



Managing backups

SaaS Backup For Office 365

NetApp
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Managing backups

Backup policies

SaaS Backup for Microsoft 365 has three predefined tiers of backup policies. These policy tiers vary in backup frequency and data retention period, depending upon whether you are using SaaS Backup provided storage or BYOS.

You can move data between the three policies, but you cannot create new policies or change the parameters of the predefined tiers.

Backup policies for SaaS Backup provided storage

Backup policy	Backup frequency	Default data retention period
Tier 1	Once every 12 hours	3 years
Tier 2	Once every 18 hours	3 years
Tier 3	Once every 24 hours	3 years



As an administrator, you can change the data retention period for SaaS Backup provided storage up to an unlimited period of time. SaaS Backup retains the backup data for the retention period if the subscription is active.

Backup policies for BYOS

BYOS is for existing customers only.


Backup policy	Backup frequency	Default data retention period
Tier 1	Once every 12 hours	Unlimited
Tier 2	Once every 18 hours	Unlimited
Tier 3	Once every 24 hours	Unlimited

Backup settings

You can update your backup settings to control various backup options. Available backup settings vary based on service.

Backup settings per service

Backup setting	Description	Enabled	Available in...
Auto Sync	Enables the automatic scheduled synchronization of newly added or deleted users, OneDrives, or site collections once every 24 hours.	By default	<ul style="list-style-type: none"> • Microsoft Exchange Online • Microsoft SharePoint Online • Microsoft OneDrive for Business • Microsoft 365 Groups
Enable OneNote Backup	Enables the backup of OneNote notebooks.	Manually	<ul style="list-style-type: none"> • Microsoft SharePoint Online • Microsoft OneDrive for Business
Enable Restore of Recoverable Items	Enables the user to restore Microsoft Exchange recoverable items.	Manually	<ul style="list-style-type: none"> • Microsoft Exchange Online
Enable Backup of Recoverable Items	Enables the backup of Microsoft Exchange recoverable items. Only the tier 1 backup policy allows for the backup of recoverable items.	Manually	<ul style="list-style-type: none"> • Microsoft Exchange Online
Include Workflows	Includes workflows in the backup.	Manually	<ul style="list-style-type: none"> • Microsoft SharePoint Online • Microsoft 365 Groups
Include List Views	Includes list views in backup.	Manually	<ul style="list-style-type: none"> • Microsoft SharePoint Online • Microsoft 365 Groups

Backup setting	Description	Enabled	Available in...
Include Version History	<p>Enables maintenance of multiple file versions in the backup.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p>This setting only applies to individual files. It does not apply to entire folders, tiers, or services.</p> </div>	By default	<ul style="list-style-type: none"> • Microsoft SharePoint Online • Microsoft OneDrive for Business • Microsoft 365 Groups
Number of Versions	<p>Sets the number of backup file versions to maintain. By default, the latest version is automatically backed up, even if this setting is not enabled.</p>	Set to 20 by default	<ul style="list-style-type: none"> • Microsoft SharePoint Online • Microsoft OneDrive for Business • Microsoft 365 Groups

Updating backup settings


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 the desired backup settings.
5. Click **Confirm**.

Scheduling 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.
3. Select the items you want to backup.
4. Click the **Groups** menu.



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**.

Performing 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.



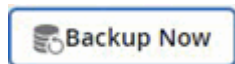
TeamsChat messages are only backed up if TeamsChat is enabled under settings. Contact [Support](#) to enable this feature.



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.

Browsing 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.

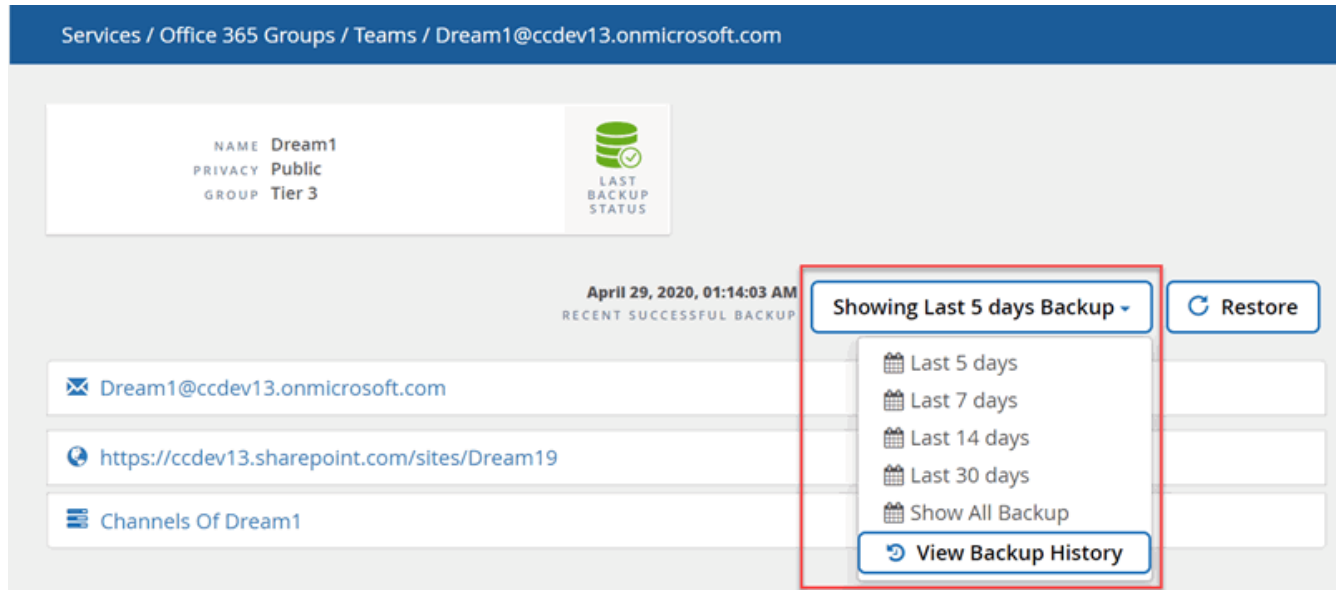
[image highlights date and count for a browse of a user mailbox]

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.

Updating 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.

Updating 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**.

Updating 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.

Enabling 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](#).

Updating backup settings

You can update your [backup settings](#) to control various backup options. Available [backup settings](#) vary based on 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 the desired backup settings.
5. Click **Confirm**.

Teams data locations

Data for Microsoft Teams has different locations in SaaS Backup for Microsoft 365.

The table shows you where to locate Teams data in SaaS Backup.

Teams data	Where is it in SaaS Backup?
Teams email	Microsoft 365 Groups > Teams > SampleTeam > Mailbox
Teams channels	Microsoft 365 Groups > Teams > SampleTeam > Channels
Teams Standard Channel Documents	Microsoft 365 Groups > Teams > SampleTeam > SharePoint Site > Documents > SampleTeam-StdChannel
Teams Standard Channel Chat	<ul style="list-style-type: none">• Microsoft 365 Groups > Teams > SampleTeam > Mailbox > Conversations > Team Chat• Microsoft 365 Groups > Teams > SampleTeam > Mailbox > Mail > Conversation History > Team Chat (actual location)

Teams data	Where is it in SaaS Backup?
Teams Private Channel Documents	SharePoint > SampleTeam – SampleTeam-PrivChannel > Documents > SampleTeam-PrivChannel  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.
Teams Private Channel Chat	<ul style="list-style-type: none"> • Exchange > “User in Private Channel” > Mail > Conversations > Team Chat • Exchange > “User in Private Channel” > Mail > Conversation History > Team Chat (actual location)
Individual User Chat and Group Chats	<ul style="list-style-type: none"> • Exchange > “User” > Mail > Conversations > Team Chat • Exchange > “User” > Mail > Conversation History > Team Chat (actual location)
Files shared in Individual User Chat and Group Chats	OneDrive > “User” > Files > Microsoft Teams Chat Files

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)
- GROUP#0 (Group Site Collection Prefix)
- STS#1 (Blank Site)

- STS#2 (Document Workspace)
- STS#3 (Modern Team Site)
- APP#0 (App Template)

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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