



Perform a granular-level restore

SaaS Backup for Microsoft 365

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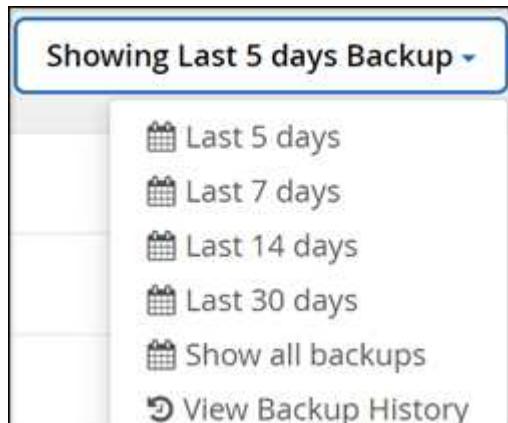
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Perform a granular-level restore

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.) Note: 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>

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
Conversation history under Mail folder	No	No	Yes	Exchange Online > Mailboxes - Users > <User Name>
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**.

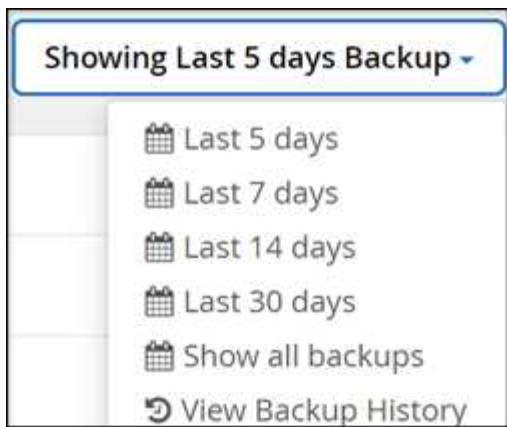
A message is displayed indicating that the restore job was created.

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 <sitename_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:

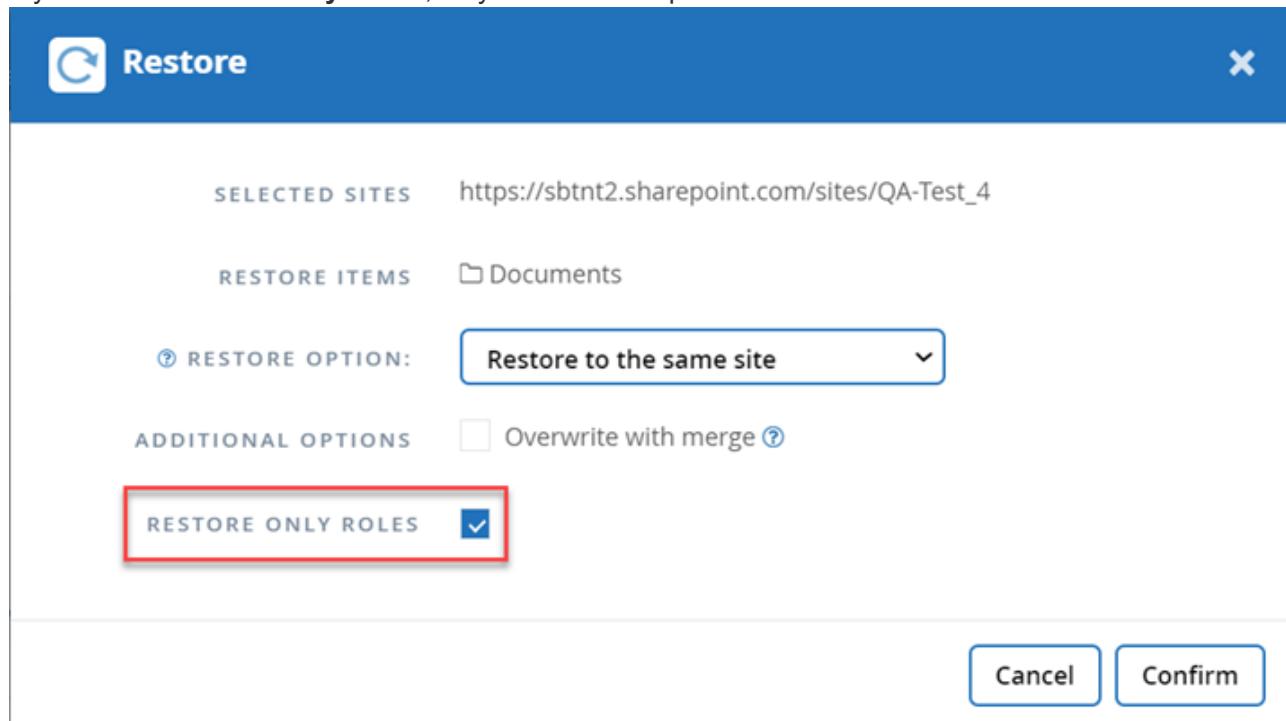
◦ **Restore to the same site**

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.



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**.

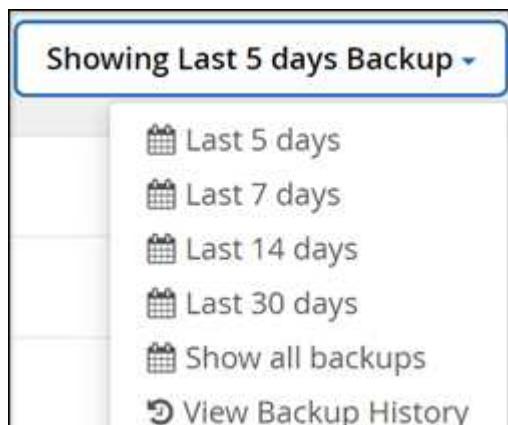
A message is displayed indicating that the restore job was created.

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.



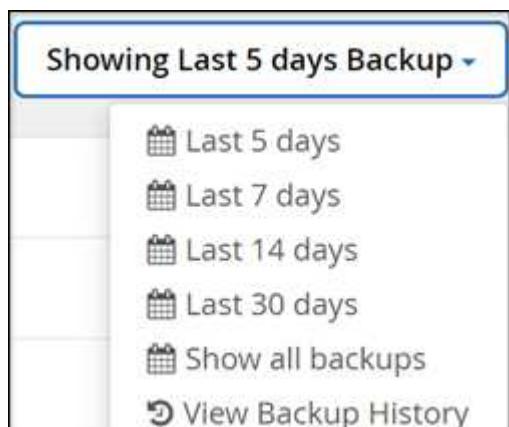
If you select the **Export Data** restore option, the provided link is valid for seven days and is pre-authenticated.

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

Type of item	Restore to the same team	Restore to another team	Export data	Where to find it in SaaS Backup
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
Conversations/chat	No	No	Yes (export to HTML only)	<ul style="list-style-type: none"> Office 365 Groups > Teams > (Team Name) > Mailbox > Conversations > Team Chat Office 365 Groups > Teams > (Team Name) > Mailbox > Mail > Conversation History > Team Chat (actual location)
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	<p>Office 365 Groups > Teams > (Team Name) > Channels</p> <p>Note: Restore includes channel name and tab names only.</p>
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	<p>SharePoint > (Private channel site name) > Documents > (Private Channel name)</p> <p>Note: 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.</p>
OneNote content	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Documents > (Channel Name)

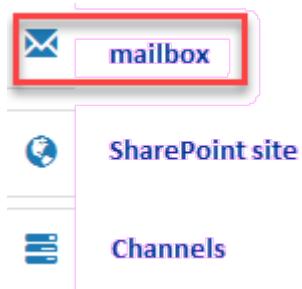
Type of item	Restore to the same team	Restore to another team	Export data	Where to find it in SaaS Backup
Wiki content	Yes	No	Yes	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Teams Wiki Data > (Channel Name)
Files	Yes	No	No	Office 365 Groups > Teams > (Team Name) > SharePoint Site > Documents > (Channel Name)
Individual user chat and group chats Note: Chats included in Exchange Online backups.	No	No	Yes	<ul style="list-style-type: none"> Exchange > "User" > Mail > Conversations > Team Chat Exchange > "User" > Mail > Conversation History > Team Chat
Files in individual user chat and group chats Note: 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.

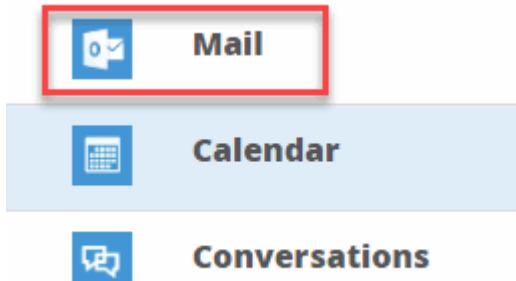
Steps

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.

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

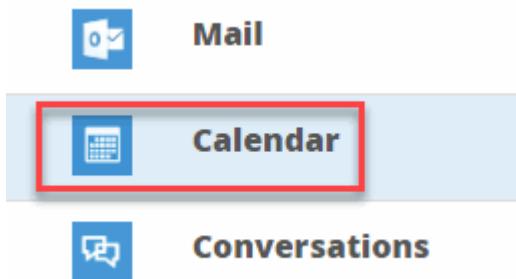
- Select **Restore to the same mailbox or Export Data**.

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.

- Click **Confirm**.

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



- Select **Calendar** and click **Restore**.

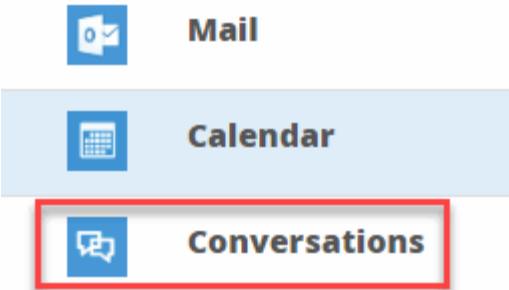
- Select **Restore to the same mailbox or Export Data**.

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.

- 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.

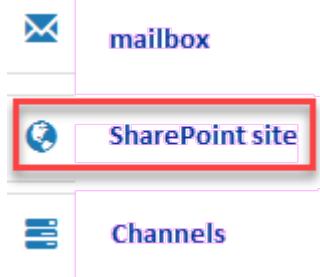
- b. Click **Confirm**.

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.

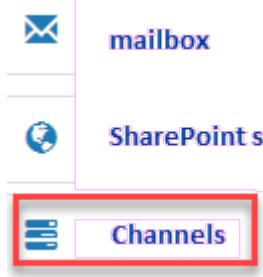
9. Click **Confirm**.

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**.

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