



## **Manage restores**

### **SaaS Backup for Microsoft 365**

NetApp

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# Manage restores

## About restores

With SaaS Backup for Microsoft 365, you can perform high-level and granular-level restores for Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft 365 Groups and Teams.

Learn how to perform high-level and granular-level restores:

- [Perform a high-level restore](#)
- [Perform a granular-level restore for Exchange Online](#)
- [Perform a granular-level restore for SharePoint Online](#)
- [Perform a granular-level restore for OneDrive for Business](#)
- [Perform a granular-level restore for Groups and Teams](#)

The following tables show the high-level restore options that are supported per service and where to find the restored data in SaaS Backup.



When your data is deleted, or deprovisioned, you can restore the data to another location (mailbox, site, Mysite, group, or team) or export the data. You cannot restore to the same location.

### Exchange Online

Type of item	Restore to the same mailbox	Restore to another mailbox	Export to PST	Where to find it in SaaS Backup
Single mailbox	Yes	Yes	Yes	Exchange Online > Mailboxes - Users/Shared/Archive
Multiple mailboxes	Yes	Yes	No	Exchange Online > Mailboxes - Users/Shared/Archive
Mailbox content	Yes	Yes	Yes	Exchange Online > Mailboxes - Users/Shared/Archive > <User name>

### SharePoint Online

Type of item	Restore to the same site	Restore to another site	Export data	Where to find it in SaaS Backup
Single SharePoint site	Yes	Yes	Yes	SharePoint Online > Sites

Type of item	Restore to the same site	Restore to another site	Export data	Where to find it in SaaS Backup
Multiple SharePoint sites	Yes	Yes	No	SharePoint Online > Sites
SharePoint site content	Yes	Yes	Yes	SharePoint Online > Sites > <Site name>
Single SharePoint site with restore only roles enabled	Yes	No	No	SharePoint Online > Sites
Single subsite	Yes	Yes	Yes	SharePoint Online > Sites > <Site name>
Multiple subsites	Yes	Yes	Yes	SharePoint Online > Sites > <Site name>
SharePoint subsite content	Yes	Yes	Yes	SharePoint Online > Sites > <Site name>
Single/Multiple subsite with restore only roles enabled	Yes	No	No	SharePoint Online > Sites > <Site name>

## OneDrive for Business

Type of item	Restore to the same MySite	Restore to another MySite	Export data	Where to find it in SaaS Backup
Single drive	Yes	Yes	Yes	OneDrive for Business > MySites
Multiple drives	No	No	No	OneDrive for Business > MySites
Single drive content	Yes	Yes	Yes	OneDrive for Business > MySites> <OneDrive user>

## Groups

Type of item	Restore to the same group	Restore to another group	Export data	Where to find it in SaaS Backup
Single group	Yes	Yes	Yes	Office 365 Groups > Groups

Type of item	Restore to the same group	Restore to another group	Export data	Where to find it in SaaS Backup
Multiple groups	Yes	No	No	Office 365 Groups > Groups
Group content	Yes	Yes	Yes	Office 365 Groups > Groups > <Group Name>
Mailbox content	Yes	No	Yes	Office 365 Groups > Groups > (Group email) > Group Name
SharePoint content	Yes	No	Yes	Office 365 Groups > Groups > <Group name> <Site name>

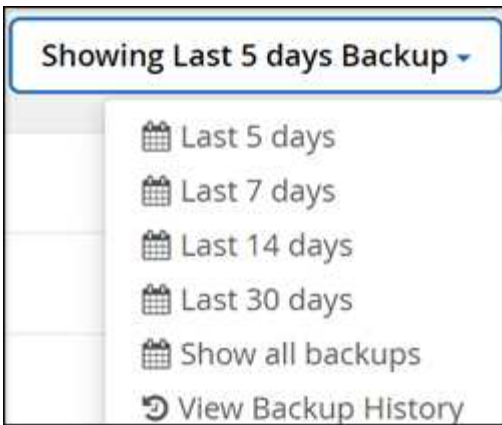
## Teams

Type of item	Restore to the same team	Restore to another team	Export data	Where to find it in SaaS Backup
Single team	Yes	Yes	Yes	Office 365 Groups > Teams
Multiple teams	Yes	No	No	Office 365 Groups > Teams
Team content	Yes	Yes	Yes	Office 365 Groups > Teams > <Team name>
Mailbox content	Yes	No	Yes	Office 365 Groups > Teams > (Team email) > Team Name
SharePoint content	Yes	No	Yes	Office 365 Groups > Teams > <Team name> <Site name>
Channels	Yes	No	No	Office 365 Groups > Teams > (Team email)

## Perform a high-level service restore

You follow the same procedure to perform high-level restores of mailboxes for Microsoft Exchange Online, MySites for Microsoft OneDrive for Business, sites for Microsoft SharePoint Online, and for Microsoft 365 groups.

By default, only the most recent backup is available for restore. Other available options include:



### Steps

1. From the Dashboard, click the number above **PROTECTED** in the box of the service for which you want to perform the restore.
2. Select the name of the mailbox, group, team, Mysite, or site to restore.
3. Select a restore option:



If you select the export to PST restore option, the provided link is valid for seven days and is pre-authenticated.

- a. If you are restoring mailboxes for **Microsoft Exchange Online** select one of the following options:



Restoring mailboxes with messages larger than 140 MB may encounter upload failures back to the server. We recommend that you perform a high-level restore using the Export to PST option. For more information, see [Microsoft Exchange Online limits: Message limits](#).

- Restore to the same mailbox
  - Export to PST  
If you export to PST, you will receive a notification email with the location of the PST file when the export is completed.
  - Restore to another mailbox  
If you restore to another mailbox, you must enter the destination mailbox in the search field. You can type in a portion of the destination email address in the search field to initiate an automatic search for matching destination mailboxes.
- b. If you are restoring groups for **Microsoft Office 365 Groups** select one of the following options:
    - Restore to the same group
    - Restore to another group
    - Export data  
If you export, a PST file is created with your Microsoft Exchange files and a .zip file is created with your Microsoft SharePoint sites. You will receive a notification email containing the location of the PST file and an authenticated URL to the location of the .zip file.
  - c. If you are restoring teams under **Microsoft Office 365 Groups** select one of the following options:
    - Restore to the same team
    - Restore to another team

This is ideal for situations where a team is deleted from Microsoft 365. You should create a new team to use this restore option. If you have recently created a new team in MS Teams, discover it by syncing the service. Go to **Services Settings** on the left. Click **Office 365**. Under **Manage Services**, click **Sync Now** for Microsoft 365 Groups.

- **Export data**

If you export data, you need to download it. Go to Reporting on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.

d. If you are restoring MySites for **Microsoft OneDrive for Business**, select one of the following options:

- **Restore to the same MySite**

- **Restore to a different MySite**

If you restore to a different MySite, enter the destination MySite in the search field. You can type in a portion of the destination MySite in the search field to initiate an automatic search for matching destination MySites.

- **Export data**

If you export, a .zip file is created with your MySites. You will receive a notification email containing an authenticated URL to the location of the .zip file.

e. If you are restoring sites for **Microsoft SharePoint Online**, select one of the following options:

- **Restore to the same site**

If you select **Restore Only Roles**, only the roles and permissions restore.

The screenshot shows a 'Restore' dialog box with a blue header bar containing a refresh icon and the title 'Restore'. The main content area has a light blue background. It displays 'SELECTED SITES' as 'https://sbtnt2.sharepoint.com/sites/QA-Test\_1', 'RESTORE ITEMS' as 'SharePoint Online Site' with a SharePoint icon, and 'RESTORE OPTION' as 'Restore to the same site' in a dropdown menu. Below this, the 'RESTORE ONLY ROLES' checkbox is checked and highlighted with a red rectangular box. At the bottom right, there are 'Cancel' and 'Confirm' buttons.

- **Restore to another site**

If you restore to another site, enter the destination site in the search field. You can type in a portion of the destination site in the search field to initiate an automatic search for matching destination sites.

- **Export data**

If you export, a .zip file is created with your site collection. You will receive a notification email containing an authenticated URL to the location of the .zip file.

4. Click **Confirm**.

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

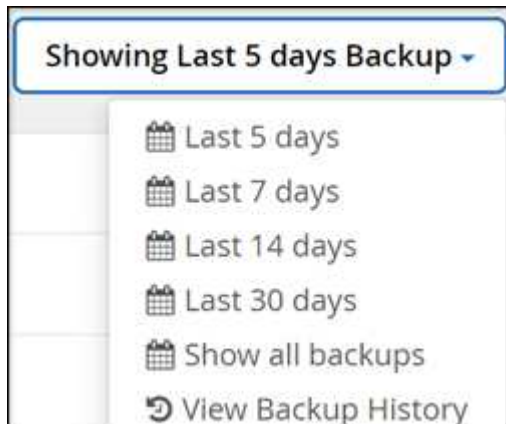
5. Click **View the job progress** to monitor the progress of the restore.

# Perform a granular-level restore

## Perform a granular-level restore for Microsoft Exchange Online

Within Microsoft Exchange Online, you can restore granular-level items for a single user, such as individual emails, tasks, contacts, and calendar events. You can also restore granular-level items for a Microsoft 365 group mailbox.

By default, only the most recent backup is available for restore. Other available options include:



The table indicates the restore options that are supported for granular-level items for Exchange Online.

Type of item	Restore to the same mailbox	Restore to another mailbox	Export to PST/Export to HTML	Where to find it in SaaS Backup
Mail/Task/Contacts/ etc.	Yes	Yes	Yes	Exchange Online > Mailboxes - Users
Single/Multiple mailbox folders (Inbox, Archive, etc.)  <b>Note:</b> Excludes conversation history.	Yes	Yes	Yes	Exchange Online > Mailboxes - Users > <User Name>
Folder level under Inbox	Yes	Yes	Yes	Exchange Online > Mailboxes - Users > <User Name>
Subfolder level under Inbox	Yes	Yes	Yes	Exchange Online > Mailboxes - Users > <User Name>
Conversation history under Mail folder	No	No	Yes	Exchange Online > Mailboxes - Users > <User Name>



Type of item	Restore to the same mailbox	Restore to another mailbox	Export to PST/Export to HTML	Where to find it in SaaS Backup
Single/Multiple item-level restores	Yes	Yes	No	Exchange Online > Mailboxes - Users > <User Name>
Single/Multiple restore items for "Replace the existing content"	Yes	No	No	Exchange Online > Mailboxes - Users > <User Name>

## Steps

1. From the Dashboard, click the number above **PROTECTED** in the Exchange box.



2. Select your restore option.
  - a. For shared mailboxes, click the **SHARED** tab.
  - b. For archive mailboxes, click the **ARCHIVE** tab.
  - c. For regular mailboxes, remain on the **USER** tab.
3. Click the mailbox for which you need to perform the granular-level restore.
4. Restore an entire Microsoft Office Exchange category or restore a specific item within a category. For a Microsoft 365 Groups mailbox, you only have the option to restore from the mail category or the calendar category.
5. Select the category (Mail, Tasks, Contacts, or Other) that you need to restore.



If you want to restore a single item inside the category, click the category, and then select the items that you want to restore.

6. Click **Restore**.
7. Select a restore option.

- **Restore to the same mailbox**

If you restore to the same mailbox, by default, a restore folder with the current date and time stamp is created in the original content location containing the backup copy. If you select **Replace the existing content**, then your current data is completely replaced by the backup.

For Microsoft 365 Groups, you only have the option to restore to the same mailbox. The existing content is replaced by default. For Microsoft Exchange Online, you can restore to the same mailbox and replace the existing content or you can restore to another mailbox.

- **Restore to another mailbox**

If you restore to another mailbox, you must enter the destination mailbox in the search field. You can type in a portion of the destination email address in the search field to initiate an automatic search for

matching destination mailboxes.

- **Export to PST**

You can select to include all the category subfolders.

If you export to PST, you will receive a notification email with the location of the PST file when the export is completed.



This option is not available for Microsoft 365 Groups.



If you select the **Export to PST** restore option, the provided link is valid for seven days and is pre-authenticated.

- **Export to Data** (Available for Microsoft 365 groups only):

If you export, two zip files are created, one zip file for Microsoft 365 Groups mailbox and another zip file for Microsoft 365 Groups SharePoint sites. You will receive a notification email containing the location of the PST file and an authenticated URL to the location of the .zip file.



If you select the **Export to Data** restore option, the provided link is valid for seven days and is pre-authenticated.

8. Click **Confirm**.

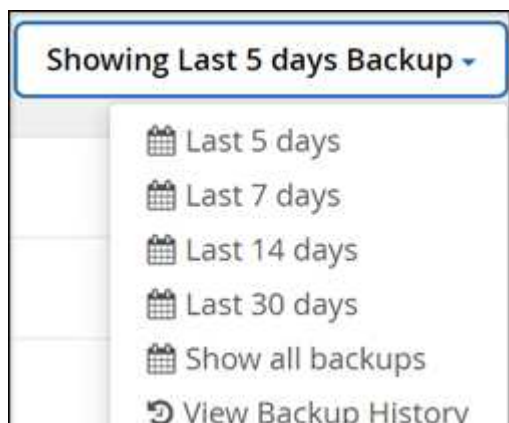
A message is displayed indicating that the restore job was created.

9. Click **View the job progress** to monitor the progress of the restore.

## Perform a granular-level restore for Microsoft SharePoint Online

Within Microsoft SharePoint Online, you can restore granular-level items for a single user, such as individual folders or files. You can also restore granular-level items for a Microsoft 365 group site and OneNote notebooks. Site roles and permissions are protected automatically as part of a restore or backup.

By default, only the most recent backup is available for restore. Other available options include:



The table indicates the restore options that are supported for granular-level items.



For the restore options **Restore to the same site** and **Restore to another site**, the following items restore as subsites under the selected site with the naming convention <site\_name\_cc\_timestamp>: **Single site**, **multiple sites**, and **single/multiple lists** if 3 or more lists are selected.

Type of item	Restore to the same site	Restore to another site	Export data	Where to find it in SaaS Backup
Single/multiple items	Yes	Yes	No	SharePoint Online > Sites > <Site Name> > <List Name>
Single site	Yes	Yes	Yes	SharePoint Online > Sites
Multiple sites	Yes	Yes	No	SharePoint Online > Sites
Communication sites	No	No	No	SharePoint Online > Sites
Single/multiple subsites	Yes	Yes	Yes	SharePoint Online > Sites > <Site name> > Subsites
Single/multiple folders	Yes	Yes	Yes	SharePoint Online > Sites > <Site name> > <List name>
Single/multiple lists	Yes	Yes	Yes	SharePoint Online > Sites > <Site name>
OneNote single/multiple notebooks	Yes	Yes	Yes	SharePoint Online > Sites > <Site name> > <List name>
OneNote single/multiple section groups	Yes	Yes	Yes	SharePoint Online > Sites > <Site name> > <List name> > <Notebook folder>
OneNote single/multiple sections	Yes	Yes	No	SharePoint Online > Sites > <Site name> > <List name> > <Notebook folder>

## Steps

1. From the Dashboard, click the number above **PROTECTED** in the SharePoint box.
2. Click the site for which you need to perform the granular-level restore.
3. Select the category that you need to restore.



If you want to restore specific individual items inside a category, click the content category and then select the individual items.

4. To restore from the most recent backup, click **Restore**. To restore a previous version of the item, click **Show versions**, and select the version that you want to restore and then click **Restore**.
5. Select a restore option:
  - **Restore to the same site**  
If you restore to the same site, by default, a restore folder with the current date and time stamp is created in the original file location containing the backup copy.

If you select **Restore only roles**, **Overwrite with merge**, or **Replace the existing content**, the only restore option is **Restore to the same site**.

If you select	Restore to the same site
Restore only roles	all types of items
Overwrite with merge	all items except site level
Replace with existing content	item level only

If you select **Restore Only Roles**, only the roles and permissions restore.

The screenshot shows a 'Restore' dialog box with the following fields and options:

- SELECTED SITES:** https://sbtnt2.sharepoint.com/sites/QA-Test\_4
- RESTORE ITEMS:** Documents
- RESTORE OPTION:** A dropdown menu currently showing 'Restore to the same site'.
- ADDITIONAL OPTIONS:** A checkbox for 'Overwrite with merge' which is currently unchecked.
- RESTORE ONLY ROLES:** A checkbox which is checked and highlighted with a red rectangular box.
- Buttons:** 'Cancel' and 'Confirm' buttons are located at the bottom right of the dialog.

If you select the **Overwrite with merge** option, no restore folder is created. If the version of the backup file and the current file match, the backup is restored to the original location. Any new content in the destination is ignored and unaffected. For example, if the backup contains File1 version5 and the destination contains File1 version 6, a restore with the **Overwrite with Merge** option selected fails.

If you select the **Replace the existing content** option, the current version of the data is completely replaced with the backup copy.

- **Restore to another site**

If you restore to another site, you must enter the destination site in the search field. You can type a portion of the site in the search field to initiate an automatic search for matching sites.

- **Export Data**

If you export data, you need to download it. Go to **Reporting** on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.



If you select the **Export Data** restore option, the provided link is valid for seven days and is pre-authenticated.

6. Click **Confirm**.

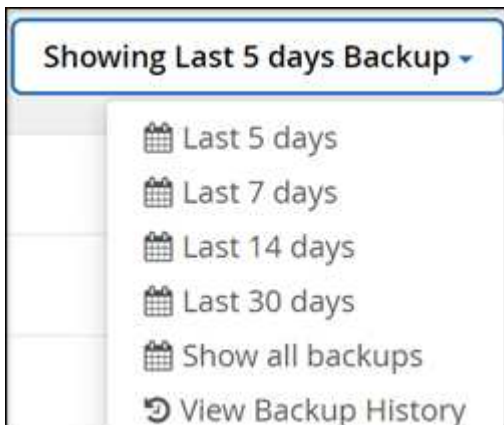
A message is displayed indicating that the restore job was created.

7. Click **View the job progress** to monitor the progress of the restore.

## Perform a granular-level restore for Microsoft OneDrive for Business

Within Microsoft OneDrive for Business, you can restore granular-level items, such as individual folders or files, for a list or library. You can also restore OneNote notebooks or groups.

By default, only the most recent backup is available for restore. Other available options include:



The table indicates the restore options that are supported for granular-level items for OneDrive for Business.

Type of item	Restore to the same MySite	Restore to another MySite	Export data	Where to find it in SaaS Backup
Single drive	Yes	Yes	Yes	OneDrive for Business > MySites
Multiple drives	No	No	No	OneDrive for Business > MySites
Single/multiple folders	Yes	Yes	Yes	OneDrive for Business > MySites > <Drive Name> > Files
Single/multiple items	Yes	Yes	No	OneDrive for Business > MySites > <Drive name> > Files
Notebooks folders	Yes	Yes	No	OneDrive for Business > MySites > <Drive name> > Files
OneNote single/multiple folders	Yes	Yes	No	OneDrive for Business > MySites > <Drive name> > Files > Notebooks

### Steps

1. From the Dashboard, click the number above **PROTECTED** in the OneDrive box.
2. Click the MySite for which you need to perform the restore.
3. Select the group of files.

If you want to restore individual folders or files within a group, click on the group of files. To restore an entire folder, select the folder. To restore individual files within a folder, select the folder containing the files, and then select the individual files.

4. Click **Restore**.
5. Select a restore option:

- **Restore to the same MySite**

If you are restoring individual files to the same MySite, by default, a restore folder with the current date and time stamp is created in the original content location containing the backup copy.

If you select **Replace the existing content**, then your current data is completely replaced by the backup.

- **Restore to another MySite**

If you restore to another MySite, you must enter the destination MySite in the search field. You can type in a portion of the destination MySite in the search field to initiate an automatic search for matching destination MySites.

- **Export Data**

If you export data, you need to download it. Go to Reporting on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.



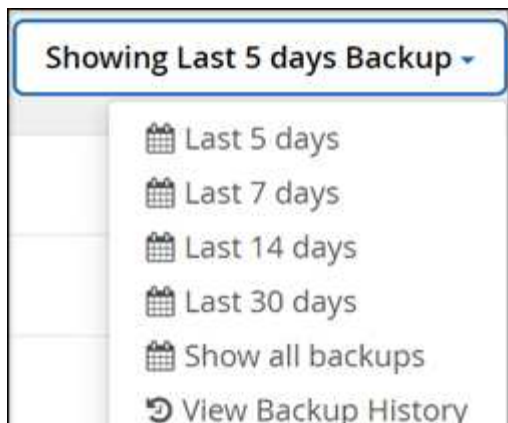
If you select the **Export Data** restore option, the provided link is valid for seven days and is pre-authenticated.

6. Click **Confirm**.
7. Click **View the job progress** to monitor the progress of the restore.

## Perform a granular-level restore for Microsoft 365 Groups and Teams

Within Microsoft 365 Groups and Teams, you can restore granular-level items like mailboxes, SharePoint, conversations, channels, and tabs.

By default, only the most recent backup is available for restore. Other available options include:



The table indicates the restore options that are supported for granular-level items and where to find them in SaaS Backup.

#### For **Groups**

Type of item	Restore to the same group	Restore to another group	Export data	Where to find it in SaaS Backup
Single/multiple folders	Yes	No	Yes	Office 365 Groups > Groups > (Group Name) > Mailbox
Inbox	Yes	No	Yes	Office 365 Groups > Groups > (Group Name) > Mailbox
Single/multiple items (email or event)	Yes	No	No	Office 365 Groups > Groups > (Group Name) > Mailbox > Mail

#### For **Teams**

Type of item	Restore to the same team	Restore to another team	Export data	Where to find it in SaaS Backup
Single/Multiple folders	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > Mailbox
Inbox	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > Mailbox > Mail
Single/multiple items (email or event)	Yes	No	No	Office 365 Groups > Teams > (Team Name) > Mailbox > Mail

Type of item	Restore to the same team	Restore to another team	Export data	Where to find it in SaaS Backup
Conversations/chat	No	No	Yes (export to HTML only)	<ul style="list-style-type: none"> <li>Office 365 Groups &gt; Teams &gt; (Team Name) &gt; Mailbox &gt; Conversations &gt; Team Chat</li> <li>Office 365 Groups &gt; Teams &gt; (Team Name) &gt; Mailbox &gt; Mail &gt; Conversation History &gt; Team Chat (actual location)</li> </ul>
Conversation single/multiple items	No	No	Yes (export to HTML only)	Office 365 Groups > Teams > (Team Name) > Mailbox > Conversation History > Team Chat
Single/multiple channels	Yes	No	No	Office 365 Groups > Teams > (Team Name) > Channels  <b>Note:</b> Restore includes channel name and tab names only.
Tabs under channels	No	No	No	Office 365 Groups > Teams > (Team Name) > Channels
Channel standard documents	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Documents > (Channel name)
Channel private documents	Yes	No	Yes	SharePoint > (Private channel site name) > Documents > (Private Channel name)  <b>Note:</b> You will find a separate site collection with name "<Your Team Name – Private Channel Name>". You can filter for these site collections with Template ID: TEAMCHANNEL#0.
OneNote content	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Documents > (Channel Name)
Wiki content	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Teams Wiki Data > (Channel Name)
Files	Yes	No	No	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Documents > (Channel Name)



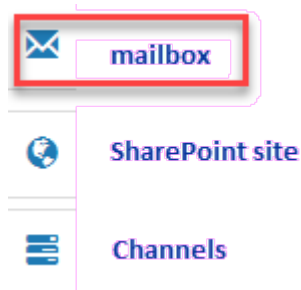
Type of item	Restore to the same team	Restore to another team	Export data	Where to find it in SaaS Backup
Individual user chat and group chats  <b>Note:</b> Chats included in Exchange Online backups.	No	No	Yes	<ul style="list-style-type: none"> <li>Exchange &gt; “User” &gt; Mail &gt; Conversations &gt; Team Chat</li> <li>Exchange &gt; “User” &gt; Mail &gt; Conversation History &gt; Team Chat</li> </ul>
Files in individual user chat and group chats  <b>Note:</b> Files included in OneDrive for Business backups.	Yes	No	No	OneDrive > “User” > Files > Microsoft Teams Chat Files

## Restore mailboxes

Select this granular-level restore to restore inboxes, calendars, and conversation history.

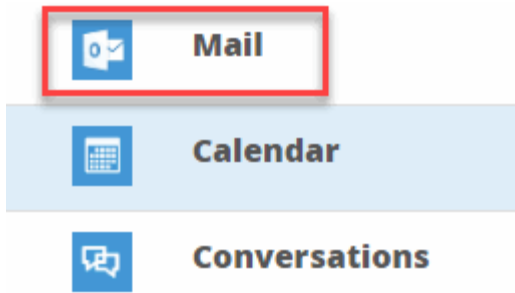
### Steps

1. From the Dashboard, click the number above **PROTECTED** in **Microsoft 365 Groups**.
2. Select the **Groups** or **Teams** tab.
3. Click the group or team for which you need to perform the granular-level restore.
4. Select the mailbox category.



 For Groups, **Channels** is unavailable.

- Select the **Mail** option to restore inbox or conversation history to the same mailbox or export data.



 For Groups, **Conversations** is unavailable.

a. To restore an inbox, select **Inbox** and click **Restore**.

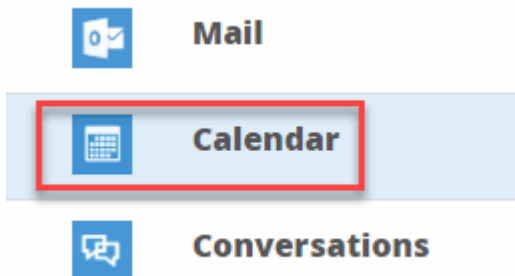
i. Select **Restore to the same mailbox** or **Export Data**.

If you export data, you need to download it. Go to **Reporting** on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.

 If you select the **Export Data** restore option, the provided link is valid for seven days and is pre-authenticated.

ii. Click **Confirm**.


◦ Select the **Calendar** option to restore the calendar to the same mailbox or export data.



a. Select **Calendar** and click **Restore**.

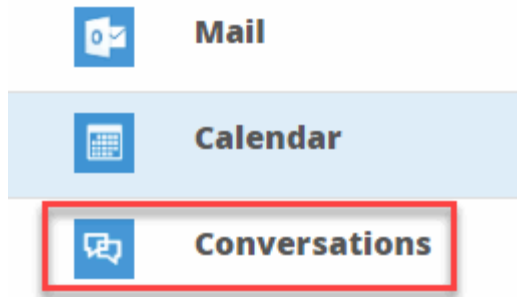
b. Select **Restore to the same mailbox** or **Export Data**.

If you export data, you need to download it. Go to Reporting on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.

 If you select the **Export Data** restore option, the provided link is valid for seven days and is pre-authenticated.

c. Click **Confirm**.

◦ Select the **Conversations** option to restore conversations. The only option for restore is export to HTML.



- a. Select the conversations you want to restore and click **Restore**.



**View Conversations** shows you a list of all conversations from the last "x" days of backups up to the last 30 backups. For example, if you back up seven times in the last five days, then you can only see conversations from the last seven backups.

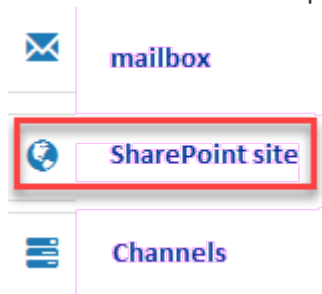
- b. Click **Confirm**.

## Restore SharePoint sites

Select this granular-level restore to restore tabs and attachments.

### Steps

1. From the Dashboard, click the number above **PROTECTED** in **Microsoft 365 Groups**.
2. Select the **Groups** or **Teams** tab.
3. Click the group or team for which you need to perform the granular-level restore.
4. Select SharePoint site option.



5. Click the site for which you need to perform the granular-level restore.
6. Select the category that you need to restore.



If you want to restore specific individual items inside a category, click the content category and then select the individual items.

7. Click **Restore**.
8. Select a restore option:
  - **Restore to the same site**

If you restore to the same site, by default, a restore folder with the current date and time stamp is created in the original file location containing the backup copy. If you select the **Overwrite with merge** option, no restore folder is created. If the version of the backup file and the current file match, the backup is restored to the original location. Any new content in the destination is ignored and unaffected. For example, if the backup contains File1 version5 and the destination contains File1

version 6, a restore with the **Overwrite with Merge** option selected fails. If you select the **Replace the existing content** option, the current version of the data is completely replaced with the backup copy.

- **Export Data**

If you export data, you need to download it. Go to Reporting on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.



If you select the **Export Data** restore option, the provided link is valid for seven days and is pre-authenticated.

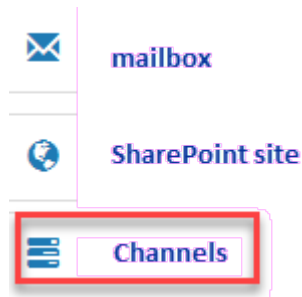
9. Click **Confirm**.

## Restore channels

Select this granular-level restore to restore channels.

### Steps

1. From the Dashboard, click the number above **PROTECTED** in **Microsoft 365 Groups**.
2. Select the **Teams** tab.
3. Click the team for which you need to perform the granular-level restore.
4. Select **Channels**.



5. Select the channel to restore.
6. Click **Restore**.
7. Select the restore option:
  - a. Click **Restore to the same team**.
  - b. Click **Restore to another team**.

To select another team, search for the other team in the search box.

8. Click **Confirm**.

## Restore from a previous backup


By default, only your most recent backup is available for restore.

### Steps

1. From the Dashboard, click the number above **PROTECTED** in box of the service for which you want to perform the restore.

- For shared mailboxes, click the **SHARED** tab.
  - For archive mailboxes, click the **ARCHIVE** tab. Note: Archive mailboxes are restored to the user's regular mailbox.
  - For regular mailboxes, remain on the **USER** tab.
2. Click the item that you want to restore.
  3. Click **View Backup History**.

A calendar is displayed. Dates for which backups are available are indicated by a green circle.

4. If you want to display the items backed up over a select number of days, click **Show Selected Backups** and select one of the pre-defined number of days from the drop-down menu.
5. Otherwise, click the date of the backup that you want to restore and then select the specific backup.
6. Select the items that you want to restore.
7.  Click
8. Select a restore option:

- a. If you are restoring mailboxes for **Microsoft Exchange Online** or a mailbox for a Microsoft 365 Group, select one of the following options:

- **Restore to the same mailbox**

If you are restoring to the same mailbox, by default, a restore folder with the current date and time stamp is created in the original content location containing the backup copy. If you select **Replace the existing content**, then your current data is completely replaced by the backup.

- **Restore to another mailbox**

If you restore to another mailbox, you must enter the destination mailbox in the search field. You can type in a portion of the destination email address in the search field to initiate an automatic search for matching destination mailboxes.

- b. If you are restoring MySites for **Microsoft OneDrive for Business**, select one of the following options:

- **Restore to the same MySite**

If you are restoring individual files to the same MySite, by default, a restore folder with the current date and time stamp is created in the original content location containing the backup copy. If you select **Replace the existing content**, then your current data is completely replaced by the backup. If you are restoring an entire folder, the option to **Replace the existing content** is not available.

- **Restore to a different MySite**

If you restore to a different MySite, you must enter the destination MySite in the search field. You can type in a portion of the destination MySite in the search field to initiate an automatic search for matching destination MySites.

- c. If you are restoring sites for **Microsoft SharePoint Online**, you can restore to the same site or to a different site. If you are restoring a Microsoft 365 group site, you can only restore to the same site.

- **Restore to the same site**

If you restore to the same site, then by default, a restore folder with the current date and time stamp is created in the original file location containing the backup copy. If you select the **Overwrite**

with **merge** option, no restore folder is created. If the version of the backup file and the current file match, the backup is restored to the original location. Any new content in the destination is ignored and unaffected. For example, if the backup contains File1 version5 and the destination contains File1 version 6, a restore with the **Overwrite with Merge** option selected fails. If you select the **Replace the existing content** option, the current version of the data is completely replaced with the backup copy.

- **Restore to a different site**

If you restore to a different site, you must enter the destination site into the search field. You can type a portion of the destination site into the search field to initiate an automatic search for matching sites.

9. Click **Confirm**.


A message is displayed indicating that the restore job is created.

10. Click **View the job progress** to monitor the progress of the restore.

## 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  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**.

## Find restored files

When some files or folders are restored, they are contained inside a newly created restore folder. To help you easily find your restored items, you can download an Excel file with the names and locations of your restored files and folders.

### Steps

1. Click  on the left navigation pane.
2. Under **Recent Completed Jobs**, click the job for which you want to find restored files.
3. Click **Download** in the upper right.  
An Excel file is downloaded locally containing the names and locations of restored files for the specific job.

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