



Performing a granular-level restore

SaaS Backup For Office 365

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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

Type of item	Restore to the same site	Restore to another site	Export data
Single site	Yes	Yes	Yes
Multiple sites	Yes	Yes	No
Communication sites	No	No	No
Single/multiple subsites	Yes	Yes	Yes
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 for 'Cancel' and 'Confirm' 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.

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.

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