



Manage backups

SaaS Backup for Microsoft 365

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Manage backups

Schedule a backup or changing backup frequency

You can back up your unprotected data by assigning it to a backup policy. When unprotected data is assigned to a backup policy, it moves to a **PENDING** state until the next scheduled backup for the assigned policy occurs, after which it is moved to a **PROTECTED** state.

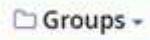
If you want to change the backup frequency of protected data, you can assign the data to a different backup policy tier.

Steps

1. From the Dashboard, click the number above **PROTECTED** or **UNPROTECTED** in the box of the service you want to change.
If you want to change the backup frequency of protected data, click **PROTECTED**. If you want to backup newly discovered mailboxes, sites, or MySites, select **UNPROTECTED**.



2. Select your backup options.
 1. For Exchange
 - If you are backing up shared mailboxes (Tier 3 only), click the **SHARED** tab.
 - If you are backing up archive mailboxes (Tier 3 only), click the **ARCHIVE** tab.
 - If you are backing up or changing regular mailboxes, remain on the **USER** tab.
 2. For SharePoint
 - If you are backing up or changing the backup policy for sites, remain on the **SITES** tab.
 3. For OneDrive
 - If you are backing up or changing the backup policy for users, remain on the **USER** tab.
 4. For Microsoft 365 groups
 - If you are backing up groups (Tier 3 only), remain on the **GROUPS** tab.
 - If you are backing up teams (Tier 3 only), click the **TEAMS** tab.



5. Select the new policy tier for the backup.



Microsoft 365 groups and archive mailboxes can only be moved to the tier 3 policy.

6. Click **Apply**.

Perform an immediate backup of a service

As needed, you can perform an immediate backup of any Microsoft 365 service.

Steps

1. From the Dashboard, click the number above **PROTECTED** in the box of the service for which you want to perform an immediate backup.
2. Select your backup option.
 1. For Exchange
 - If you are backing up shared mailboxes, click the **SHARED** tab.
 - If you are backing up archive mailboxes, click the **ARCHIVE** tab.
 - If you are backing up regular mailboxes, remain on the **USER** tab.
 2. For SharePoint
 - If you are backing up sites, remain on the **SITES** tab.
 3. For OneDrive
 - If you are backing up users, remain on the **USER** tab.
 4. For Microsoft 365 groups
 - If you are backing up groups, remain on the **GROUPS** tab.
 - If you are backing up teams, click the **TEAMS** tab.



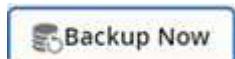
TeamsChat messages are only backed up if TeamsChat is enabled under settings. Contact [Support](#) to enable this feature.



Due to API limitations, SaaS backup cannot differentiate between public and private channels.

3. Select the items that you want to back up.

4. Click **Backup Now**.



A message is displayed indicating that the selected services will be placed in the job queue for backup.

5. Click **Confirm**.

A message is displayed indicating that the backup job was created.

6. Click **View the job progress** to monitor the progress of the backup.

Browse backups

You can browse protected instances in recent backups or in all of your backups for Microsoft 365 Exchange, SharePoint, OneDrive for Business, and Groups.



The default browse setting is **Showing Last 5 days Backup**. If you select 5 days, only items backed up in the last 5 days appear. You can change the time range as needed.

To be sure you find what you are looking for, check the date to the left of the time range dropdown menu.

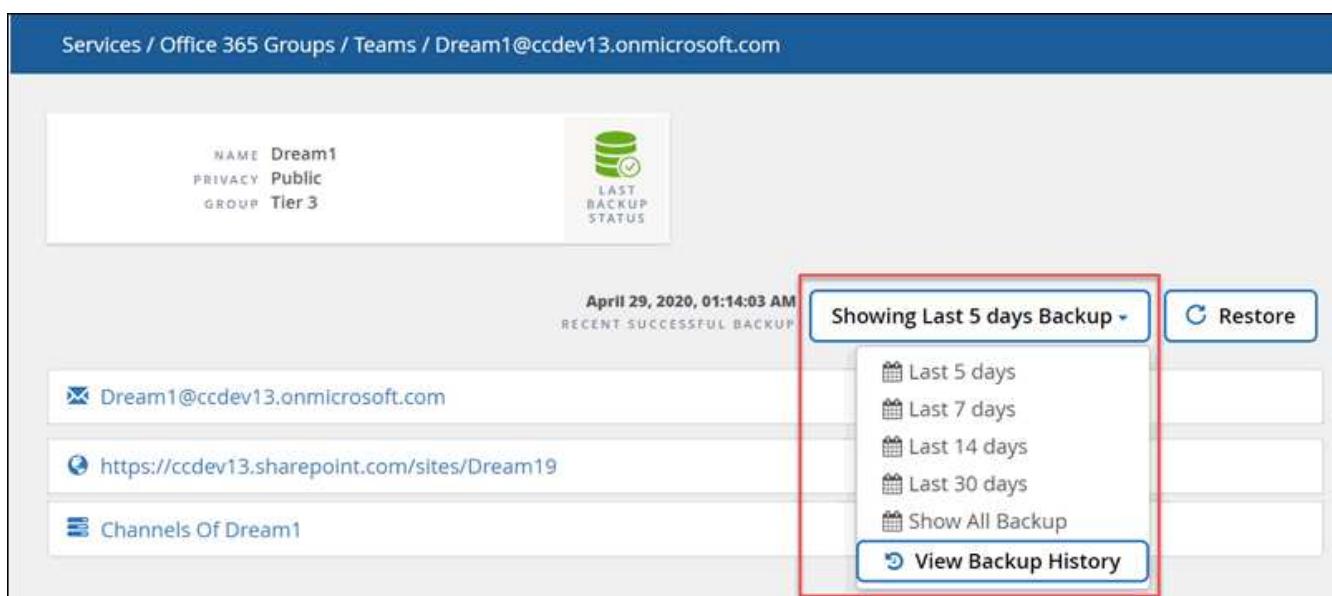
[image highlights date and count for a browse of a user mailbox]

Steps

1. In the **Dashboard**, select the service you want to browse for backups, and then select protected instances.



2. Select the account you want to browse.
3. Select the time range for the backed up items you wish to browse.



View Backup History shows a calendar view of your backups. If you select **View Backup History**, and you select a date prior to the current day, this changes the time range for the backups you see. For example, if today is 8 October, you select 5 October in the calendar view, then you select to browse the last 5 days starting from 5 October, the items you can browse will be from 1-5 October.

4. Click on the type of items you wish to view: Mail, Calendar, Tasks, Contacts, Files, Contents, or other.
5. Browse the backed up items.

Cancel a job

If you have initiated an immediate backup or an immediate restore, but need to cancel it before it is completed, you can do so.

Steps

1. Click  **JOBS** from the left navigation pane.
2. Under **Recent Running Jobs**, click the job that you want to cancel.
3. Click **Cancel**.
The progress of the cancelled job is displayed under **Recent Completed Jobs**.

Update the backup retention period

You can update the length of time, in number of years, that data is retained for individual tiers, mailboxes, sites, and MySites to 7 years, 10 years or unlimited. SaaS Backup retains the backup data for the retention period if the subscription is active. If all your backup tiers have the same retention period, you can perform a global update to simultaneously change the retention period for all tenants.

Update the backup retention period for a specific tier

Steps

1. From the **Dashboard**, click any service.
2. Under **Backup Policies**, click the dropdown menu next to **RETENTION PERIOD** for the tier you want to change.
3. Select the desired retention period from the pre-defined list.
4. Click **UPDATE RETENTION PERIOD**.

Update the backup retention period for individual users and tenants

Steps

1. Click the configuration icon  next to your SaaS Backup userid in the top left corner.
2. Click **ACCOUNT SETTINGS**.
3. Click **RETAIN AND PURGE**.
4. To update the data retention policy for a specific user in a specific service, do the following:
 - a. Under **Data Retention Policies**, click the dropdown menu next to **TYPE OF PROVIDER** and select the provider.
 - b. Click the dropdown menu next to **SERVICE NAME** and select the service.
 - c. Click the dropdown menu next to **RETENTION PERIOD** and select the period you want from the list of preset times.
 - d. In the search box, begin entering the user, site, or MySite you want to update.
 - e. Select the user, site, or MySite you want from the matching results.
 - f. Click .
 - g. Continue to search for and add individual mailboxes, sites, or MySites as needed.
 - h. Click **Save**.

The individual mailboxes, sites, or MySites you selected are updated to the selected retention period.

5. To update the data retention policy at the tenant level, do the following:
 - a. Under **Tenant Level Data Retention Policies**, click dropdown menu next to **RETENTION PERIOD** and select the period you want from the list of preset times.
 - b. Click **Save**.
All backup policy tiers are updated to the retention period you selected.

Enable backups for OneNote

By default, backups for OneNote notebooks are not enabled. If you want your OneNote notebooks backed up, you must enable the backup in the desired service.

Steps

1. Click **Services** from the left navigation pane.



2. Click Microsoft 365.



3. Under **Manage Services**, click the backup settings icon next to the service that you need to update.
A list of your backup settings available for the selected service is displayed.
4. Select **ENABLE ONENOTE BACKUP**.
5. Click **Confirm**.
Notebooks will be included in the next scheduled backup. If you want them backed up immediately, perform an [immediate backup](#).

Templates and apps supported for backup in Microsoft SharePoint Online

Only certain templates and certain apps are supported for Microsoft SharePoint Online backups.

Supported templates

Only the following templates are supported for Microsoft SharePoint Online backups.

- STS#0 (Team Site)
- BLOG#0 (Blog Site)
- DEV#0 (Developer Site)
- PROJECTSITE#0 (Project Site)
- COMMUNITY#0 (Community Site)
- BDR#0 (Document Center)

- COMMUNITYPORTAL#0 (Community Portal)
- ENTERWIKI#0 (Enterprise WIKI)
- EHS#1 (Root Site)
- EHS#0 (Root Site)
- SITEPAGEPUBLISHING#0 (Communication Site)
- SPSPERS#10 (Personal Sites)
- STS#1 (Blank Site)
- STS#2 (Document Workspace)
- STS#3 (Modern Team Site)
- APP#0 (App Template)
- BLANKINTERNET#0 (Publishing Site)
- TEAMCHANNEL#0
- TEAMCHANNEL#1 (Private Team Channel)

Supported apps

The following apps are supported for Microsoft SharePoint Online backups.

- Custom List
- Badge (Community Site)
- Document Library
- Style Library
- Survey
- Link
- Announcement
- Contact
- Calendar
- Discussion Board
- Photos
- Picture Library
- Content Web Parts
- List Template Gallery
- Master Page Gallery
- Site Pages
- Custom List in Dataset View
- Solution Gallery
- Theme Gallery
- Composed Looks
- Promoted Links

- Tasks
- Posts (Blog Site)
- Comments (Blog Site)
- Community Discussions (Community Site)
- Categories (Blog Site)
- Community Categories (Community Site)
- Report
- Wiki Pages
- Site Collection Images
- Community Members (Community Site)
- Issue Tracking
- Record Library
- Sharing Links

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