



<sup>24/7</sup>  
Backup Advanced Backup Manager (B247PRO) v9  
Office 365 Backup & Restore Guide for Windows

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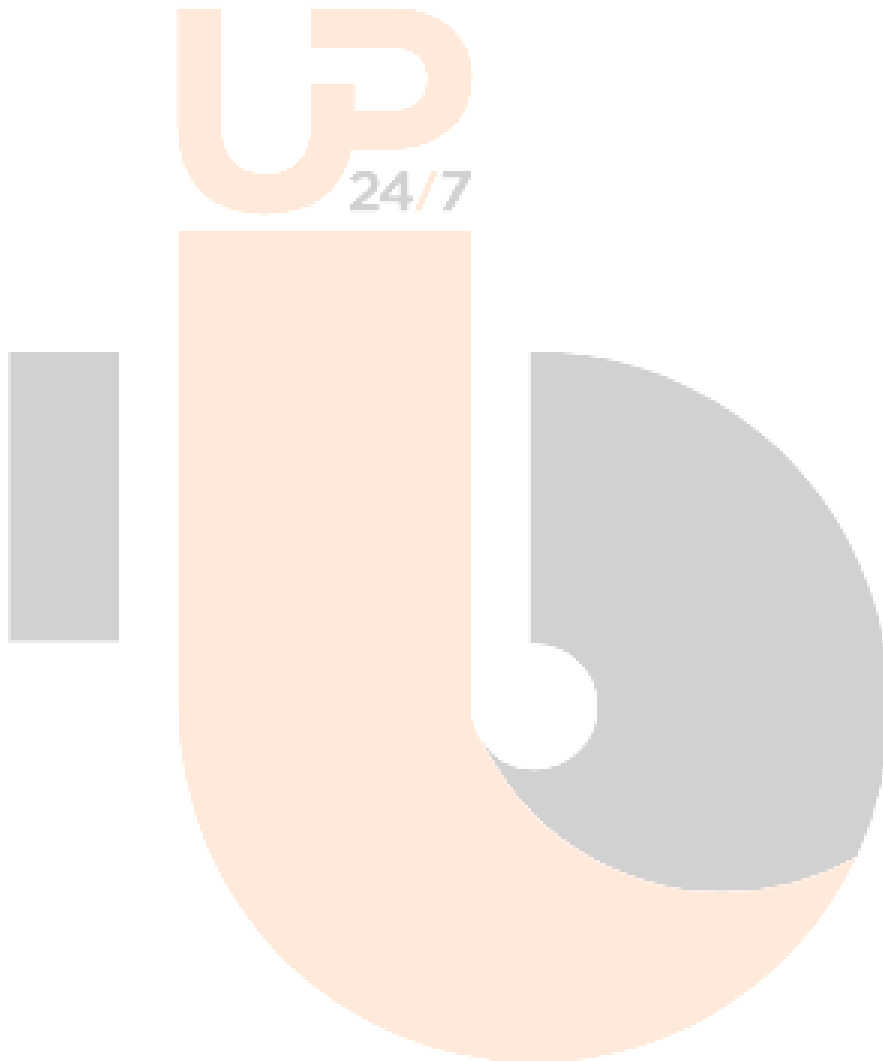
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# 1 Overview

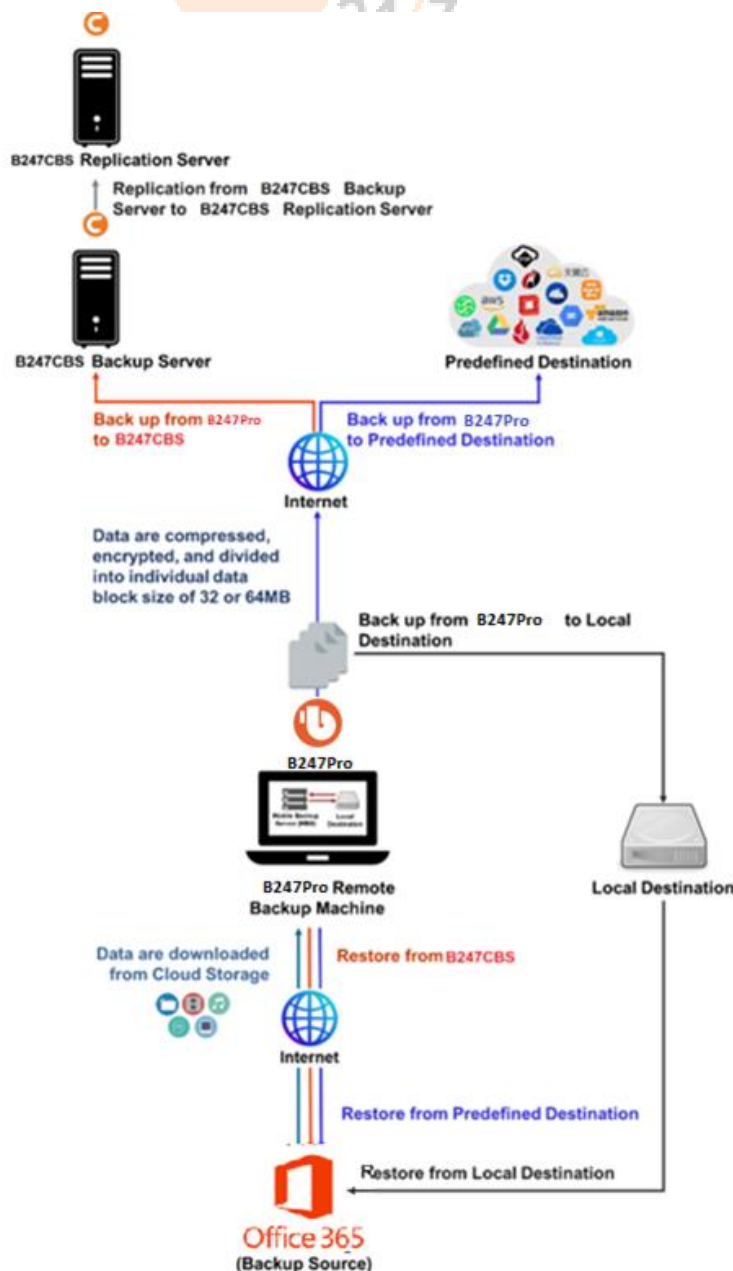
## 1.1 What is this software?

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 end-to-end backup and restore process of 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 that 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 user has more control on the hardware which affects the overall backup and restore performance.

The Change Key API has significantly improved backup performance for backup jobs, which means backup sets with a large number of Office 365 accounts for 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.

## Command Line Tool

Agent-based backup solution has a feature that allows user to configure a pre and/or post-backup command which can be an operating system level command, script or batch file, or third-party utilities that will run before and/or after a backup job.

## Reminder Feature

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

## More Restore Locations

Agent-based backup offers you three (3) restore locations such as the local machine, original location (or the cloud storage where your backed up files are located) 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.

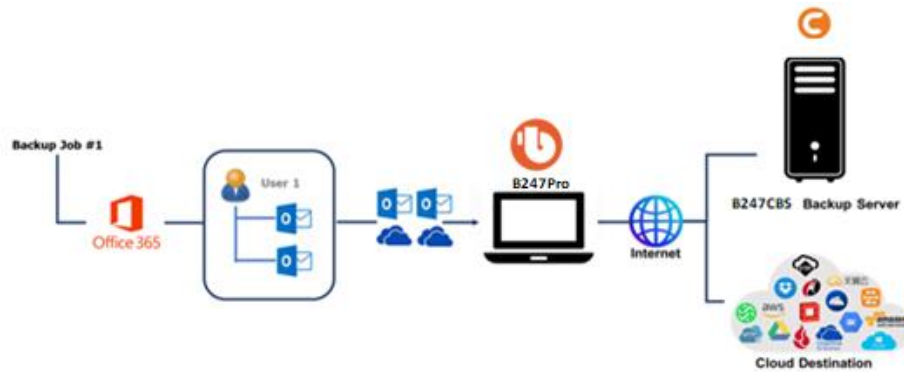
## Fast and Efficient

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 backup and restore threads to produce fast backup and restore performance.

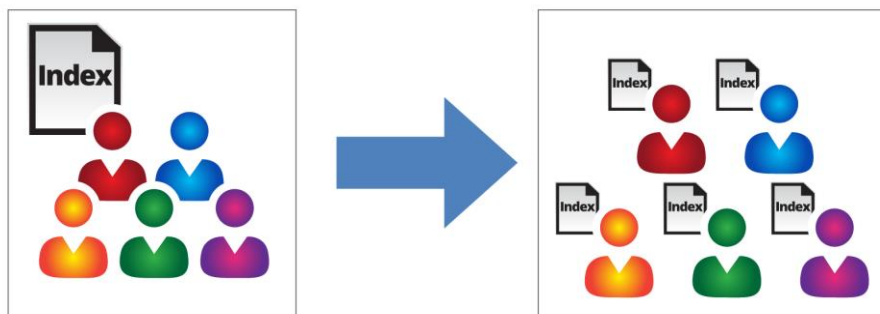
Backup job uses a maximum of 4 concurrent threads.



As shown the technology translate 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** – a last resort for you to recover your encryption key in case you have lost it. Your backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

## Centralized Management Console

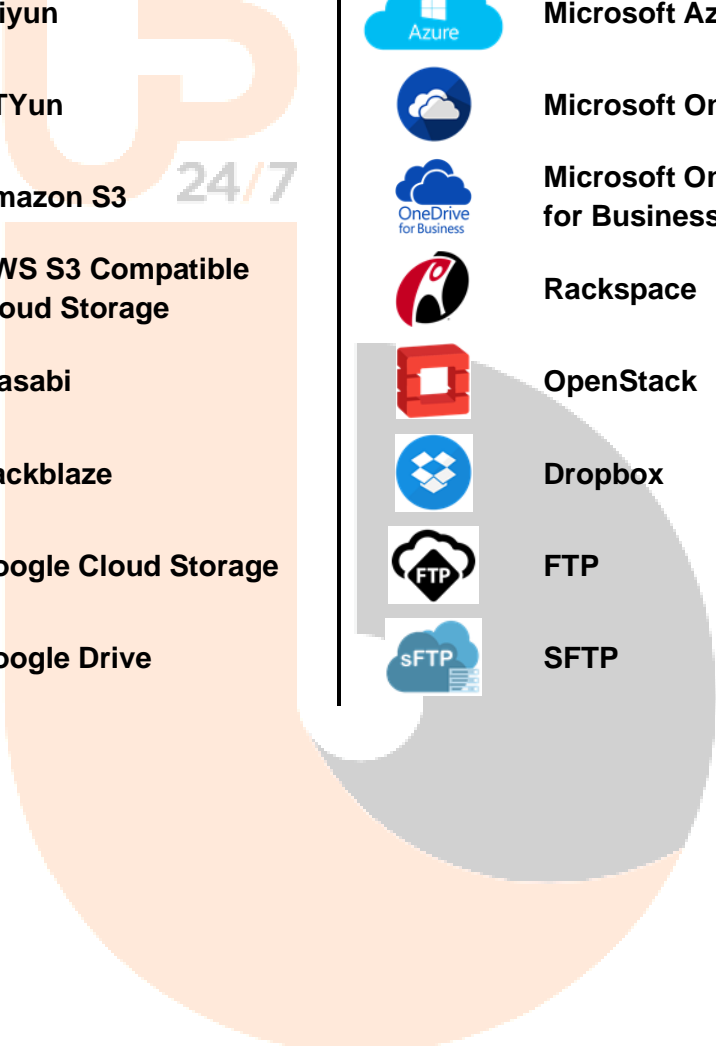
Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore. Below is an overview of what you can do with it. For more details regarding the setup and operations of the centralized management console, refer to the B247CBS v9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

















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

## Cloud Destinations Backup

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

Below is a list of supported cloud destinations.



	<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>Wasabi</b>		<b>OpenStack</b>
	<b>Backblaze</b>		<b>Dropbox</b>
	<b>Google Cloud Storage</b>		<b>FTP</b>
	<b>Google Drive</b>		<b>SFTP</b>

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

The following table summarizes the differences in backup options available between a Run on Server and Run on Client Office 365 backup set, and the tool to use (web console or client agent) 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	✓	✗
Others	✓	✓
<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

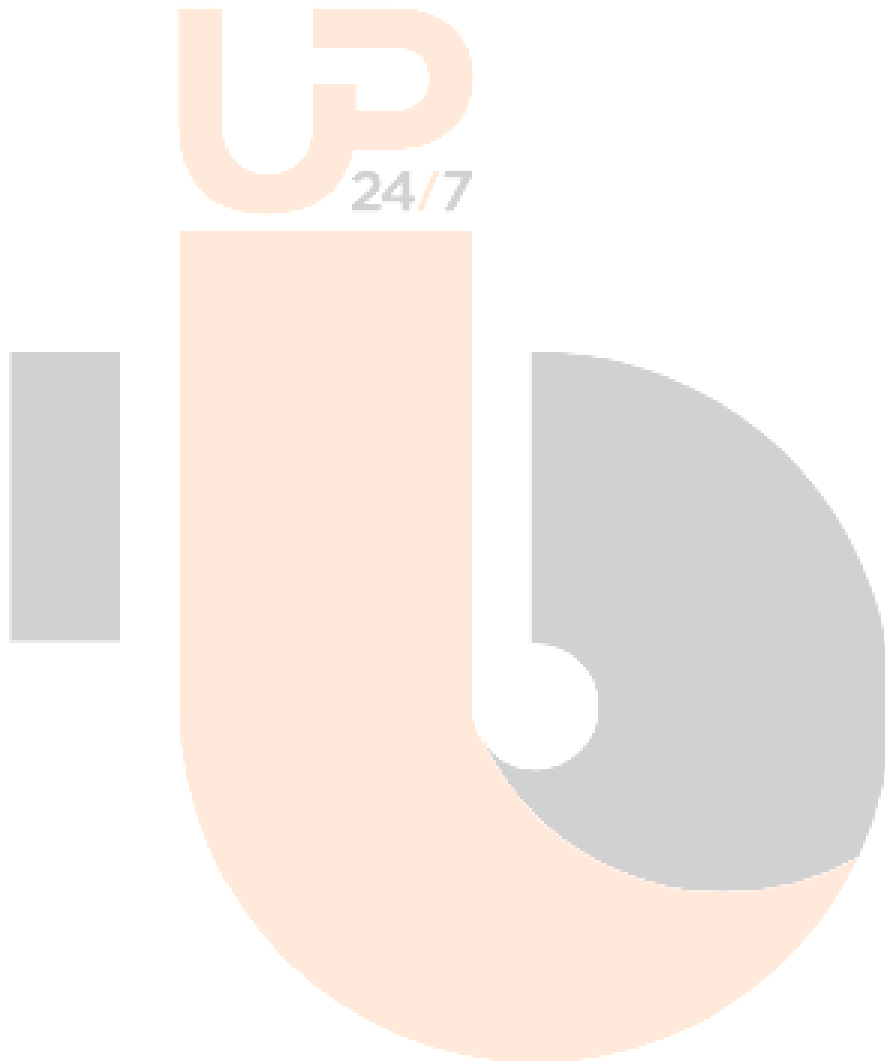
Aside from backup options, the table below shows other operations that can be performed using web console and client agent:

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.

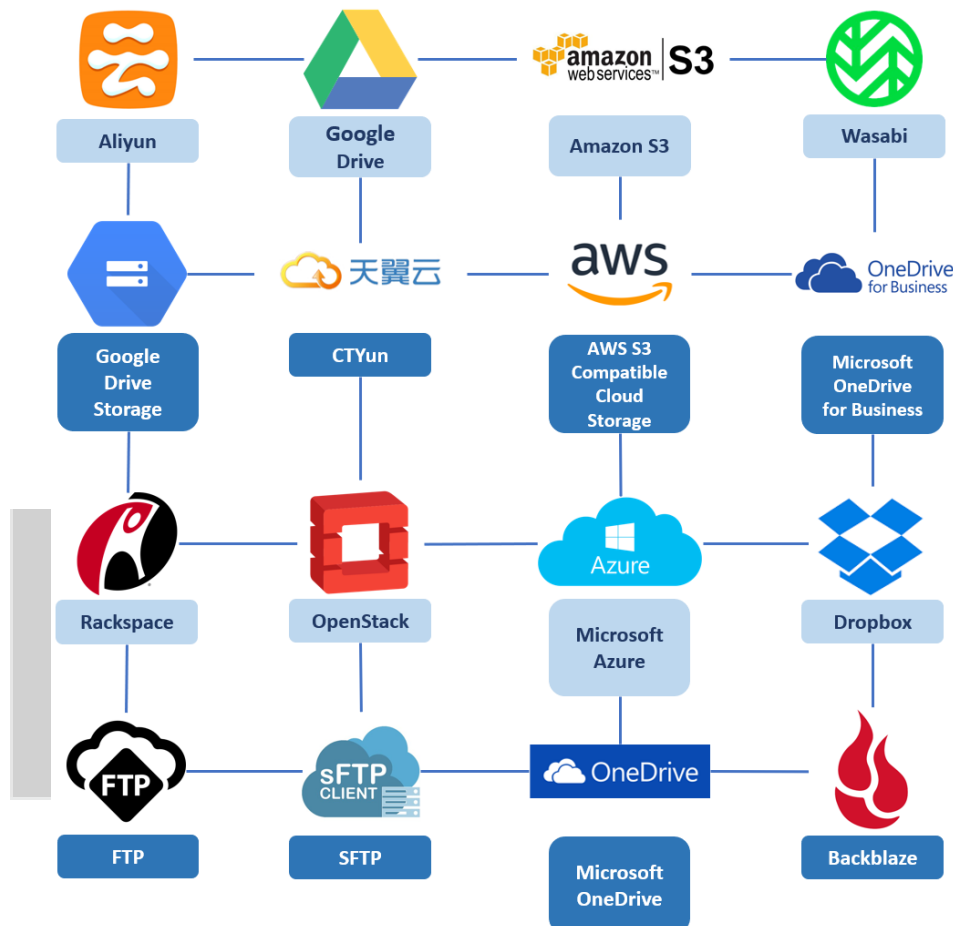
### Let's take a look at some of the Microsoft's Office 365 backup capabilities and limitations

- 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 restore, 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 three (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 (Pro)

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

Create a backup set using Backup247 Advanced Client (Pro)

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

Run a backup set using the Backup247 Advanced Client (Pro)

#### **Configuring an Automated Backup**

Configure backup schedule for automated backup

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

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

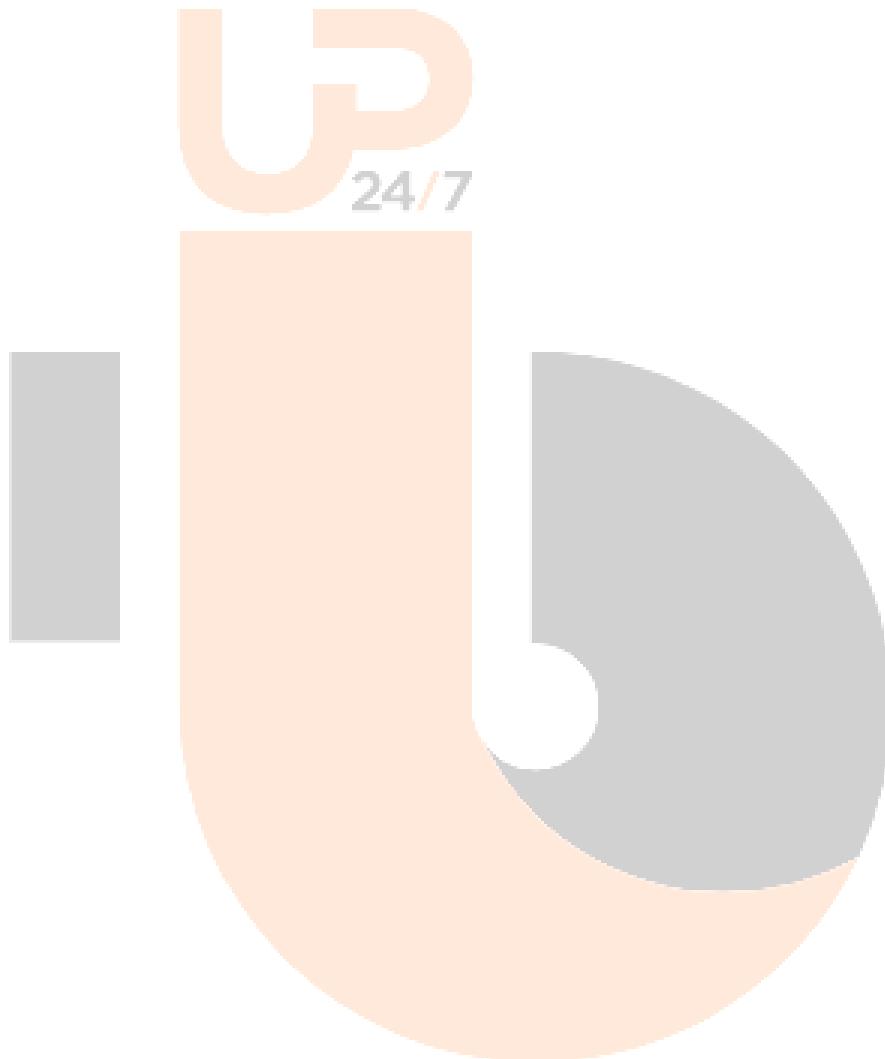
Restore a backup using the Backup247 Advanced Client (Pro)

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

### 2.4 Antivirus Exclusion Requirement

To optimize performance of Backup247 Advanced Client (B247PRO) on Windows, and to avoid conflict with your antivirus software, refer to the following Wiki article the list of processes and directory paths that should be added to all antivirus software white-list / exclusion list:

FAQ: Suggestion on antivirus exclusions to improve performance of Backup247 software on Windows

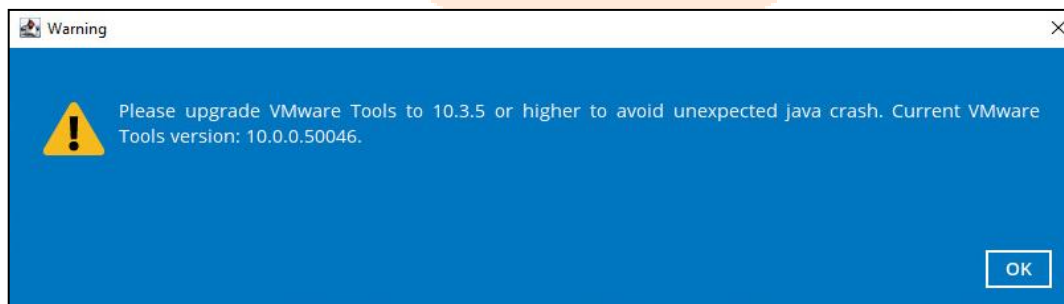
#### NOTE

The bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, and 2019 during installation / upgrade via installer or upgrade via AUA.

### 2.5 Upgrade VMware Tools Requirement

To avoid unexpected java crash, if the Windows machine is a guest VM hosted on a VMware Host then it is highly recommended that the VMware tools version installed on the guest VM must be 10.0.5 or above.

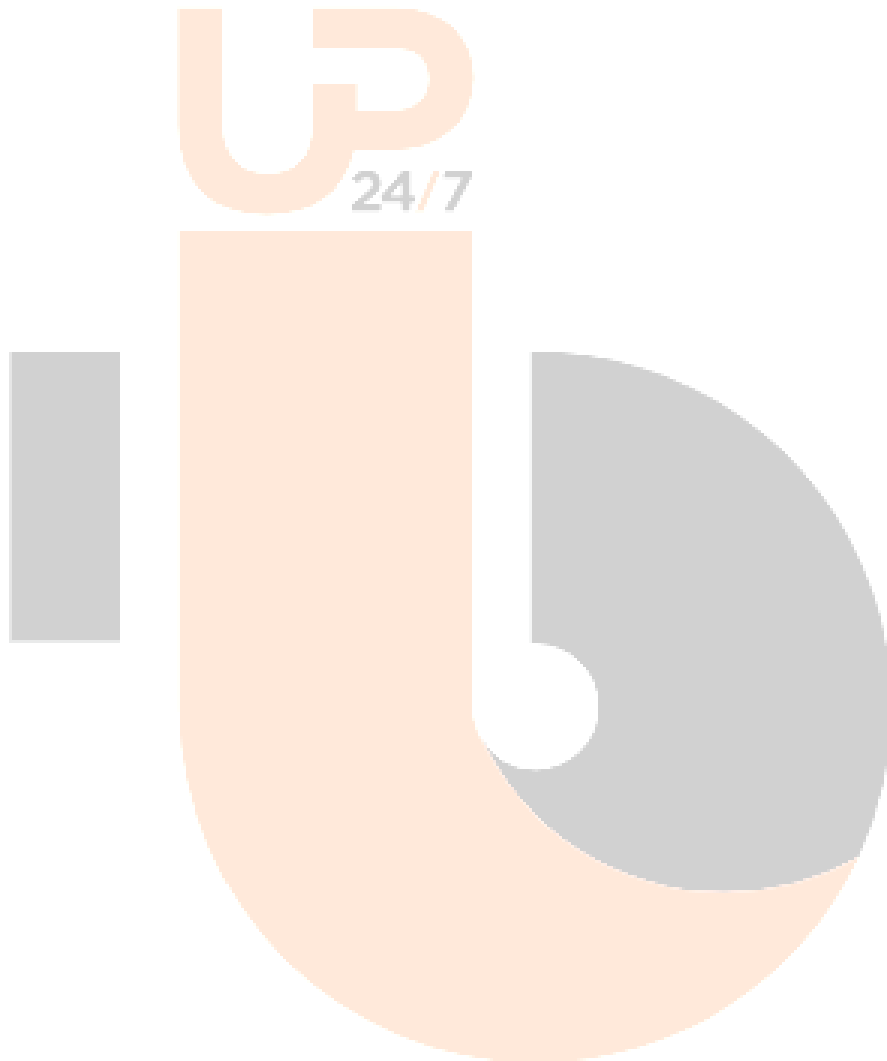
Below is the warning message that will be displayed if the version of the VMware Tools is less than 10.0.5.



#### NOTE

For more information about the upgrade of VMware Tools, refer to this article,

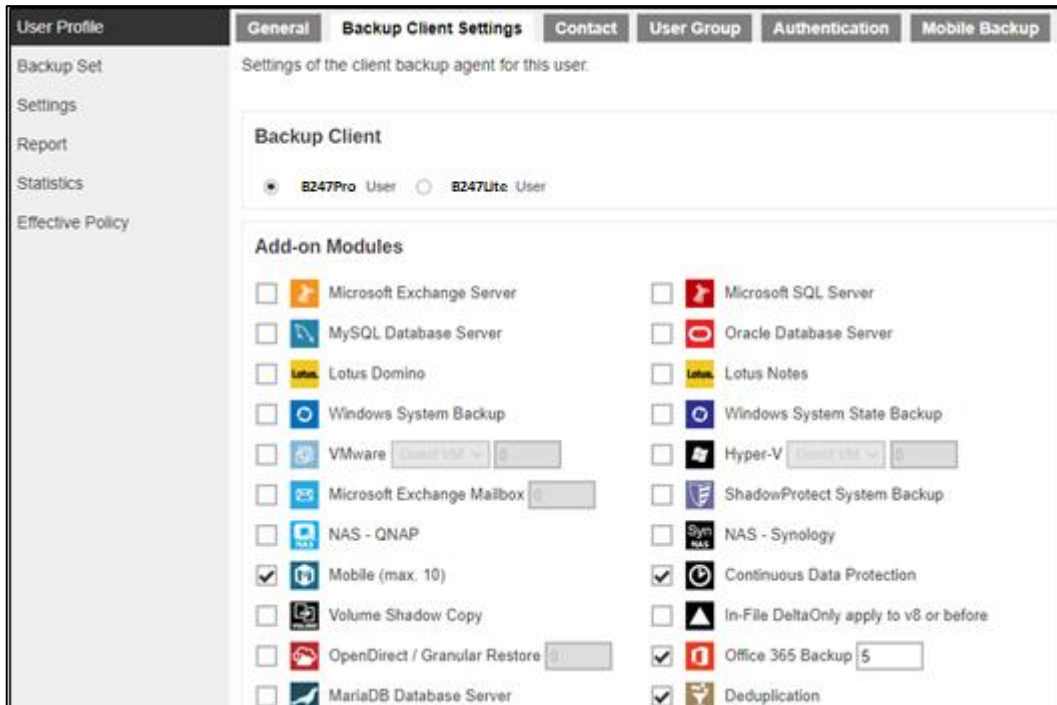
ISSUE: Backup247 Advanced Client (B247PRO) / B247LITE crash when performing backup or restore on a VMware virtual machine with VMware Tools pre-10.3.5 installed.



## 2.6 Add-on Module Requirement

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.



## 2.7 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.

Please contact your backup service provider for more details.

## 2.8 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](#)

## 2.9 Public Folder Backup

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

## 2.10 SharePoint Site Backup

To be able to backup 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.

## 2.11 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.](#)

## 2.12 Backup247 Advanced Client (B247PRO) License Requirements

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

To backup 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.

To backup 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) backup sets to backup across three (3) backup client computers, then 3 Backup247 Advanced Client (B247PRO) licenses are required.

## 2.13 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 Status

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

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

Microsoft Office 365 Subscription Status

### Restore Requirement

When restoring data of Office 365 user, the account which the data will be restored to requires valid license(s):

- Requires Exchange License

Example: Exchange Online Plan and Office 365 E3 are required when restoring Outlook's / Public Folder's items.

- Requires SharePoint License

Example: SharePoint Online Plan and Office 365 E3 are required when restoring OneDrive's / Personal Site's items.

## 2.14 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**

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. 2.14.1.

- **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. 2.14.2.

- 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. 2.14.3.

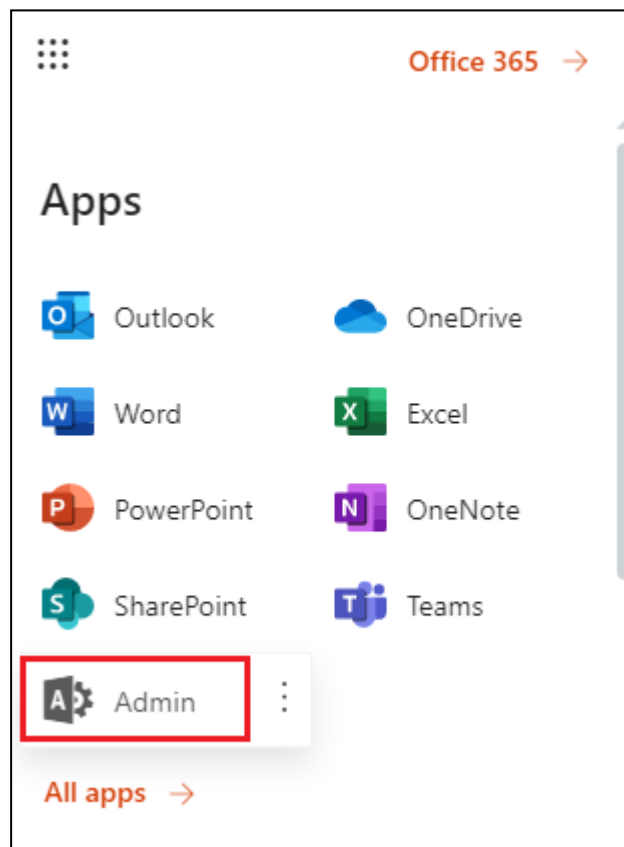
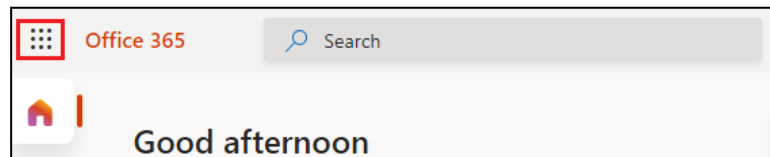
- ApplicationImpersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders

Otherwise, proceed to grant all necessary permissions to the Office user account as shown in the following chapters 2.14.1, 2.14.2, 2.14.3, 2.14.4, and 2.14.5.

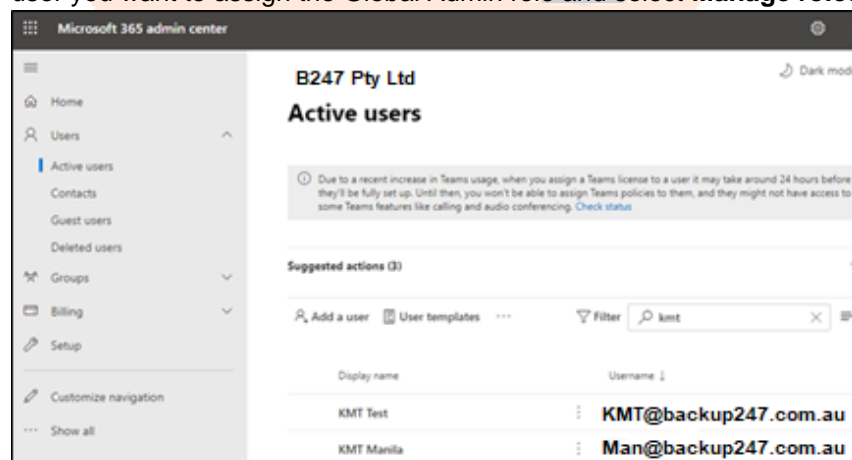
### 2.14.1 Assigning Global Admin Role to Accounts

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**.



**KM** [Redacted Name]

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

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

**Username**  
KTM@Backup247.com.au  
[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 ⓘ

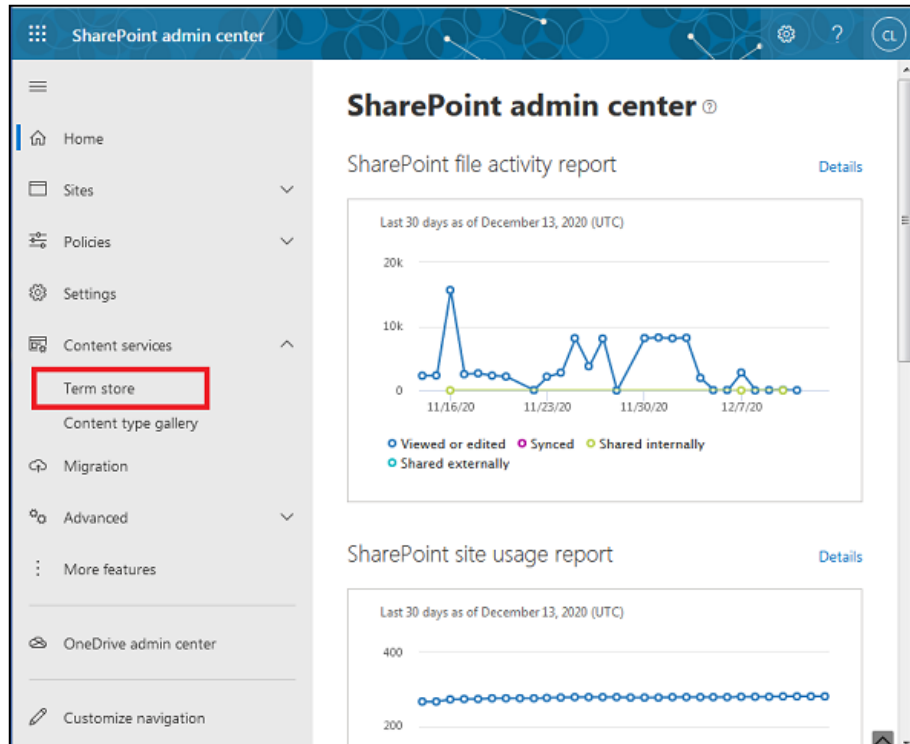
Helndesk admin ⓘ

[Save changes](#)

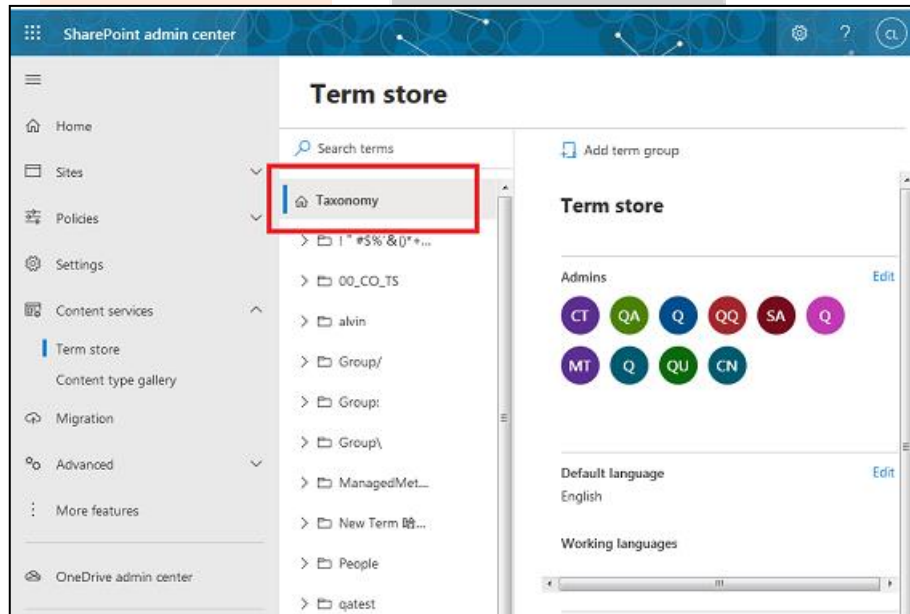
## 2.14.2 Granting Term Store Administrator Role

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

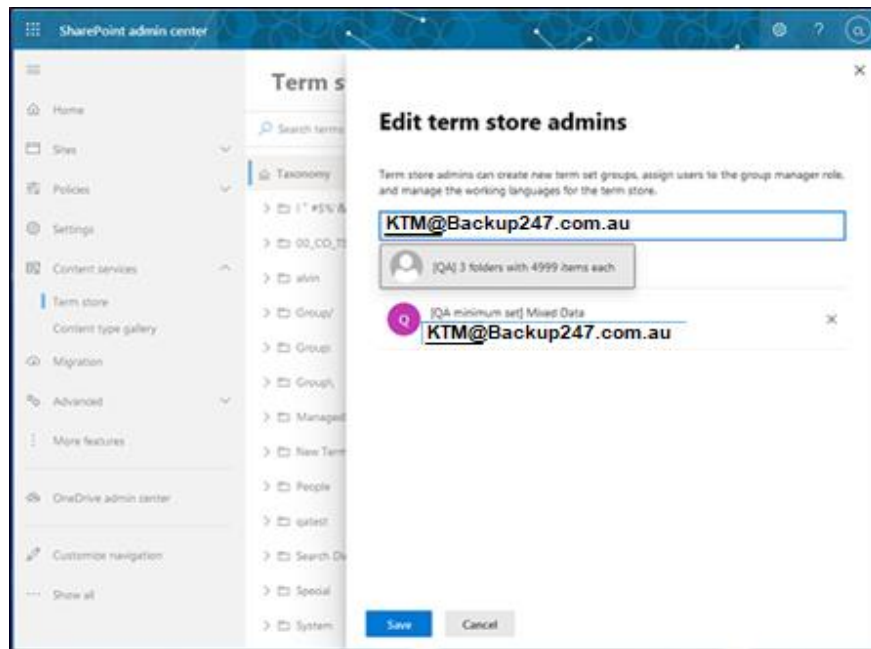
- i. In the SharePoint admin center, under **Content services**, click **Term store**.



- 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.



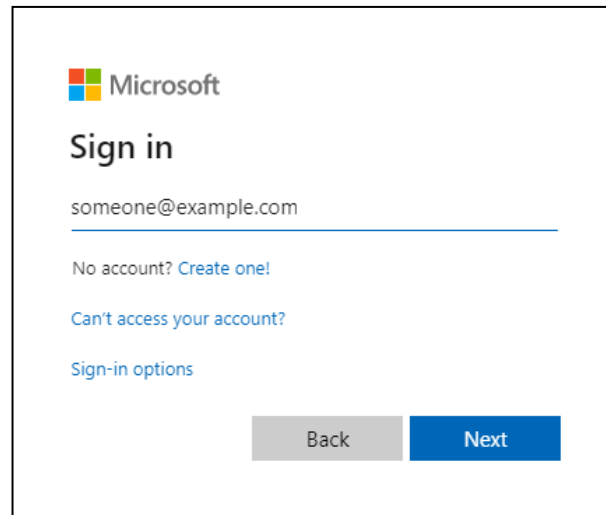
iv. Enter the names or email addresses of the Office 365 user who you want to add as term store admins. Select **Save**.



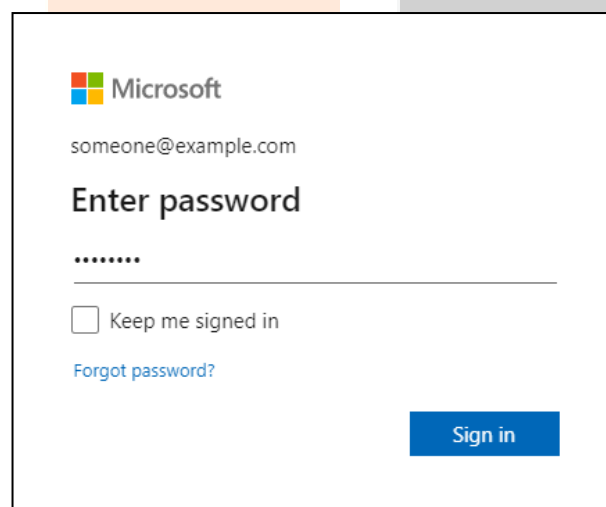
### 2.14.3 Granting Permission Discovery Management Group

This permission allows users added under the **Members** section of the **Discovery Management** group (refer to Ch. 2.14.4 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.



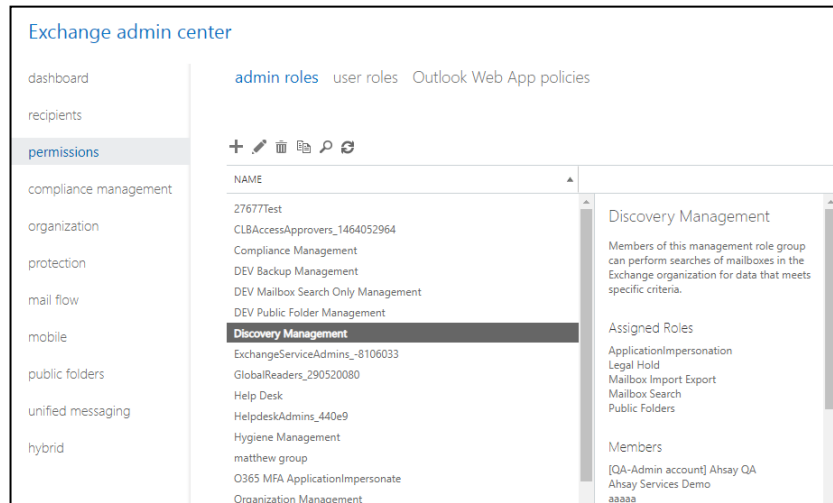
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "someone@example.com". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom of the page are two buttons: a grey "Back" button and a blue "Next" button.



The screenshot shows the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. A text input field contains a series of dots representing a password. Below the input field is a checkbox labeled "Keep me signed in". Below the checkbox is a link "Forgot password?". At the bottom right of the page is a blue "Sign in" button.

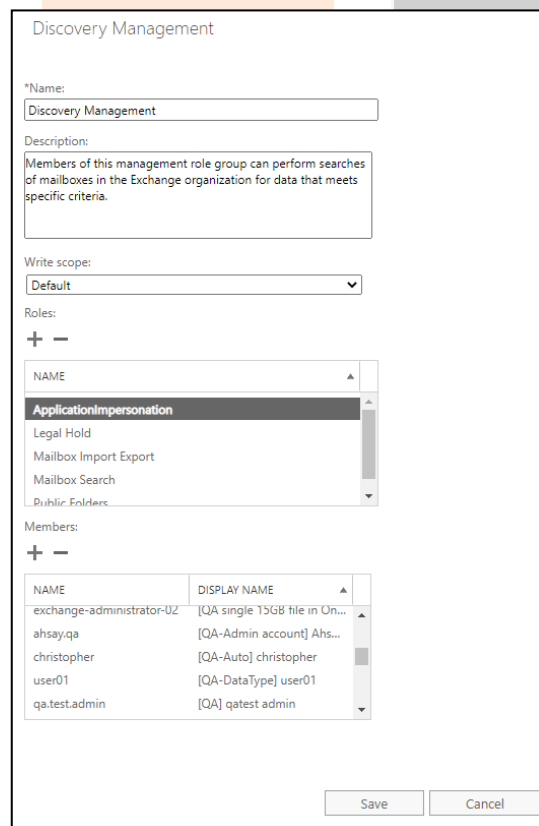


iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.



iv. Click the **+** icon under the **Roles** section. These are the following roles:

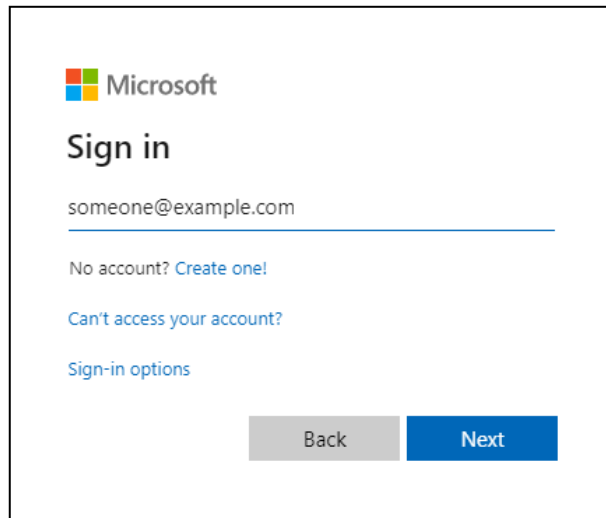
- ApplicationImpersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders



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

## 2.14.4 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.



Microsoft  
Sign in

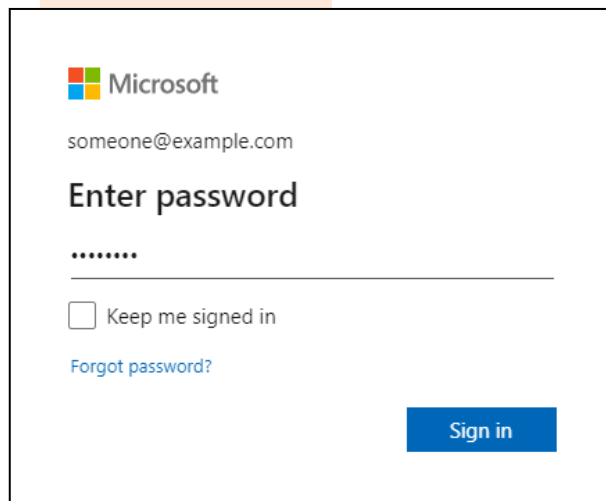
someone@example.com

No account? [Create one!](#)

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

[Sign-in options](#)

Back Next



Microsoft

someone@example.com

Enter password

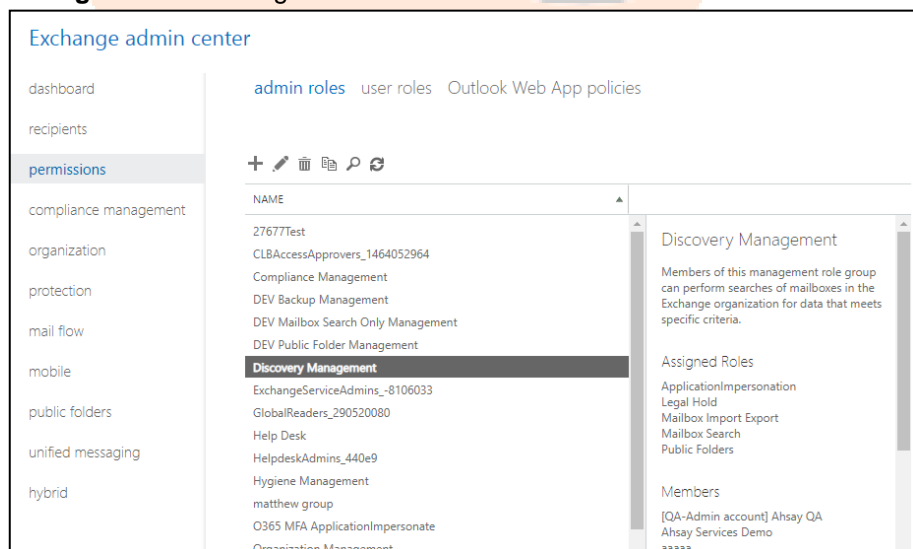
.....

Keep me signed in

[Forgot password?](#)

Sign in

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



Exchange admin center

dashboard admin roles user roles Outlook Web App policies

recipients

permissions

compliance management

organization

protection

mail flow

mobile

public folders

unified messaging

hybrid

+ [edit] [delete] [refresh] [refresh]

NAME
27677Test
CLBAccessApprovers_1464052964
Compliance Management
DEV Backup Management
DEV Mailbox Search Only Management
DEV Public Folder Management
<b>Discovery Management</b>
ExchangeServiceAdmins_-8106033
GlobalReaders_290520080
Help Desk
HelpdeskAdmins_440e9
Hygiene Management
matthew group
O365 MFA ApplicationImpersonate
Organization Management

Discovery Management

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

Assigned Roles

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

Members

- [QA-Admin account] Ahsay QA
- Ahsay Services Demo
- aaaaa

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

Discovery Management

\*Name:

Description:

Write scope:

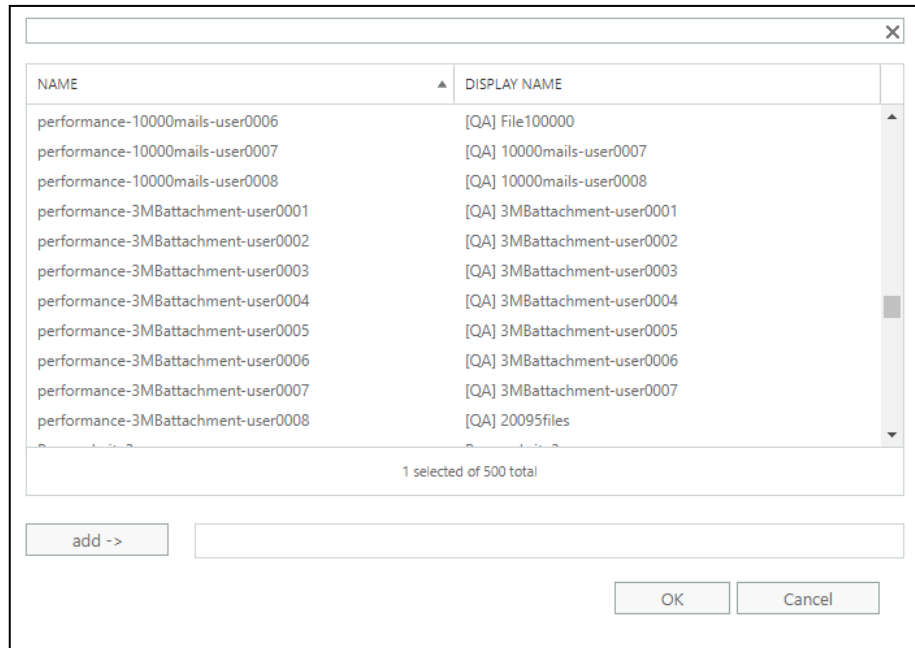
Roles:  
 + -

NAME
<b>ApplicationImpersonation</b>
Legal Hold
Mailbox Import Export
Mailbox Search
Public Folders

Members:  
 + -

NAME	DISPLAY NAME
exchange-administrator-02	[QA single 15GB file in On...
<b>ahsay.qa</b>	<b>[QA-Admin account] Ahs...</b>
christopher	[QA-Auto] christophe
user01	[QA-DataType] user01
qa.test.admin	[QA] qatest admin

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

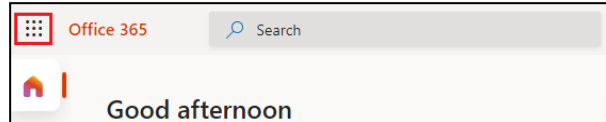


- vi. Click **Save** to confirm and exit the setting.

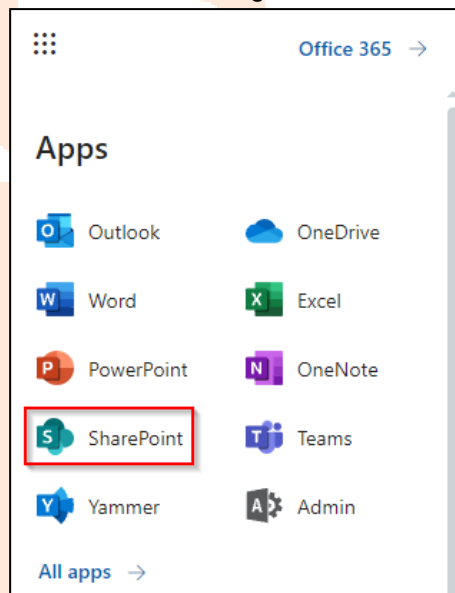
### 2.14.5 Granting Permission to restore all share link types to alternate location in Office 365

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

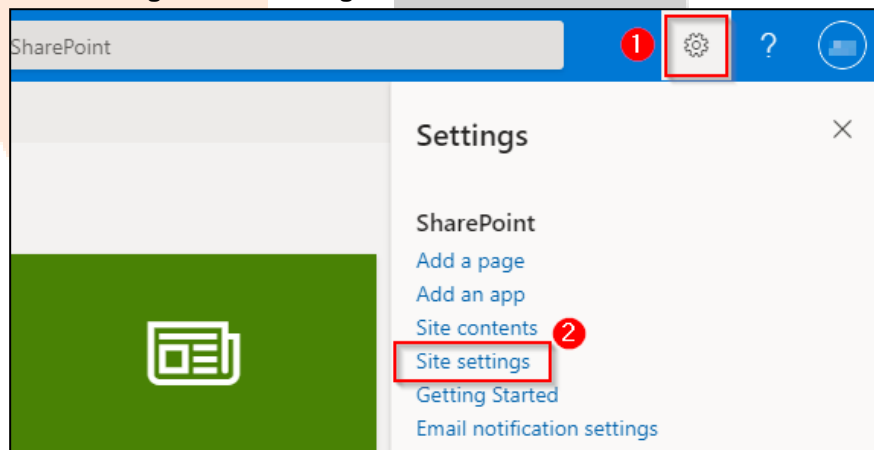
- ⦿ Allowing anonymous users to access application pages
  - i. Click the App launcher in the upper left side.



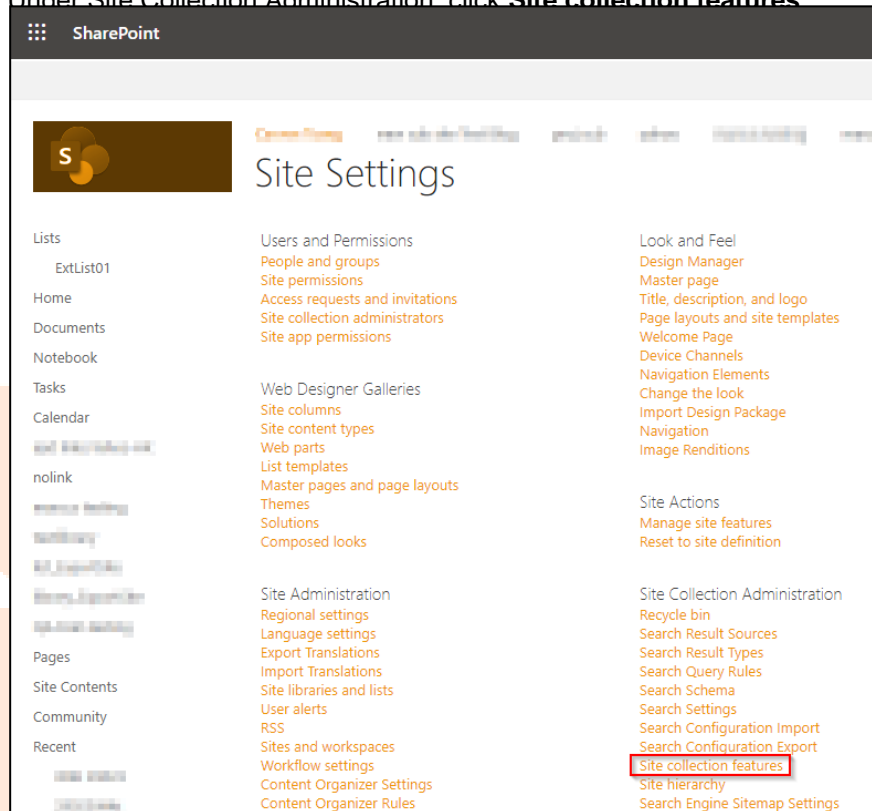
- ii. Click **SharePoint** to go to the SharePoint page.



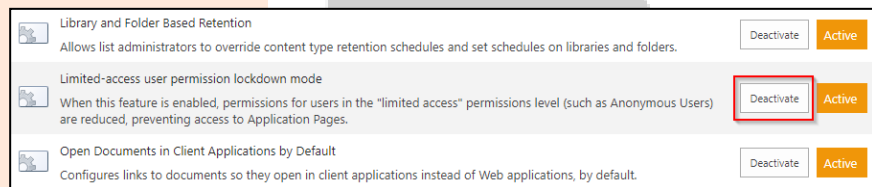
- iii. Click **Settings > Site Settings**.



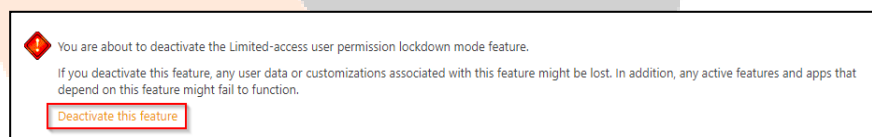
iv. Under Site Collection Administration, click **Site collection features**



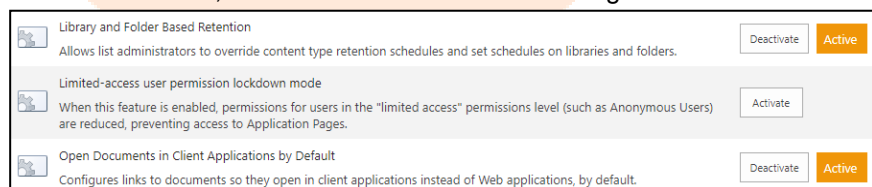
v. Scroll down and look for **“Limited-Access user permission lockdown mode”**, click the **Deactivate** button.



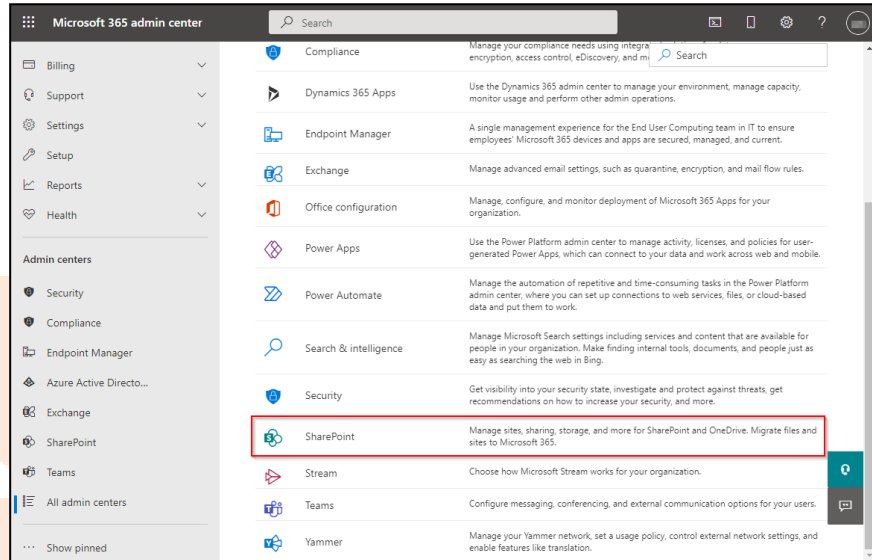
vi. Click **Deactivate this feature**.



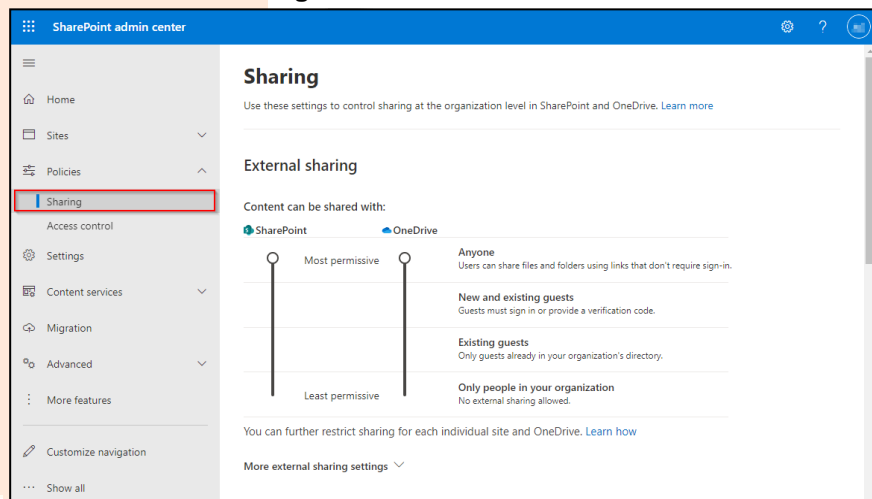
Once deactivated, the Deactivate button will no longer be available.



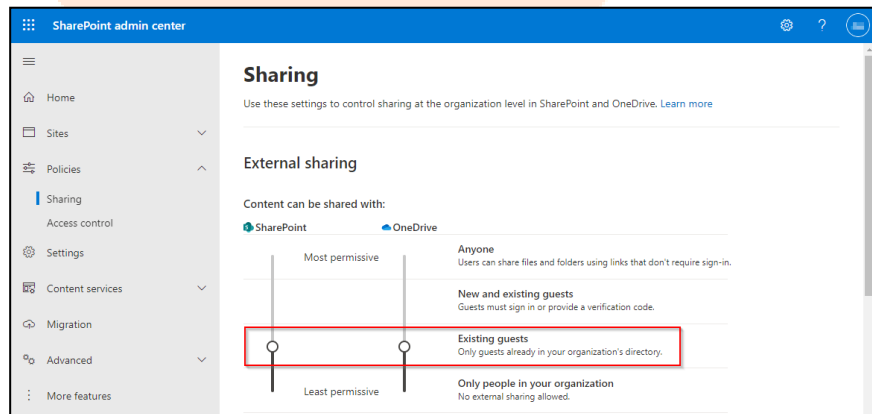
- Allowing sharing to external users
  - i. Go to your **Microsoft 365 Admin Center > All admin centers >** in the right pane select **SharePoint**



- ii. Go to **Policies > Sharing**.



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



## 2.15 Data Synchronization Check (DSC) Setup

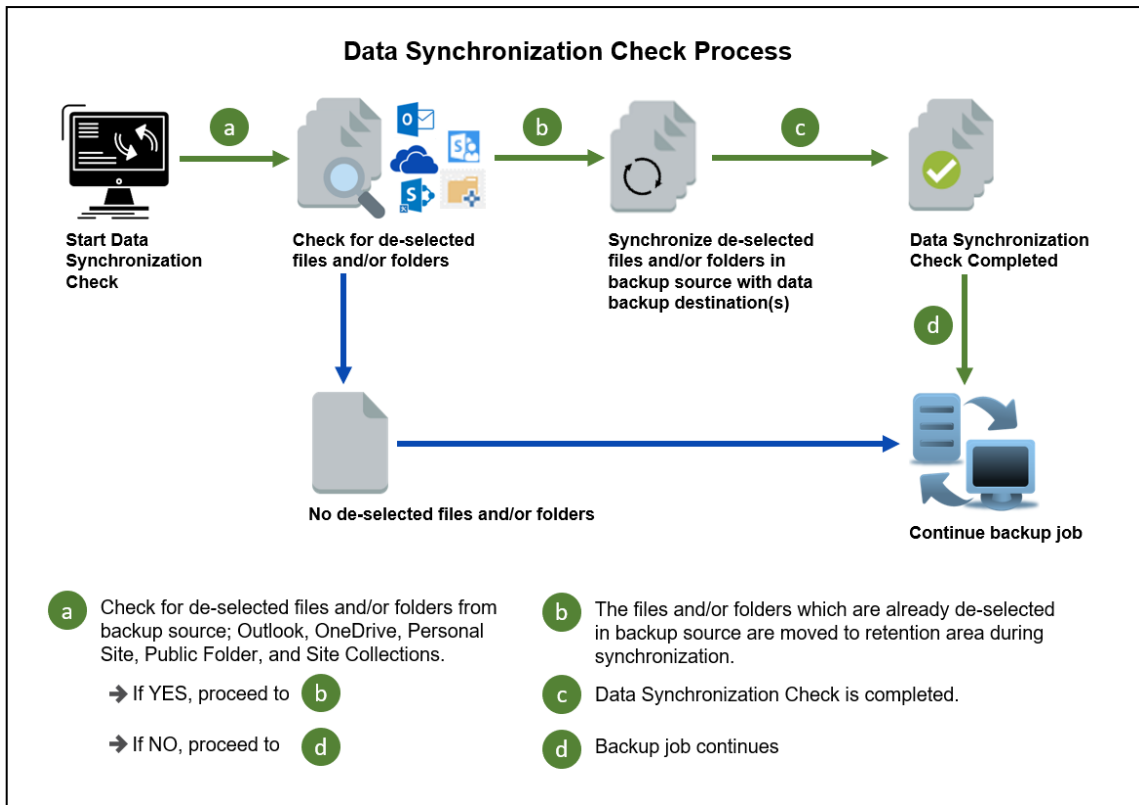
To compensate for the significant backup performance increase, there is a tradeoff made by the Change Key API, which skips the checking of de-selected files in the backup source, which over time can result in a discrepancy between the items or files/folders selected in the backup sources and the those 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 Appendix G: Setting the Data Synchronization Check (DSC)

## 2.16 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. Since, neither Germany nor China region 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 or above, the backup and restore process of existing Office 365 backup sets still using Basic Authentication will not be affected during this transition period since Modern Authentication is not yet enforced by Microsoft.

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 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 login their credentials first to authorize the migration of authentication. This is only required in migrating from Basic Authentication to Modern 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:

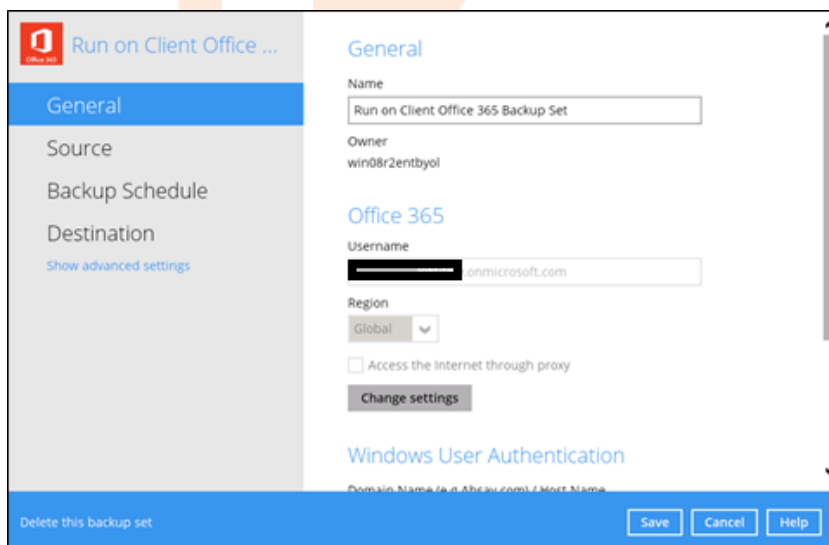
## Basic Authentication

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**.

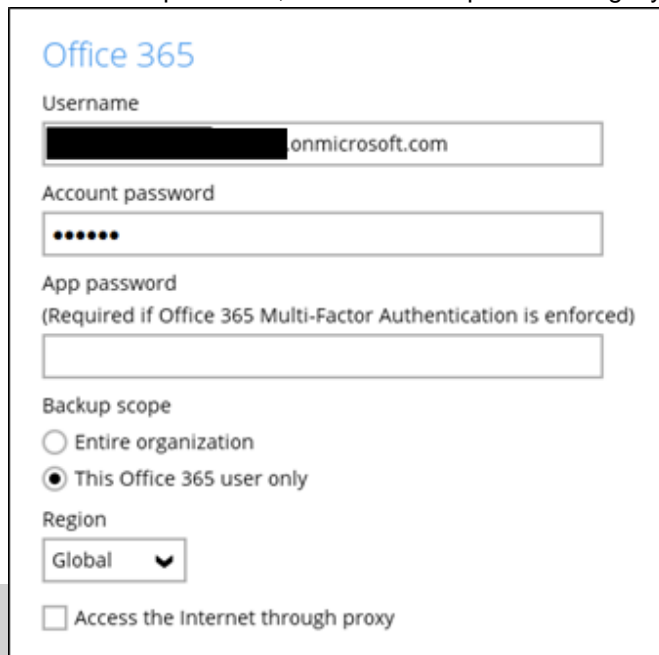


In the Office 365 credentials page, if the region is Global and the Username exists but has no password, then the backup set is using Modern Authentication.



⦿ **Hybrid Authentication**

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



Office 365

Username  
[redacted]onmicrosoft.com

Account password  
••••••

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

Backup scope

Entire organization




This Office 365 user only

Region  
Global ▼


Access the Internet through proxy

## 2.17 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		 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.

 <b>Folder Level</b>			
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	✗	RSS 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	✓ <sup>1</sup>	Import Spreadsheets	✓
Issue Tracking	✓	Links	✓
Look and Feel	✓ <sup>2</sup>	Manage Site Features	✓
Newsfeed	✗	Permissions and Management	✓ <sup>3</sup>
Picture and Libraries	✓	Report Libraries	✓
Site Collection Features	✓	Site Page	✓
Survey	✓	Version History	✓ <sup>3</sup>
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	✓

## 2.18 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
 <b>Outlook</b> with or without attachments (applies to User mailbox, Room mailbox, Shared mailbox, Equipment mailbox)	150 MB
 <b>Public Folders</b> with or without attachments	150 MB
 <b>OneDrive</b>	8 GB
 <b>Personal Site</b>	8 GB
 <b>Site Collections</b>	8 GB

## 2.19 Limitations

### 2.19.1 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 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).

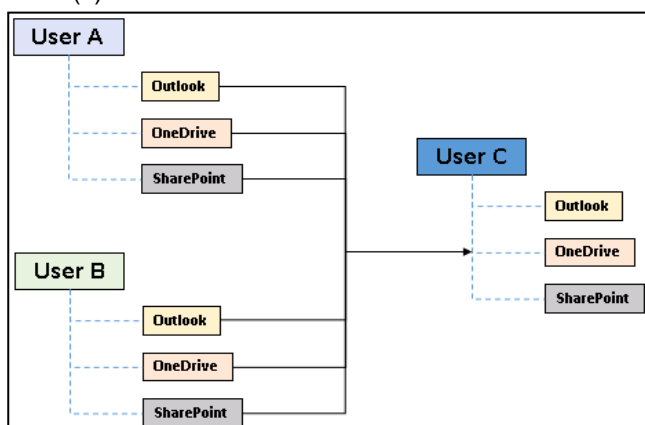
Example: Item from Outlook of User-A will be restored to the Outlook of the alternate location User-B; Item from SharePoint of User-A will be restored to the SharePoint of the alternate location User-B.

- 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 account 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

## 2.19.2 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.



## 2.20 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

### • **Log in to 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 which are created, the number of files which are updated/deleted, and new users may be added etc. schedule.

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 starting with Backup247 Advanced Client (B247PRO) v8.3.6.0 or above, it is recommended that backup sets are migrated to Modern Authentication. All newly created Office 365 backup sets on Backup247 Advanced Client (B247PRO) 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 for 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 every split backup sets 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 of large numbers of Office 365 users.

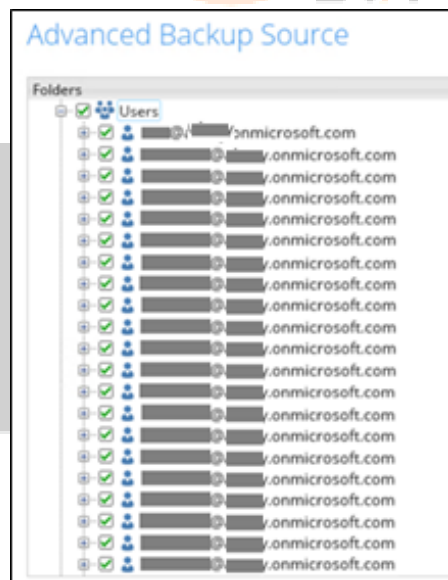
🔹 **Concurrent Backup Thread**

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.

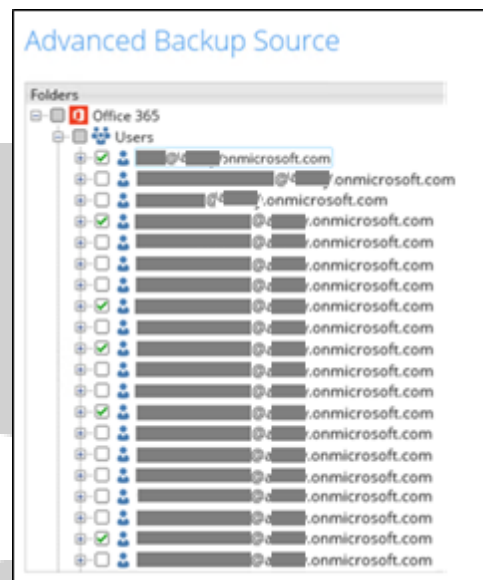
🔹 **Backup Source**

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	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

	<p>changes are automatically updated in the backup source.</p>	<p>the backup source this can be very time consuming.</p> <p>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.</p> <p>For more details on the backup set maintenance, please see, Appendix E: Example Scenario for Backup Set Maintenance</p>
<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>

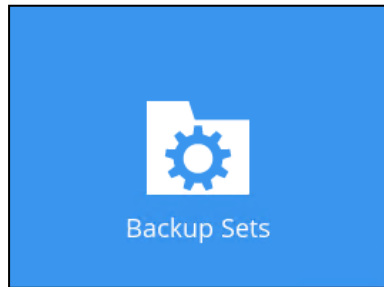
### 3 Creating an Office 365 Backup Set

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

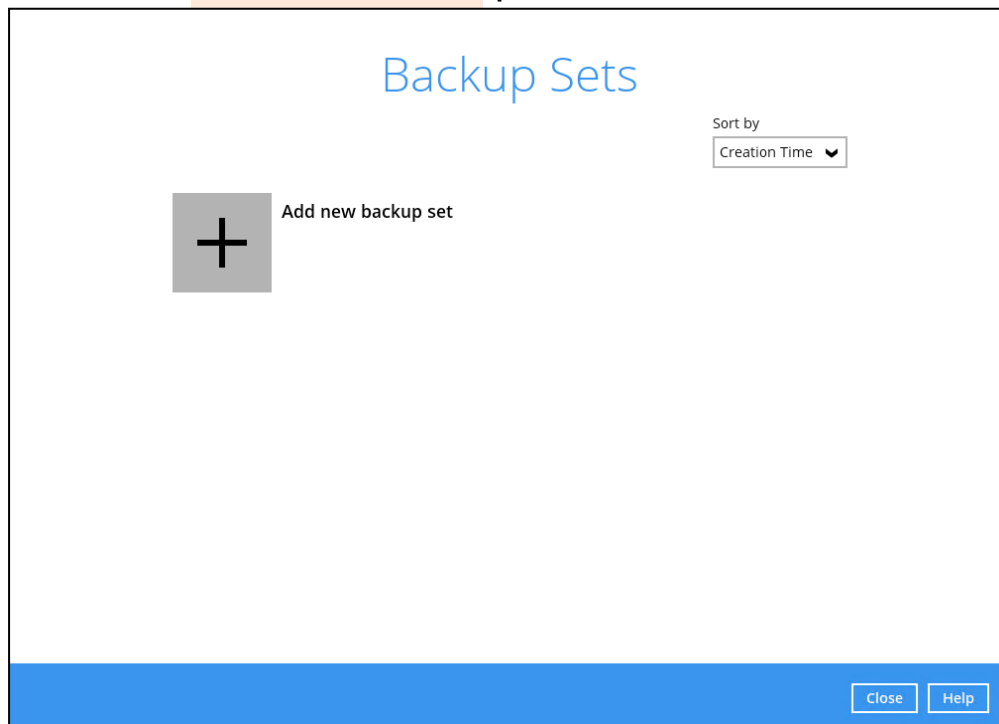
1. Log in to Backup247 Advanced Client (B247PRO).

For instructions on how to do this please refer to Chapter 8 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Windows.

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
- MS Windows System Backup
- MS Windows System State Backup
- MS Hyper-V Backup
- MySQL Backup
- Office 365 Backup
- Oracle Database Server Backup
- ShadowProtect System 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 Multi-Factor Authentication is enforced)

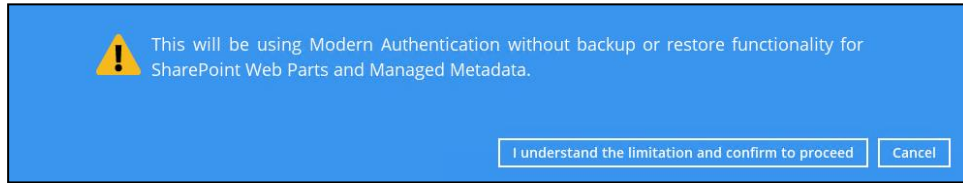
Region  
Global

Access the Internet through proxy

Test

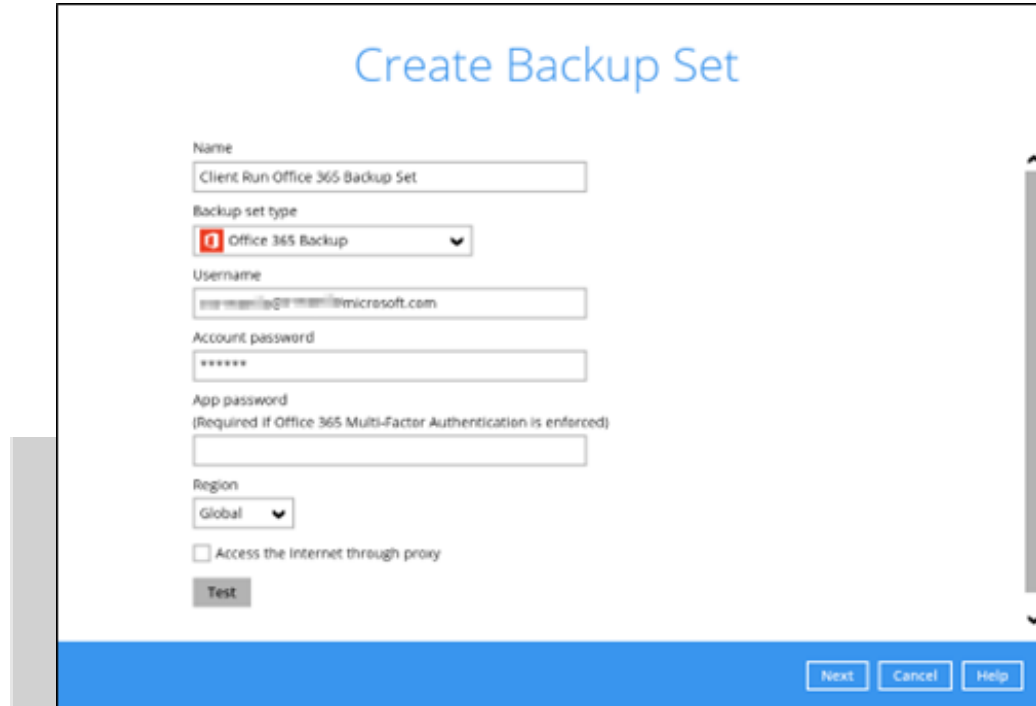
Next Cancel Help

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



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

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



### Create Backup Set

Name

Backup set type

Username

Account password

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

Region

Access the Internet through proxy

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

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



### Office 365 Multi-Factor Authentication

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

or



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



Office 365 Multi-Factor Authentication

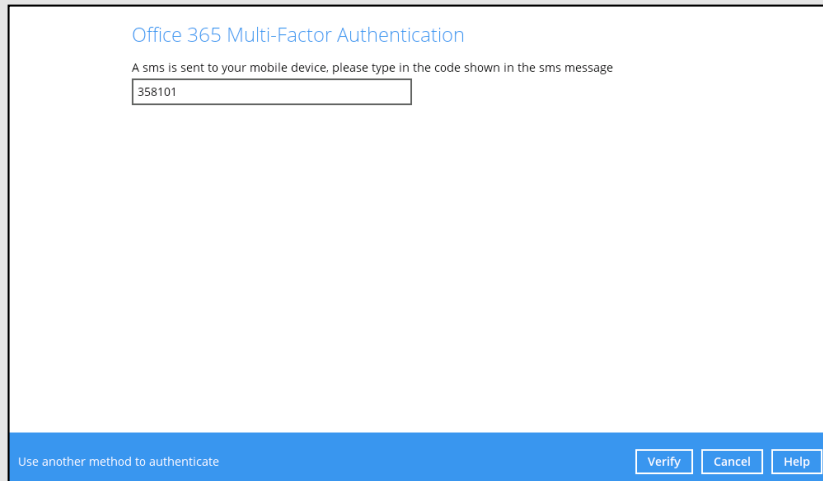
Select an authentication method

Text +XX XXXXXXXXX23

Call +XX XXXXXXXXX23

Cancel Help

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



Office 365 Multi-Factor Authentication

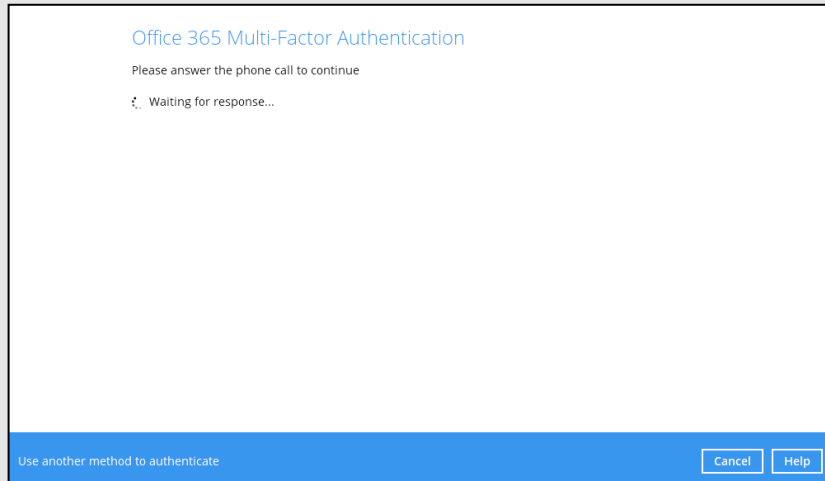
A sms is sent to your mobile device, please type in the code shown in the sms message

358101

Use another method to authenticate

Verify Cancel Help

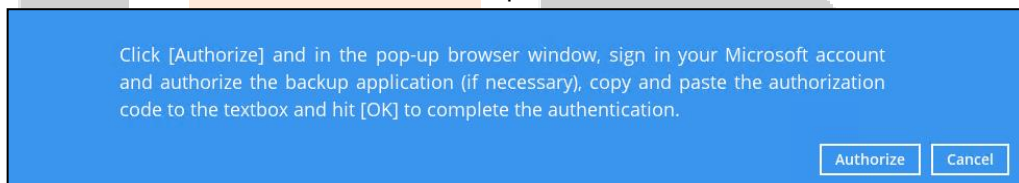
- If Call is selected, you will receive a call from a third-party app. From there follow the instructions to proceed with the authentication.



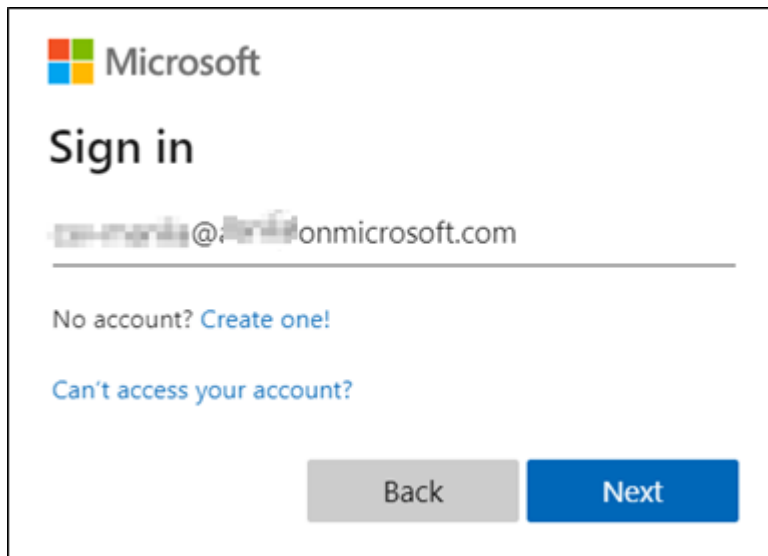
#### NOTE

- 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.

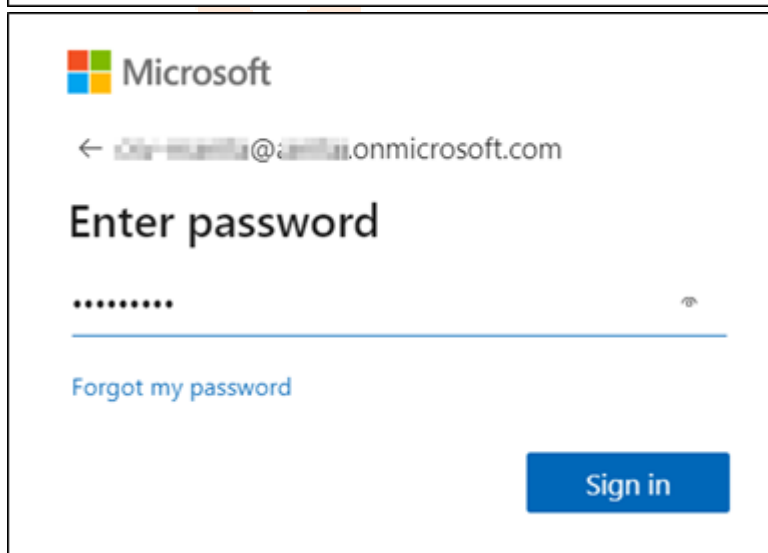


Microsoft

## Sign in

No account? [Create one!](#)

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



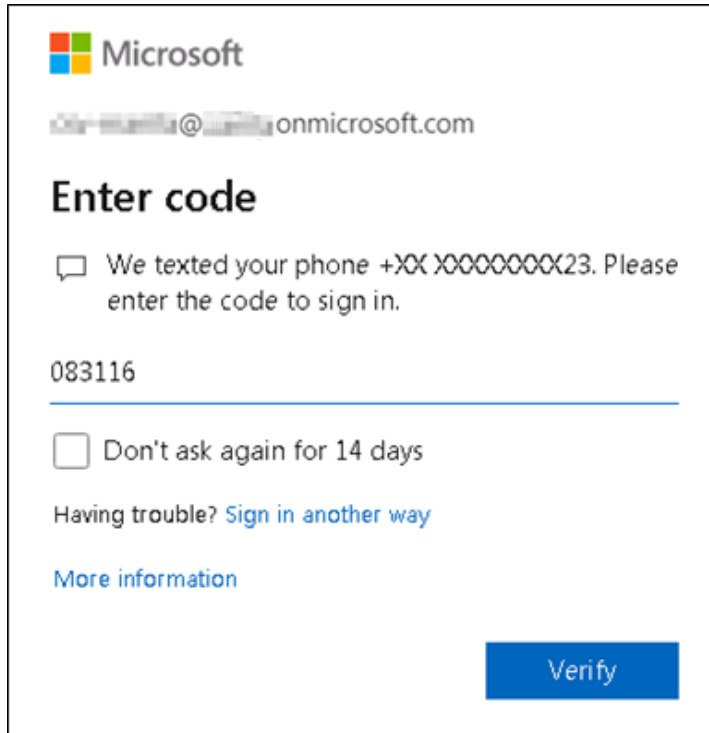
Microsoft

←

## Enter password

[Forgot my password](#)

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



Microsoft

083116@onmicrosoft.com

### Enter code

We texted your phone +XX XXXXXXXXXX23. 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.

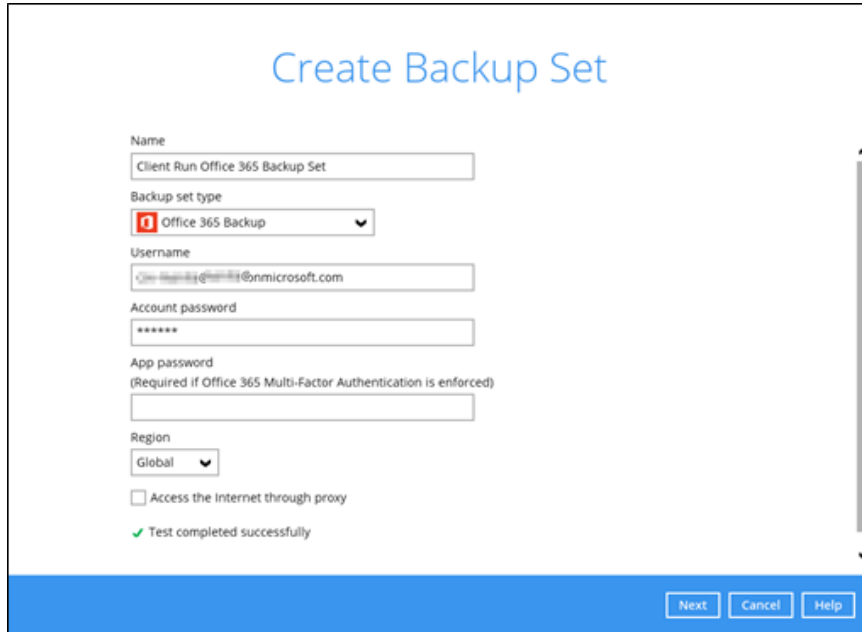


In the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.

J6llWZxNEthLJYgwVRKS8zoK82CJMghHTCzW7-xEdi4jN88quVnHTS5ULKIAA

OK Cancel

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

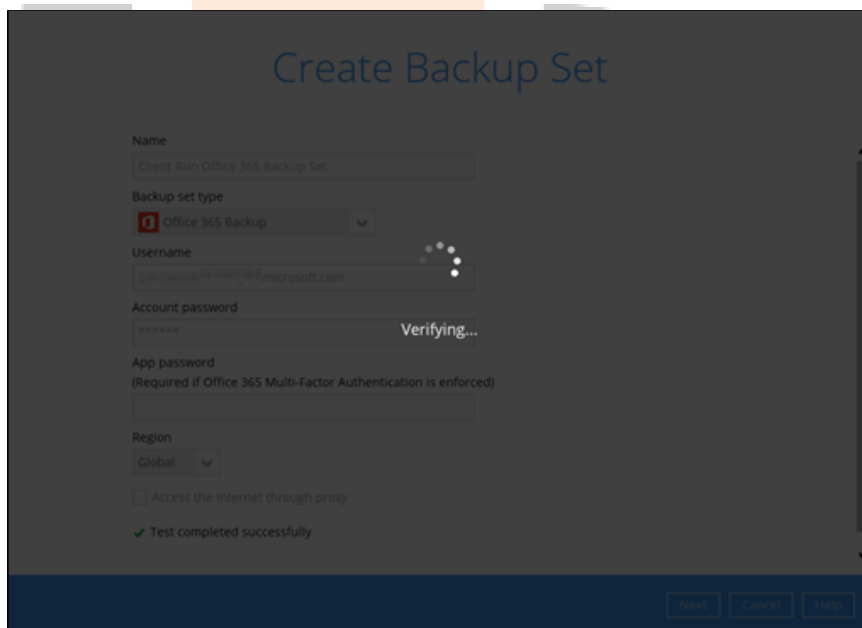


The screenshot shows the 'Create Backup Set' form with the following fields and values:

- Name: Client Run Office 365 Backup Set
- Backup set type: Office 365 Backup
- Username: [redacted]@onmicrosoft.com
- Account password: [redacted]
- App password: [redacted]
- Region: Global
- Access the internet through proxy
- Test completed successfully:

Buttons at the bottom: Next, Cancel, Help

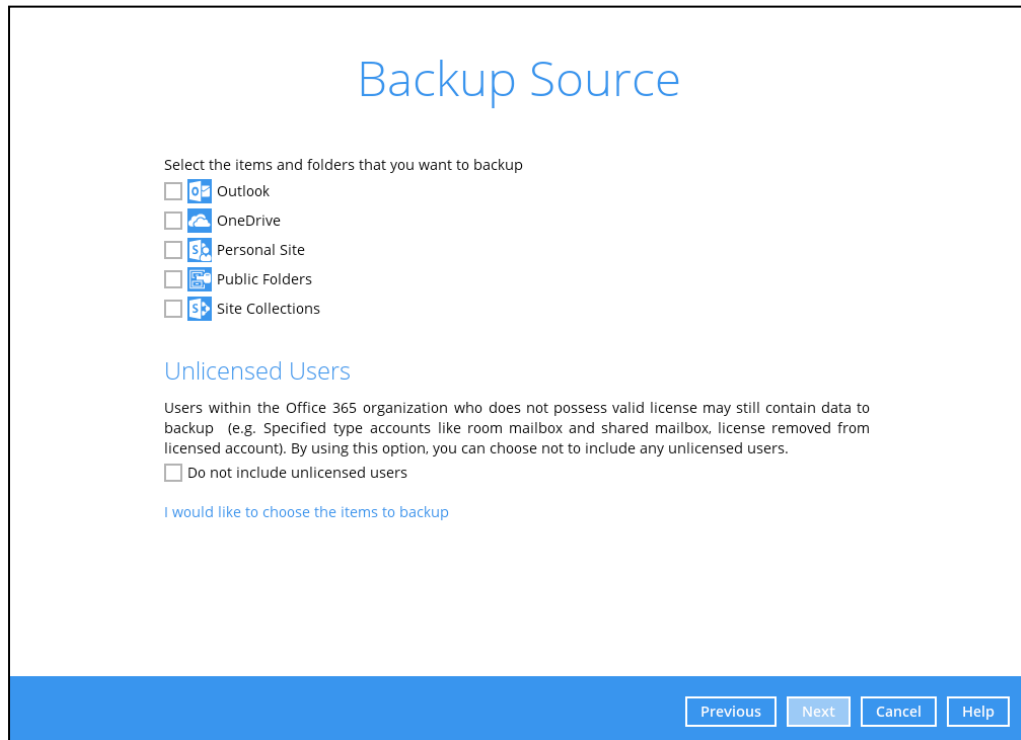
Click **Next** to proceed to the next step.



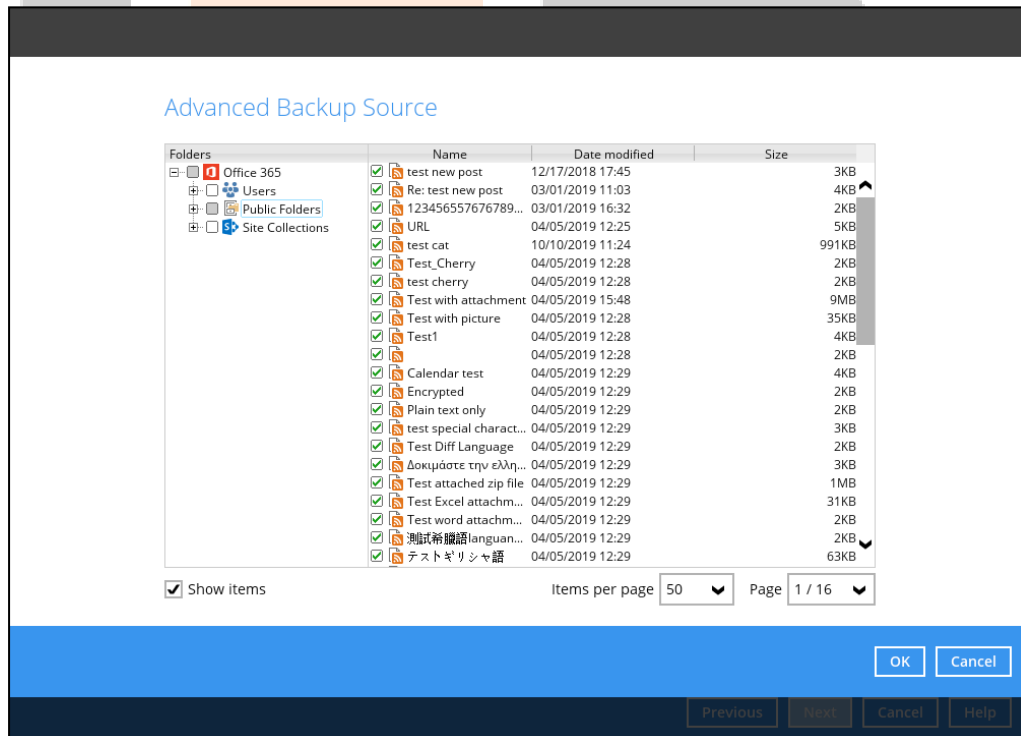
This screenshot shows the same 'Create Backup Set' form, but with a dark grey overlay and a 'Verifying...' message. The 'Next' button is highlighted with an orange circle, indicating the next step in the process.

Buttons at the bottom: Next, Cancel, Help

- In the Backup Source window, select the desired Outlook, OneDrive, Personal Site, Public Folders or Site Collections for backup.

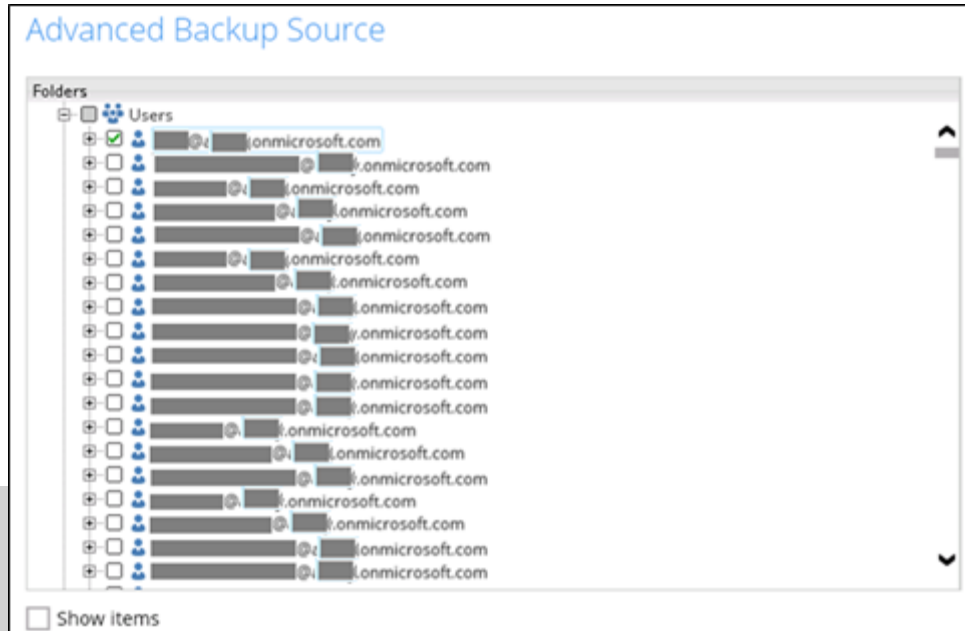


Or click **I would like to choose the items to backup** to choose the detailed items to backup. Tick the **Show items** checkbox at the bottom left corner if you would like to choose individual items for backup.

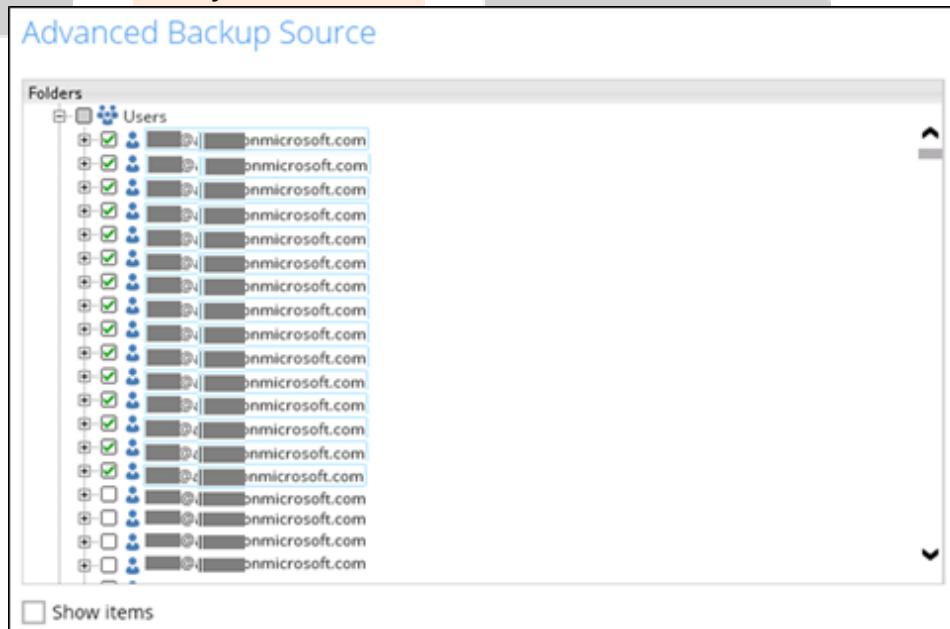


If you will select a large number of items to backup, like 1000 items, you need to click on these 1000 items to select/deselect them individually. Now there is a shortcut that you can use to lessen the burden of selecting/deselecting every 1000 item. You can select/deselect all 100 items at once by using 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.

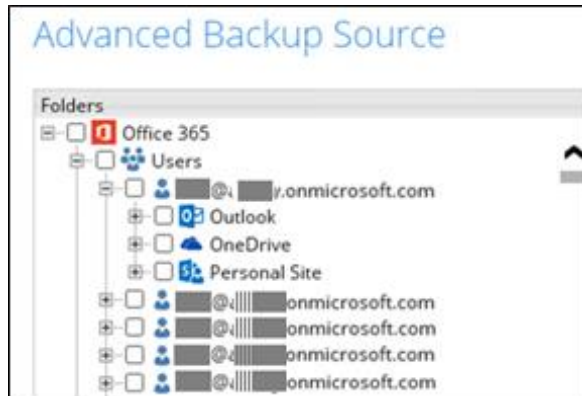


- ii. Scroll down to the 15<sup>th</sup> user.
- iii. Hold the **Shift** key then click the 15<sup>th</sup> user. All the 15 users are now selected.

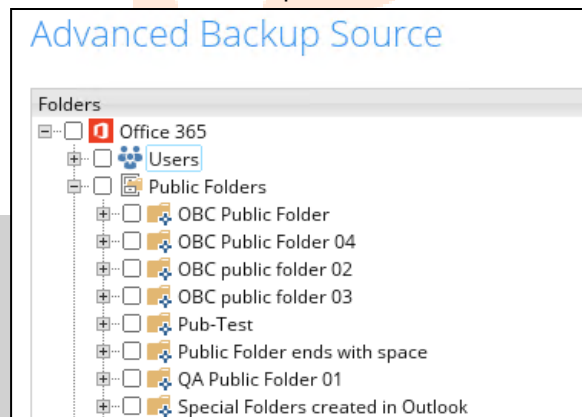


Below are example screenshots for the Users, Public Folders, and Site Collections.

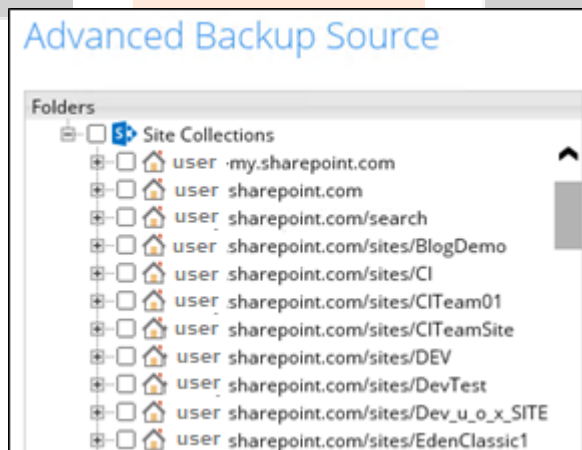
- Users: include Outlook, OneDrive and Personal Sites



- Public Folders: include public folders



- Site Collections: include Personal Sites and Site Collections



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

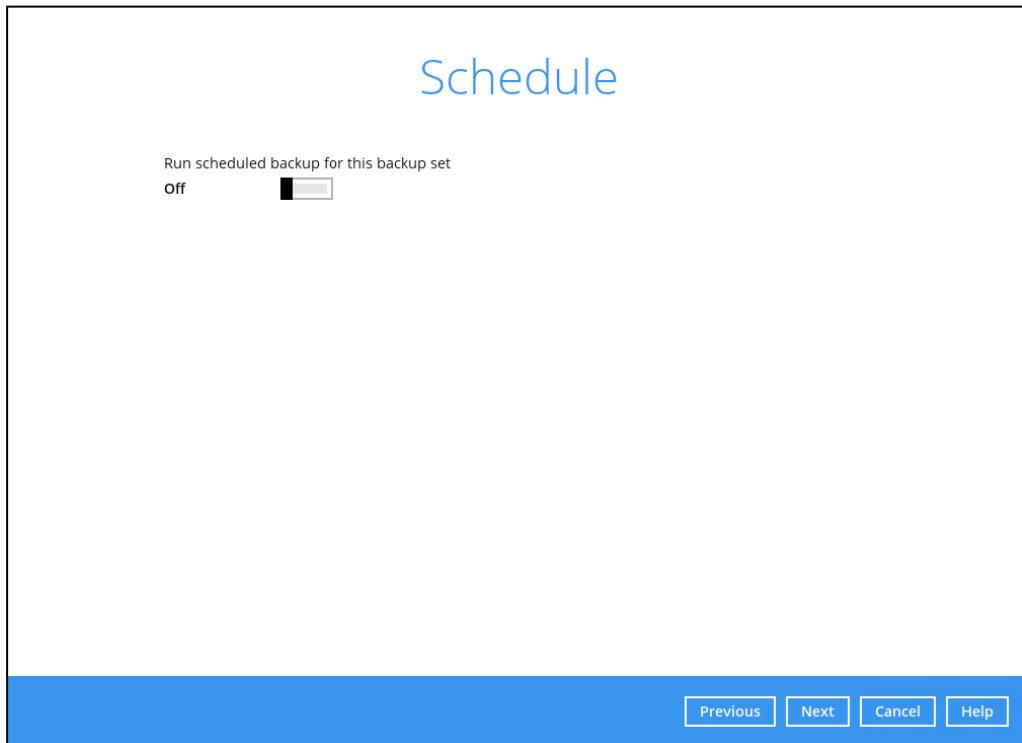
You also have the option not to include unlicensed users in the backup by ticking the **Do not include unlicensed users** checkbox.

Do not include unlicensed users

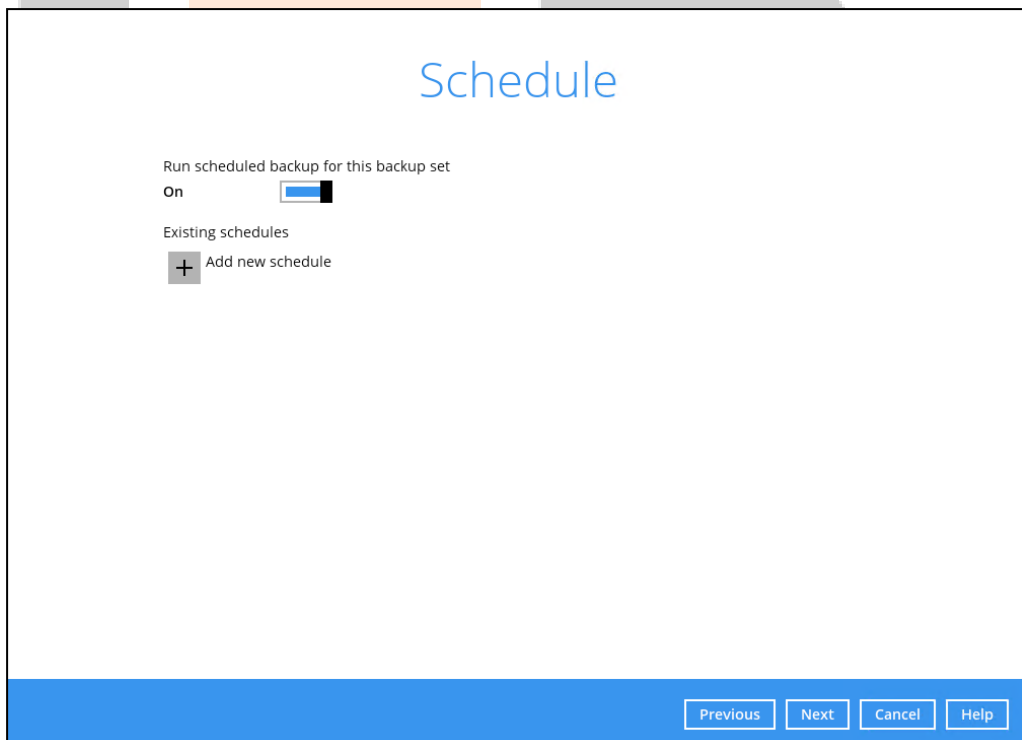
Click **Next** to continue.



7. In the Schedule window, 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.



**New Backup Schedule**

Name  
Daily-1

Type  
Daily

Start backup  
at 17 : 06  
every backup completed

Run Retention Policy after backup

OK Cancel Help

Previous Next Cancel Help

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

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

**New Backup Schedule**

Name  
Daily-1

Type  
Daily

Start backup  
at 15 : 41

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 23 : 00

Stop  
until full backup completed

Run Retention Policy after backup

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

**New Backup Schedule**

Name  
Monthly-1

Type  
Monthly

Backup on the following day every month  
 Day Last  
 First Sunday

Start backup at  
23 : 59 on the selected days

Stop  
until full backup completed

Run Retention Policy after backup

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

**New Backup Schedule**

Name  
Custom-1

Type  
Custom

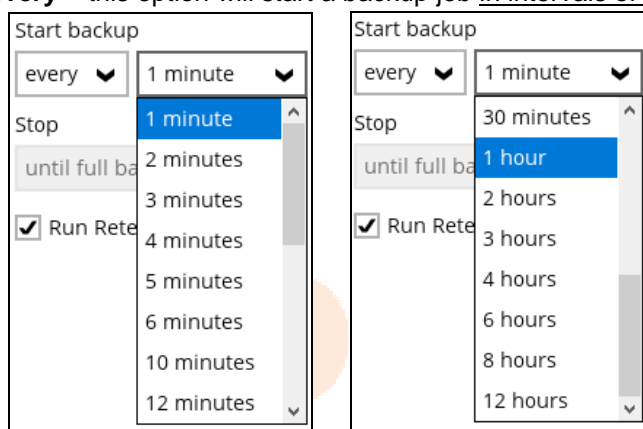
Backup on the following day once  
2019 December 31

Start backup at  
23 : 59

Stop  
until full backup completed

Run Retention Policy after backup

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



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

**Figure 1.1**

**Figure 1.2**

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

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

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

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

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

The partially backed up data will have to be removed by running the data integrity check.

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

- **Run Retention Policy after backup** – if enabled, the Backup247 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.

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

Schedule

Run scheduled backup for this backup set

On

Existing schedules

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

Add

Previous Next Cancel Help

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

Destination

Backup mode  
Sequential

Existing storage destinations  
+ Add new storage destination / destination pool

Previous Next Cancel Help

**NOTE**  
For more details on Backup Destination, refer to the following Wiki article for details:  
FAQ: Frequently Asked Questions on Backup Destination

Select storage destination.

New Storage Destination / Destination Pool

Name  
/B247CBS

Destination storage  
B247CBS  
Local / Mapped Drive / Network Drive / Removable Drive  
AWS S3 Compatible Cloud Storage  
Google Drive

OK Cancel Help

Previous Next Cancel Help

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

- If you have chosen the **Local / Mapped Drive / Network Drive / Removable Drive** option, click **Change** to browse to a directory path where backup data will be stored.

New Storage Destination / Destination Pool

Name  
Local-1

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

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

This share requires access credentials

Test

OK Cancel Help

Previous Next Cancel Help

If **This share required access credentials** checkbox is ticked, enter the username and password.

New Storage Destination / Destination Pool

Name  
Local-1

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

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

This share requires access credentials

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

Password  
.....

Test

OK Cancel Help

Previous Next Cancel Help

Click **Test** to validate the path.

New Storage Destination / Destination Pool

Name  
Local-1

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

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

This share requires access credentials

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

Password  
\*\*\*\*\*

⚠ Testing access to destination...

OK Cancel Help

Previous Next Cancel Help

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

New Storage Destination / Destination Pool

Name  
Local-1

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

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

This share requires access credentials

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

Password  
\*\*\*\*\*

✔ Test completed successfully

OK Cancel Help

Previous Next Cancel Help



- If you have chosen **AWS S3 Compatible Cloud Storage**, select it from the destination storage.

The screenshot shows a web form titled "New Storage Destination / Destination Pool". The form contains the following fields and options:

- Name:** A text input field containing "AWSCompatible-1".
- Destination storage:** A dropdown menu with "AWS S3 Compatible Cloud Storage" selected.
- Host:** An empty text input field.
- Port:** An empty text input field.
- Access Key ID:** An empty text input field.
- Secret Access Key:** An empty text input field.
- Bucket Name (please create this bucket manually first):** An empty text input field.
- Connect with SSL/TLS
- Access the Internet through proxy
- Test:** A button.

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

Enter the required details.

The screenshot shows the same web form as above, but with the following fields filled:

- Name:** "AWSCompatible-1"
- Destination storage:** "AWS S3 Compatible Cloud Storage"
- Host:** "s3.us-west-1"
- Port:** "443"
- Access Key ID:** "NBQKJZ39ELC9C3CINBW"
- Secret Access Key:** "\*\*\*\*\*"
- Bucket Name (please create this bucket manually first):** "kmtmanila"
- Connect with SSL/TLS
- Access the Internet through proxy
- Test:** A button.

The "Test" button is highlighted in grey, indicating it is the next step. The "OK", "Cancel", and "Help" buttons are visible at the bottom right.

Click **Test** to validate the account.

**New Storage Destination / Destination Pool**

Name: AWSCompatible-1

Destination storage: AWS S3 Compatible Cloud Storage

Host: s3.us-west-1 | Port: 443

Access Key ID: NBQKJZ39ELCJ9C3CINBW

Secret Access Key: \*\*\*\*\*

Bucket Name (please create this bucket manually first): kmrmanila

Connect with SSL/TLS

Access the internet through proxy

Testing access to destination...

Buttons: OK, Cancel, Help

**Test completed successfully** shows when the validation is done. Click **OK** to proceed.

**New Storage Destination / Destination Pool**

Name: AWSCompatible-1

Destination storage: AWS S3 Compatible Cloud Storage

Host: s3.us-west-1 | Port: 443

Access Key ID: NBQKJZ39ELCJ9C3CINBW

Secret Access Key: \*\*\*\*\*



Bucket Name (please create this bucket manually first): kmrmanila

Connect with SSL/TLS

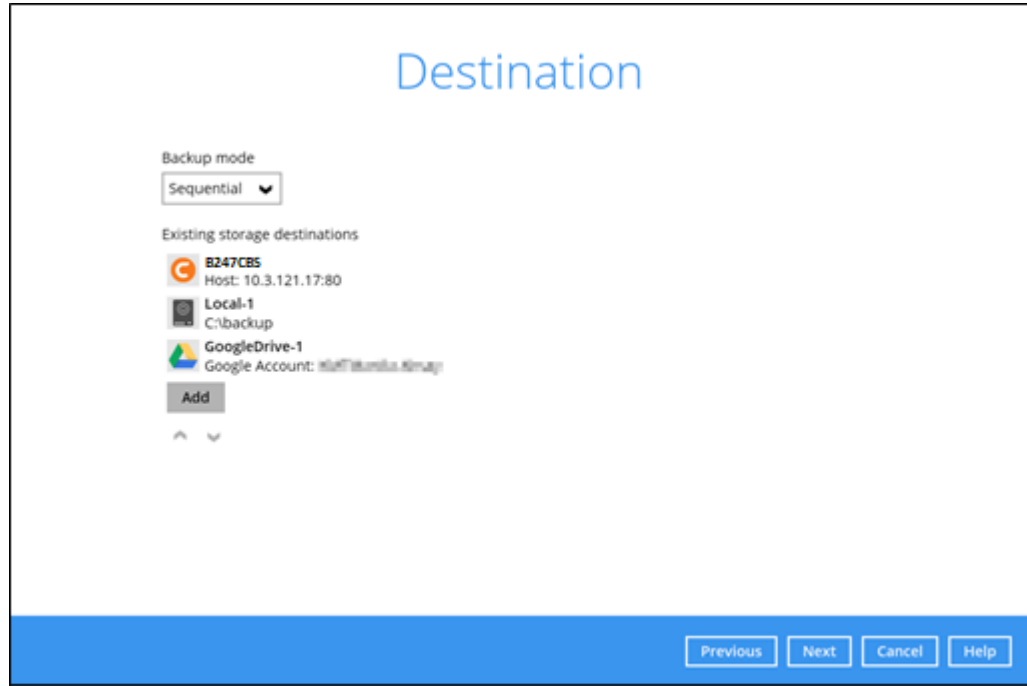
Access the internet through proxy

✓ Test completed successfully

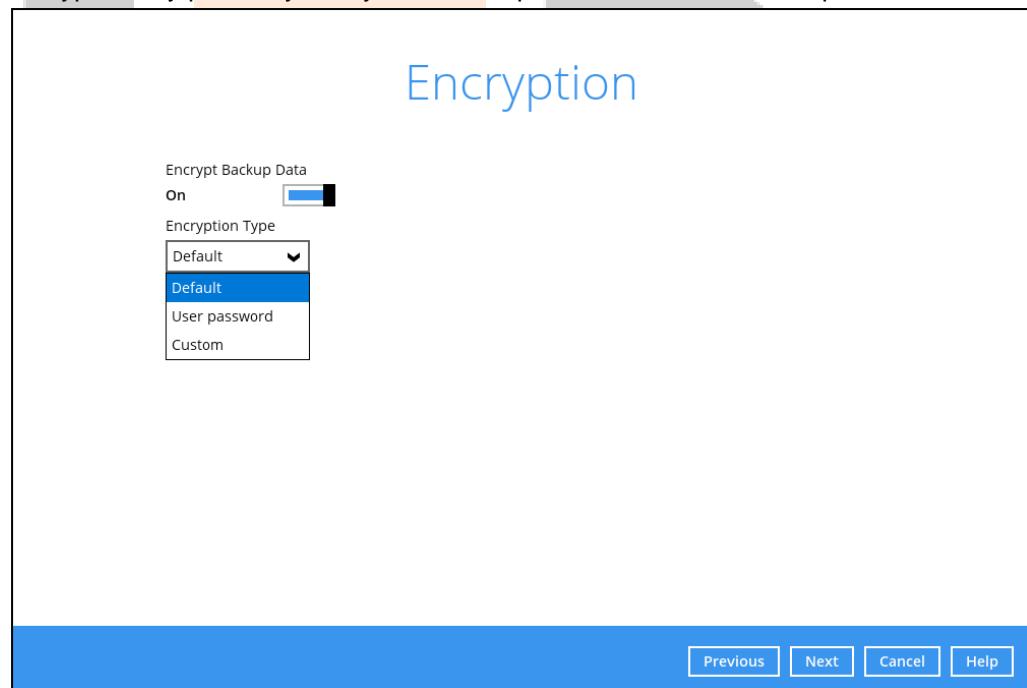
Buttons: OK, Cancel, Help

You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to

alter the order. Click **Next** to proceed.



9. In the Encryption window, by default the **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 set 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 type you have selected.

Encryption

Encrypt Backup Data  
On

Encryption Type  
Default

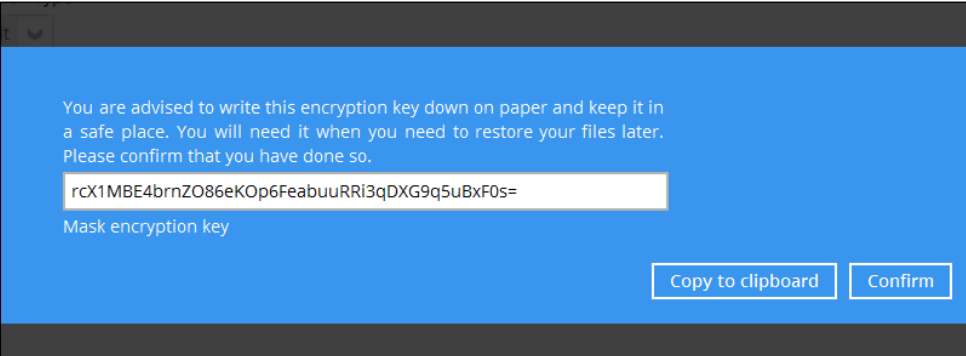
You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

\*\*\*\*\*  
Unmask encryption key

Copy to clipboard Confirm

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.



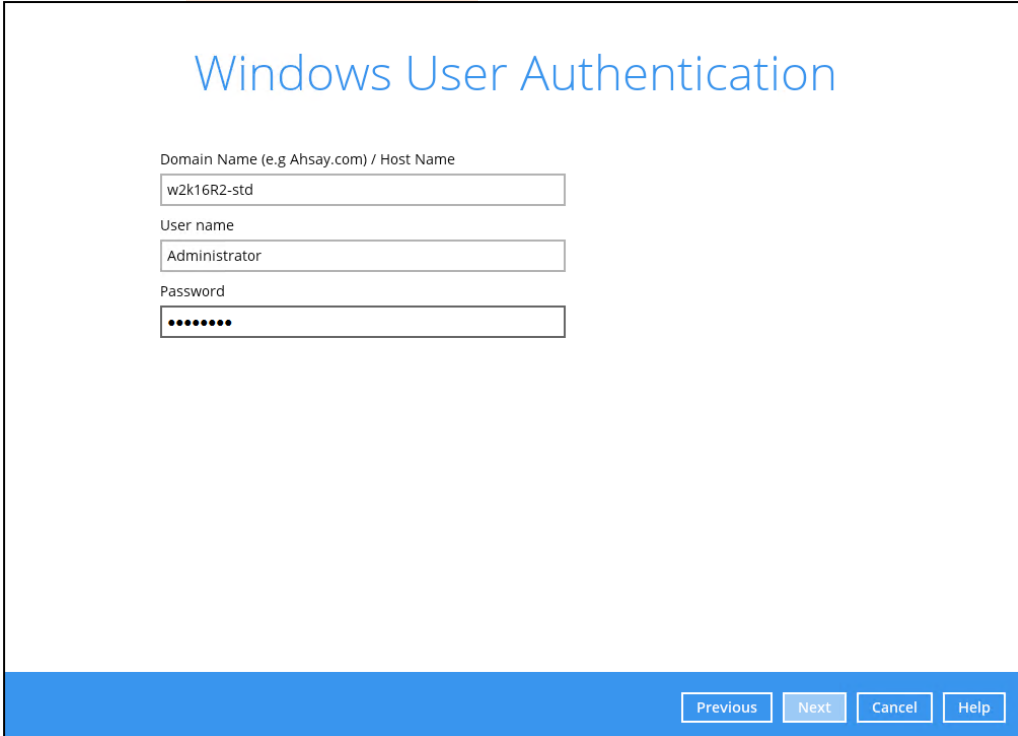
You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

rcX1MBE4brnZO86eKOp6FeabuuRRI3qDXG9q5uBxF05=

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



### Windows User Authentication

Domain Name (e.g Ahsay.com) / Host Name  
w2k16R2-std

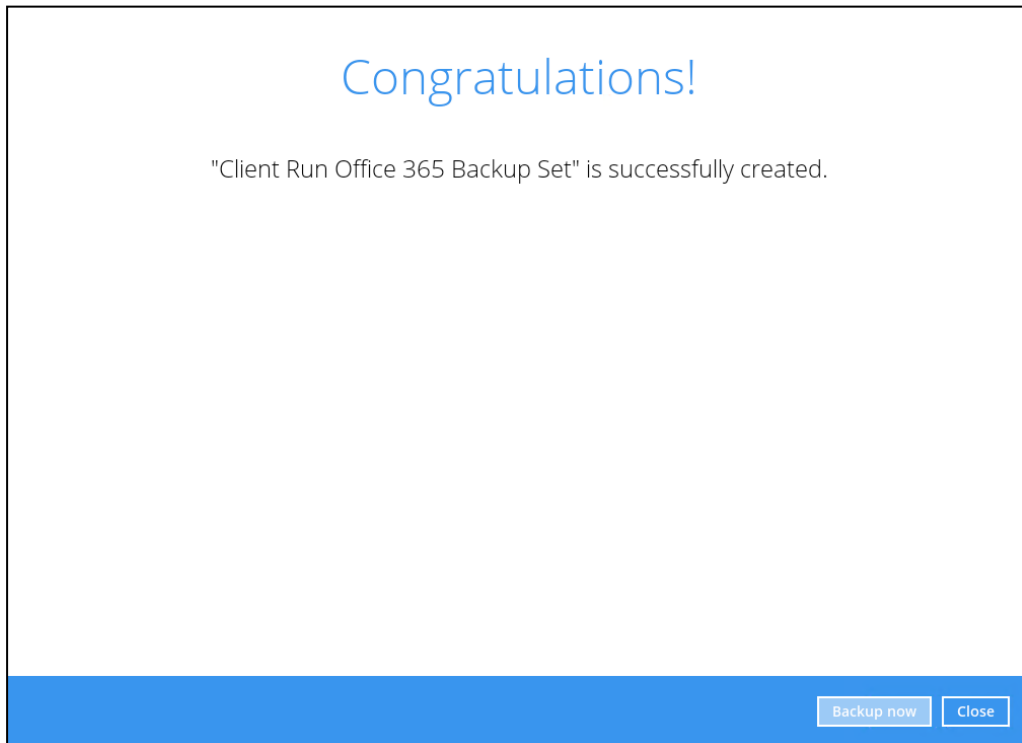
User name  
Administrator

Password  
●●●●●●

Previous Next Cancel Help

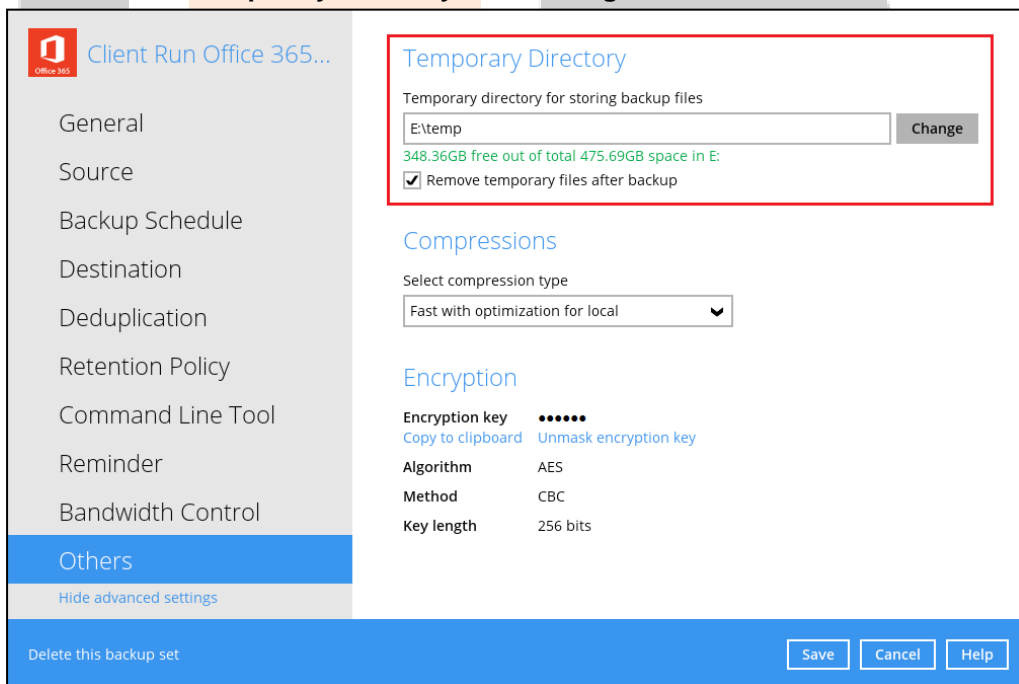
Click **Next** to create the backup set.

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



13. Based on Best Practices and Recommendations, it is highly recommended to change the Temporary Directory. Select another location with sufficient free disk space other than Drive C.

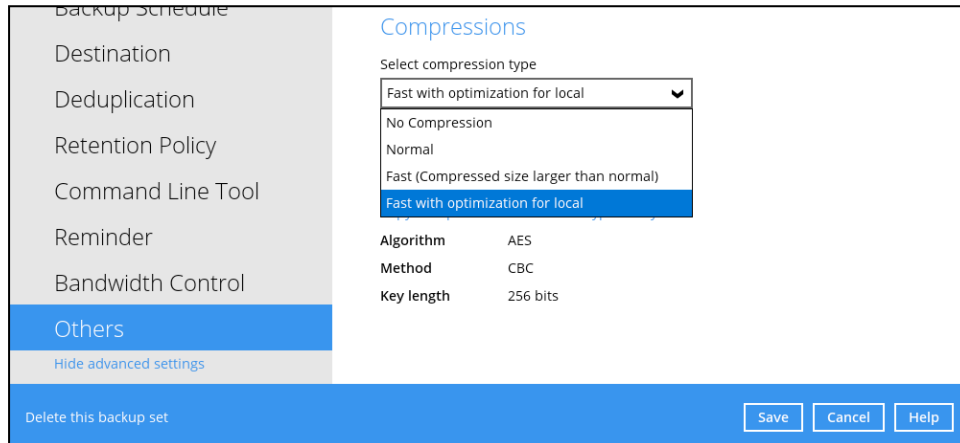
Go to **Others > Temporary Directory**. Click **Change** to browse for another location.



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

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

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



## 4 Running Backup Job

For an overview of the backup process, please refer to Chapter 12 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Windows.

To start a backup, follow the steps below:

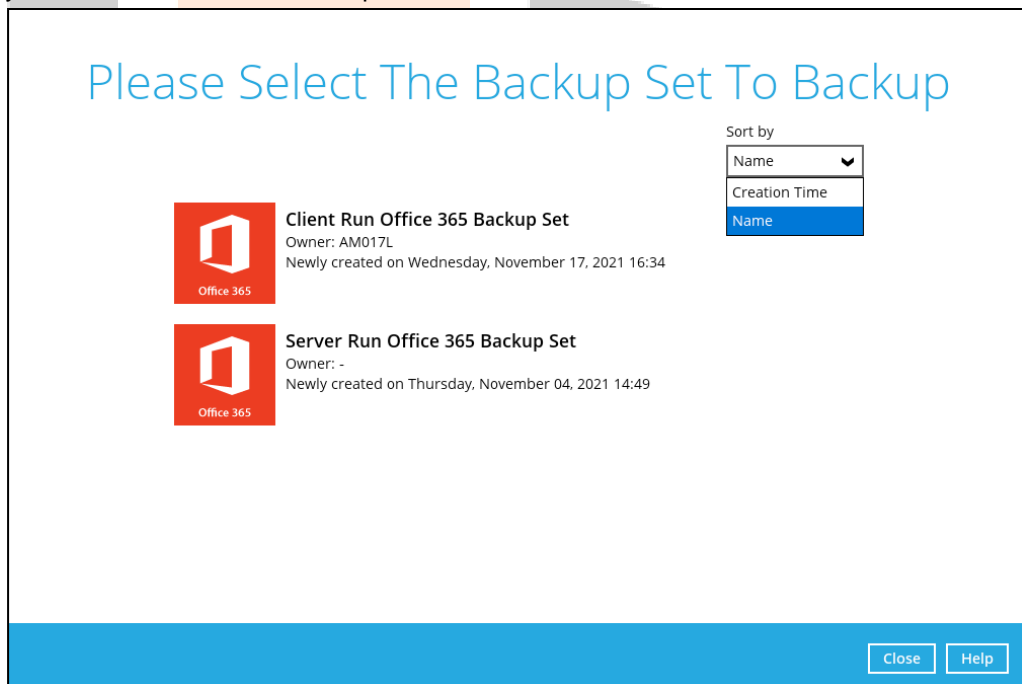
1. Log in to Backup247 Advanced Client (B247PRO).

For instructions on how to do this please refer to Chapter 8 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Windows.

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

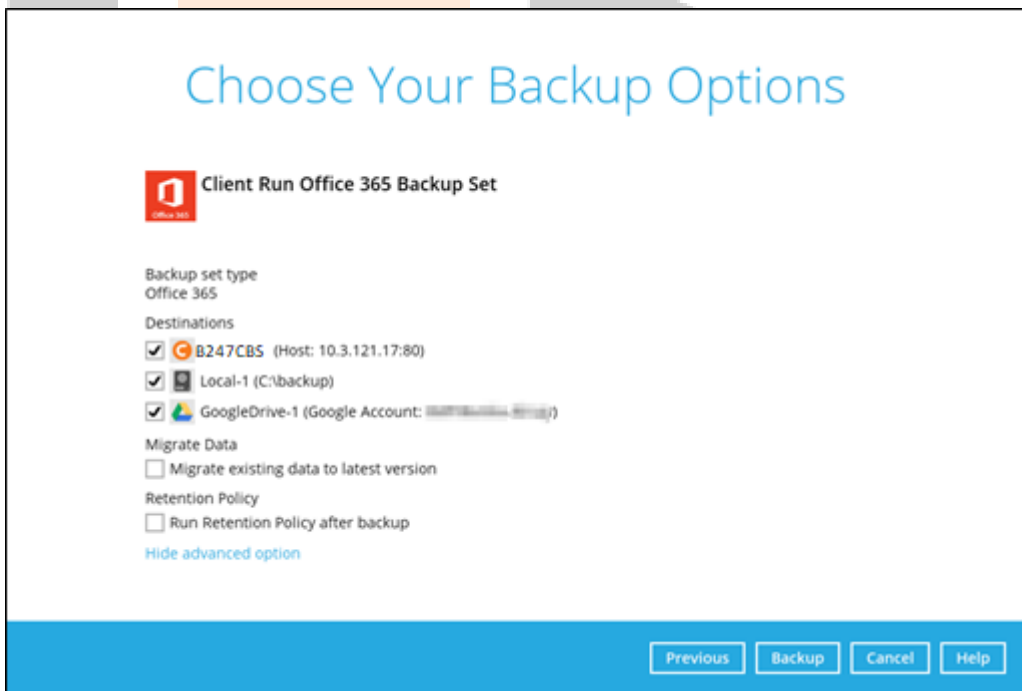
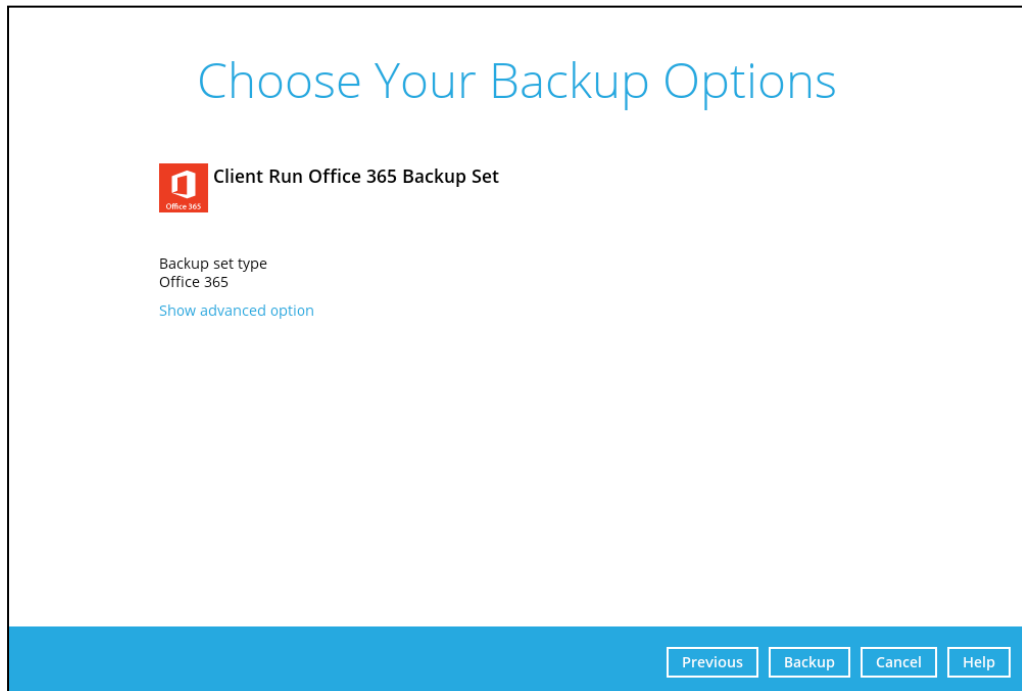


3. Backup sets can be sorted by Name or by Creation Time. Select the backup set which you would like to start a backup for.





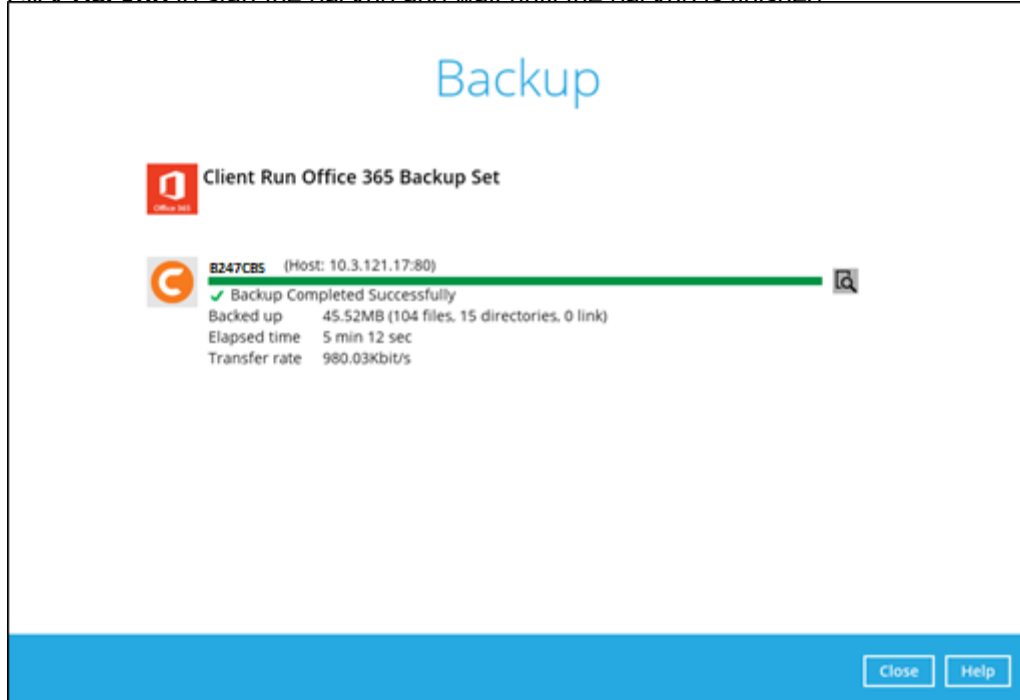
- If you would like to modify the Destinations, Migrate Data and Retention Policy Settings, click **Show advanced option**.




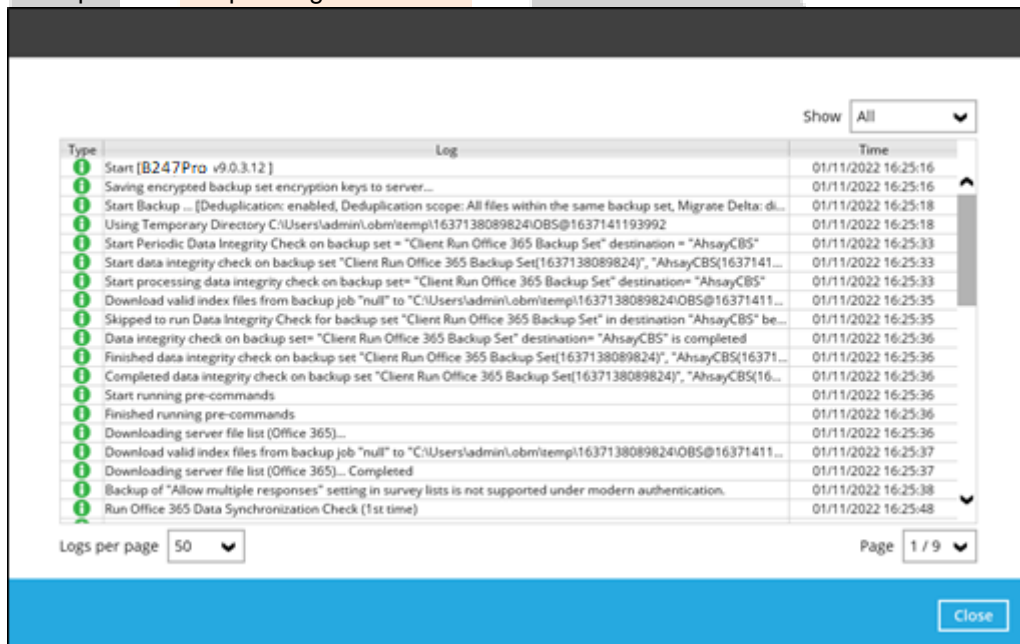
#### NOTE

The Migrate Data option will only be available 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. This option is disabled by default. Backup job(s) for backup sets with Migrate Data enabled may take longer to finish. For more information regarding this feature please refer to Chapter 10.5 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Windows.

- Click **Backup** to start the backup and wait until the backup is finished

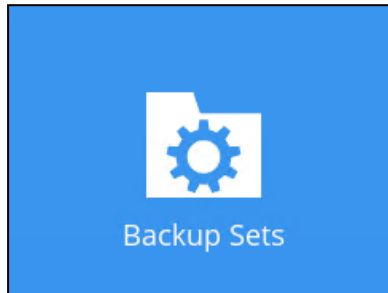


- Check the log of your back up by clicking this icon . It will show you the log of your backup with corresponding date and time.

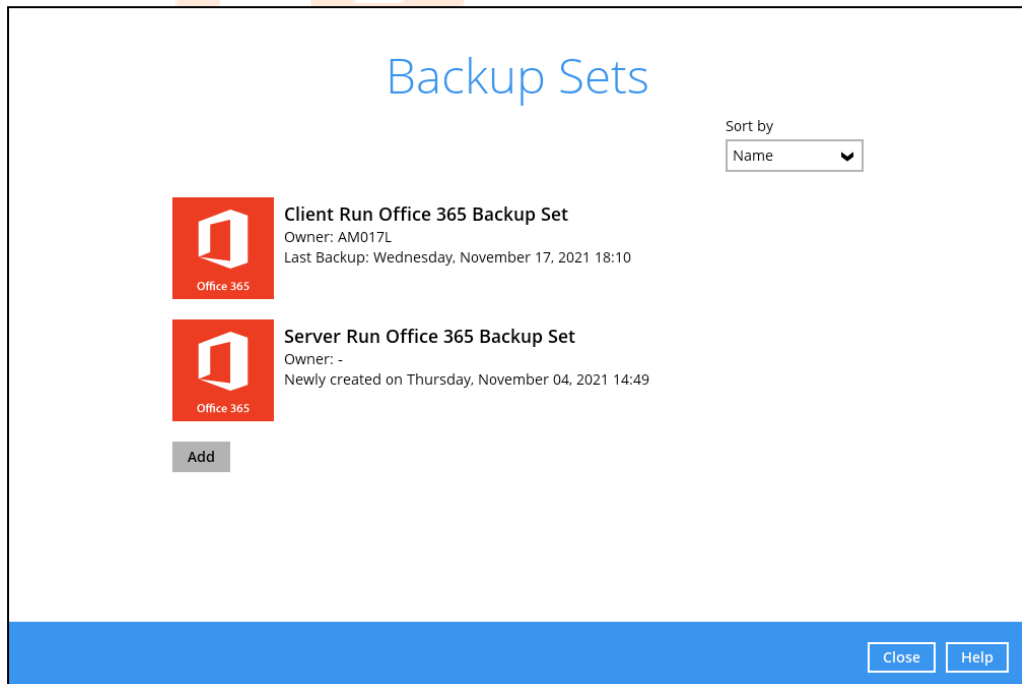


Backup247 Advanced Client (B247PRO) supports Office 365 backup of individual account(s) which is not authenticated with Office 365 Admin account or without Admin permissions. To change the settings, follow the instructions below:

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

Client Run Office 365...

General

Source

Backup Schedule

Destination

Show advanced settings

General

Name  
Client Run Office 365 Backup Set

Owner  
AM017L

Office 365

Username  
@ahsay.onmicrosoft.com

Region  
Global

Access the Internet through proxy

Change settings

Windows User Authentication

Domain Name (e.g Ahsay.com) / Host Name  
AM017L

Delete this backup set

Save Cancel Help

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

Office 365

Username  
@ahsay.onmicrosoft.com

Account password

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

Backup scope

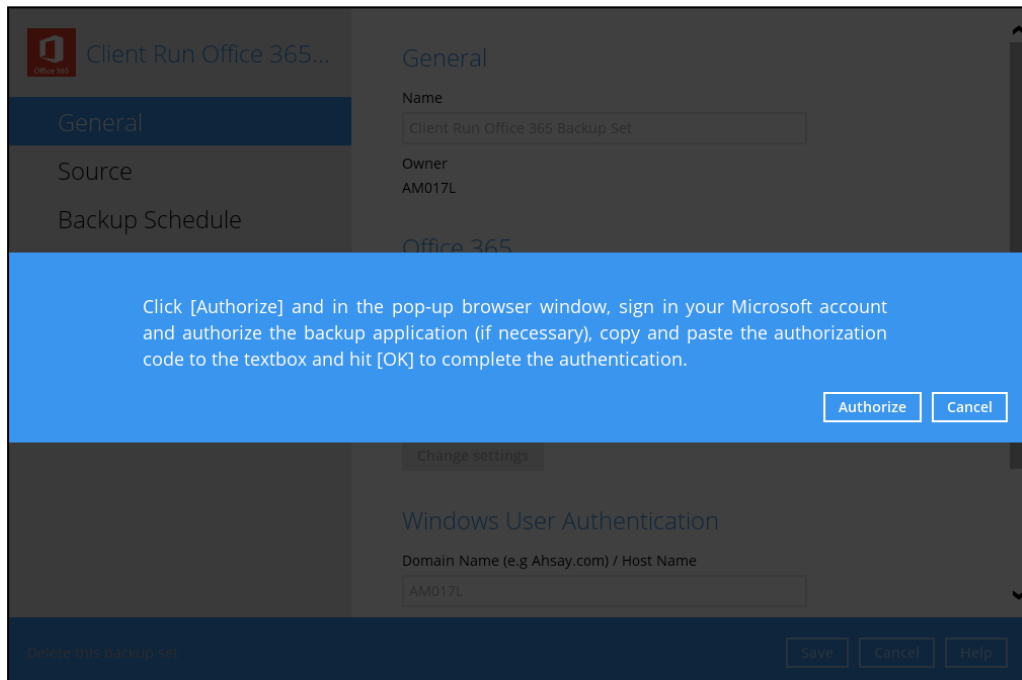
Entire organization

This Office 365 user only

Region  
Global

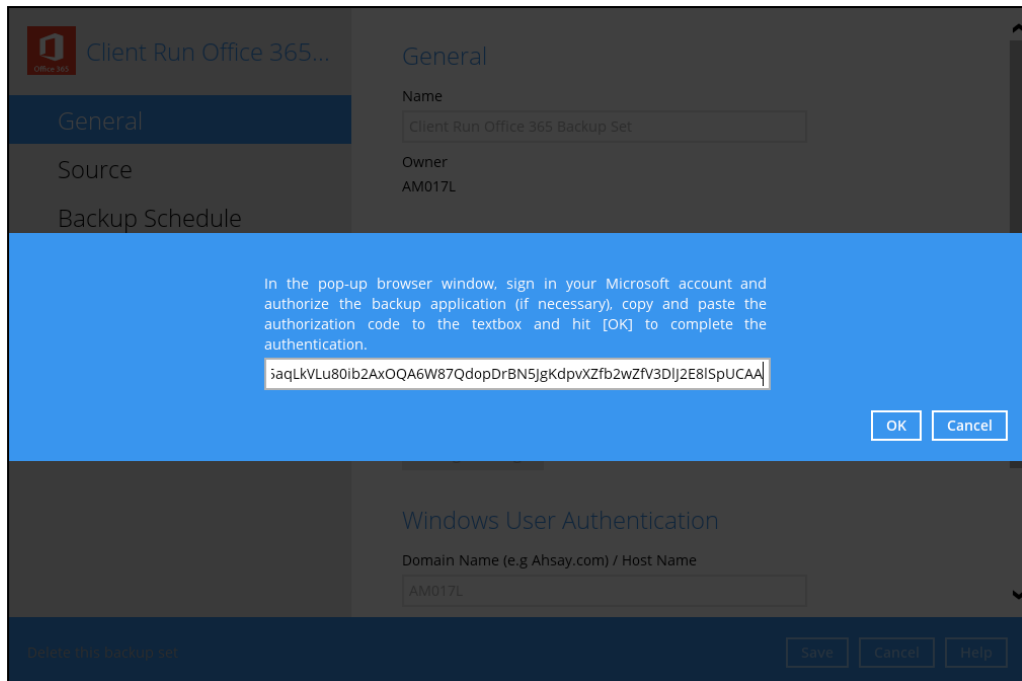
Access the Internet through proxy

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

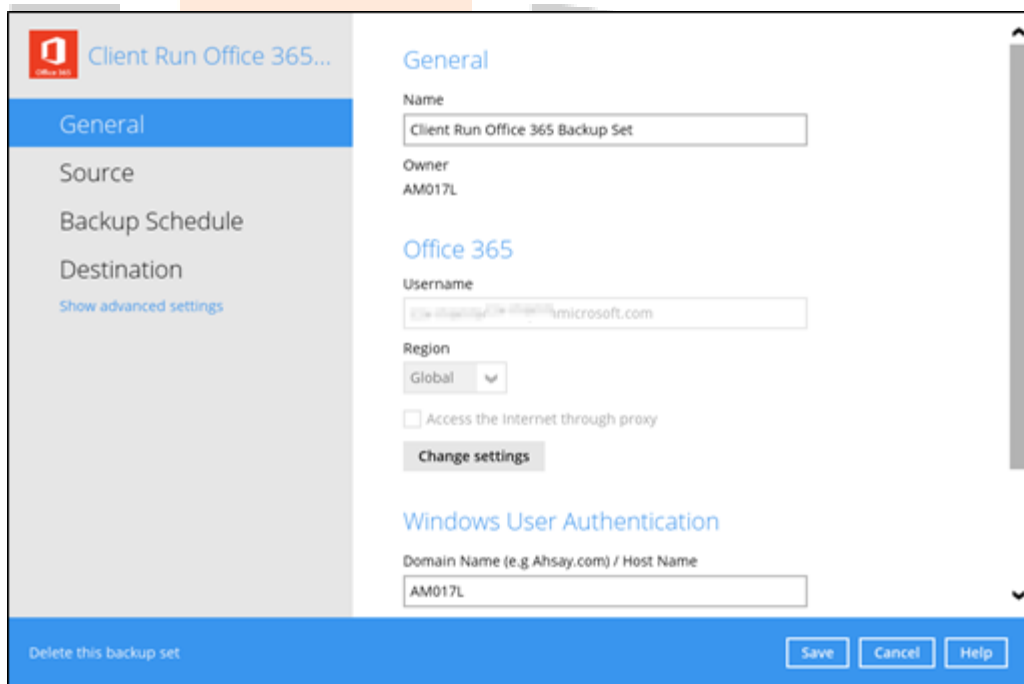


- Copy and paste the following authorization code to Backup247 Advanced Client (B247PRO), then click **OK** to continue.



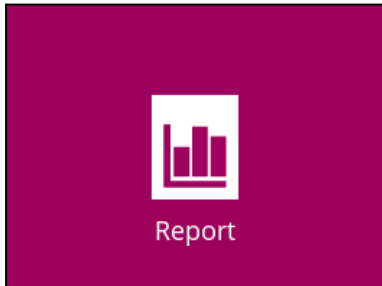


7. Click **Save** to apply the settings.



## 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 "Report" section of the Backup247 interface. On the left is a navigation menu with "Report", "Backup", "Restore", and "Usage". The "Backup" option is selected. The main area is titled "Backup Report" and contains a date range selector (From: 04 Jan 2022, To: 11 Jan 2022) and a "Go" button. Below this is a table with columns for Backup set, Destination, Completion, and Status. The table lists three backup sets, all for "Client Run Office ...". The first is completed, while the other two are interrupted. At the bottom, there are controls for "No. of records per page" (set to 50) and "Page" (1 / 1), along with "Close" and "Help" buttons.

Backup set	Destination	Completion	Status
Client Run Office ...	B247CBS	Today 16:30	Completed
Client Run Office ...	B247CBS	Today 16:18	Interrupted
Client Run Office ...	Local-1	Today 15:57	Interrupted

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

**Report**

- Backup
- Restore
- Usage

**Backup Report**

From: 04 Jan 2022 To: 11 Jan 2022

Backup set	Destination	Completion	Status
Client Run Office 365 Backup Set	B247CBS	01/11/2022 16:25	Completed successfully
<b>New files *</b>	104 [36.8MB/45.5MB (19%)]		
<b>Updated files *</b>	0		
<b>Attributes Changed Files *</b>	0		
<b>Moved files *</b>	0		
<b>Deleted files *</b>	0		
<b>Dedupe Saving</b>	351.8K/45.5M [0.8%]		

\* Unit = No of files [Total zipped size / Total unzipped size (compression ra...]

No. of records per page: 50 Page: 1 / 1

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

**Report**

- Backup
- Restore
- Usage

**Backup Report**

Backup set: Client Run Office 365 Backup Set Destination: B247CBS

Log: 01/11/2022 16:25 Show: All

Type	Log	Time
Start [ B247Pro v9.0.3.12 ]		01/11/2022 16:25:16
Saving encrypted backup set encryption keys to server...		01/11/2022 16:25:16
Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: di...		01/11/2022 16:25:18
Using Temporary Directory C:\Users\admin\obm\temp\1637138089824\OBS@1637141193992		01/11/2022 16:25:18
Start Periodic Data Integrity Check on backup set = "Client Run Office 365 Backup Set" destination = "AhsayCBS"		01/11/2022 16:25:33
Start data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "AhsayCBS(1637141193992)"		01/11/2022 16:25:33
Start processing data integrity check on backup set = "Client Run Office 365 Backup Set" destination = "AhsayCBS"		01/11/2022 16:25:33
Download valid index files from backup job "null" to "C:\Users\admin\obm\temp\1637138089824\OBS@1637141193992"		01/11/2022 16:25:35
Skipped to run Data Integrity Check for backup set "Client Run Office 365 Backup Set" in destination "AhsayCBS" be...		01/11/2022 16:25:35
Data integrity check on backup set = "Client Run Office 365 Backup Set" destination = "AhsayCBS" is completed		01/11/2022 16:25:36
Finished data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "AhsayCBS(1637141193992)"		01/11/2022 16:25:36
Completed data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "AhsayCBS(1637141193992)"		01/11/2022 16:25:36
Start running pre-commands		01/11/2022 16:25:36
Finished running pre-commands		01/11/2022 16:25:36
Downloading server file list (Office 365)...		01/11/2022 16:25:36
Download valid index files from backup job "null" to "C:\Users\admin\obm\temp\1637138089824\OBS@1637141193992"		01/11/2022 16:25:37
Downloading server file list (Office 365)... Completed		01/11/2022 16:25:37

Logs per page: 50 Page: 1 / 9



You can also search for backup reports from a specific period of date. For example, we have the **From** date which is, **1 Jan 2022** and the **To** date which is, **10 Jan 2022**. Click the **Go** button to generate the available reports.

From				To					
	01	Jan	2022		10	Jan	2022		Go

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

## Report

- Backup
- Restore
- Usage

### Backup Report

From				To					
	01	Jan	2022		10	Jan	2022		Go
Backup set		Destination		Completion		Status			

No records found

No. of records per page 50

Page -

Close Help

## 5 Restoring Office 365 Backup Set

Prior to performing the restoration, it is best to be knowledgeable on the options that Backup247 Advanced Client (B247PRO) can offer. Below are brief descriptions of the said features for you to be familiar with and utilize each function. After this quick walkthrough you will see the step-by-step instructions with corresponding screen shots on how to restore your data using the following options below.

For Office 365, you can restore items from,

- **Users**  
This is composed of data from Outlook, OneDrive, and Personal Site.
- **Site Collections**  
This is composed of one Top-level site, Subsites, and Public Folders.

Those items can be restored to,

- **Local Computer**  
Restore your data to your local computer where Backup247 Advanced Client (B247PRO) is running.

**NOTE**

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

- **Original Location**  
Restore your data to the original Office 365 account.
- **Alternate Location**  
Restore your data to an alternate location, another O365 user account on the same 365 domain. Alternate location depends on source of the items. It can be from Users or Site Collections.

**Example #1:**

Restore Items from Users

Office 365 Account:	TestAccountABC@onecompany
Users:	TestUserAccount01@onecompany
	TestUserAccount02@onecompany
	TestUserAccount03@onecompany
	TestUserAccount04@onecompany
	TestUserAccount05@onecompany

Explanation:

For the example above, we have the **TestAccountABC@onecompany** as our Office 365 account. For the alternate location, a dropdown list will be available and from there you can choose from the following Office 365 accounts:

- **TestUserAccount01@onecompany**
- **TestUserAccount02@onecompany**
- **TestUserAccount03@onecompany**
- **TestUserAccount04@onecompany**
- **TestUserAccount05@onecompany**

**Example #2:**

Restore Items from Site Collections

Office 365 Account: SampleAccountXYZ@twosquaretower  
Site Collection / Site: blackbox.sharepoint.com/sites/EmptySite1  
blackbox.sharepoint.com/sites/EmptySite2  
blackbox.sharepoint.com/sites/EmptySite3  
blackbox.sharepoint.com/sites/EmptySite4  
blackbox.sharepoint.com/sites/EmptySite5

Explanation:

For the example above, we have the **SampleAccountXYZ@twosquaretower** as our Office 365 account. For the alternate location, a dropdown list will be available and from there you can choose from the following Site Collections / Sites:

- **blackbox.sharepoint.com/sites/EmptySite1**
- **blackbox.sharepoint.com/sites/EmptySite2**
- **blackbox.sharepoint.com/sites/EmptySite3**
- **blackbox.sharepoint.com/sites/EmptySite4**
- **blackbox.sharepoint.com/sites/EmptySite5**

**▶ Alternate Office 365 Account**

You can restore your data to an alternate Office 365 account that has a different domain.

**Example:**

Original Office 365 Account: TestAccountABC@oncompany  
Alternate Office 365 Account: SampleAccountXYZ@twosquaretower

Explanation:

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

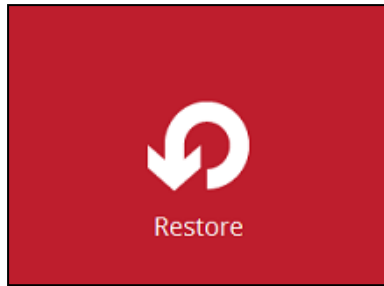
In case you also want to know how to restore an Office 365 backup using the B247CBS Web Console, please refer to this guide: [B247CBS v9 Run on Server Office 365 Backup & Restore Guide](#).

To restore items, follow the steps below:

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

For instructions on how to do this please refer to Chapter 8 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Windows.



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.

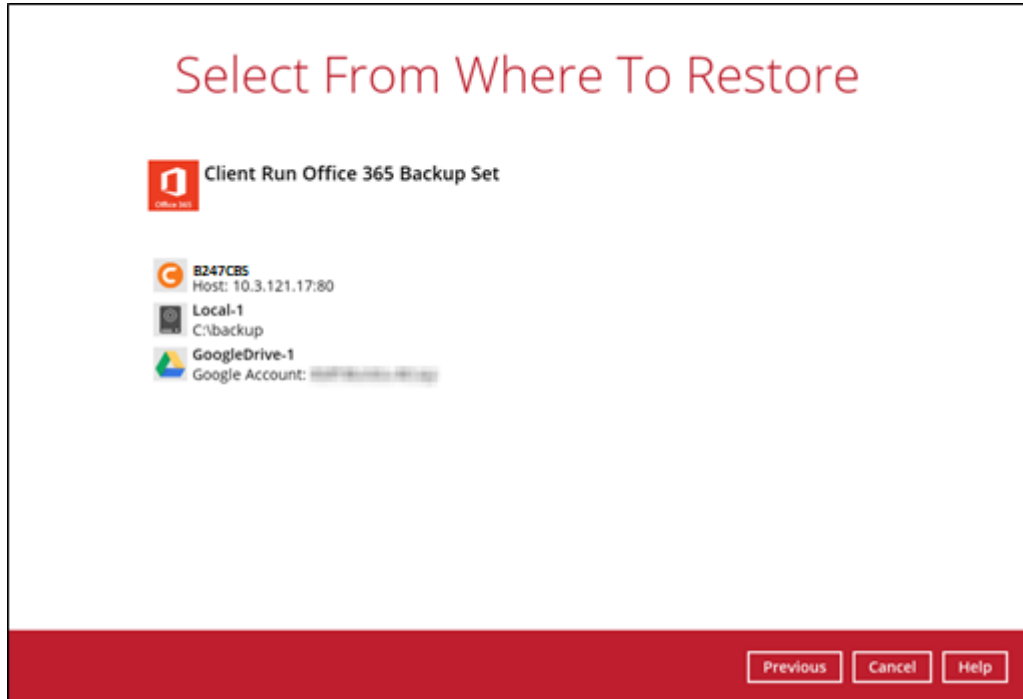
## Please Select The Backup Set To Restore

Sort by

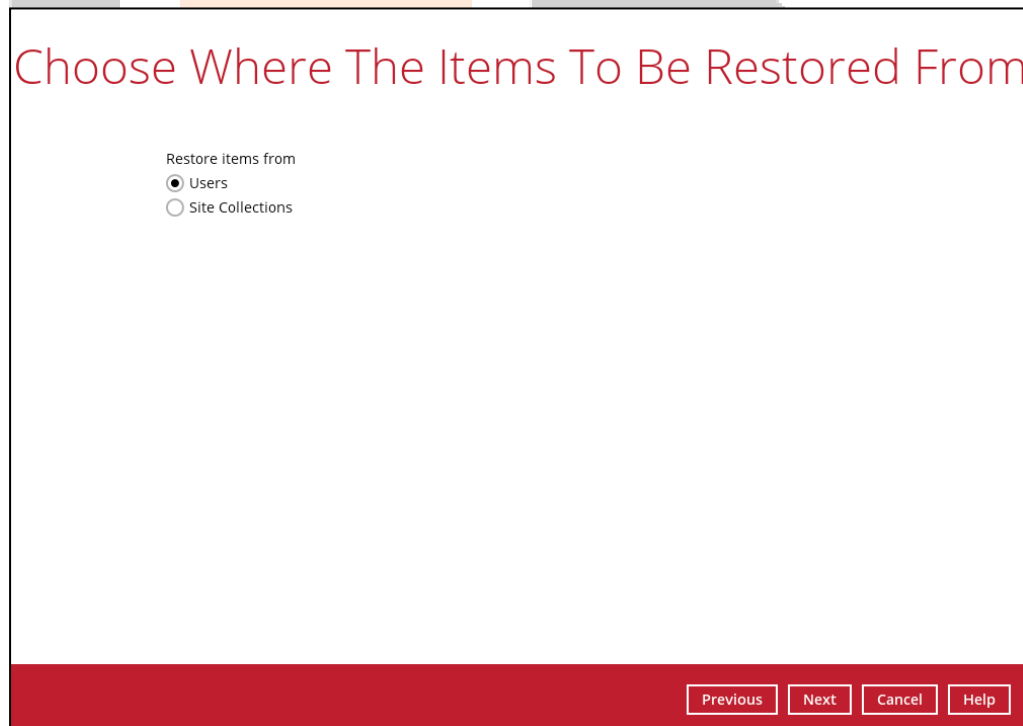
-  **Client Run Office 365 Backup Set**  
Owner: AM017L  
Last Backup: Tuesday, January 11, 2022 16:25
-  **Server Run Office 365 Backup Set**  
Owner: -  
Newly created on Thursday, November 04, 2021 14:49

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

**GoogleDrive-1.**

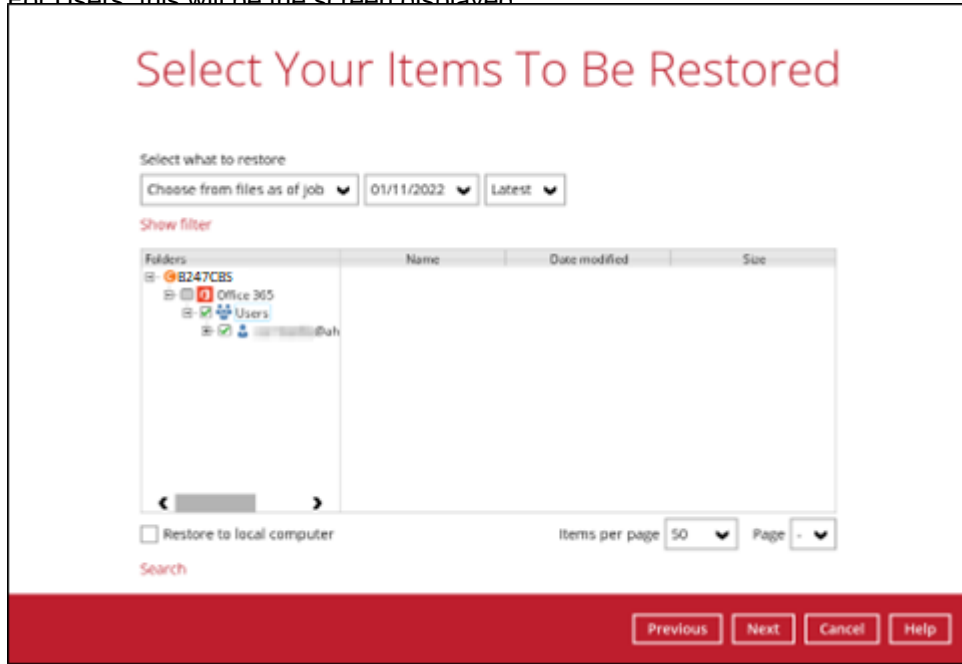


5. Select to restore from **Users** or **Site Collections**. Click **Next** to continue.

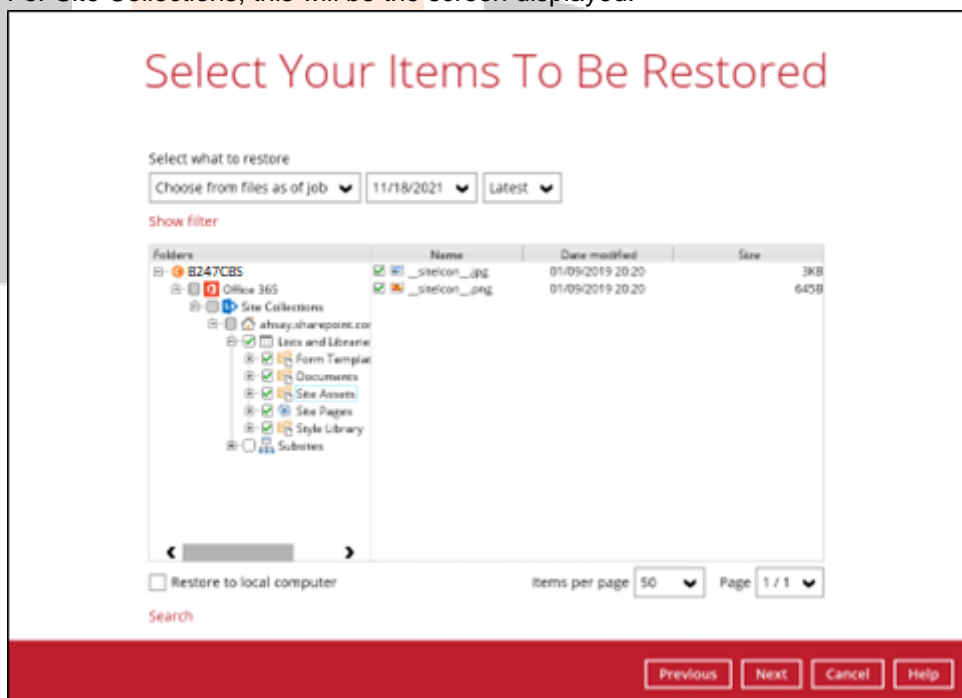


6. Select the item(s) you would like to restore. You can also choose to restore backed up items from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top.

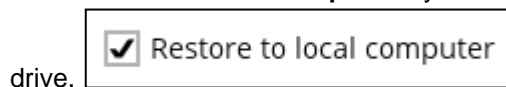
For Users, this will be the screen displayed.



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



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

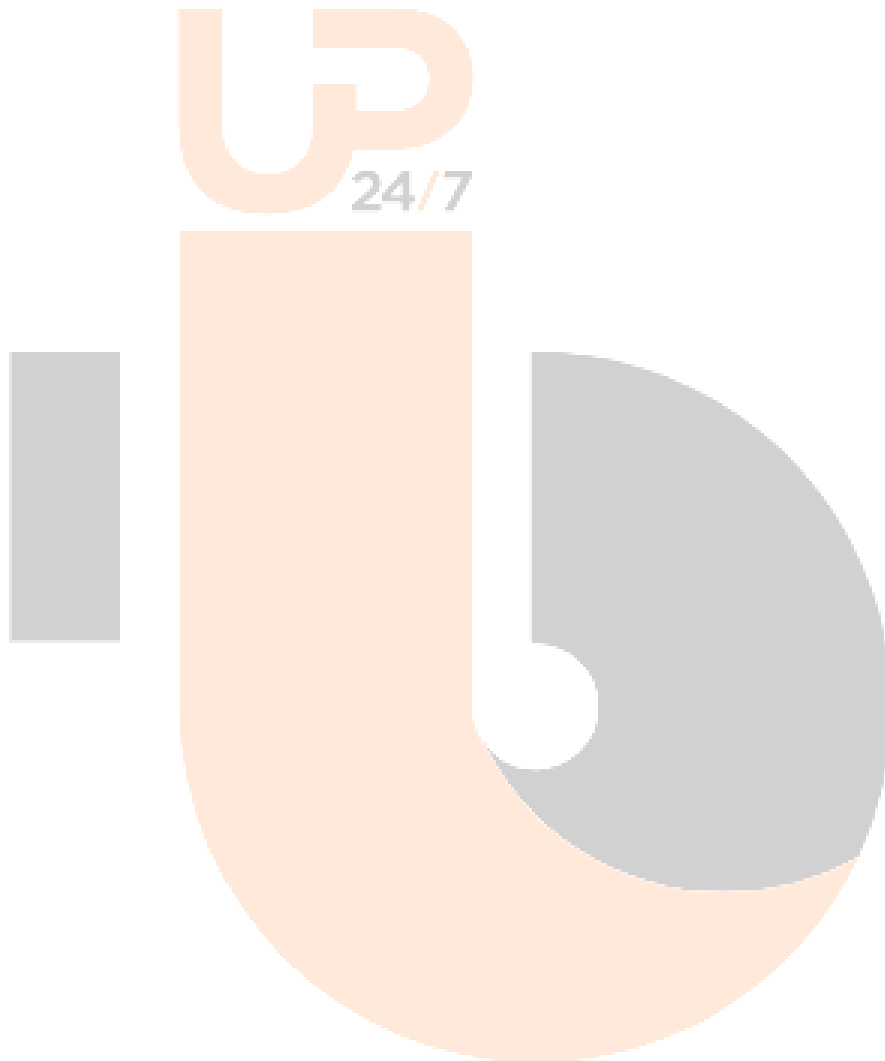
For Office 365, these items can be searched from Users and Site Collections.

- 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 14.2 of the Backup247 Advanced Client (B247PRO) v9 Quick Start Guide for Windows.

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 computer

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

Choose Where The Items To Be Restored

Restore items to  
C:\restored **Browse**

Show advanced option

Previous Next Cancel Help

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

Choose Where The Items

Restore items to  
C:\restored

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.

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

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

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

- 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.

Alternate Location

Office 365 account

mrm@microsoft.com

User

- m@microsoft.com
- m@microsoft.com
- m@microsoft.com
- m@microsoft.com
- m@microsoft.com
- m@microsoft.com
- m@microsoft.com
- m@microsoft.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

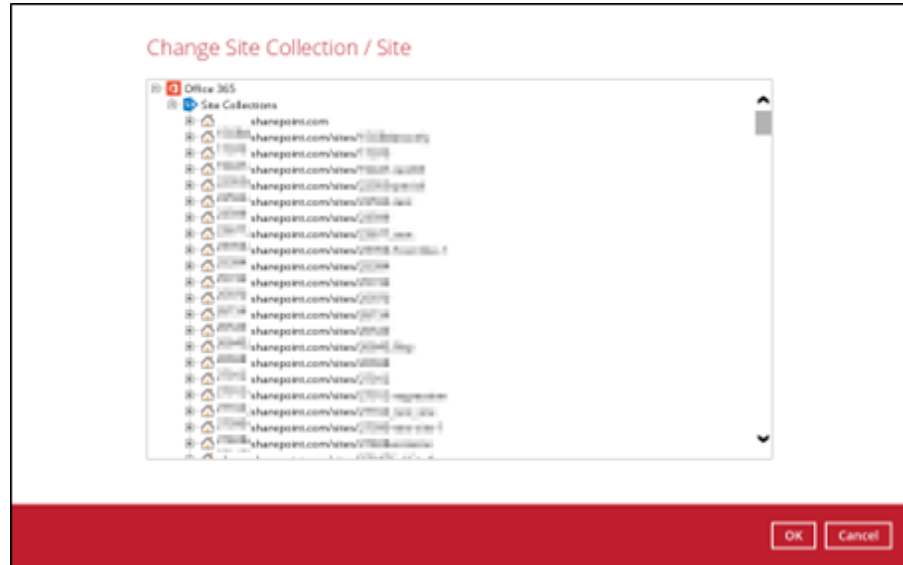
user@domain.microsoft.com

Site Collection / Site

Change

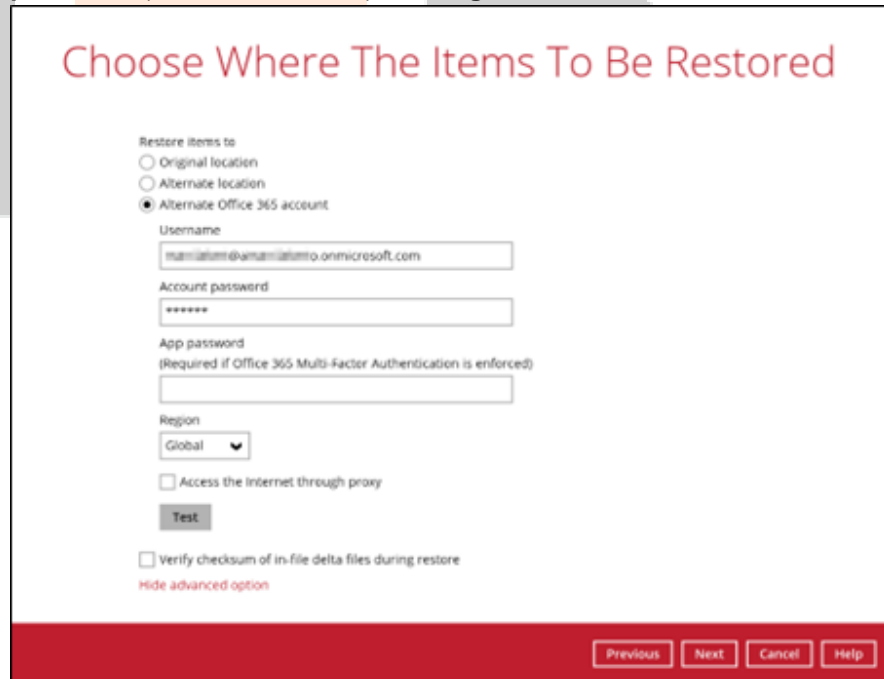
Previous Next Cancel Help

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

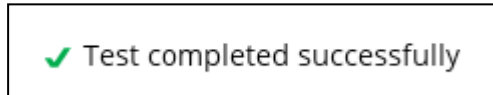


▶ Alternate Office 365 Account

- 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.



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



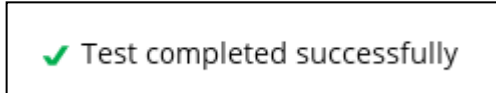
Select the **User**.

A screenshot of a web interface titled "Alternate Location" in red text. Below the title, there are two input fields. The first is labeled "Office 365 account" and contains the text "mamialim@mamialimup.onmicrosoft.com". The second is labeled "User" and contains a dropdown menu with "mamialim@ahsaybackup.onmicrosoft.com" selected. At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

- ◉ 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.

A screenshot of a web interface titled "Choose Where The Items To Be Restored" in red text. Under the heading "Restore items to", there are three radio button options: "Original location", "Alternate location", and "Alternate Office 365 account" (which is selected). Below these are several input fields: "Username" (containing "mamialim@mamialimup.onmicrosoft.com"), "Account password" (masked with asterisks), and "App password" (with a note: "(Required if Office 365 Multi-Factor Authentication is enforced)"). There is also a "Region" dropdown menu set to "Global" and a checkbox for "Access the internet through proxy" which is unchecked. A "Test" button is located below the "App password" field. At the bottom, there is a "Mode" dropdown menu set to "Overwrite when exist" and a checkbox for "Verify checksum of in-file delta files during restore" which is unchecked. A link "Hide advanced option" is visible. At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

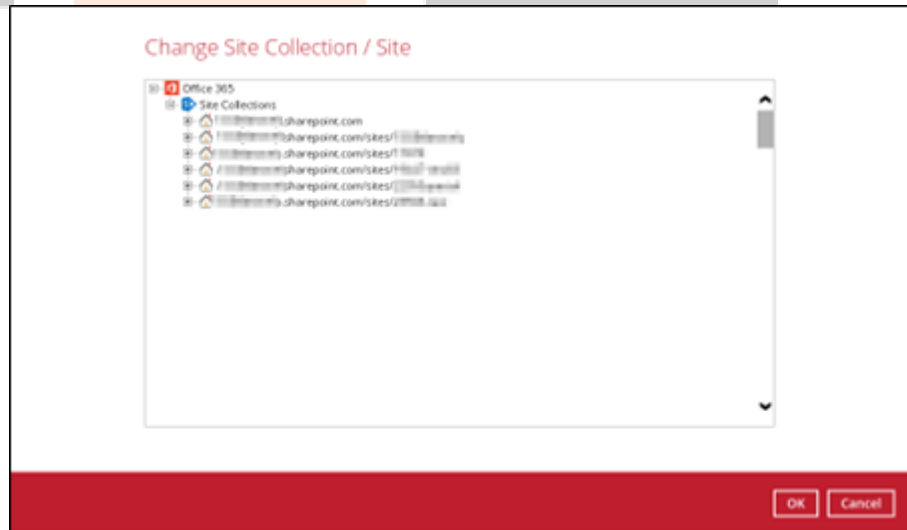
Once account is validated, click **Next**.



Click **Change** to select the site.

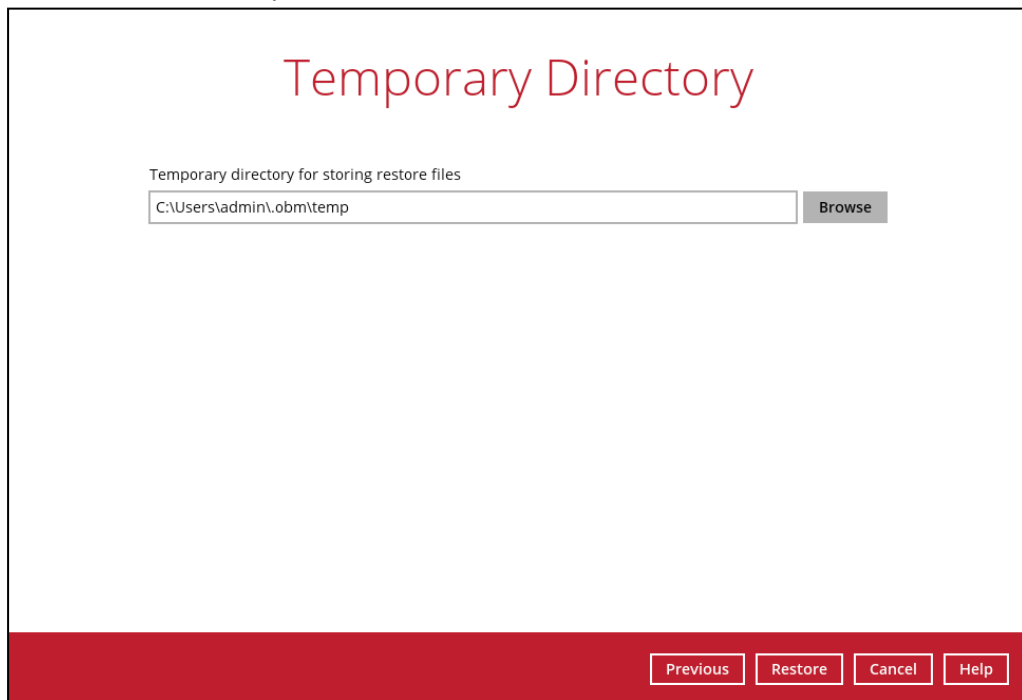


Click **OK** once done with the selection.

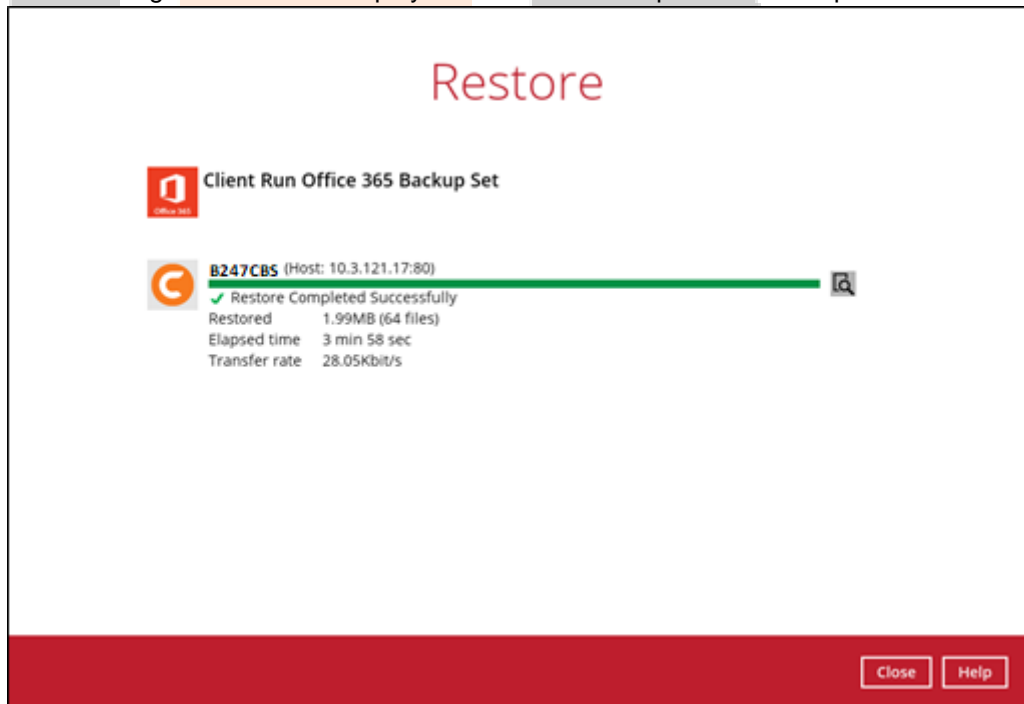



Click **Next** to proceed.

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.

Type	Log	Time
Start [B247Pro v9.0.3.12 ]		01/11/2022 16:55:00
Downloading... "Office 365/Site Collections/...		01/11/2022 16:55:27
Downloading... "Office 365/Site Collections/...		01/11/2022 16:57:05
Downloading... "Office 365/Site Collections/...		01/11/2022 16:57:39
Downloading... "Office 365/Users/...		01/11/2022 16:57:39
Downloading... "Office 365/Site Collections/...		01/11/2022 16:57:39
Downloading... "Office 365/Users/...		01/11/2022 16:57:39
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:19
Downloading... "Office 365/Users/...		01/11/2022 16:58:19
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:19
Downloading... "Office 365/Users/...		01/11/2022 16:58:19
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:19
Downloading... "Office 365/Users/...		01/11/2022 16:58:19
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:19
Downloading... "Office 365/Users/...		01/11/2022 16:58:19
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:19
Downloading... "Office 365/Users/...		01/11/2022 16:58:19
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:19
Downloading... "Office 365/Users/...		01/11/2022 16:58:20
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:20
Downloading... "Office 365/Users/...		01/11/2022 16:58:20
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:20
Downloading... "Office 365/Users/...		01/11/2022 16:58:20
Downloading... "Office 365/Site Collections/...		01/11/2022 16:58:20

Show All   
 Logs per page 50  Page 1 / 2   
Close 





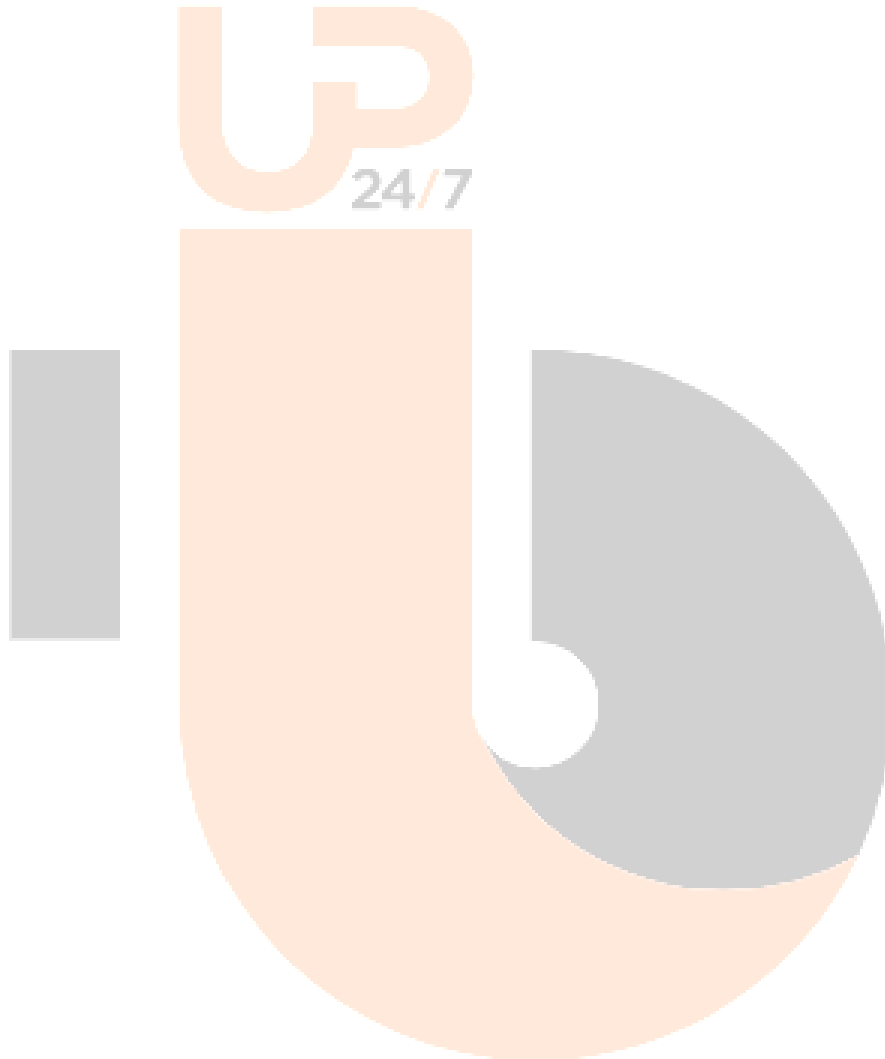
## 6 Contacting Backup247

### 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, 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, 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>○ notepad02txt</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.

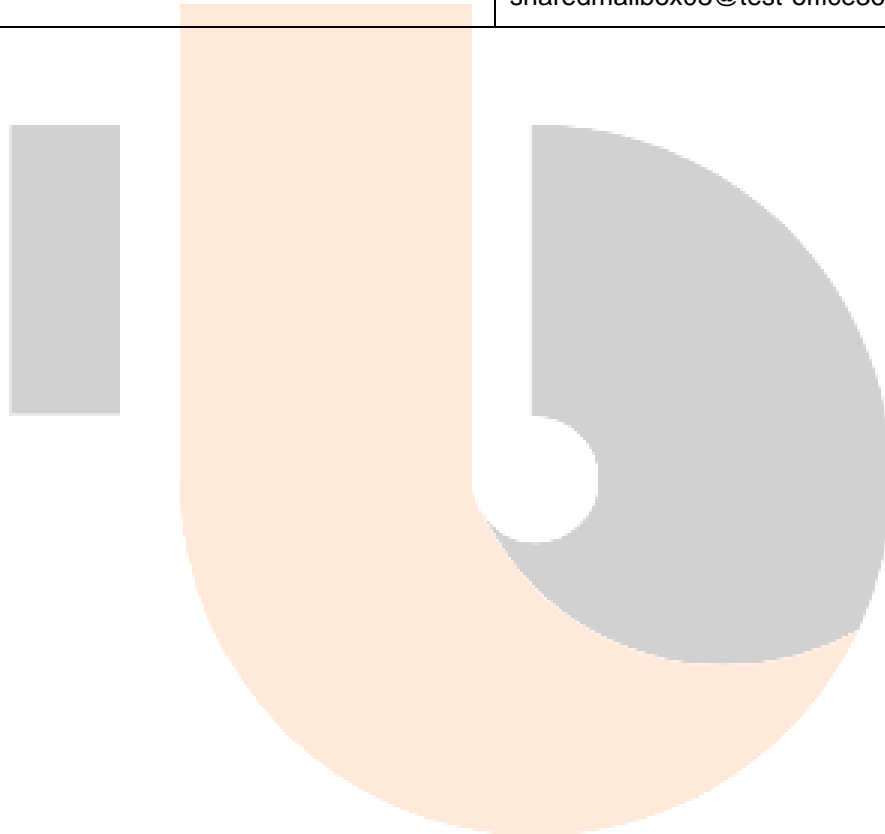
Backup Set Name	Office 365 User Account, SharePoint Site, and Files and/or Folders
Backup Set A	user01@company-office365.com
Backup Set B	user01@company-office365.com
	user02@company-office365.com
	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
Backup Set C	user01@company-office365.com
	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

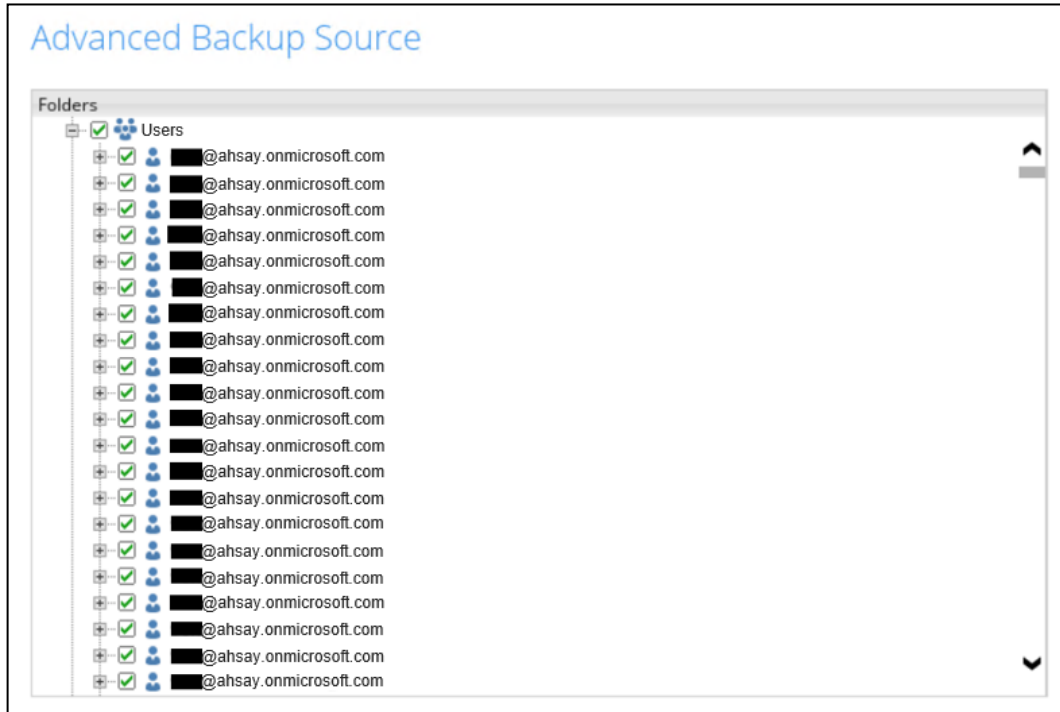
Backup Set Name	User Number
Backup -Set-1	No.1 – 2000
Backup -Set-2	No.2001 – 4000
Backup -Set-3	No. 4001 – 6000
Backup -Set-4	No. 6001 – 8000
Backup -Set-5	No. 8001 – 10000

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

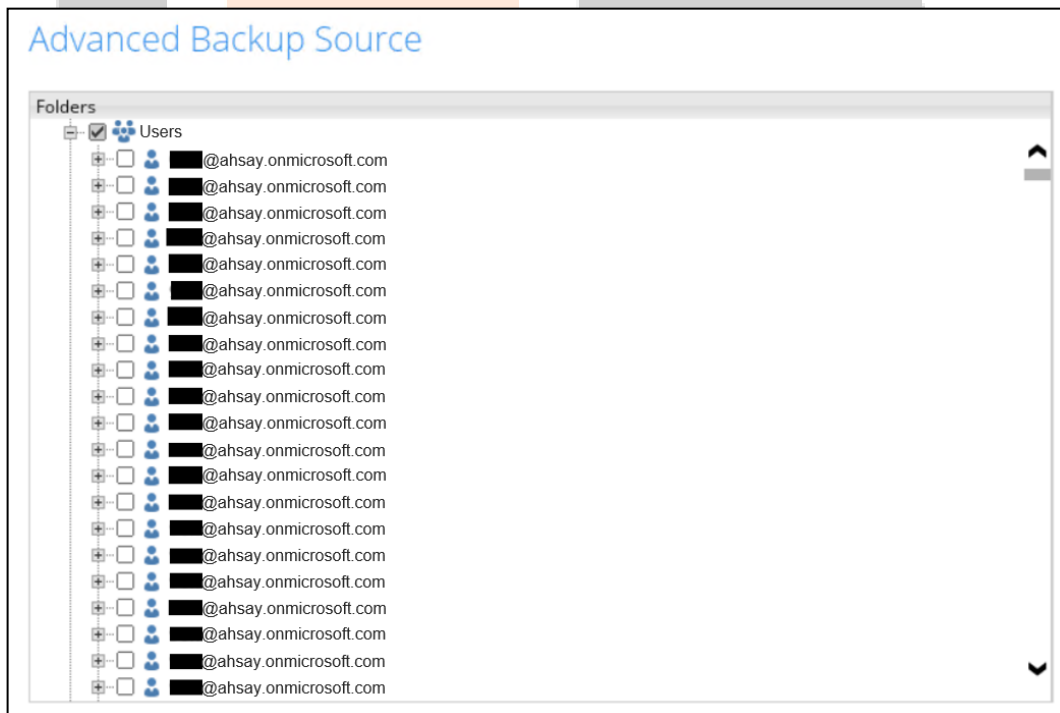
Backup Set Name	User Number
Backup -Set-1	No.1 – 1000
Backup -Set-2	No.1001 – 2000
Backup -Set-3	No. 2001 – 3000
Backup -Set-4	No. 3001 – 4000
Backup -Set-5	No. 4001 – 5000
Backup -Set-6	No. 5001 – 6000
Backup -Set-7	No. 6001 – 7000
Backup -Set-8	No. 7001 – 8000
Backup -Set-9	No. 8001 – 9000
Backup -Set-10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

### Scenarios 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]@ahsay.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

Previous Next Cancel Help

## Search

Look in  [Change](#)

Search subfolders

Kind  Type  Pattern   Match case

Searching ... [Stop](#)

Name	In Folder	Size	Date modified
[Empty Search Results]			

Items per page  Page

[OK](#) [Cancel](#) [Help](#)

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

## Search

Look in  [Change](#)

Search subfolders

Kind  Type  Pattern   Match case

[Search](#)

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	68k	10/11/2017 04:07
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	61k	02/13/2018 15:45
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	63k	10/11/2017 04:07
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	66k	10/17/2017 01:14
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	60k	10/24/2017 00:58
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	58k	11/01/2017 00:19
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	59k	11/10/2017 02:07
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	69k	11/21/2017 00:28
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	61k	11/21/2017 00:28
<input checked="" type="checkbox"/> <input type="checkbox"/> Weekly digest: Office 365 changes	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/	57k	02/13/2018 15:45

Items per page  Page

[OK](#) [Cancel](#) [Help](#)

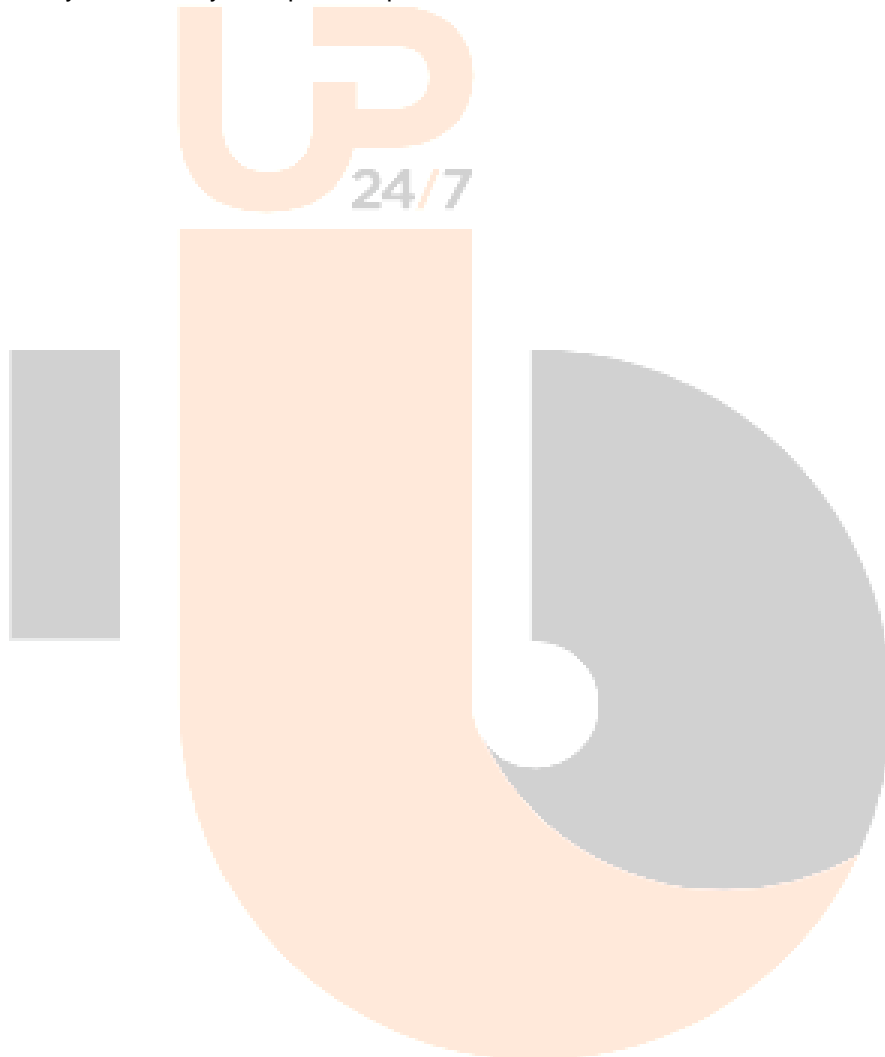
[Previous](#) [Next](#) [Cancel](#) [Help](#)

**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.

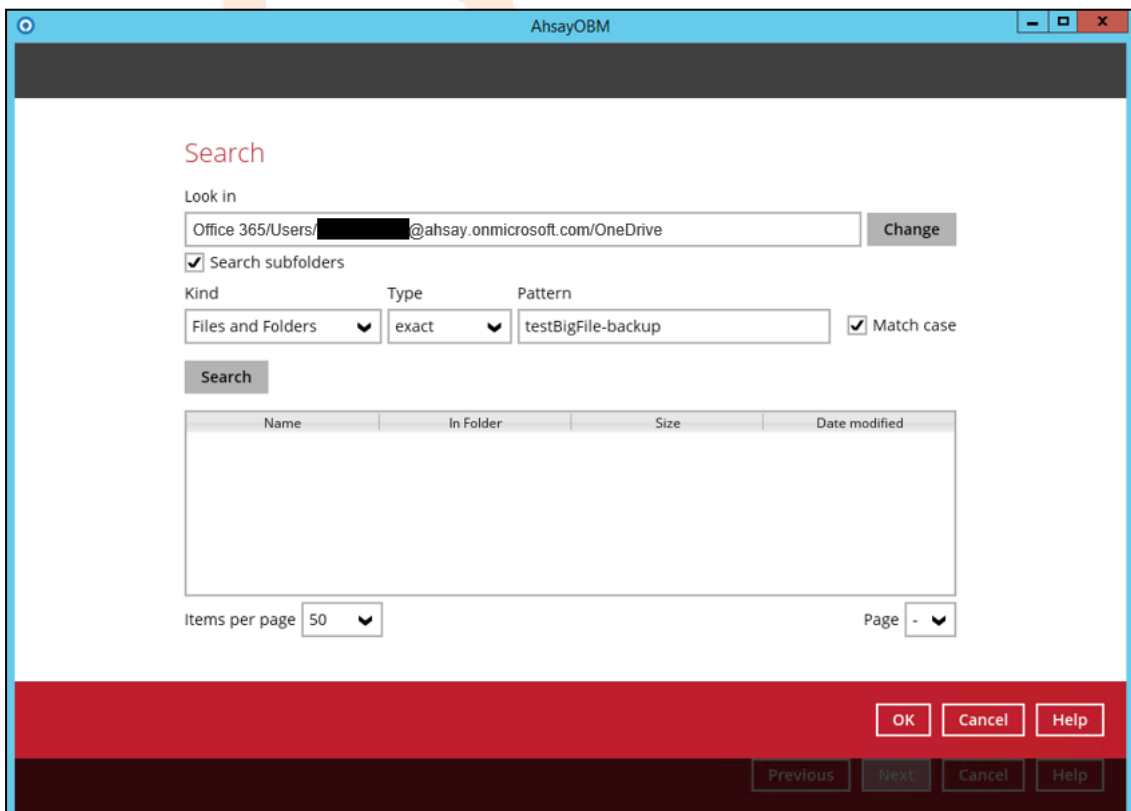
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

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 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  
 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: -

OK Cancel Help

Previous Next Cancel Help

### Search

Look in  
 Change

Search subfolders

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

Search

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> testBigFile-backup	Office 365/Users/[REDACTED]@ahsay.onmicrosoft.com/OneDrive		

Items per page: 50 | Page: 1 / 1

OK Cancel Help

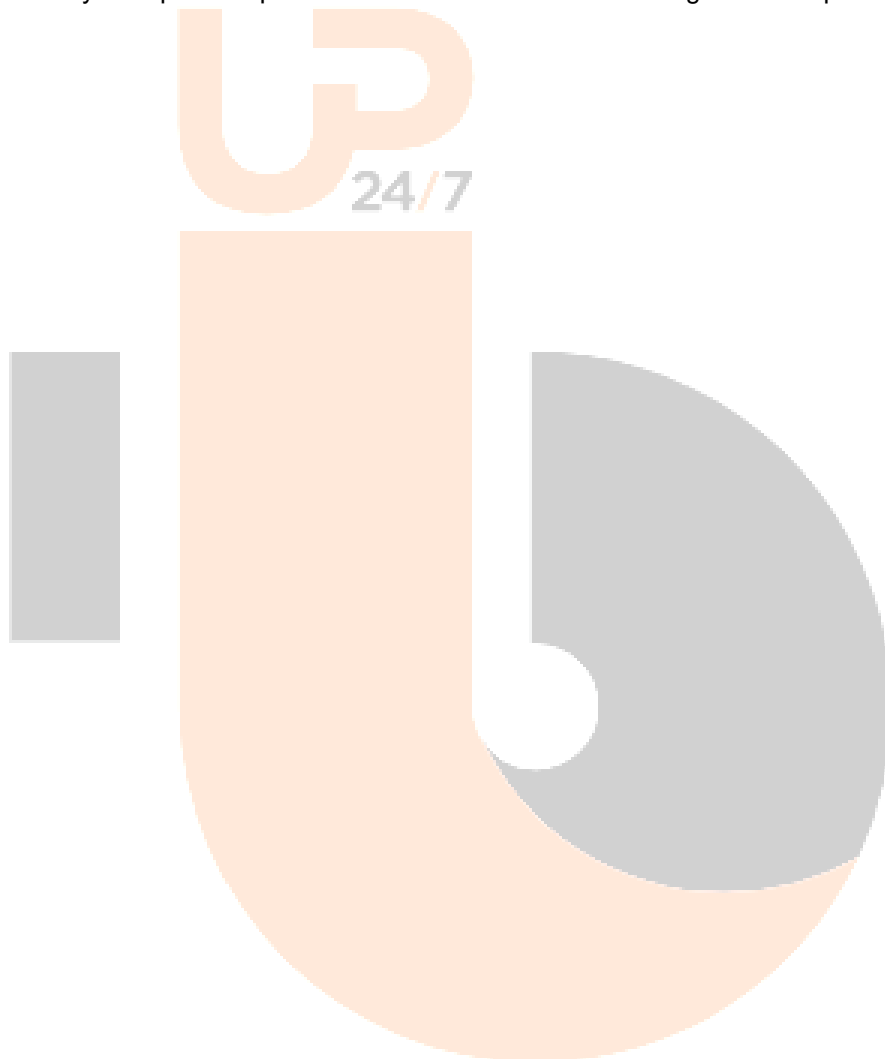
Previous Next Cancel Help

**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.

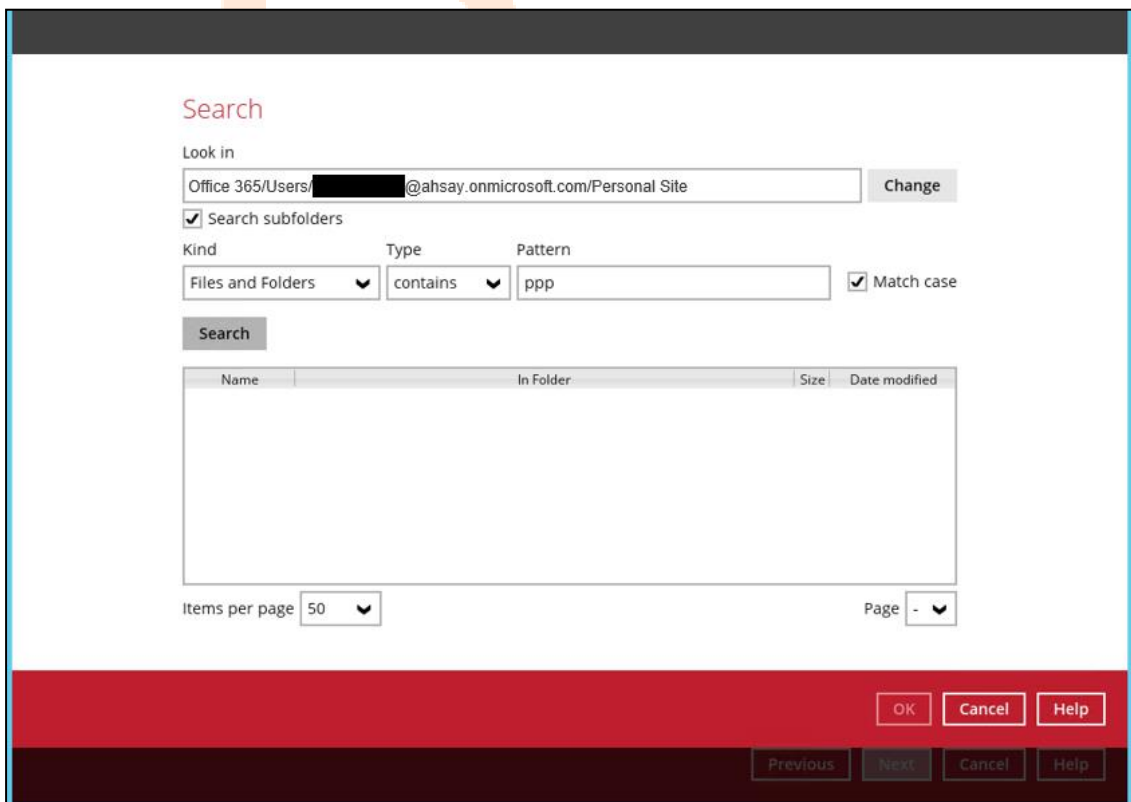
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

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 OneDrive upon searching. And it will strictly search only the specified pattern and case which is the 'testBigFile-backup'.



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

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



## Search

Look in  
 Change

Search subfolders

Kind: Files and Folders | Type: contains | Pattern: ppp |  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  
 Change

Search subfolders

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

**Search**

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	35k	08/29/2018 15:53
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	35k	08/29/2018 16:23
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	35k	08/29/2018 18:28
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	35k	08/29/2018 16:54
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	36k	08/29/2018 17:03
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	36k	08/29/2018 18:16
<input checked="" type="checkbox"/> ppp.pptx	Office 365/Users/[redacted]@ahsay.onmicrosoft.com/Personal Site/D101_Lists and Librari..	36k	08/29/2018 18:19

Items per page: 50 | Page: 1 / 1

OK Cancel Help

Previous Next Cancel Help

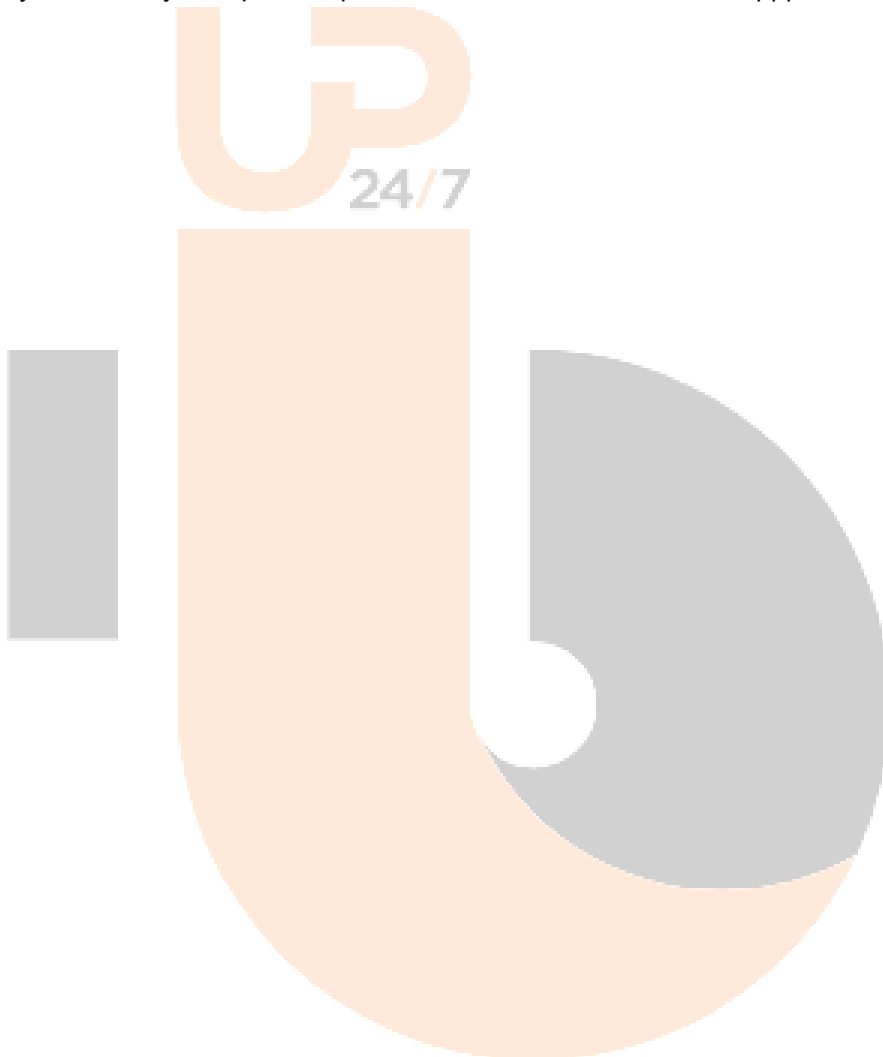


**Explanation:**

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

As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each 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 Personal Site upon searching. And it will strictly search only the specified pattern and case which starts with 'ppp'.



**Scenarios 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  
 Office 365/Site Collections Change

Search subfolders

Kind: Files and Directories ▼    Type: starts with ▼    Pattern: A ▼     Match case

Search

Name	In Folder	Size	Date modified

Items per page: 50 ▼    Page: - ▼

OK Cancel Help

Previous Next Cancel Help

## Search

Look in:  Change

Search subfolders

Kind:  Type:  Pattern:   Match case

Searching ... Stop

Name	In Folder	Size	Date modified

Items per page:  Page:

OK Cancel Help

Previous Next Cancel Help

## Search

Look in:  Change

Search subfolders

Kind:  Type:  Pattern:   Match case

**Search**

Name	In Folder	Size	Date modified
<input checked="" type="checkbox"/> AB922B82-8406-4E49-B178-9057BDF09503	Office 365/Site Collections/D901_ahsay.sharepoint.com...		
<input checked="" type="checkbox"/> AlternateMediaPlayer.xaml	Office 365/Site Collections/D901_ahsay.sharepoint.com...	35k	09/29/2018 17:01
<input checked="" type="checkbox"/> AudioPreview.png	Office 365/Site Collections/D901_ahsay.sharepoint.com...	13k	09/29/2018 17:01

Items per page:  Page:

OK Cancel Help

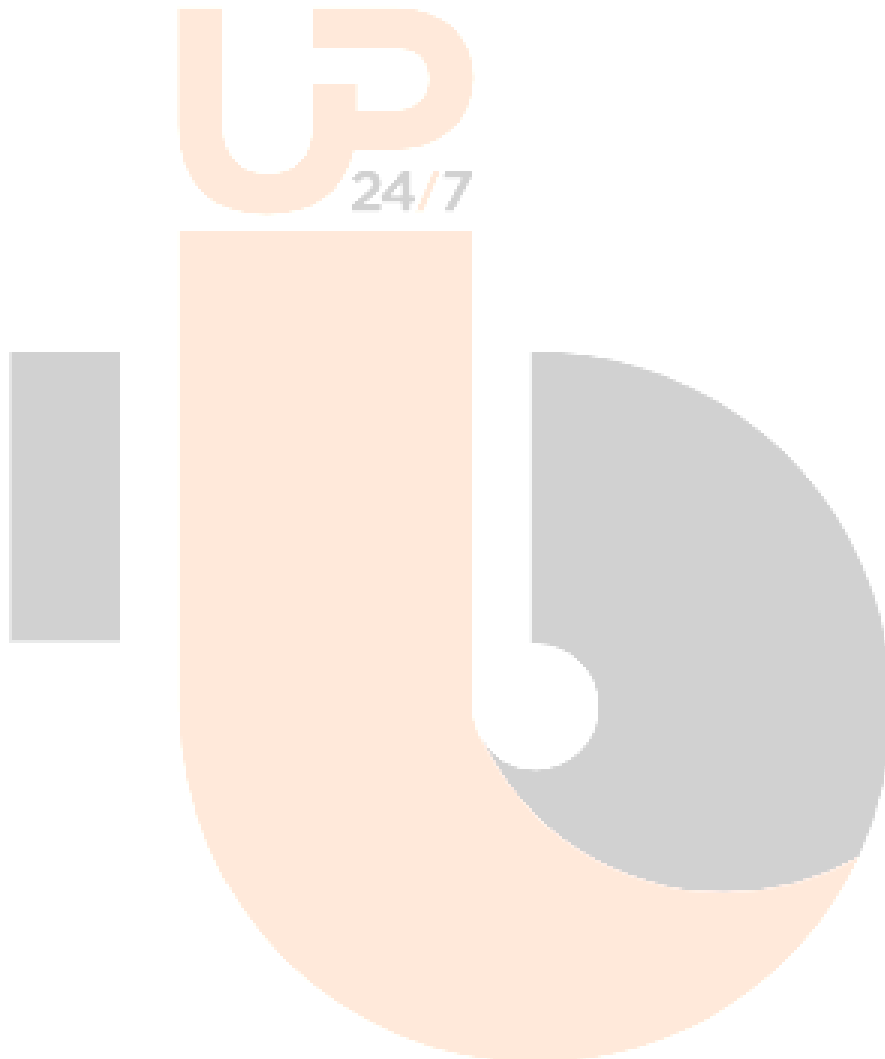
Previous Next Cancel Help

**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 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 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

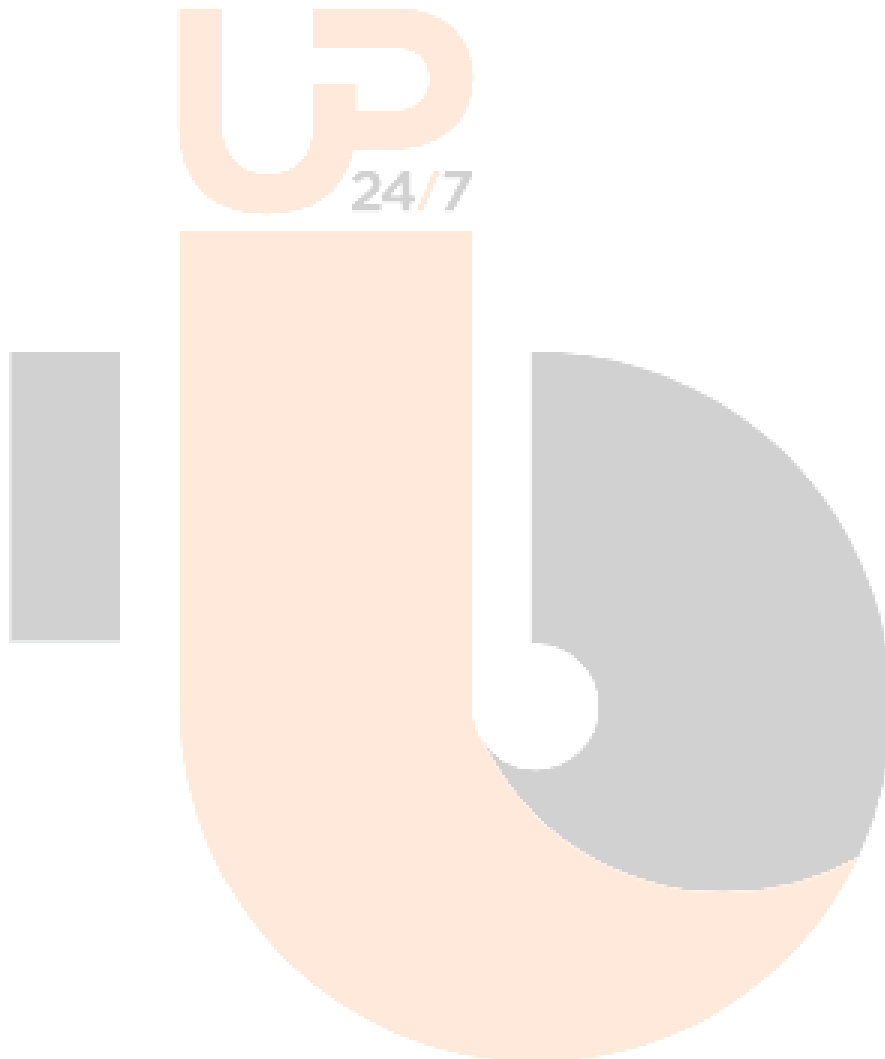
Previous Next Cancel Help

**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'.

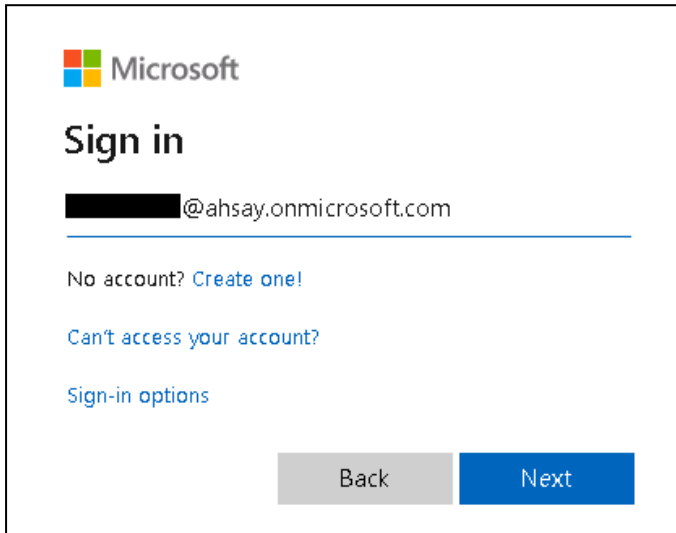


## Appendix D: Setting Multi-Factor Authentication (MFA) in Microsoft 365 Admin Center

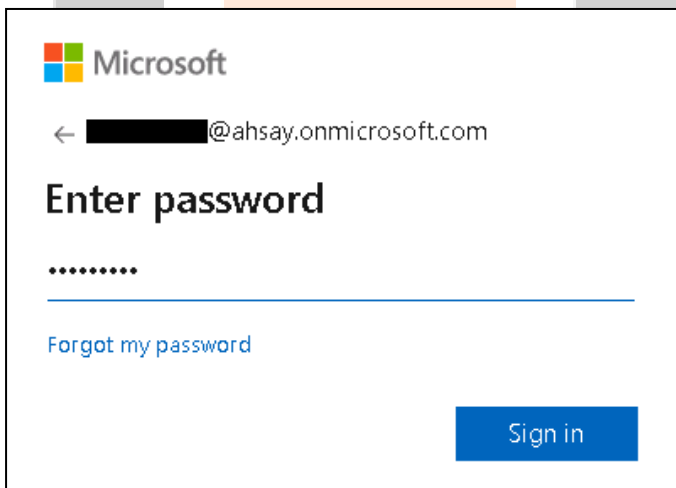
What is Multi-Factor Authentication (MFA)? It is an authentication method wherein a user will be granted an access only after successfully presenting two or more evidences or proof of personal information or identification. It also adds a second layer of security to users upon logging in.

To enable MFA of any Office 365 user accounts, follow the steps below:

1. Login using an Office 365 Administrator credentials.



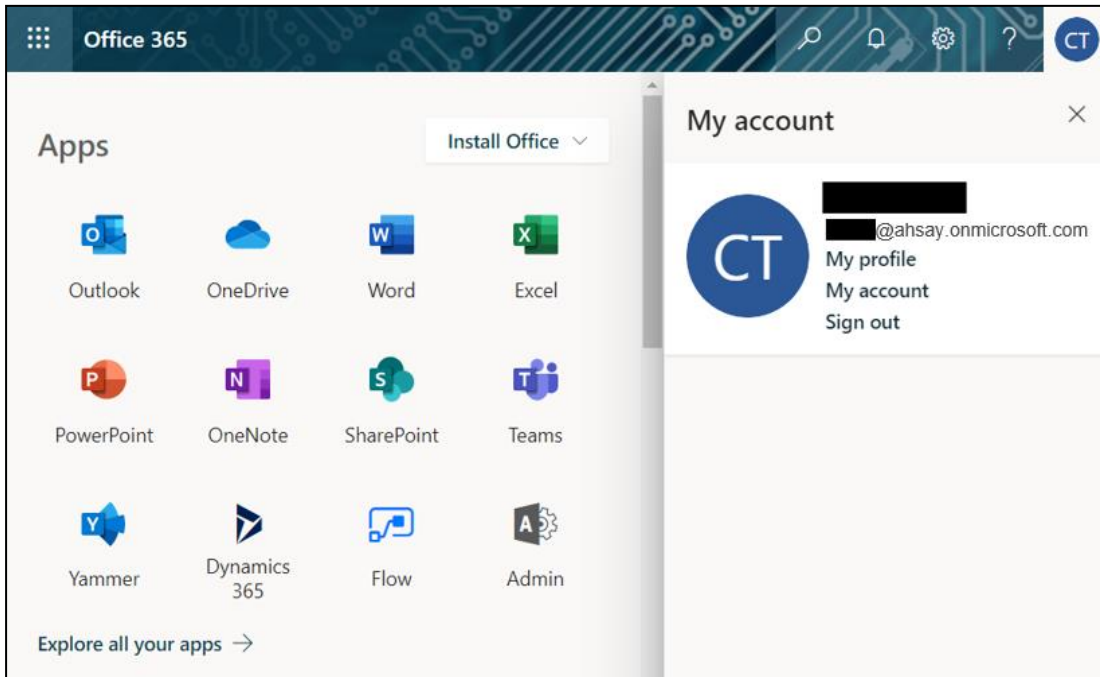
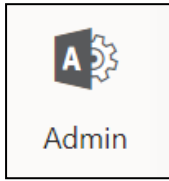
The screenshot shows the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, there is a text input field containing the email address "██████████@ahsay.onmicrosoft.com". Below the input field, there are three links: "No account? [Create one!](#)", "[Can't access your account?](#)", and "[Sign-in options](#)". At the bottom of the page, there are two buttons: a grey "Back" button and a blue "Next" button.



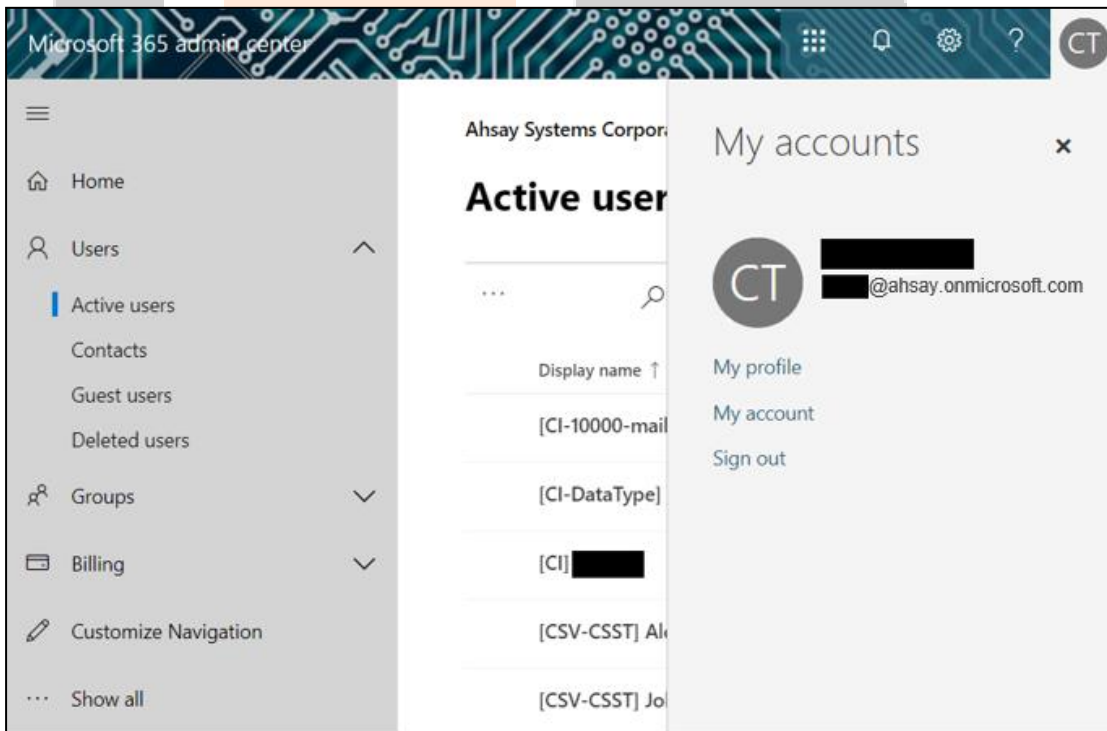
The screenshot shows the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, there is a back arrow icon followed by the email address "██████████@ahsay.onmicrosoft.com". The text "Enter password" is displayed in a large, bold font. Below this, there is a password input field with a series of dots "....." representing the masked password. Below the input field, there is a link: "[Forgot my password](#)". At the bottom right of the page, there is a blue "Sign in" button.



2. Click the **Admin Center** icon.

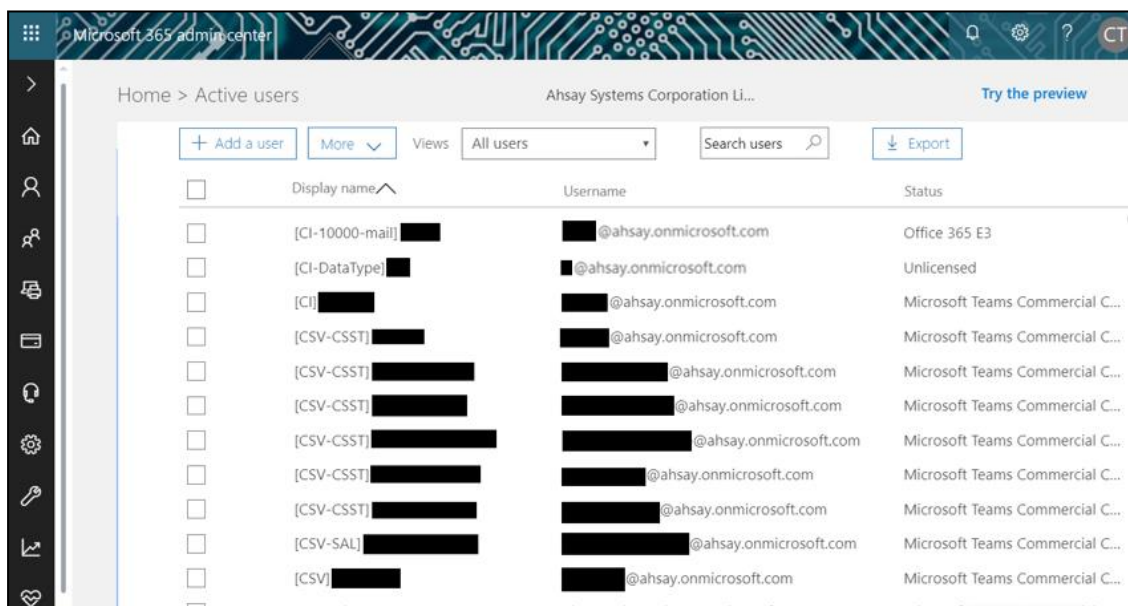


3. Go to **Users** and select the **Active users** from the list.

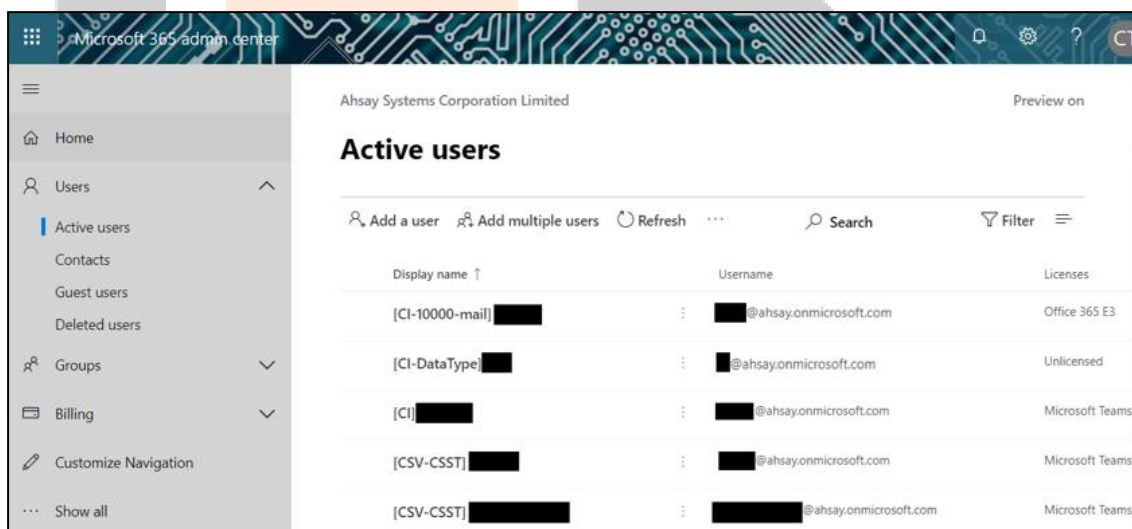


4. There are two (2) modes of viewing the Active users.

Classic Mode – This is the default mode upon entering the Active users screen.



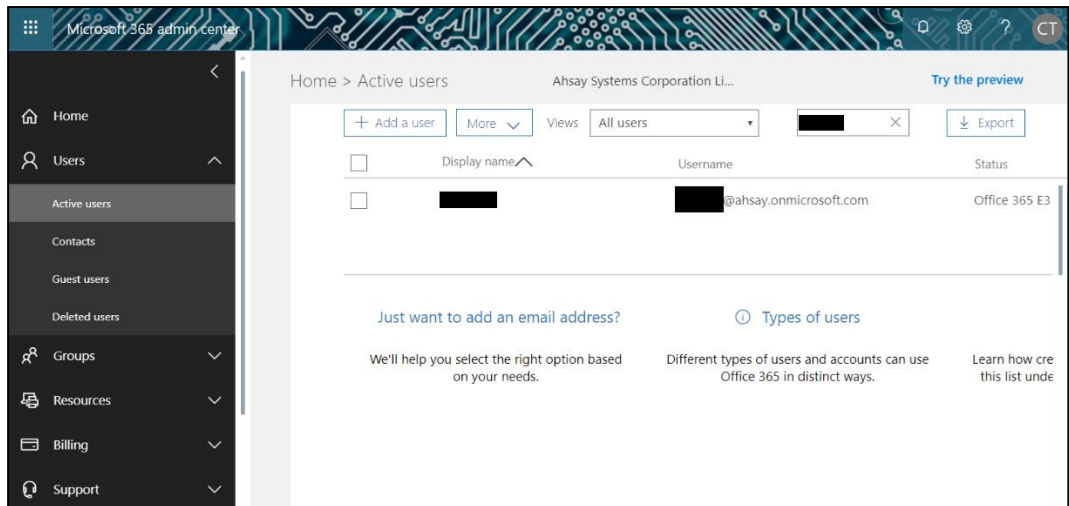
Preview Mode – This is a new feature in the Office 365 Admin Center that offers simplification to manage your Microsoft 365 and Office 365 services. It also has all the capabilities of the classic mode.



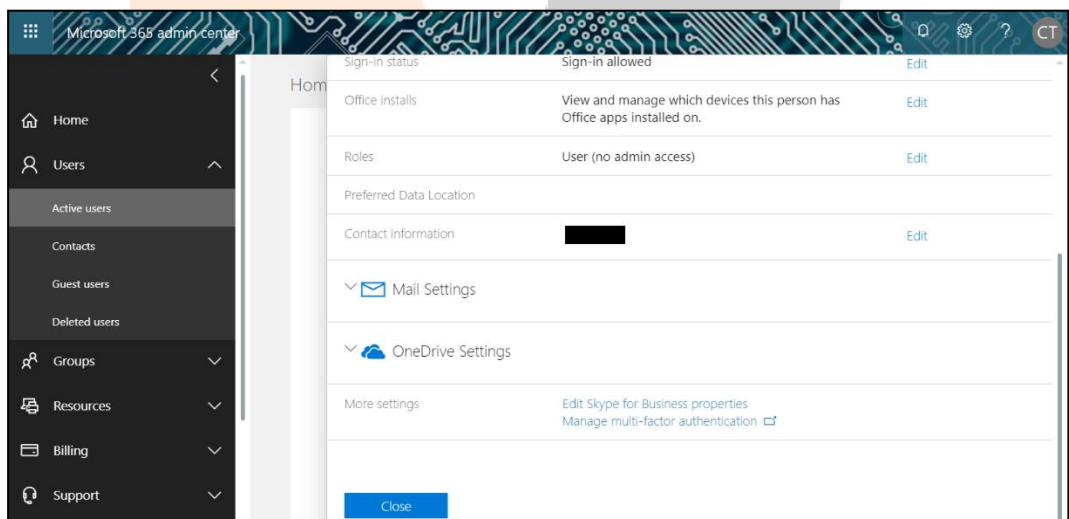
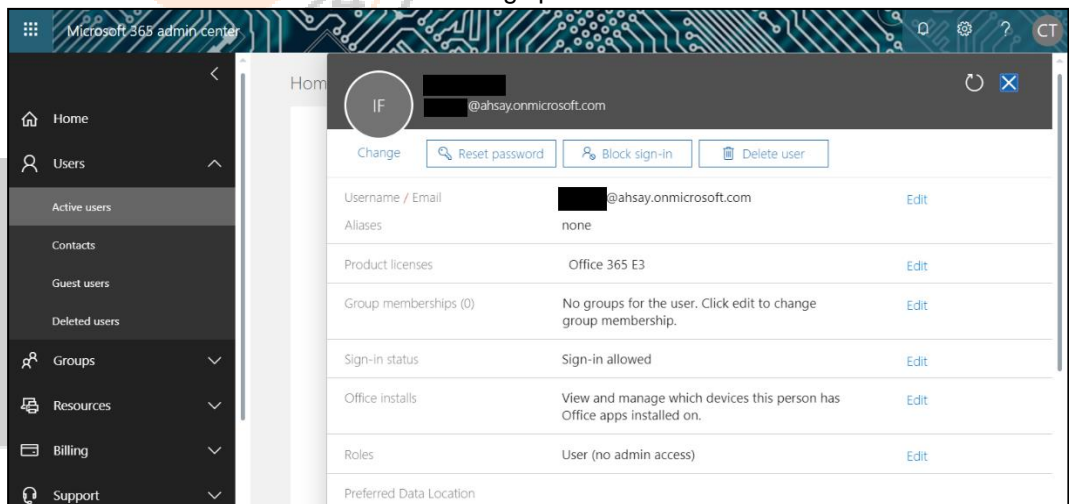
5. To go to the Multifactor Authentication screen, below are the steps for classic and preview mode.

For the Classic Mode:

- Search and select an Office 365 user account. The user's information will be displayed.



- In the lower part of the user's information screen, look for the **Manage multi-factor authentication** link. It is in the More settings portion.

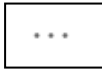


More settings

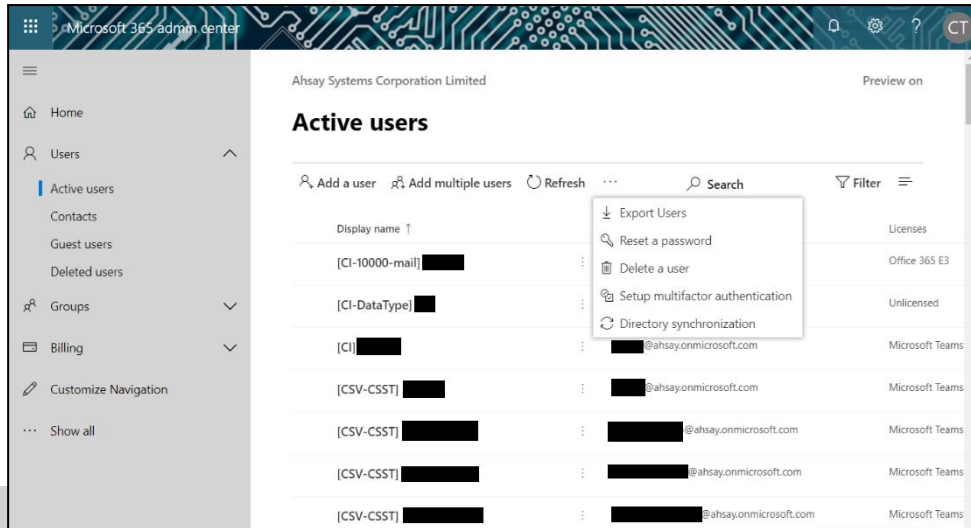
[Edit Skype for Business properties](#)  
[Manage multi-factor authentication](#)

For the Preview Mode:

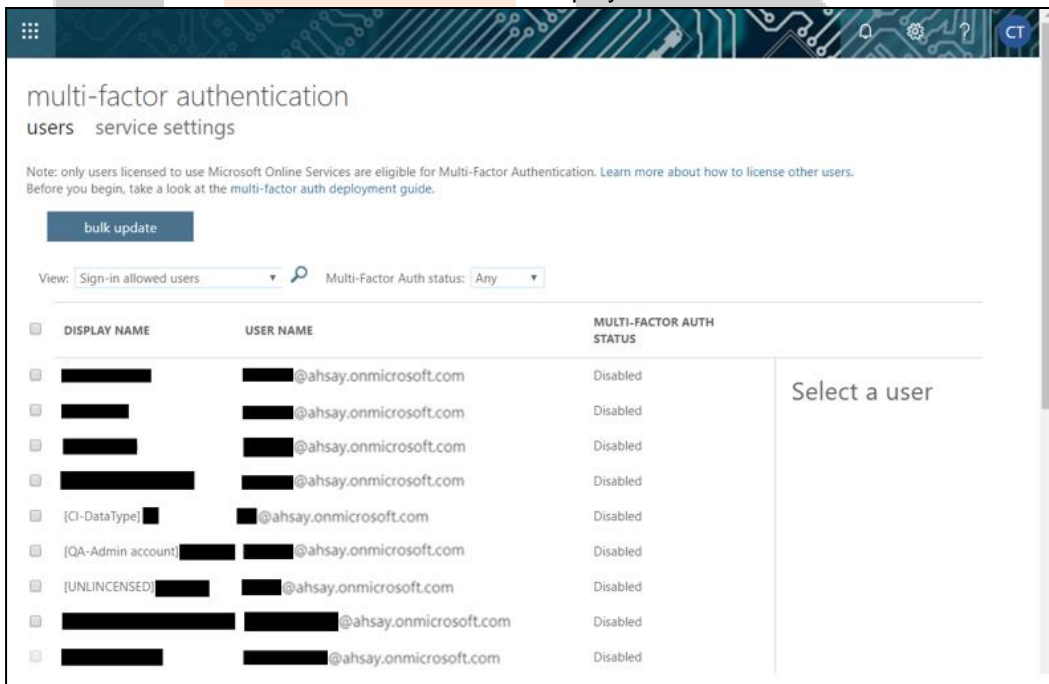
- In the Active users screen, click the [...] ellipses.



- Select **Setup multifactor authentication** from the list.



- The multi-factor authentication screen will be displayed.



Note: The two (2) modes will go to the same screen.

- You can search and select one or more Office 365 user accounts. There is also a drop-down list available for multi-factor authentication status namely, **Disabled**, **Enabled**, and **Enforced**.

multi-factor authentication  
users service settings

Note: only users licensed to use Microsoft Online Services are eligible for Multi-Factor Authentication. Learn more about how to license other users. Before you begin, take a look at the multi-factor auth deployment guide.

[bulk update](#)

View: Sign-in allowed users csv Multi-Factor Auth status: Any

<input type="checkbox"/>	DISPLAY NAME	USER NAME	MULTI-FACTOR AUTH STATUS
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled
<input type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled

quick steps  
[Enable](#)  
[Manage user settings](#)

- Disabled – This status refers to the users who are not yet enrolled in the MFA. This is the default status.
  - Enabled – This status refers to the users who are enrolled in the MFA, but changes have not yet taken effect.
  - Enforced – This status refers to the users who are enrolled in the MFA has completed the registration process.
8. Upon selecting a user, on the right side of the screen it will show you a link to enable the MFA. Click the **Enable** link to proceed.

multi-factor authentication  
users service settings

Note: only users licensed to use Microsoft Online Services are eligible for Multi-Factor Authentication. Learn more about how to license other users. Before you begin, take a look at the multi-factor auth deployment guide.

[bulk update](#)

View: Sign-in allowed users csv-ivy Multi-Factor Auth status: Any

<input checked="" type="checkbox"/>	DISPLAY NAME	USER NAME	MULTI-FACTOR AUTH STATUS
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]@ahsay.onmicrosoft.com	Disabled

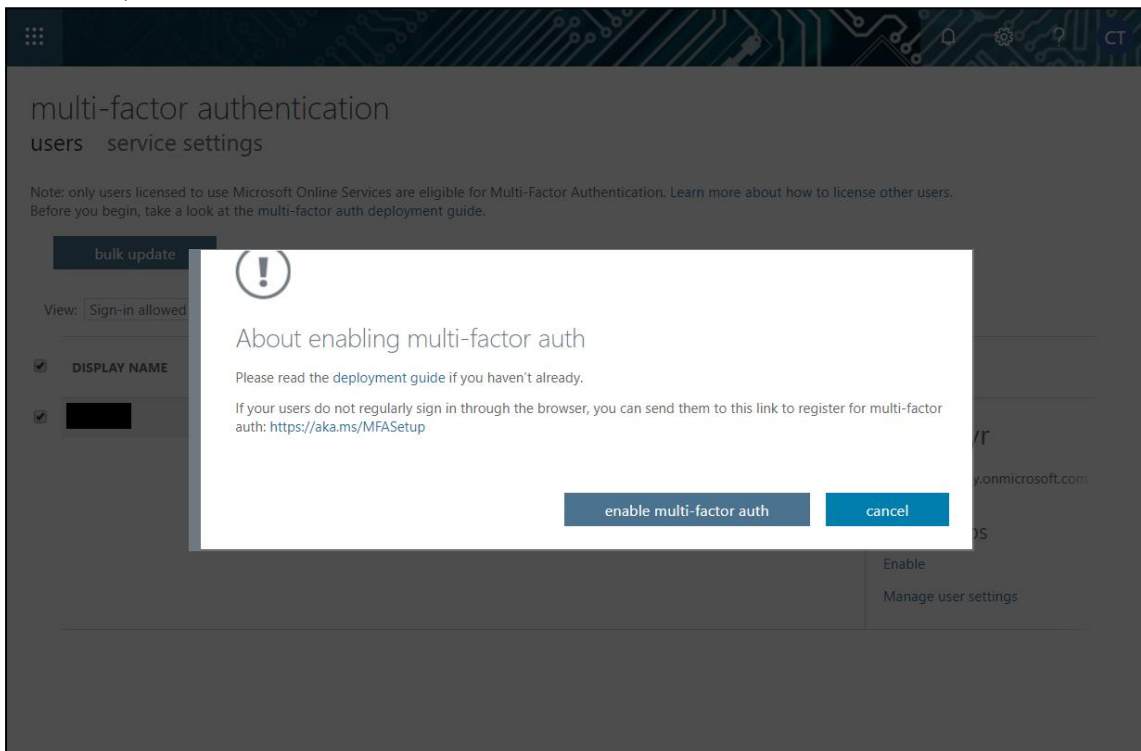
quick steps  
[Enable](#)  
[Manage user settings](#)

[REDACTED]  
 [REDACTED]@ahsay.onmicrosoft.com

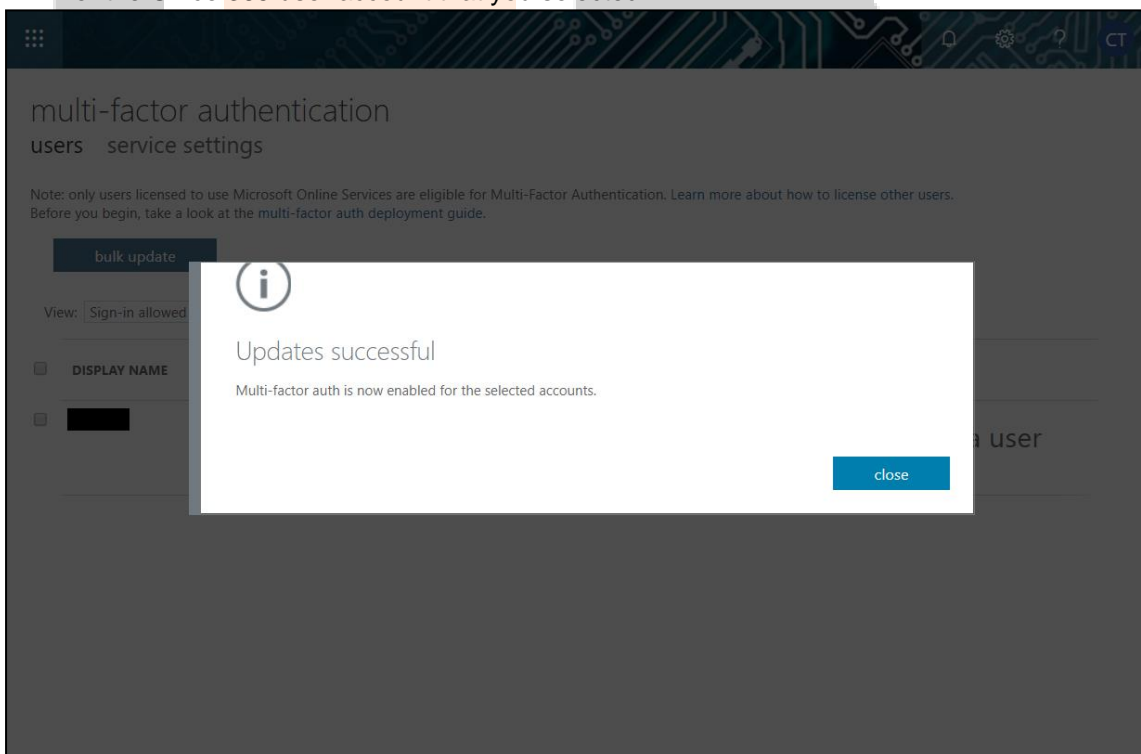
quick steps  
[Enable](#)  
[Manage user settings](#)



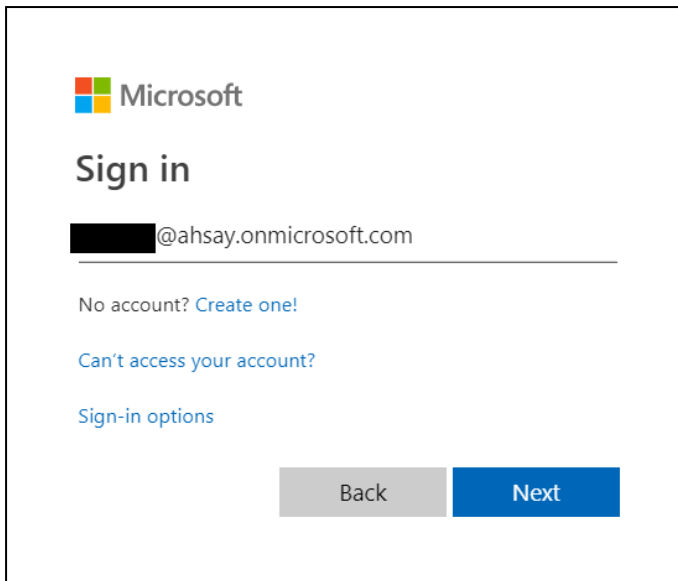
9. A warning message will be displayed. Click the **enable multi-factor auth** button to proceed. Otherwise, click the **cancel** button to abort.



10. If you select enable multi-factor auth, the screen below shows the successful enabling of MFA for the Office 365 user account that you selected.



11. To finish the setup for the MFA, login using the MFA enabled Office 365 user account.



Microsoft

## Sign in

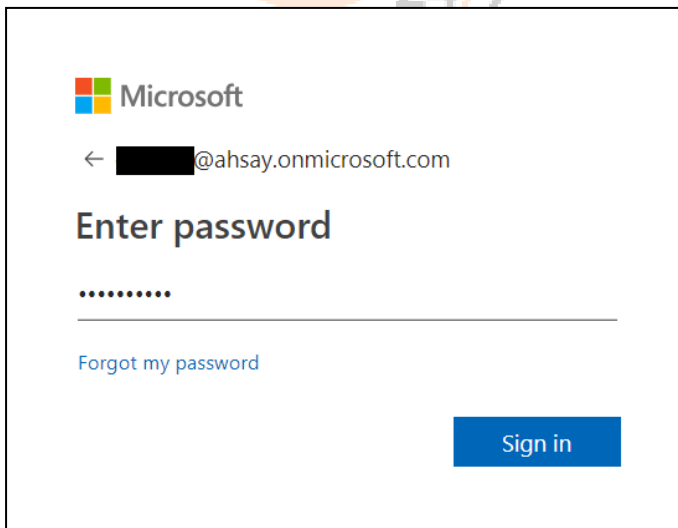
██████████@ahsay.onmicrosoft.com

No account? [Create one!](#)

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

[Sign-in options](#)

Back Next



Microsoft

← ██████████@ahsay.onmicrosoft.com

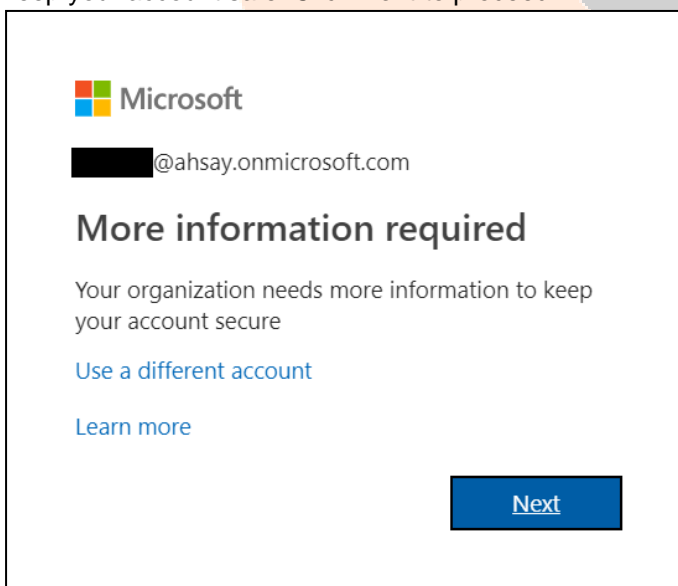
## Enter password

.....

[Forgot my password](#)

Sign in

12. Upon logging in, there will be a message that will require you to provide more information to keep your account safe. Click **Next** to proceed.



Microsoft

██████████@ahsay.onmicrosoft.com

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

13. The **Additional security verification** screen will be displayed. Select one (1) option you want for the security of your account. You can choose from the three (3) options, **Authentication phone**, **Office phone**, and **Mobile app**.

- Authentication phone
  - Enter valid mobile number.
  - Select a method
    - Send me a code by text message
    - Call me

- Office phone – This option is disabled. Please ask your administrator if you need to update your office phone number.



Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Office phone

Select your country or region  Extension

Contact your admin if you need to update your office number. Do not use a Lync phone.

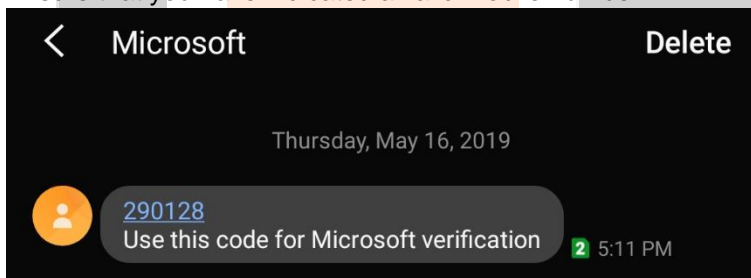
[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

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- Mobile app
  - Select which option you like upon using the mobile app
    - Receive notifications for verification
    - Use verification code

14. If you have selected the first option which is the **Authentication phone** with a method of **Send me a code by text**, you will receive a text message containing the verification code. Ensure that you have indicated a valid mobile number.



Microsoft

## Additional security verification

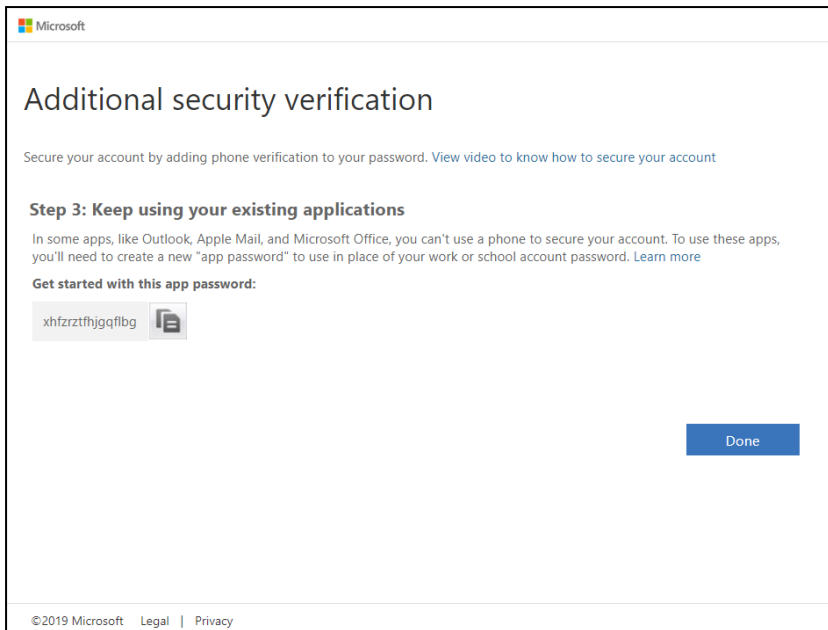
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone at + [redacted]**

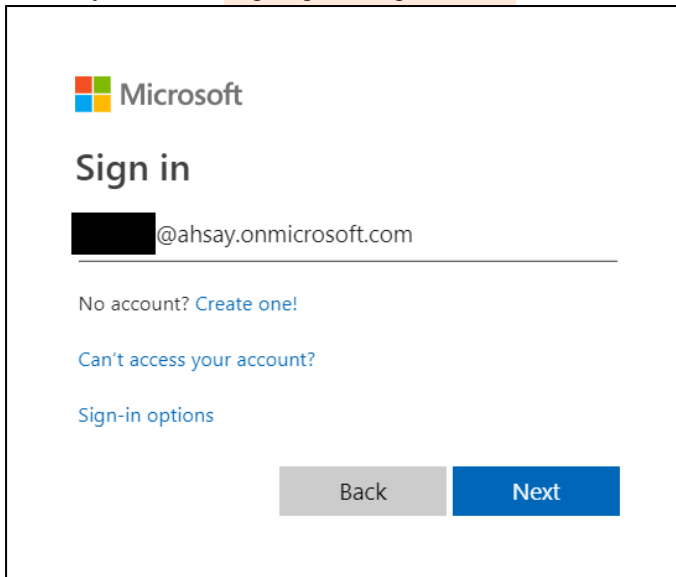
When you receive the verification code, enter it here

[Cancel](#) [Verify](#)


© 2019 Microsoft | Legal | Privacy




15. To verify if it's working, login using the MFA enabled Office 365 user account.



16. Upon logging in, there will be a message that will require you to provide the code that have been sent to your personal mobile number. Click **Verify** to proceed.

 Microsoft  
[Redacted]@ahsay.onmicrosoft.com

### Enter code

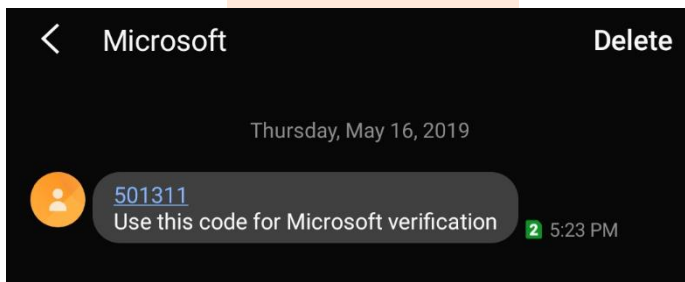
 We texted your phone +XX XXXXXXXXX79. Please enter the code to sign in.


Code

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


[More information](#)

**Verify**



 Microsoft  
[Redacted]@ahsay.onmicrosoft.com

### Enter code

 We texted your phone +XX XXXXXXXXX79. Please enter the code to sign in.

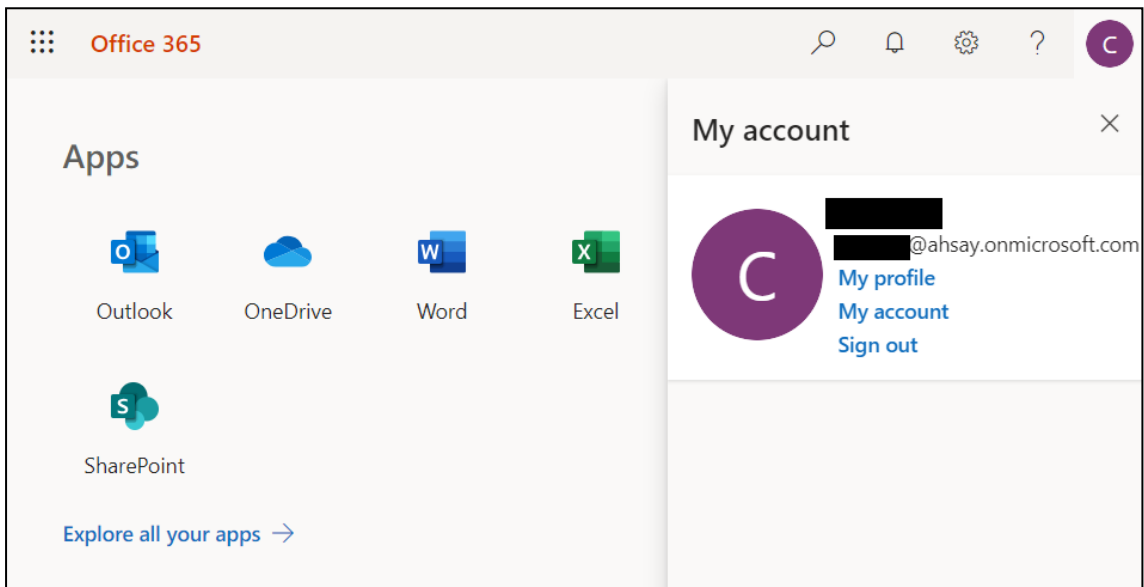
501311

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

[More information](#)

**Verify**

17. After the verification process, the screen will be automatically redirected to the Office 365 Main screen.

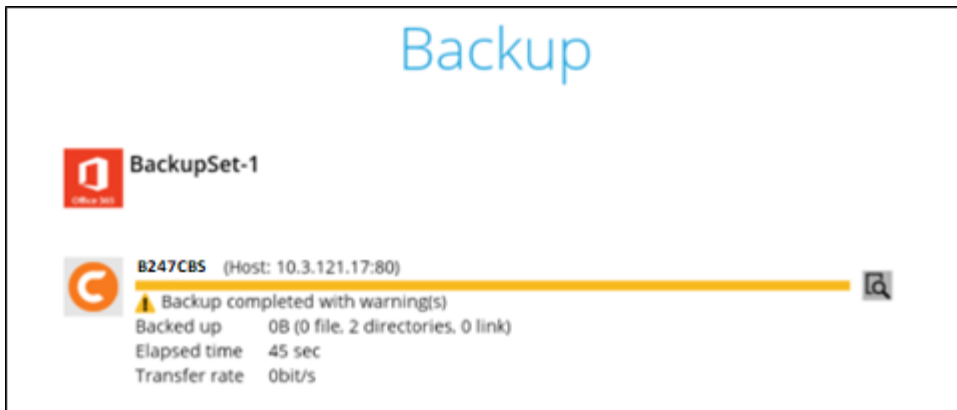


## Appendix E: Example Scenario for Backup Set Maintenance

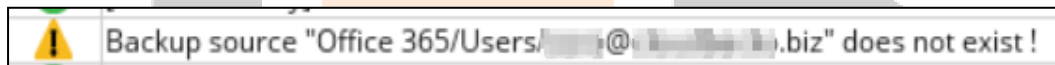
**Scenario:** Office 365 user account does not exist warning message

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.



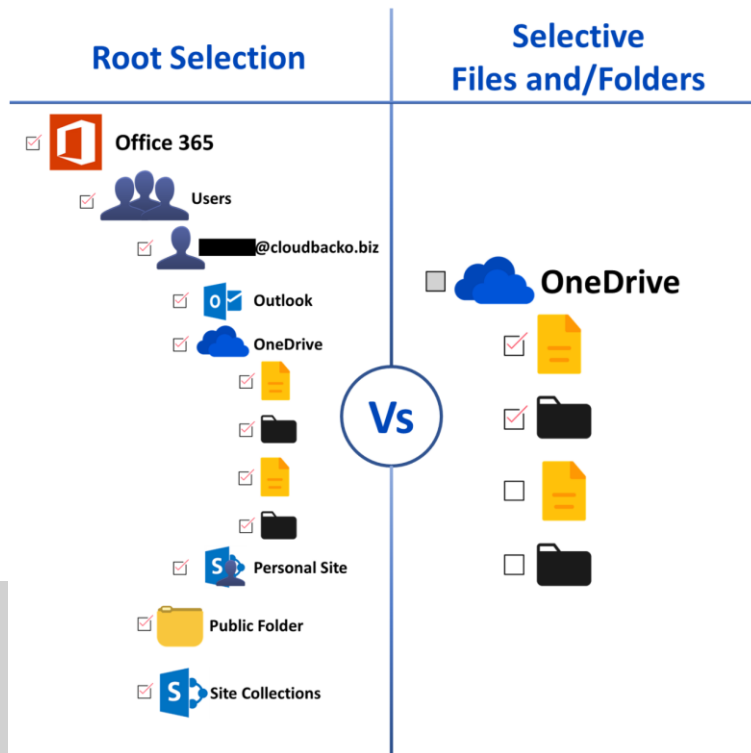
Backup log contains a warning message.



Type	Log	Time
🟢	Start [ B247Pro v9.0.3.17 ]	01/21/2022 12:13:01
🟢	Saving encrypted backup set encryption keys to server...	01/21/2022 12:13:01
🟢	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disabled]	01/21/2022 12:13:09
🟢	Using Temporary Directory C:\Users\user\obm\temp\1642737748856\OBS@1642737969529	01/21/2022 12:13:09
🟢	Start running pre-commands	01/21/2022 12:13:18
🟢	Finished running pre-commands	01/21/2022 12:13:18
🟢	Downloading server file list (Office 365)...	01/21/2022 12:13:18
🟢	Download valid index files from backup job "null" to "C:\Users\user\obm\temp\1642737748856\OBS@1642737969529\in...	01/21/2022 12:13:18
🟢	Downloading server file list (Office 365)... Completed	01/21/2022 12:13:18
🟢	Run Office 365 Data Synchronization Check (1st time)	01/21/2022 12:13:36
🟢	[New Directory]... Office 365	01/21/2022 12:13:37
🟢	[New Directory]... Office 365/Users	01/21/2022 12:13:37
⚠	Backup source "Office 365/Users/[redacted]@[redacted].biz" does not exist !	01/21/2022 12:13:38
🟢	Start validating the presence and size of backup data in destination "AhsayCBS"...	01/21/2022 12:13:41
🟢	This backup job has no backup data in destination "AhsayCBS"	01/21/2022 12:13:41
🟢	Finished validating the presence and size of backup data in destination "AhsayCBS"	01/21/2022 12:13:41

## Appendix F: Example Scenario for Data Synchronization Check (DSC) with sample backup logs

### Selection of root folder vs Selective files and/folders

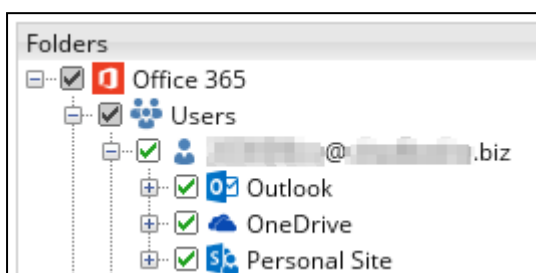
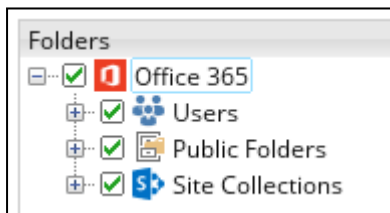


### Root Selection

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

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

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



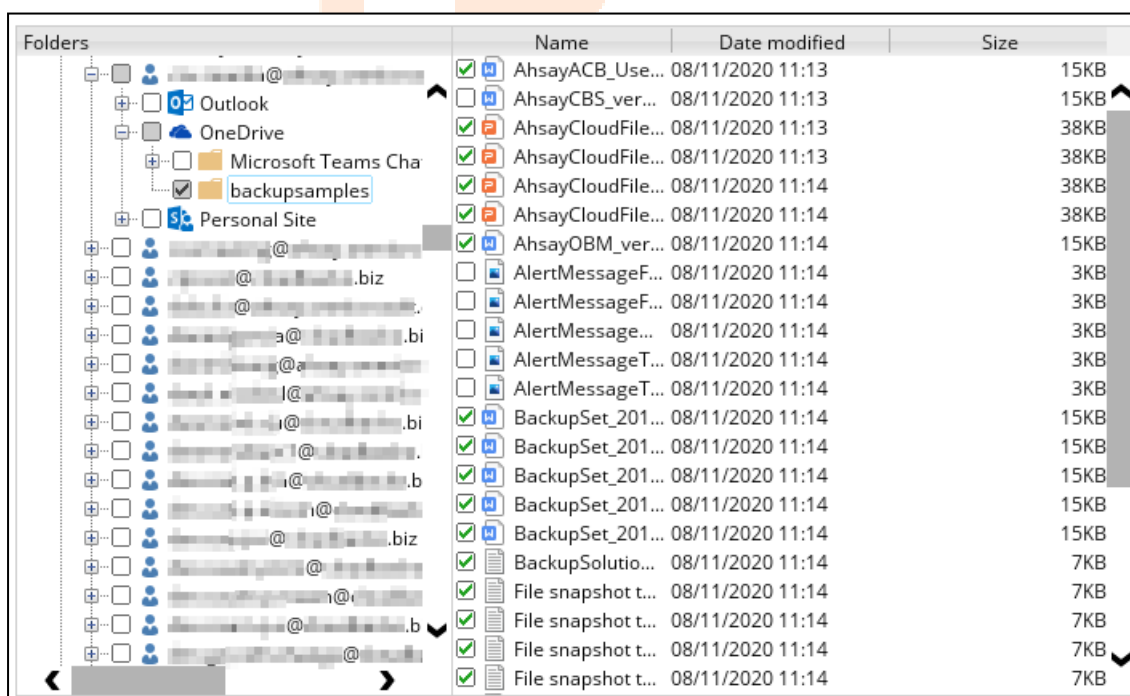
## Selective Files and/or Folders

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

On the comparison image above, the “OneDrive” checkbox is greyed out because there is only one file and one folder selected.

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

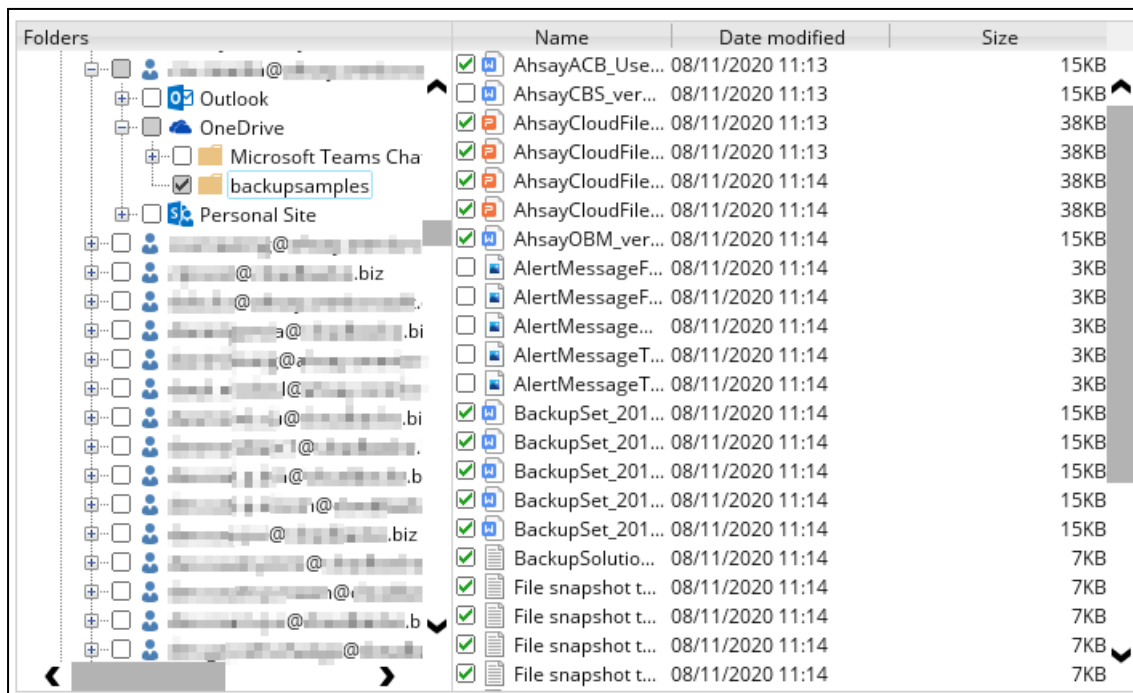
Below is the sample screenshot of the backup source with selective files and/or folders.



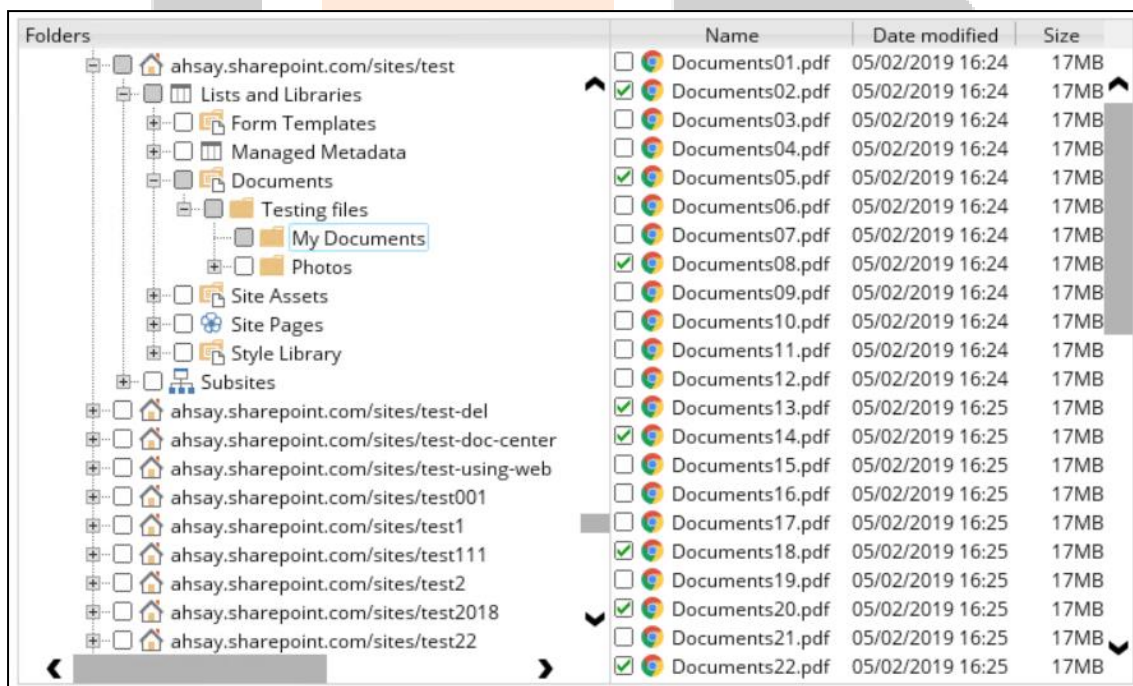
Only selected files and/or folders are selected in OneDrive. Also, the Office 365 user account is greyed out as this indicates that not all items are selected.

**NOTE:** Selective Files and/or Folders only applies to files and/or folders under Outlook, OneDrive, Personal Site, Public Folders, and Site Collections. This is **NOT** applicable for User Level.

This is an example of selective files and/folders from OneDrive.



This is an example of selective files and/folders from Site Collections.





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

Type	Log	Time
Start [ B247Pro v9.1.0.0 ]		01/25/2022 14:51:33
Saving encrypted backup set encryption keys to server...		01/25/2022 14:51:33
Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disabled]		01/25/2022 14:51:36
Using Temporary Directory C:\Users\admin\obm\temp\1637138089824\Local@1637141245225		01/25/2022 14:51:36
Start Periodic Data Integrity Check on backup set = "Client Run Office 365 Backup Set" destination = "Local-1"		01/25/2022 14:51:55
Start data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(1637141245225)", ...		01/25/2022 14:51:55
Start processing data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "Local-1"		01/25/2022 14:51:55
Download valid index files from backup job "2022-01-11-15-49-01" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/25/2022 14:51:56
Skipped to run Data Integrity Check for backup set "Client Run Office 365 Backup Set" in destination "Local-1" because no ...		01/25/2022 14:51:56
Data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "Local-1" is completed		01/25/2022 14:51:57
Finished data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(163714124522...		01/25/2022 14:51:57
Completed data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(1637141245...		01/25/2022 14:51:57
Start running pre-commands		01/25/2022 14:51:57
Finished running pre-commands		01/25/2022 14:51:57
Downloading server file list (Office 365)...		01/25/2022 14:51:58
Download valid index files from backup job "2022-01-11-15-49-01" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/25/2022 14:51:58
Downloading server file list (Office 365)... Completed		01/25/2022 14:51:58
Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.		01/25/2022 14:51:59
Run Office 365 Data Synchronization Check (1st time)		01/25/2022 14:52:19
[New Directory]... Office 365		01/25/2022 14:52:19
[New Directory]... Office 365/Site Collections		01/25/2022 14:52:19
[New Directory]... Office 365/Users		01/25/2022 14:52:20

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

Type	Log	Time
Existing statistics of backup set= "Client Run Office 365 Backup Set" destination= "Local-1"; Data area compressed size: 3...		01/25/2022 15:03:49
Recalculated statistics of backup set= "Client Run Office 365 Backup Set" destination= "Local-1"; Data area compressed si...		01/25/2022 15:03:49
The statistics of backup set= "Client Run Office 365 Backup Set" destination= "Local-1" is correct.		01/25/2022 15:03:49
Data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "Local-1" is completed		01/25/2022 15:03:53
Finished data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(163714124522...		01/25/2022 15:03:53
Completed data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(1637141245...		01/25/2022 15:03:53
Start running pre-commands		01/25/2022 15:03:53
Finished running pre-commands		01/25/2022 15:03:53
Downloading server file list (Office 365)...		01/25/2022 15:03:53
Download valid index files from backup job "2022-01-25-14-51-13" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/25/2022 15:03:53
Download valid index files from backup job "2022-01-25-14-51-13" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/25/2022 15:03:53
Download valid index files from backup job "2022-01-25-14-51-13" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/25/2022 15:03:53
Downloading server file list (Office 365)... Completed		01/25/2022 15:03:53
Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.		01/25/2022 15:03:54
Office 365 Data Synchronization Check will be run after 2 day(s)		01/25/2022 15:04:03
Downloading server file list ( ...@... .com)...		01/25/2022 15:04:06
Downloading server file list ( ...@... .com)... Completed		01/25/2022 15:04:06
Reading backup source from ...@... .com...		01/25/2022 15:04:07

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

Type	Log	Time
Start [ B247Pro v9.1.0.0 ]		01/27/2022 15:09:10
Saving encrypted backup set encryption keys to server...		01/27/2022 15:09:11
Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disabled]		01/27/2022 15:09:13
Using Temporary Directory C:\Users\admin\obm\temp\1637138089824\Local@1637141245225		01/27/2022 15:09:13
Start running pre-commands		01/27/2022 15:09:31
Finished running pre-commands		01/27/2022 15:09:31
Downloading server file list (Office 365)...		01/27/2022 15:09:31
Download valid index files from backup job "2022-01-25-15-03-12" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/27/2022 15:09:31
Download valid index files from backup job "2022-01-25-15-03-12" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/27/2022 15:09:31
Download valid index files from backup job "2022-01-25-15-03-12" to "C:\Users\admin\obm\temp\1637138089824\Local...		01/27/2022 15:09:31
Downloading server file list (Office 365)... Completed		01/27/2022 15:09:31
Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.		01/27/2022 15:09:32
Run Office 365 Data Synchronization Check		01/27/2022 15:09:40
Downloading server file list ( ...@... .com)...		01/27/2022 15:09:43
Downloading server file list ( ...@... .com)... Completed		01/27/2022 15:09:43
Reading backup source from ...@... .com...		01/27/2022 15:09:44

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

Type	Log	Time
1	Start [ B247Pro v9.1.0.0]	01/25/2022 15:09:10
1	Saving encrypted backup set encryption keys to server...	01/25/2022 15:09:11
1	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disabled]	01/25/2022 15:09:13
1	Using Temporary Directory C:\Users\admin\obm\temp\1637138089824\Local@1637141245225	01/25/2022 15:09:13
1	Start running pre-commands	01/25/2022 15:09:31
1	Finished running pre-commands	01/25/2022 15:09:31
1	Downloading server file list (Office 365)...	01/25/2022 15:09:31
1	Download valid index files from backup job "2022-01-25-15-03-12" to "C:\Users\admin\obm\temp\1637138089824\Local...	01/25/2022 15:09:31
1	Download valid index files from backup job "2022-01-25-15-03-12" to "C:\Users\admin\obm\temp\1637138089824\Local...	01/25/2022 15:09:31
1	Download valid index files from backup job "2022-01-25-15-03-12" to "C:\Users\admin\obm\temp\1637138089824\Local...	01/25/2022 15:09:31
1	Downloading server file list (Office 365)... Completed	01/25/2022 15:09:31
1	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	01/25/2022 15:09:32
1	Office 365 Data Synchronization Check is disabled (Debug option - Office365.DSInterval = -1)	01/25/2022 15:09:40
1	Downloading server file list (1637138089824@1637141245225.com)...	01/25/2022 15:09:43
1	Downloading server file list (1637138089824@1637141245225.com)... Completed	01/25/2022 15:09:43
1	Reading backup source from 1637138089824@1637141245225.com...	01/25/2022 15:09:44



## Appendix G: Setting the Data Synchronization Check (DSC)

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

Assumption: Backup247 Advanced Client (B247PRO) Installation path is **C:\Program Files\Backup247 Advanced Client (B247PRO)**

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

1. Make sure there are no active backup or restore job running.
2. Close Backup247 Advanced Client (B247PRO) UI.
3. Stop the Backup247 Online Backup Manager services
4. Go to C:\Program Files\Backup247 Advanced Client (B247PRO)\ folder.
5. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
6. Add this line, *Office365.DSCInterval=-1*  
A value of **-1** indicates data synchronization check is disabled.
7. Start the Backup247 Online Backup Manager services

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

1. Go to C:\Program Files\Backup247 Advanced Client (B247PRO)\ folder.
2. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
3. Look for this line, *Office365.DSCInterval=xx*.

Note:

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

-OR-

If the interval value is not **-1**.

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

1. Make sure there are no active backup/restore job running.
2. Close Backup247 Advanced Client (B247PRO) UI.
3. Stop the Backup247 Online Backup Manager services
4. Go to C:\Program Files\Backup247 Advanced Client (B247PRO)\ folder.
5. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
6. Change the interval number.

For example:

Current interval: *Office365.DSCInterval=60*

Updated interval: *Office365.DSCInterval=10*

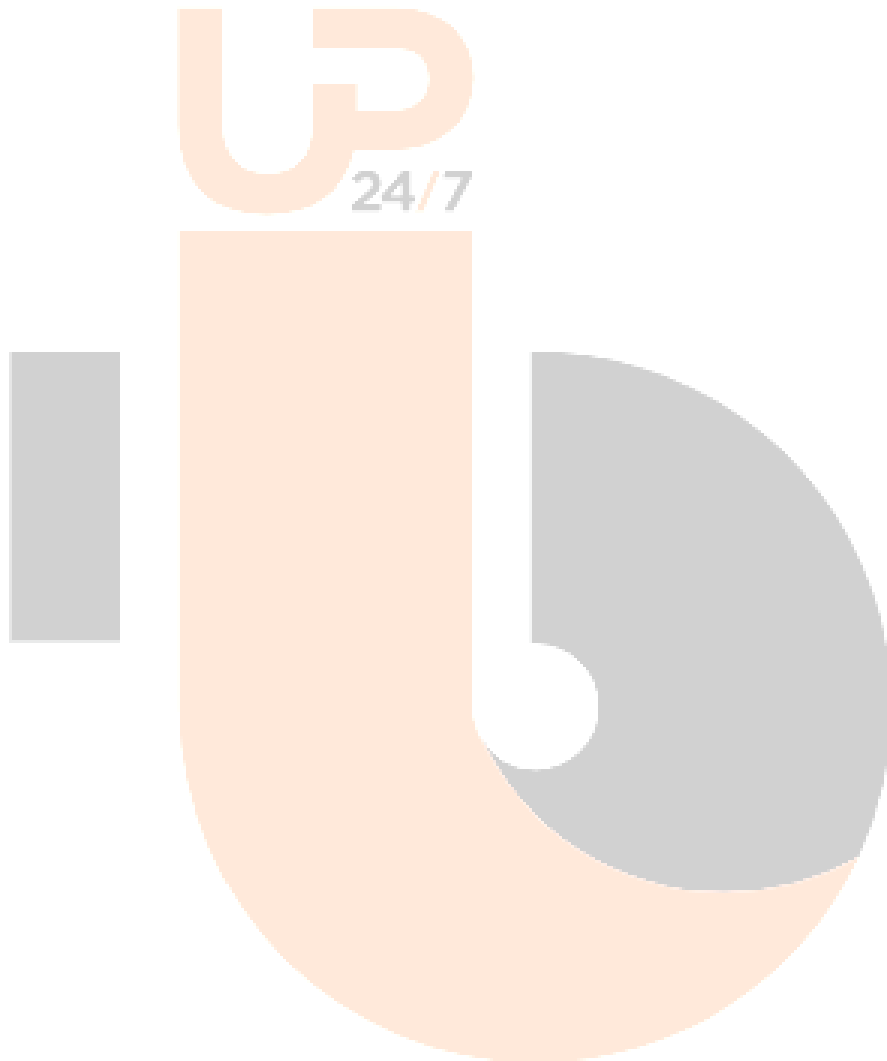
Explanation:

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

### WARNING!

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

7. Start the Backup247 Online Backup Manager services



## Appendix H: How to Increase the Number of Concurrent Backup Threads

Assumption: Backup247 Advanced Client (B247PRO) Installation path is **C:\Program Files\Backup247 Advanced Client (B247PRO)**

To increase the number of concurrent backup threads, follow the instructions below:

1. Make sure there are no active backup or restore job running.
2. Close Backup247 Advanced Client (B247PRO) UI.
3. Stop the Backup247 Online Backup Manager services
4. Go to C:\Program Files\Backup247 Advanced Client (B247PRO)\ folder.
5. Open **afc.opt** file using a text editor such as Notepad or Notepad++.
6. Add this parameter,

```
obx.core.backup.file.BackupResourceManager.maxConcurrentSubCmd=xx
```

A **xx** value indicates the number of threads. Minimum thread is 1.

### NOTE

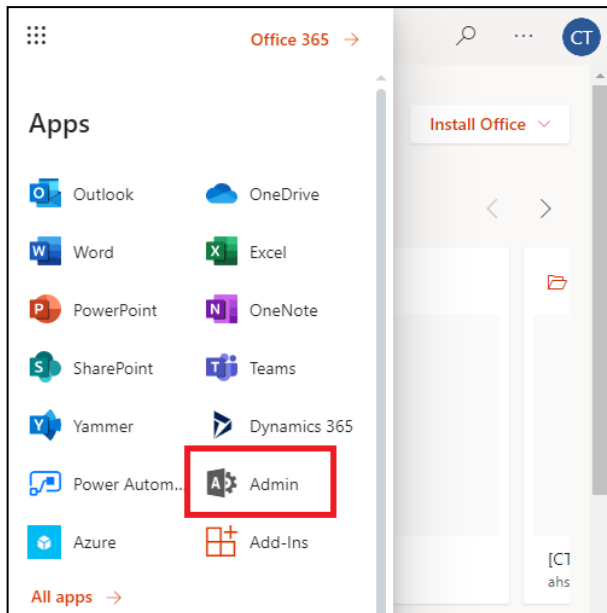
Increasing the number of concurrent backup threads does not guarantee that the overall backup speed will be faster since there will be an increased chance of throttling by Microsoft Office 365.

7. Start the Backup247 Online Backup Manager services.

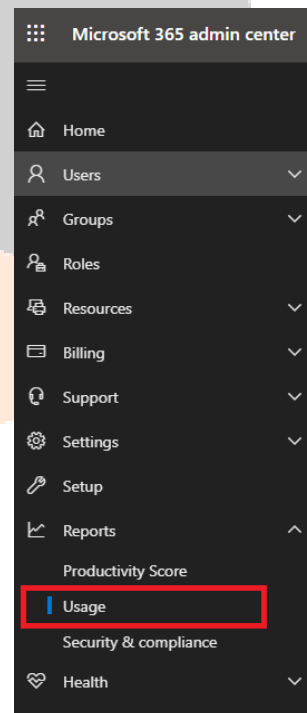
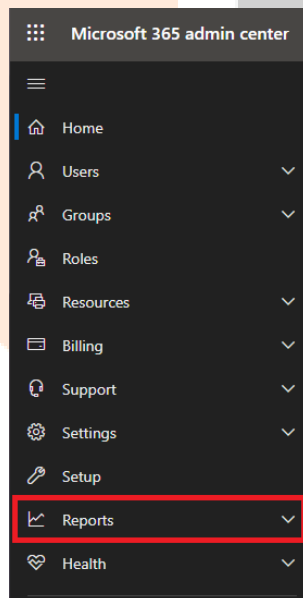
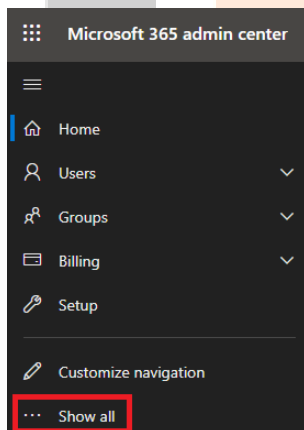
## Appendix I: How to view Item count and Storage used in Microsoft 365 Admin Center

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

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

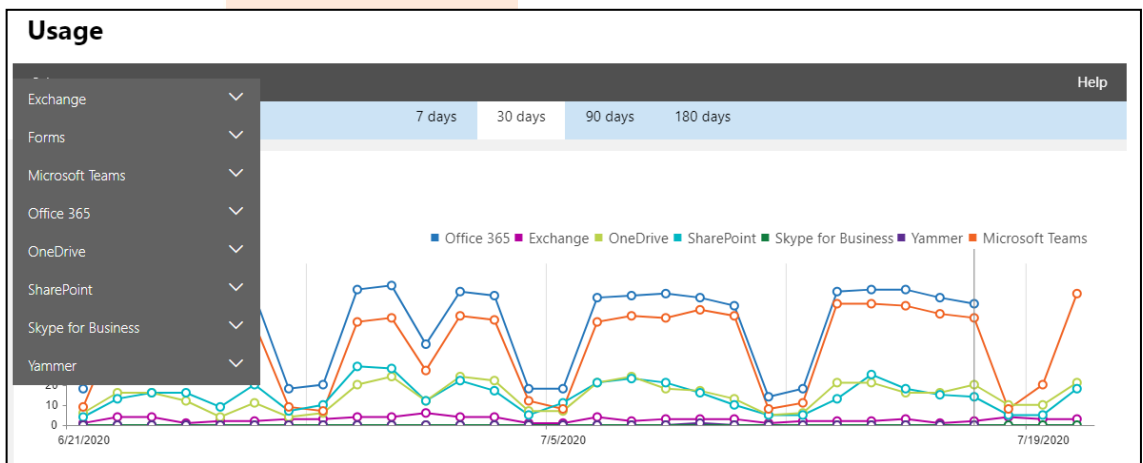
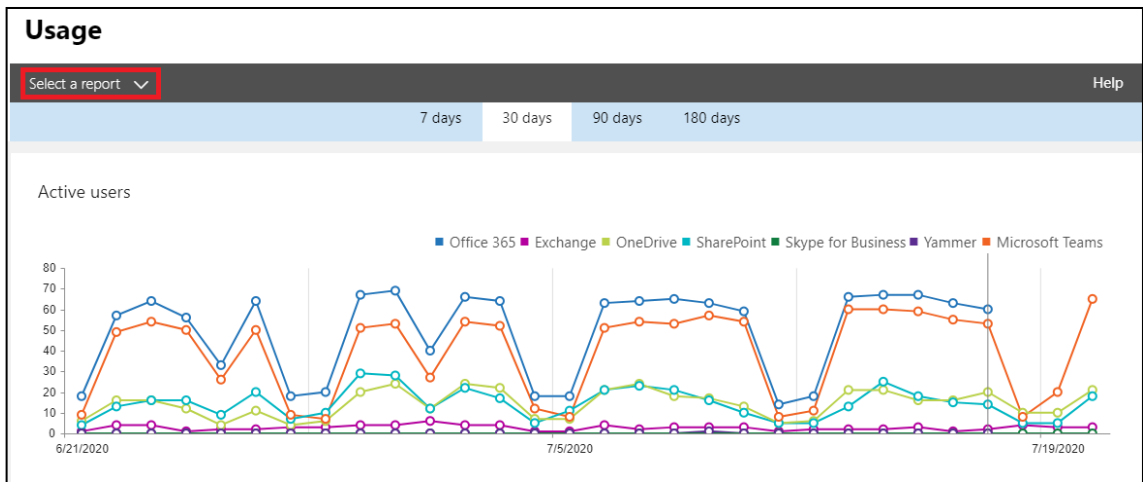


3. On the Microsoft 365 admin center, click **Show all** then click the dropdown arrow for the **Reports** and select **Usage**.

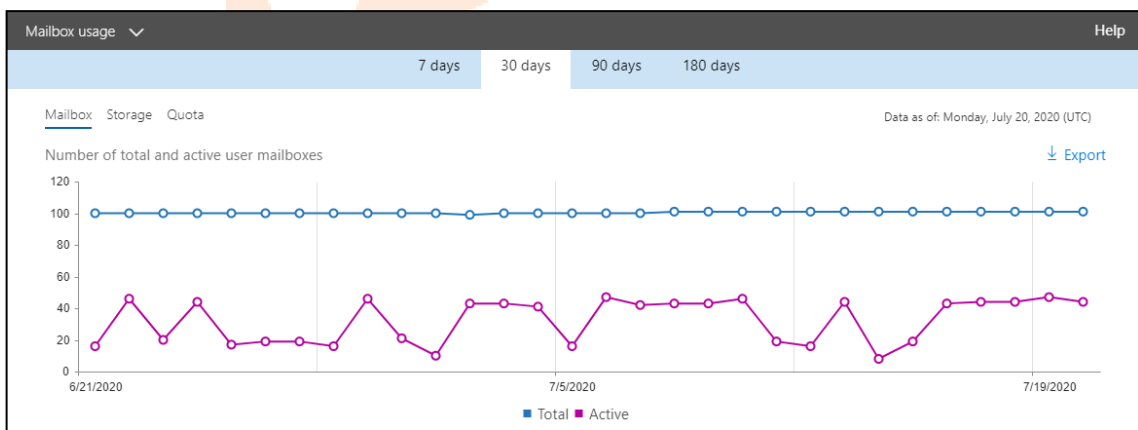
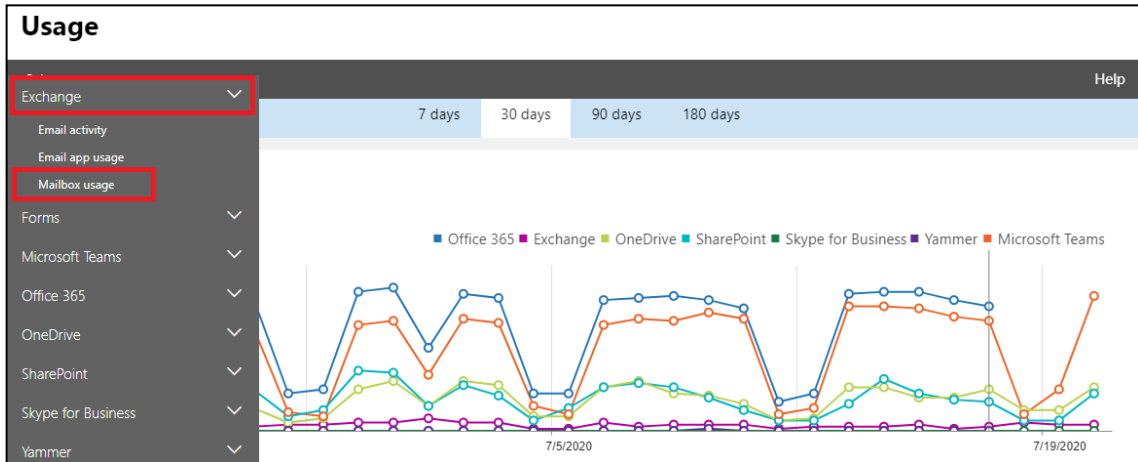


4. On the Usage screen, select a report you want to view.

Select a report ▾



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



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

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

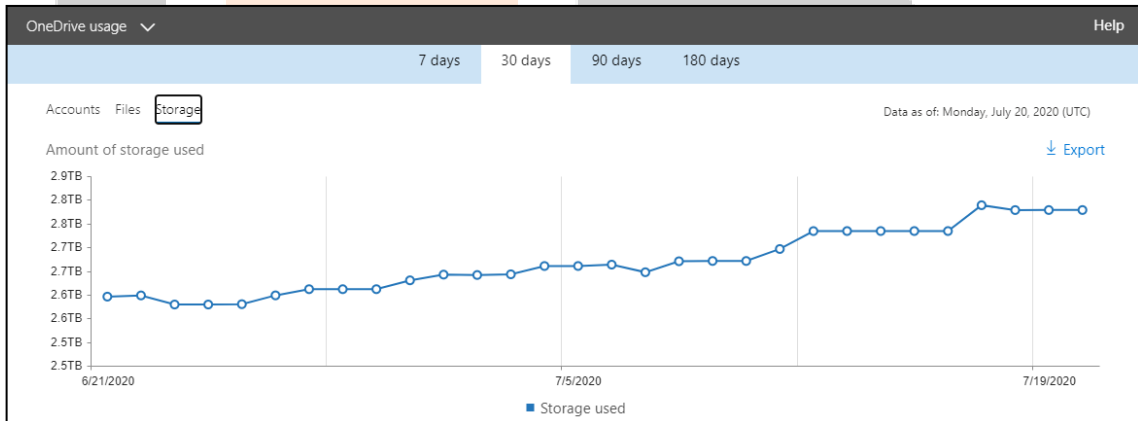
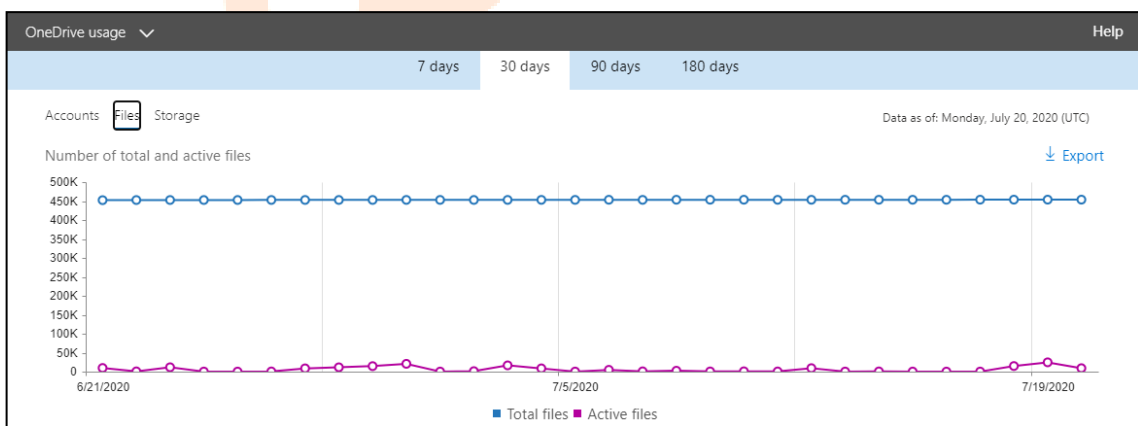
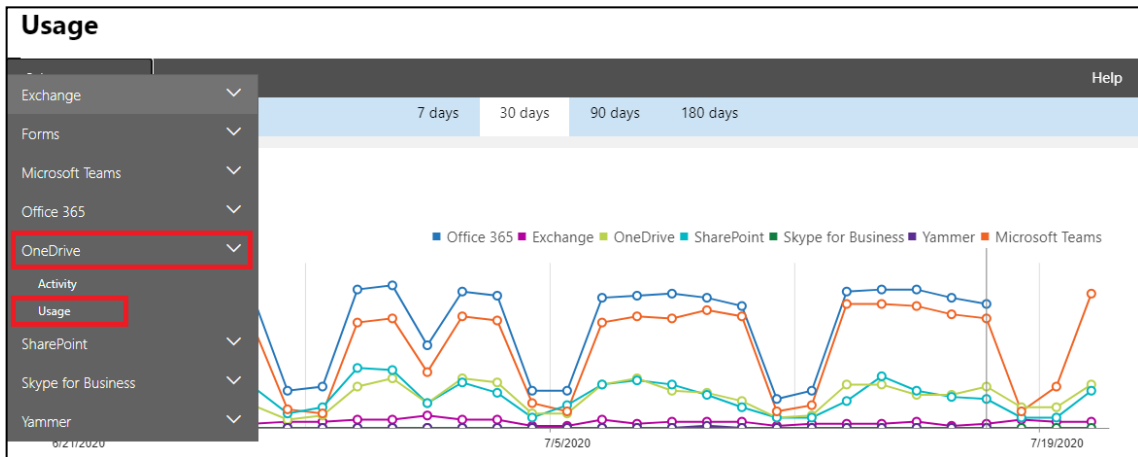
**Details**

Export

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



## 6. For OneDrive, go to Usage

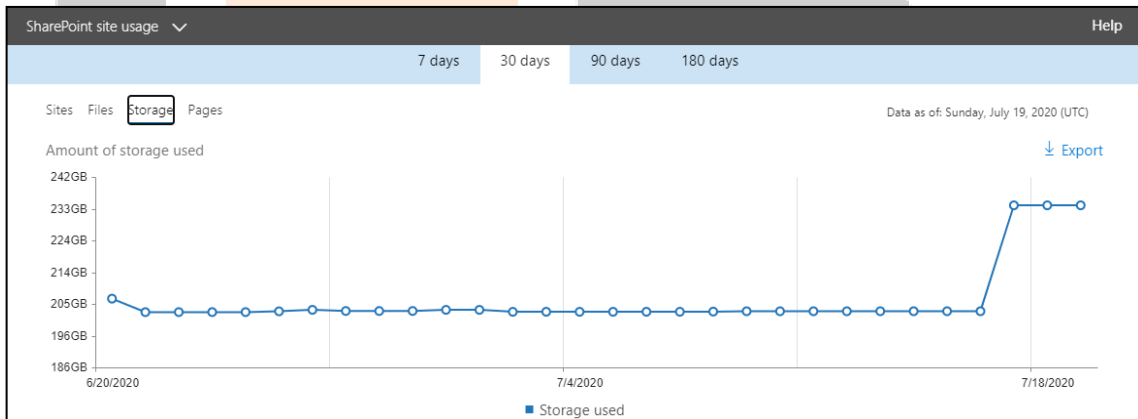
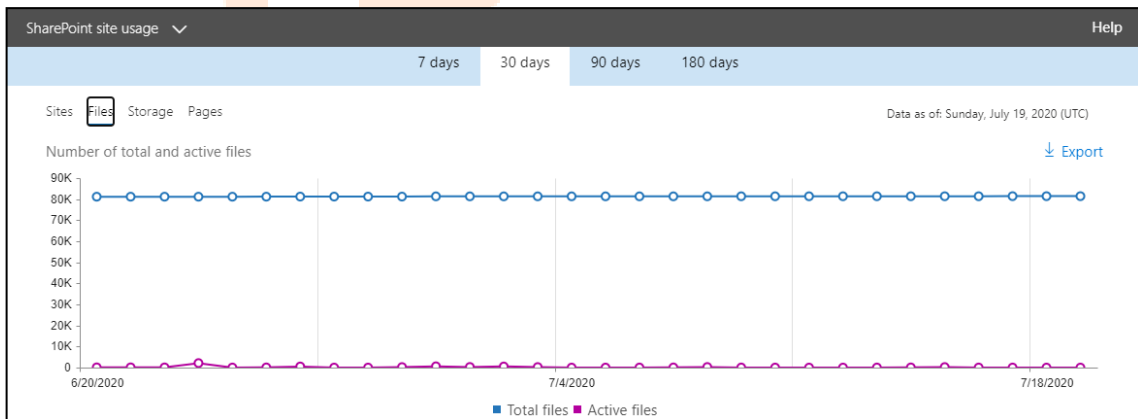
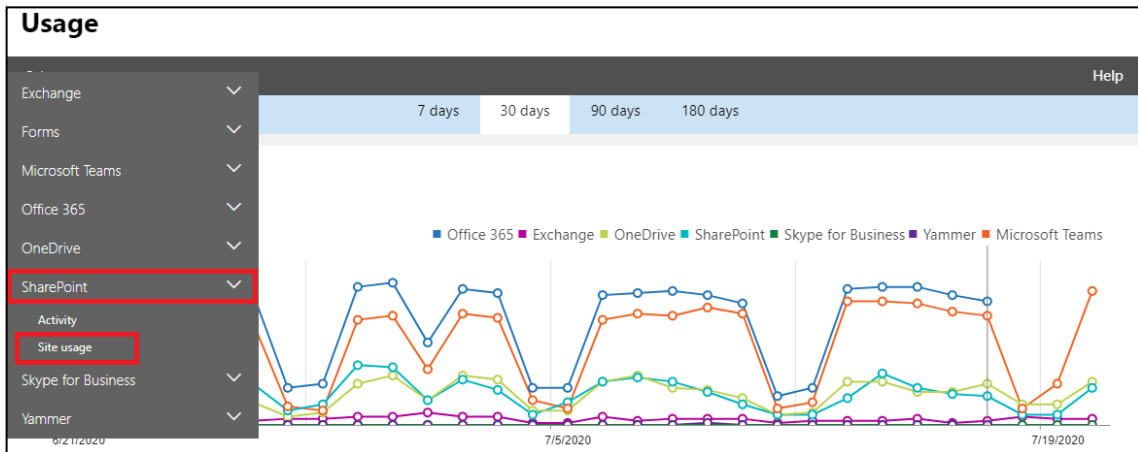


Highlighted columns are, Files and Storage used (MB).

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

URL	Owner principal name	Last activity date (UTC)	Files	Active files	Storage used (MB)
https://ahsay-my.sharepoint.com/personal/...@ahsay.onmicrosoft.com	...@ahsay.onmicrosoft.com	Tuesday, July 14, 2020	8	48	52
https://ahsay-my.sharepoint.com/personal/...@ahsay.onmicrosoft.com	...@ahsay.onmicrosoft.com	Monday, February 17, 2020	11,021	0	5,697
https://ahsay-my.sharepoint.com/personal/...@ahsay.onmicrosoft.com	...@ahsay.onmicrosoft.com	Tuesday, July 14, 2020	0	29	2
https://ahsay-my.sharepoint.com/personal/...@ahsay.onmicrosoft.com	...@ahsay.onmicrosoft.com	Monday, July 20, 2020	28,226	694	47,882
https://ahsay-my.sharepoint.com/personal/...@ahsay.onmicrosoft.com	...@ahsay.onmicrosoft.com	Tuesday, July 07, 2020	32	226	45

7. For SharePoint, go to **Site usage**.



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

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

Site URL	Site owner principal name	Last activity date (UTC)	Files	Active files	Storage used (MB)	Page views
https://ahsay.sharepoint.c...	@ahsay.onmicrosoft.com	Monday, June 15, 2020	7	0	3	0
https://ahsay.sharepoint.c...	@ahsay.onmicrosoft.com	Thursday, February 13, 2020	6	0	2	0
https://ahsay.sharepoint.c...	@ahsay.onmicrosoft.com	Friday, October 04, 2019	4	0	2	0
https://ahsay.sharepoint.c...	@ahsay.onmicrosoft.com	Sunday, October 06, 2019	5	0	2	0
https://ahsay.sharepoint.c...	@ahsay.onmicrosoft.com	Thursday, July 16, 2020	8	1	10	7
https://ahsay.sharepoint.c...	@ahsay.onmicrosoft.com	Thursday, February 06, 2020	6	0	3	0

## Appendix J: Migrating Authentication of Office 365 Backup Set

Existing backup sets are suggested to be migrated to use Modern Authentication. This will ensure that moving forward there will be no backup and restore issues to be encountered once Microsoft implements its product roadmap for Modern Authentication. This only needs to be done once per Office 365 user account.

Existing Office 365 backup sets may have been created using an ordinary Office 365 account or an Office 365 account with the Global Admin role. The following are the required Office 365 account that must be used to authorize the migration of authentication of the existing Office 365 backup set:

- When migrating to Hybrid Authentication, any type of Office 365 account may be used to authorize the migration of authentication.
- When migrating to Modern Authentication, if the existing Office 365 backup set was created using an ordinary Office 365 account, an Office 365 account with a Global Admin role is required to be used to login their credentials to authorize the migration of authentication.

The following are the two (2) migration scenarios:

- Basic Authentication to Hybrid Authentication
- Basic Authentication to Modern Authentication
  - using an ordinary Office 365 account
  - using an Office 365 account with Global Admin role

### NOTE

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 for Office 365 backup sets which require backup of Personal Sites and/or SharePoint Sites selected should migrate to Hybrid Authentication until the issue has been resolved by Microsoft.

To migrate a backup set from **Basic Authentication to Hybrid Authentication**, follow the instructions below:


1. Log out all Office 365 account on the default browser before starting the migration of backup set.
2. In the Backup247 Advanced Client (B247PRO) main interface, click **Backup Sets**.



3. Select the backup set that you want to migrate to Hybrid Authentication.


Backup Sets

Sort by  
Creation Time

 **Run on Client Office 365 Backup Set**  
Owner: w2k12rs1  
Newly created on Tuesday, September 15, 2020 10:11

Add

4. Click **Continue**.

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


Continue Update later

5. Click **Authorize**.

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

Authorize Cancel

6. Sign in to your account.

 Microsoft

**Sign in**

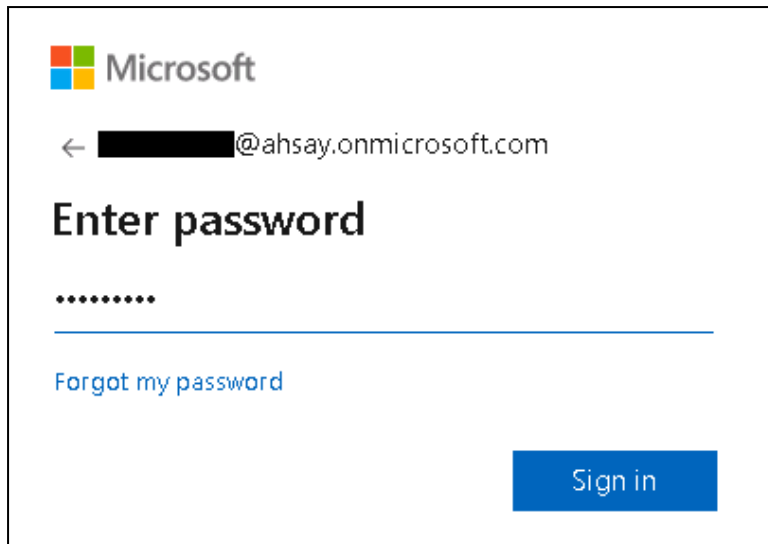
██████████@ahsay.onmicrosoft.com

No account? [Create one!](#)

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

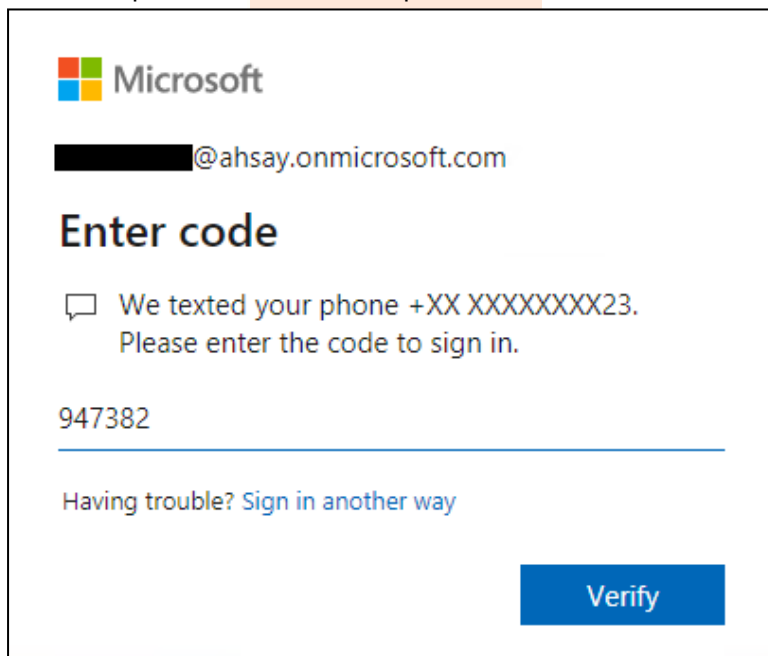
[Sign-in options](#)

Back Next



A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it is a back arrow and the email address [REDACTED]@ahsay.onmicrosoft.com. The main heading is "Enter password". Below this is a password input field with seven dots. A link "Forgot my password" is positioned below the input field. At the bottom right is a blue "Sign in" button.

7. If MFA is enforced, enter the verification code sent to your mobile device and click **Verify**. Otherwise proceed to the next step.



A screenshot of the Microsoft MFA verification page. At the top left is the Microsoft logo. Below it is the email address [REDACTED]@ahsay.onmicrosoft.com. The main heading is "Enter code". Below this is a message: "We texted your phone +XX XXXXXXXXX23. Please enter the code to sign in." Below the message is a text input field containing the code "947382". At the bottom left is a link "Having trouble? Sign in another way". At the bottom right is a blue "Verify" button.

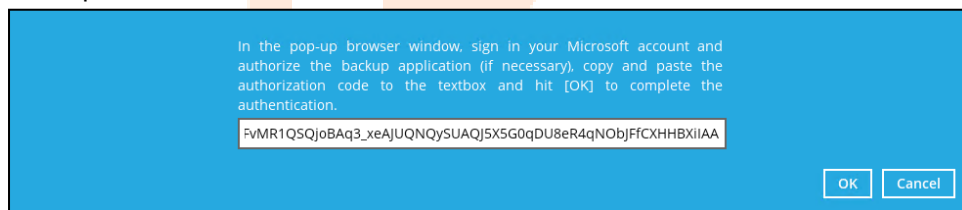
**NOTE**

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

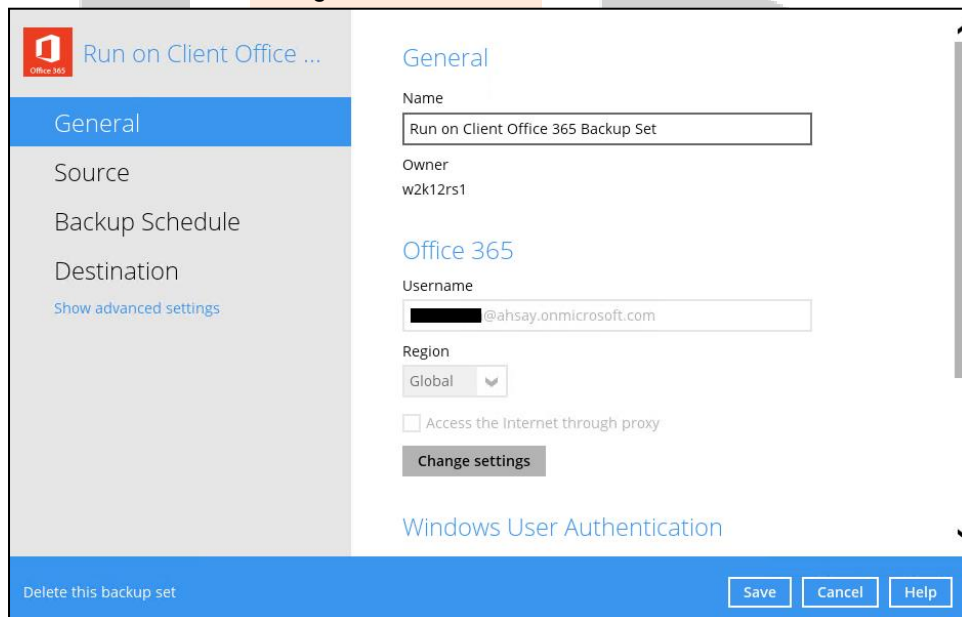
8.



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

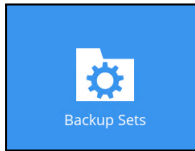


10. Click **Save** to finish the migration.

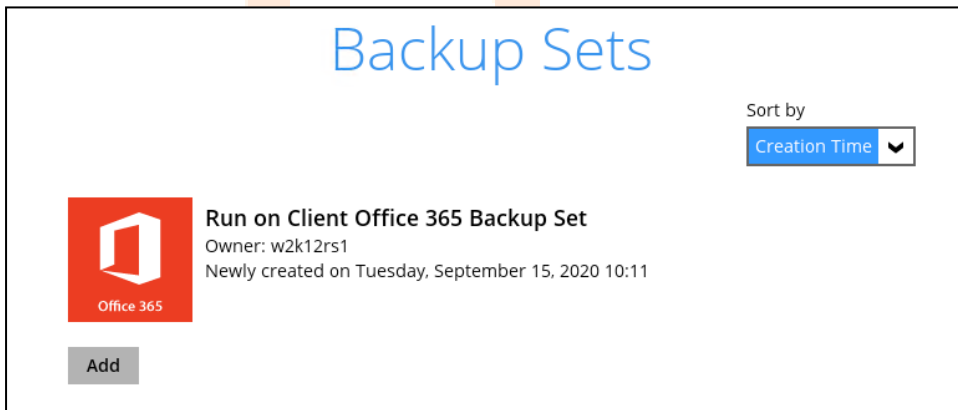


To migrate a backup set from **Basic Authentication to Modern Authentication using an ordinary Office 365 account**, follow the instructions below:

1. Logout all Office 365 account on the default browser before starting the migration of backup set.
2. In the Backup247 Advanced Client (B247PRO) main interface, click **Backup Sets**.



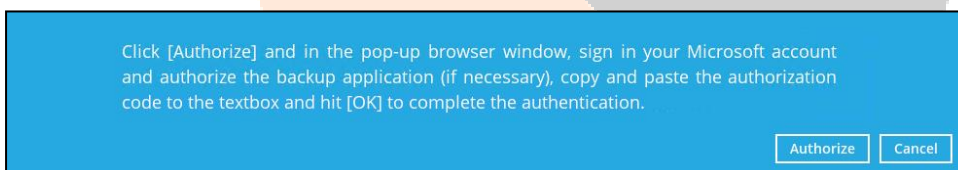
3. Select the backup set that will be migrated.



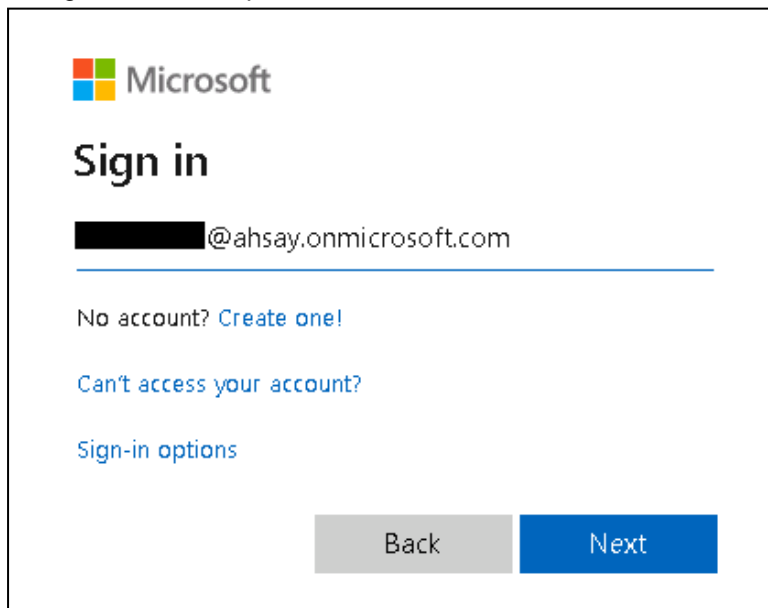
4. Click **Continue**.



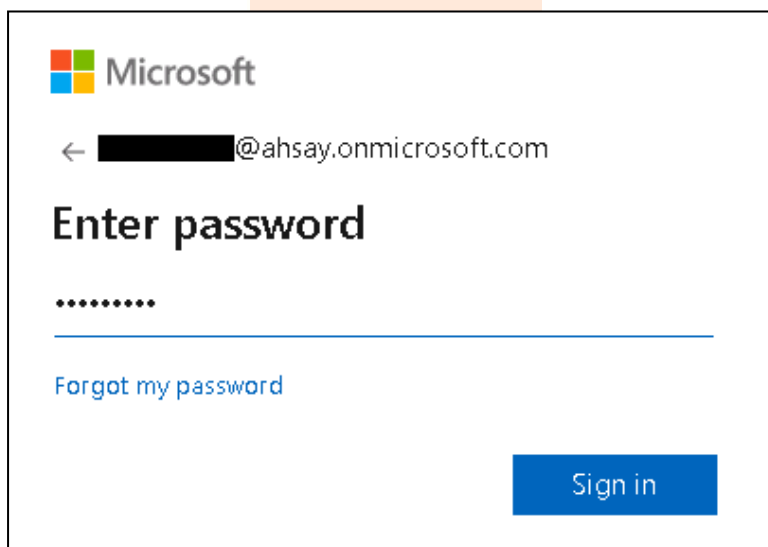
5. Click **Authorize**.



6. Ask your administrator to sign in using an Office 365 account with Global Admin role in order to migrate the backup set.



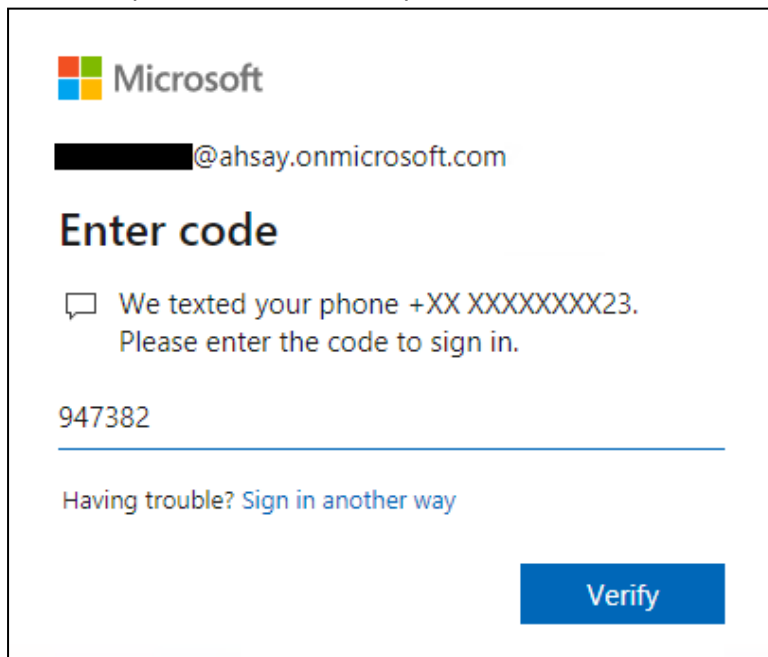
The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, there is a text input field containing an email address: [redacted]@ahsay.onmicrosoft.com. Below the input field, there are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button.



The screenshot shows the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, there is a back arrow icon followed by the email address [redacted]@ahsay.onmicrosoft.com. The main heading is "Enter password" in a large, bold font. Below this is a password input field with a series of dots representing the password. Underneath the input field is a link that says "Forgot my password". At the bottom right, there is a blue "Sign in" button.



- If MFA is enforced, enter the verification code sent to your mobile device and click **Verify**. Otherwise proceed to the next step.



The screenshot shows the Microsoft sign-in verification interface. At the top left is the Microsoft logo. Below it is the email address [redacted]@ahsay.onmicrosoft.com. The main heading is "Enter code". A message states: "We texted your phone +XX XXXXXXXX23. Please enter the code to sign in." Below this is a text input field containing the code "947382". At the bottom left, there is a link: "Having trouble? Sign in another way". At the bottom right is a blue button labeled "Verify".

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

- Copy the authorization code.



The screenshot shows the backup247 authorization code screen. At the top is the backup247 logo. Below it is the text "Authorization Code for Microsoft 365". A large red text box contains the authorization code: "0.ASsA\_IShkza7uEGrYiY111VMXiGI8nVBhARCGjmGnR:". Below this is the instruction: "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.



The screenshot shows a blue dialog box with the following text: "In the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication." Below this text is a text input field containing the authorization code: "gDIUCd9qg-fy\_6DRzOMBIDshslhNV9y4twsrxej8XwK-t5nRbS-xuWXupHIAA". At the bottom right are two buttons: "OK" and "Cancel".

10. Click **Save** to finish the migration.


To migrate a backup set with **Basic Authentication to Modern Authentication using an Office 365 account with a Global Admin role**, follow the steps below:

1. Logout all Office 365 account on the default browser before starting the migration of backup set.
2. In the Backup247 Advanced Client (B247PRO) main interface, click **Backup Sets**.



3. Select the backup set that will be migrated.


4. Click **Continue**.

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

5. Click **Authorize**.

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

6. Sign in to your account.


 Microsoft

## Sign in

No account? [Create one!](#)

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

[Sign-in options](#)

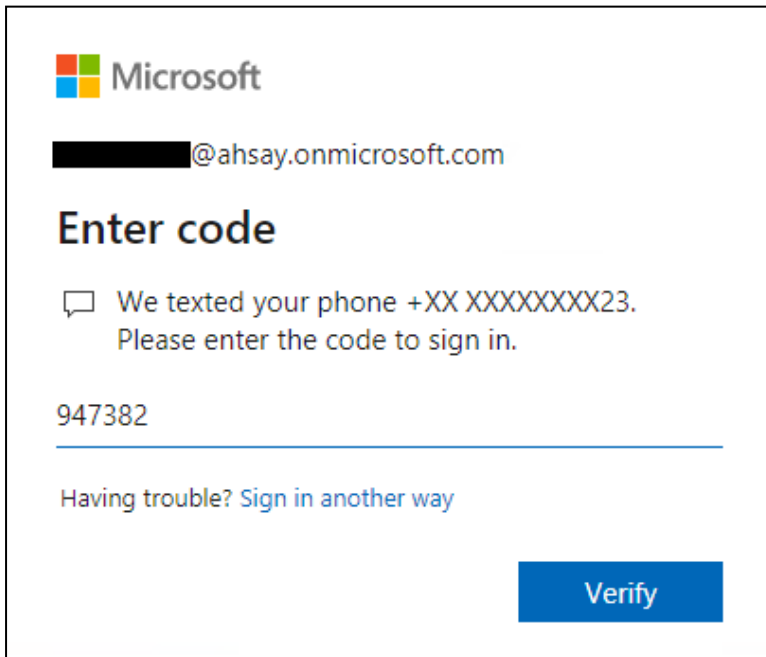
 Microsoft

←

## Enter password

[Forgot my password](#)

- If MFA is enforced, enter the verification code sent to your mobile device and click **Verify**. Otherwise proceed to the next step.



Microsoft

██████████@ahsay.onmicrosoft.com

### Enter code

🗨 We texted your phone +XX XXXXXXXX23.  
Please enter the code to sign in.

947382

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

**Verify**

**NOTE**

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

- Copy the authorization code.



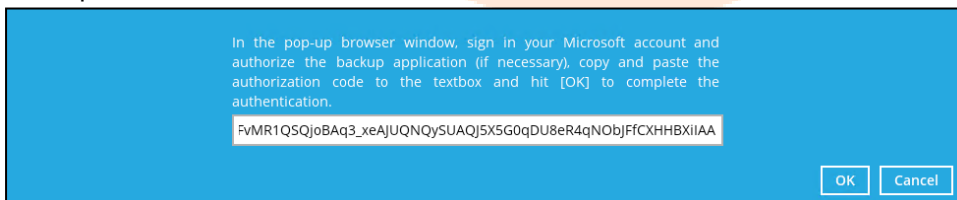
**backup247**

Authorization Code for Microsoft 365

**0.ASsA\_IShkza7uEGrYiY111VMXiGI8nVBhARCGjmGnR:**

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.



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

FVMR1QSQjoBAq3\_xeAJUQNQySUAQJ5X5G0qDU8eR4qNObjFFCXHBBXIIAA

**OK** **Cancel**

10. Click **Save** to finish the migration.

Office 365 Run on Client Office ...

**General**

Source

Backup Schedule

Destination

[Show advanced settings](#)

**General**

Name  
Run on Client Office 365 Backup Set

Owner  
w2k12rs1

**Office 365**

Username  
[redacted]@ahsay.onmicrosoft.com

Region  
Global

Access the Internet through proxy

**Change settings**

**Windows User Authentication**

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

Delete this backup set

**Save** **Cancel** **Help**

## Appendix K: How to Change the Office 365 Authentication

After upgrading to Backup247 Advanced Client (B247PRO) v9.0.0.0 or above, all newly created Office 365 backup sets will automatically start using Modern Authentication. However, if the user has selected Personal Sites and/or SharePoint Sites for Office 365 backup, this will not be possible on an Office 365 backup set using Modern Authentication due to limitations with Microsoft API. To resolve this issue, a change from Modern Authentication to Hybrid Authentication is needed. Please refer to Chapters 2.19.1 and 2.19.2 for the complete list of backup and restore limitations using Modern Authentication.

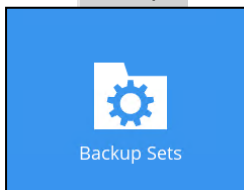
Once the backup and restore of SharePoint Web Parts and Metadata is fully supported using Modern Authentication, Office 365 backup sets using Hybrid Authentication can be changed back to Modern Authentication.

The following are the two (2) types of authentication change:

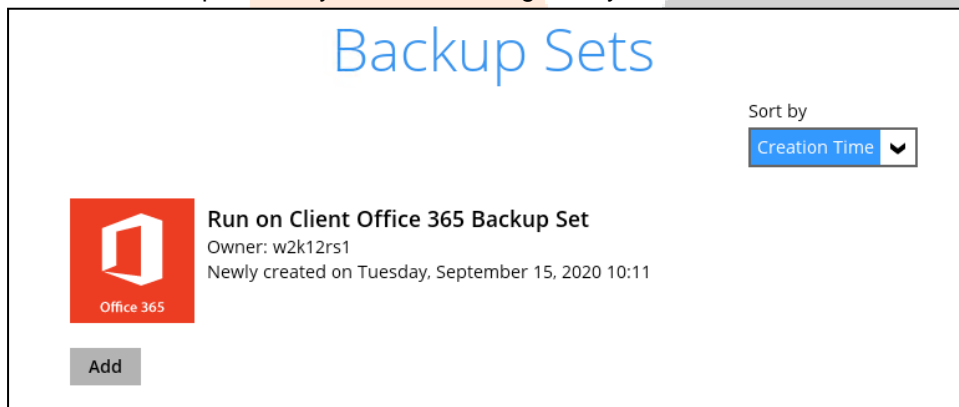
- Modern Authentication to Hybrid Authentication
- Hybrid Authentication to Modern Authentication

To change the authentication from **Modern Authentication to Hybrid Authentication**, follow the instructions below:

1. Logout all Office 365 account on the default browser before starting the authentication change of the backup set.
2. In the Backup247 Advanced Client (B247PRO) main interface, click **Backup Sets**.



3. Select the backup set that you want to change to Hybrid Authentication.

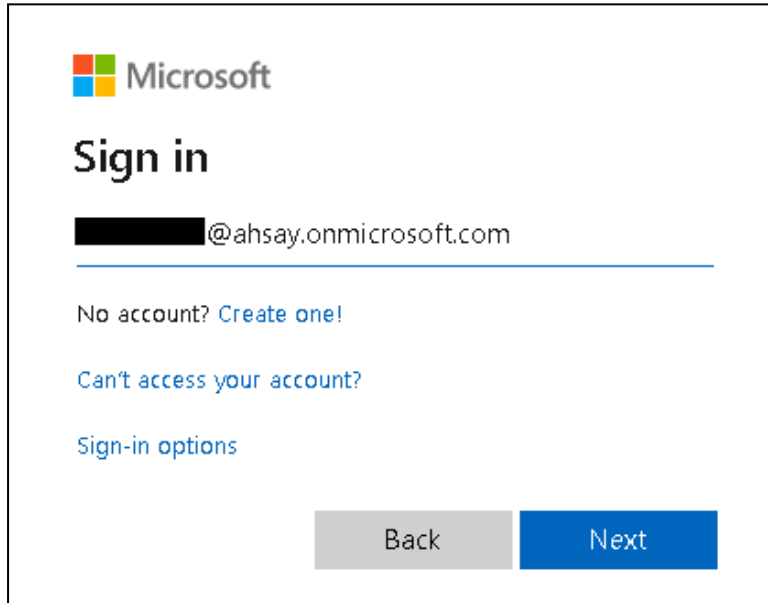


4. In the Backup Set Settings, click **Change settings** under the Office 365 screen.

5. In the Office 365 credentials page, **input the Office 365 Account password** then click **Next**.

6. Click **Authorize** to start the authentication change process.

7. Sign in to your account.



Microsoft

## Sign in

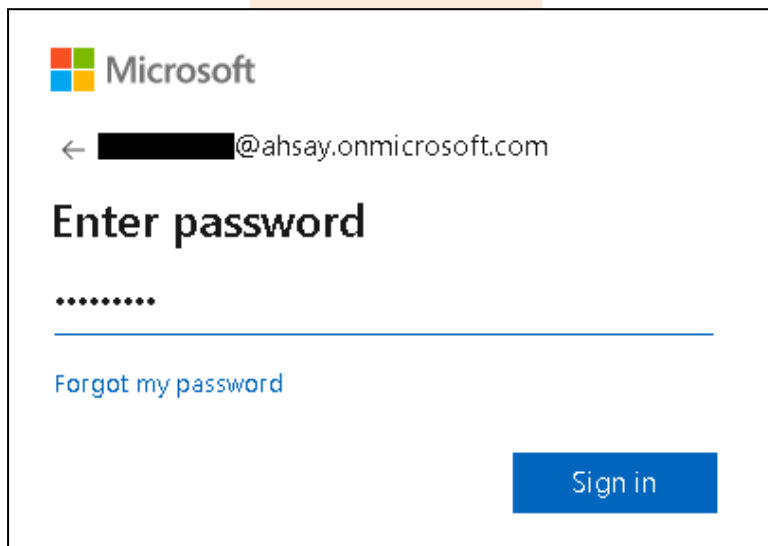
██████████@ahsay.onmicrosoft.com

No account? [Create one!](#)

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

[Sign-in options](#)

Back Next



Microsoft

← ██████████@ahsay.onmicrosoft.com

## Enter password

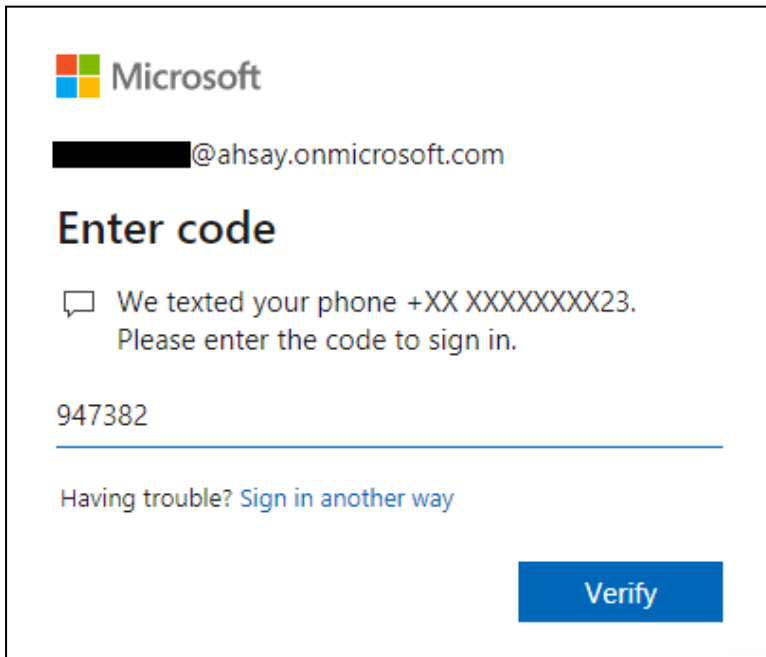
.....

[Forgot my password](#)

Sign in



- If MFA is enforced, enter the verification code sent to your mobile device and click **Verify**. Otherwise proceed to the next step.



Microsoft

██████████@ahsay.onmicrosoft.com

### Enter code

🗨 We texted your phone +XX XXXXXXXX23.  
Please enter the code to sign in.

947382

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

**Verify**

**NOTE**

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

- Copy the authorization code.



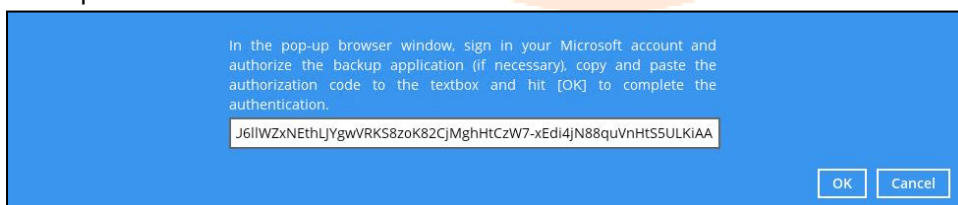
**backup247**

Authorization Code for Microsoft 365

**0.ASsA\_IShkza7uEGrYiY111VMXiGI8nVBhARCGjmGnR:**

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.



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

J6IIWZxNEthLJygwVRKS8zoK82CJMghHCzW7-xEdi4jN88quVnHTS5ULKIAA

**OK** **Cancel**

11. Click **Save** to finish the authentication change of the backup set.

To change the authentication from **Hybrid Authentication** to **Modern Authentication**, follow the instructions below:

1. Logout all Office 365 account on the default browser before starting the authentication change of the backup set.
2. In the Backup247 Advanced Client (B247PRO) main interface, click **Backup Sets**.



3. Select the backup set that you want to change to Modern Authentication.

4. In the Backup Set Settings, click **Change settings** under the Office 365 screen.

Run on Client Office 365 Backup Set

General

Name  
Run on Client Office 365 Backup Set

Owner  
w2k12rs1

Office 365

Username  
[redacted]@ahsay.onmicrosoft.com

Region  
Global

Access the internet through proxy

**Change settings**

Windows User Authentication

Delete this backup set

Save Cancel Help

5. In the Office 365 credentials page, **remove the Account password** then click **Next**.

Office 365

Username  
[redacted]@ahsay.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

Access the internet through proxy

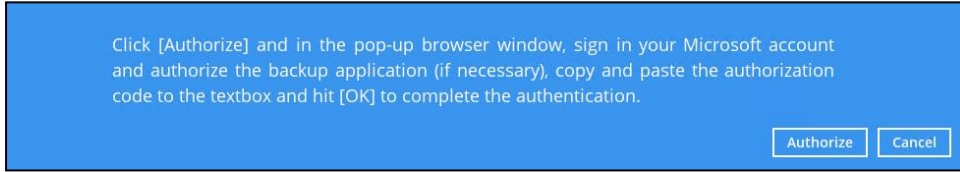
Next Cancel Help

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

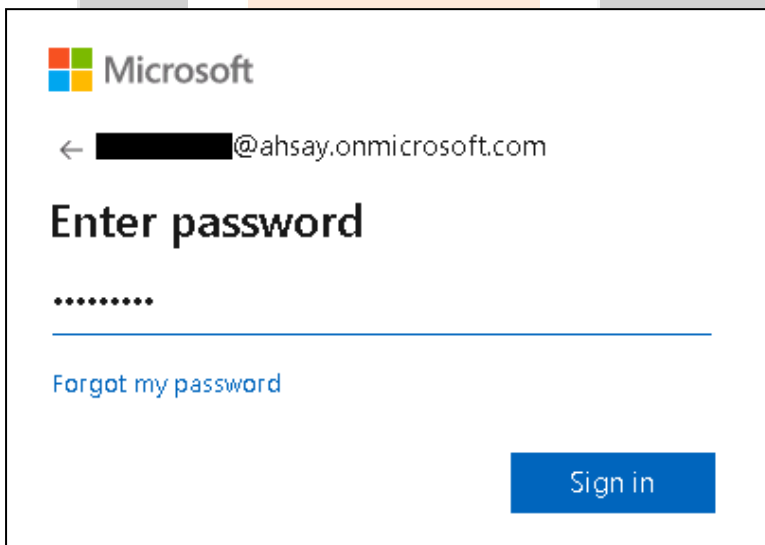
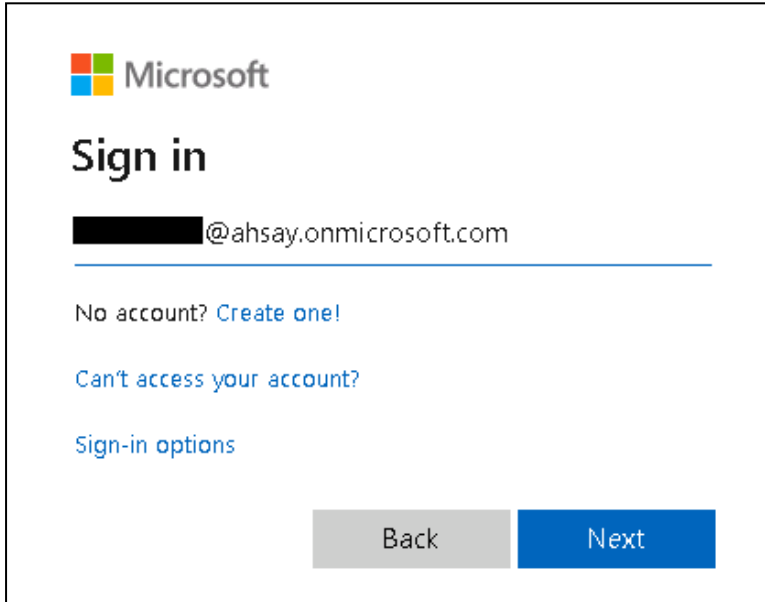
 This will be using Modern Authentication without backup or restore functionality for SharePoint Web Parts and Managed Metadata.

I understand the limitation and confirm to proceed Cancel

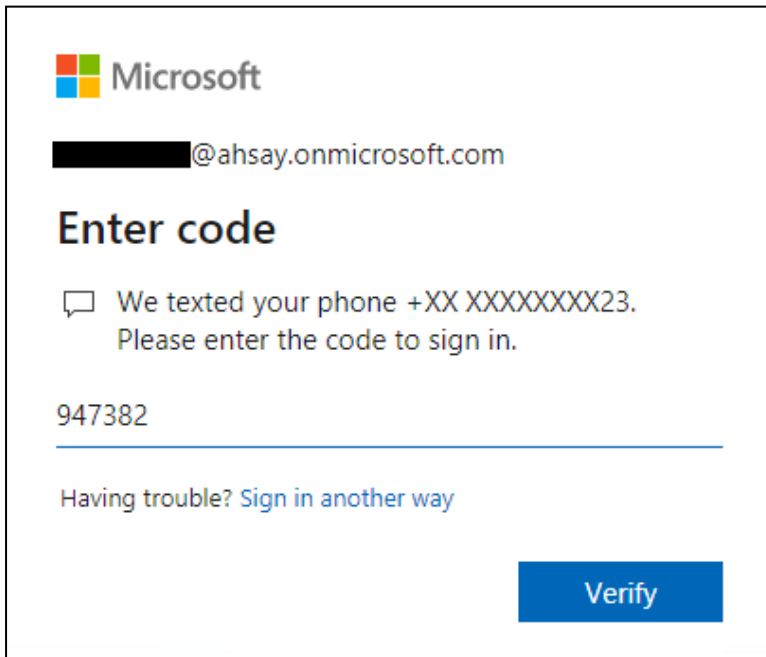
7. Click **Authorize** to start the authentication change process.



8. Sign in to your account.



9. If MFA is enforced, enter the verification code sent to your mobile device and click **Verify**. Otherwise proceed to the next step.



Microsoft  
[redacted]@ahsay.onmicrosoft.com

### Enter code

We texted your phone +XX XXXXXXXX23.  
Please enter the code to sign in.

947382

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

**Verify**

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

10. Copy the authorization code.



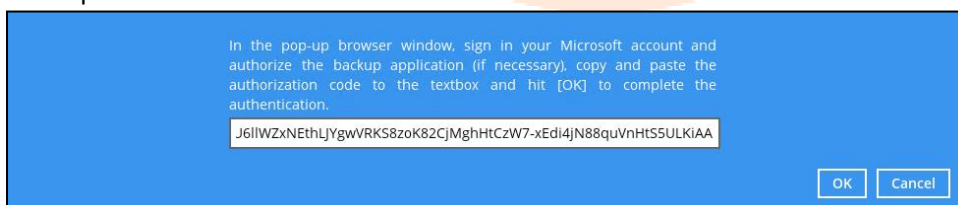
**backup247**

Authorization Code for Microsoft 365

**0.ASsA\_IShkza7uEGrYiY111VMXiGI8nVBhARCGjmGnR:**

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

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



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

J6IIWZxNEthLJygwWRKS8zoK82CJMghHCzW7-xEdi4jN88quVnHTS5ULKIAA

**OK** **Cancel**

12. Click **Save** to finish the authentication change of the backup set.

Office 365 Run on Client Office ...

**General**

Source

Backup Schedule

Destination

[Show advanced settings](#)

**General**

Name  
Run on Client Office 365 Backup Set

Owner  
w2k12rs1

**Office 365**

Username  
[redacted]@ahsay.onmicrosoft.com

Region  
Global

Access the internet through proxy

**Change settings**

**Windows User Authentication**

Delete this backup set

**Save** **Cancel** **Help**