



## **Managing restores**

### **SaaS Backup For Office 365**

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# Managing restores

## Performing 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. You can update your backup settings to maintain a specified number of backed-up versions of individual files. If you have more versions of a file than you have specified for backup, only the number of versions that you have specified is available for restore.

### 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:
  - 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 and a white body. The 'SELECTED SITES' field contains the URL 'https://sbtnt2.sharepoint.com/sites/QA-Test\_1'. The 'RESTORE ITEMS' field contains 'SharePoint Online Site'. The 'RESTORE OPTION:' dropdown menu is set to 'Restore to the same site'. The 'RESTORE ONLY ROLES' checkbox is checked and highlighted with a red border. 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.

## Performing a granular-level restore

## Performing 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. You can update your backup settings to maintain a specified number of backed-up versions of individual files. If you have more versions of a file than you have specified for backup, only the number of versions that you have specified is available for restore.

### 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 Group 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 and you cannot replace the existing content. 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** (Available for Microsoft Exchange only)

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. Note: 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** (Available for Microsoft 365 groups only):

If you export, a PST file is created with your Microsoft Exchange files and a .zip file is created in 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.



If you select the export 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.

## Performing 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. You can update your backup settings to maintain a specified number of backed-up versions of individual files. If you have more versions of a file than you have specified for backup, only the number of versions that you have specified is available for restore.

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

Type of item	Restore to the same site	Restore to another site	Export data
Single/multiple items	Yes	Yes	No
Single/multiple files	Yes	Yes	No
Single site	Yes	Yes	Yes
Multiple sites	Yes	Yes	No
Communication sites	No	No	No
Single/multiple subsites	Yes	Yes	Yes

Type of item	Restore to the same site	Restore to another site	Export data
Single/multiple folders	Yes	Yes	Yes
Single/multiple lists	Yes	Yes	Yes
Content	Yes	Yes	Yes
OneNote single/multiple notebooks	Yes	Yes	No
OneNote single/multiple section groups	Yes	Yes	No
OneNote single/multiple sections	Yes	Yes	No
OneNote pages	No	No	No
NOTE: Pages within a section restore at the section level.			

### 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:** Restore to the same site (dropdown menu)
- ADDITIONAL OPTIONS:** Overwrite with merge (checkbox, unchecked)
- RESTORE ONLY ROLES:** (checkbox, checked, highlighted with a red box)

Buttons at the bottom right: Cancel, Confirm.

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.

## Performing 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. You can update your backup settings to maintain a specified number of backed-up versions of individual files. If you have more versions of a file than you have specified for backup, only the number of versions that you have specified is available for restore.

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
Single drive	Yes	Yes	Yes
Multiple drives	No	No	No
Single/multiple files/items	Yes	Yes	Yes
OneNote single/multiple notebooks	Yes	Yes	No
OneNote single/multiple section groups	Yes	Yes	No
OneNote single/multiple sections	Yes	Yes	No
OneNote pages	No	No	No
NOTE: Pages within a section restore at the section level.			

### 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.


## Restoring 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 . The image shows a rectangular button with a blue border and rounded corners. On the left side of the button is a circular arrow icon, and to its right is the text 'Restore'.
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.

## Locating restored files

When some files or folders are restored, they are contained inside a newly created restore folder. To help you easily identify 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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