



Known problems and limitations

SaaS Backup for Microsoft 365

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Known problems and limitations

The following are known limitations identified at the application level for SaaS Backup for Microsoft 365.

For Microsoft 365 OneDrive for Business

Newly added drives are not detected until you manually complete a sync for the service.

For Microsoft 365 Exchange Online

- SaaS Backup does not support backups for public folders.
- **Advanced Search** is only available for Exchange Online. The setting is disabled by default. A customer must request to enable this feature. After the **Enable Advanced Search** setting is enabled, administrators must manually enable the search feature for individual users.

For Microsoft 365 Teams

- Channel configuration is restored but content and conversations are not.
- Due to API limitations, SaaS Backup cannot differentiate between public and private channels in SaaS Backup.
- High-level restore restores Mailbox & SharePoint data only, not conversations.
- Backup or restore for emojis and gifs is not supported in Teams Chat.
- Team chat conversations only export option is Export to HTML. Attachment links posted in conversations are not visible in the html document.

For Microsoft 365 OneNote

- Export to data is not available.
- Incremental backup job might fail with the following error message:
`Partial Failure. Failed to back up few OneNote Sections.`
- OneDrive backups include the backup of .onebak files.
- Restore statistics are not available for download.
- Data export and data purge are not supported.

Other problems and limitations

The following known problems and limitations are not specific to one application.

For all users who sign up with a Microsoft 365 service account:

- SaaS Backup supports Basic Authentication only.

For free trial users:

- A maximum of 10 restores per service are allowed in a 24-hour period.

For licensed users:

- A maximum of 10 export data restores per service are allowed in a 24-hour period. All other restore options have no limitations.

For restores of site collection groups:

- If an entire site collection group is deleted, the restore of private groups in the collection fails, resulting in a restore job status of “partially failed.” If this happens, the site is not accessible from the GUI.

For **Advanced Search**:

- A maximum of 10 search jobs are allowed in a 24-hour period.

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