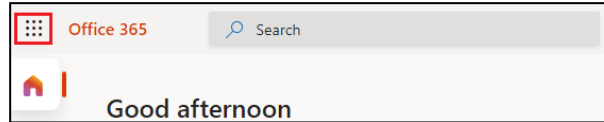
vi. Click **Save** to confirm and exit the setting.



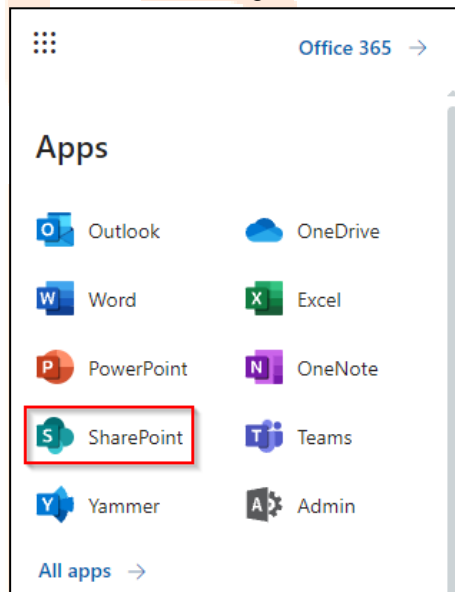
### 2.12.5 Granting Permission to restore all share link types to alternate location in Office 365

To successfully restore all share link types to alternate location of the same organization in Office 365, follow the settings below:

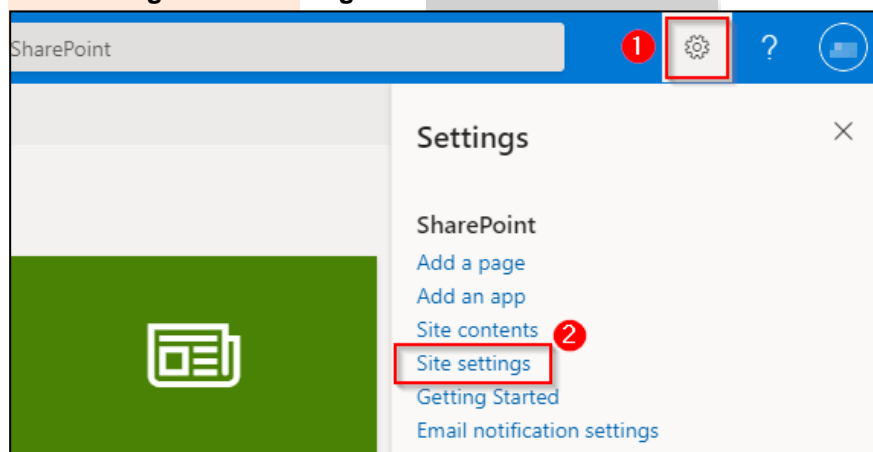
- ⦿ Allowing anonymous users to access application pages
  - i. Click the App launcher in the upper left side.



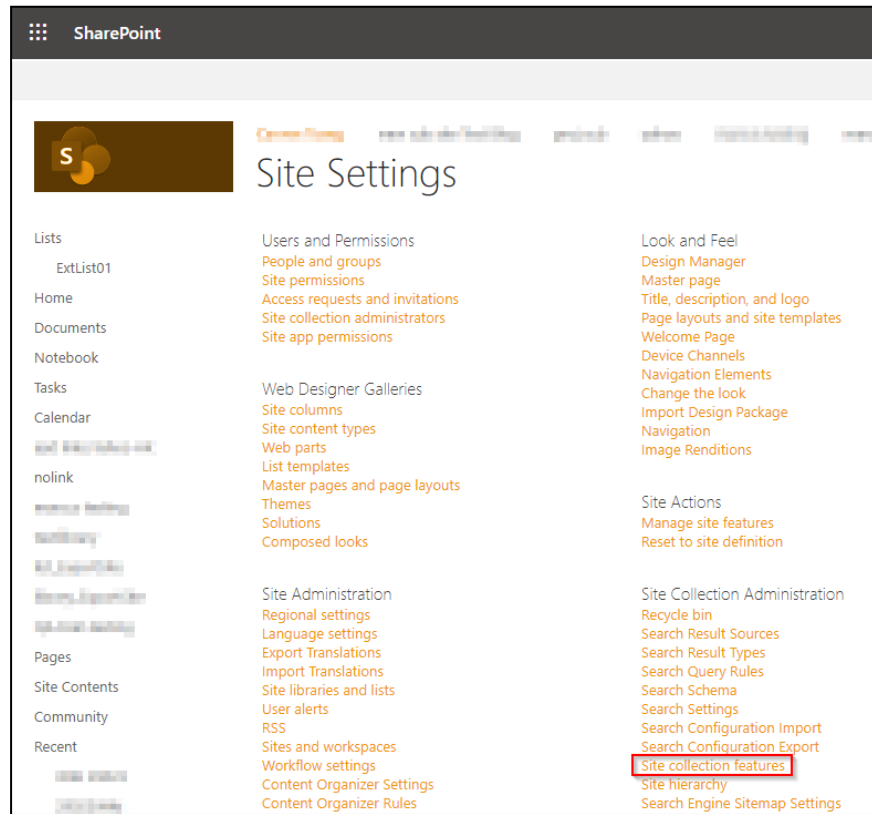
- ii. Click **SharePoint** to go to the SharePoint page.



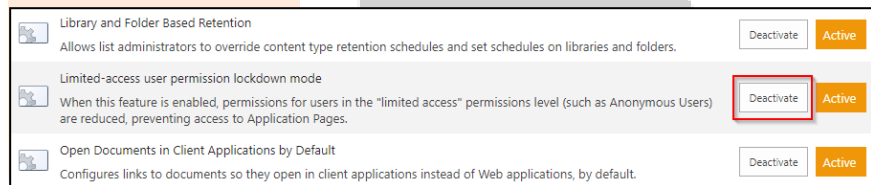
- iii. Click **Settings > Site Settings**.



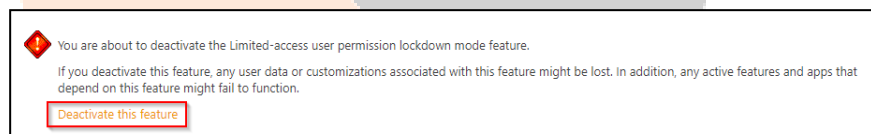
iv. Under Site Collection Administration, click **Site collection features**.



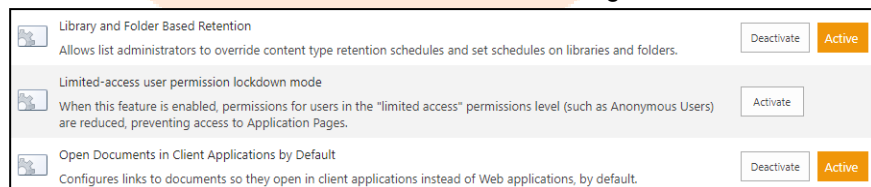
v. Scroll down and look for "**Limited-Access user permission lockdown mode**", click the **Deactivate** button.



vi. Click **Deactivate this feature**.

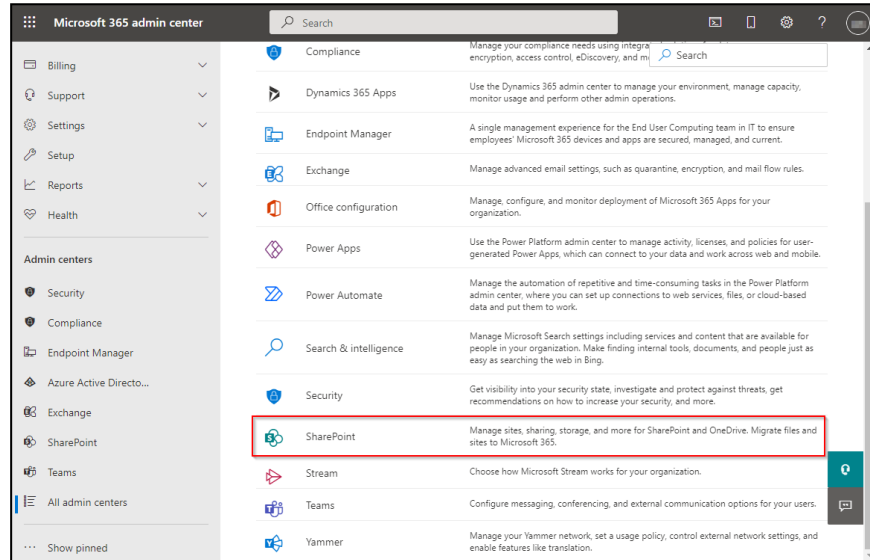


Once deactivated, the Deactivate button will no longer be available.

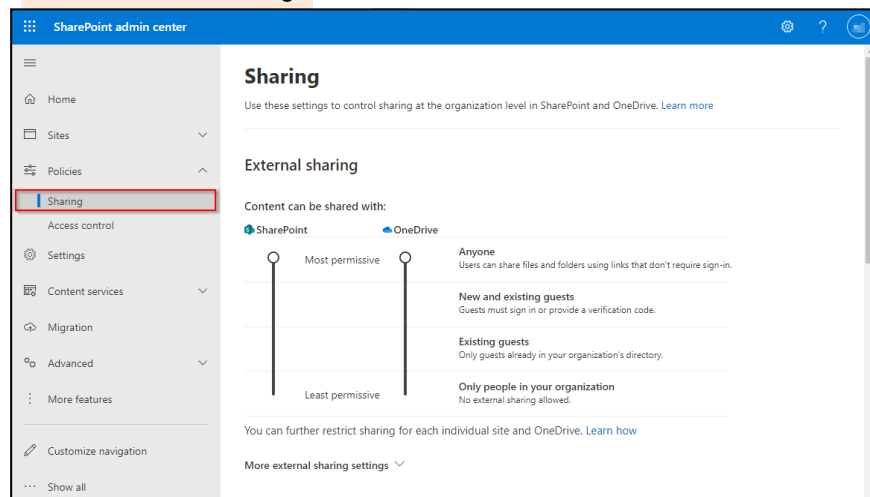


ii. Allowing sharing to external users

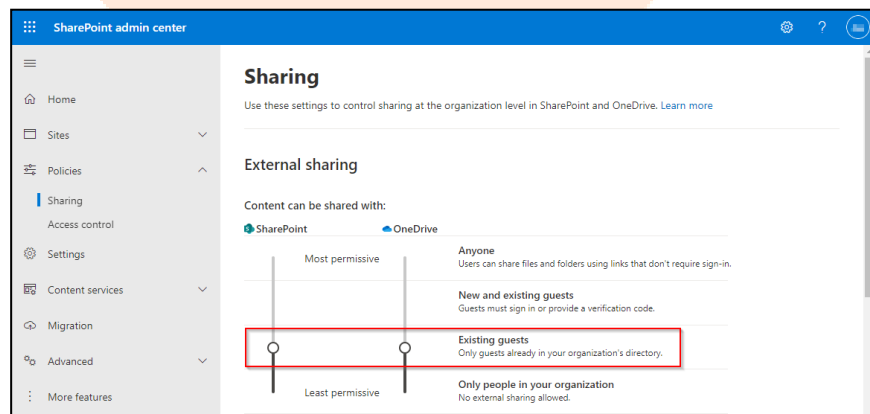
- i. Go to your Microsoft 365 Admin Center > All admin centers > in the right pane select SharePoint.



- ii. Go to Policies > Sharing.



- iii. Under External sharing, the button must be in line with “Existing guests” and click **Save**.





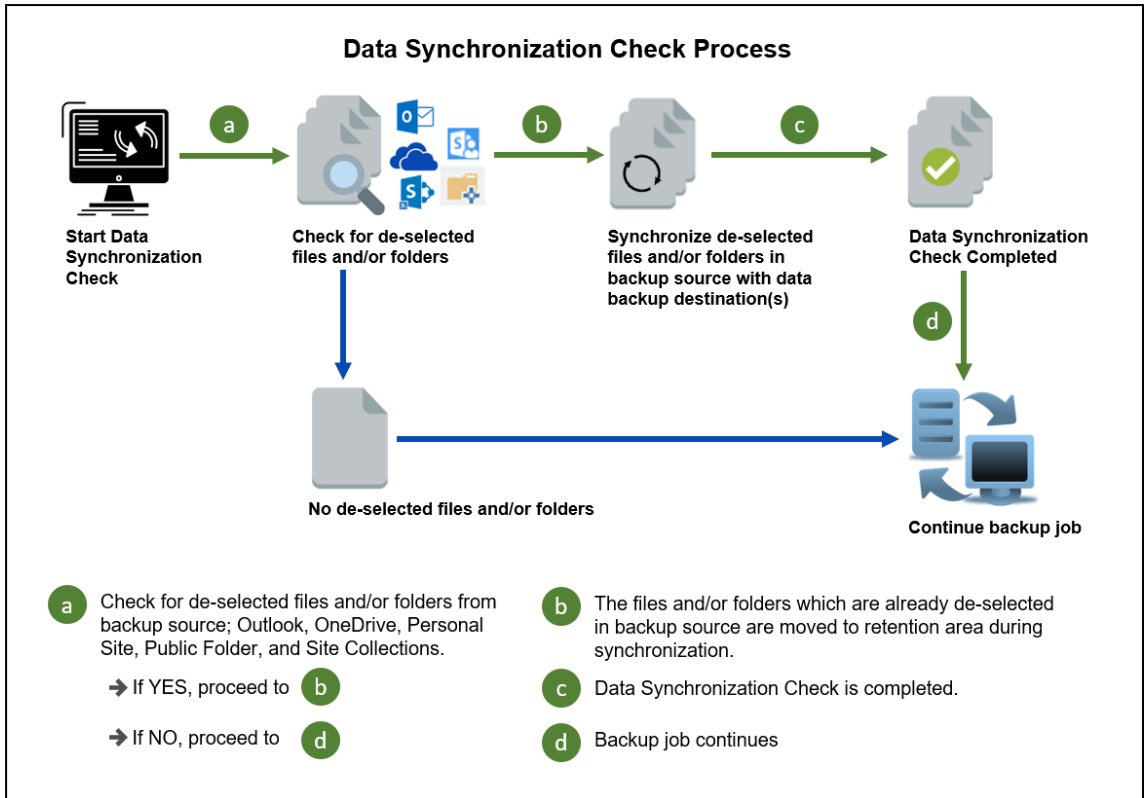
## 2.13 Data Synchronization Check (DSC) Setup

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 or Site Collections. Un-selected individual Office 365 user accounts or Site Collections 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
<b>Backup time</b>	<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>
<b>Storage</b>	<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 setup the Data Synchronization Check (DSC), refer to this Appendix G: Setting the Data Synchronization Check (DSC)

## 2.14 Authentication

To comply with Microsoft's product roadmap for Office 365, 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 Advanced Client (B247PRO) 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 J: Migrating Authentication of Office 365 Backup Set. After the upgrade to Backup247 Advanced Client (B247PRO) v9.0.0.0, 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.

In order to migrate existing backup sets to Hybrid Authentication or Modern Authentication, there are two (2) methods:

- The first method is the Office 365 account used for the backup set is assigned as the Global Admin role.
- The second method is the Office 365 account used for the backup set is an ordinary account. When changing the settings of the backup set, the user can ask an Office 365 Global Admin account to log in their credentials first to authorize the migration of authentication. **This only needs to be done once per backup set.**

### 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.

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

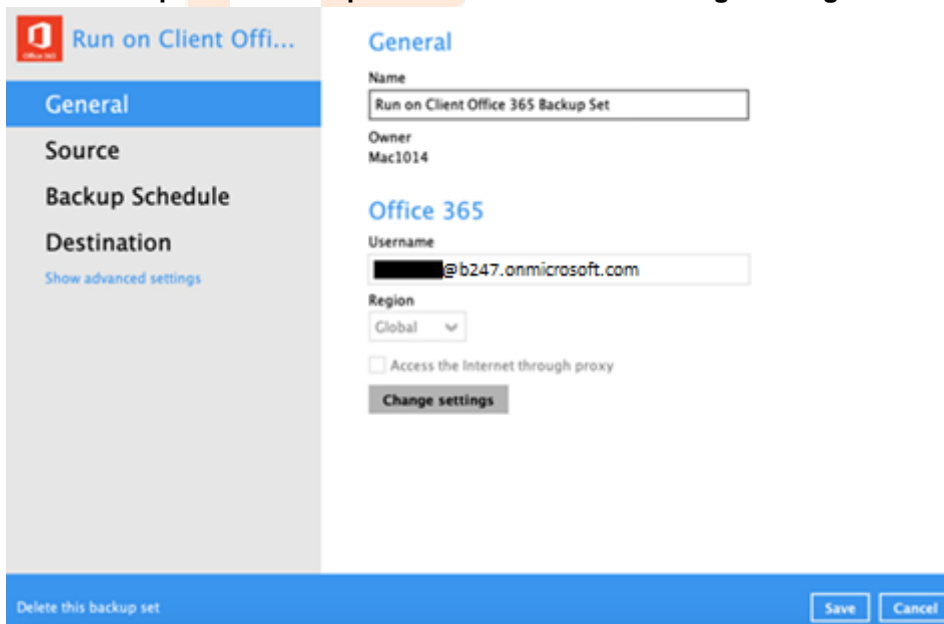
• **Basic Authentication**

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

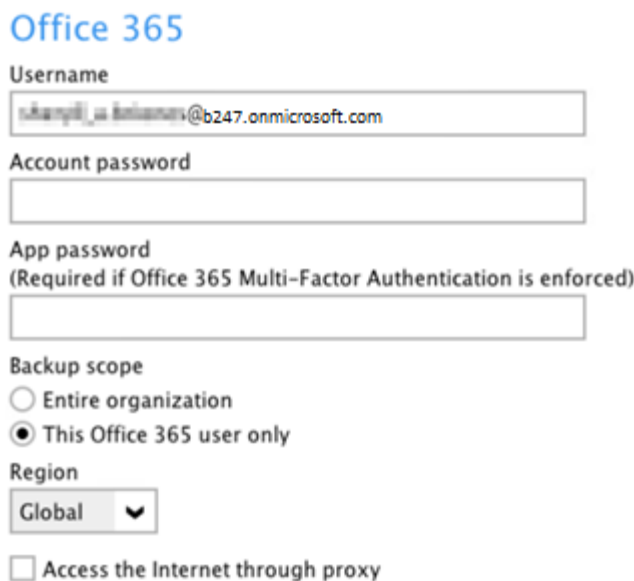


• **Modern Authentication**

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



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.



## Hybrid Authentication

There is no pop up authentication alert.

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

The screenshot shows the configuration page for a backup set named "Run on Client Office 365 Backup Set". The left sidebar has tabs for "General", "Source", "Backup Schedule", and "Destination", with "General" selected. The main content area is titled "General" and contains the following fields:

- Name:** Run on Client Office 365 Backup Set
- Owner:** Mac1014
- Office 365:**
  - Username:** [redacted]@b247.onmicrosoft.com
  - Region:** Global (dropdown menu)
  - Access the Internet through proxy

At the bottom of the page, there is a "Change settings" button and a blue bar with "Delete this backup set" and "Save" and "Cancel" buttons.








In the Office 365 credentials page, if the region is Global and the Username and Account password exist, then the backup set is using Hybrid Authentication.

The screenshot shows the "Office 365" credentials configuration page. It contains the following fields and options:


- Username:** [redacted]@b247.onmicrosoft.com
- Account password:** [redacted]
- App password:** (Required if Office 365 Multi-Factor Authentication is enforced)
- Backup scope:**
  - Entire organization
  - This Office 365 user only
- Region:** Global (dropdown menu)
- Access the Internet through proxy

## 2.15 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.

Office 365			
Services	Supported?	Services	Supported?
 Outlook	 24/7	 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.




**Outlook Mailbox**

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 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	✔

**Note**

B247PRO supports the folders types which are shown in the Outlook Web Access (OWA), except the Conversation History because it is not related to mail objects.



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 Site Collections/Personal Site items that you can back up or restore from an Office 365 backup set.

 Site Collections / 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 SharePoint Site Collections template that you can back up or restore from an Office 365 backup set.

SharePoint Site Level Collection			
Item	Supported?	Item	Supported?
Team Site	✓	Team Site (Classic Experience)	✓
Blog	✓	Project Site	✓
Developer Site	✓	Community Site	✓
Document Center	✓	eDiscovery Center	✓
Records Center	✓	Business Intelligence Center	✓
Compliance Policy Center	✓	Enterprise Search Center	✓
Community Portal	✓	Basic Search Center	✓
Visio Process Repository	✓	Enterprise Wiki	✓
Publishing Portal	✓	Modern Communication Site	✓
Modern Team Sites	✓		

Below is the Site Column Type that you can back up or restore from an Office 365 backup set.






Item	Supported?	Item	Supported?
CalendarFolderType	✓	CalendarItemType	✓
ContactItemType	✓	ContactsFolderType	✓
DistributionListType	✓	FolderType	✓
MeetingCancellation MessageType	✓	MeetingMessageType	✓
MeetingRequestMessa geType	✓	MeetingResponseMess ageType	✓
MessageType	✓	PostItemType	✓
SearchFolderType	✓	TasksFolderType	✓
TaskType	✓	UserConfigurationType	✓

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	✓

## 2.16 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
 <p><b>Outlook</b>                      with or without attachments                      (applies to User mailbox, Room mailbox,                      Shared mailbox, Equipment mailbox)</p>	<p><b>150 MB</b></p>
 <p><b>Public Folders</b>                      with or without attachments</p>	<p><b>150 MB</b></p>
 <p><b>OneDrive</b></p>	<p><b>8 GB</b></p>
 <p><b>Personal Site</b></p>	<p><b>8 GB</b></p>
 <p><b>Site Collections</b></p>	<p><b>8 GB</b></p>

## 2.17 Limitations

### 2.17.1 Backup247 Limitations

#### 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.
- ⦿ Backup and restore of the site features setting for SharePoint Site Collection and/or Personal Site using Modern Authentication is not supported.
- ⦿ 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 SharePoint Site and Personal Site.

#### SharePoint

- ⦿ Document Libraries, List Items and their default Column Types will be supported, excluding customized Apps and SharePoint App Store applications.
- ⦿ Most of site lists will be supported, except for certain list types that will be skipped to restore due to API limitation, for example is Microfeed in Classic Team Site.
- ⦿ Site logos will NOT be restored, it is suggested revisiting the site setting page and manually add the missing images if necessary.
- ⦿ User-defined workflow templates will NOT be supported for backup and restore.
- ⦿ Recycle Bin will NOT be supported for backup and restore.
- ⦿ Most of the Site level settings will NOT be restored, except for those essential to support the successful restore of the backup items e.g. Manage Site Feature / Site Collection Feature.
- ⦿ Most of List level settings (including List view) will NOT be restored, except for those essential to support the successful restore of backup items, e.g. item checkout settings. Following restore, it is suggested revisiting the relevant settings if necessary. This may affect list column ordering and visibility after restoring.
- ⦿ Restoring External Data column is NOT supported if external content type has been deleted via SharePoint Designer.
- ⦿ Restoring of multiple Value of managed metadata column when the key name (column name) contains space is NOT supported.

- ⦿ Restoring of list with local managed metadata column to alternate location is NOT supported.
- ⦿ The restore of SharePoint documents or folders with the following characters: / \ | \* : " < > in item name to a Windows local computer is not supported. As Windows does not support these characters for either a file or folder name.
- ⦿ Restoring Newsfeed items in **Modern Team Site** will not publish the items to Homepage automatically, user will need to navigate to **Site Content > Page Library**> click on each individual news item and "Post" the news one by one manually.
  - Backup User (except for Global Admin) may not have permission to back up the site collection even if he/she can view it in the backup source tree. FOR EACH site collection, the user can backup it only if he/she is assigned as a site admin of that site collection.
    - If the user is assigned as site admin of the root level site collection only, he/she is not automatically added as site admin of other site collection under that root level site collection (i.e. If user is to backup specific site collection under the root, he/she has to be added as site admin of that specific site collection under the root also).
    - For site collection that can be viewed by user in the source tree which he/she is not yet assigned as a site administrator:
      - when user expand the node of that site collection, access denied error pop up will be given.
      - when user tick such site collection to backup, access denied error will be given in the backup log.

#### ▶ **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**

- ⦿ **Online Archive Mailbox** will NOT be supported for backup and restore.
- ⦿ 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 use 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.

## Restore to Alternate location

- Only administrator account or user account with administrative authority can restore backup items to an alternate location.
- If you are trying to restore item(s) from one user to an alternate location user, Backup247 Advanced Client (B247PRO) will restore the item(s) to their respective destination folder(s) with the same name as the original folder(s).

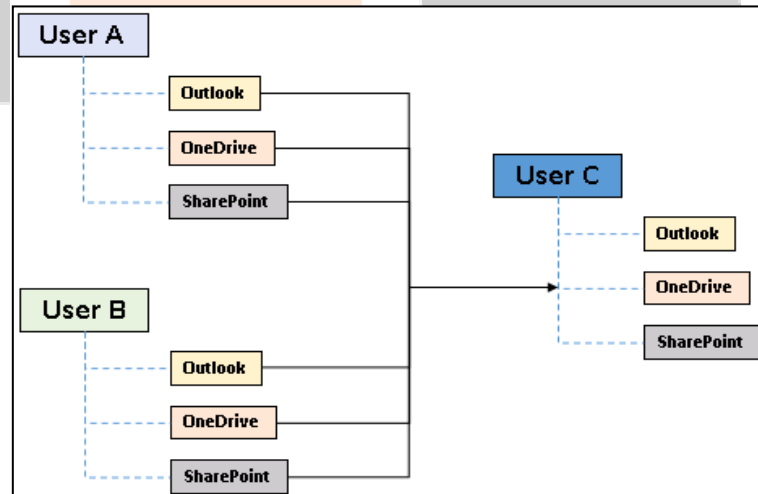
Example: Item from Outlook of User-A will be restored to the Outlook of the alternate location User-B; Item from SharePoint of User-A will be restored to the SharePoint of the alternate location User-B.

- Restore of item(s) in public folder to an alternate location public folder is not supported.

Example: Restore of item(s) in public folder from User-A to alternate location User-B is not supported.

- When restoring to alternate location, data type "Person or Group" will not be restored. Following restore, it is suggested revisiting the relevant settings if necessary. This also affects "Assigned To" column values of some list templates (e.g. Tasks list), and "Target Audience" column values of some list templates (e.g. Content and Structure Reports).

- If you are trying to restore item(s) from several users to an alternate location user, Backup247 Advanced Client (B247PRO) will restore the item(s) to their respective destination folder(s) in alternate location user with the same name as the original folder(s).



Example: Item from Outlook of User-A and User-B will be restored to the Outlook of the alternate location User-C.

## Restore to Alternate Office 365 account

If you are trying to restore item(s) from multiple Office 365 user accounts to an alternate Office 365 user account, Backup247 Advanced Client (B247PRO) can only restore one Office 365 user account at a time.

## Restore to Alternate Organization

- Restoring of document library (including OneDrive) items 'Share Link' to alternate organization will trigger a warning message.



- ⦿ Skip to restore **People and groups** and **Site permissions** to alternate origination.

## ▶ Restore data to a destination user which has a different language

If you are trying to restore the item to a destination user which has a different language setting than the original user, Backup247 Advanced Client (B247PRO) will restore item(s) to their respective destination folder based on the translation listed below.

For folders such as 'Calendar' or 'Notes', a new folder 'Calendar' or 'Notes' will be created.

For folders in OneDrive and SharePoint, a new folder will be created.

## ▶ Restore existing documents in checked-out status

Restoring of existing documents in **checked out** status is supported only when the user who has **checked out** the file is the same user who is performing the restore.

Backup source (English)	Action	Destination User with Chinese as default language settings
Inbox	Merge	收件箱
Outbox	Merge	寄件匣
Sent Items	Merge	寄件備份
Deleted Items	Merge	刪除的郵件
Drafts	Merge	草稿
Junk E-Mail	Merge	垃圾電郵
Calendar	Create new folder	Calendar
Notes	Create new folder	Notes
OneDrive Folder	Create new folder	OneDrive Folder
SharePoint Folder	Create new folder	SharePoint Folder

## 2.17.2 Microsoft Limitations

### ▶ Exchange Online

For more detailed information on the limitations of Exchange Online, please refer to this Microsoft article, Exchange Online Limits. These are some of the limitations that will be discussed in the Exchange Online Limits article:

- ⦿ Address book
- ⦿ Mailbox storage
- ⦿ Capacity alerts
- ⦿ Mailbox folder
- ⦿ Message
- ⦿ Receiving and sending
- ⦿ Retention
- ⦿ Distribution group
- ⦿ Journal, Transport, and Inbox rule
- ⦿ Moderation

- Exchange ActiveSync

▶ **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 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

▶ **SharePoint**

For more detailed information on the limitations of SharePoint Online, please refer to this Microsoft article, SharePoint Online Limits. These are some of the limitations that will be discussed in the SharePoint Online article:

▶ **Limits by plan**

Feature	Office 365 Business Essentials or Business Premium	Office 365 Enterprise E1, E3, or E5, or SharePoint Online Plan 1 or 2	Office 365 Enterprise F1
Total storage per organization <sup>1, 2</sup>	1 TB plus 10 GB per license purchased	1 TB plus 10 GB per license purchased <sup>3</sup>	1 TB <sup>3</sup>
Max storage per site collection <sup>4</sup>	25 TB	25 TB	25 TB <sup>5</sup>
Site collections per organization	1 million <sup>6</sup>	1 million <sup>6</sup>	1 million
Number of users	Up to 300	1- 500,000 <sup>7</sup>	1- 500,000 <sup>7</sup>

- Service limits for all plans, such as: items in lists and libraries, file size and file path length, moving and copying across site collections, sync, versions, SharePoint groups, managed metadata, subsites, etc.

## 2.18 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 Advanced Client (B247PRO) only)**

Temporary directory folder is used by Backup247 Advanced Client (B247PRO) 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 is 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 Advanced Client (B247PRO) 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

However, for Agentless Cloud storage there may be an impact on the backup performance.

## • Log in Backup247 Advanced Client (B247PRO)

After modifying the backup schedule setting of the **Run on Client** backup set on B247CBS user web console, please remember to log in to the Backup247 Advanced Client (B247PRO) 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.

#### ◉ 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, it is recommended that backup sets be migrated to Modern Authentication. All newly created Office 365 backup sets on Backup247 Advanced Client (B247PRO) v9.0.0.0 or above will 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 and/or SharePoint Sites selected. As a temporary workaround, Office 365 backup sets which require backup of Personal Sites and/or SharePoint Sites selected should be migrated to Hybrid Authentication until the issue has been resolved by Microsoft.

#### ◉ Large number of Office 365 users to Backup

In general, we recommend that each Office 365 backup set does not contain more than 2000 Office 365 users, to ensure a daily incremental backup job completes within 24 hours assuming that only small incremental daily changes will be made on the backup set.

However, the actual number of Office 365 users in a backup set may vary depending on the total number of Outlook, OneDrive, and SharePoint items, as well as the total size of these items. The actual number of Office 365 users in a backup set could be considerably less or could be more than 2000.

For details on the actual item count and size of Office 365 user, it is recommended to check in the Microsoft 365 Admin Centre, please refer to Appendix I: How to view Item count and Storage used in Microsoft 365 Admin Center.

Also, by splitting up all the users into separate backup sets, the more backup sets, the faster the backup process can achieve.

It is also a requirement that for every split backupsets should have its own unique user account for authentication to minimize the probability of throttling from Microsoft.

**Example:** If there are 10 split backup sets, then there should be 10 unique user accounts for authentication.

For more detailed example, refer to Appendix B: Example for backup large numbers of Office 365 users.

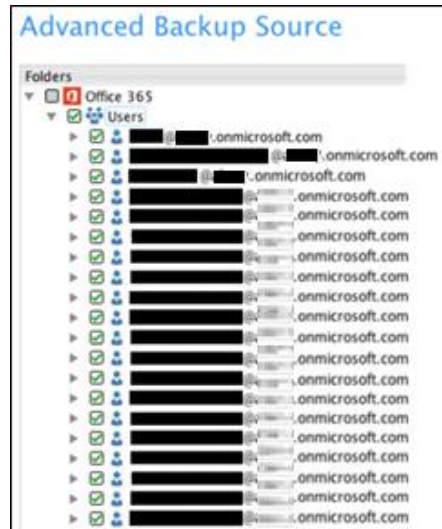
#### ◉ Concurrent Backup Thread

The value of 4 concurrent backup threads is found to be the optimal setting for Office 365 backups, to ensure best backup performance, minimal resource usage, and lowest probability of throttling of Backup247 backup requests by Microsoft Office 365.

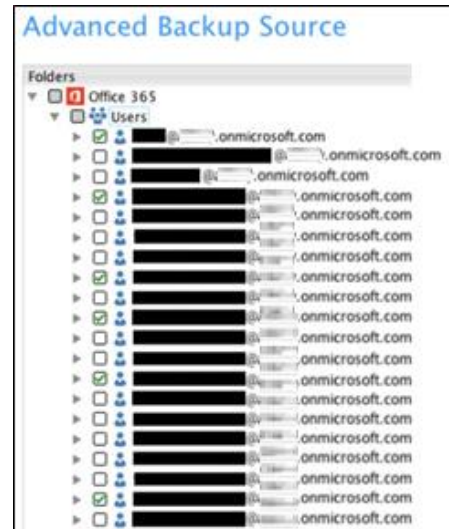
#### ◉ Backup Source

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

### All Office 365 users



### Selective Office 365 user



- All Office 365 users**

If you tick the “Users” checkbox, all of the sub-Office 365 user accounts will automatically be selected.

- Selective Office 365 user**

If you tick selective Office 365 user accounts, you will notice that the “Users” checkbox is highlighted with gray color. This indicates that not all the users are selected.

These are the Pros and Cons when selecting a backup source from all Office 365 users and selective Office 365 user.

	All Office 365 users	Selective Office 365 user
Backup Set Maintenance	The Admin does not need to manage the backup set, i.e. to select or unselect use when an Office 365 user account was added or removed, the changes are automatically updated in the backup source.	The Admin will have to select or unselect users manually when an Office 365 user account was added or removed, as the changes are not automatically updated in the backup source this can be very time consuming.  If an Office 365 user account is removed from the domain and the admin forgets to unselect the Office 365 user account from the backup source, then this will cause a warning that the user does not exist.  For more details on the backup set maintenance, please see,

		Appendix E: Example Scenario for Backup Set Maintenance
<b>Office 365 License</b>	<p>The backup user account must have additional Office 365 license modules assigned to cover any increases Office 365 users. Otherwise, if additional users are added without sufficient modules, then this will cause backup quota exceeded warning and additional users will not be backed up.</p> <p>For more details on the computation on the required license, please see, Appendix A: Example Scenarios for Office 365 License Requirement and Usage</p>	<p>This will allow the admin to easily control or manage the number of license modules used for the backup set.</p>
<b>Backup Time</b>	<p>All Office 365 user accounts will be backed up. This means the initial of full backup job will take longer, any subsequent incremental backup will take longer.</p>	<p>Only selective Office 365 user accounts will be backed up. This will mean the initial of full backup job will be faster, any subsequent incremental backup will be faster.</p>
<b>Storage</b>	<p>As all Office 365 user accounts are backed up, more storage will be required.</p>	<p>As only selective Office 365 user accounts will be backed up, the backup set will require relatively less storage.</p>

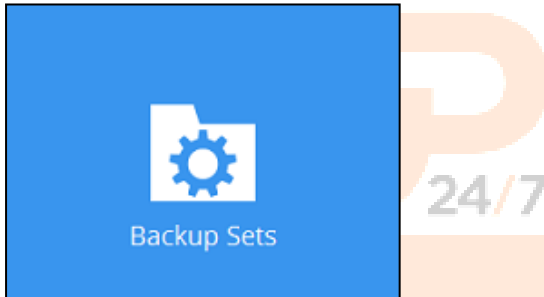
### 3 Creating an Office 365 Backup Set

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.

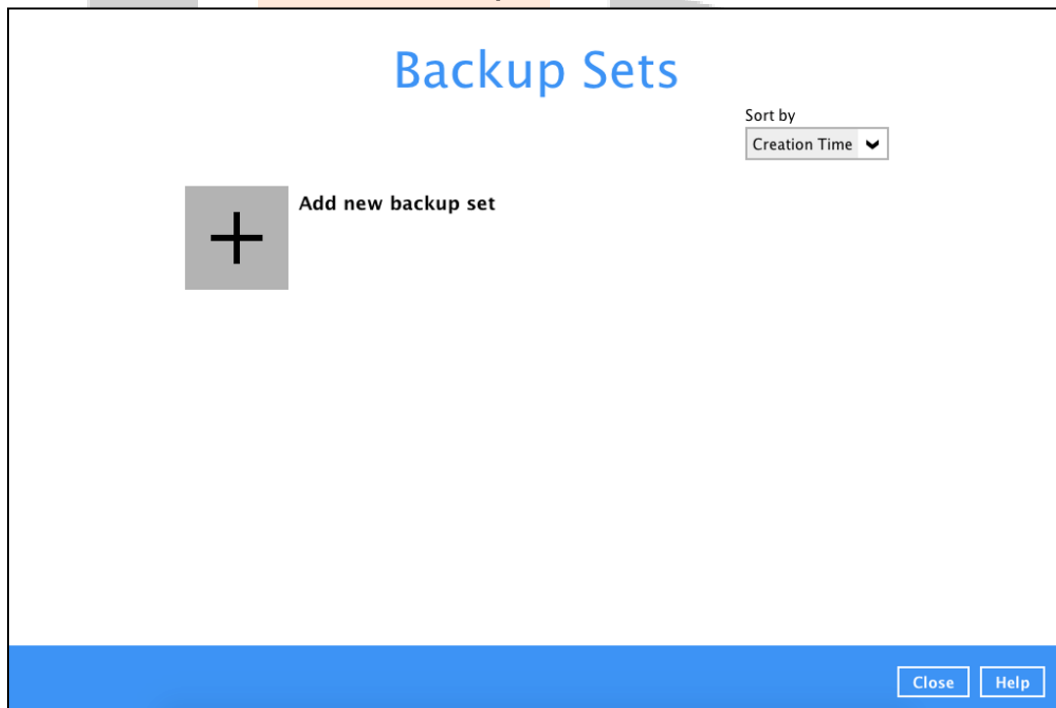
1. Log in to Backup247 Advanced Client (B247PRO).

For instructions on how to do this please refer to Chapter 7 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Mac.

2. In the Backup247 Advanced Client (B247PRO) main interface, click **Backup Sets**.



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



- 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  
Cloud File Backup  
MySQL Backup  
MariaDB Backup  
**Office 365 Backup**  
VMware 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  
Account password  
App password  
(Required if Office 365 Multi-Factor Authentication is enforced)

Region  
Global

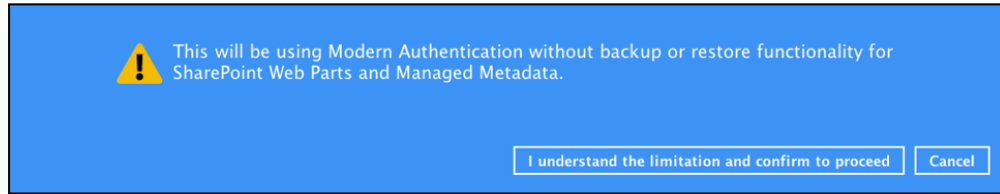
Access the Internet through proxy

Test

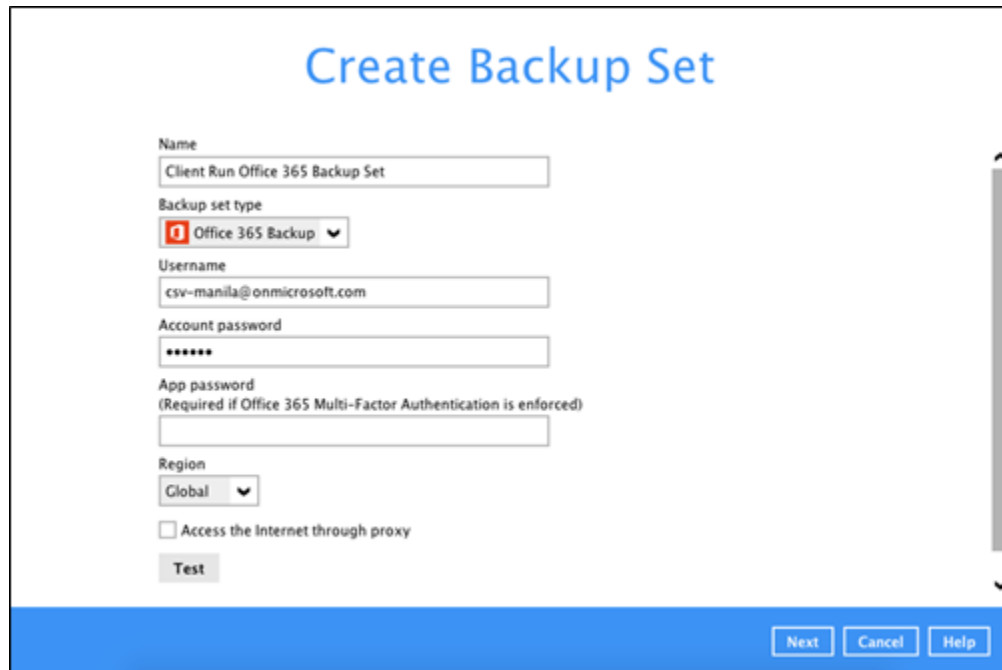
Next Cancel Help



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



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



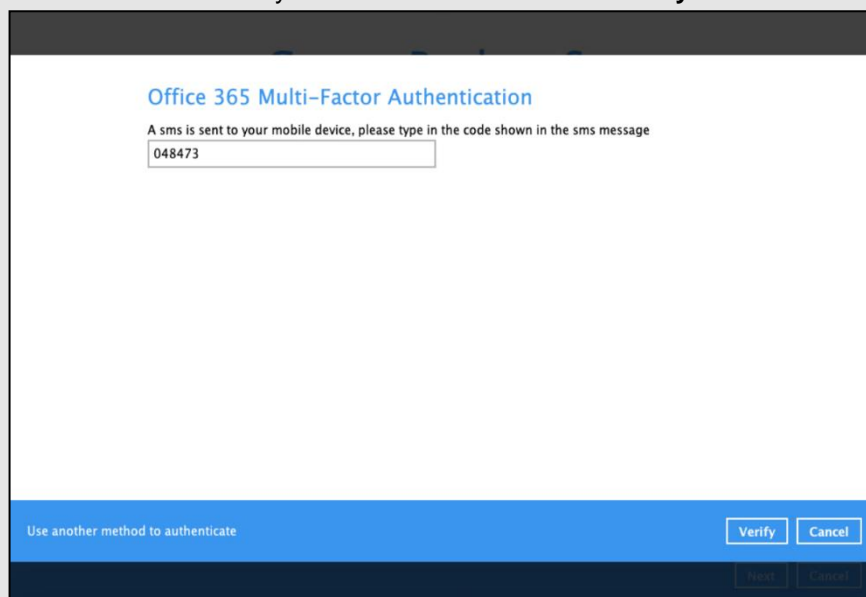
The "Create Backup Set" form contains the following fields and options:

- Name:** Client Run Office 365 Backup Set
- Backup set type:** Office 365 Backup (selected)
- Username:** csv-manila@onmicrosoft.com
- Account password:** masked with asterisks
- App password:** (Required if Office 365 Multi-Factor Authentication is enforced)
- Region:** Global (selected)
- Access the internet through proxy
- Test** button

At the bottom right, there are buttons for "Next", "Cancel", and "Help".

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**.

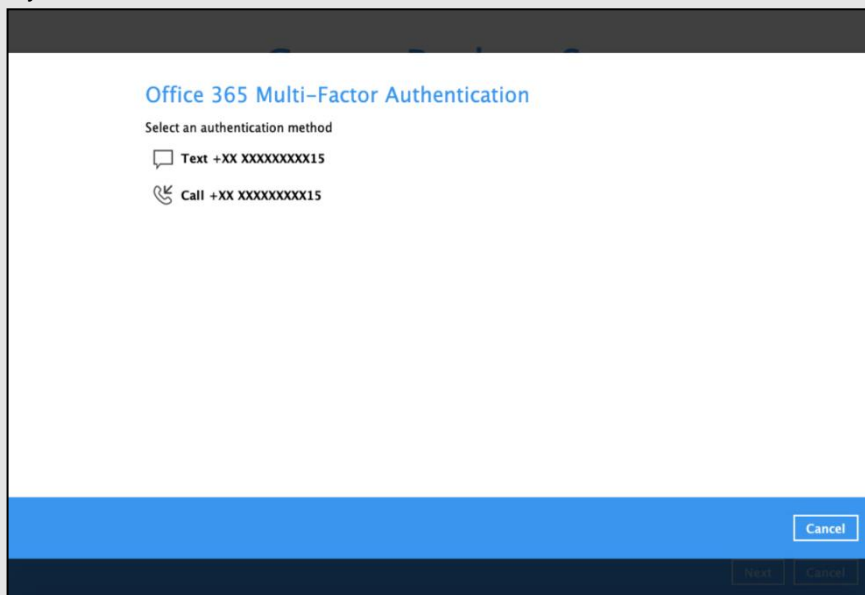


The "Office 365 Multi-Factor Authentication" screen displays the following information:

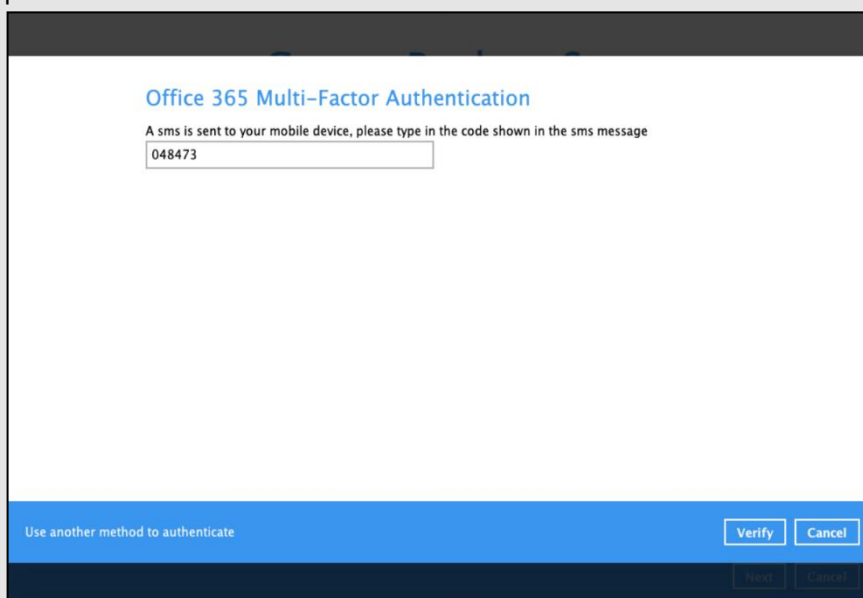
- Office 365 Multi-Factor Authentication**
- A sms is sent to your mobile device, please type in the code shown in the sms message
- Code input field: 048473
- Link: Use another method to authenticate
- Buttons: Verify, Cancel

or

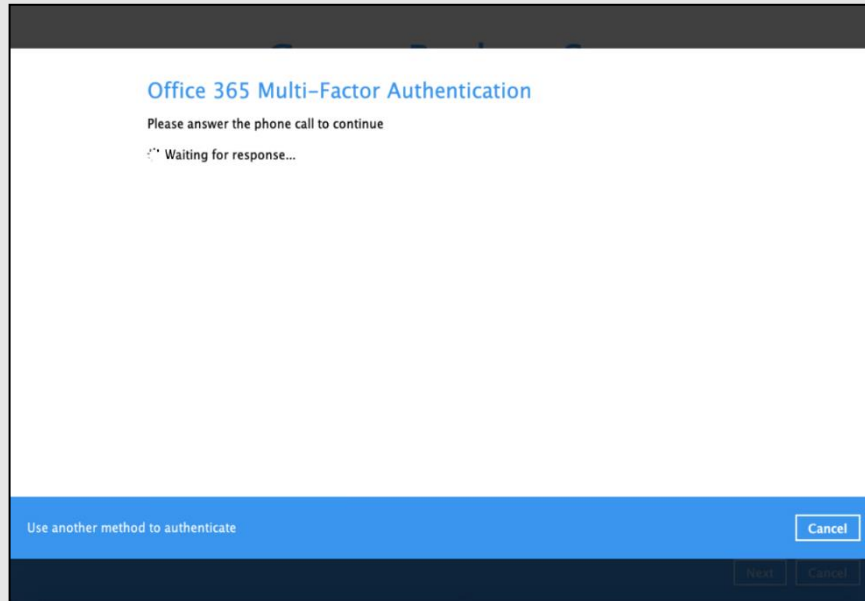
If you clicked **Use another method to authenticate** link, select between Text or Call.



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



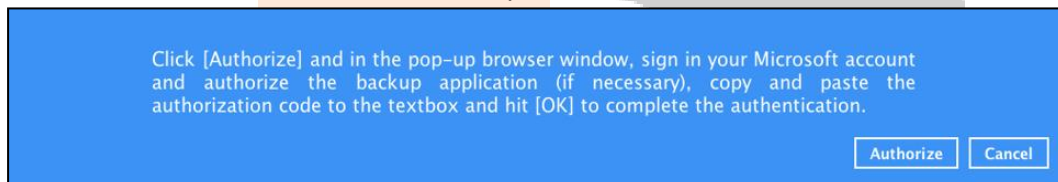
- If Call is selected, you will receive a call from a third-party app. From there follow the instructions to proceed with the authentication.



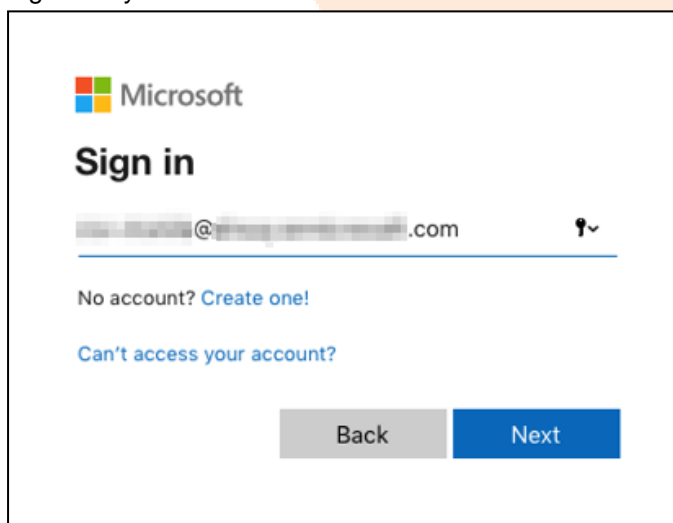
#### NOTE

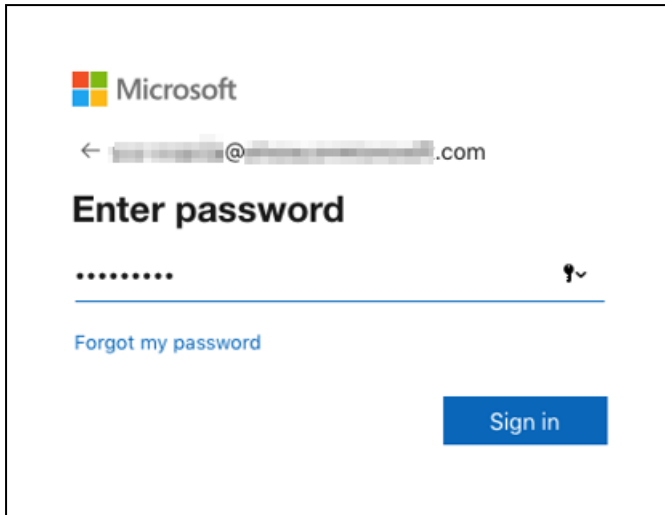
- The App password is only required if the MFA status of an Office 365 account is enforced.
- If the MFA of the Office 365 user account will be enabled later on, it is highly advisable to login to Backup247 Advanced Client (B247PRO) and re-authenticate the Office 365 user account's credential using the MFA App password. Otherwise the scheduled backups of the Office 365 backup set will stop working.

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



Sign in to your Microsoft account.






Microsoft

< [redacted]@[redacted].com

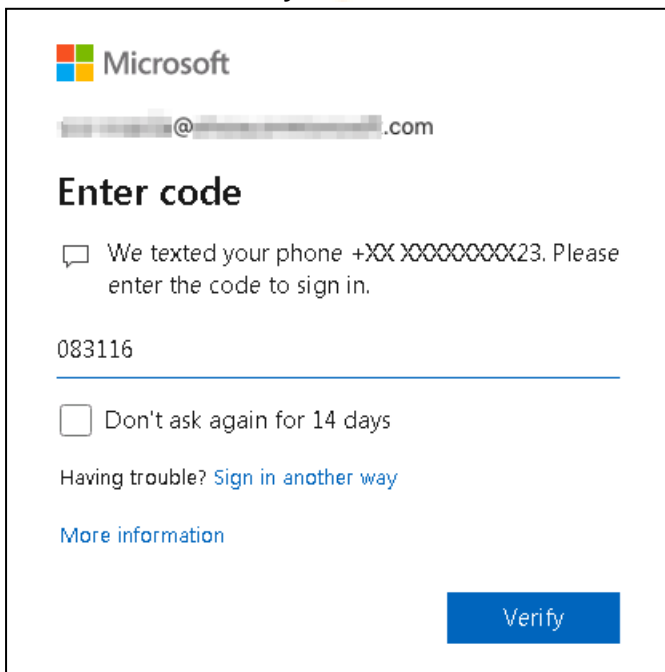
### Enter password

..... 

[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**.



Microsoft

[redacted]@[redacted].com

### Enter code

We texted your phone +XX XXXXXXXXXXXX23. Please enter the code to sign in.

083116

Don't ask again for 14 days

Having trouble? [Sign in another way](#)

[More information](#)

**Verify**

**NOTE**

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

Copy the authorization code.



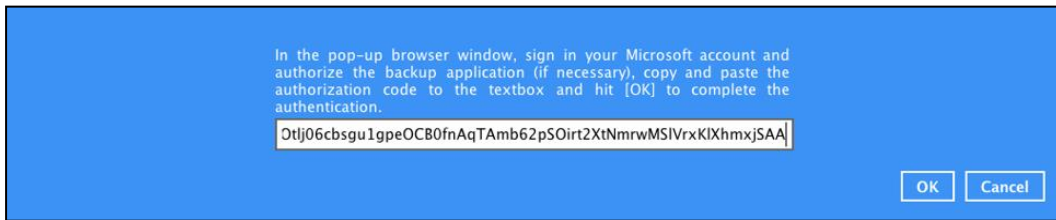
**backup247**

Authorization Code for Microsoft 365

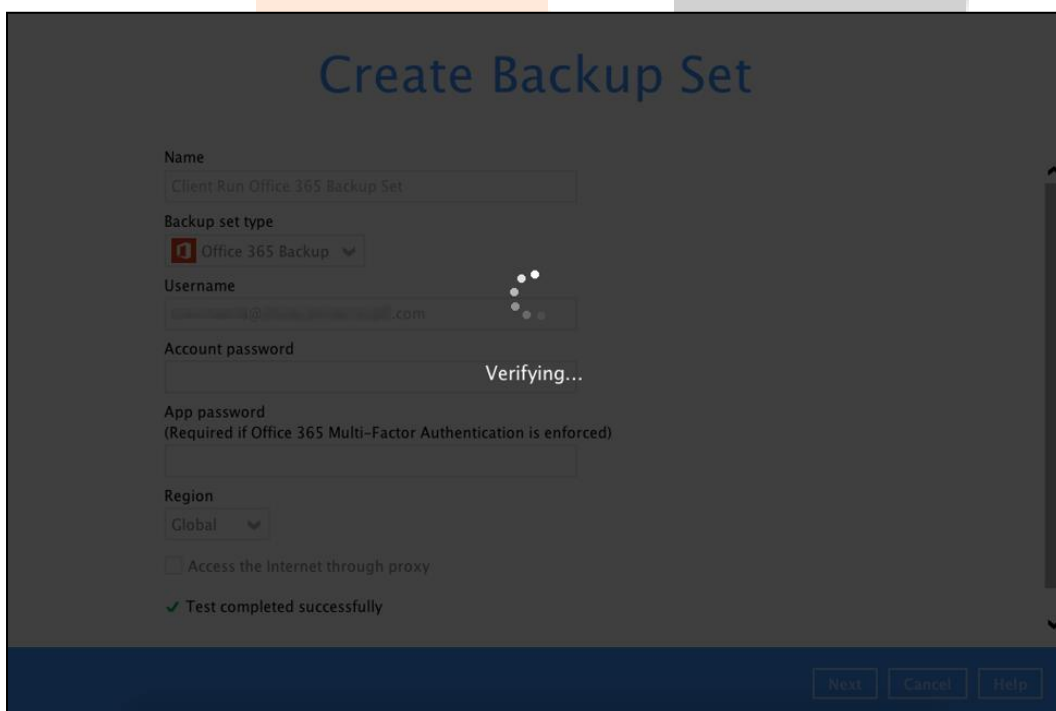
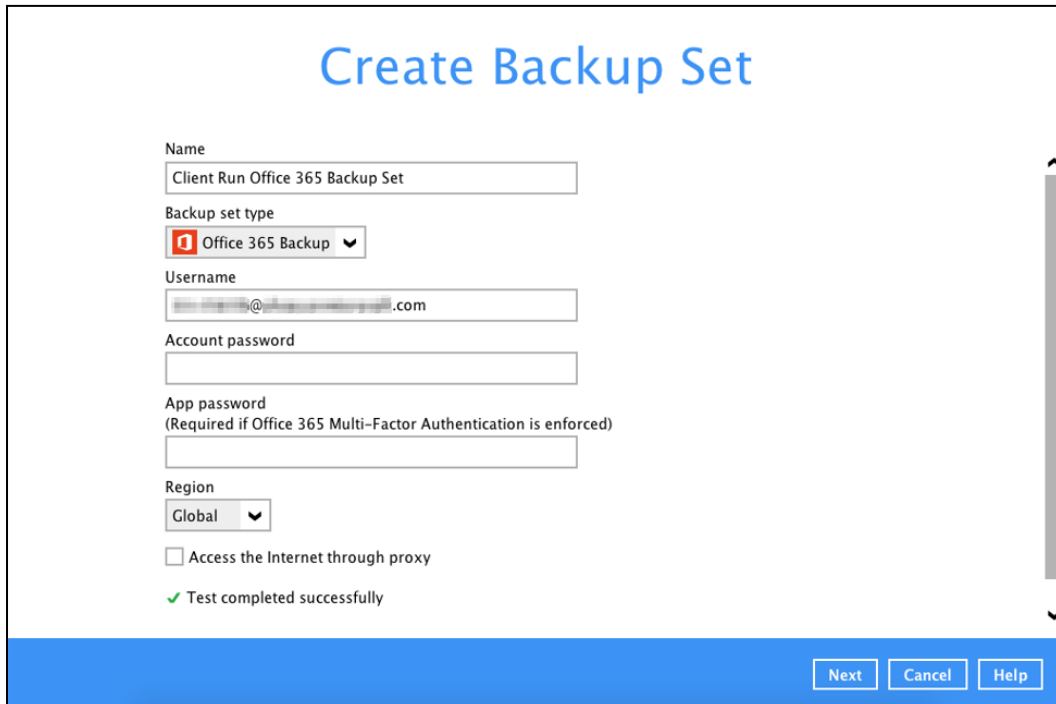
**0.ASsA\_IShkza7uEGrYiY1I1VMXiGI8nVBhARCGjmGnR;**

Please copy and paste the above Authorization Code into B247's product to complete the setup.

Go back to Backup247 Advanced Client (B247PRO) and paste the authorization code. Click **OK** to proceed.



**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]

Account password  
Please wait...

App password  
(Required if Office 365 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 Outlook, OneDrive, Personal Site, Public Folders or Site Collections for backup.

**Backup Source**

Select the items and folders that you want to backup

- Outlook
- OneDrive
- Personal Site
- Public Folders
- Site Collections

**Unlicensed Users**

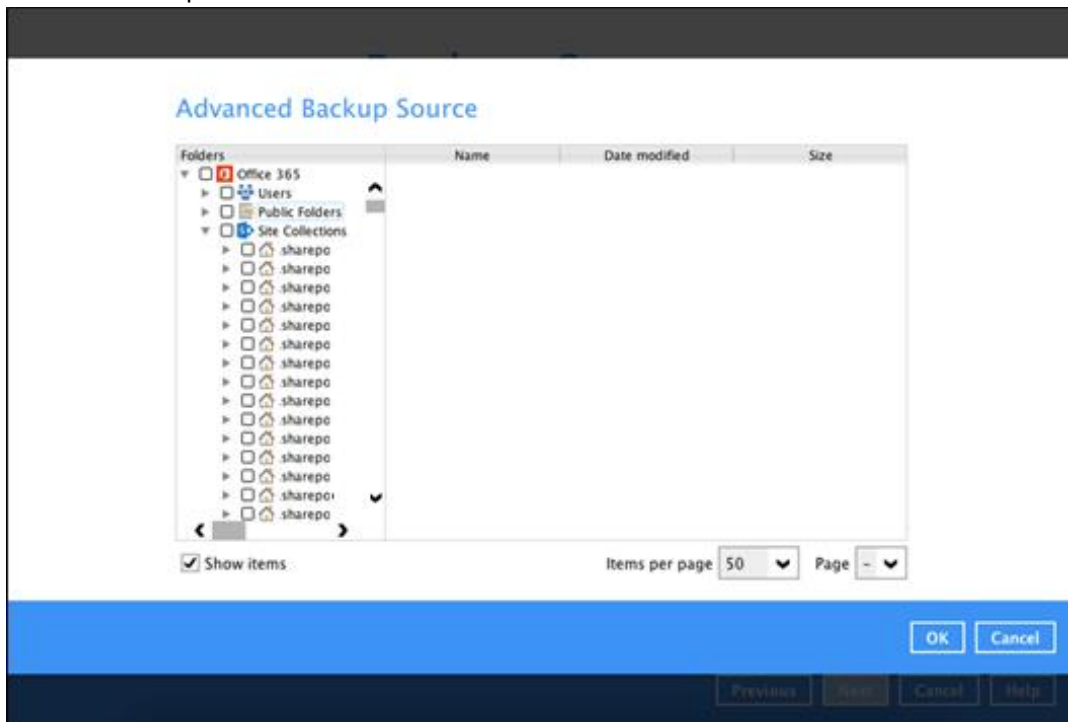
Users within the Office 365 organization who does not possess valid license may still contain data to backup (e.g. Specified type accounts like room mailbox and shared mailbox, license removed from licensed account). By using this option, you can choose not to include any unlicensed users.

Do not include unlicensed users

[I would like to choose the items to backup](#)

Previous Next Cancel Help

Or click **I would like to choose the files to backup** to choose the detailed files to back up. Enable the **Show files** checkbox at the bottom left corner if you would like to choose individual items for backup.

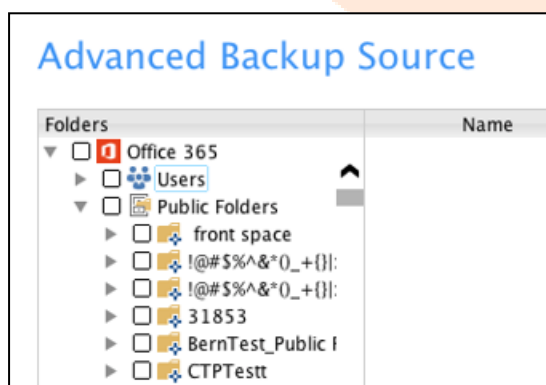


If you will select a large number of items to backup, like 1000 items, you need to click on these 1000 items to select/deselect them individually. Now there is a shortcut that you can use to lessen the burden of selecting/deselecting every 1000 item. You can select/deselect all 1000 items at once by using the Shift key. As an example, we will only show how to do this by selecting only 15 users which would fit in our screen. Follow the steps below on how to do this:

- i. Select the first user.
- ii. Scroll down to the 15<sup>th</sup> user.
- iii. Hold the Shift key then click the 15<sup>th</sup> user. All the 15 users are now selected.

Below are example screenshots for the Users, Public Folders, and Site Collections.

- Users: include Outlook, OneDrive and Personal Sites
- Public Folders: include public folders



- Site Collections: include Personal Sites and Site Collections

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

You also have the option not to include unlicensed users in the backup by ticking the **Do not include unlicensed users** checkbox.

Do not include unlicensed users

Click **Next** to continue.

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.

**Schedule**

Run scheduled backup for this backup set  
On

Existing schedules  
 Add new schedule



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

**New Backup Schedule**

Name  
Daily-1

Type  
Daily

Start backup  
at 13 : 46

Stop  
until full backup completed

Run Retention Policy after backup

OK Cancel Help

Previous Next Cancel Help

- **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.

**New Backup Schedule**

Name  
Daily-1

Type  
Daily

Start backup  
at 18 : 00

Stop  
until full backup completed

Run Retention Policy after backup

- **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 19 : 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 1  
 Last Sunday

Start backup at  
20 : 00 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  
2022 December 31

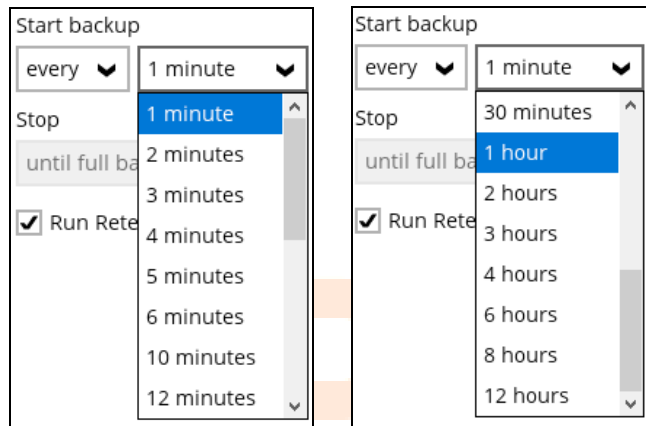
Start backup at  
21 : 00

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.

**Figure 1.1**

**Figure 1.2**

**Figure 1.1** – Periodic scheduled every 4 hours Monday - Friday for business hours

**Figure 1.2** – Normal schedule run at 21:00 or 9:00 PM daily on Saturday & Sunday for weekend 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 Advanced Client (B247PRO) 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.

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

**Schedule**

Run scheduled backup for this backup set  
On

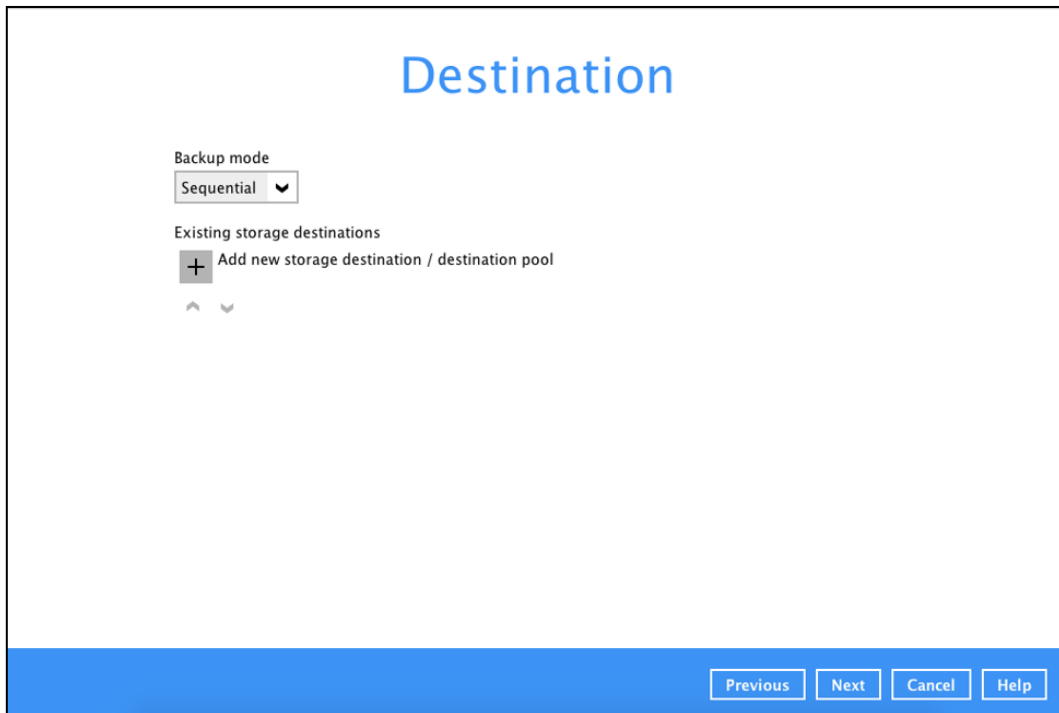
Existing schedules

- Daily-1**  
Daily (Everyday at 18:00)
- Weekly-1**  
Weekly - Saturday (Every week at 19:00)
- Monthly-1**  
Monthly - The Last Sunday (Every month at 20:00)
- Custom-1**  
Custom (31/12/2022 at 21:00)

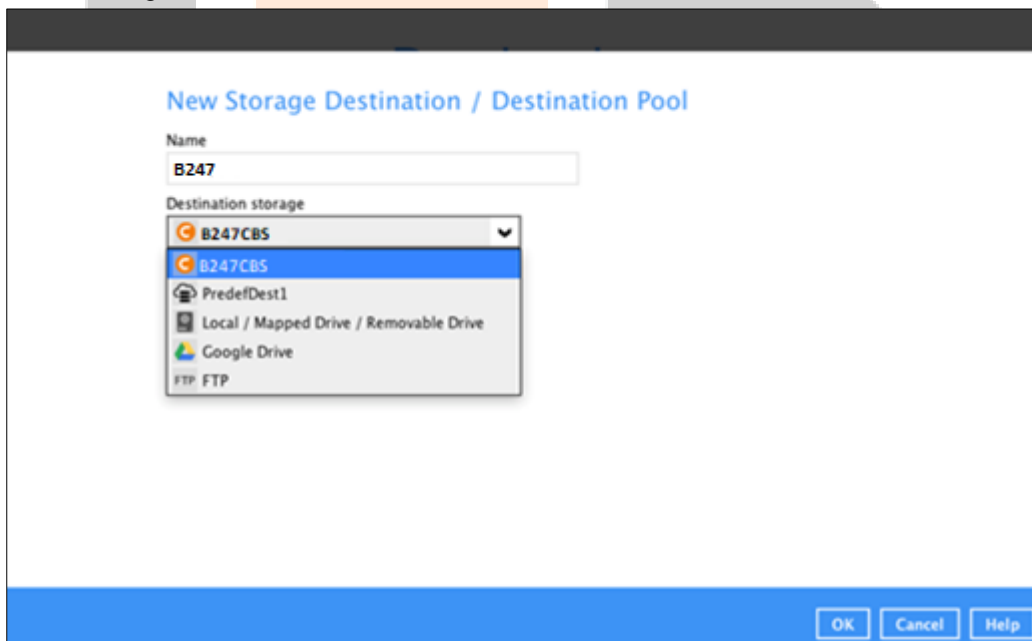
**Add**

**Previous** **Next** **Cancel** **Help**

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**.



Select storage destinations.



You can choose a storage combination of 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 / Removable Drive** option, click **Change** to browse to a directory path where backup data will be stored.

New Storage Destination / Destination Pool

Name  
Local-1

Destination storage  
Local / Mapped Drive / Removable Drive

Local path  
/Users/admin/Documents/Backup **Change**

**Test**

OK Cancel Help

Previous Next Cancel Help

Click **Test** to validate the path.

New Storage Destination / Destination Pool

Name  
Local-1

Destination storage  
Local / Mapped Drive / Removable Drive

Local path  
/Users/admin/Documents/Backup **Change**

Testing access to destination...

OK Cancel Help

Previous Next Cancel Help

**Test completed successfully** shows when the validation is done.



The screenshot shows a dialog box titled "New Storage Destination / Destination Pool". It contains the following fields and controls:

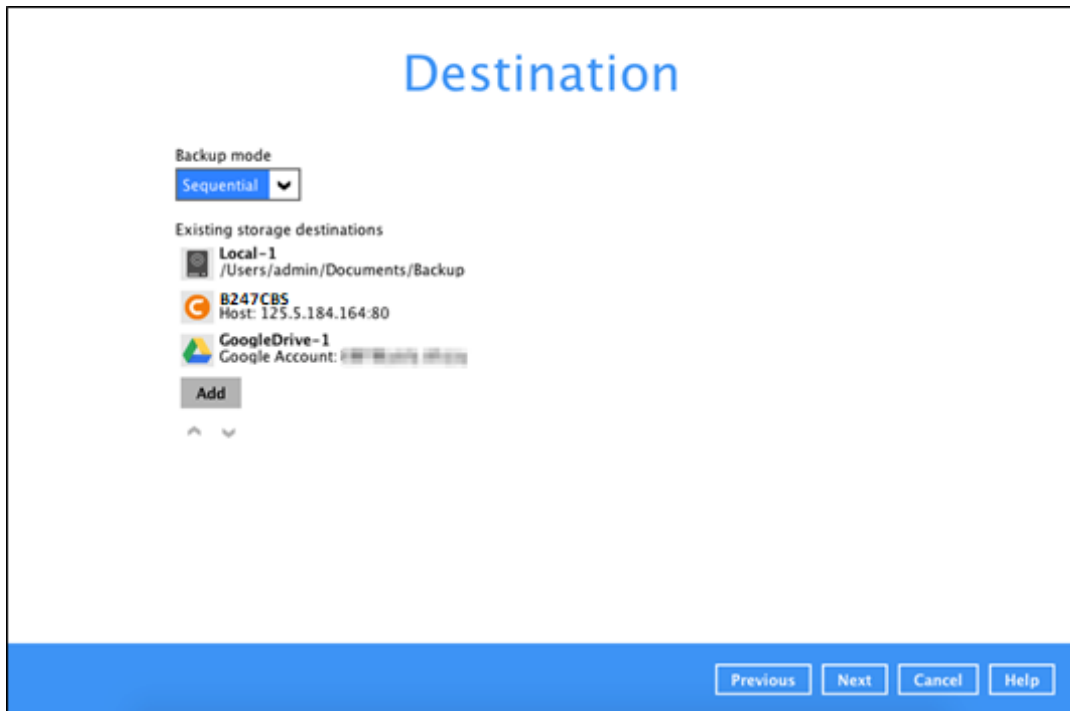
- Name:** A text input field containing "Local-1".
- Destination storage:** A dropdown menu with "Local / Mapped Drive / Removable Drive" selected.
- Local path:** A text input field containing "/Users/admin/Documents/Backup" and a "Change" button.
- Test result:** A green checkmark icon followed by the text "Test completed successfully".
- Buttons:** "OK", "Cancel", and "Help" buttons are located at the bottom right of the dialog box.

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

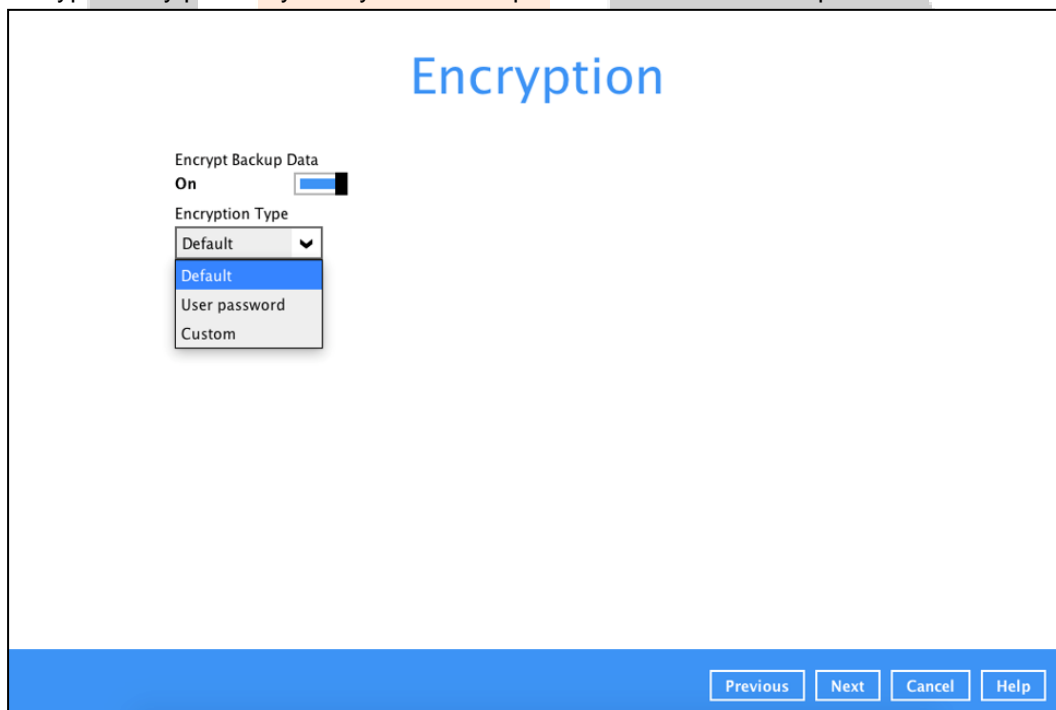
The screenshot shows the same dialog box titled "New Storage Destination / Destination Pool". It contains the following fields and controls:

- Name:** A text input field containing "GoogleDrive-1".
- Destination storage:** A dropdown menu with "Google Drive" selected.
- Test button:** A "Test" button is visible below the dropdown menu.
- Link:** A link "Sign up for Google Drive" is located below the "Test" button.
- Buttons:** "OK", "Cancel", and "Help" buttons are located at the bottom right of the dialog box.

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.



9. 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.





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

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your Backup247 Advanced Client (B247PRO) at the time when this backup is created. Please be reminded that if you change the Backup247 Advanced Client (B247PRO) 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.

10. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption key you have selected.

Encryption

Encrypt Backup Data  
On

Encryption Type  
User password

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

Copy to clipboard Confirm

Previous Next Cancel Help

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.

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.

ZPDWFyTrMWZ/o9MgcmOvWQAR9x8li367TAUfabDiR7l=

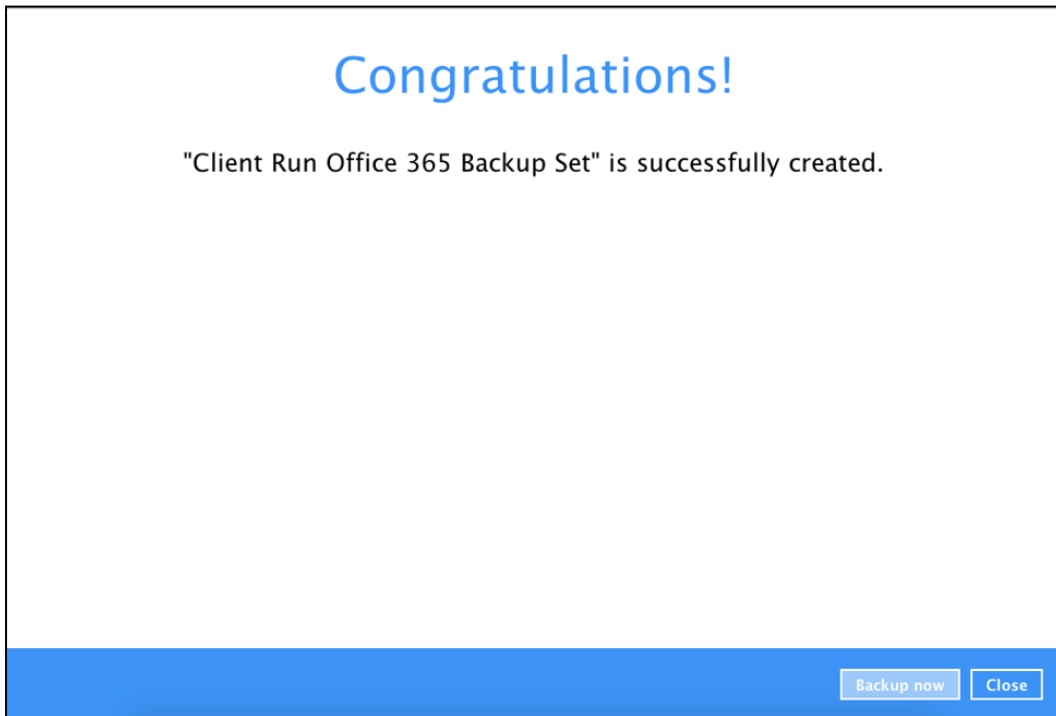
Mask encryption key

Copy to clipboard Confirm

- **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.

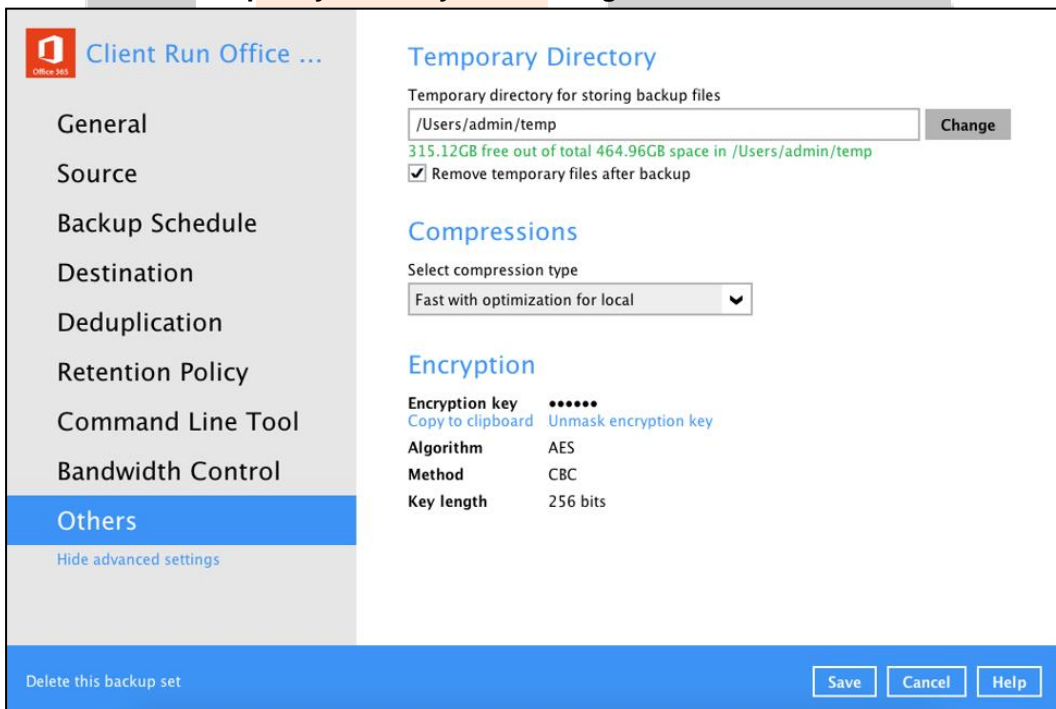
Click **Next** to create the backup set.

11. The following screen is displayed when the new Office 365 backup set is created successfully. Click Close to go back to main screen.



12. 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 /Users/admin/temp.

Go to **Others > Temporary Directory**. Click **Change** to browse for another location.



13. 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

**Client Run Office ...**

General  
Source  
Backup Schedule  
Destination  
Deduplication  
Retention Policy  
Command Line Tool  
Bandwidth Control  
**Others**  
[Hide advanced settings](#)

**Temporary Directory**

Temporary directory for storing backup files  
 [Change](#)  
315.12GB free out of total 464.96GB space in /Users/admin/temp  
 Remove temporary files after backup

**Compressions**

Select compression type

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

Algorithm AES  
Method CBC  
Key length 256 bits

Delete this backup set [Save](#) [Cancel](#) [Help](#)

## 4 Running Backup Job

For an overview of the backup process, please refer to Chapter 11 in the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Mac

To start a backup, follow the steps below:

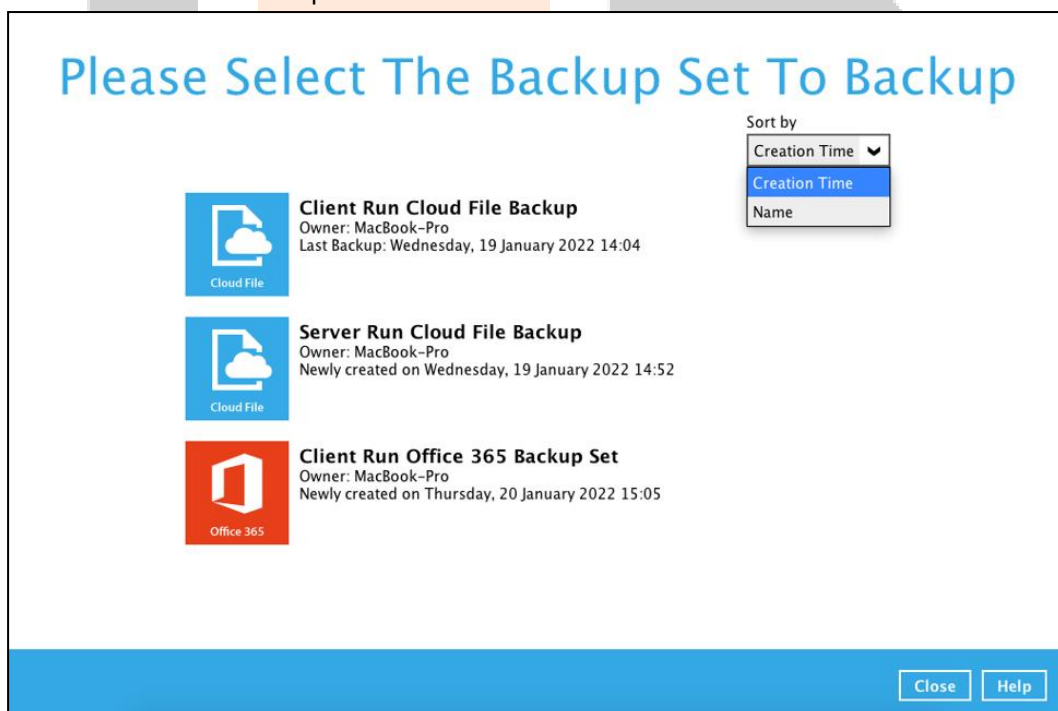
1. Log in to Backup247 Advanced Client (B247PRO).

For instructions on how to do this please refer to Chapter 7 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Mac.

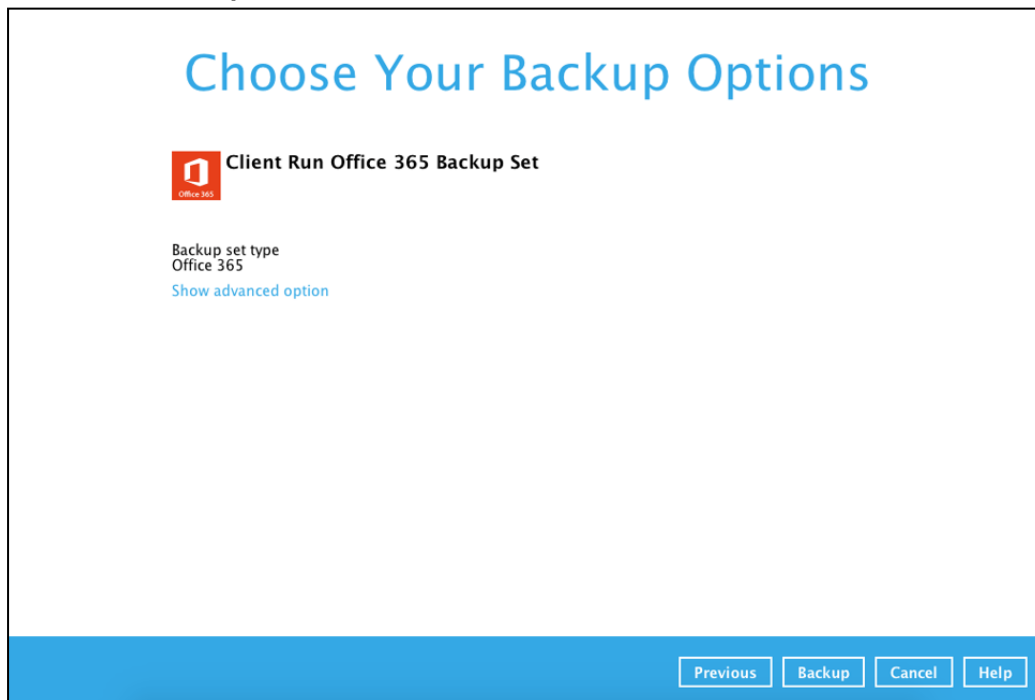
2. Click the **Backup** icon on the main interface of Backup247 Advanced Client (B247PRO).



3. Backup sets can be sorted by Name or by Creation Time. Select the backup set which you would like to start a backup.



4. If you would like to modify the Destinations, Migrate Data and Retention Policy settings, click **Show advanced option**.

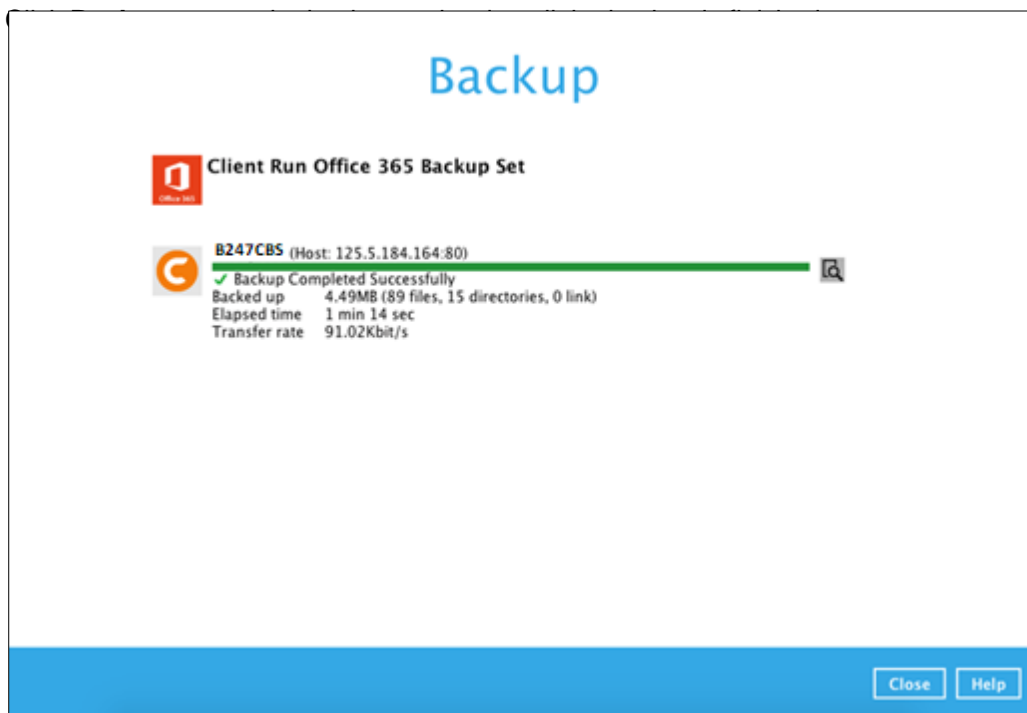



5. When advanced options are shown, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** in the Retention Policy section at the bottom. This will help you save hard disk quota in the long run.

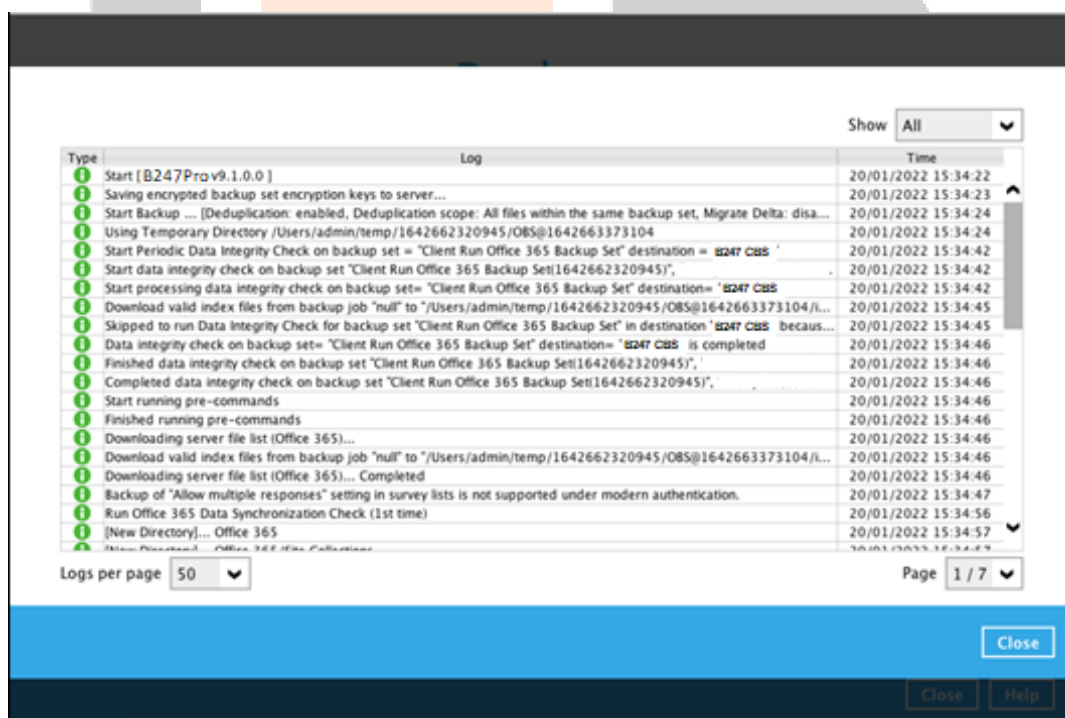


#### NOTE

The Migrate Data option will only be displayed if Deduplication is enabled for the backup set. When the Migrate Data option is enabled, the existing data will be migrated to the latest version during a backup job. 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.



- Check the log of your backup by clicking this icon . It will show you the log of your backup with corresponding date and time.

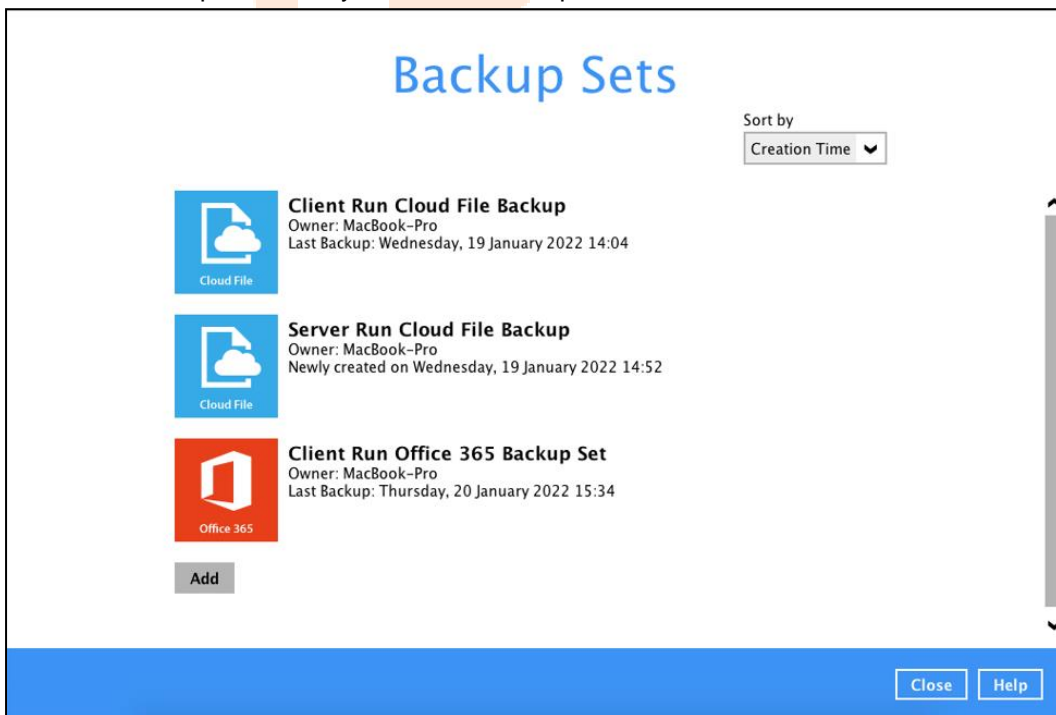


Backup247 Advanced Client (B247PRO) supports Office 365 backup of individual account(s) which is not authenticated with Office 365 Admin account or without Admin permissions. To change the settings, follow the instructions below:

1. Click the **Backup Sets** icon on the Backup247 Advanced Client (B247PRO) main interface.



2. Select the backup set which you would like to update.





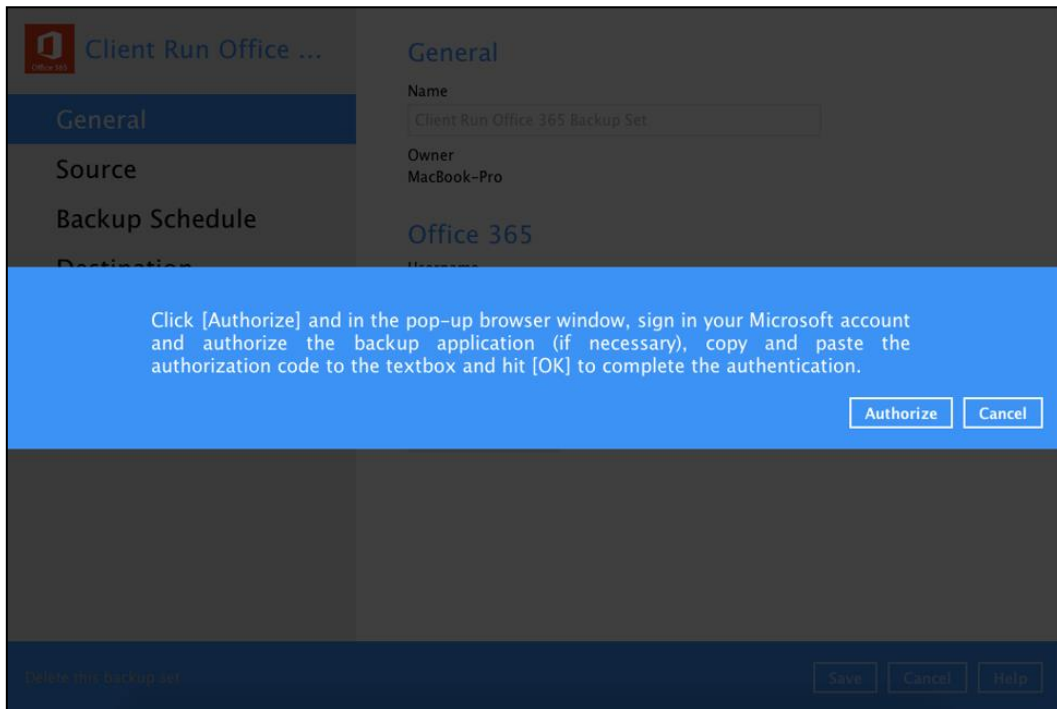
3. Click the **Change settings** button.

The screenshot shows the 'Client Run Office 365 Backup Set' configuration page. The left sidebar contains navigation links: 'General' (selected), 'Source', 'Backup Schedule', and 'Destination'. Below these is a link for 'Show advanced settings'. The main content area is titled 'General' and contains the following fields: 'Name' (Client Run Office 365 Backup Set), 'Owner' (MacBook-Pro), 'Office 365' section with 'Username' (redacted), 'Region' (Global), and an unchecked checkbox for 'Access the Internet through proxy'. A 'Change settings' button is located at the bottom of this section. At the very bottom of the page, there is a blue bar with 'Delete this backup set' on the left and 'Save', 'Cancel', and 'Help' buttons on the right.

4. “This Office 365 user only” is the configured backup scope by default. Select from the two (2) options, then click **Next** to proceed.

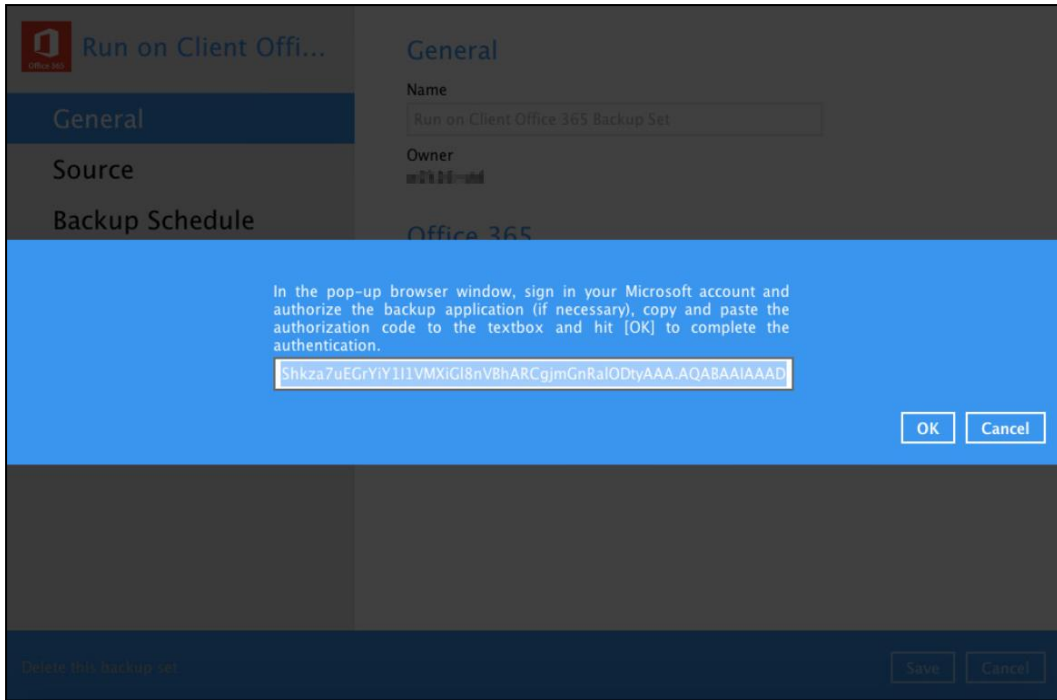
The screenshot shows the 'Client Run Office 365 Backup Set' configuration page, Office 365 tab. The left sidebar is partially visible. The main content area is titled 'Office 365' and contains the following fields: 'Username' (redacted), 'Account password', 'App password' (Required if Office 365 Multi-Factor Authentication is enforced), 'Backup scope' (radio buttons for 'Entire organization' and 'This Office 365 user only', with the latter selected and highlighted by a red box), 'Region' (Global), and an unchecked checkbox for 'Access the Internet through proxy'. At the bottom of the page, there is a blue bar with 'Next', 'Cancel', and 'Help' buttons on the right, and a dark bar with 'Delete this backup set', 'Save', 'Cancel', and 'Help' buttons on the left.

- When the following pop-up window is displayed, click **Authorize**.

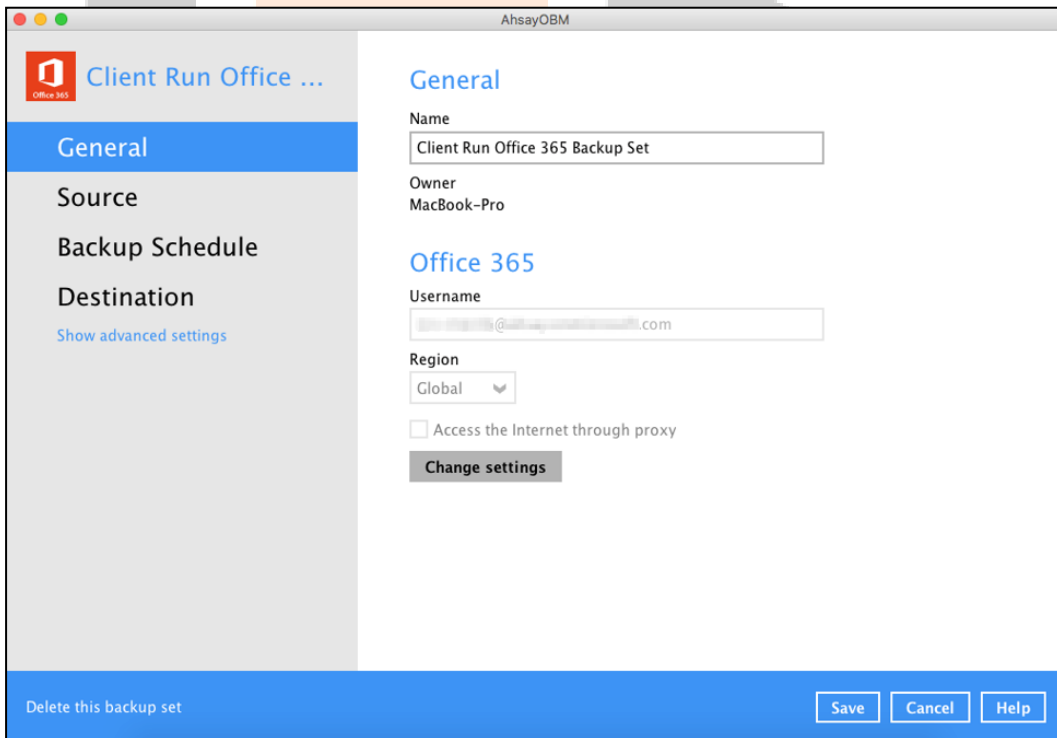


- Copy and paste the following authorization code to Backup247 Advanced Client (B247PRO) , then click **OK** to continue.



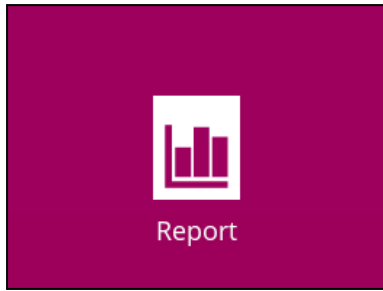


7. Click **Save** to apply the settings.



## View Report

To view the backup report(s), go back to the Backup247 Advanced Client (B247PRO) main interface, then click **Report > Backup**.



In the Backup Report screen, you can see the backup set with corresponding destination, completion date and time, and status.

The screenshot shows the "Backup Report" interface. On the left is a navigation sidebar with "Report" at the top, "Backup" selected, and "Restore" and "Usage" below. The main area is titled "Backup Report" and includes a date range filter (From: 13 Jan 2022, To: 20 Jan 2022) and a "Go" button. Below this is a table with columns for Backup set, Destination, Completion, and Status. The table contains three rows of backup records. At the bottom, there are controls for "No. of records per page" (set to 50) and "Page 1 / 1". "Close" and "Help" buttons are located in the bottom right corner.

Backup set	Destination	Completion	Status
Client Run Offi...	B247CBS	Today 15:35	Completed
Client Run Offi...	B247CBS	Today 15:31	Interrupted
Client Run Clo...	B247CBS	19/01/2022 14:05	Completed

Click the backup report and the summary of the backup will be displayed.

The screenshot shows a web interface with a sidebar on the left containing 'Report', 'Backup', 'Restore', and 'Usage'. The main area is titled 'Backup Report' and features a date range selector (From: 13 Jan 2022, To: 20 Jan 2022) and a 'Go' button. Below this is a table with columns for Backup set, Destination, Completion, and Status. A red box highlights the following details for a backup set:

Backup set	Client Run Office 365 Backup Set
Destination	B247CBS
Job	20/01/2022 15:34
Time	Today 15:34 - 15:35 (PHT)
Status	Completed successfully
New files *	89 [897KB/4.5MB (80%)]
Updated files *	0
Attributes Changed Files *	0
Moved files *	0
Deleted files *	0
Dedupe Saving	351.8K/4.5M [7.7%]

\* Unit = No of files (Total zipped size / Total unzipped size (compression ratio))

Below the table is a 'View log' button and a summary line: 'Client Run Offi... B247CBS Today 15:31 Interrupted'. At the bottom, there are controls for 'No. of records per page' (set to 50) and 'Page 1 / 1'. 'Close' and 'Help' buttons are in the bottom right corner.

You can also click **View Log**; this will redirect you to the log summary of your backup.

You can also search for backup reports from a specific date. For example, we have the **From** date which is, **13 Jan 2022** and the **To** date which is, **18 Jan 2022**. Click the **Go** button to generate the available reports.

This close-up shows the date range selector with 'From' set to 13 Jan 2022 and 'To' set to 18 Jan 2022. The 'Go' button is visible to the right.

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: 13 Jan 2022 To: 18 Jan 2022

Backup set	Destination	Completion	Status
No records found			

No. of records per page: 50 Page: -

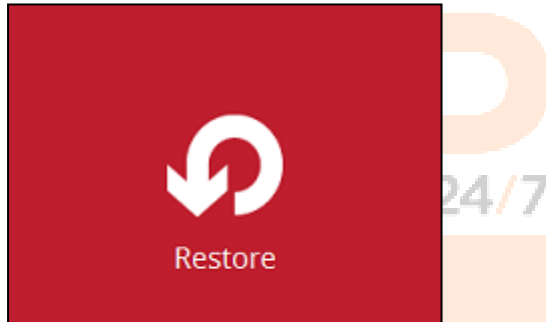
## 5 Restoring Office 365 Backup Set

Follow the instructions below to restore the Office 365 backup to either the original location where you back them up or other users' account under the same Office 365 account.

1. Log in to Backup247 Advanced Client (B247PRO).

For instructions on how to do this please refer to Chapter 7 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Mac.

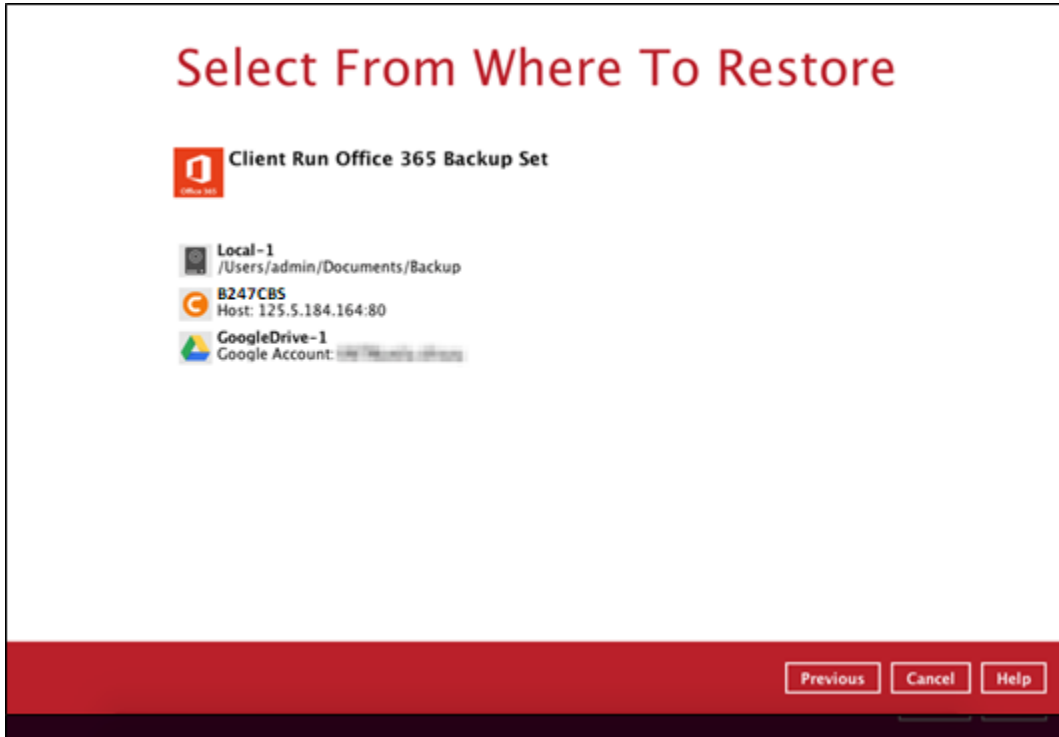
2. Click the **Restore** icon on the main interface of Backup247 Advanced Client (B247PRO).



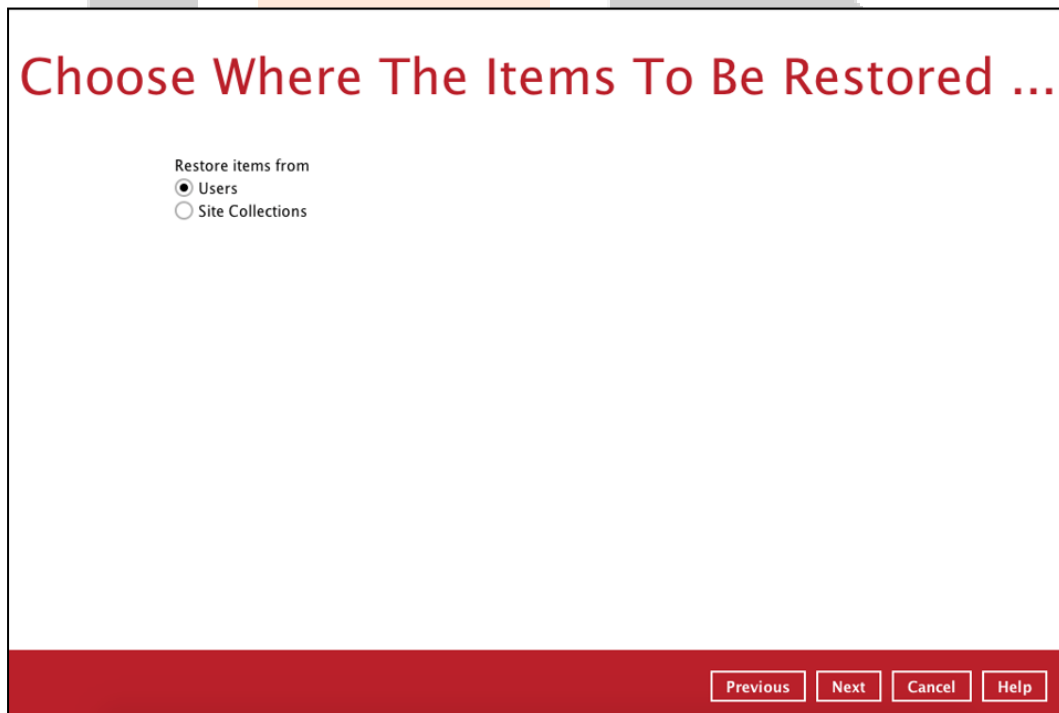
3. Select the backup set that you would like to restore.



4. Select the backup destination that you would like to restore items from.



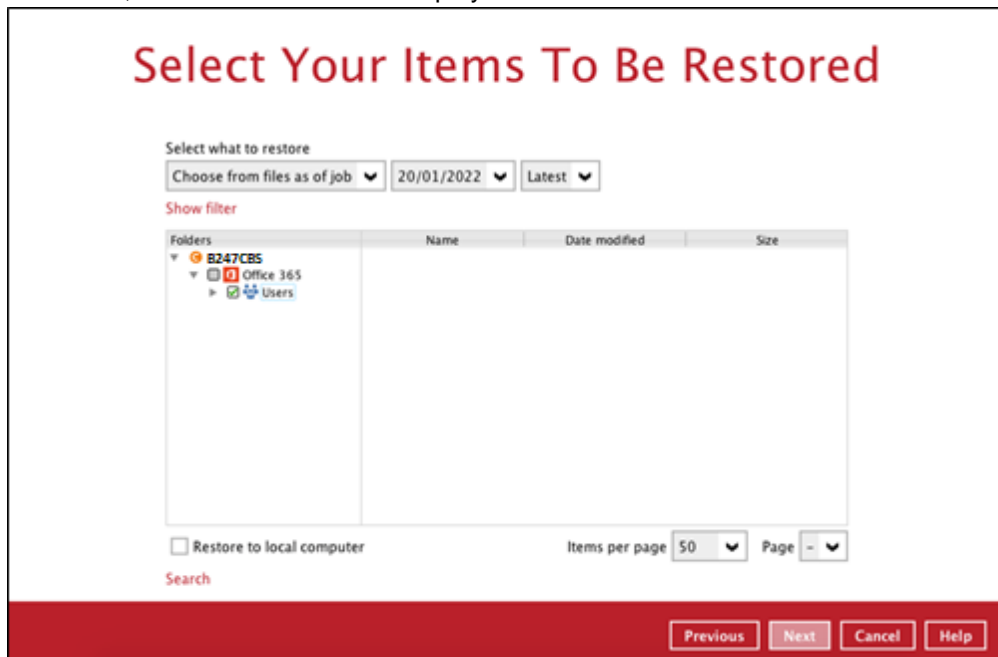
5. Select to restore from **Users** or **Site Collections**. Click **Next** to continue.



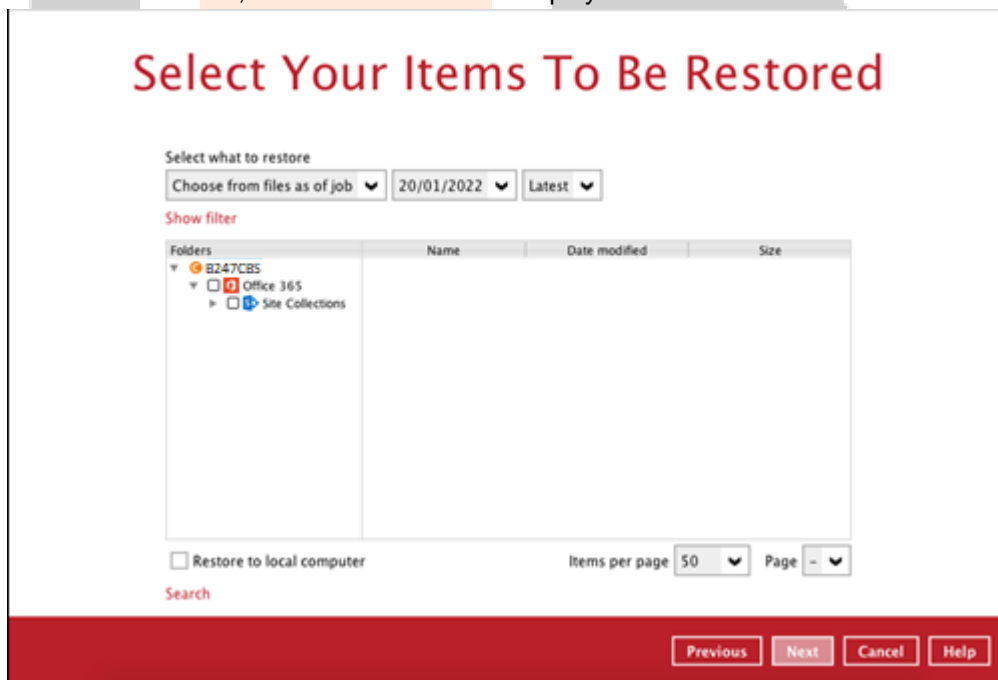


6. Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top.

- For Users, this will be the screen displayed.



- For Site Collections, this will be the screen displayed.



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

Restore to local computer

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

For Office 365, these items can be searched from Users and Site Collections.

- For Users, you can search for **Files**, **Folders**, and **Mails**.
- For Site Collections, you can search for **Directories** and **Files**.

For more information on how to use the restore filter please refer to Chapter 13.3 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Mac.

For more detailed examples using the restore filter, refer to Appendix C: Example Scenarios for Restore Filter using Backup247 Advanced Client (B247PRO).

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

7. The window that will be displayed will depend where the items will be restored from and on the restore destination selected. Here are the four options:

- Local machine
- Original location
- Alternate location
- Alternate Office 365 account

- 
- Local machine

Click the **Browse** button to select a path where you want the items to be restored on your local machine. Make sure it has enough space to accommodate your restoration. Click **Next** to proceed.

## Choose Where The Items To Be Restored

Restore items to

Show advanced option

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

## Choose Where The Items To Be Restored

Restore items to

Verify checksum of in-file delta files during restore  
[Hide 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.

### Original location

- If you chose to restore items from Users, this will be the screen displayed. Select **Original location** to restore data to the original Office 365 account. Click **Next** to proceed.

## Choose Where The Items To Be Restored

Restore items to

Original location  
 Alternate location  
 Alternate Office 365 account

Verify checksum of in-file delta files during restore  
[Hide advanced option](#)

- If you chose to restore items from Site Collections, this will be the screen displayed. Select **Original location** and **Mode**. Click **Next** to proceed.

**Choose Where The Items To Be Restored**

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Mode

- Overwrite when exist
- Overwrite when exist
- Skip when exist

Previous Next Cancel Help

- Overwrite when exist – if the item that you want to restore is already in the location, choosing this option will overwrite the existing item.
- Skip when exist – if the item that you want to restore is already in the location, choosing this option will skip the restoration of the existing item.

**NOTE**

Mode will only be displayed if Site Collections is selected to restore items from.

• Alternate location

- If you chose to restore items from Users, this will be the screen displayed. Select **Alternate location** to restore to another Office 365 account on the same domain. Click **Next**.

**Choose Where The Items To Be Restored**

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Verify checksum of in-file delta files during restore  
[Hide advanced option](#)

Previous Next Cancel Help

Select the alternate Office 365 account then click **Next**.

**Alternate Location**

Office 365 account

User

- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com
- jane.doe@contoso.com

Previous Next Cancel Help

- If you chose to restore items from Site Collections, this will be the screen displayed. Select **Alternate location** and **Mode** then click **Next**.

**Choose Where The Items To Be Restored**

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Mode

Overwrite when exist

Verify checksum of in-file delta files during restore  
[Hide advanced option](#)

Previous Next Cancel Help

Click **Change** to select the alternate site.

**Alternate Location**

Office 365 account

Site Collection / Site

Change

Previous Next Cancel Help

Click **OK** once done with the selection.

Click **Next** to proceed.

**Alternate Location**

Office 365 account  
user@domain.com

Site Collection / Site  
Office 365/Site Collections/ sharepoint.com **Change**

**Previous** **Next** **Cancel** **Help**

▶ **Alternate Office 365 account**

- If you chose to restore items from Users, this will be the screen displayed. 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 **Region**. Click **Test** to validate account.

**Choose Where The Items To Be Restored**

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Username  
[Input field]

Account password  
[Input field]

App password  
(Required if Office 365 Multi-Factor Authentication is enforced)  
[Input field]

Region  
Global ▼

Access the Internet through proxy

**Test**

Verify checksum of in-file delta files during restore

**Previous** **Next** **Cancel** **Help**

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

## Choose Where The Items To Be Restored

Restore items to

- Original location
- Alternate 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 completed successfully

Verify checksum of in-file delta files during restore

Select the **User**. Then click **Next** to proceed.

## Alternate Location

Office 365 account

User

john.doe@contoso.com

**jane.doe@contoso.com**

john.doe@contoso.com

john.doe@contoso.com

john.doe@contoso.com

john.doe@contoso.com

john.doe@contoso.com

john.doe@contoso.com

john.doe@contoso.com

john.doe@contoso.com



- If you chose to restore items from Site Collections, this will be the screen displayed. Select **Alternate Office 365 Account** then enter the **Username**, **Account password** and **App password** (if MFA is enforced). Select the **Region** and **Mode**. Click **Test** to validate account.

**Choose Where The Items To Be Restored**

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Username  
[redacted]@[redacted].com

Account password  
[redacted]

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

Region  
Global

Access the Internet through proxy

**Test**

Mode  
[redacted]

Previous Next Cancel Help

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

**Choose Where The Items To Be Restored**

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Username  
[redacted]@[redacted].com

Account password  
[redacted]

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

Region  
Global

Access the Internet through proxy

✓ Test completed successfully

Mode  
[redacted]

Previous Next Cancel Help

Click **Change** to select the site.

**Alternate Location**

Office 365 account  
user@domain.com

Site Collection / Site  
 **Change**

**Previous** **Next** **Cancel** **Help**

Click **OK** once done with the selection.

Click **Next** to proceed.

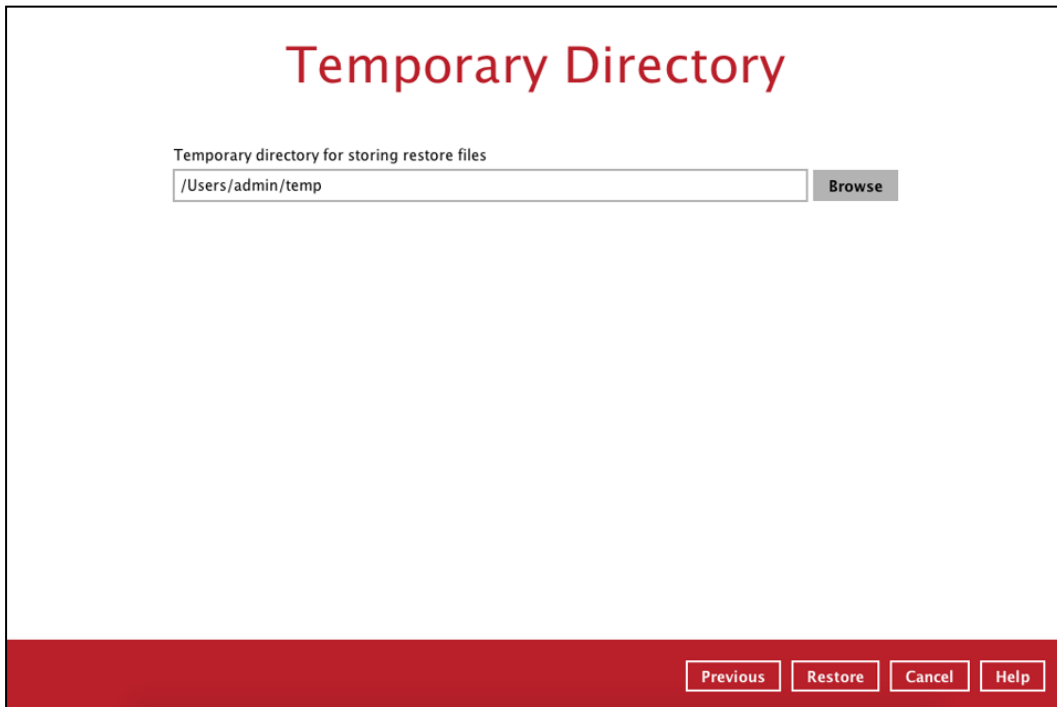
**Alternate Location**

Office 365 account  
user@domain.com

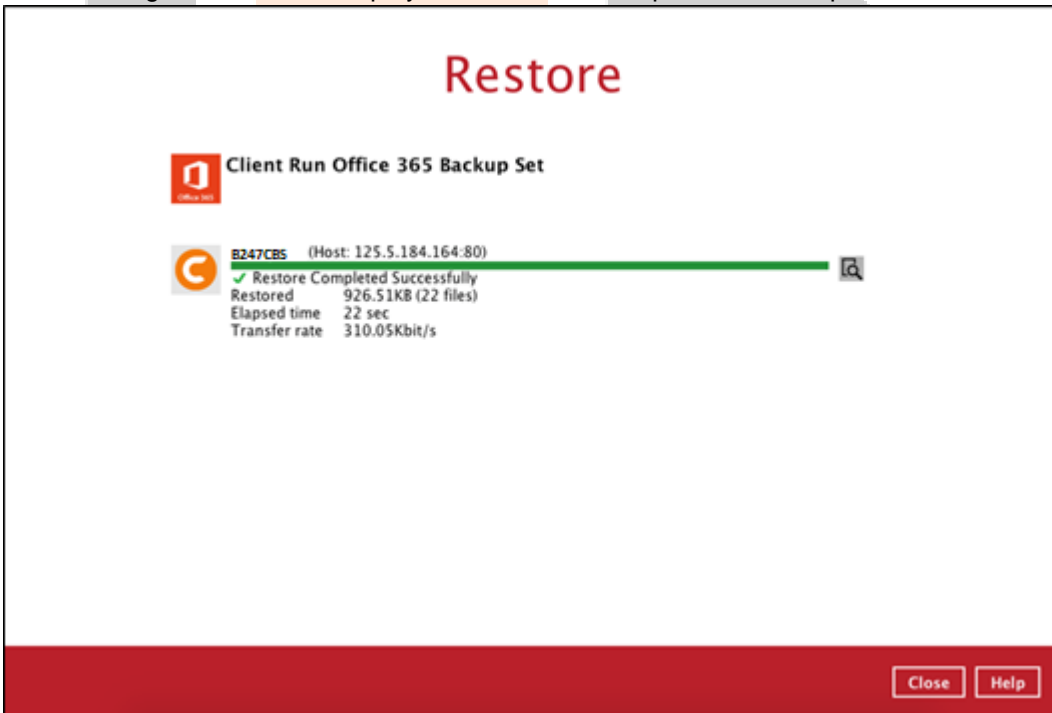
Site Collection / Site  
Office 365/Site Collections/sharepoint.com/sites/ **Change**


**Previous** **Next** **Cancel** **Help**

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



9. The following screen will be displayed after the restore process is complete.



Click the  to show the restoration log.

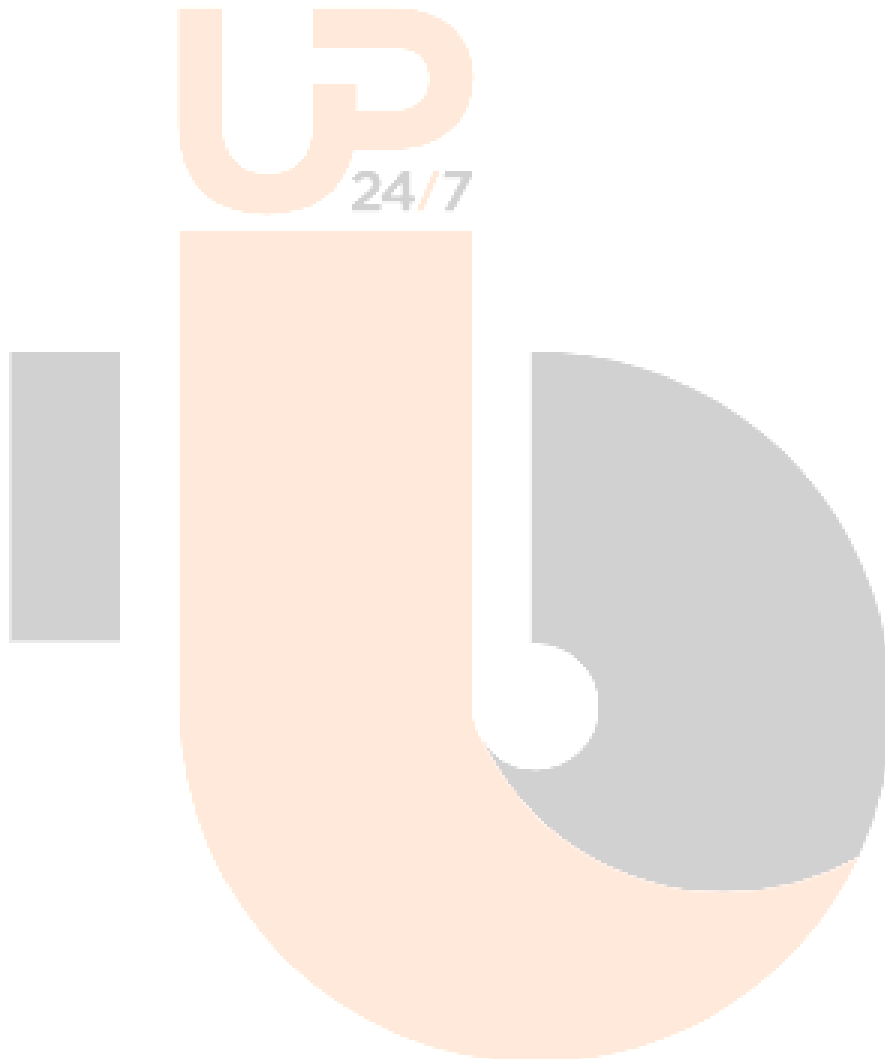
## 6 Contacting Backup247

### 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](mailto:support@backup247.com.au) for technical demo.



# Appendix

## Appendix A: Example Scenarios for Office 365 License Requirement and Usage

### 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 backup.

**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
	user02@company-office365.com
Backup Set B	user01@company-office365.com
Backup Set C	user02@company-office365.com

**Example No. 3:** To back up three (3) 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
	user02@company-office365.com
	user03@company-office365.com
Backup Set B	user01@company-office365.com
	user02@company-office365.com
Backup Set C	user03@company-office365.com

**Scenario No. 2:** Backing up SharePoint Sites (not Personal Sites) under Site collections in multiple backup sets.

The required Office 365 license is zero, but a minimum of one (1) Office 365 add-on module license is needed to start the backup.

**Example No. 1:** To back up one (1) SharePoint site under Site Collection, only one (1) Backup247 Office 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyoffice365.sharepoint.com/Finance
Backup Set B	companyoffice365.sharepoint.com/Finance
Backup Set C	companyoffice365.sharepoint.com/Finance

**Example No. 2:** To back up any number of SharePoint sites under Site Collection, only one (1) Backup247 Office 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
	companyoffice365.sharepoint.com/Engineering
Backup Set B	companyoffice365.sharepoint.com/Finance
Backup Set C	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
	companyoffice365.sharepoint.com/Engineering

**Scenario No. 3:** Backing up files and/or folders under Public Folder in multiple backup sets.

The required Office 365 license is zero, but a minimum of one (1) Office 365 add-on module license is needed to start the backup.

**Example No. 1:** To back up files and/or folders under Public Folder, only one (1) Backup247 Office 365 license is needed.

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

**Scenario No. 4:** Backing up Office 365 User Accounts, files and/or folders under Public Folder, and SharePoint sites under Site Collections 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 three (3) Office 365 user account, files and/or folders under Public Folder, and SharePoint sites under Site Collections on multiple backup sets, three (3) 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	user01@company-office365.com
	user02@company-office365.com
	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
Backup Set C	user01@company-office365.com
	user02@company-office365.com
	Folder01 <ul style="list-style-type: none"> <li>○ microsoftword01.docx</li> <li>○ powerpointpresentation01.pptx</li> <li>○ spreadsheet01.xls</li> <li>○ notepad01.txt</li> <li>○ picture01.jpg</li> <li>○ picture02.jpg</li> </ul>
Backup Set D	user01@company-office365.com
	user02@company-office365.com
	user03@company-office365.com
	Folder01 <ul style="list-style-type: none"> <li>○ microsoftword01.docx</li> <li>○ powerpointpresentation01.pptx</li> <li>○ spreadsheet01.xls</li> <li>○ notepad01.txt</li> <li>○ picture01.jpg</li> <li>○ picture02.jpg</li> </ul>
	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam



**Scenario No. 5:** Backing up Office 365 User Accounts and Share Mailbox Accounts.

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

**Example No. 1:** To back up three (3) Office 365 user account and three (3) Shared mailbox accounts, six (6) Office 365 licenses are needed.

Backup Set Name	Office 365 User Account and Shared Mailbox Accounts
Backup Set A  	user01@company-office365.com
	user02@company-office365.com
	user03@company-office365.com
	sharedmailbox01@test-office365.com
	sharedmailbox02@test-office365.com
	sharedmailbox03@test-office365.com



## Appendix B: Example for backup of large numbers of Office 365 users

**Example:** 10,000 Office 365 users needed to be backup. Since the maximum number of Office 365 users per backup set is 2,000, there are 2 options available. There are further options, but this will involve a large number of backup sets and maintenance of these backup sets will be practical.

- Option 1 - 5 Backup Sets, each has 2,000 Office 365 Users
- Option 2 - 10 Backup Sets, each has 1,000 Office 365 Users

### Option 1 – 5 Backup Sets, each has 2,000 Office 365 Users

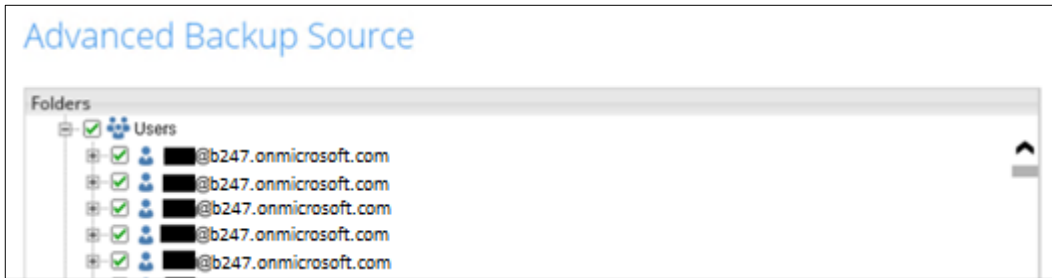
Backup Set Name	User Number
Backup -Set-1	No.1 – 2000
Backup -Set-2	No.2001 – 4000
Backup -Set-3	No. 4001 – 6000
Backup -Set-4	No. 6001 – 8000
Backup -Set-5	No. 8001 – 10000

### Option 2 – 10 Backup Sets, each has 1,000 Office 365 Users

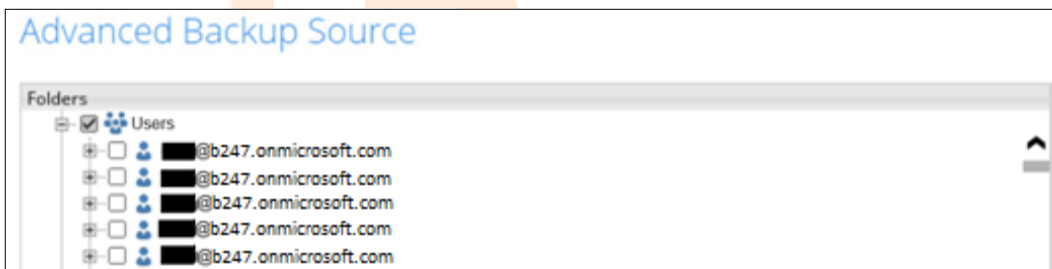
Backup Set Name	User Number
Backup -Set-1	No.1 – 1000
Backup -Set-2	No.1001 – 2000
Backup -Set-3	No. 2001 – 3000
Backup -Set-4	No. 3001 – 4000
Backup -Set-5	No. 4001 – 5000
Backup -Set-6	No. 5001 – 6000
Backup -Set-7	No. 6001 – 7000
Backup -Set-8	No. 7001 – 8000
Backup -Set-9	No. 8001 – 9000
Backup -Set-10	No. 9001 – 10000

If Option 2 was selected, for the last backup set, Backup -Set-10, follow the instructions on how to select the Office 365 users. Doing these steps will ensure that additional Office 365 users will be automatically included in the backup set.

1. On the backup source, tick the checkbox for the root selection. This will select all the Office 365 users.



2. Deselect the first 9000 Office 365 users.



## Appendix C: Example Scenarios for Restore Filter using Backup247 Advanced Client (B247PRO)

### Scenario No. 1: Items from Users

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

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

#### Search

Look in  
 Office 365/Users/[redacted]@b247.onmicrosoft.com/Outlook/Inbox Change

Search subfolders

Kind: Mail - Subject    Type: contains    Pattern: Office 365 changes     Match case

**Search**

Name	In Folder	Size	Date modified

Items per page: 50    Page: -

OK Cancel Help

## Search

Look in  
Office 365/Users/[redacted]@b247.onmicrosoft.com/Outlook/Inbox Change

Search subfolders

Kind: Mail - Subject    Type: contains    Pattern: Office 365 changes     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/Outlook/Inbox Change

Search subfolders

Kind: Mail - Subject    Type: contains    Pattern: Office 365 changes     Match case

Search

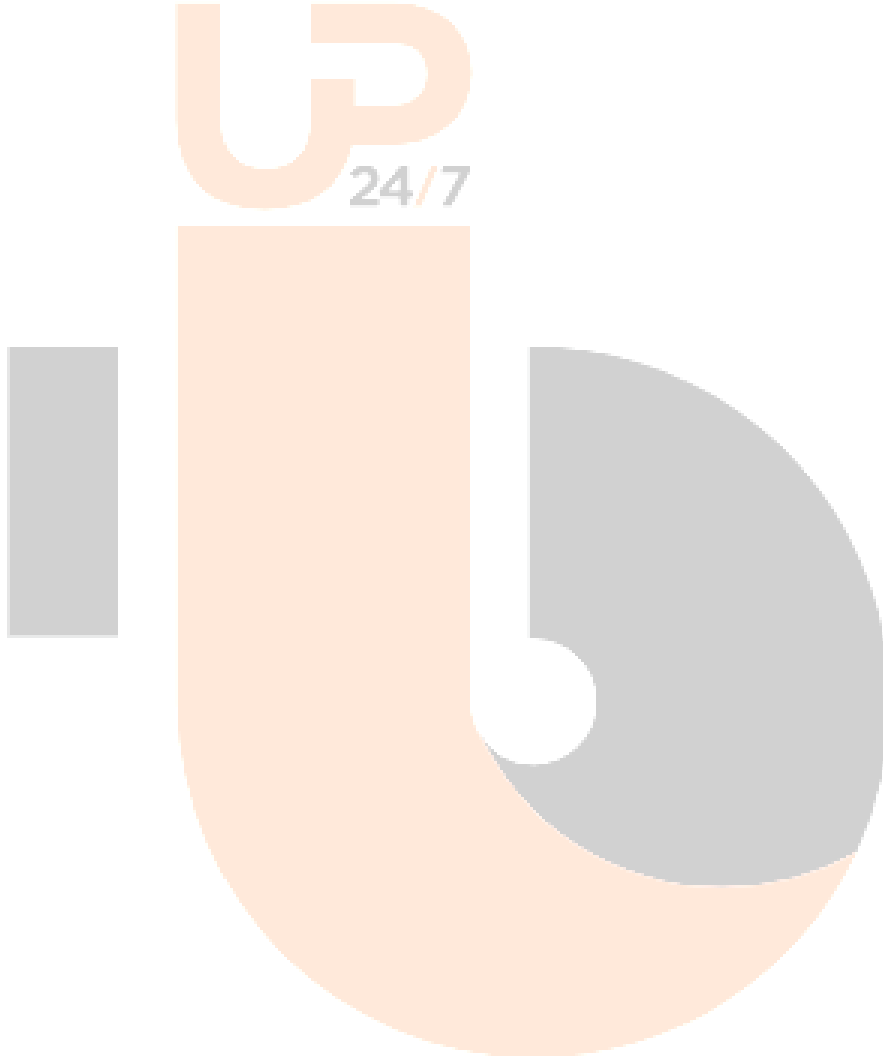
Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@b247.onmicrosoft.com/	68k	10/11/2017 04:07
<input checked="" type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@b247.onmicrosoft.com/	63k	02/13/2018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

<b>Location:</b>	Office 365/Users/abc@Backup247.onmicrosoft.com/OneDrive
<b>Search subfolders:</b>	True
<b>Kind:</b>	Files and Folders
<b>Type:</b>	Exact
<b>Pattern:</b>	testBigFile-backup
<b>Match Case:</b>	True

**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

Items per page: 50    Page: -

OK Cancel Help

## 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 'testBigFile-backup' 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 'testBigFile-backup'.



**Scenario No. 2: Items from Site Collections**

**Example No. 1: Restore filter setting from Site Collections**

<b>Location:</b>	Office 365/Site Collections
<b>Search subfolders:</b>	True
<b>Kind:</b>	Files and Directories
<b>Type:</b>	Starts With
<b>Pattern:</b>	A
<b>Match Case:</b>	True

**Search**

Look in  
 Change

Search subfolders

Kind      Type      Pattern  
    Match case

Search

Name	In Folder	Size	Date modified

Items per page  Page

OK Cancel Help

Previous Next Cancel Help

### Search

Look in

Search subfolders

Kind      Type      Pattern  
    Match case

Searching ...

Name	In Folder	Size	Date modified
------	-----------	------	---------------

Items per page  Page

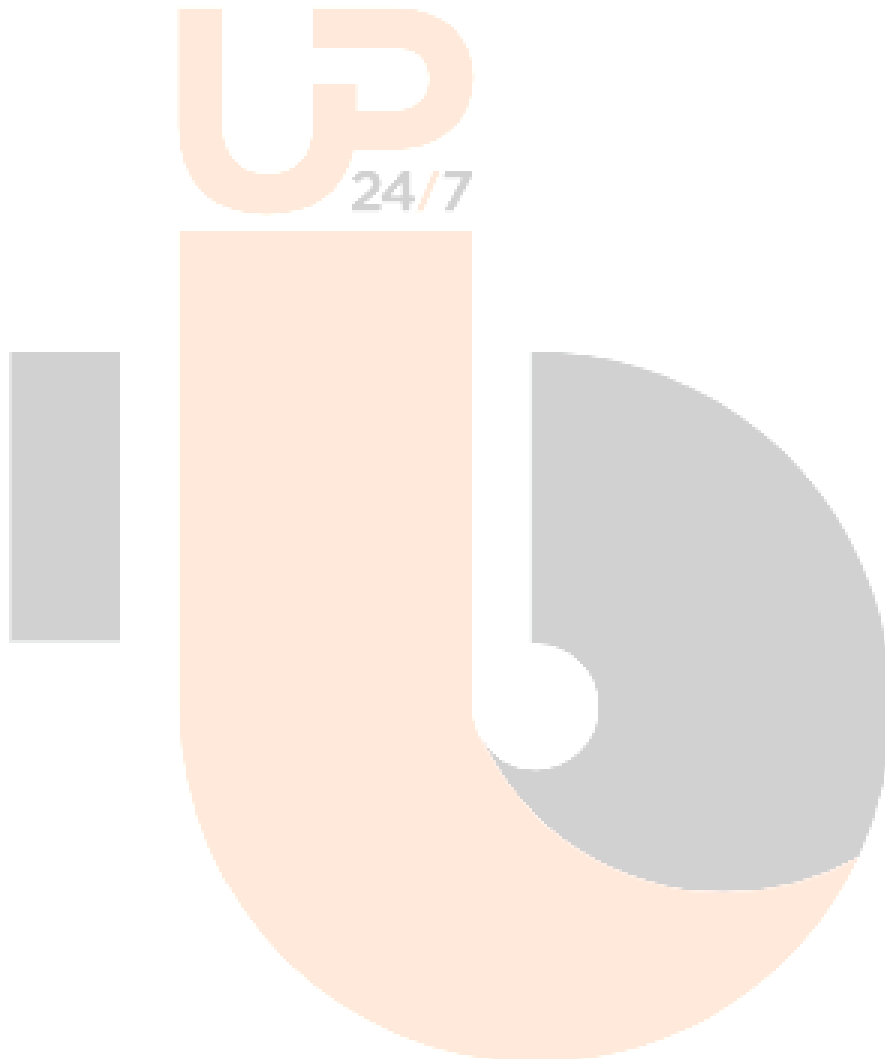


**Explanation:**

All SharePoint sites under Office 365/Site Collections 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 Site Collections upon searching. And it will strictly search only the specified pattern and case which starts with 'A'.



**Example No. 2:** Restore filter setting from Public Folders

<b>Location:</b>	Office 365/Public Folders
<b>Search subfolders:</b>	True
<b>Kind:</b>	Files and Folders
<b>Type:</b>	Ends With
<b>Pattern:</b>	t
<b>Match Case:</b>	True

**Search**

Look in  
 Office 365/Public Folders Change

Search subfolders

Kind: Files and Folders ▼ Type: ends with ▼ Pattern: t ▼  Match case

Search

Name	In Folder	Size	Date modified

Items per page: 50 ▼ Page: - ▼

OK Cancel Help

Previous Next Cancel Help

### Search

Look in  
Office 365/Public Folders Change

Search subfolders

Kind: Files and Folders | Type: ends with | Pattern: t  Match case

Searching ... Stop

Name	In Folder	Size	Date modified
------	-----------	------	---------------

Items per page: 50 | Page: -

OK Cancel Help

Previous Next Cancel Help

### Search

Look in  
Office 365/Public Folders Change

Search subfolders

Kind: Files and Folders | Type: ends with | Pattern: t  Match case

Search

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> Pub-Test	Office 365/Public Folders		

Items per page: 50 | Page: 1 / 1

OK Cancel Help

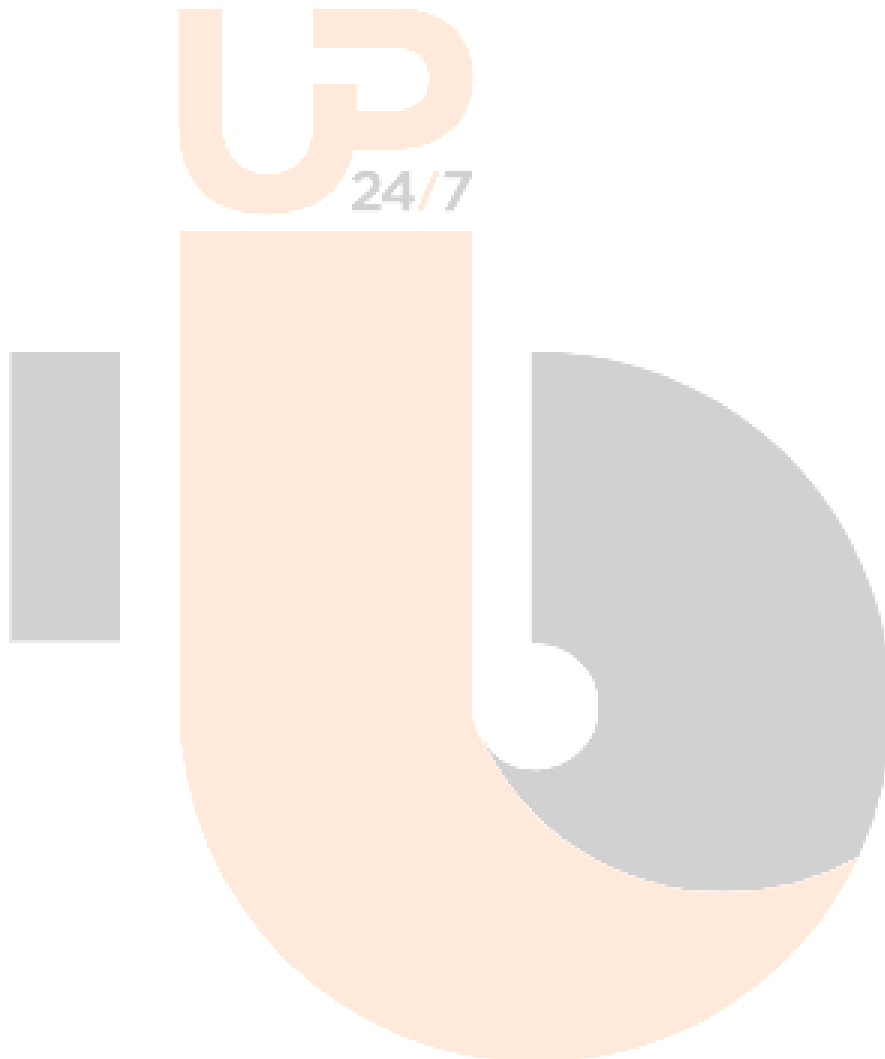
Previous Next Cancel Help

**Explanation:**

All files and folders under Office 365/Public Folders that has the pattern that ends with 't' 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 mails, 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 Folder upon searching. And it will strictly search only the specified pattern and case which ends with 't'.

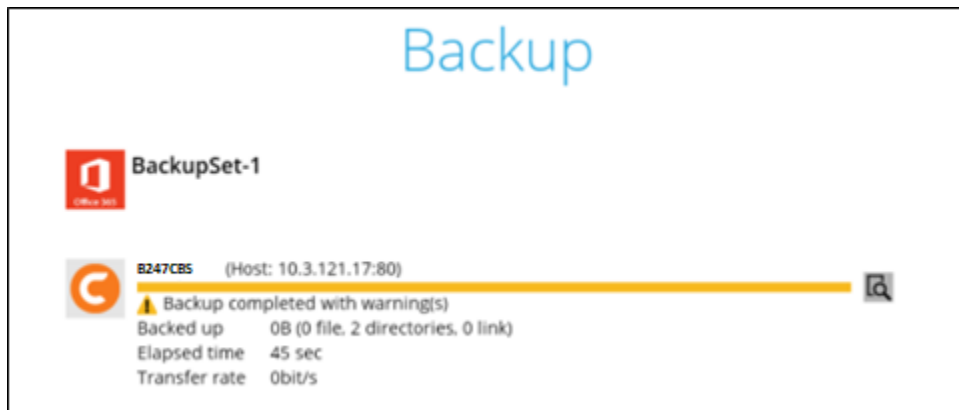


## Appendix D: Example Scenario for Backup Set Maintenance

**Scenario:** Office 365 user account does not exist warning message

This is the sample warning message if the user does not exist. If a user is removed from the domain and the Admin did not manually unselect the user from the backup source, then during backup job there will be a warning that the user does not exist. The warning will appear on the backup log.

Backup job is completed with warning(s). Check the backup log for the warning message.



Backup log contains a warning message.

