



Release notes

SaaS Backup for Microsoft 365

NetApp

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Release notes

New features and updates

The following new features and updates have been added to this release of NetApp SaaS Backup for Microsoft 365.

October 2022

- Data migration is now possible in SaaS Backup for Microsoft 365. Account administrators can request data migration to tenant-owned Amazon S3 and Azure Blob storage destination buckets. Learn how to [migrate data](#).
- The SaaS Backup Export Utility tool is now available and facilitates the export of your migrated data to Amazon S3 and Azure Blob storage destination buckets, or local storage. Sign in to [the NetApp Support Tools page](#) and search for the NetApp SaaS Backup Bulk Export Tool.

November 2021

Microsoft 365 targets October 2021 to deprecate Basic Authentication in Exchange Online. For more information, see [Basic Authentication and Exchange Online - September 2021 Update](#). After deprecation, discovery failures can occur for Microsoft 365 groups, and Shared and Archive mailboxes. You can enable Modern Authentication at any time to avoid these failures.

If you are a new customer, Modern Authentication is enabled when you sign up. No action is needed.

If you are an existing customer and have not enabled Modern Authentication, you need to take action. See [Enable Modern Authentication](#).

December 2020

If you deploy Microsoft Azure in the US, your data will not leave your Microsoft environment. During the sign-up process for SaaS Backup for Microsoft 365, you can use Azure Blob storage or your own storage.

[Sign up for SaaS Backup from a paid subscription](#)

November 2020

- Starting this month, you can monitor user data for all services. With this new functionality you can download an Excel file to monitor several user data types like email or url addresses, mailbox types, license use, discovery state, last discovery, backup status, backup tier, and more.

[Monitor user data](#)

- Now you can restore your Microsoft Office 365 Groups to another group.

[Perform a high-level restore](#)

- OneDrive for Business license holders can release licenses and purge users without restrictions.

[Release a user license](#)

[Purge a user, site collection, or Microsoft 365 group](#)

- When searching in the job history log, you can now filter by job completion status in addition to job type, service, start time, and end time.

[View job history](#)

June 2020

- SaaS Backup for Microsoft 365 now supports advanced search capabilities for Exchange Online users. After **Advanced Search** is enabled, you can search for individual, shared, and archive mailbox items within the last six months of backup data.

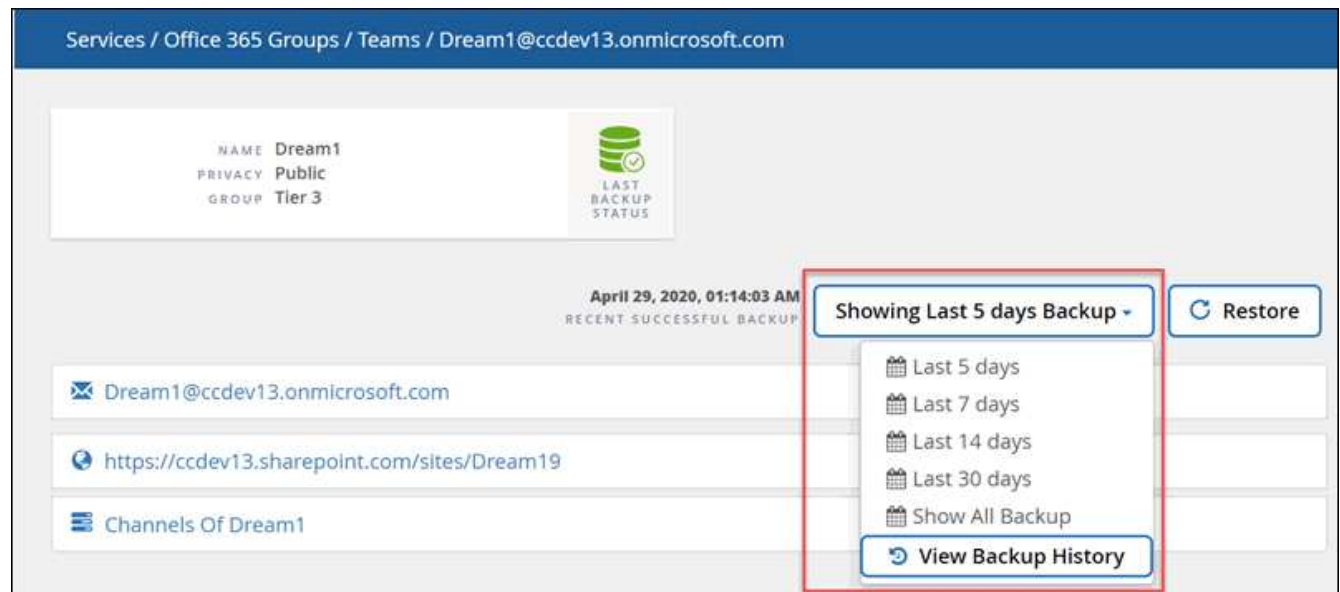
[Use Advanced Search](#)

To enable this feature, go to [Support](#) and submit a request.

You can also email the SaaS Backup support team at saasbackupsupport@netapp.com.

March/April 2020

- Now you can select different time ranges to browse backups for Microsoft 365 Exchange, SharePoint, OneDrive for Business, and Groups for protected users.



[Browse backups](#)

- SaaS Backup for Microsoft 365 now supports backup to Microsoft TeamsChat. With this new functionality, you can backup and restore your conversations, channels, tabs, attachments, members, and settings found in Microsoft TeamsChat.

[Perform an immediate backup of a service](#)

To enable this feature, go to [Support](#) and submit a request.

You can also email the SaaS Backup support team at saasbackupsupport@netapp.com.

January 2020

- You can now view mailboxes, sites, mysites, groups, or accounts that have been deprovisioned.
[View deprovisioned items](#)
- User licenses are now automatically released seven days after the accounts are purged. You can view a list of items scheduled to be purged within seven days and list of items that have already been purged.
[View a list of purged data](#)
- Backup for Microsoft OneNote notebooks is now supported for Microsoft SharePoint Online and OneDrive for Business.
[Enable backups for OneNote](#)

September 2019

- You can now activate support for paid subscriptions of SaaS Backup.
Activating support enables you to access technical support over the phone, online chat, or web ticketing system.

[Activate Support](#)

June 2019

- SaaS Backup for Microsoft 365 now supports the backup and restore of items created using the copy-to feature in Microsoft SharePoint Online and Microsoft OneDrive for Business.
- Enhancements have been made to include additional details in the restore statistics including restore size, restore location, and additional comments.

May 2019

- SaaS Backup now supports add-on licenses.

[Update subscription information](#)

April 2019

- SaaS Backup for Microsoft 365 now supports deletion of security groups.

[Delete security groups](#)
- Shared mailboxes no longer consume a user license.

March 2019

- SaaS Backup for Microsoft 365 now supports multiple backup locations in each supported region.

You can now choose any of the available locations in your selected region as the site for your data backup. Choosing the location that is geographically closest to the location of your data is recommended. The location recommended by SaaS Backup is marked as **preferred** in the list of options.
- You can now release user licenses and make them available for other users.
[Release a user license](#)

February 2019

- SaaS Backup for Microsoft 365 now supports the following:
 - Backup and restore of archive mailboxes.
 - Enhanced backup and restore statistics across Microsoft Office Exchange Online, SharePoint, and OneDrive for Business.

Archived

Click [here](#) for the archived list of new features

New features and updates - Archived

The following is an archived list of new features added to SaaS Backup for Microsoft 365.

December 2018

- SaaS Backup for Microsoft 365 can now be purchased through the AppDirect Marketplace and the CANCOM Marketplace.

August 2018

- The user interface has been redesigned for improved user experience and efficiency.
- Data retention policies have been updated to allow data to be retained for 3 years.
[Backup policies](#)

May 2018

- NetApp Cloud Control has been renamed to NetApp SaaS Backup for Microsoft 365.
- You can now purge users, site collections, and Microsoft 365 groups, completely removing all associated data from SaaS Backup for Microsoft 365.
[Purge a user, site collection, or Microsoft 365 group](#)
- SaaS Backup now discovers both public and private groups for Microsoft 365 groups.

April 2018

- SaaS Backup for Microsoft 365 now supports shared mailboxes for Microsoft Office Exchange Online.

Shared mailboxes are discovered through the use of an automatically created service account. If you have not activated service for Microsoft Office Exchange Online prior to this update, the automatic service account for shared mailboxes is created by SaaS Backup when you activate Microsoft Office Exchange Online. If your service for Microsoft Office Exchange Online is already activated, you must grant SaaS Backup permission to create the automatic service account, so that your shared mailboxes can be discovered and backed up. [Grant permissions to enable shared mailboxes](#)

After your automatic service account is created, your shared mailboxes will be automatically discovered during the next scheduled synchronization of your user account. If you want your shared mailboxes discovered immediately, you can [discover your user accounts immediately](#).

March 2018

The location in which you enter an activation code for a free trial was moved to the Add a Service Provider wizard:

The screenshot shows a six-step wizard progress bar at the top: 1. SaaS Service, 2. Add Account, 3. Services Offering, 4. Subscription (active), 5. Backup Destination, 6. Review & Save. Below the progress bar, the title 'Select the subscription type' is displayed with a document icon. There are two buttons: 'Free Trial' (highlighted with a blue border) and 'Licensed'. Below these buttons is a light gray informational box containing the text: 'NetApp Cloud Control **free trial** will be valid for **30 days**. You can upgrade from trial to license version any time in trial period or within 15 days after your trial version is expired.' At the bottom, there is a search icon and a text input field labeled 'Activation Code'.

February 2018

- Filtering based on Template ID is now available for Microsoft SharePoint Online.
[Create a user defined filter](#)
- You can now download the SaaS Backup for Microsoft 365 user account activity log to a .csv file.
[Download logs](#)
- Synchronization of user accounts, sites, and groups between SaaS Backup for Microsoft 365 and your service is now enabled by default.
- Inclusion of backup version history is now enabled by default. The default number of versions is 20.
[Backup settings](#)

January 2018

- The activity log now displays the name of the user ID associated with each action performed inside SaaS Backup for Microsoft 365.
- You can now manually synchronize your user permissions with Azure Active Directory from within SaaS Backup for Microsoft 365.
- Microsoft Exchange Online now supports export to PST for restore at the folder level.

November 2017

- SaaS Backup for Microsoft 365 now supports Azure Blob as an option for SaaS Backup provided storage.
- SaaS Backup for Microsoft 365 now supports Microsoft 365 Groups for backup and restore. Microsoft Exchange Online or Microsoft SharePoint Online must be activated before you can activate Microsoft 365 Groups. Microsoft 365 Groups can only be protected by the tier 3 backup policy.
- Microsoft Exchange Online now supports export to PST for restore at the mailbox level.

October 2017

- Rules can be created that allow you to automatically move users to a preselected backup tier based on predefined criteria.

You can create rules for Microsoft Exchange Online and Microsoft OneDrive for Business. You cannot create rules for Microsoft SharePoint Online.

[Create new rules](#)

Known problems and limitations

The following are known limitations identified at the application level for SaaS Backup for Microsoft 365.

For SharePoint Online

SaaS Backup does not support backups of archived SharePoint sites.

For OneDrive for Business

Newly added drives are not detected until you manually complete a sync for the service.

For Exchange Online

- SaaS Backup does not support backups for public folders.
- **Advanced Search** is only available for Exchange Online. The setting is disabled by default. A customer must request to enable this feature. After the **Enable Advanced Search** setting is enabled, administrators must manually enable the search feature for individual users.

For Teams

- Channel configuration is restored but content and conversations are not.
- Due to API limitations, SaaS Backup cannot differentiate between public and private channels in SaaS Backup.
- High-level restore restores Mailbox & SharePoint data only, not conversations.
- Backup or restore for emojis and gifs is not supported in Teams Chat.
- Team chat conversations only export option is Export to HTML.
Attachment links posted in conversations are not visible in the html document.

For OneNote

- Export to data is not available.
- Incremental backup job might fail with the following error message:
`Partial Failure. Failed to back up few OneNote Sections.`
- OneDrive backups include the backup of .onebak files.
- Restore statistics are not available for download.
- Data export and data purge are not supported.

Other problems and limitations

The following known problems and limitations are not specific to one application.

For all users who sign up with a Microsoft 365 service account:

- SaaS Backup supports Basic Authentication only.

For free trial users:

- A maximum of 10 restores per service are allowed in a 24-hour period.

For licensed users:

- A maximum of 10 export data restores per service are allowed in a 24-hour period. All other restore options have no limitations.

For restores of site collection groups:

- If an entire site collection group is deleted, the restore of private groups in the collection fails, resulting in a restore job status of “partially failed.” If this happens, the site is not accessible from the GUI.

For **Advanced Search**:

- A maximum of 10 search jobs are allowed in a 24-hour period.

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