



# **Upgrading from a trial subscription**

## **SaaS Backup For Office 365**

NetApp  
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# Upgrading from a trial subscription

## Upgrading from a trial subscription

When you upgrade from a trial subscription to a licensed subscription, your trial data is only preserved if you keep the same backup storage destination type and the same backup storage region. To associate the license to the correct tenant account when you upgrade, use the same email address for both trial and licensed subscriptions.

**If you change your backup storage destination type, your trial data is lost. Any change to your backup destination region also results in data loss.**

If the backup destination of your trial subscription is...	And the backup destination of your licensed subscription is...	Your trial data is...
Amazon S3 provided by SaaS Backup	Amazon S3 provided by SaaS Backup	Preserved
Azure Blob provided by SaaS Backup	Azure Blob provided by SaaS Backup	Preserved


### Before you begin

To validate your subscription, you must have a NetApp SSO user ID and password. If you do not have a NetApp SSO account, go to <https://mysupport.netapp.com/eservice/public/now.do> to register for one. After your request has been processed, you will receive an email notification containing your NetApp SSO credentials. It will take approximately 24 hours to process the request and send the notification email.

### Steps

1. Click  **SERVICES** from the left navigation pane.
2. Click the Microsoft 365 link.



3. Under **Subscription details**, click .
4. Select your upgrade option, and then click **Next**.  
If you are purchasing through AWS Marketplace, select **AWS Marketplace**. Otherwise, select **NetApp License**.
5. If you selected **NetApp License**:
  - a. Enter the license information, and then click **Validate Subscription**.  
A confirmation of your license information is displayed.
  - b. Click **Next**.  
Your subscription storage information and including your storage destination and region is displayed.
  - c. If you want to change your destination storage type or destination storage region, do the following:
    - i. Select your new destination storage type and/or region.





If you change the destination of your storage or your destination region, NetApp SaaS Backup for Microsoft 365 does not migrate the trial data. You must agree to proceed.

- ii. If you are changing the destination storage type, enter the required information and click **Test Connection**.
  - iii. Click **Next**.
  - iv. Review your configuration, and then click **Save**.
  - d. If you want to keep the same destination storage type and destination storage region, review your configuration and click **Save**.
6. If you selected **AWS**, **AppDirect**, or **StreamOne**:
- a. Click the link to go to the selected Marketplace.
  - b. Follow the Marketplace instructions.  
To associate the license to the correct tenant account, use the same email address used for the free trial.



Licensed subscriptions through AWS marketplace can only use the Amazon S3 storage provided by SaaS Backup.

- c. Sign in to SaaS Backup for Microsoft 365 with your Microsoft 365 account.
- d. Click the Microsoft 365 settings icon  .
- e. Under Subscription details, click  .  
If you selected a backup storage that is different from your trial subscription, a warning is displayed. SaaS Backup for Microsoft 365 does not migrate the trial data to the new destination. You must agree to proceed.



If you select to have fewer users in your licensed subscription than in your trial subscription, all user accounts are moved to the unprotected tier when the licensed subscription is activated. After activation, you must manually move the desired accounts into a protected tier.

- f. Click **Save**.
- g. If you haven't already done so, [activate support](#).

## Activating support



If you purchased SaaS Backup through NetApp, support is activated by default. If you purchased SaaS Backup through a Cloud Marketplace such as AWS, you must activate support. Activating support enables you to access technical support over the phone, online chat, or web ticketing system.

If you are upgrading from a trial version of SaaS Backup, you can activate support either before or after you complete the upgrade process.

### Before you Begin

In order to activate support, you must have a NetApp SSO user ID and password. If you do not have a NetApp SSO account, go to <http://register.netapp.com> to register for one. After your request has been processed, you will receive an email notification containing your NetApp SSO credentials. It will take approximately 24 hours to process the request and send the notification email.

### Steps

1. Click  from the left navigation pane.
2. Click the settings icon .
3. In the **Activate Support** box, click **Activate**.
4. Enter your NetApp SSO username and password.
5. Click **Activate**.

The support status is now **Active**.

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