

VEEAM

Veeam Backup for Microsoft Office 365

Version 2.0

User Guide

July, 2018

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Contacting Veeam Software

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Customer Support

Should you have a technical concern, suggestion or question, please visit our Customer Center Portal at www.veeam.com/support.html to open a case, search our knowledge base, reference documentation, manage your license or obtain the latest product release.

Company Contacts

For the most up to date information about company contacts and offices location, please visit www.veeam.com/contacts.html.

Online Support

If you have any questions about Veeam products, you can use the following resources:

- Full documentation set: www.veeam.com/documentation-guides-datasheets.html
- Community forum at forums.veeam.com

About This Document

This document provides general information on how to use the Veeam Backup for Microsoft Office 365 solution to back up and recover your Microsoft Online and On-Premises organizations data.

Information herein is applicable to Veeam Backup for Microsoft Office 365 version 2.0 until it is replaced with a newer product version.

Intended Audience

This guide is intended for IT specialists who want to provide 24/7/365 data availability for Microsoft Online and On-Premises organization users.

Revision History

Revision #	Date	Change Summary
Revision 1	7/24/2018	Initial version of the document for Veeam Backup for Microsoft Office 365 2.0.

About Veeam Backup for Microsoft Office 365

Veeam Backup for Microsoft Office 365 is a comprehensive solution that allows you to back up and recover your Microsoft Office 365 and on-premises Exchange and SharePoint organizations data containing Microsoft Exchange items, Microsoft SharePoint items, and OneDrive documents.

The solution can be deployed on virtual or physical machines, or directly on cloud platforms such as Azure or Amazon Web Services.

To recover your data, you use Veeam Explorer for Microsoft Exchange or Veeam Explorer for Microsoft SharePoint both of which come as part of the Veeam Backup for Microsoft Office 365 distribution package. The Veeam Explorers set allows you to browse your backup content and perform necessary disaster-recovery operations.

Not only can you recover your data, eliminating the risk of losing it, but you can also export required items, save them locally to your hard drive or over the network, or send via your email directly from the backup file, without having to extract the content.

Veeam Backup for Microsoft Office 365 also gives service providers the abilities to back up tenants organizations data directly from the tenants servers by establishing the connection to tenants organizations and retrieving the existing data according to the rules you define.

What's New

The following new features and enhancements have been implemented in Veeam Backup for Microsoft Office 365 version 2.0:

- Support for Microsoft SharePoint sites, libraries, items, and documents backup and restore.
- Support for Microsoft OneDrive documents backup and restore.
- Support for separate components installation during setup.
- Support for selecting different color schemes.
- Support for custom list templates in Veeam Explorer for Microsoft SharePoint.
- Support for comparing items with Veeam Explorer for Microsoft Exchange.
- Support for exporting extended logs for proxy and controller components.

How Veeam Backup for Microsoft Office 365 Works

The following steps briefly describe the overall concept of Veeam Backup for Microsoft Office 365 backup and restore procedures:

1. To be able to back up your Microsoft Office 365 and/or On-Premises SharePoint/On-Premises Exchange organizations data, you add these organizations to the program scope.

For more information on adding new organizations, see [Adding Microsoft Organizations](#).

2. To process your data more efficiently, you configure additional backup proxy servers to govern ingress/egress requests, and assign new backup repositories to store your backup data.

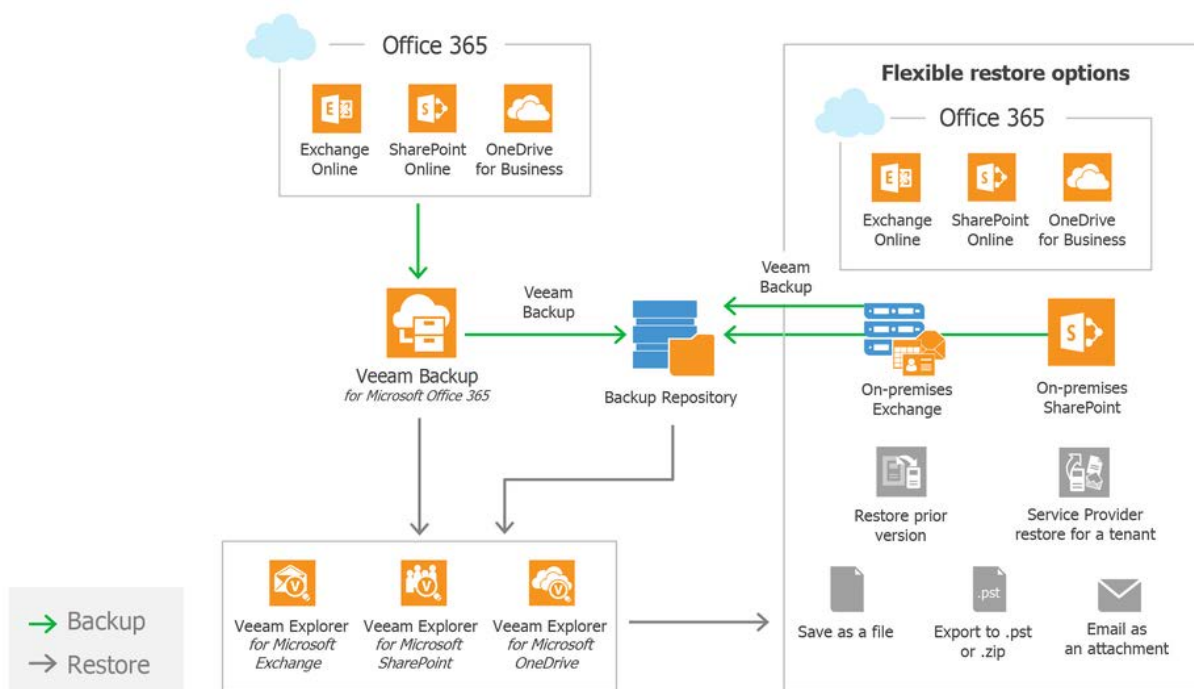
For more information on configuring backup proxy servers along with the backup repositories, see [Configuring Backup Proxy Servers](#) and [Configuring Backup Repositories](#) respectively.

3. To create a new backup file, you configure a backup job that defines the behavior of how your organizational data should be archived.

For more information on creating and configuring new backup jobs, see [Performing Organization Data Backup](#).

4. To explore, recover, export, save or send your backup data, you utilize the capabilities of Veeam Explorers.

For more information, see [Exploring Veeam Backup for Microsoft Office 365 Backups](#).



Applications and Components

Veeam Backup for Microsoft Office 365 distribution package comprises the following applications:

- Veeam Backup for Microsoft Office 365
- Veeam Explorer for Microsoft Exchange
- Veeam Explorer for Microsoft SharePoint

Veeam Backup for Microsoft Office 365

Veeam Backup for Microsoft Office 365 is responsible for handling an organization data backup and consists of the following components:

- `Veeam.Archiver.Service` service. Controls global configuration settings.
- `Veeam.Archiver.Proxy` service. Responsible for proxy servers management.
- `Veeam.Archiver.Shell` UI component. Provides a graphical UI representation.
- `Veeam.Archiver.RESTful.Service` service. Processes RESTful commands. This service is disabled by default and can be activated by enabling the REST feature, as described in the [Configuring RESTful API Settings](#) section.

Veeam Explorer for Microsoft Exchange

Veeam Explorer for Microsoft Exchange allows you to explore and recover your Microsoft Exchange data from the backups created with Veeam Backup for Microsoft Office 365.

Veeam Explorer for Microsoft SharePoint

Veeam Explorer for Microsoft SharePoint allows you to explore and recover your Microsoft SharePoint and Microsoft OneDrive data from the backups created with Veeam Backup for Microsoft Office 365.

NOTE:

Veeam Explorer for Microsoft SharePoint and Veeam Explorer for Microsoft OneDrive for Business are distributed in one package.

Understanding Repository Files

Backup repositories are used to store your backup data archived with Veeam Backup for Office 365.

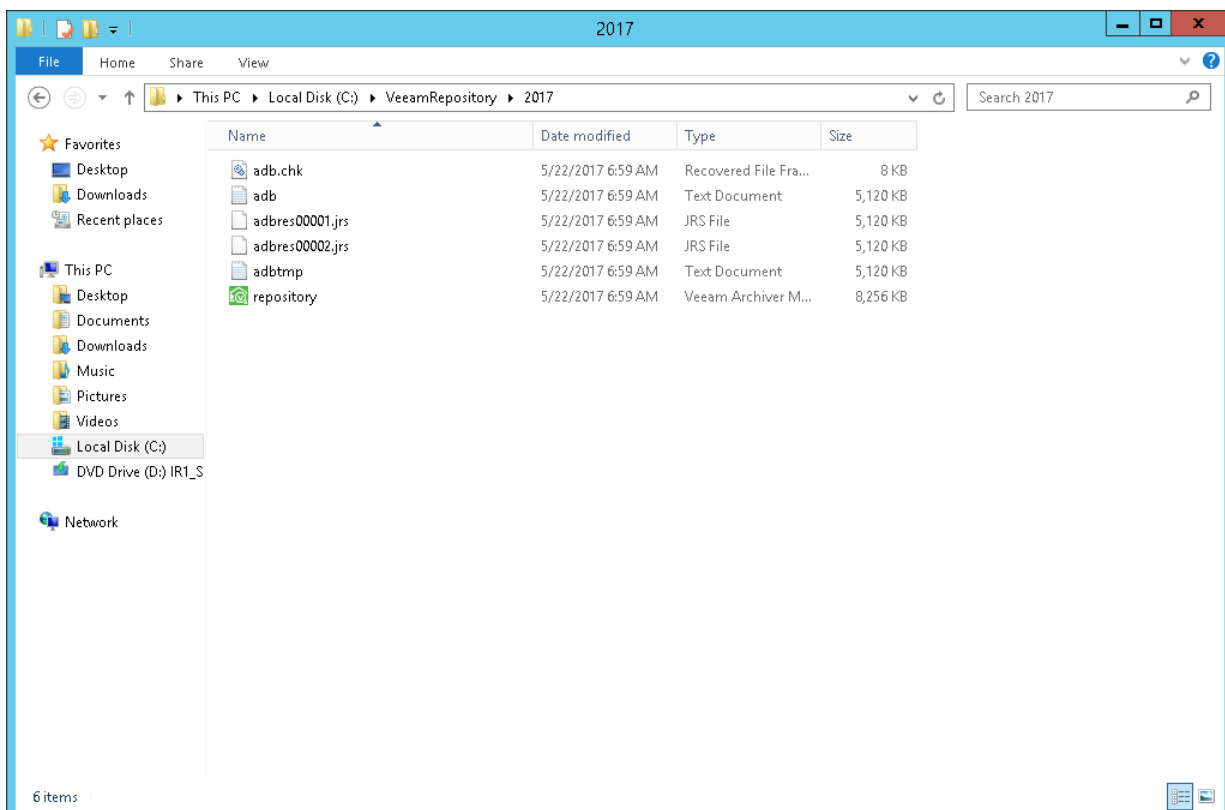
After you install the solution, Veeam creates the default backup repository which is the `C:\VeeamRepository` directory on your localhost. You are encouraged to configure additional repositories to enhance overall production environment performance.

Direct Access Storage is a recommended type for storing your backup data. Others are SAN and SMB3 (with experimental support). For more information on configuring new backup repositories, see [Configuring Backup Repositories](#).

The repository structure consists of various subfolders that are organized and named based on the last items modification time. For example, an item that was last modified on 26 May 2015 will be backed up to the subfolder **2015**, all items last modified in 2016 — to the subfolder **2016** and so on.

When you run a backup job for the first time, Veeam creates the following set of files:

- The `Repository.xml` file that stores overall configuration settings, including proxy and management servers IDs.
- The `repository.adb` file, which is the database file that keeps your Office 365 organizations data. Such data is kept according to the retention policy. For details, see [Understanding Retention Policy](#).
- Checkpoint and transaction logs that are required when performing log replay to apply the specific state when recovering your databases.



NOTE:

If you map several backup jobs to the same backup repository, the backup data will be merged into a single `repository.adb` files.

Understanding Configuration Database

Veeam Backup for Microsoft Office 365 uses a configuration database to store general application settings for the management server and the corresponding backup proxy servers.

The database is located in the `C:\ProgramData\Veeam\Backup365\ConfigDB` directory on a management server.

Partial configuration data is periodically replicated to the proxy servers configuration database located in the `C:\ProgramData\Veeam\Backup365\ProxyDb` directory on a proxy machine. Proxy settings are stored in the *Proxy.xml* file in the same folder.

Planning and Preparation

This section provides details on how to prepare your environment before start using Veeam Backup for Microsoft Office 365.

To learn more, see the following topics:

- [System Requirements](#)
- [Used Ports](#)
- [Required Permissions](#)
- [Considerations and Limitations](#)
- [User Authentication](#)

System Requirements

This section lists system requirements for Veeam Backup for Microsoft Office 365.

Supported Microsoft Exchange Organizations

Requirement	Specification	Comments
Exchange Organization	Microsoft Office 365 Exchange Online	For more information on system requirements and limitations for Office 365, see this Microsoft article .
	Microsoft Exchange 2016 or 2013 (on-premises)	For more information on limitations on backup and restore of mail items, see the Considerations and Limitations section.

NOTE:

Throttling policies for Exchange Online cannot be managed via the Office 365 interface. For that, contact Microsoft technical support.

Supported Microsoft SharePoint Organizations

Requirement	Specification	Comments
SharePoint Organization	Microsoft Office 365 SharePoint Online	For more information on system requirements and limitations for Office 365, see this Microsoft article .
	Microsoft SharePoint 2016	For more information on hardware and software requirements for SharePoint 2016, see this Microsoft article .

Veeam Backup for Microsoft Office 365 Server

Specification	Requirement
Hardware	<ul style="list-style-type: none"> ▪ CPU: any modern multi-core x64 processor, 4 cores minimum. ▪ Memory: 8 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance. ▪ Disk Space: 500 MB for product installation and additional free space for configuration database (depending on the amount of organizations, jobs and sessions) and product logs.
OS	<p>Only 64-bit version of the following operating systems are supported:</p> <ul style="list-style-type: none"> ▪ Microsoft Windows Server 2016 ▪ Microsoft Windows Server 2012 R2 ▪ Microsoft Windows Server 2012 ▪ Microsoft Windows Server 2008 R2 SP1 ▪ Microsoft Windows 10 ▪ Microsoft Windows 8.x ▪ Microsoft Windows 7 SP1
Software	<ul style="list-style-type: none"> ▪ Microsoft .NET Framework 4.5.2 or later. ▪ Windows C Runtime and Update (UCRT) in Windows. For more information, see this Microsoft article. ▪ Mail restore requires Veeam Explorer for Microsoft Exchange 9.6. ▪ To use PowerShell cmdlets for backup and/or restore, Windows PowerShell 2.0 or higher is required. When using Windows 2012 or 2012R2, Windows PowerShell 2.0 Engine must be installed regardless of the current PowerShell version. ▪ For more information on Microsoft Office 365 system requirements and limitations, see this Microsoft article. ▪ Mail backup is supported for Microsoft Exchange 2016 or 2013.

IMPORTANT!

- When you install Veeam Explorer for Microsoft Exchange, Veeam Explorer for Microsoft SharePoint, and Veeam Backup for Microsoft Office 365 on different servers, the OS version on computers with Veeam Explorers must be the same or higher than the OS version on a computer with Veeam Backup for Microsoft Office 365.
- Veeam Explorers can only be installed on a machine hosting Veeam Backup for Microsoft Office 365 2.0 or the Veeam Backup for Microsoft Office 365 Console component. You can also use a machine with Veeam Backup & Replication 9.5 Update 3 (or higher) that is deployed either along with any of the above components, or as an independent solution.
- For Microsoft Outlook 2016 the preliminary releases, like Insider releases, or releases provided through Monthly Channel Updates are not supported; Veeam supports only RTM/GA versions of this product. For more information, see [this Microsoft article](#).
- When using BETA version of the program, you can only use the set of Veeam Explorers that come with the BETA distribution package.

Backup Proxy Server

Backup proxy server can be a physical or a virtual machine running Microsoft Windows operating system. For more information on configuring backup proxy servers, see [Configuring Backup Proxy Servers](#).

IMPORTANT!

Backup proxy servers and the machine hosting Veeam Backup for Microsoft Office 365 must be deployed within the same or a trusted domain.

Specification	Requirement
Hardware	<ul style="list-style-type: none">▪ CPU: any modern x64 processor, 4 cores minimum.▪ Memory: 8 GB RAM minimum. Additional RAM and CPU resources improve backup, restore and search performance.▪ Disk space: 300 MB for backup proxy installation and additional free space for configuration database (depending on the amount of organizations, jobs and sessions) and backup proxy logs.
OS	<p>Only 64-bit version of the following operating systems are supported:</p> <ul style="list-style-type: none">▪ Microsoft Windows Server 2016▪ Microsoft Windows Server 2012 R2▪ Microsoft Windows Server 2012▪ Microsoft Windows Server 2008 R2 SP1▪ Microsoft Windows 10▪ Microsoft Windows 8.x▪ Microsoft Windows 7 SP1 <p>Proxy servers can be deployed on the following core editions:</p> <ul style="list-style-type: none">▪ Microsoft Windows Server 2016 LTSC, 1709▪ Microsoft Windows Server 2012 R2
Other	<ul style="list-style-type: none">▪ Microsoft .NET Framework 4.5.2 or higher.▪ Windows C Runtime and Update (UCRT) in Windows. For more information, see this Microsoft article.

Used Ports

The following table contains network ports that must be opened to handle ingress/egress requests from/to various system components of Veeam Backup for Microsoft Office 365.

From	To	Protocol	Port	Notes
Veeam Backup for Microsoft Office 365 server	Microsoft Exchange Online	TCP	80, 443, optionally 587	Used for connection to Microsoft Exchange Online organizations. If you plan to use Exchange Online as a mail server for sending notifications, then open the port 587.
	Microsoft SharePoint Online	TCP	80, 443	Used for connection to Microsoft SharePoint Online organizations.
	Microsoft SharePoint On-Premises	HTTP (HTTPS)	5985 (5986)	Used for connection to Microsoft SharePoint On-Premises organizations using the WinRM port.
	Backup proxy server	TCP	9193	This port must be opened on the backup proxy server for data communication with the Veeam Backup for Office 365 server.
	Veeam auto-update server	HTTPS	443	Used to access the auto-update server and the licensing server. For more information, see Checking for Updates and Installing License . The endpoint URL for both servers is https://autolk.veeam.com/json-rpc.php .
Clients	Veeam Backup for Microsoft Office 365 management server	TCP	9191	Open this port on the Veeam Backup for Office 365 management server for data communication between the server and its clients: RESTful API, PowerShell and Veeam.Archiver.Shell (UI), and, optionally, connection to remote management server (if any).
Veeam Explorer for Microsoft Exchange and Veeam Explorer for Microsoft SharePoint	Veeam Backup for Microsoft Office 365 management server	TCP	9194	Open this port on the Veeam Backup for Office 365 management server for data communication between solution components, as well as for Veeam Explorer for Microsoft Exchange and Veeam Explorer for Microsoft SharePoint clients (RESTful API and PowerShell).

Backup proxy server	Veeam Backup for Microsoft Office 365 management server	TCP	9191	<p>This port must be opened on the Veeam Backup for Office 365 management server for data communication with backup proxy.</p> <p>This port can be changed according to the Editing Backup Proxy Server section.</p>
	Microsoft Exchange Online	TCP	80, 443	These ports are used for connection to Microsoft Exchange Online using EWS (Exchange Web Services).

Required Permissions

This section describes required permissions for user accounts that are going to be used to back up and recover your data.

For Backup

Required Permissions for Veeam Backup for Microsoft Office 365

By default, Veeam Backup for Microsoft Office 365 (Veeam Backup for Microsoft Office 365 Service) uses the **Local System** account. This account has administrative rights on the local machine and should not be changed for Veeam services.

Required Permissions for SharePoint Organizations

The account that is used to connect to Microsoft SharePoint organizations (On-Premises or Online) must belong to that organization and must conform to the following:

- For **SharePoint On-Premises**.

The account must be a member of the **Farm Administrator** group and must have the **Site Collection Administrator** role. This role can be assigned either automatically, when adding a new SharePoint organization, or manually. For more information on adding new organizations, see [Adding Microsoft Organizations](#).

- For **SharePoint Online**.

The account must have either the **Global Administrator** role, or the **SharePoint Administrator** role.

If you prefer to use PowerShell to assign the **SharePoint Administrator** role for SharePoint Online organizations, you can use the following code snippet.

```
Connect-MsolService
$role=Get-MsolRole -RoleName "SharePoint Service Administrator"
$accountname=UPN
Add-MsolRoleMember -RoleMemberEmailAddress $accountname -RoleName $role.Name
```

The MSOL module can be downloaded [here](#).

The `$accountname` parameter must be a user's UPN (for example, user.name@domain.com).

Once the **SharePoint Administrator** role is assigned, wait for 10-15 minutes until you can back up your data.

Required Permissions for Exchange Organizations

The account that is used to connect to Microsoft Exchange organizations (On-Premises or Online) must belong to that organization. Having a mailbox in that organization is optional.

This account must have the following Exchange roles:

- **Role Management** role. To grant **ApplicationImpersonation** role.
- **ApplicationImpersonation** role. To allow this role assignment, the account must be granted the **Organization Management** permission.
- **Organizations Configuration** role. To manage role assignments.
- **View-Only Configuration** role. To obtain the necessary organization configuration parameters.
- **View-Only Recipients** role. To view mailbox recipients (required for job creation).

The **ApplicationImpersonation** role can be assigned by using any of the following methods:

- Automatically, when adding Exchange organizations.
- Manually, by using Exchange Management PowerShell [cmdlets](#).
- Using the Microsoft Exchange control panel.

If you plan to use email notifications on backup job results, the mailbox address that will be used as a notification sender must be delegated the rights to connect to the SMTP server. See [Configuring Notification Settings](#).

NOTE:

If you have created a new Exchange online organization, you may need to use the Exchange control panel or PowerShell cmdlet (`Enable-OrganizationCustomization`) to allow the *ApplicationImpersonation* role to perform any modifications and assignments. For more information, see [this Microsoft article](#).

Assigning ApplicationImpersonation Role via PowerShell

For Microsoft On-Premises Organizations

To assign the **ApplicationImpersonation** role for On-Premises organizations using PowerShell, do the following:

1. Connect to the Exchange server.

```
$UserCredential = Get-Credential
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri
http://exchangeServerName/PowerShell/ -Authentication Kerberos -Credential
$UserCredential
Import-PSSession $Session
```

2. Use the following cmdlet to grant the role.

```
New-ManagementRoleAssignment -Role ApplicationImpersonation -User "Administrator"
```

For Microsoft Online Organizations

To assign the **ApplicationImpersonation** role for Online organizations using PowerShell, do the following:

1. Connect to the Exchange server.

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri  
https://outlook.office365.com/powershell-liveid/ -Credential $Credential -  
Authentication Basic -AllowRedirection  
Import-PSSession $Session
```

To obtain the list of users whom the **ApplicationImpersonation** role has already been granted, use the following cmdlet (for both On-Premises and Online organizations).

```
Get-ManagementRoleAssignment -Role "ApplicationImpersonation"
```

To remove the role, use the following cmdlet (for both On-Premises and Online organizations).

```
Get-ManagementRoleAssignment -RoleAssignee "Administrator" -Role  
ApplicationImpersonation -RoleAssigneeType user | Remove-ManagementRoleAssignment
```

For Restore

- To be able to connect to the Veeam Backup for Microsoft Office 365 server from Veeam Explorers, you must use the account that belongs to the **local Administrator** group.
- To automatically resolve mailboxes in Veeam Explorer for Microsoft Exchange and filter out Exchange System Mailboxes, you must configure your account according to the following:

- This account can be included in the domain **Administrators** or **Organization Management** group.
- This account can be granted **Read** permission for the **objectClass** attribute of the Microsoft Exchange System Object container. Make sure to select the **Apply these permissions to objects and/or containers within this container only** option.

If the **Read** permission was not granted for the account that is a member of the **Authenticated users** group, Veeam Explorer will not be able to recover Exchange system mailbox objects. It is recommended to avoid processing such mailboxes by deselecting them in the backup job wizard.

- The account you are using for restoring data to a public folder should own a mailbox on the target Microsoft Exchange server.
- To restore folders/items back to Exchange Online organizations, the account you specify in the restore wizard requires sufficient permissions to access the target production server. To restore to the on-premises Microsoft Exchange organization, the account you specify in the restore wizard will need the corresponding access rights:
 - If you plan to use the account that owns a mailbox on target, make sure it has **Full Access**. **Full Access** can be granted, for example, through impersonation or via rights assignment with the following cmdlet:

```
Add-MailboxPermission -Identity "<target_mailbox>" -User "<user_account>" -
AccessRights FullAccess -InheritanceType All
```

- If you plan to use the account that does not own a mailbox on the target server (for example, a service account), then access rights for the target mailbox should be granted through Exchange impersonation. For example, you can run the following cmdlet:

```
New-ManagementRoleAssignment -Name "<role_name>" -Role ApplicationImpersonation -User
"<user_account>" [-CustomRecipientScope "<scope>"]
```

The following cmdlet demonstrates how to narrow the group of users whom will be assigned appropriate roles to access the target mailbox. The *CustomRecipientScope* parameter is used with sample Organizational Unit specified as the scope:

```
New-ManagementRoleAssignment -Name "Exchange Test" -Role ApplicationImpersonation -
User "Test User" -CustomRecipientScope "spain.local/TargetUsers"
```

Recalling Privileges Granted Through Impersonation

When finished working with Veeam Backup for Microsoft Office 365, you may want to recall the privileges assigned to the user through impersonation. For that, run the following cmdlet:

```
Remove-ManagementRoleAssignment -Name "<role_name>"
```


Considerations and Limitations

This section covers known Veeam Backup for Microsoft Office 365 considerations and limitations.

Infrastructure and Configuration

- Installing the product on Windows 2008 operating system is not supported; Windows 2008 R2 SP1 is a minimal supported OS version.
- Using FAT32 is not recommended due to the limited database size, which is 4GB. Use NTFS and ReFS instead.
- Requirements and limitations from Microsoft can be found in the [System requirements for Office](#) article. In particular, it is impossible to modify throttling policies for Exchange Online. If you need to modify these settings, please contact Microsoft technical support.
- For Microsoft Outlook 2016, the preliminary releases, like Insider releases, or releases provided through Monthly Channel Updates are not supported; Veeam supports only RTM/GA versions of this product. For more information, see [this Microsoft article](#).
- Backup proxy servers and the Veeam Backup for Microsoft Office 365 server must be deployed within the same or trusted domain.
- If you want to use HTTP proxies to connect to EWS for data retrieval, it is strongly recommended that you contact Veeam technical support to help you configure required parameters properly.
- Current version does not support automatic firewall rules creation and ports opening. If any of the required ports is closed, you should open it manually. For more information, see [Used Ports](#).
- If you are running Veeam Backup for Office 365 UI (shell) and management server on different machines, before installing a backup proxy that will be controlled by that management server, make sure that management server is trusted for delegation. For more information, see [this Microsoft article](#).
- Symbolic link set as a mapped drive is not supported as repository target in this version.
- If a Windows machine hosting backup proxy was renamed, this proxy will have the Offline status displayed in the management console. To work around, in the management console remove this proxy from the infrastructure configuration, then configure this proxy anew, targeting at the machine with its new name. Associated repositories will be preserved.
- If the *ProxyDB* folder containing proxy configuration database is deleted from a proxy server, this proxy cannot obtain information about its associated repositories any longer. Thus, backup jobs targeted at those repositories will fail with the following error message: "*Error: Repository does not exist.*" To work around, you need to re-create this proxy.
- A repository initially associated with the certain backup proxy can be used only by a proxy with the same or higher version of Windows OS. If you try to associate this repository with a backup proxy running an earlier Windows version (for example, after downgrading the proxy server OS due to maintenance reasons), the program will not be able to access the repository data. The error message will be issued saying:
"*Error: JetError -514, JET_errBadLogVersion, Version of log file is not compatible with Jet version*".
The reason is that Jet engine (ESE) differs for different versions of Windows OS. To be able to work with the data backed up by a proxy prior to such maintenance, make sure that the proxy has the same OS version before and after maintenance.
- IPv6 addressing is not supported for Microsoft Azure China region.
- Notifications on job results may not work properly for Microsoft Azure China and Germany regions.

Backup

- Backup of *In-Place Hold Items* is not supported for on-premises Exchange 2013 due to EWS limitations.
- When creating public folders backups, only the primary hierarchy mailbox will be selectable for the backup.
- If you modify the retention policy tag for a folder, Veeam Backup will perform full synchronization of that folder during the next job run. The reason is that any change to retention policy makes changes to all items in the folder (modifies tag, updates last modification time). Such changes are treated by synchronization mechanism as the new item version, which, in turn, automatically initiates a full sync. For more information, see [this Microsoft article](#).

Restore

- Bulk restore (restore of multiple objects) is not supported for public folders. Use usual (per-object) restore instead.
- If you want to restore *In-Place Hold Items* or *Litigation Hold Items* to the original location (that is, original mailbox system folders), consider the limitations that exist for this kind of restore:
 - Restore of *In-Place Hold Items* is not supported for on-premises Exchange Server 2013 due to EWS limitations.
 - To restore In-Place Hold Items of Exchange 2016 mailboxes, these mailboxes must have In-Place Hold enabled and applied at least once, with DiscoveryHolds system folder creation. Otherwise, restore of In-Place Hold Items will fail with an error: "Failed to restore In-Place Hold Items. Restore of In-Place Hold Items into Exchange 2013 is not supported". For information on enabling In-Place Hold and Litigation Hold, see [this Microsoft article](#)
 - Currently, Veeam Explorer for Microsoft Exchange does not support browsing and restoring items from the *Versions* subfolder of the *Recoverable Items* folder used by *In-Place Hold* and *Litigation Hold* to preserve items.

User Authentication

Veeam Backup for Microsoft Office 365 uses the following components to connect to Microsoft Exchange and Microsoft SharePoint organizations and pass the authentication routine:

- Exchange Web Services (EWS) and PowerShell to connect to On-Premises Microsoft Exchange organizations.
- SharePoint Client Object Model (CSOM) and Windows Remote Management to connect to On-Premises Microsoft SharePoint organizations.
- Microsoft Graph for Microsoft Office 365 organizations.

Authentication for SharePoint Organization

To be able to connect to On-Premises SharePoint organizations, you must configure Windows Remote Management. For more information, see [this Microsoft article](#).

You will be required to provide a WinRM port number when connecting to Microsoft SharePoint organizations. For more information, see [Adding Microsoft On-premises SharePoint Organization](#).

Authentication for Exchange Organization

Using Exchange Web Services (EWS)

When transferring data using EWS, the SSL connection is always established.

Using PowerShell

When transferring data using PowerShell, two methods are possible:

- **Use SSL with Basic authentication.** This method is recommended by Microsoft as it provides secure communication of user credentials (account and password) inside the encrypted SSL channel. For more information, see [Connect to Exchange Online PowerShell](#).

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri  
https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential -  
Authentication Basic -AllowRedirection
```

- **Use SPN (Service Principal Name) and Kerberos authentication.** To use this method, it is recommended to deploy Veeam Backup for Office 365 management server within the same domain as the Exchange server and provide access to the domain controller. You may also need to map the Exchange server to the hybrid domain. Consider that this method cannot be used for multiple servers included in CAS.

Use the **setspn** command-line utility to map the Kerberos service principal name to the Microsoft account. For more information, see [this Microsoft article](#).

```
setspn -A HTTP/Mail.hybridDomain.com ExchangeHost
```

Licensing and License Types

Veeam Backup for Microsoft Office 365 is licensed per user account in all organizations.

Each user account consists of the following objects:

- A personal mailbox.
- An online Archive mailbox.
- OneDrive documents.
- Personal SharePoint sites.

A license is not required for shared and resource mailboxes.

Veeam also considers managed mailboxes that have at least one restore point that was created within the last 31 days. If you do not archive a mailbox for 31 days, its license will be revoked and can be applied to another mailbox.

NOTE:

After you install Veeam Backup for Microsoft Office 365, you will be prompted to provide the product license. You can dismiss this step and continue using the product without any license installed. In this case, you will have the *Community Edition* mode that allows you to process up to 10 user accounts in all organizations including 1TB of Microsoft SharePoint data. Such mode suggests using the community license, which is not limited in time, nor implies any limitations in terms of program functionality. See [Installing License](#).

Grace Period

To ensure a smooth license update and provide sufficient time to install a new license file, Veeam offers a grace period. A grace period is a period of time during which the product keeps working in a full-version mode after the license has expired or the number of mailboxes exceeds the number covered by the license.

License Types

Veeam Backup for Microsoft Office 365 supports the following types of licenses:

- [Subscription License](#). Paid, fully-functional license that expires at the end of the subscription term which is 1 or 3 years from the contract start date (depending on the subscription length).
- [Rental License](#). Paid, fully-functional license that expires at the end of the contract which is the last day of the month and normally 1 month from the contract start date. This license type is distributed only to service providers.
- [Not For Resale License](#). Free, fully-functional license that can be used for product demonstration, training and education. This license is not for resale or other commercial use.
- [Evaluation License](#). Free, fully-functional license that can be used for evaluation and testing purposes only.

Subscription License

Subscription license is a paid and fully-functional license that expires at the end of the subscription term which is 1 or 3 years from the contract start date (depending on the subscription length).

License Expired

Grace period of 1 month granted after the expiration of license for purpose of renewal. During this period, the program functionality is not limited by any means. After this period, processing of all user accounts in all organizations will be stopped; scheduled jobs will be terminated with failure. In both cases, a notification message will be shown to notify you that your license is either about to be expired or has expired.

The restore abilities will continue to function regardless of whether your license has expired or not.

License Exceeded

Additional process of no more than 10 user accounts or 10% of the license count (whichever is greater) granted if your subscription license has exceeded its limit by up to 10 user accounts or up to 10% of the license count.

If exceeded by more than 10 user accounts or more than 10% of the license count (whichever is greater), you can process these 10 (or 10%) extra user accounts according to the FIFO queue logic (that is, "first in - first out"); no more additional accounts are allowed.

The grace period in this case equals 1 months. After this period, processing of excessive user accounts (in FIFO queue) will be stopped; no more extra accounts will be queued for processing. The corresponding messages will be displayed in the UI and written to the log.

The restore abilities will continue to function regardless of the grace period state.

Rental License

Paid, fully-functional license that expires at the end of the contract which is the last day of the month and normally 1 month from the contract start date. This license type is distributed only to service providers.

License Expired

Grace period of 1 month granted after the expiration of license for purpose of renewal. During this period, the program functionality is not limited by any means. After this period, processing of all user accounts in all organizations will be stopped; scheduled jobs will be terminated with failure. In both cases, a notification message will be shown to notify you that your license is either about to be expired or has expired.

The restore abilities will continue to function regardless of whether your license has expired or not.

License Exceeded

Additional process of no more than 10 user accounts or 10% of the license count (whichever is greater) granted if your rental license has exceeded its limit by up to 10 user accounts or up to 10% of the license count.

If exceeded by more than 20 user accounts or more than 20% of the license count (whichever is greater), you can process these 20 (or 20%) extra user accounts according to the FIFO queue logic (that is, "first in - first out"); no more additional accounts are allowed.

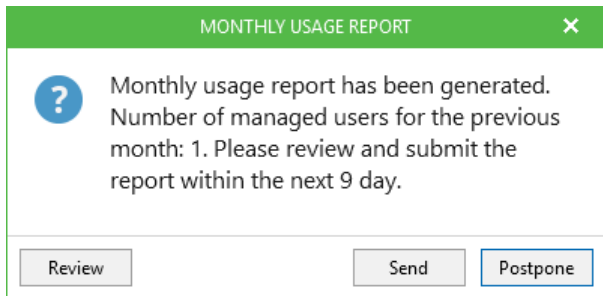
The grace period in this case equals 2 months. After this period, processing of excessive user accounts (in FIFO queue) will be stopped; no more extra accounts will be queued for processing. The corresponding messages will be displayed in the UI and written to the log.

The restore abilities will continue to function regardless of the grace period state.

Understanding Monthly Usage Report

The rental license allows you to submit a monthly usage report starting from the first day of the month. Such reports contain information on all processed user accounts per each Office 365 organization added to the application scope.

On the first day of each month and for the next nine days you will be receiving a notification message similar to the below one.



You can send the report immediately by clicking the **Send** button or, you can skip this step by clicking **Postpone**.

In the latter case, on each launch of the application the above message will continue to show for the next nine days. After this period, you will not be able to send a monthly report using the functionality described herein, but you can still view your reports as Veeam automatically saves them to the `%programdata%\Veeam\Backup365\Reports` directory in the PDF format.

Reviewing and Managing Report

To review details of a report, click **Review**.

By default, Veeam shows all user accounts that were processed by all backup jobs for all organizations. You can select an organization by using the drop-down list at the top-left corner to view the accounts for the selected organization only. You can also use the search field at the top-right corner to find particular objects.

To prevent certain accounts from being added to the report, select such accounts and click **Remove**, then, provide the removal reason and click **OK**. To undo removing, click **Reset**.

MONTHLY USAGE REPORT ✕

Monthly report for May 2018

All organizations Type in an object name to search for

ACCOUNT	ORGANIZATION NAME	LAST...	Remove
admin@abc.onmicrosoft.com	abc.onmicrosoft.com	5/29/20...	Reset

Save As Send Cancel

Saving Report

You can save your report as a PDF file. For that, click **Save As**. The content of a PDF file will be similar to the figure below.

License Usage Report



Reporting Interval:

01 May 2018 - 31 May 2018

License Information:

Product	Veeam Backup for Microsoft Office 365
Company	TEST
Expiration date	15 September 2019
Support ID	00782619

License Usage:

abc.onmicrosoft.com

1	Amount Of Users	Restore Points	Last Restore Point
	1	1	5/29/2018 3:52:23 PM

Total Users: 1

Total Usage:

Total Users: 1

Not For Resale License

Not For Resale (NFR) license is a free, fully-functional license that can be used for product demonstration, training, and education.

License Expired

Within a month before the expiration date, you will be receiving a notification message stating that your license is about to be expired. During this period, the program functionality will not be limited by any means. After your license has expired, processing of all user accounts will be stopped.

The restore abilities will continue to function regardless of whether your license has expired or not.

License Exceeded

Processing of user accounts that exceed the allowed license count is not possible.

Evaluation License

The evaluation license is a free and fully-functional license that can be used for evaluation and testing purposes only.

License Expired

Within a month before the expiration date, you will be receiving a notification message stating that your license is about to be expired. During this period, the program functionality will not be limited by any means. After your license has expired, processing of all user accounts will be stopped.

The restore abilities will continue to function regardless of whether your license has expired or not.

License Exceeded

Processing of user accounts that exceed the allowed license count is not possible.

Deployment

You can download Veeam Backup for Microsoft Office 365 installation package from the official [Veeam website](#).

The installation package contains the following installation packages:

- Veeam Backup for Microsoft Office 365
- Veeam Explorer for Microsoft Exchange
- Veeam Explorer for Microsoft SharePoint

If you want to use Veeam Backup for Microsoft Office 365 in a hybrid Exchange deployment or in the On-Premises organization and plan to use SPN and Kerberos authentication, it is recommended that you install Veeam Backup for Office 365 within the same domain where an Exchange server is deployed and provide the access to the domain controller.

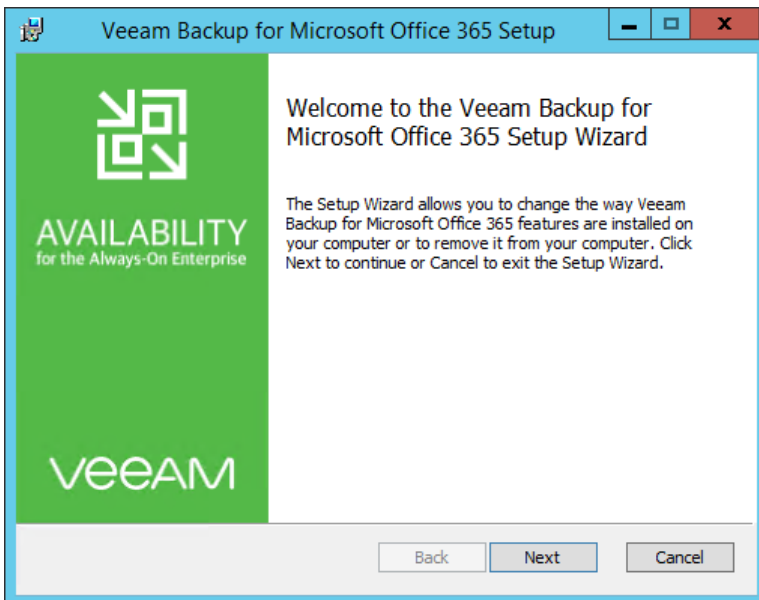
IMPORTANT!!

If you have been participating in the public beta testing program for Veeam Backup for Microsoft Office 365, be sure to uninstall the pre-release versions of Veeam Backup for Microsoft Office 365, Veeam Explorer for Microsoft Exchange, and Veeam Explorer for Microsoft SharePoint. Also, delete the content of the archive repository folder along with the `C:\ProgramData\Veeam\Backup365` directory. For more information, see [Removing Beta Version](#).

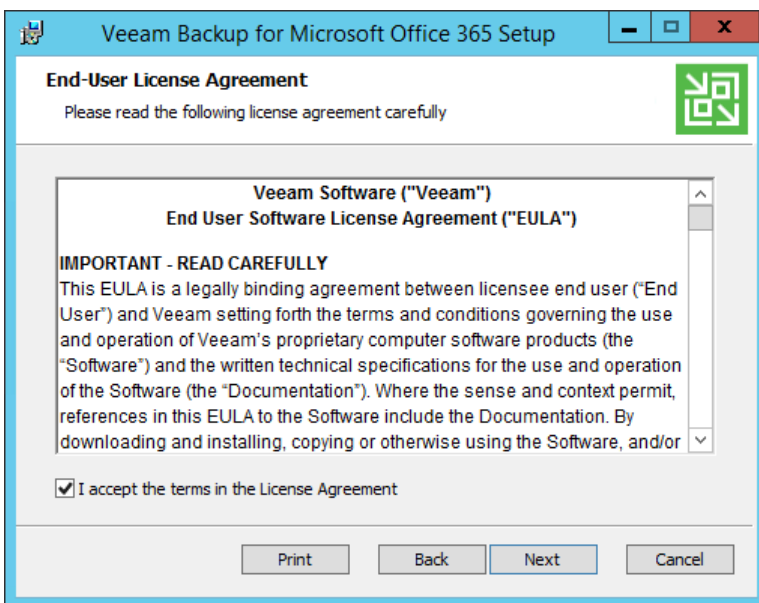
Installing Veeam Backup for Microsoft Office 365

To install Veeam Backup for Microsoft Office 365, do the following:

1. Open the folder with the Veeam Backup for Microsoft Office 365 distribution package.
2. Run the Veeam Backup for Microsoft Office 365 setup file.

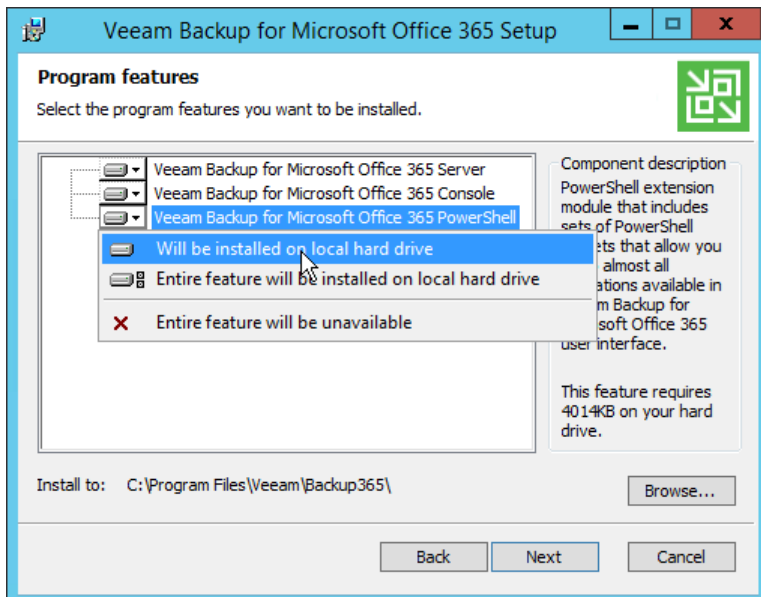


3. Read and accept **License Agreement**.



4. Select which components you want to install. For example, you may have each component to be installed on a different server.

By default, Veeam Backup for Microsoft Office 365 will be installed to the `C:\Program Files\Veeam\Backup365\` directory. To install to a different location, click **Browse** and specify the destination folder.

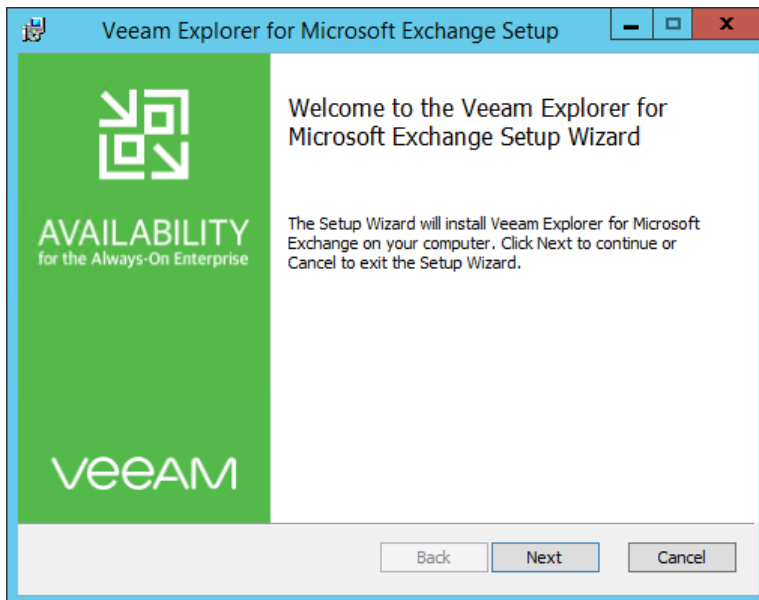


5. Click **Next** and then click **Install**.

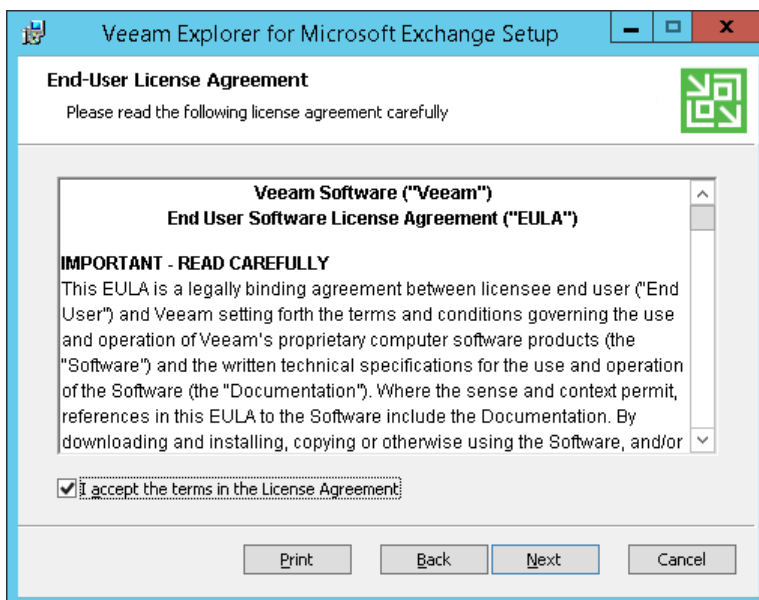
Installing Veeam Explorer for Microsoft Exchange

To install Veeam Explorer for Microsoft Exchange, do the following:

1. Open the folder with the Veeam Backup for Microsoft Office 365 distribution package.
2. Run the Veeam Explorer for Microsoft Exchange setup file.

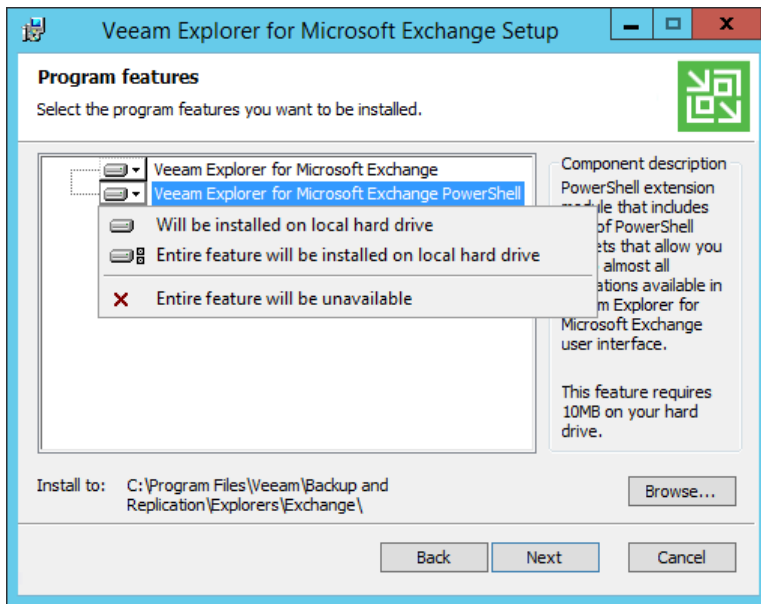


3. Read and accept **License Agreement**.



4. Select which components you want to install. For example, you may have each component to be installed on a different server.

By default, Veeam Backup for Microsoft Office 365 will be installed to the C:\Program Files\Veeam\Backup and Replication\Explorers\Exchange\ directory. To install to a different location, click **Browse** and specify the destination folder.

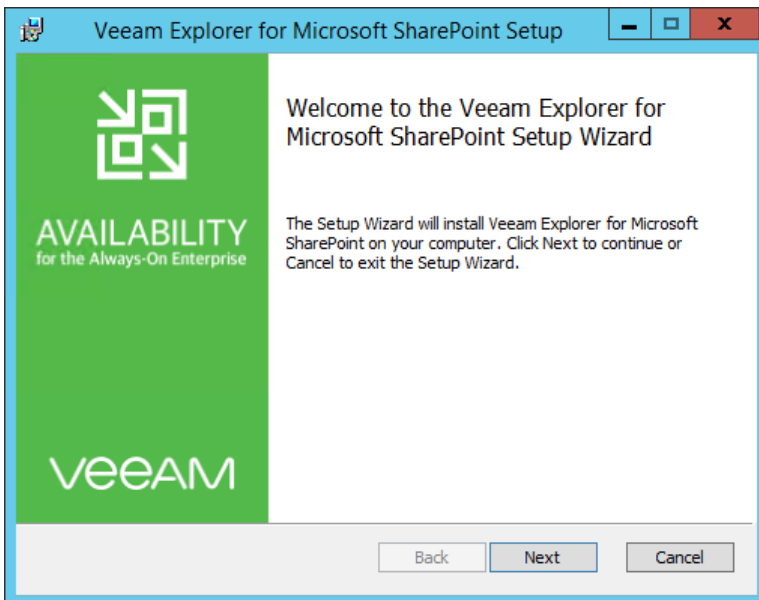


5. Click **Next** and then click **Install**.

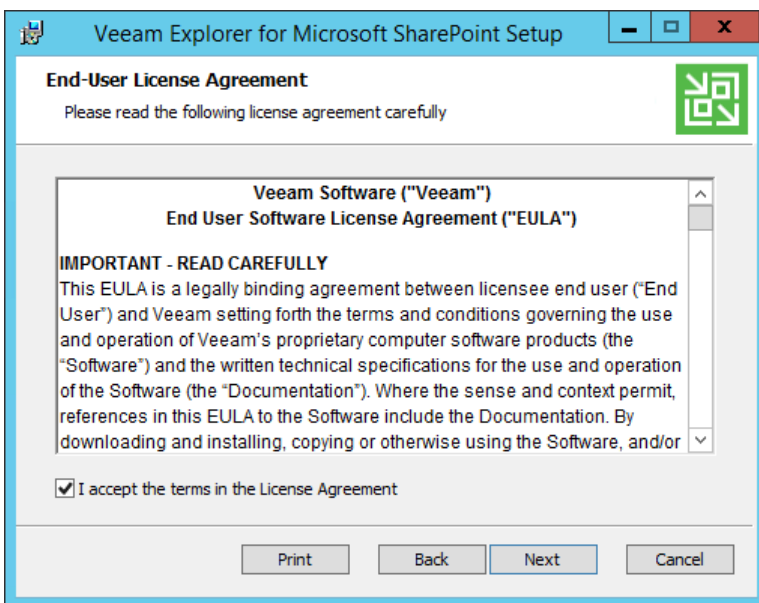
Installing Veeam Explorer for Microsoft SharePoint

To install Veeam Explorer for Microsoft SharePoint, do the following:

1. Open the folder with the Veeam Backup for Microsoft Office 365 distribution package.
2. Run the Veeam Explorer for Microsoft SharePoint setup file.

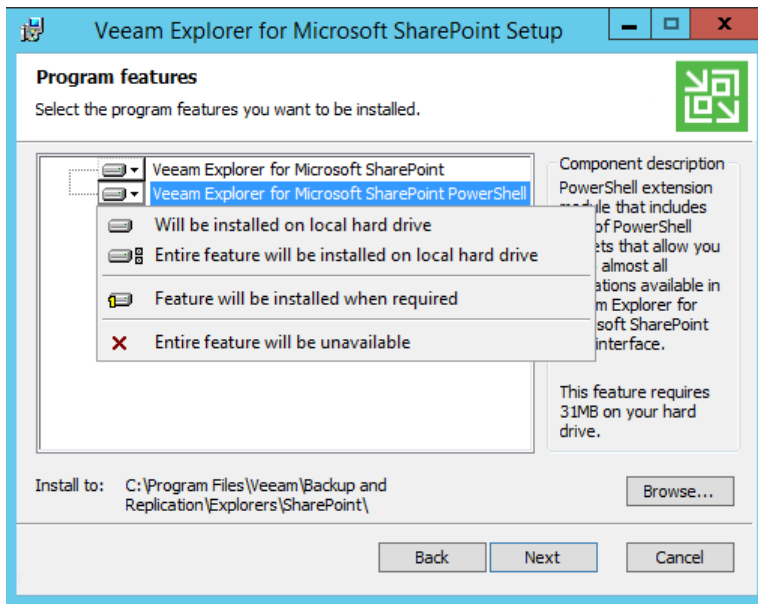


3. Read and accept **License Agreement**.



4. Select which components you want to install. For example, you may have each component to be installed on a different server.

By default, Veeam Backup for Microsoft Office 365 will be installed to the C:\Program Files\Veeam\Backup and Replication\Explorers\SharePoint\ directory. To install to a different location, click **Browse** and specify the destination folder.



5. Click **Next** and then click **Install**.

NOTE:

Veeam Explorer for Microsoft SharePoint and Veeam Explorer for Microsoft OneDrive for Business are distributed in one package.

Installing via Command Prompt

You can install Veeam Backup for Microsoft Office 365, Veeam Explorer for Microsoft Exchange, and Veeam Explorer for Microsoft SharePoint using the unattended mode. This might be helpful, for example, when installing on Windows server Core Editions.

The syntax of running an MSI file is as follows:

```
msiexec /i <path_to_msi> /qn ADDLOCAL=<feature1>,<feature2>
```

The following table comprises available components and their corresponding feature names for **Veeam Backup for Microsoft Office 365**.

Component	Feature name
Server	BR_OFFICE365
Console	CONSOLE_OFFICE365
PowerShell	PS_OFFICE365

The following table comprises available components and their corresponding feature names for **Veeam Explorer for Microsoft Exchange**.

Component	Feature name
UI	BR_EXCHANGEEXPLORER
PowerShell	PS_EXCHANGEEXPLORER

The following table comprises available components and their corresponding feature names for **Veeam Explorer for Microsoft SharePoint**.

Component	Feature name
UI	BR_SHAREPOINTEXPLORER
PowerShell	PS_SHAREPOINTEXPLORER

Examples

To install **Veeam Backup for Microsoft Office 365** and the **PowerShell** component.

```
msiexec /i Veeam.Backup365.msi /qn ADDLOCAL=BR_OFFICE365,PS_OFFICE365
```

To install **Veeam Explorer for Microsoft Exchange** along with the **UI** and **PowerShell** components.

```
msiexec /i VeeamExplorerForExchange.msi /qn  
ADDLOCAL=BR_EXCHANGEEXPLORER,PS_EXCHANGEEXPLORER
```

To install **Veeam Explorer for Microsoft SharePoint** along with the **UI** and **PowerShell** components.

```
msiexec /i VeeamExplorerForSharePoint.msi /qn  
ADDLOCAL=BR_SHAREPOINTEXPLORER,PS_SHAREPOINTEXPLORER
```

NOTE:

When installing Veeam Explorer for Microsoft SharePoint, Veeam Explorer for Microsoft OneDrive for Business will be installed as well as it comes in a single package.

Deploying on Azure and AWS

Veeam Backup for Microsoft Office 365 can be deployed on both Azure and Amazon Web Services (AWS) cloud platforms.

When you deploy the solution on either of these platforms, Veeam treats both Azure and AWS VMs as if they were standard VMs without any particular differences.

To deploy the Veeam Backup for Microsoft Office 365 solution on Azure or Amazon Web Services (AWS) cloud platforms, do the following:

1. Install Veeam Backup for Microsoft Office 365 on an Azure or AWS virtual machine. For more information, see [Installing Veeam Backup for Microsoft Office 365](#).
2. Configure additional backup proxy servers. For more information, see [Configuring Backup Proxy Servers](#).
You can still use the default backup proxy server, which is the machine running Veeam Backup for Microsoft Office 365. Although, it is strongly recommended that you configure additional proxies to increase the overall production environment performance.
3. Configure backup repositories to store your data. For more information, see [Configuring Backup Repositories](#).
4. Install Veeam Explorer for Microsoft Exchange and Veeam Explorer for Microsoft SharePoint to be able to explore and recover your data. For more information, see [Installing Veeam Explorer for Microsoft Exchange](#) and [Installing Veeam Explorer for Microsoft SharePoint](#).

After deployment is complete, you can add new Microsoft Office 365 organizations, create new backups, and explore the backup content as described in the following sections:

- [Adding Microsoft Organizations](#)
- [Performing Organization Data Backup](#)
- [Exploring Veeam Backup for Microsoft Office 365 Backups](#)

NOTE:

If you are a service provider, you can back up your tenants organizations data according to the [Mail Backup as a Service](#) section.

Installing License

After you install Veeam Backup for Microsoft Office 365, you will be prompted to provide the product license. You can dismiss this step and continue using the product without any license installed. In this case, you will have the *Community Edition* mode that allows you to process up to 10 user accounts in all organizations including 1TB of Microsoft SharePoint data. Such mode suggests using the community license, which is not limited in time, nor implies any limitations in terms of program functionality. See [Installing License](#).

To install a fully-functional license, do the following:

1. Go to the main menu > **License**.
2. In the **License Information** dialog, click **Install** and specify the full path to the required `.lic` file.
3. Click **Close** to save the settings.

Installed license	
Status	Valid
Expiration date	9/12/2018 (192 days left)
Type	Subscription
Licensed to	Veeam Software AG
Contact person	Dev and QA Departments
Users	3000 (19 used)
Support ID	
Support expiration date	9/12/2018 (192 days left)

Update license automatically (enables usage reporting)

Click **Update now** to update your current license with a newer version. You can select the **Update license automatically (enables usage reporting)** checkbox to automatically download and install a new license file once it is available.

NOTE:

To use the **Update license automatically (enables usage reporting)** option, Veeam Backup for Microsoft Office 365 requires predefined ports to be opened to access the Veeam auto-update server. See [Used Ports](#).

Uninstalling Veeam Backup for Microsoft Office 365

To uninstall Veeam Backup for Microsoft Office 365, do the following:

1. Close all restore sessions in Veeam Explorer for Microsoft Exchange, Veeam Explorer for Microsoft SharePoint, and Veeam Explorer for Microsoft OneDrive.
2. Open Veeam Backup for Microsoft Office 365, go to **Backup Infrastructure > Backup Proxies** and remove all backup proxies. See [Removing Backup Proxy Server](#).
3. Open **Control Panel > Programs and Features** select **Veeam Backup for Microsoft Office 365** and click **Uninstall**.

To uninstall Veeam Explorer for Microsoft Exchange, Veeam Explorer for Microsoft SharePoint, and Veeam Explorer for Microsoft OneDrive for Business, go to **Control Panel > Programs and Features**, select **Veeam Backup & Replication** and click **Uninstall**.

NOTE:

The repository data will not be affected when uninstalling Veeam Backup for Microsoft Office 365.

Upgrading to Veeam Backup for Microsoft Office 365 2.0

Application upgrade to version 2.0 is supported for the following versions of the application:

- Veeam Backup for Microsoft Office 365 1.0 (product builds 1.0.0.860 and 1.0.0.912).
- Veeam Backup for Microsoft Office 365 1.5 (product builds 1.5.0.1099, 1.5.0.1309 and 1.5.0.1318).

IMPORTANT!

Upgrade from the beta version of the application is not supported.

Planning for Upgrade

Consider the following when planning for upgrade:

- Backup jobs settings and global configuration options (including notifications, file exclusions, and so on) will be preserved.
- All modifications that have been made in the `Config.xml` file manually will be lost.
- All backup jobs, including those running on schedule will be stopped during the upgrade process.

Removing Beta Version

Before attempting to install the GA version of Veeam Backup for Microsoft Office 365 2.0 on a machine with the beta version, do the following:

1. Remove all remote backup proxies. See [Removing Backup Proxy Server](#).
2. Uninstall the beta version of the application. See [Uninstalling Veeam Backup for Microsoft Office 365](#).
3. Manually remove default repository folders and other files from the corresponding target location. The release version of the application is not compatible with the pre-release repository.
4. Manually remove the content of the `C:\ProgramData\Veeam\Backup365` directory.

IMPORTANT!

Ignoring the steps above will lead to the following error: *"Service 'Veeam Backup for Microsoft Office 365 Service' (Veeam.Archiver.Service) failed to start. Verify that you have sufficient privileges to start system services"*.

Upgrade Procedure

To upgrade Veeam Backup for Microsoft Office 365, install Veeam Backup for Microsoft Office 365 version 2.0 as described in the following sections:

- [Installing Veeam Backup for Microsoft Office 365](#)
- [Installing Veeam Explorer for Microsoft Exchange](#)
- [Installing Veeam Explorer for Microsoft SharePoint](#)

After you install Veeam Backup for Microsoft Office 365 version 2.0, the following objects will be marked as **Out of Date**:

- [All backup repositories.](#)
- [All backup proxies.](#)
- [All backup jobs.](#)

To continue working with any of the above objects, you will need to upgrade them manually.

Upgrading Backup Repositories

For more information on upgrading backup repositories, see [Upgrading Backup Repository](#).

Upgrading Backup Proxies

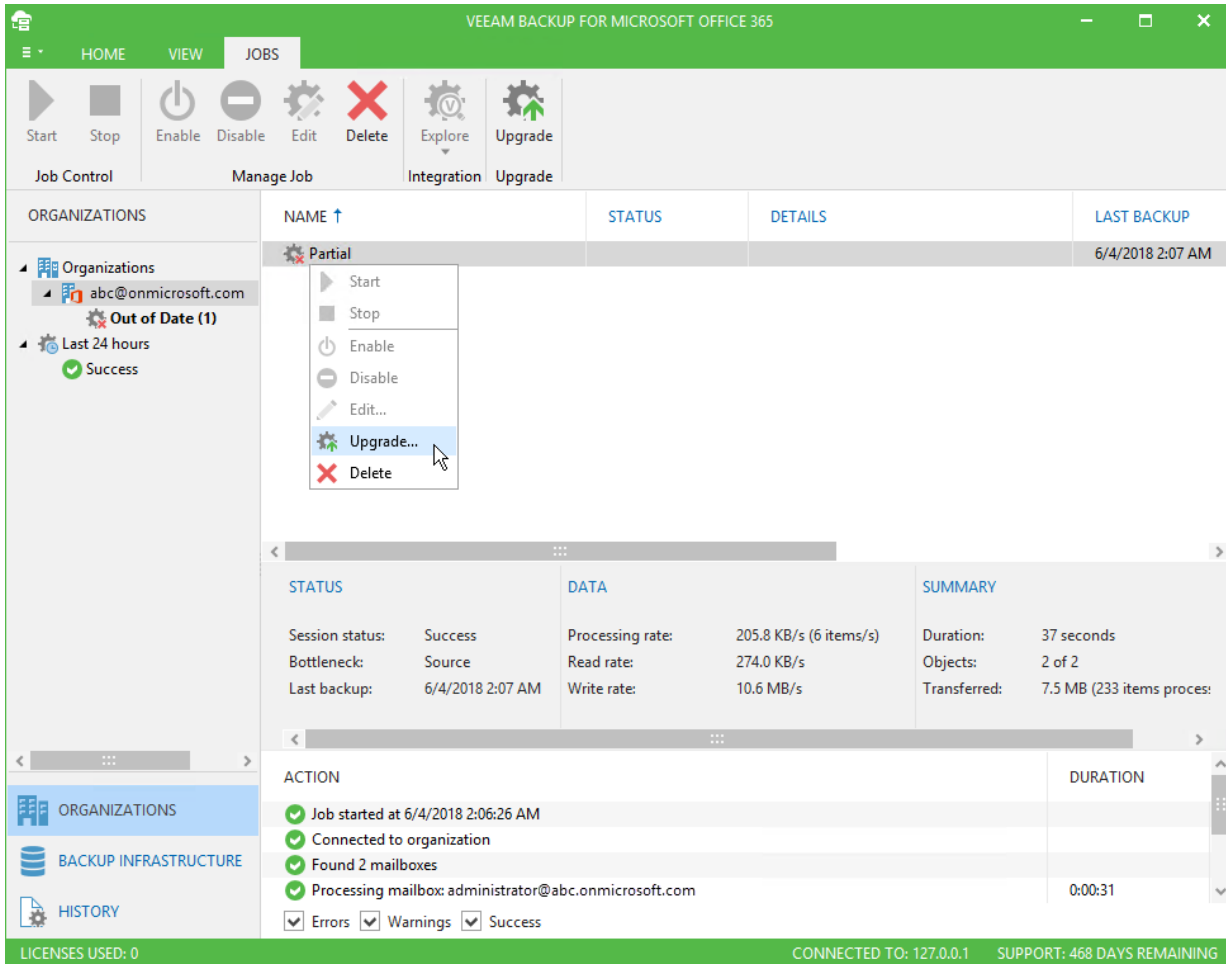
For more information on upgrading backup proxies, see [Upgrading Proxy Server](#).

Upgrading Backup Jobs

To be able to process backup jobs that were created with previous versions of the application, Veeam converts backup jobs configuration parameters so that they are met for the version 2 accordingly.

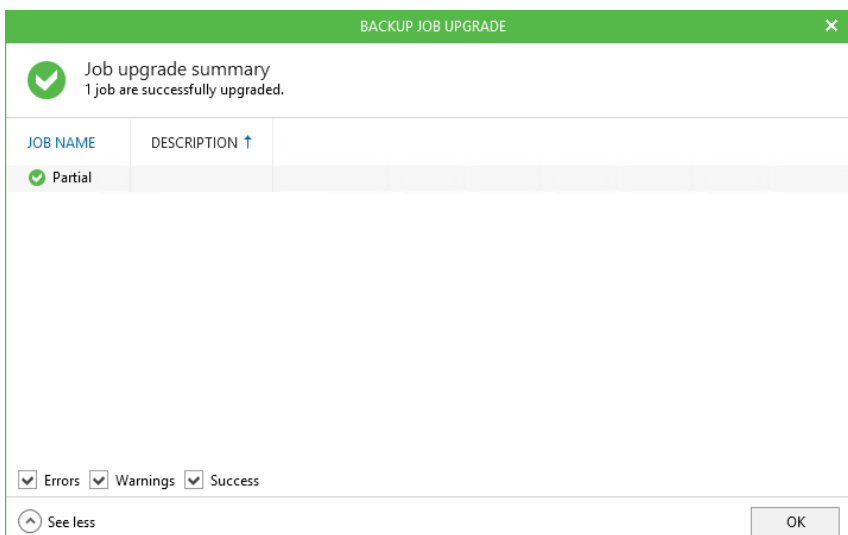
To upgrade backup jobs configuration parameters, do the following:

1. Select the **Out of Date** node.
2. Right-click a backup job and select **Upgrade**.



When a backup job is being upgraded, Veeam checks whether users whose mailboxes were added to the job thereof still exist in Office 365 organizations.

Once the upgrade procedure is complete, you will be notified about the results.



NOTE:

If validation fails, Veeam will create temporary records for these mailboxes and add these records to the backup job processing list without being able to process them any further. To continue, remove unresolved mailboxes manually.

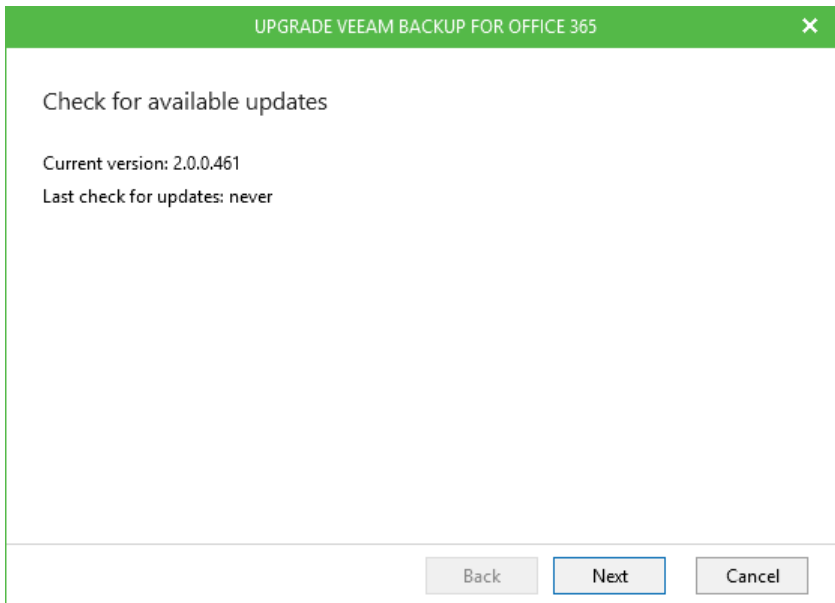
Checking for Updates

Veeam Backup for Microsoft Office 365 provides you with the mechanism that checks for a newer version of the application every 24 hours by sending requests to the Veeam auto-update server. For more information on configuring automatic update notifications, see [Configuring Update Notifications](#).

If you want to manually check whether a newer version of the application is available, do the following:

1. Go to the main menu and click **Upgrade**.
2. Click **Next** to check for available updates.

If a new version of the application is available, download it according to the subsequent steps of the wizard.



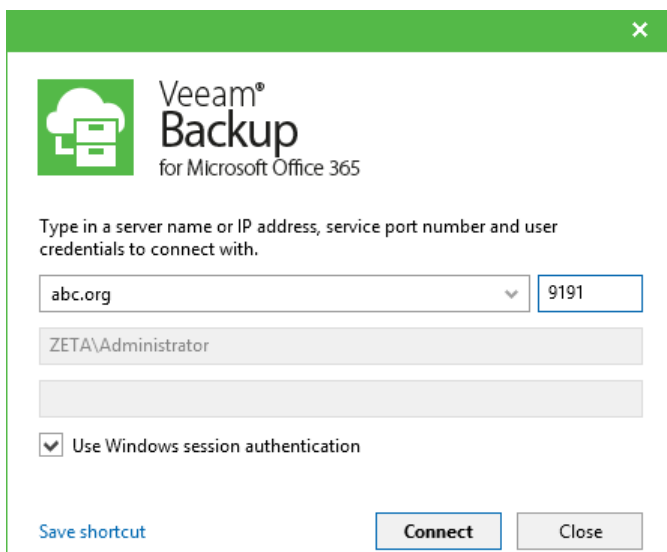
NOTE:

To access the auto-update server, Veeam Backup for Microsoft Office 365 requires predefined ports to be opened. See [Used Ports](#).

Launching Veeam Backup for Microsoft Office 365

To launch Veeam Backup for Microsoft Office 365, go to **Start**, select **Veeam Backup for Microsoft Office 365** and provide the following:

1. Specify the server name or its IP-address. It can be your localhost or a remote Veeam Backup for Microsoft Office 365 server.
2. Specify the port number.
3. Specify user credentials to connect to the server. The account must be a member of the **Local Administrator** group on a target server. To use your current account, select **Use Windows session authentication**.



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains a text input field with "abc.org" and a port input field with "9191". Below these is a text input field with "ZETA\Administrator". There is a checked checkbox for "Use Windows session authentication". At the bottom, there are three buttons: "Save shortcut", "Connect", and "Close".

To save the connection shortcut to your desktop, click **Save shortcut** at the bottom of the window.

You can also use the command-line tool to launch Veeam Backup for Microsoft Office 365 by invoking the `C:\Program Files\Veeam\Backup365\Veeam.Archiver.Shell.exe` file with the following parameters:

- **/local=true**

To connect to Veeam Backup for Microsoft Office 365 that is installed on the local machine using the local system account.

Example:

```
C:\Program Files\Veeam\Backup365\Veeam.Archiver.Shell.exe /local=true
```

- **/host=<hostname> /port=<port> /usewincredentials=true**

To connect to Veeam Backup for Microsoft Office 365 that is installed on a remote machine using the **/host** and **/port** parameters.

Example:

```
C:\Program Files\Veeam\Backup365\Veeam.Archiver.Shell.exe /host=192.168.0.12 /port=9895 /usewincredentials=true
```

- **/host=<host> /port=<port> /account=<domain\accountName>**

To connect to Veeam Backup for Microsoft Office 365 that is installed on a remote machine using the **/host** and **/port** parameters. You can also provide the account under which you want to launch the controller using the **/account=<domain\accountName>** format.

Example:

```
C:\Program Files\Veeam\Backup365\Veeam.Archiver.Shell.exe /host=192.168.0.12 /port=9895  
/account=tech.local\Administrator
```

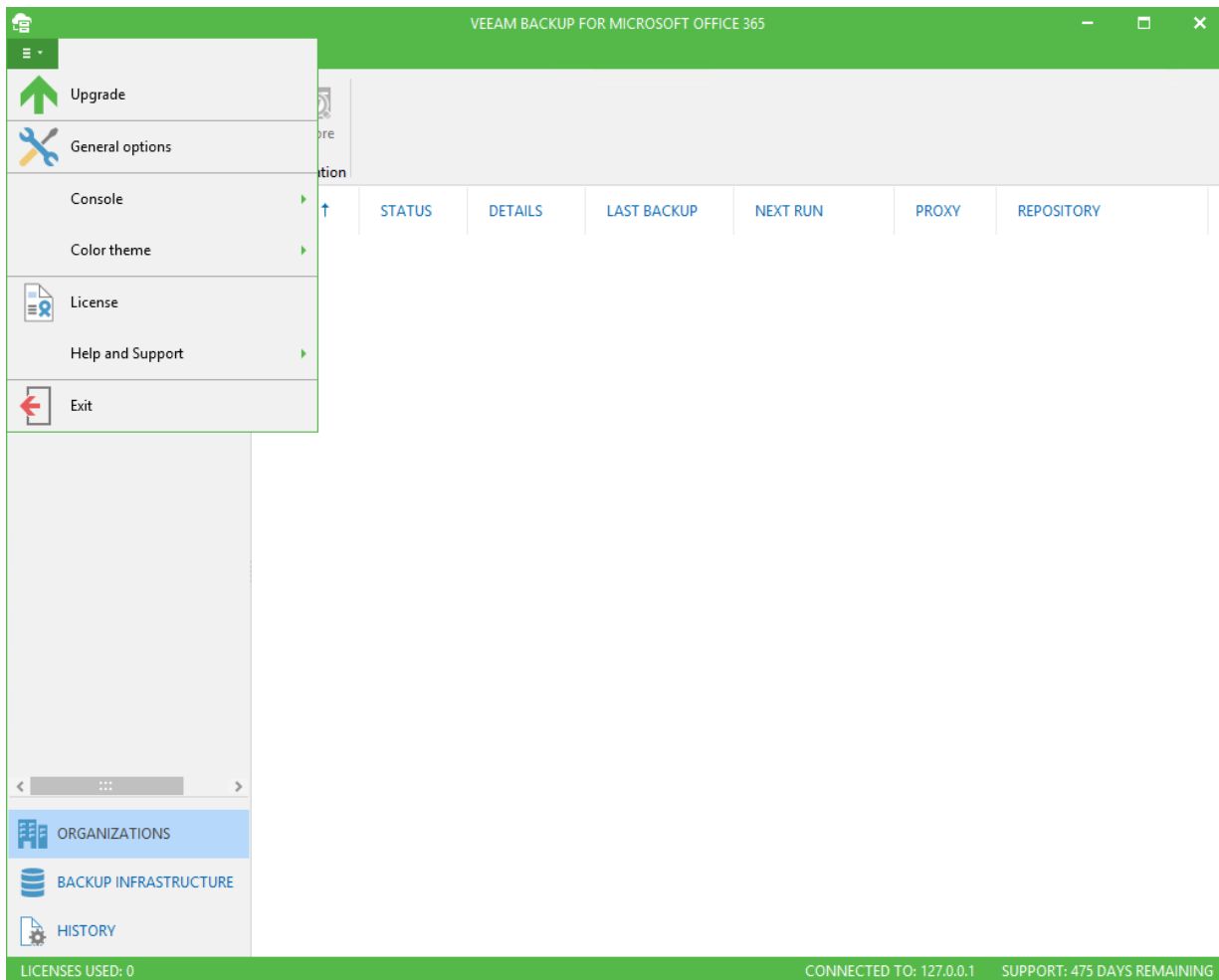
Getting to Know the User Interface

Veeam Backup for Microsoft Office 365 provides you with the convenient user interface that allows you to perform required operations in a user-friendly manner.

Main Menu

The main menu comprises the following features:

- **Upgrade.** Allows you to update your current Veeam Backup for Microsoft Office 365 version. For more information, see [Checking for Updates](#).
- **General Options.** Allows you to configure program options. For more information, see [Configuring Veeam Backup for Microsoft Office 365 Options](#).
- **Console.**
 - **PowerShell.** Opens the PowerShell toolkit.
 - **Swagger.** Opens Swagger Website. Unavailable until you enable the REST service. For more information, see [Configuring RESTful API Settings](#).
- **Color Theme.** Contains four different color schemes you can select for your application console. The selected color scheme will also be inherited by Veeam Explorers.
- **License.** Shows the license information. For more information, see [Installing License](#).
- **Help and Support.**
 - **Online help.** Opens the online web help page.
 - **Support Information.** Launches the support information collection wizard. For more information, see [Exporting Veeam Backup for Microsoft Office 365 Log Files](#).
 - **About.** Shows current product information.
- **Exit.** Closes the program.

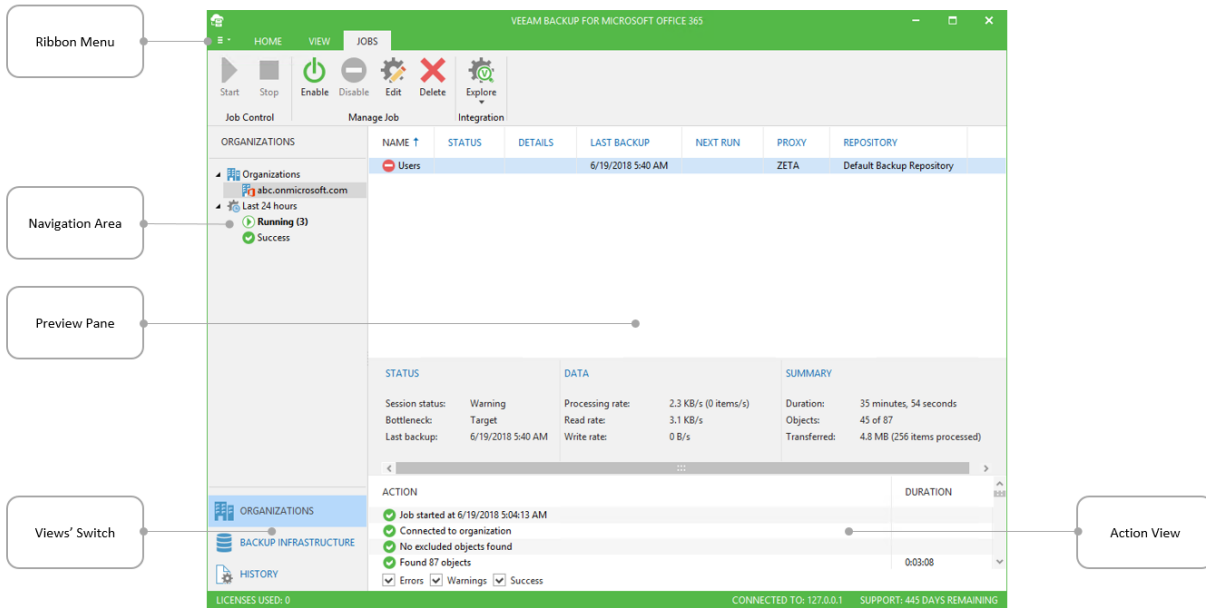


Main Application Window

The main application window might be divided into five categories:

1. The ribbon menu, which contains general program commands organized into logical groups represented as tabs:
 - The **Home** tab provides quick access to some common operations. For example, adding an organization to the scope, or removing it. This tab is visible in all views.
 - The **View** tab allows you to switch between the compact view and the full view mode either of which shows the backup job progress. You can also turn off the view completely.
 - The **Jobs** tab contains commands specific for the jobs. It will be displayed after you select the job node in the navigation pane.
 - The **Backup Proxy** tab contains commands specific for backup proxies and repositories. It will be displayed after you switch to the **Backup Infrastructure** view.
2. The navigation area, which allows you to browse through the hierarchy of your infrastructure. At the bottom of the navigation area you can switch among various views such as **Organizations**, **Backup Infrastructure**, and the **History** view.
3. The preview pane, which shows you the details about objects you have selected in the navigation area. For example, if you select an organization, all the information about the backup jobs that process selected organization's data will be available in the preview pane.
4. The view switch, which allows you to switch among your infrastructure views.

- The action view, which allows you to view details about backup jobs results. Here, you will be able to see what objects are being processed along with warnings and possible errors. You can also filter out unwanted records by enabling/disabling the corresponding checkboxes below.



Configuring Veeam Backup for Microsoft Office 365

To configure application settings, go to the main menu, click **General Options**, and do the following:

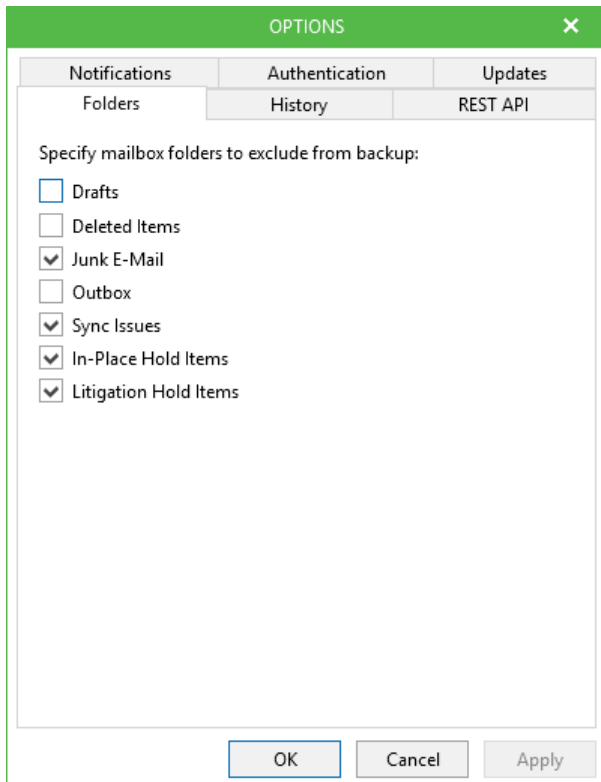
- On the **Folders** tab select mailbox folders you want to exclude from the processing. See [Excluding Folders](#).
- On the **History** tab specify the retention period for session data. See [Configuring Retention for Session Data](#).
- On the **REST API** tab configure required REST API settings. See [Configuring RESTful API Settings](#).
- On the **Notifications** tab configure e-mail settings for notifications. See [Configuring Notification Settings](#).
- On the **Authentication** tab configure authentication settings for tenants. See [Configuring Authentication Settings](#).
- On the **Updates** tab select required checkboxes to be notified about available updates automatically. See [Configuring Update Notifications](#).

Excluding Folders

Veeam Backup for Microsoft Office 365 allows you to exclude certain folders from processing.

To exclude a folder, do the following:

1. Go to the main menu and click **General Options**.
2. Go to the **Folders** tab.
3. Select mailbox folders you want to exclude and click **OK**.



NOTE:

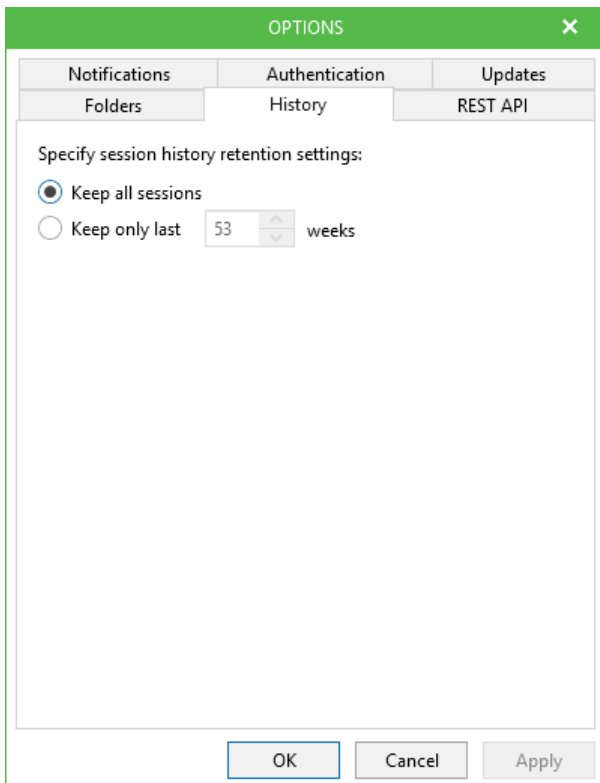
When you select **Deleted Items**, both *deleted* and *permanently* deleted items will be excluded.

Configuring Retention for Session Data

To configure a period during which Veeam Backup for Microsoft Office 365 should keep the historical job session data, do the following:

1. Go to the main menu and click **General Options**.
2. Go to the **History** tab.
3. Specify the period during which the historical job sessions data should be kept.

You can select **Keep all sessions** or specify the number of weeks where minimal allowed value is 1 week.



Configuring RESTful API Settings

To configure Veeam Backup for Microsoft Office 365 RESTful API settings, do the following:

1. Go to the main menu and click **General Options**.
2. Go to the **REST API** tab.
3. Select the **Enable REST Service** checkbox.
4. In the **Authentication token lifetime (in minutes)** field, specify the lifetime value for the authentication token provided by the server to the client. RESTful API authorization is based on [OAuth 2.0 Authorization Framework](#).
5. In the **HTTPS port** field, specify the port number.
6. Click **Install** to install a valid certificate file.

For more information on installing certificates, see [Installing SSL Certificate](#).

OPTIONS

Notifications Authentication

Folders History REST API

Specify the port configuration and SSL certificate to be used by Veeam Backup for Microsoft Office 365 RESTful API Service.

Enable REST service

Authentication token lifetime (in minutes): 60

HTTPS port: 4443

Installed certificate

Issued to: CN=sqisrv14.tech.local

Issued by: CN=sqisrv14.tech.local

Friendly name: Veeam Self-Signed Certificate

Expiration date: 8/24/2026 6:45 AM

Install...

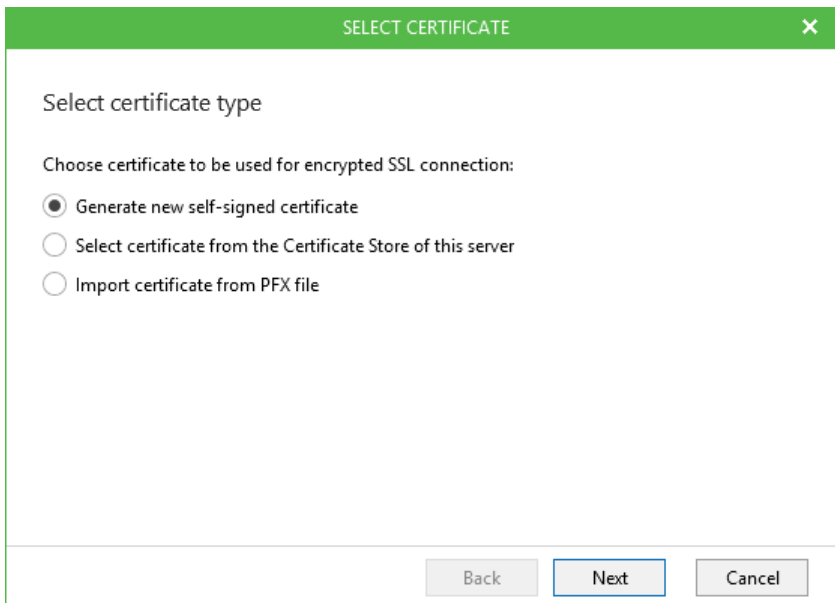
OK Cancel Apply

Installing SSL Certificate

An SSL certificate is required when configuring [RESTful API settings](#) or [enabling authentication with organization credentials for tenants](#).

To install new certificate, proceed with any of the following options:

- [Generate new self-signed certificate](#)
- [Select certificate from the Certificate Store of this Server](#)
- [Import certificate from the PFX file](#)



SELECT CERTIFICATE

Select certificate type

Choose certificate to be used for encrypted SSL connection:

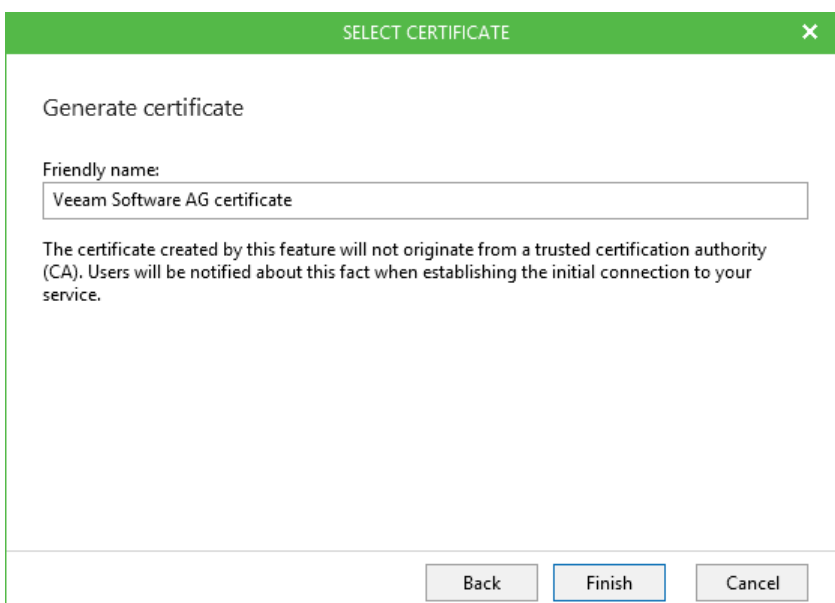
- Generate new self-signed certificate
- Select certificate from the Certificate Store of this server
- Import certificate from PFX file

Back Next Cancel

Generating New Certificate

To generate a new certificate, provide a friendly certificate name and click **Finish**.

Once generated, the certificate data will be automatically added to the **Installed certificate** section of the **Options** dialog.



SELECT CERTIFICATE

Generate certificate

Friendly name:

Veeam Software AG certificate

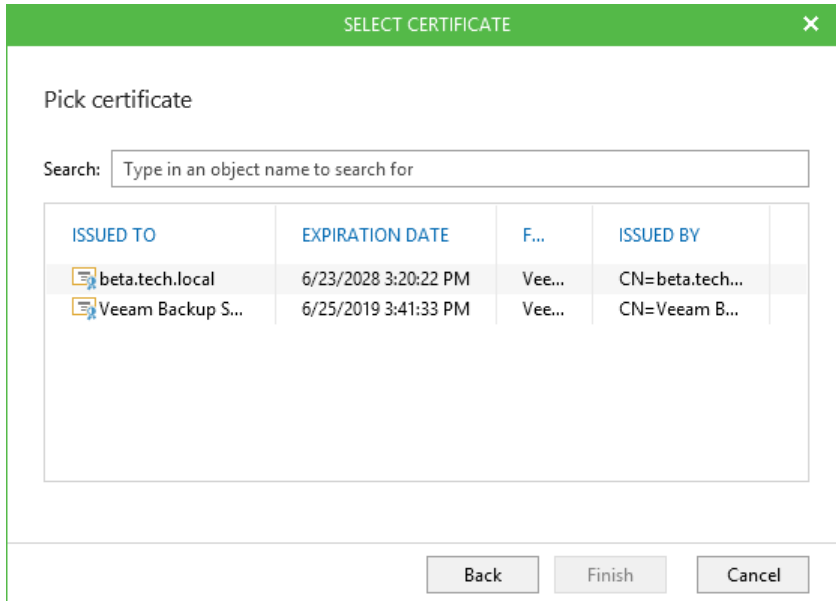
The certificate created by this feature will not originate from a trusted certification authority (CA). Users will be notified about this fact when establishing the initial connection to your service.

Back Finish Cancel

Selecting Certificate

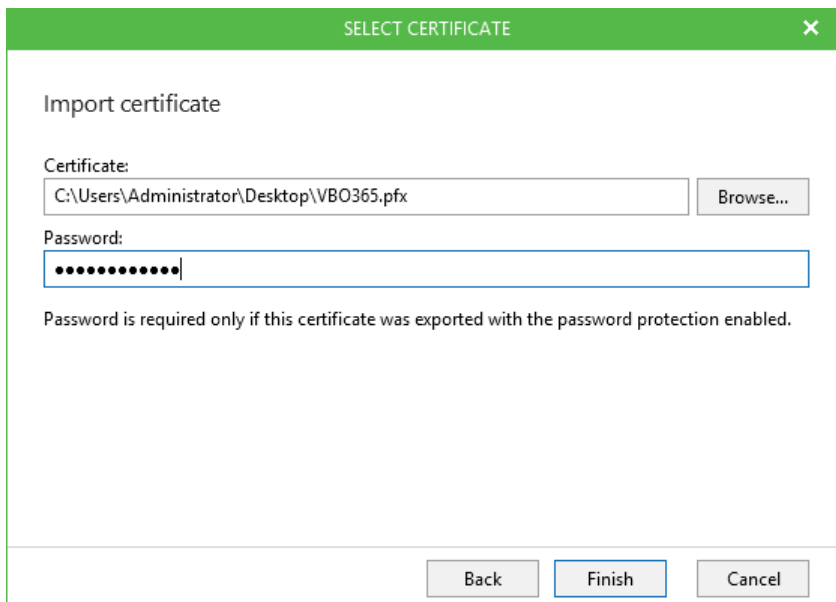
To select an existing certificate from the certificate store, pick a certificate and click **Finish**.

Once a certificate is selected, the certificate data will be automatically added to the **Installed certificate** section of the **Options** dialog.



Importing Certificate

Specify the path to the .PFX file and click **Finish**.



Configuring Notification Settings

You can configure Veeam Backup for Microsoft Office 365 to send email notifications on backup job results.

To configure the settings, do the following:

1. Go to the main menu and click **General Options**.
2. Go to the **Notifications** tab.
3. Select **Enable e-mail notifications**.
4. Specify the SMTP server address. Click **Advanced** and provide the following:
 - The port number.
By default, Veeam Backup for Microsoft Office 365 uses standard connection to **smtp.office365.com** via port **587**. To read more about Office 365 standard SMTP connection settings, see [this Microsoft article](#).
 - Select **Connect Using SSL** for secure connection.
 - Select **The SMTP server requires authentication** and provide valid user credentials.
5. In the **From** field, specify a notification sender address.
6. In the **To** field, specify the valid email address for a notification recipient. When specifying multiple addresses, use semicolon.
7. By default, notification **Subject** will be as follows: *[%JobResult%] %OrgName% - %JobName% (%MailboxCount% mailboxes), %Issues% issues*. Where:
 - %JobResult%. A backup job result (Success, Warning, Failed).
 - %OrgName%. Office 365 organization for which the job was configured.
 - %JobName%. A backup job name.
 - %MailboxCount%. A number of processed mailboxes.
 - %Issues%. A number of mailboxes completed with Failed or Warning status.
 - %Time%. Date and time of backup job completion.
8. Click **Test Message** to send a test message.

The screenshot shows the 'OPTIONS' dialog box with the 'Notifications' tab selected. The 'Enable e-mail notifications' checkbox is checked. The SMTP server is set to 'smtp.office365.com'. The 'From' field is 'administrator@tech.local', the 'To' field is 'recipient@tech.local', and the 'Subject' field is '[%JobResult%] %OrgName% - %JobName% (%'. There are checkboxes for 'Notify on success', 'Notify on warning', 'Notify on failure', 'Suppress notifications until last retry', and 'Attach a detailed report', all of which are checked. Buttons for 'Advanced...', 'Test Message', 'OK', 'Cancel', and 'Apply' are visible.

By default, notifications will be sent on all backup job completion results including *Success*, *Warning* and *Failure*. To turn off notifications for certain results types, clear the corresponding checkboxes.

If you configure backup jobs to perform retry attempts, then you can use the **Suppress notifications until last retry** option. In this case, notifications will only be sent after the last attempt according to the following:

- If the job fails, then on the last retry.
- If the job completes with Success or Warning, then on the last completion status.
- If the job is scheduled to be terminated after the specified interval, then on the last attempt within that interval.

NOTE:

The email settings are applied to all backup jobs configured for all organizations added to Veeam Backup for Microsoft Office 365.

Configuring Authentication Settings

Service Providers can allow tenants to view and recover their backups using the set of Veeam Explorers.

To enable tenant authentication using organization credentials and instruct Veeam Backup for Office 365 to use the SSL certificate, do the following:

1. Go to the main menu and click **General Options**.
2. Go to the **Authentication** tab.
3. Select **Enable authentication with organization credentials**.
4. Click **Install** to specify SSL certificate.

You can generate a new certificate or select an existing one using the same **Select Certificate** wizard as described in the [Installing SSL Certificate](#) section. The certificate information will be displayed in the corresponding **Installed certificate** fields.

The screenshot shows the 'OPTIONS' dialog box with the 'Authentication' tab selected. The 'Enable tenants authentication with organization credentials' checkbox is checked. Below this, the 'Installed certificate' section displays the following information:

Issued to:	CN=Veeam Software, O=Veeam Software, OU=
Issued by:	CN=Veeam Software, O=Veeam Software, OU=
Friendly name:	Veeam Software AG certificate
Expiration date:	5/27/2028 1:05 AM

An 'Install...' button is located at the bottom right of the certificate information section. At the bottom of the dialog box, there are 'OK', 'Cancel', and 'Apply' buttons.

NOTE:

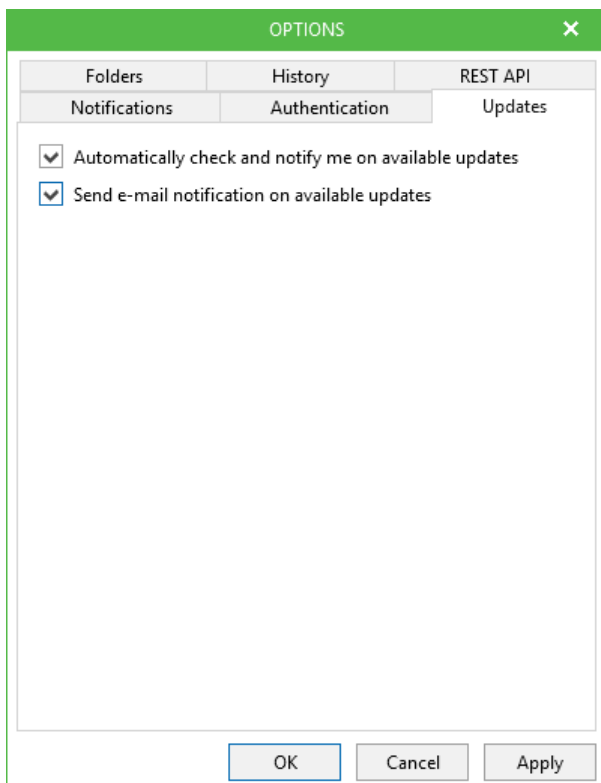
You can use the same certificate for both Veeam Backup for Office 365 and Veeam Backup & Replication applications.

Configuring Update Notifications

Veeam Backup for Microsoft Office 365 provides you with the mechanism that checks for a newer version of the application every 24 hours by sending requests to the Veeam auto-update server.

If you want to be notified about available updates automatically, do the following:

1. Go to the main menu and click **General Options**.
2. Go to the **Updates** tab.
3. Select the following checkboxes:
 - **Automatically check and notify me on available updates.** To be notified via a dialog message.
 - **Send e-mail notification on available updates.** To be notified via an email message. The recipient address will be taken from the SMTP configuration settings. See [Configuring Notification Settings](#).



To manually check whether a new version of the application is available, see [Checking for Updates](#).

Configuring Backup Proxy Servers

Proxy servers are responsible for handling backup processes during creating new backups or obtaining backup data from backup repositories.

The default backup proxy server is the machine running Veeam Backup for Microsoft Office 365. Using additional machines as proxies allows you to take the load off the Veeam Backup for Microsoft Office 365 server and optimize the overall environment performance. It is recommended that after you install Veeam Backup for Microsoft Office 365, you also configure additional set of backup proxy servers to manage your data in a more efficient manner.

Consider the following when adding new proxies:

- A backup proxy server can be deployed on a physical or on a virtual machine.
- Each backup proxy server can process one or several organizations.
- An organization can be processed by one or several backup proxies using many-to-many connections.

NOTE:

Backup proxy servers and the Veeam Backup for Microsoft Office 365 server must be deployed within the same or a trusted domain.

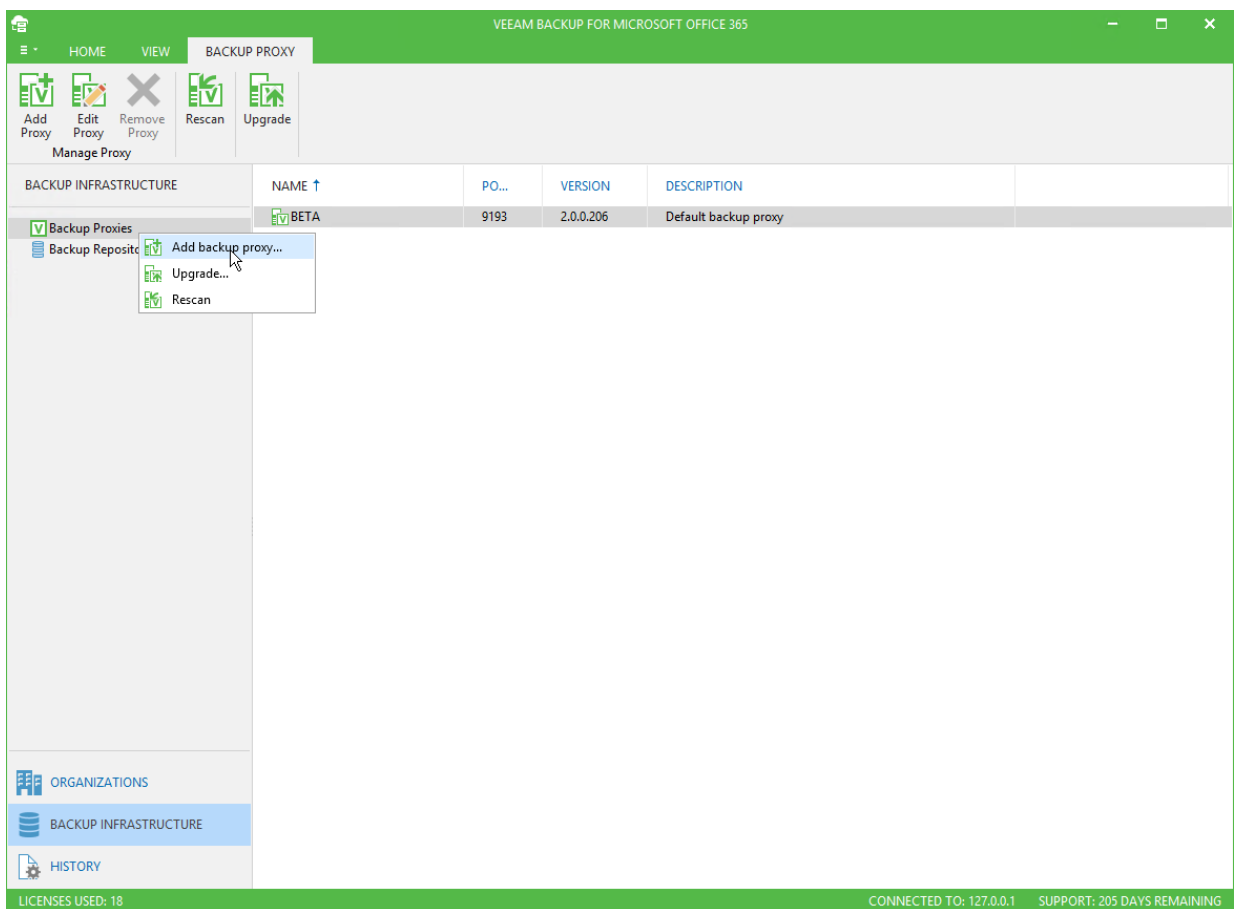
Adding Backup Proxy Server

When a new proxy server is being added, Veeam installs the Veeam Backup Proxy for Microsoft Office 365 Service component on a that machine to handle ingress/egress requests. You can manage this component by using the `services.msc` console.

Once you have added a new proxy server, you can utilize its capacities to store your backup data on that machine by creating a new backup repository associated with this new proxy. For more information on adding a new backup repository, see [Adding Backup Repository](#).

To add a new backup proxy server, do the following:

1. Go to **Backup Infrastructure > Backup Proxies**.
2. Click **Add Proxy** on the ribbon menu. You can also use the **Add backup proxy** context menu command.



3. Specify the proxy server DNS name or its IP address and the port number. Description is optional. You will not be able to change the host in future.

NEW BACKUP PROXY [X]

Specify DNS name or IP address of the proxy server

Host: Port:

Description:

[Back] [Next] [Cancel]

- Specify the user account to connect to the machine which you want to use as a backup proxy server. The account must be a member of the **local Administrator** group on a target server.

NEW BACKUP PROXY [X]

Specify credentials to connect to the proxy server

Specify user account to connect to Windows server:

Use current account (ZETA\Administrator)

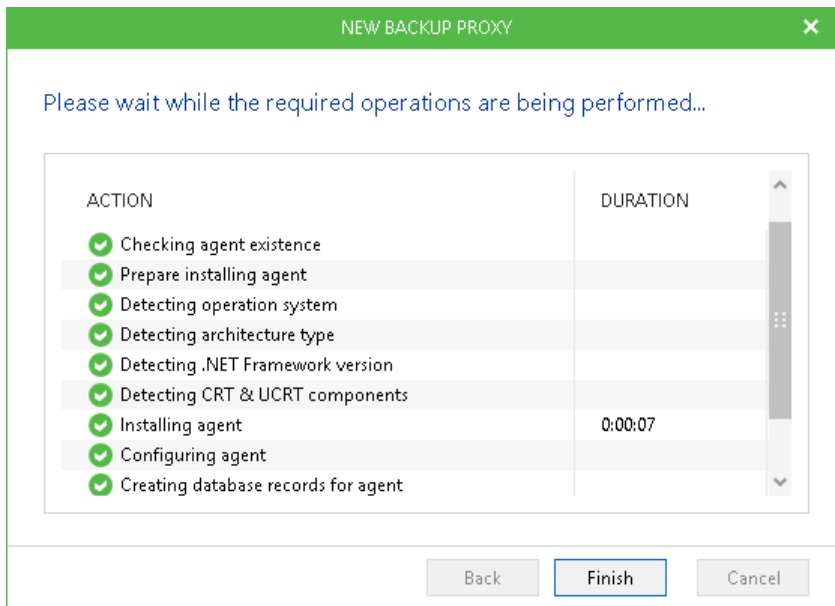
Use the following account:

Username:

Password:

[Back] [Next] [Cancel]

- Click **Next**, wait until Veeam verifies connection and configuration settings and then click **Finish**.



Once a new proxy is added, you will be prompted to create a new repository associated with this proxy.

Removing Backup Proxy Server

You can permanently remove any backup proxy server from the Veeam Backup for Microsoft Office 365 infrastructure.

NOTE:

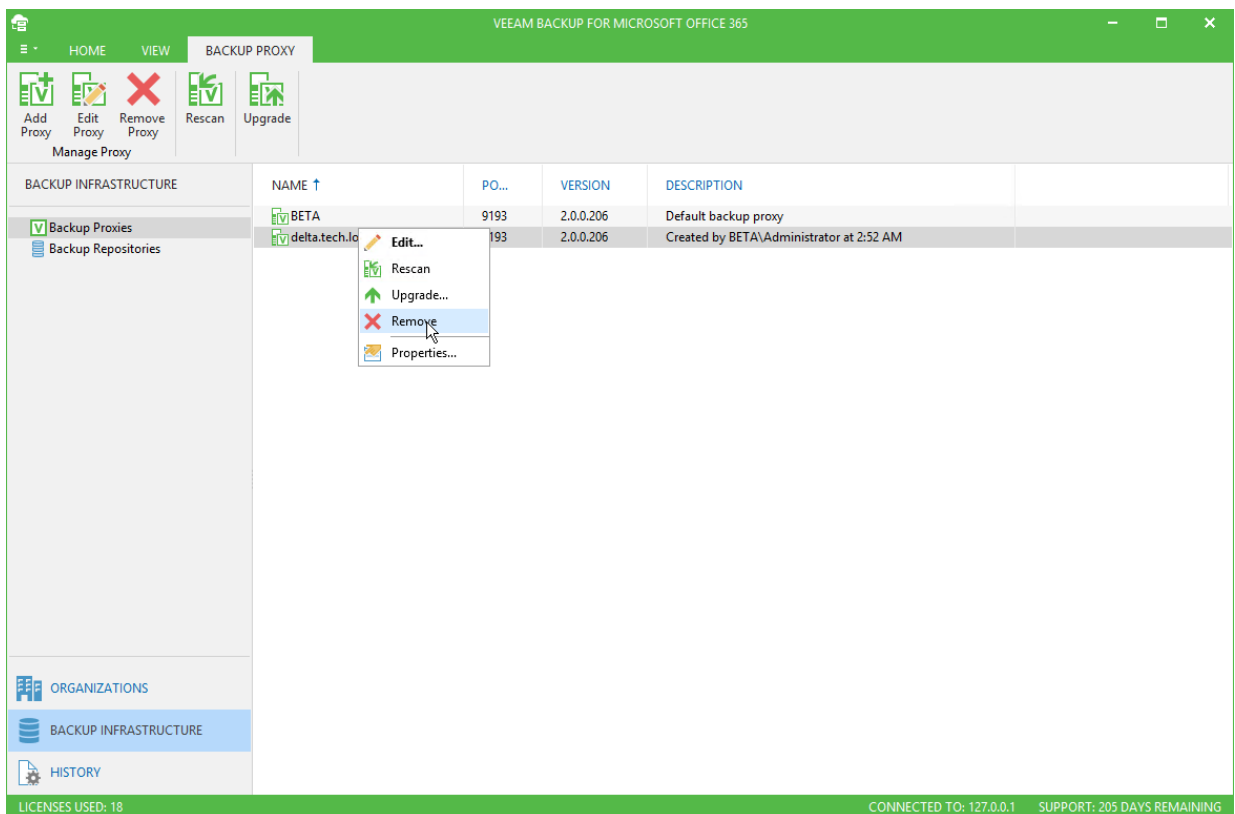
The default backup proxy server cannot be removed.

When a backup proxy is being removed, the following will occur:

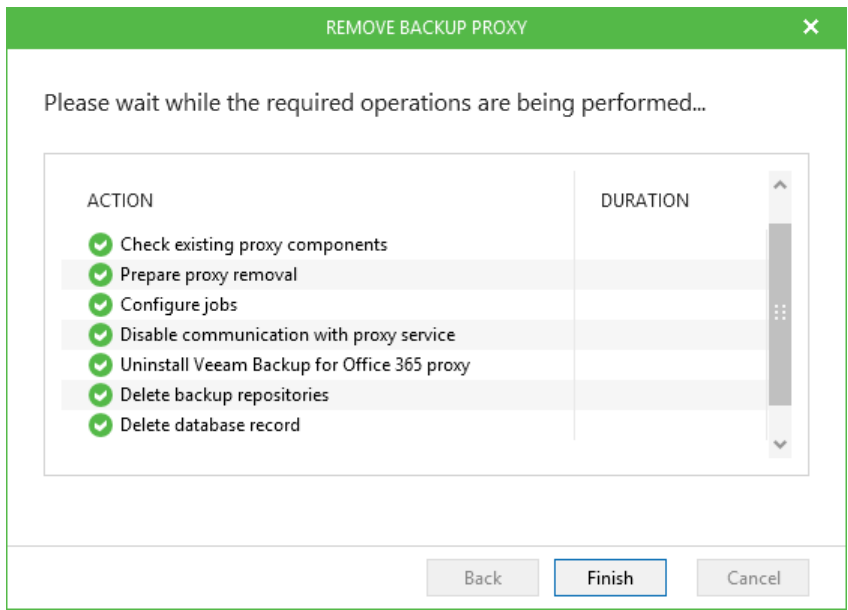
- Information about this proxy will be removed from the configuration database.
- Information about associated repositories will also be removed from the configuration database. These repositories will no longer be displayed in the management console, but the directories and files of the removed repository, however, remains intact.

To remove a backup proxy, do the following:

1. Go to **Backup Infrastructure > Backup Proxies**.
2. In the preview pane, select a backup proxy you want to remove.
3. Click **Remove Proxy** on the ribbon menu. You can also use the **Remove** context menu command.



4. Wait until the operation is complete and click **Finish**.

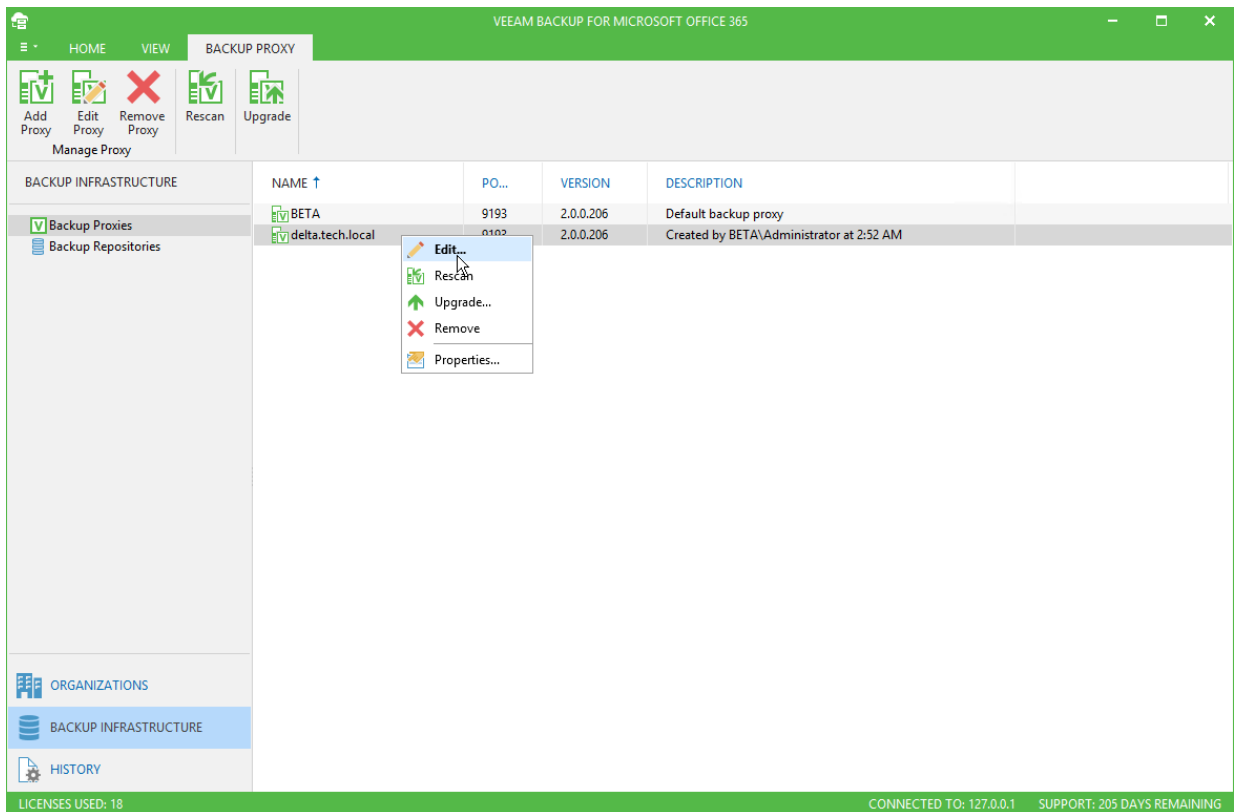


Editing Backup Proxy Server

Sometimes you may need to edit the existing backup proxy server settings.

To edit backup proxy settings, do the following:

1. Go to **Backup Infrastructure > Backup Proxies**.
2. In the preview pane, select a backup proxy you want to edit.
3. Click **Edit Proxy** on the ribbon menu. You can also use the **Edit** context menu command.



4. Veeam Backup for Microsoft Office 365 prohibits you from changing the host after it was created. Nevertheless, you can still change the port number.

EDIT BACKUP PROXY

Specify DNS name or IP address of the proxy server

Host: Port:

Description:

Back Next Cancel

- Specify credential to connect to the server. The account must be a member of the **local Administrator** group on a target server.

EDIT BACKUP PROXY

Specify credentials to connect to the proxy server

Specify user account to connect to Windows server:

Use current account (SQLSRV14\Administrator)

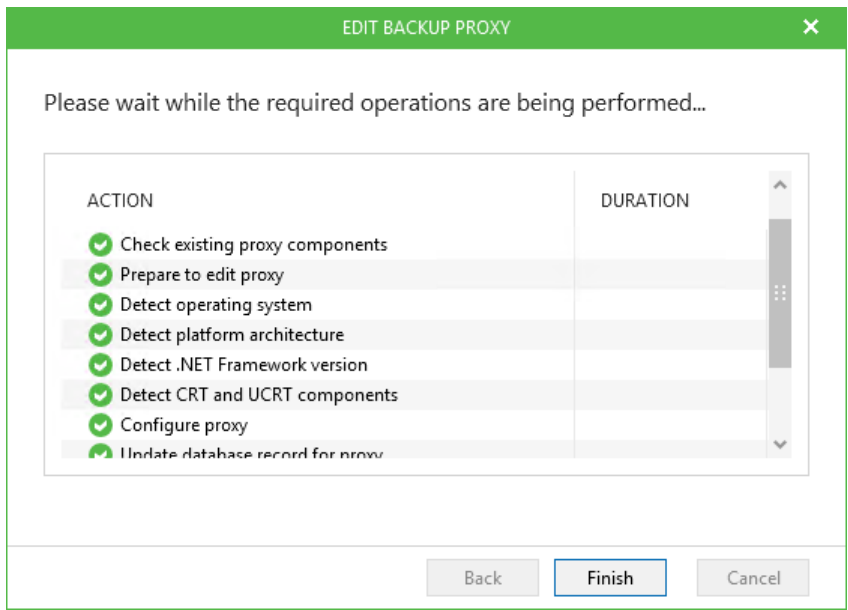
Use the following account:

Username:

Password:

Back Next Cancel

- Wait until the operation is complete and click **Finish**.



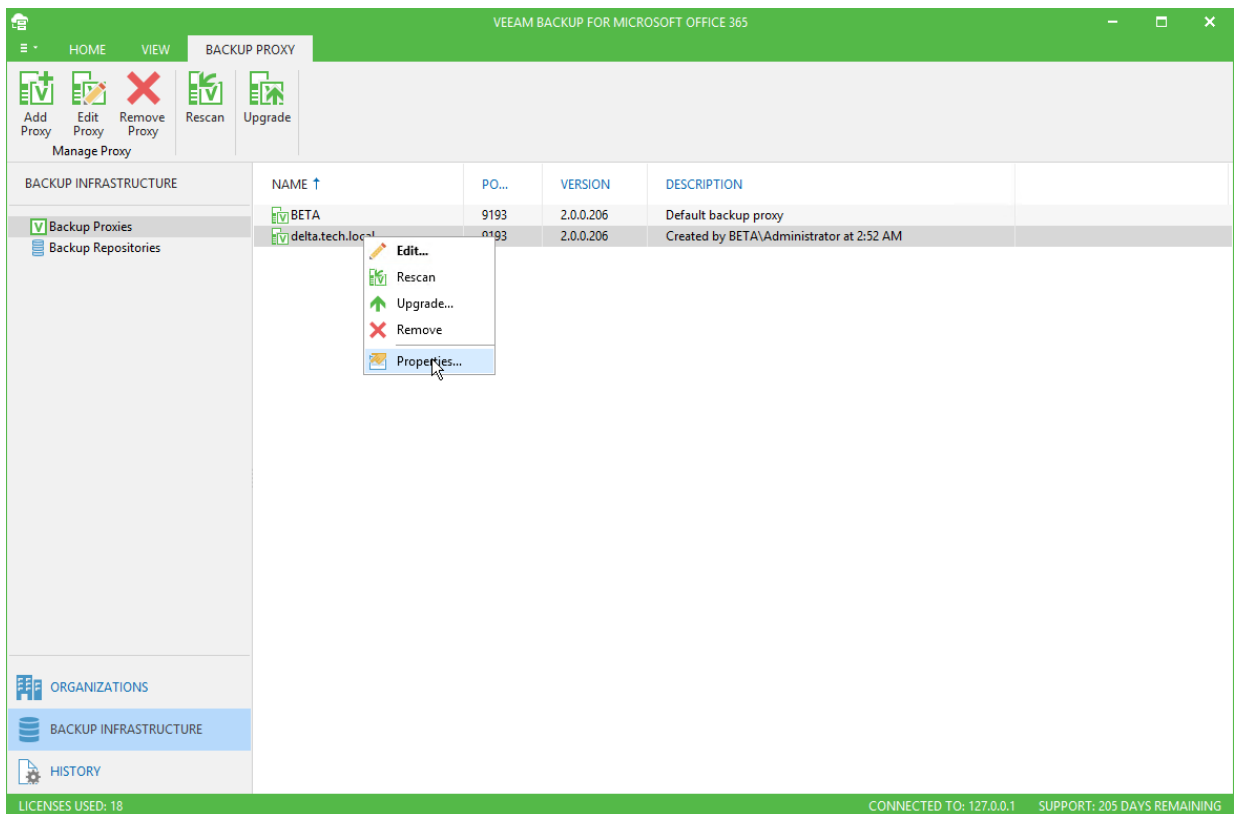
Modifying Backup Proxy Server Properties

You can specify the number of threads and the network bandwidth limit using the **Properties** dialog.

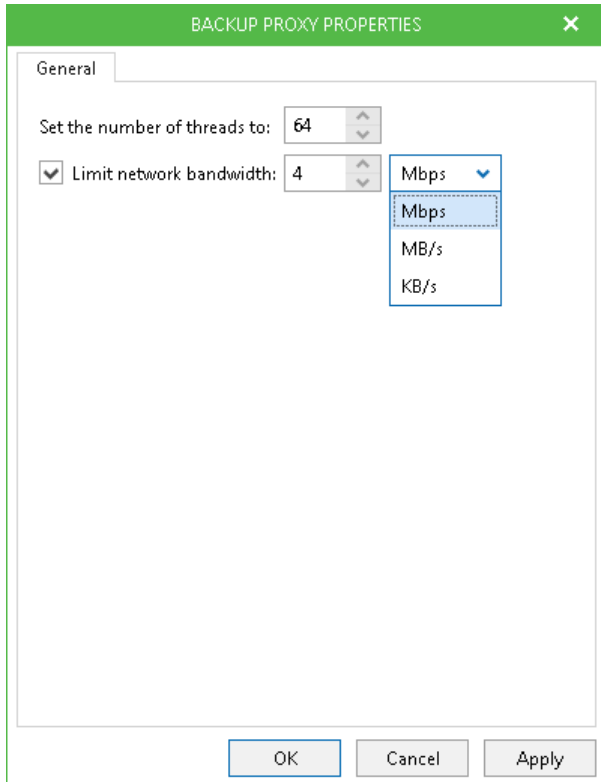
- A thread defines the total number of proxy servers threads that are responsible for handling the backup jobs routine. By default, 64 threads are used. Depending on your environment configuration and capacities (i.e. low CPU or RAM deficiency), running too many threads may significantly reduce the efficiency due to possible throttling errors or connection failures. As each production environment operates under different equipment capacities, Veeam allows you to explicitly define the number of threads that your infrastructure is potentially able to handle without losing performance.
- The network bandwidth limit is applied per proxy, not per thread.

To set the number of threads along with the network bandwidth limit, do the following:

1. Go to **Backup Infrastructure > Backup Proxies**.
2. In the preview pane, right-click a backup proxy and select **Properties**.



3. In the **Set the number of threads to** field, specify the number of threads.
4. Select the **Limit network bandwidth** check box and specify the required network bandwidth limit.



Rescanning Backup Proxies

A backup proxy server might be offline for a variety of different reasons. If some proxies go offline, you may need to perform manual proxy rescan so that they become available for Veeam.

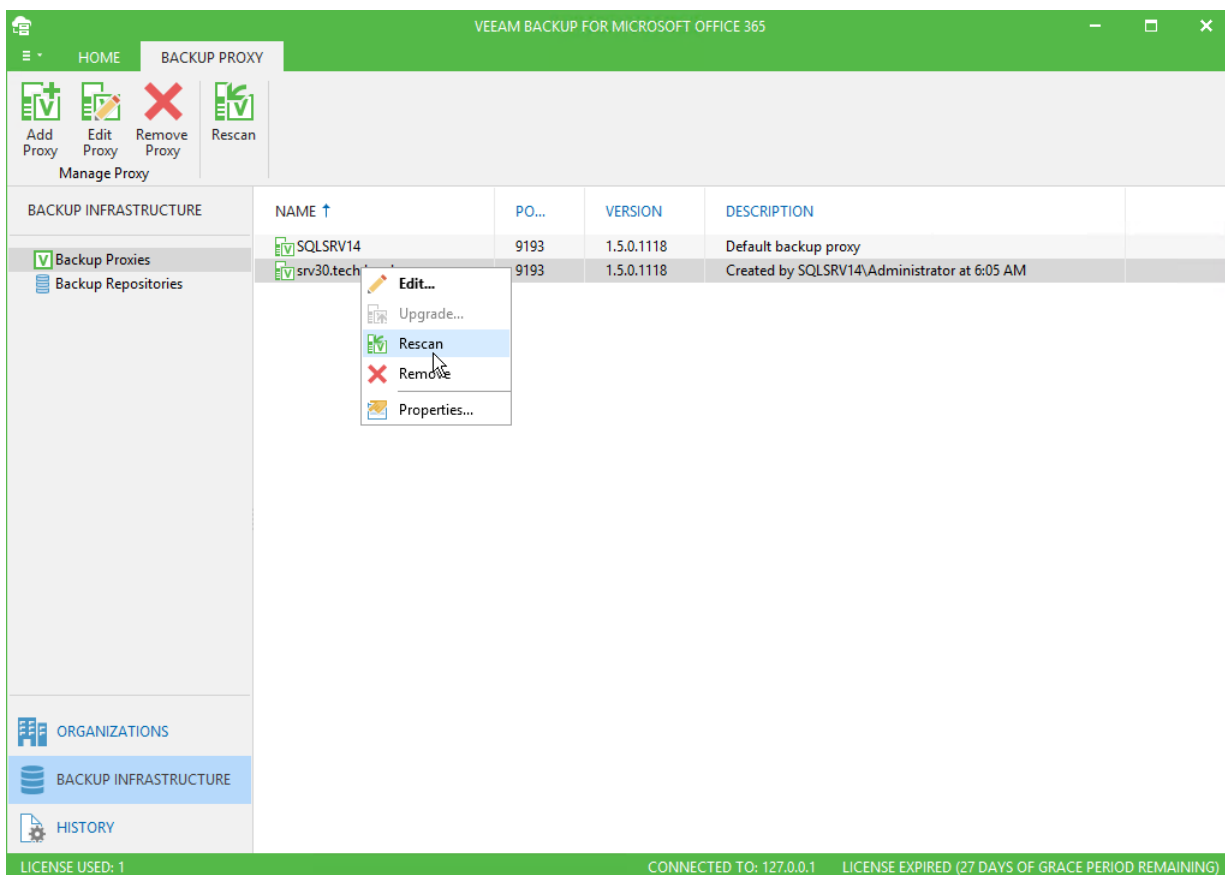
During rescanning, Veeam Backup for Microsoft Office 365 will refresh proxy status and re-connect with a proxy once it is online.

NOTE:

Proxies are rescanned automatically when you start Veeam Backup for Microsoft Office 365.

To rescan a proxy, do the following:

1. Go to **Backup Infrastructure > Backup Proxies**.
2. In the preview pane, select a backup proxy to rescan.
3. Click **Rescan** on the ribbon menu. You can also use the **Rescan** context menu command.



NOTE:

To rescan all proxies configured in your environment, right-click the **Backup Proxies** node and select **Rescan**.

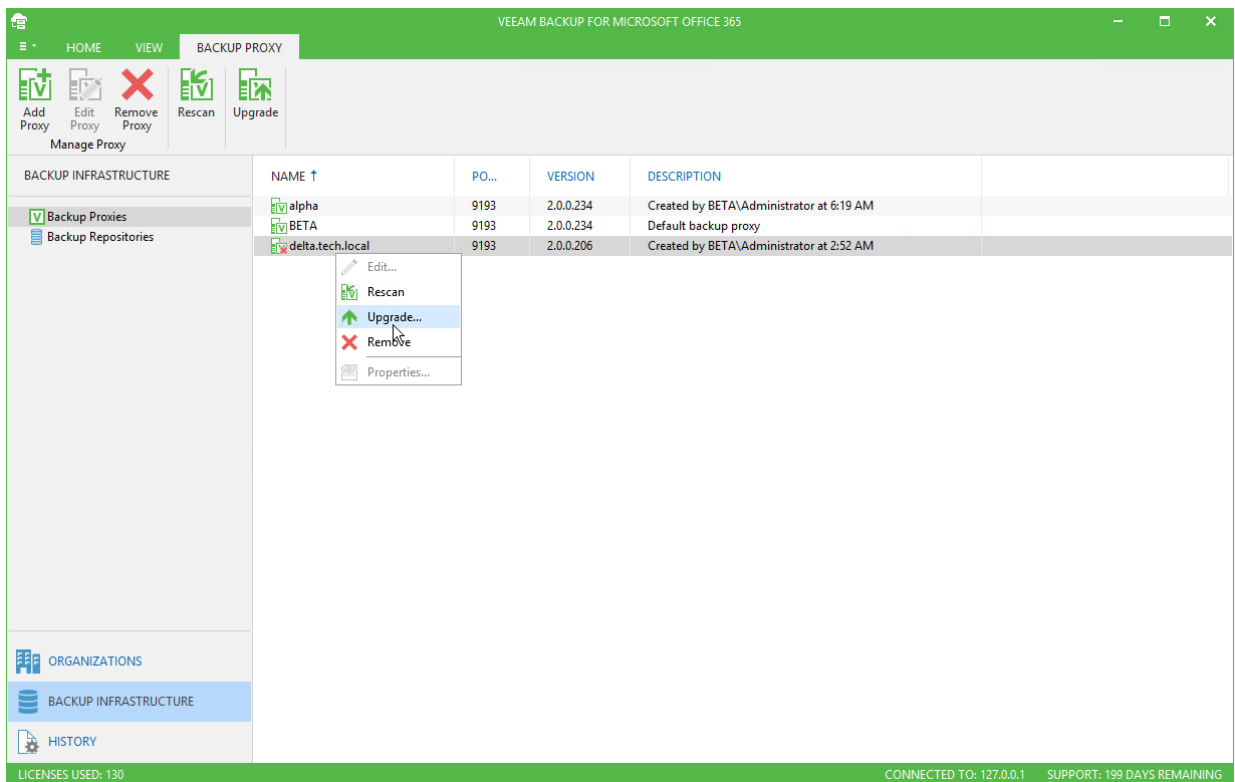
Upgrading Proxy Server

To communicate with proxy servers, Veeam uses the proprietary component — Veeam Backup Proxy for Microsoft Office 365 Service that is installed on a proxy machine during adding a new backup proxy server. If this component becomes outdated, you will need to upgrade it.

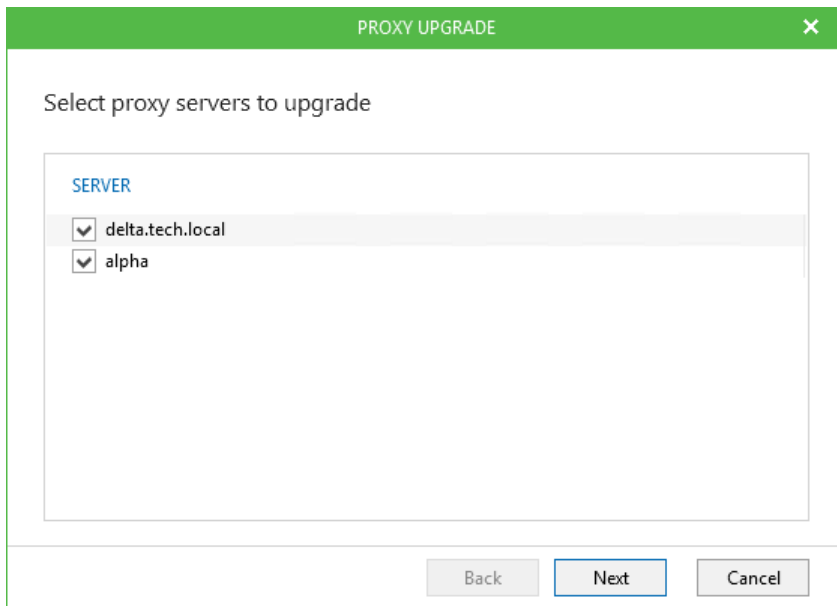
To upgrade the component, do the following:

1. Go to the **Backup Infrastructure** view.
2. In the preview pane, select a proxy server you want to upgrade and on the ribbon menu, or using the corresponding context menu command, click **Upgrade**.

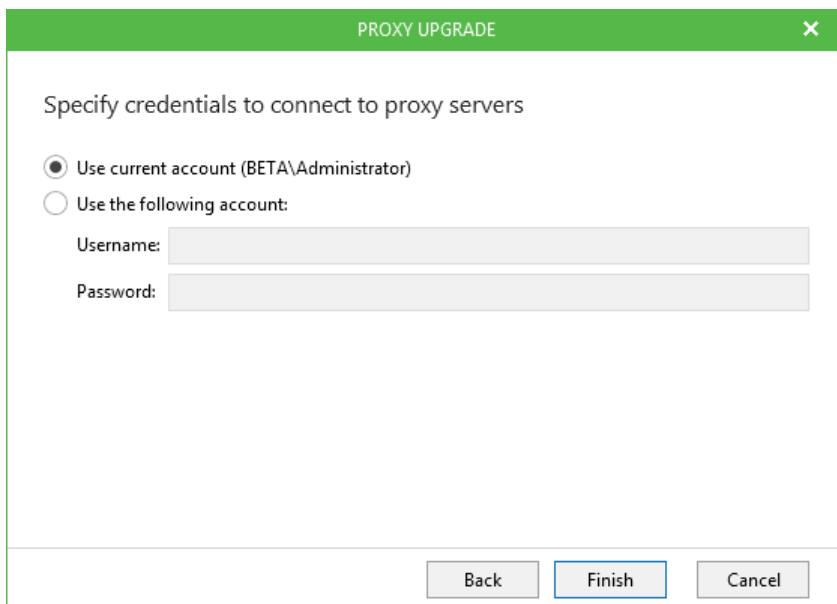
To upgrade all proxy servers simultaneously, select the **Backup Proxies** node and click **Upgrade**.



3. Select a proxy to upgrade. You can select multiple proxies at the same time.





4. Specify user credentials to access the server. The account must be a member of the **Local Administrator** group on a target server.




Once the upgrade procedure is complete, you will be notified about the results.

PROXY UPGRADE ✕

 Proxy upgrade summary
Successfully upgraded 1 proxy.

PROXY	DESCRIPTION
 delta.tech.local	Proxy was successfully upgraded.

Errors Warnings Success

 See less OK

Configuring Backup Repositories

Backup repositories are used to store organization backups created with Veeam Backup for Microsoft Office 365.

The following types of repositories are supported:

- A local folder on a backup proxy. The default backup repository is the `C:\VeeamRepository` directory on the localhost.
- Direct Attached Storage (DAS) connected to the backup server, including external USB/eSATA drives and raw device mapping (RDM) volumes.
- Storage Area Network (SAN). The backup server must be connected to the SAN fabric via hardware or virtual HBA, or software iSCSI initiator.
- SMB 3.0 share (experimental support).
- Azure and/or AWS virtual machines. For more information on deploying the solution on either of these platforms, see [Deploying on Azure and AWS](#).

Storage volumes that host the archive repository must be formatted with NTFS or ReFS.

IMPORTANT!

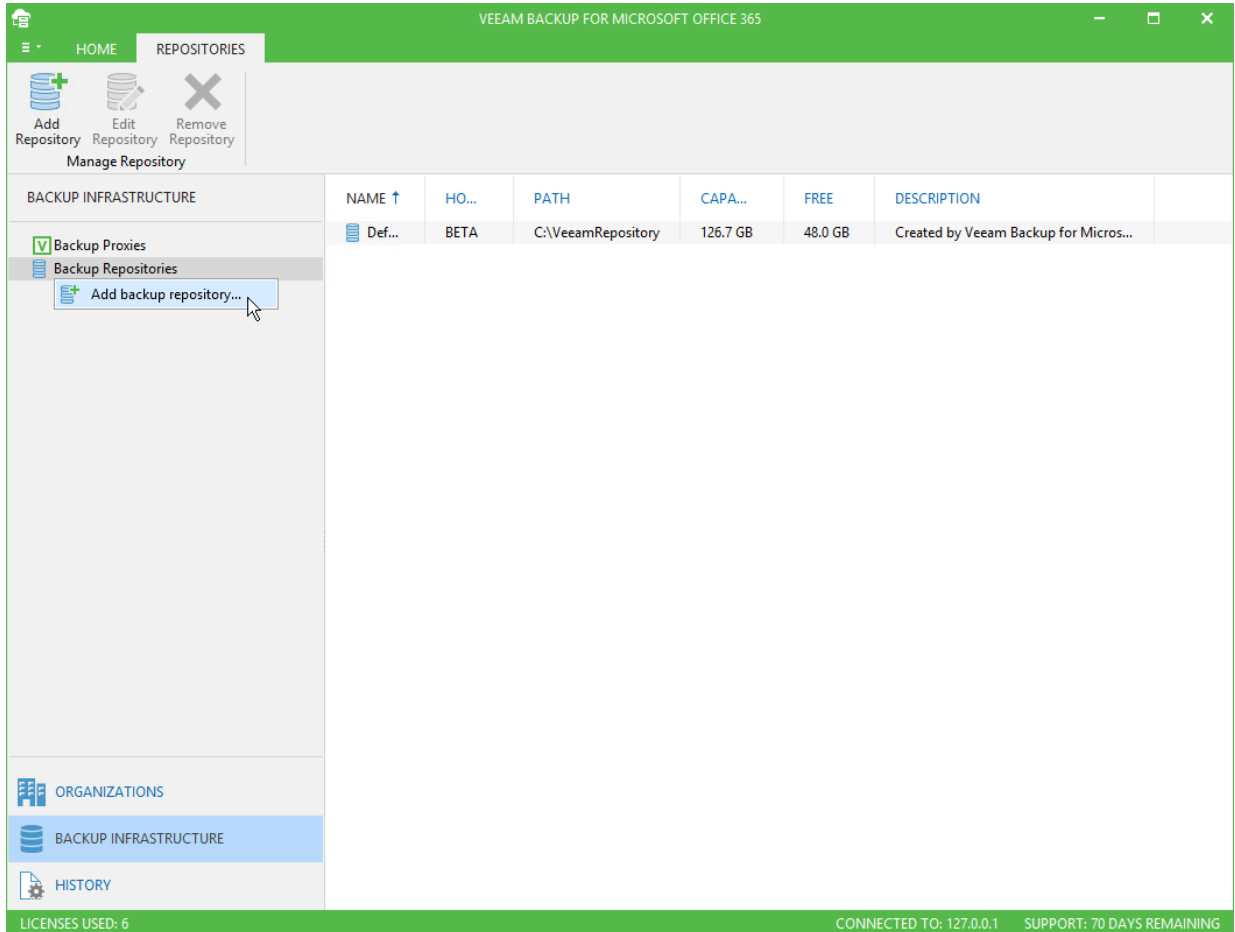
- Consider that Microsoft Windows 7 SP1 and Microsoft Windows 2008 R2 SP1 do not support the SMB 3.0 share as a storage system. To use the SMB 3.0 share as a storage system, make sure you are using Microsoft Windows 8 or Microsoft Windows 2012 or higher.
- To set a network drive\UNC path to the repository on a network share, ensure that the **Local System** account has sufficient rights (i.e. **Read** and **Write**) to access the corresponding network share.

Adding Backup Repository

This section describes how to add a new backup repository, associate it with a relevant proxy server, and define a retention policy that will be applied during archiving your production data.

To add a new repository, do the following:

1. Go to **Backup Infrastructure > Backup Repositories**.
2. Click **Add Repository** on the ribbon menu. You can also use the **Add backup Repository** context menu command.



3. Specify the repository name and optional description.

NEW BACKUP REPOSITORY

Specify details for backup repository

Name:
External Data Storage

Description:
Contains primary backup data for O365 Organizations

Back Next Cancel

- Specify the backup proxy server and the repository location. Click **Get free space** to know the available space.

To use a network share folder, provide the path manually. Network share browsing is not supported.

Note that you will not be able to change the backup proxy in future, nor you will be able to change the path. For more information on backup proxy servers, see [Configuring Backup Proxy Servers](#).

NEW BACKUP REPOSITORY

Specify location for backup repository

Backup proxy:
srv30.tech.local (Created by SQLSRV14\Administrator at 4:56 AM)

Path:
C:\VBO365_Repository_Mrk Browse...

[Get free space](#)

Back Next Cancel

- Specify the retention policy. For more information on configuring the retention policy, see [Understanding Retention Policy](#).

NEW BACKUP REPOSITORY ✕

Specify retention policy

Retention policy for mailbox items:
3 years

Apply retention policy:

Daily at 12:00 AM Everyday

Monthly at 12:00 AM First Sunday

Back Finish Cancel

Understanding Retention Policy

To decrease the amount of data transferred over the network, you apply a retention policy. A retention policy helps you analyze your Office365 organizations information before placing the actual organization data into the repository.

You configure the retention policy during adding/editing a backup repository. For more information, see [Adding Backup Repository](#) and [Editing Repository Settings](#).

For example, if the retention policy is set to 3 years, this will work as follows:

- When you start a backup job, Veeam Backup for Microsoft Office 365 will first analyze the metadata of your organization. In particular, it will check the last item modification date and calculate the "age" of the item.

For example, if a backup job is about to be running at **10:00 AM** on **September, 15, 2017** and last modification was made at **10:00 AM** on **September, 1, 2014**. This means that the item "age" is **3 years and 2 weeks**.

- The "age" is then compared with the value that is set in the **Retention policy for backed up data** drop-down list, which is 3 years in our example.

If the "age" exceeds the specified interval, then, such organization items will not be processed.

In our example, an item is older than 3 years, therefore, it will be skipped from processing. On the contrary, an item that was last modified at **11:55 AM on September 16, 2014**, will be archived successfully.

This retention policy is then applied to the backup data on a target repository according to the following:

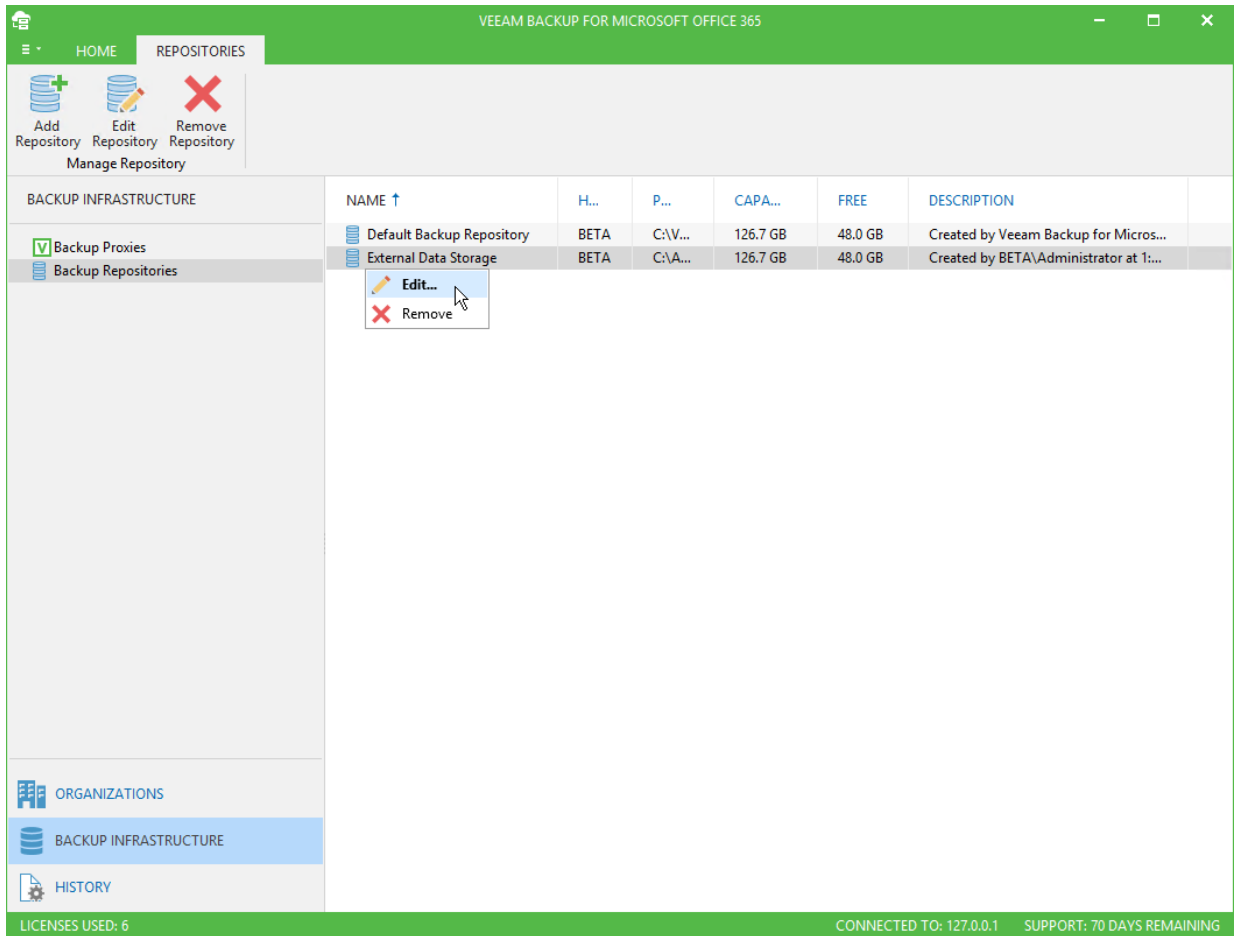
- After all suitable items are placed into the target repository, Veeam Backup for Microsoft Office 365 checks the retention policy application schedule. This setting defines how often Veeam should analyze the "age" of the data in the backup comparing it with the specified threshold (a retention period), which is 3 years in our example.
- The retention period starting point is set to the current date/time. Obsolete data is removed from the repository automatically according to the following:
 - An item will be removed from the repository if its "age" exceeds the threshold.
 - The datastore will be removed from the repository when the last remaining items in the archive have their retention period expired and no data is arrived by that moment.

Editing Repository Settings

This section explains how to edit repository settings such as the repository name along with its description and the retention policy rules.

To edit repository settings, do the following:

1. Go to **Backup Infrastructure > Backup Repositories**.
2. In the preview pane, select the repository you want to edit.
3. Click **Edit Repository** on the ribbon menu. You can also use the **Edit** context menu command.



4. Specify new details for the backup repository.

NEW BACKUP REPOSITORY

Specify details for backup repository

Name:
External Data Storage

Description:
Contains primary backup data for O365 Organizations

Back Next Cancel

5. Veeam Backup for Microsoft Office 365 prohibits you from changing the Backup repository location after it was created. This step is described to adhere to the consistency of the wizard.

EDIT BACKUP REPOSITORY

Specify location for backup repository

Backup proxy:
sv30.tech.local (Created by SQLSRV14\Administrator at 6:05 AM)

Path:
C:\New Folder Browse...

96.8 GB free of 119.7 GB

Back Next Cancel

6. Specify retention policy and click **Finish**. For more information on configuring the retention policy, see [Understanding Retention Policy](#).

EDIT BACKUP REPOSITORY ✕

Specify retention policy

Retention policy for mailbox items:
3 years

Apply retention policy:

Daily at 11:00 PM Everyday

Monthly at 11:00 PM First Sunday

Back Finish Cancel

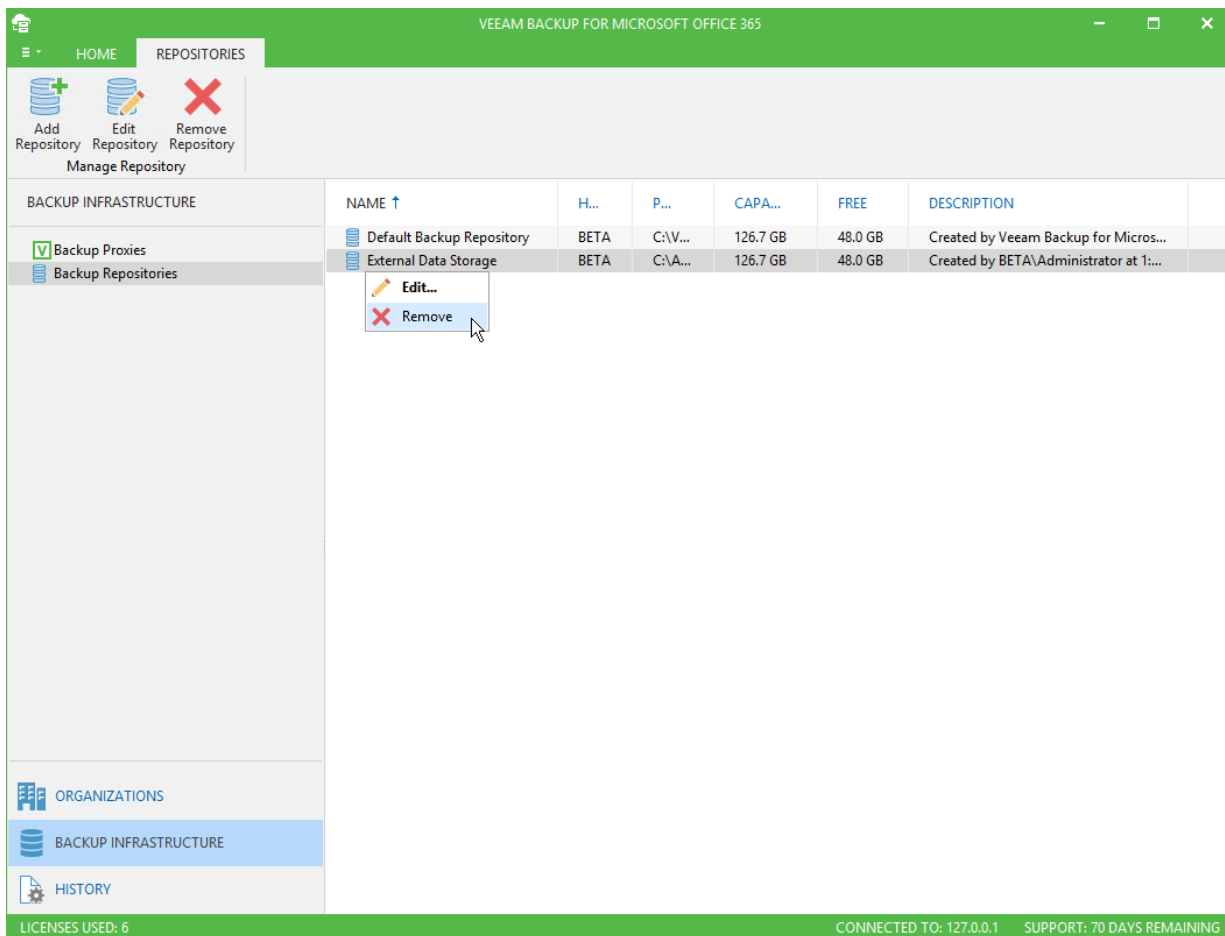
Removing Backup Repository

You can remove a repository from the application scope when you no longer need it.

Before removing a repository, make sure you re-map the corresponding backup jobs to another valid repository. Once a repository is removed the corresponding restore points will become unavailable.

To remove a repository, do the following:

1. Go to **Backup Infrastructure > Backup Repositories**.
2. In the preview pane, select the repository you want to remove.
3. Click **Remove Repository** on the ribbon menu. You can also use the **Remove** context menu command.

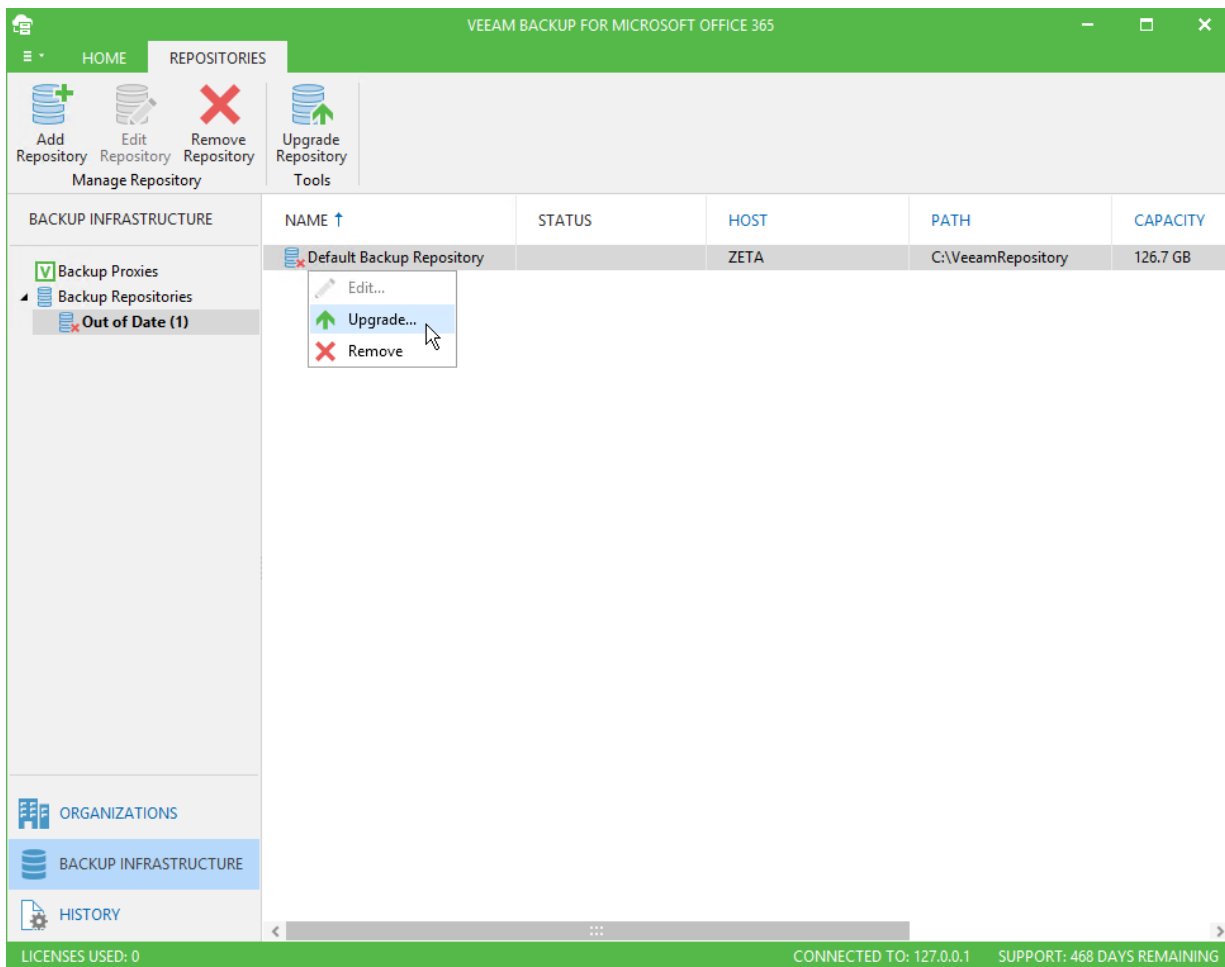


Upgrading Backup Repository

When you upgrade your Veeam Backup for Microsoft Office 365 application with a newer version, your Veeam Backup for Microsoft Office 365 repository databases will be marked as out of date. To continue working with these repositories, you will need to upgrade them first.

To upgrade Veeam Backup for Microsoft Office 365 repository databases, do the following:

1. Go to the **Backup Infrastructure** view.
2. Go to the **Backup Repositories > Out of Date** node.
3. Right-click a backup repository and click **Upgrade**.

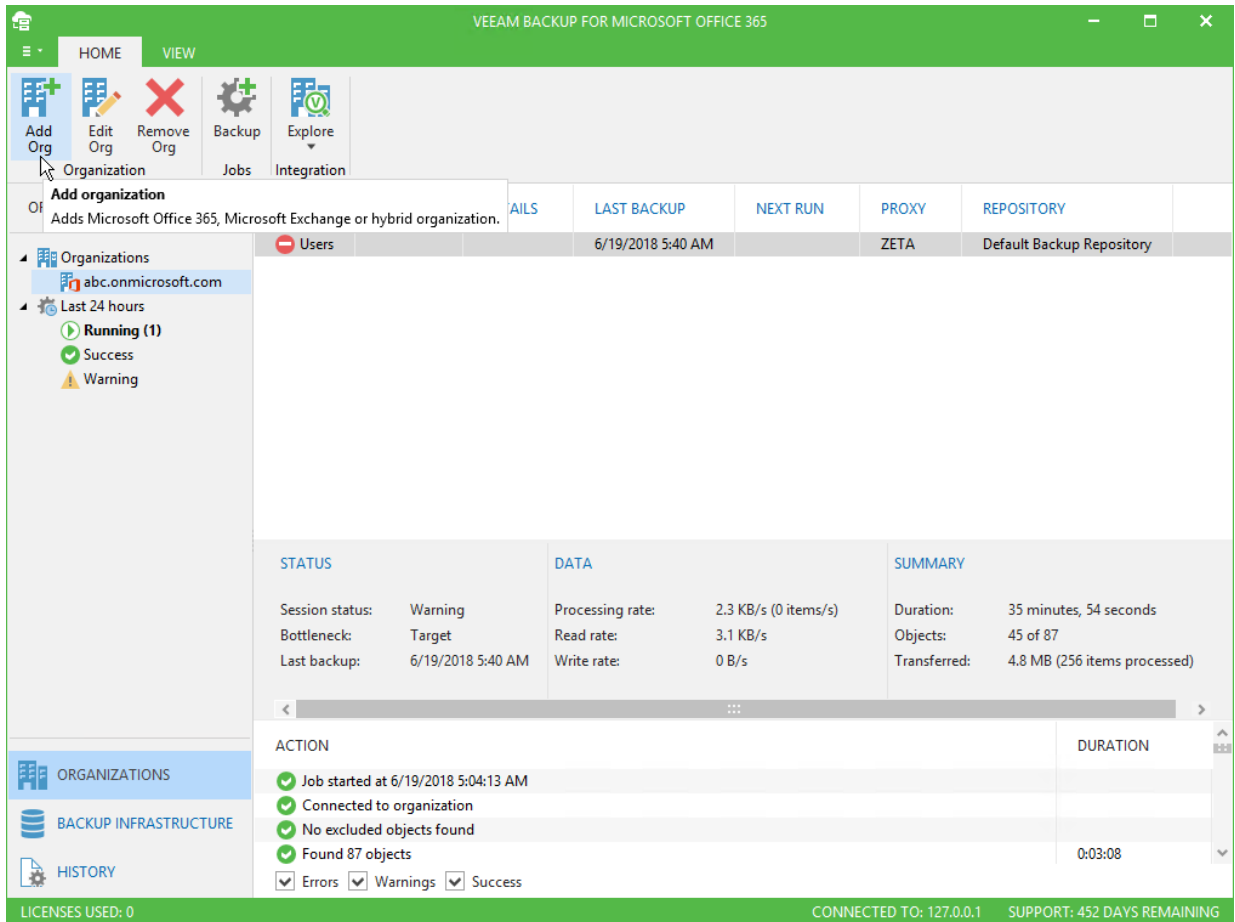


Adding Microsoft Organizations

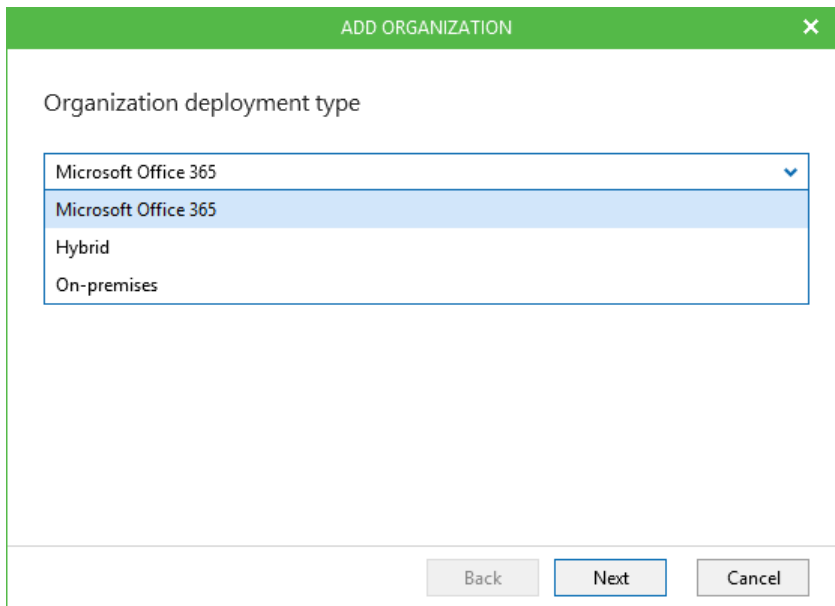
Before you can create backups of your Microsoft O365 organizations, you need to add these organizations to the program scope.

To add a new organization to the Veeam Backup for Microsoft Office 365 scope, do the following:

1. Switch to the **Organizations** view and go to the **Home** tab.
2. Click **Add Org** on the toolbar or select the **Organizations** node in the navigation pane and right-click **Add organization**.



3. Select the organization deployment type.



4. Click **Next** to proceed to one of the following configuration scenarios:
 - [Adding Microsoft Office 365 Organizations](#)
 - [Adding On-Premises Organizations](#)
 - [Adding Hybrid Organizations](#)

Adding Microsoft Office 365 Organizations

To add a new Microsoft Office 365 organization, do the following:

1. Specify the Microsoft Azure region your organizations belong to.
2. Specify valid credentials to connect to the Microsoft Office 365 organization.
The user account must be provided in either of the following formats: *user@domain.com* or *user@domain.onmicrosoft.com*.
3. Select **Exchange Server** and/or **SharePoint Server** checkboxes to automatically grant required permissions and assign appropriate roles to the account to access organizations thereof. For more information, see [Required Permissions](#).
4. Click **Next** and wait until Veeam verifies connection and organization parameters.
5. Click **Finish**.

Some actions might be failing during verification. To know more about the reason of the failure, see the message under the **Status** column.

IMPORTANT!

To connect to Microsoft Office 365 organizations that belong to China or Germany regions, make sure you select the **Use custom Veeam application to connect to Microsoft Graph** checkbox. For more information on this feature, see [Connecting to Microsoft Graph](#).

ADD ORGANIZATION

Office 365 connection settings

Region:

Username:

Password:

Grant this account roles and permissions required for working with:

Exchange Server

SharePoint Server

Use custom Veeam application to connect to Microsoft Graph

NOTE:

- If impersonation was not granted, Veeam Backup for Microsoft Office 365 will display an error message when checking organization parameters. Further mailbox processing will not be possible.
- If impersonation was granted manually using PowerShell with some accounts filtered out (i.e. partial impersonation), then you will see the corresponding notification message. If you decide to fully grant impersonation, you can re-run parameters check right afterwards.

Connecting to Microsoft Graph

Veeam utilizes Microsoft Graph API to access Azure Active Directory resources and retrieve information about your Microsoft Office 365 organizations. For more information about Microsoft Graph and types of requests that are being used during communicating with Microsoft Graph, see [this Microsoft article](#) and [Microsoft Graph Requests](#) respectively.

To connect to Microsoft Graph, Veeam uses two different approaches involving two different application types:

- The default Microsoft application.
- The custom `Veeam Backup for Microsoft Office 365` application.

Using Microsoft Application

This application is installed by default by Microsoft and allows Veeam to connect to Microsoft Office 365 organizations that belong to any Microsoft Azure region other than China or Germany.

Using Veeam Backup for Microsoft Office 365 Application

To connect to Microsoft Office 365 organizations that belong to China or Germany regions, you must use the proprietary Veeam application — `Veeam Backup for Microsoft Office 365`.

This application is installed automatically after you select the **Use custom Veeam application to connect to Microsoft Graph** checkbox during adding Microsoft Office 365 organizations and provides Veeam with the appropriate permission set to access and work with your Microsoft Office 365 organizations data (e.g. retrieving users information, etc.). For more information on adding new organizations and working with the wizard, see [Adding Microsoft Office 365 Organizations](#).

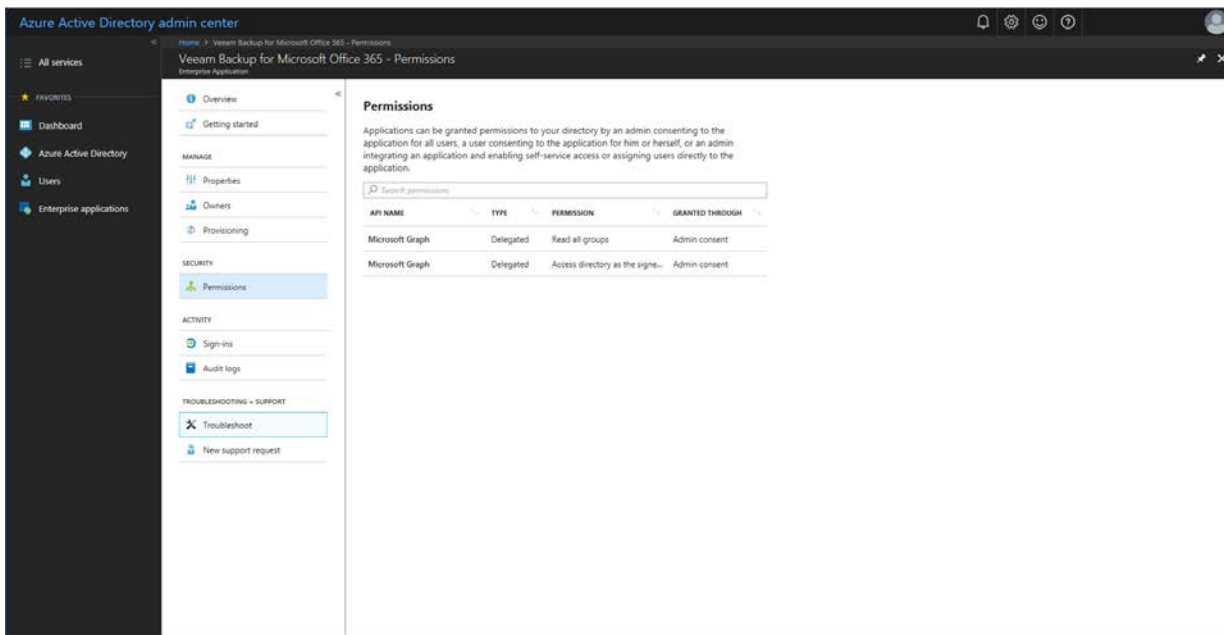
To be able to install the application, Veeam requires either of the following roles to be assigned to your Microsoft Office 365 account:

- **Application administrator**. For more information on this role, see [this Microsoft article](#).
- **Cloud application administrator**. For more information on this role, see [this Microsoft article](#).

To assign any of these roles, open the Azure Active Directory portal, go to **Azure Active Directory > Users > %User% > Directory role** and click **Add role**.

Once installed, the application can be found in the **Enterprise applications - All applications** section of your Azure Active Directory admin center.

To see what permissions have been given to the application, click the `Veeam Backup for Microsoft Office 365` application name and select **Permissions**.



NOTE:

The **Use custom Veeam application to connect to Microsoft Graph** option is selected by default for all regions. In fact, Veeam encourages you to use this option regardless of the region type of your Microsoft Office 365 organizations.

Microsoft Graph Requests

The following types of requests are used when working with Microsoft Graph:

- Retrieve the properties and relationships of currently authenticated organization. For more information, see [this Microsoft article](#).
- Get groups and directory roles that the user is a direct member of. For more information, see [this Microsoft article](#).
- Retrieve a list of user objects. For more information, see [this Microsoft article](#).
- List all the groups available in an organization. For more information, see [this Microsoft article](#).

Adding On-Premises Organizations

When you select On-Premises, you can choose what On-Premises organizations you want to add. You can add either one or both Microsoft Exchange and Microsoft SharePoint organizations at the same time using the same wizard.

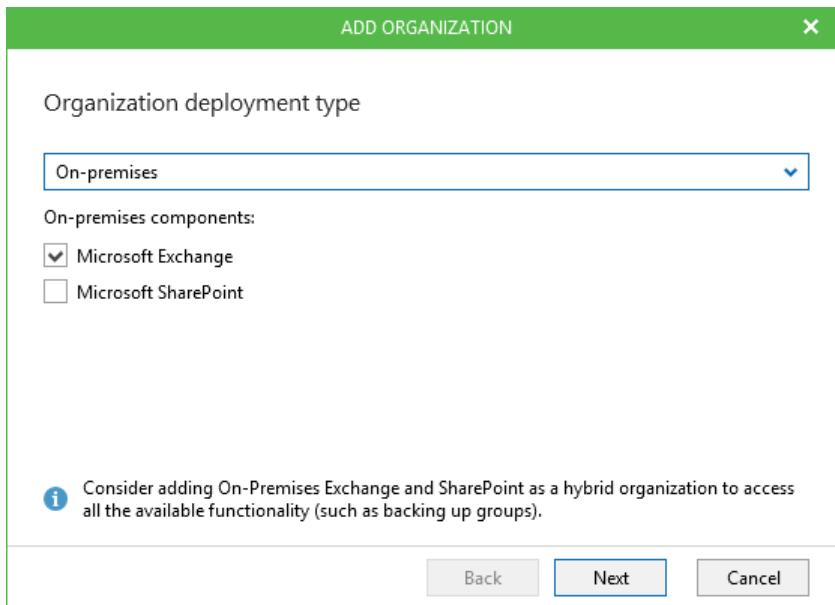
To learn more about adding On-Premises organizations, see the following sections:

- [Adding Microsoft On-Premises Exchange Organization](#)
- [Adding Microsoft On-Premises SharePoint Organization](#)
- [Adding On-Premises Organizations of Both Types](#)

Adding Microsoft On-Premises Exchange Organization

To add a new On-Premises Microsoft Exchange organization, do the following:

1. Select the **Microsoft Exchange** checkbox and click **Next**.



The screenshot shows a dialog box titled "ADD ORGANIZATION" with a close button (X) in the top right corner. The main content area is titled "Organization deployment type" and features a dropdown menu currently set to "On-premises". Below this, under the heading "On-premises components:", there are two checkboxes: "Microsoft Exchange" (checked) and "Microsoft SharePoint" (unchecked). At the bottom left, there is an information icon (i) followed by the text: "Consider adding On-Premises Exchange and SharePoint as a hybrid organization to access all the available functionality (such as backing up groups)". At the bottom right, there are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

2. Specify Microsoft Exchange server EWS endpoint URL. For example, *e.mail.mycompany.com*. If necessary, contact your Exchange administrator to know the URL. If the server requires SSL connection, select **Use SSL**.

Select to skip one or several verification steps using the following checkboxes:

- **Skip certificate trusted authority verification**
- **Skip certificate common name verification**
- **Skip revocation check**

3. Specify valid credentials to connect to the Microsoft Exchange organization.

The user account must be provided in either of the following formats: *domain\account* or *account@domain*. For more information on required permissions, see the [Required Permissions](#) section.

4. Select the **Configure User Account** checkbox to let Veeam automatically perform the following:
 - Check the connection to the Exchange Web Services (EWS) and PowerShell services.
 - Check if impersonation has been granted. If not, Veeam checks whether the Office 365 organization is in the dehydration state or not. In the latter case Veeam checks the **Organization Config** role, which allows to activate the dehydration state. Such state can only be applied to the Office 365 organization, when the organization has been created but has never been accessed by the administrator.
 - Check whether the **Organization Management** and **Role Management** roles are assigned to the user. These roles are required to grant impersonation.

If you leave this checkbox unchecked, Veeam will perform the following:

- Check the connection to the Exchange Web Services (EWS) and PowerShell services.

- Check whether the **View-Only Configuration** role is assigned to the user to be able to fetch organization parameters such as the organization name and organization ID.
 - Check whether the **View-Only Recipient** role is assigned to the user to be able to fetch and display organization users.
 - Check whether the **ApplicationImpersonation** role has been granted.
5. Select the **Configure throttling policy** checkbox to check if the throttling policy exists. If not, Veeam checks if the **RecipientPolicies** role exists. If so, the throttling policy might be assigned to the user.

The screenshot shows a dialog box titled "ADD ORGANIZATION" with a close button (X) in the top right corner. The main heading is "On-premises Microsoft Exchange connection settings". Below this, there are several input fields and checkboxes:

- Server:** A text box containing "abc.org.com".
- Use SSL:** An unchecked checkbox.
- Skip certificate trusted authority verification:** An unchecked checkbox.
- Skip certificate common name verification:** An unchecked checkbox.
- Skip revocation check:** An unchecked checkbox.
- Username:** A text box containing "org\administrator".
- Password:** A text box containing six dots.
- Configure user account:** A checked checkbox.
- Configure throttling policy:** A checked checkbox.

At the bottom of the dialog, there are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

6. Wait until the connection is established and click **Finish**.

Some actions might be failing during verification. In this case, a message will be shown under the **Status** column displaying the reason of the failure.

The screenshot shows the same "ADD ORGANIZATION" dialog box, but now it is in a verification state. The heading is "Verifying connection and organization parameters...". Below this is a table with two columns: "ACTION" and "STATUS".

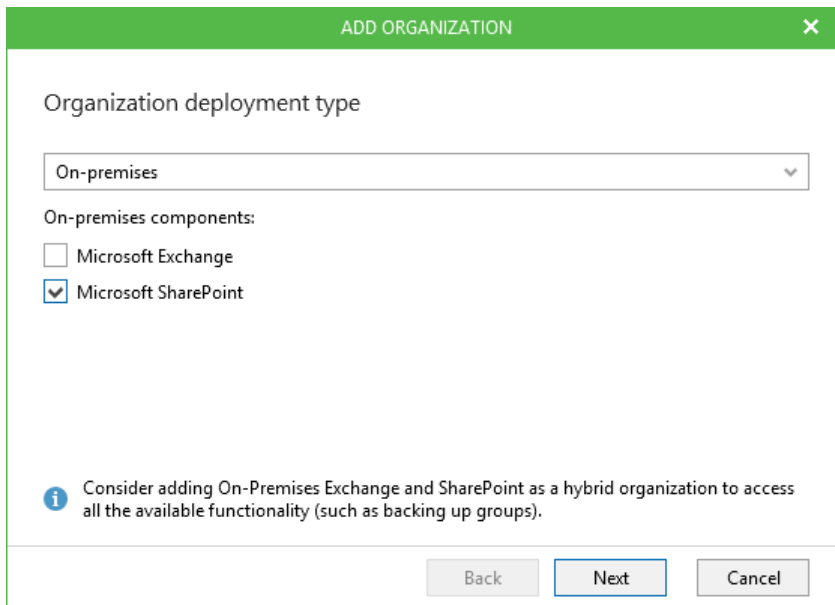
ACTION	STATUS
Connect to EWS	✔ Success
Connect to PowerShell	✔ Success
Check View-Only Configuration role	✔ Success
Check View-Only Recipients role	✔ Success
Check ApplicationImpersonation role	✔ Success
Check Throttling Policy	✔ Success

At the bottom of the dialog, there are three buttons: "Back", "Finish" (highlighted with a blue border), and "Cancel".

Adding Microsoft On-Premises SharePoint Organization

To add a new On-Premises Microsoft SharePoint organization, do the following:

1. Select the **Microsoft SharePoint** checkbox and click **Next**.



Organization deployment type

On-premises

On-premises components:

Microsoft Exchange

Microsoft SharePoint

i Consider adding On-Premises Exchange and SharePoint as a hybrid organization to access all the available functionality (such as backing up groups).

Back Next Cancel

2. Specify the Microsoft SharePoint server address and the WinRM port number. See [User Authentication For SharePoint Organization](#).
3. Select to skip one or several verification steps using the following checkboxes:
 - **Skip certificate trusted authority verification.**
 - **Skip certificate common name verification.**
 - **Skip revocation check.**
4. Specify valid credentials to connect to the Microsoft SharePoint organization.

The user account must be provided in either of the following formats: *domain\account* or *account@domain*. For more information on required permissions, see the [Required Permissions](#) section.
5. Select the **Automatically grant required permissions and assign roles** checkbox to automatically add a user to the SharePoint site collection and grant this user administrative privileges to be able to access Microsoft SharePoint sites. Selecting this option also grants access to the **User Profile Service** to be able to work with OneDrive data.

ADD ORGANIZATION ✕

On-premises Microsoft SharePoint connection settings

Server:

Port:

Use SSL

Skip certificate trusted authority verification

Skip certificate common name verification

Skip revocation check

Username:

Password:

Automatically grant required permissions and assign roles

6. Wait until the connection is established and click **Finish**.

Some actions might be failing during verification. In this case, a message will be shown under the **Status** column displaying the reason of the failure.

ADD ORGANIZATION ✕

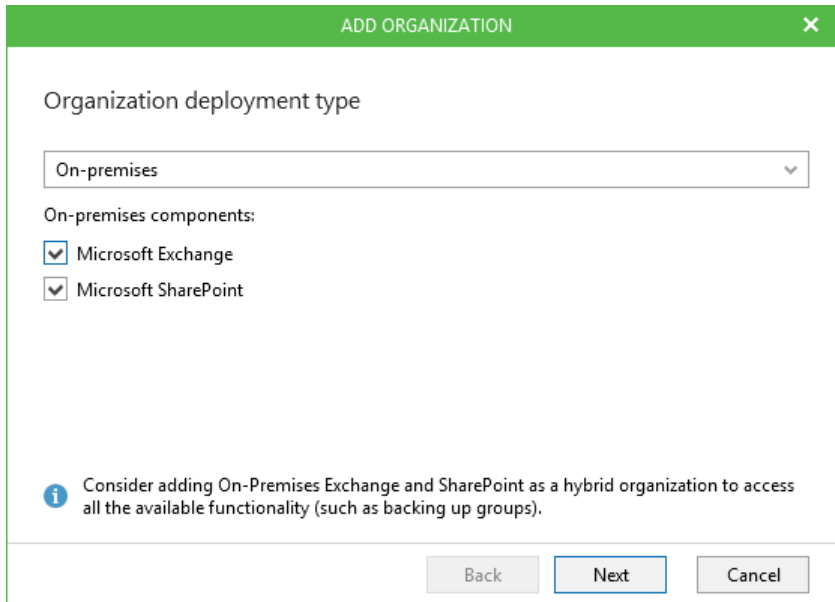
Verifying connection and organization parameters...

ACTION	STATUS
Connect to PowerShell	✔ Success
Check Farm Administrator role	✔ Success
Check User Profile Service permissions	✔ Success

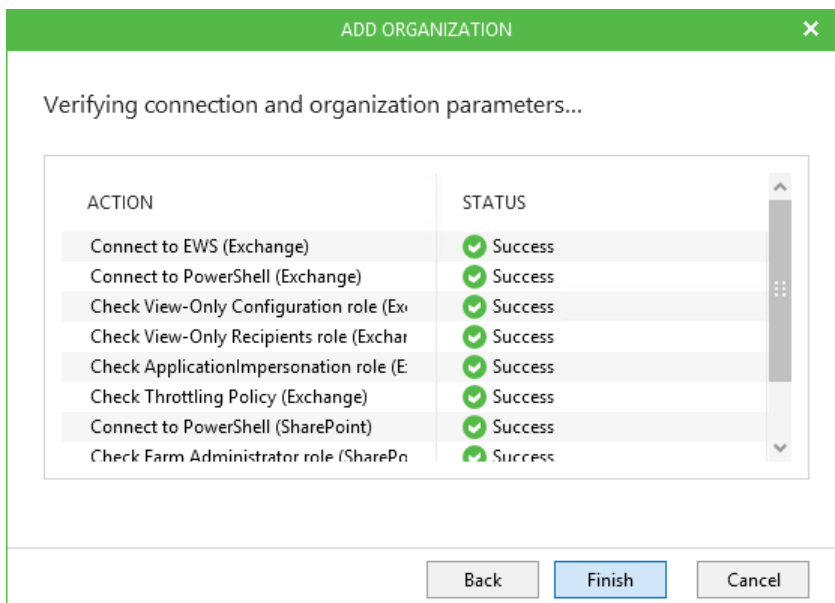
Adding On-Premises Organizations of Both Types

To add both On-Premises Microsoft Exchange and On-premises Microsoft SharePoint organizations, do the following:

1. Select both **Microsoft SharePoint** and **Microsoft Exchange** checkboxes and click **Next**.



2. Sequentially perform the steps described in the [Adding Microsoft On-premises Exchange Organization](#) and [Adding Microsoft On-premises SharePoint Organization](#) sections.
3. Wait until the connection is established and click **Finish**. Some actions might be failing during verification. In this case, a message will be shown under the **Status** column displaying the reason of the failure.



Adding Hybrid Organizations

You can add Microsoft Office 365, On-Premises SharePoint, and On-Premises Exchange organizations according to the following:

1. Specify connection settings for the Microsoft Office 365 organization as described in the [Adding Microsoft Office 365 Organizations](#) section.
2. Specify connection settings for the On-Premises Exchange and/or SharePoint organization as described in the [Adding On-Premises Organizations](#) section.

NOTE:

Microsoft Office 365, On-Premises SharePoint, and On-Premises Exchange organizations must belong to the same organization.

Editing Organization Parameters

After you have added an organization, you may want to edit its parameters such as the organization deployment type, user name and/or password, or permissions that have been previously given to that account.

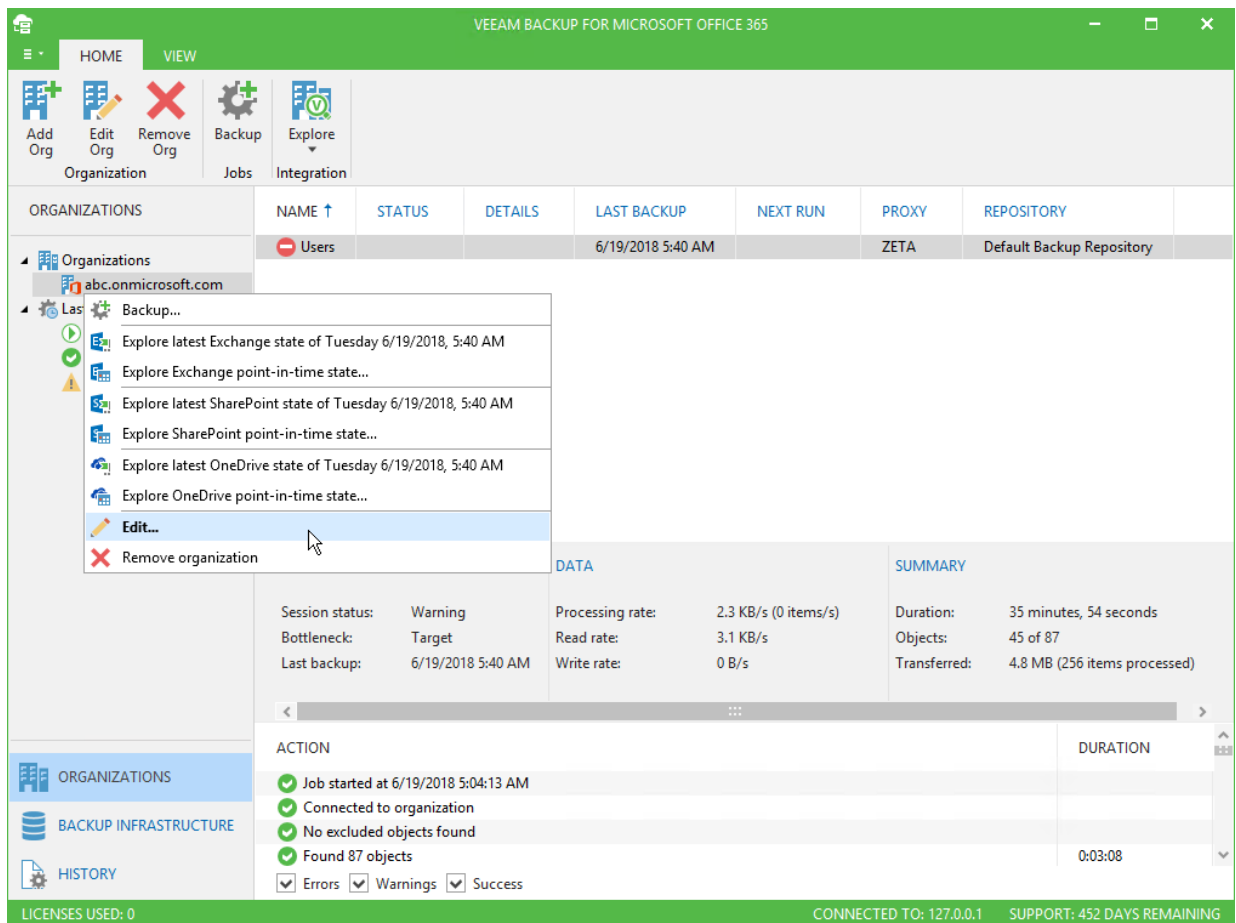
When editing organization parameters, you are basically going through the steps of the same wizard that was used when you were adding new organizations to the program scope. For more information, see [Adding Microsoft Organizations](#).

NOTE:

You cannot change *Office 365* organization deployment type to the *On-Premises* type.

To edit organization parameters, do the following:

1. Go to the **Organization** view, select an organization you want to edit and click **Edit Org** on the ribbon menu. You can also use the **Edit** command from the context menu.



2. Choose the organization deployment type.

Organization deployment type

Microsoft Office 365

Microsoft Office 365

Hybrid

Back Next Cancel

3. Provide Microsoft Office 365 connection settings.

The wizard you see at this step depends on the deployment type of the organization that is being edited.

Office 365 connection settings

Region: Default

Username: admin@abc.onmicrosoft.com

Password: ●●●●●●●●

Grant this account roles and permissions required for working with:

Exchange Server

SharePoint Server

Use custom Veeam application to connect to Microsoft Graph

Back Next Cancel

4. Wait until the operation is complete and click **Finish**.

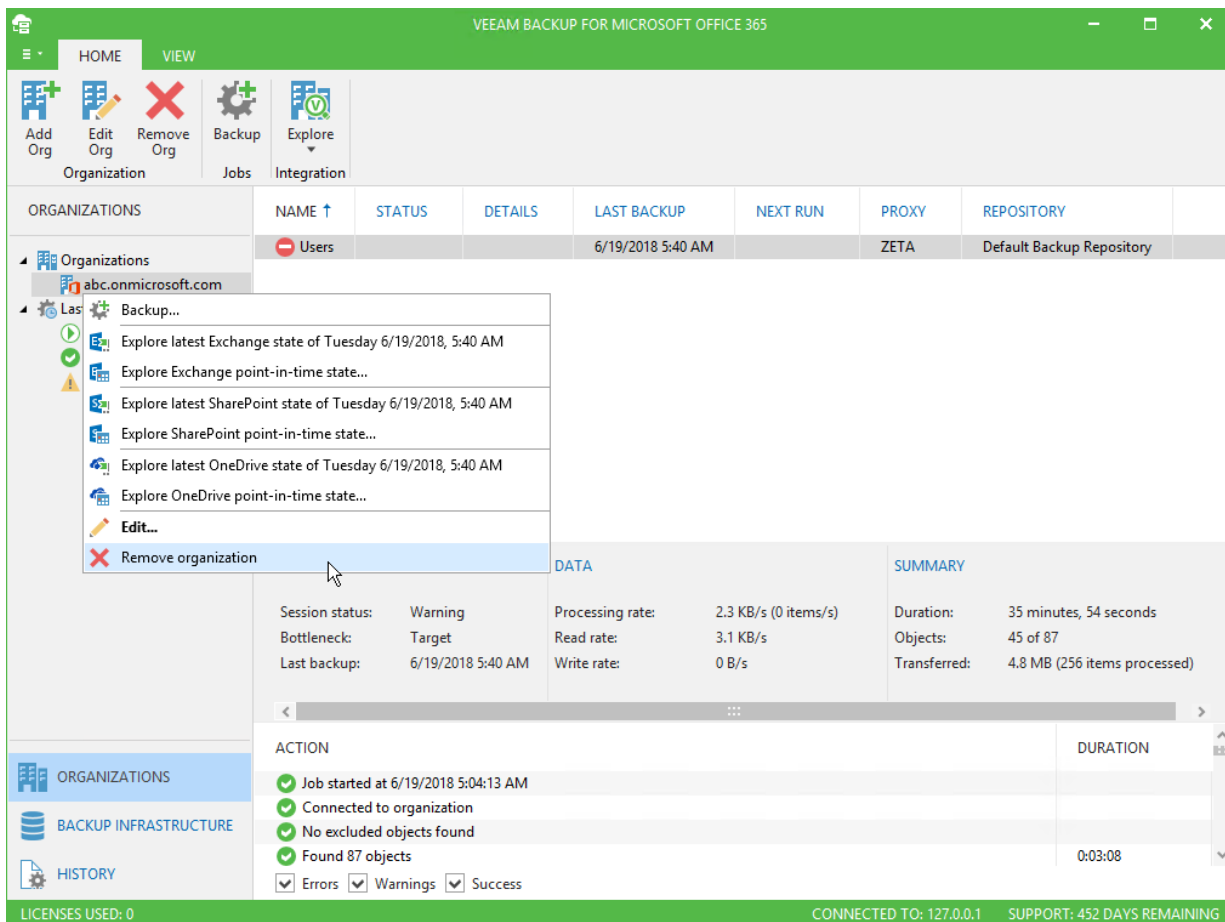
Removing Organizations

You can remove an organization from the application scope if you no longer need it.

When an organization is being removed, Veeam also removes the entire collection of backup jobs configured for this organization. The actual backup data, however, remains intact in corresponding backup repositories. For more information on removing backup repositories, see [Removing Backup Repository](#).

To remove an organization, do the following:

1. Go to the **Organizations** view.
2. In the navigation pane, select an organization you want to remove and click **Remove Org** on the ribbon menu. You can also right-click an organization and select **Remove organization**.



Performing Organization Data Backup

To create a backup of Microsoft Office 365 and/or On-Premises organizations data, you first need to create a backup job.

A backup job contains configuration settings that define the behavior of how your organization data should be archived.

To learn more about creating and managing backup jobs in Veeam Backup for Microsoft Office 365, see the following sections:

- [Understanding Organization Object Types](#)
- [Creating Entire Organization Backup](#)
- [Selecting Organization Items to Backup](#)
- [Managing Backup Jobs](#)
- [Viewing Backup Job Statistic](#)

To learn how to explore your backups, see [Exploring Veeam Backup for Microsoft Office 365 Backups](#).

TIP:

Information provided in this section can also be applied when creating backups using cloud platforms such as Azure and/or AWS. For more information on how you can deploy the Veeam Backup for Microsoft Office 365 solution on these platforms, see [Deploying on Azure and AWS](#).

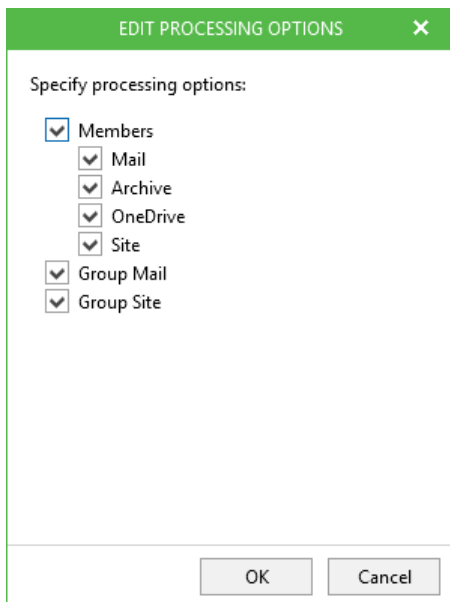
Understanding Organization Object Types

This section explains object types and their corresponding processing options that you can select when creating and configuring a backup job in Veeam Backup for Microsoft Office 365.

There are four available object types:

- **Groups.** Consists of O365 groups (available only in Office 365 organizations), Security groups, Distribution groups, and Dynamic distribution groups.
- **Users.** Consists of Users, Shared mailboxes (available only in Office 365 and Exchange organizations), and Public mailboxes (available only in Office 365 and Exchange organizations).
- **Sites.** Consists of organization sites and subsites.
- **Organizations.** Contains organization objects and their corresponding processing options.

Each of these object types consists of the predefined set of processing options such as **Mail**, **Archive**, **OneDrive**, **Site**, **Group Mail**, and **Group Site** which you can select/deselect to make data retrieval even more precise.



Groups

The following table explains group types and their corresponding processing options.

Group Type	Processing options for Office 365 organizations	Processing options for Exchange organizations
O365 group (available only in Office 365 organizations)	When configuring Office 365 organizations, the following set of processing options is available: <ul style="list-style-type: none"> ▪ Members with Mail, Archive, OneDrive, and Site options ▪ Group Mail ▪ Group Site 	N/A
Security group	Members with Mail, Archive, OneDrive, and Site options	Members with Mail and/or Archive options
Distribution Group		
Dynamic Distribution Group		

NOTE:

Groups are not available in Microsoft SharePoint On-premises organizations.

Users

The following table explains user types and their corresponding processing options.

User Type	Processing options for Office 365 organizations	Processing options for Exchange organizations	Processing options for SharePoint organizations
User	Mail, Archive, OneDrive, and Site options	Mail and/or Archive options	OneDrive and/or Site options
Shared mailbox (available only in Office 365 and Exchange organizations)			N/A
Public mailbox (available only in Office 365 and Exchange organizations)			

Sites

Objects of the **Site** type have the following characteristics:

- Objects of this type are not available in On-Premises Exchange organizations.
- Objects of this type do not have any processing options. Therefore, the **Edit** button will be unavailable.
- When you select **Sites**, you can either select the root site node which automatically selects the entire subsite collection belonging to that root, or you can select only certain subsite elements of the root site. In the latter case, the root site will be deselected as Veeam does not allow to select subsite elements along with having the root site selected at the same time.

NOTE:

Due to possible access limitations, some sites might be unavailable. You can hover over an unavailable site to know the reason.

Organizations

The following table explains organization types and their corresponding processing options.

Processing options for Office 365 organizations	Processing options for Exchange organizations	Processing options for SharePoint organizations
Mail, Archive, OneDrive, and Site options	Mail and/or Archive options	OneDrive and/or Site options

When adding objects of this type, consider that you can only add an organization, the backup job of which is being edited. For example, you have three organizations of different types (i.e. Office 365, Exchange, and SharePoint) added to the application scope and want to add an object of the **Organization** type to the *Office 365* organization's backup job. In this case, you will be able to add only *Office 365* organization. Neither *Exchange* nor *SharePoint* organization will be available in this scenario.

Creating Entire Organization Backup

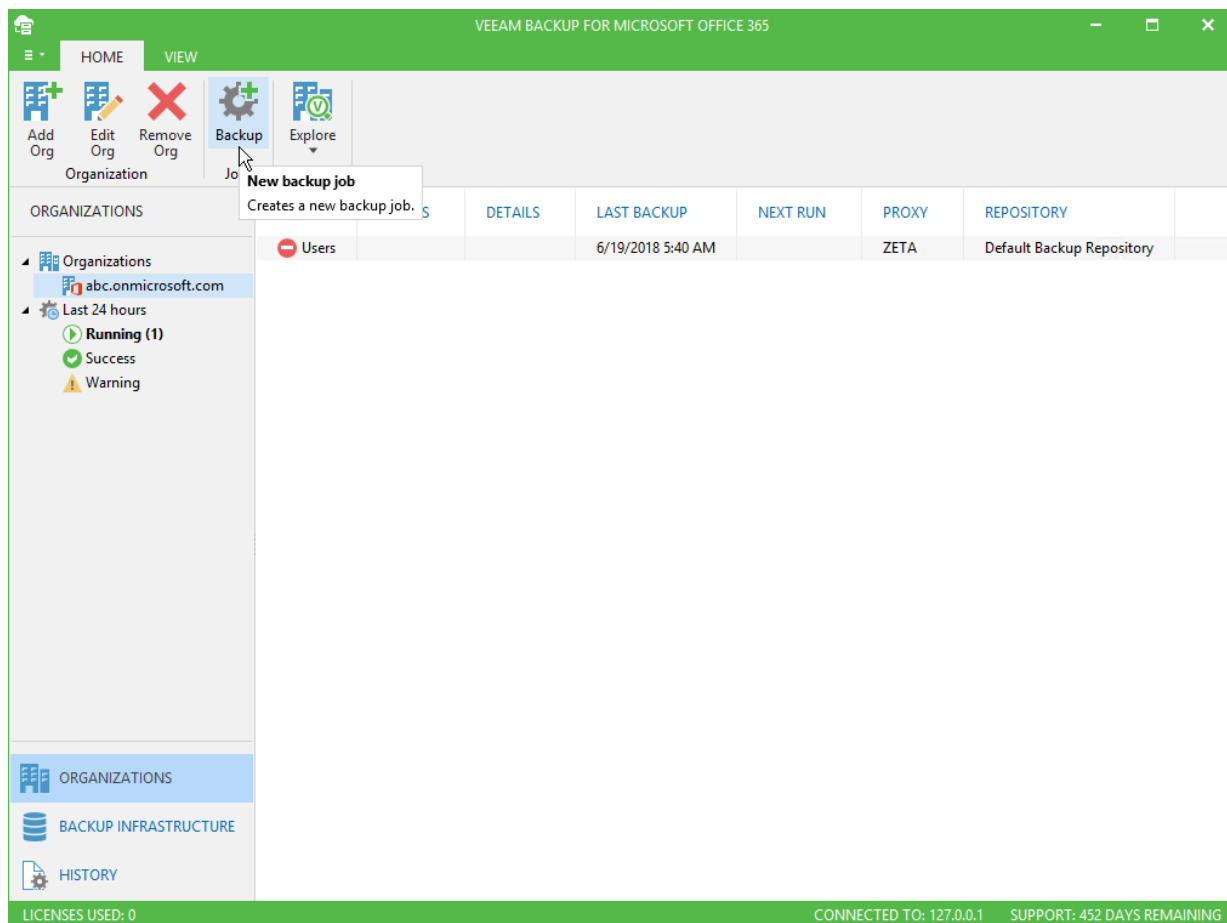
The backup entire organization option creates a backup file that contains the entire object collection for the selected organization except those objects processed by another jobs.

For example, you create a backup job (let's call it BETA) to back up an entire Office 365 organization that comprises A, B, and C objects. Then, you create another backup job using the **Backup the following items** option and explicitly add both B and C objects to the processing list of this job (let's call it ALPHA). In this case, both B and C objects will no longer be processed by the BETA job. Instead, these objects will be archived by the ALPHA job. The object A, however, will still be processed by the BETA job.

Before you begin with this section, make sure that you have read the [Understanding Organization Object Types](#) section to learn more about available object types and their corresponding processing options.

To create an entire organization backup job, do the following:

1. In the navigation pane, select an organization you want to backup.
2. Go to the **Home** tab of the **Organizations** view and click **Backup**. You can also use the **Backup** command from the context menu.
3. Proceed to the [Step 1. Specify the Job Name](#) section.

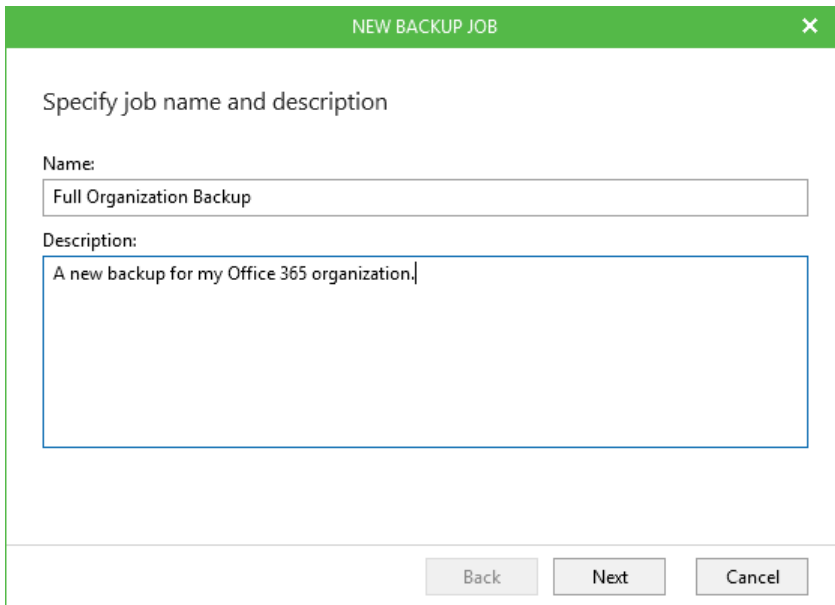


NOTE:

You can create only one entire organization backup job per organization.

Step 1. Specify Backup Job Name

Specify the job name and optional description.



NEW BACKUP JOB

Specify job name and description

Name:
Full Organization Backup

Description:
A new backup for my Office 365 organization.

Back Next Cancel

Step 2. Select Items to Backup

Select the **Backup entire organization** option.

The screenshot shows a dialog box titled "NEW BACKUP JOB" with a close button (X) in the top right corner. The main heading is "Select items to backup". There are two radio button options: "Backup entire organization" (which is selected) and "Backup the following items:". Below the second option is a table with three columns: "OBJECT ↑", "TYPE", and "PROCESS". To the right of the table are three buttons: "Add...", "Edit...", and "Remove". At the bottom of the dialog box are three buttons: "Back", "Next", and "Cancel".

OBJECT ↑	TYPE	PROCESS
----------	------	---------

Step 3. Select Items to Exclude

To exclude certain objects from processing, click **Add** and choose what **Users**, **Groups** and/or **Sites** objects you want to exclude.

Depending on the organization type, you will not be able to exclude **Sites** objects for On-Premises Exchange organizations, nor you will be able to exclude **Groups** objects for On-Premises SharePoint organizations.

OBJECT ↑	TYPE	EXCLUDE	
Amazing Team	O365 Group	All	
Admin	User	All	
Discovery Search Mailbox	User	All	

Buttons: Add..., Edit..., Remove

Navigation: Back, Next, Cancel

To remove the object, select it and click **Remove**.

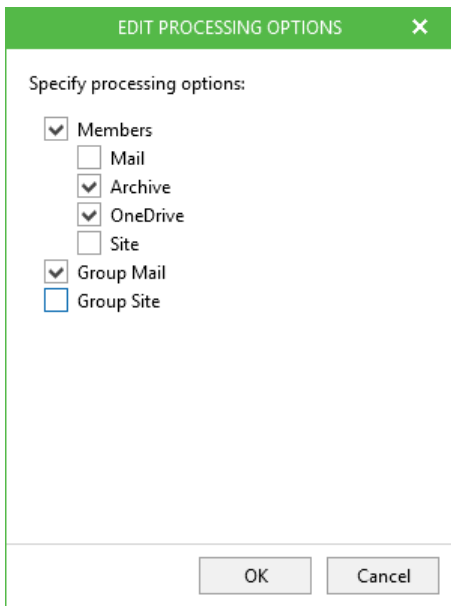
Editing Exclusion Settings

By default, when you exclude an object, Veeam selects all processing options for this object. To explicitly specify the processing options you need, select an object and click **Edit**. For more information on available object types and their corresponding processing options, see [Understanding Organization Object Types](#).

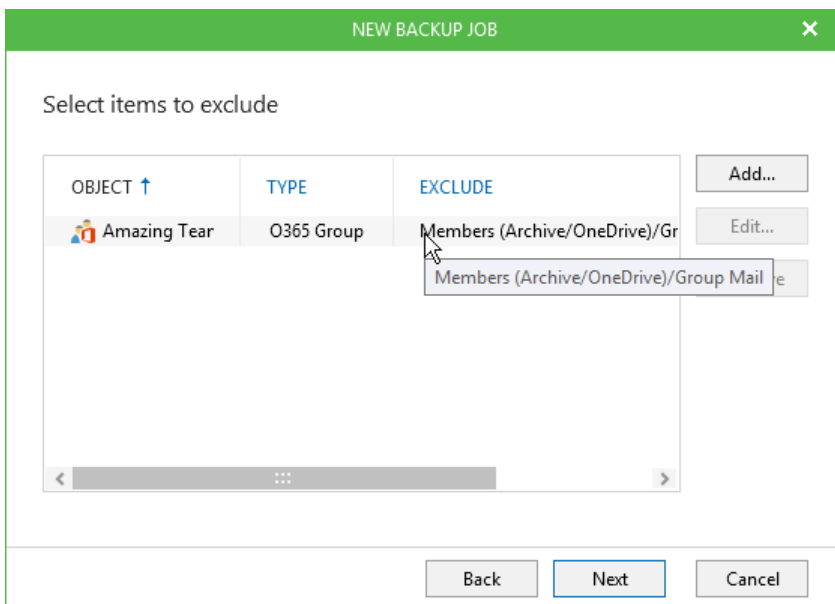
NOTE:

You can edit exclusion settings for any objects except objects of the **Site** and **Public Mailbox** types.

The figure below demonstrates editing the exclusion settings for the Office 365 group (Amazing Team). In the example below, the **Archive**, **OneDrive**, and **Group Mail** data will be excluded from the backup for the Amazing Team group whereas **Mail**, **Site**, and **Group Site** data will be added to the backup.

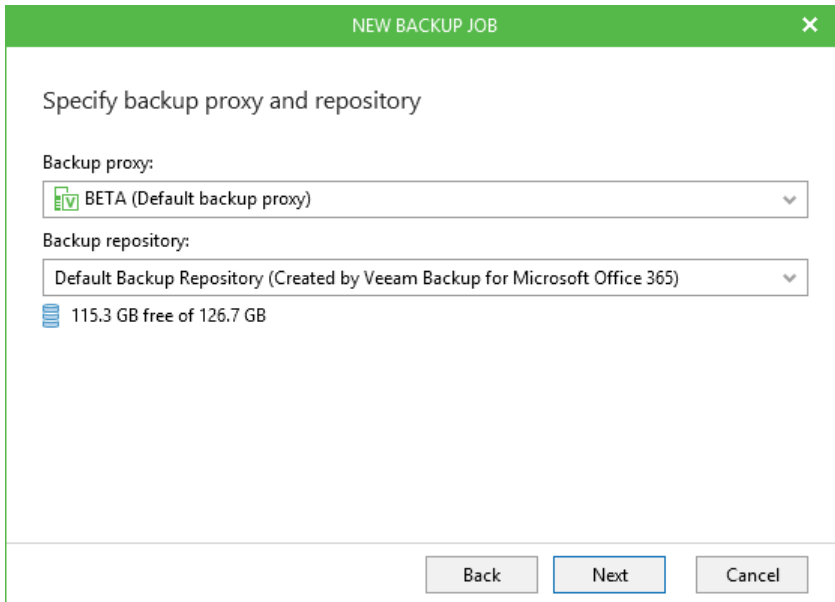


You can see the excluded processing options under the **Exclude** column of the wizard.



Step 4. Specify Backup Proxy and Repository

Select the backup proxy server and the backup repository to process and store your data. To learn more about backup proxies and backup repositories, see [Configuring Backup Proxy Servers](#) and [Configuring Backup Repositories](#) respectively.



The screenshot shows a dialog box titled "NEW BACKUP JOB" with a close button (X) in the top right corner. The main heading is "Specify backup proxy and repository".

Under "Backup proxy:", there is a dropdown menu with a Veeam logo icon on the left and a downward arrow on the right. The selected option is "BETA (Default backup proxy)".

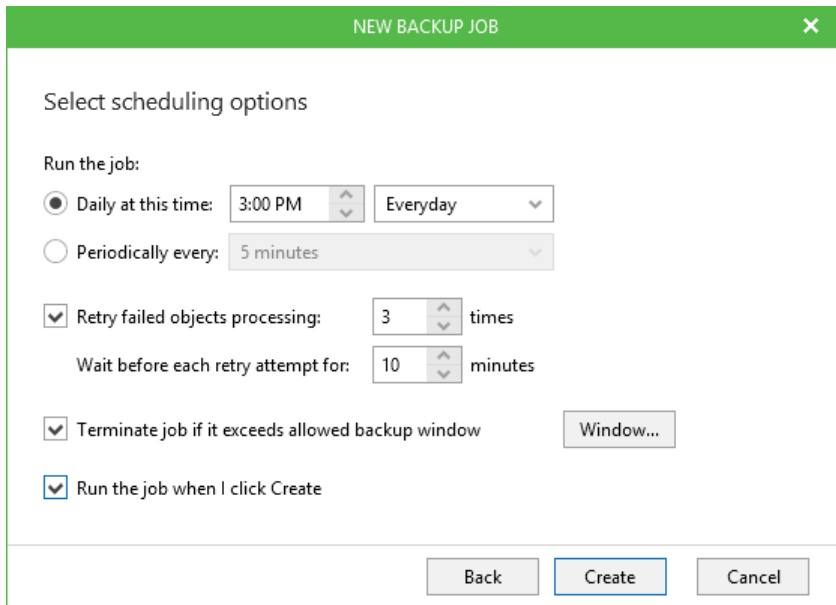
Under "Backup repository:", there is a dropdown menu with a downward arrow on the right. The selected option is "Default Backup Repository (Created by Veeam Backup for Microsoft Office 365)".

Below the repository dropdown, there is a storage icon and the text "115.3 GB free of 126.7 GB".

At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

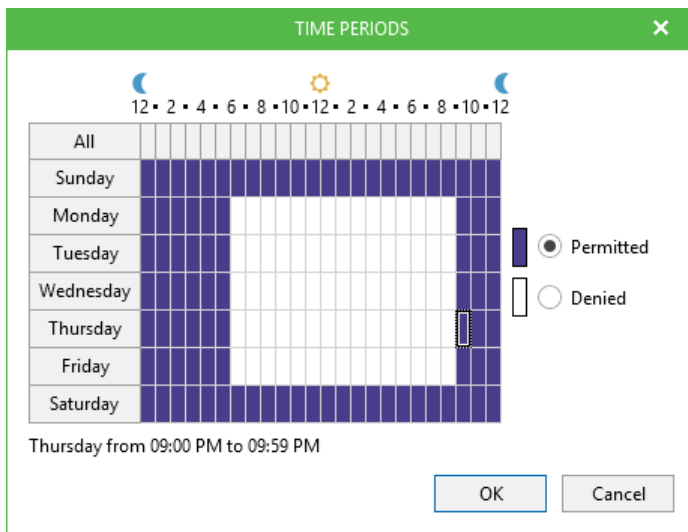
Step 5. Specify Scheduling Options

Specify scheduling options for the backup job and click **Create** to finalize the backup job configuration.



To explicitly **Terminate job if it exceeds allowed backup window**, select the corresponding checkbox and click **Window**. In the **Time Periods** window, specify the allowed and prohibited hours for the backup job.

Click **OK** to return to the backup job configuration wizard and click **Create**.



If you select the **Run the job when I click Create** checkbox, the backup job will be started automatically. Otherwise, you can start a backup job manually later. See [Managing Backup Jobs](#).

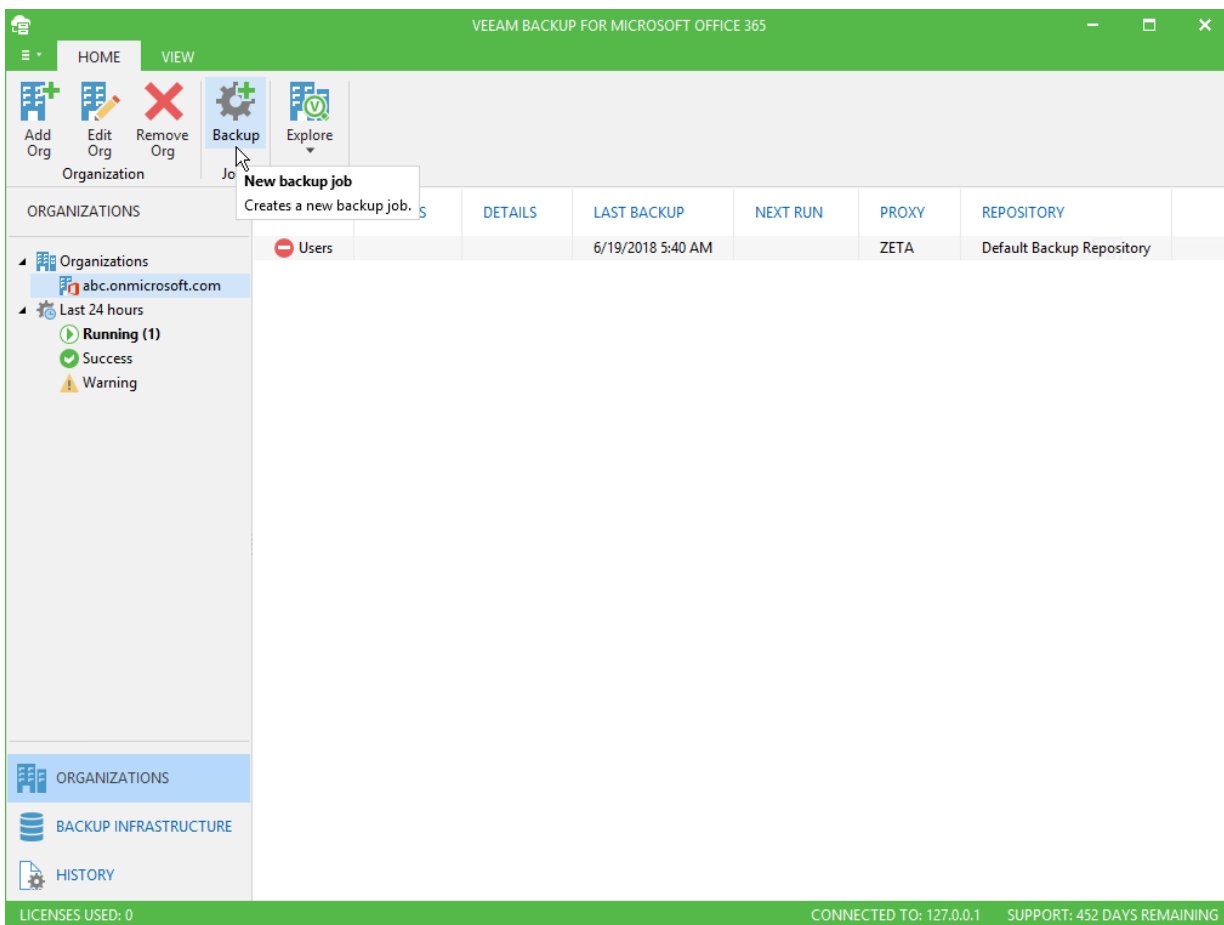
Selecting Organization Objects to Backup

This section describes how to select organization objects and add these objects to your backup. To learn how to back up an entire organization, see [Creating Entire Organization Backup](#).

Before you begin with this section, make sure that you have read the [Understanding Organization Object Types](#) section to learn more about available object types and their corresponding processing options.

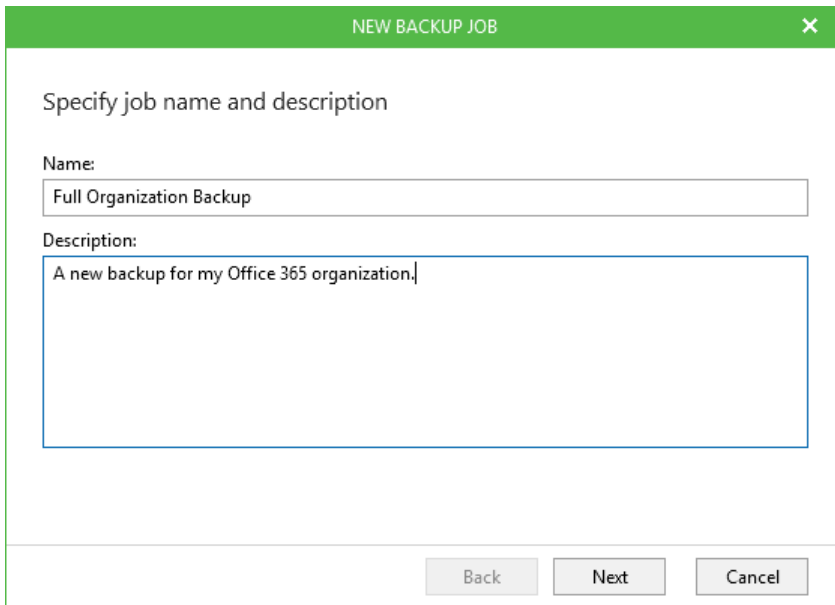
To create a backup job that consists of certain selected objects, do the following:

1. In the navigation pane, select an organization you want to backup.
2. Go to the **Home** tab of the **Organizations** view and click **Backup**. You can also use the **Backup** command from the context menu.
3. Proceed to the [Step 1. Specify the Job Name](#) section.



Step 1. Specify Backup Job Name

Specify the job name and optional description.



NEW BACKUP JOB

Specify job name and description

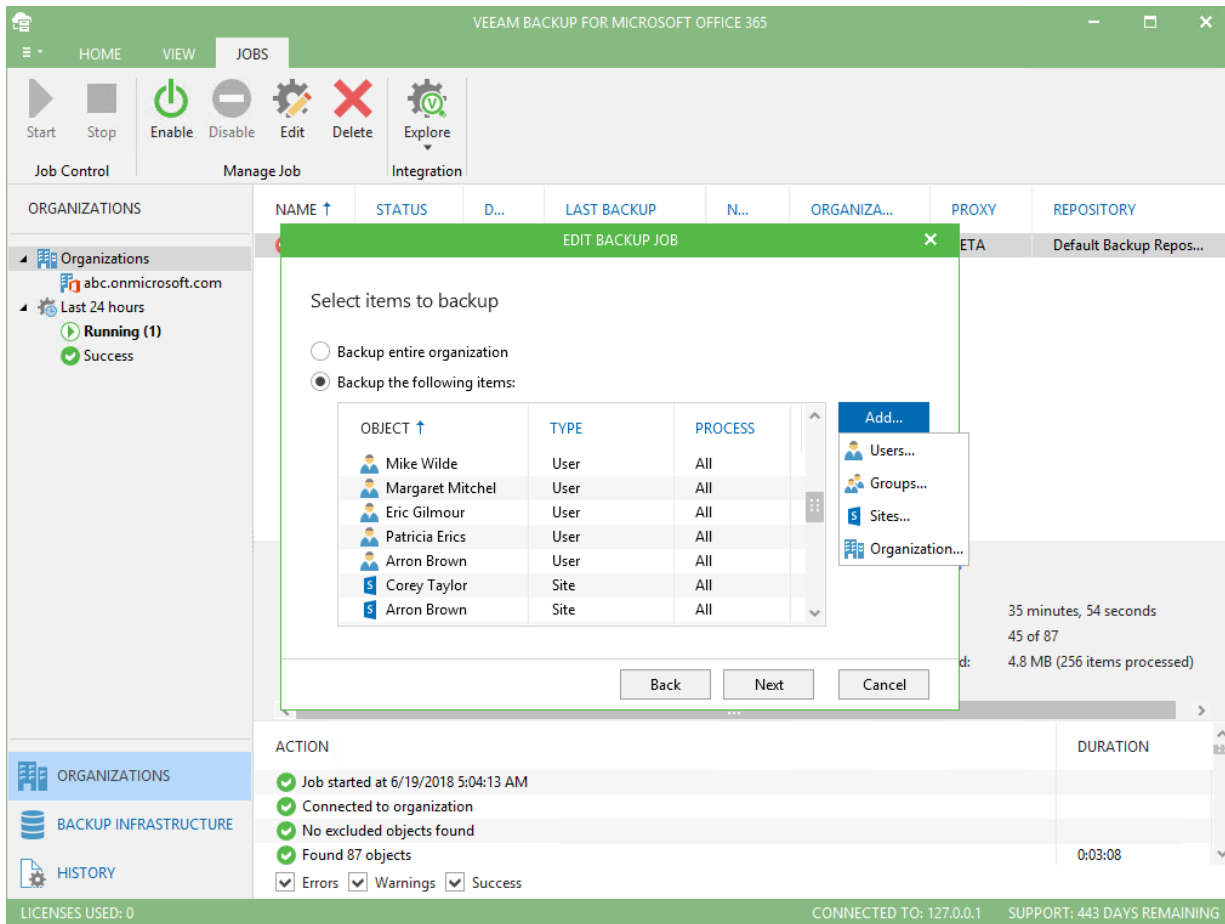
Name:
Full Organization Backup

Description:
A new backup for my Office 365 organization.

Back Next Cancel

Step 2. Select Items to Backup

Select the **Backup the following items** option and click **Add** to select objects you want to backup.



Depending on the organization type, you can combine **Users**, **Groups**, **Sites**, and **Organization**. When creating a backup job for On-Premises Exchange organizations, you will not be able to add **Sites** objects, nor you will be able to add **Groups** objects for On-Premises SharePoint organizations.

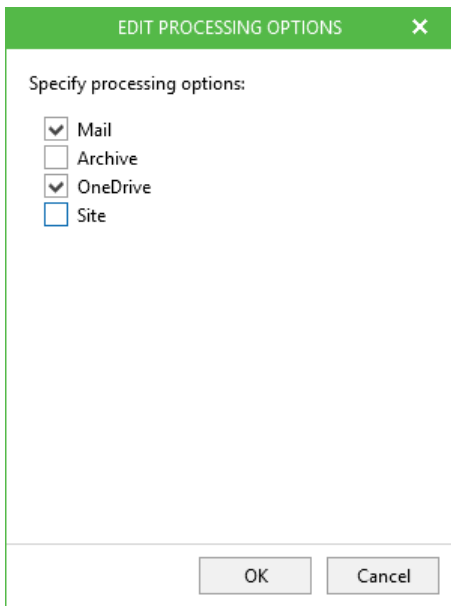
TIP:

You can add objects of different types using the same wizard. For more information, see [Adding Objects of Different Types](#).

By default, when you add a new object, Veeam selects all processing options for this object. To explicitly specify the processing options you need, select an object and click **Edit**. For more information on available object types and their corresponding processing options, see [Understanding Organization Object Types](#).

For example, you do not want to back up *Archive* and *Site* data for *Mike Wilde* (the user from the figure above). For that, do the following:

1. Select the user under the **Object** column.
2. Click **Edit**.
3. Deselect *Archive* and *Site* processing options.
4. Click **OK**.



NOTE:

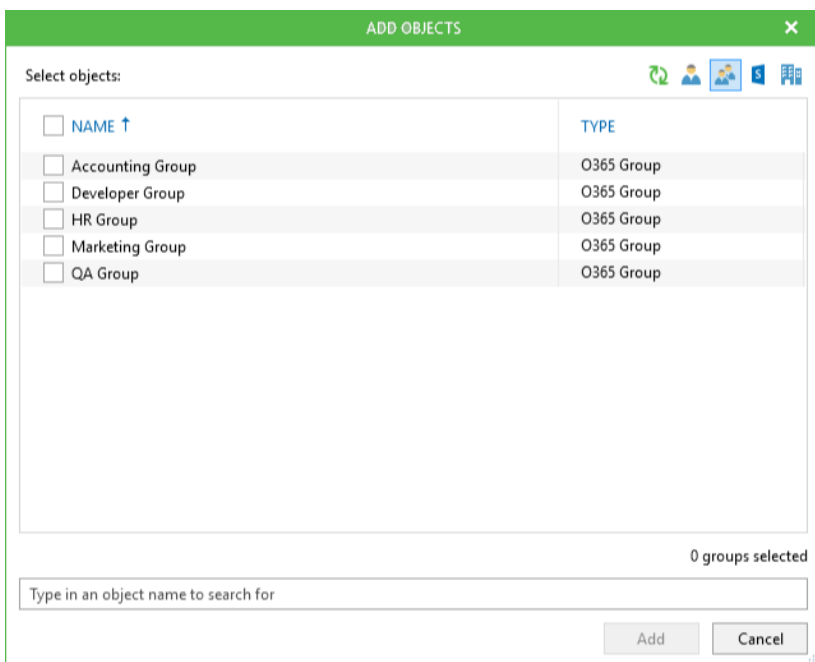
You cannot edit users with the **Public Mailbox** type, nor you can edit the **Site** objects.

Adding Objects of Different Types

To simultaneously add objects of different types, you can use the switch group at the top-right corner of the **Add Objects** dialog without having to click the **Add** button each time you need to add a new object of another type.

The figure below demonstrates the **Group** object view with the corresponding icon selected at the top-right corner. For example, if you want to add **Users** objects, you can click the corresponding button with the *person* icon next to the **Refresh** button to switch to the **Users** view.

To quickly find necessary items, use the search field at the bottom of the dialog.



Step 3. Select Items to Exclude

To exclude certain objects from processing, click **Add** and choose what **Users**, **Groups** and/or **Sites** objects you want to exclude.

Depending on the organization type, you will not be able to exclude **Sites** objects for On-Premises Exchange organizations, nor you will be able to exclude **Groups** objects for On-Premises SharePoint organizations.

OBJECT ↑	TYPE	EXCLUDE	
Amazing Team	O365 Group	All	
Admin	User	All	
Discovery Search Mailbox	User	All	

To remove the object, select it and click **Remove**.

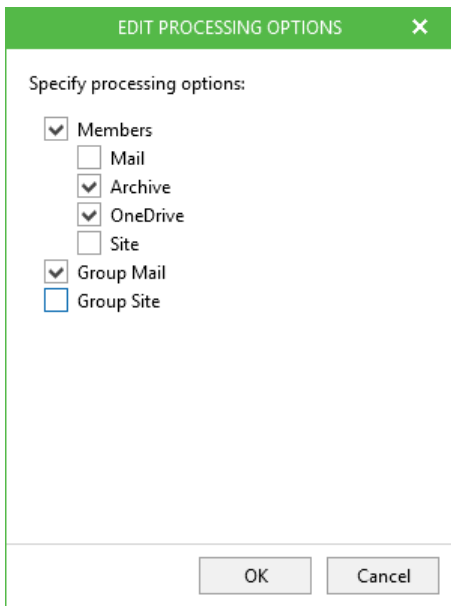
Editing Exclusion Settings

By default, when you exclude an object, Veeam selects all processing options for this object. To explicitly specify the processing options you need, select an object and click **Edit**. For more information on available object types and their corresponding processing options, see [Understanding Organization Object Types](#).

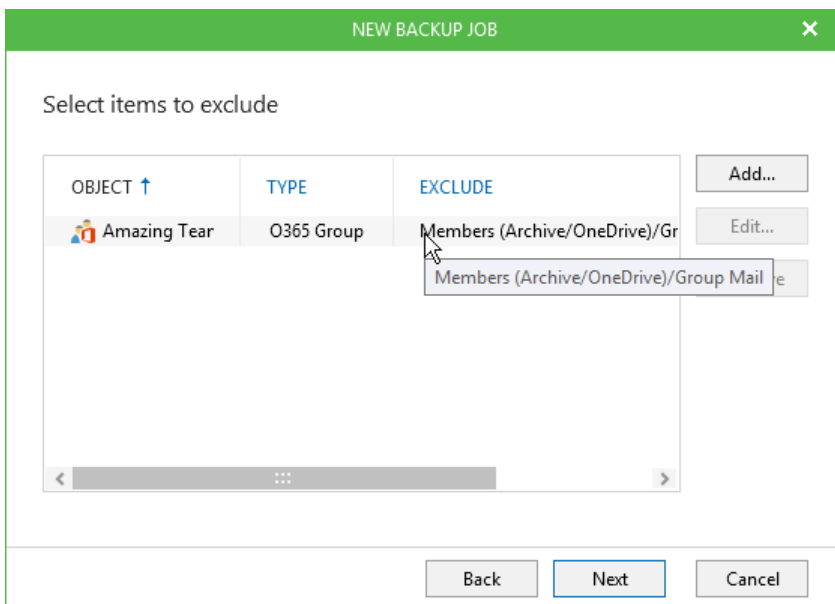
NOTE:

You can edit exclusion settings for any objects except objects of the **Site** and **Public Mailbox** types.

The figure below demonstrates editing the exclusion settings for the Office 365 group (Amazing Team). In the example below, the **Archive**, **OneDrive**, and **Group Mail** data will be excluded from the backup for the Amazing Team group whereas **Mail**, **Site**, and **Group Site** data will be added to the backup.

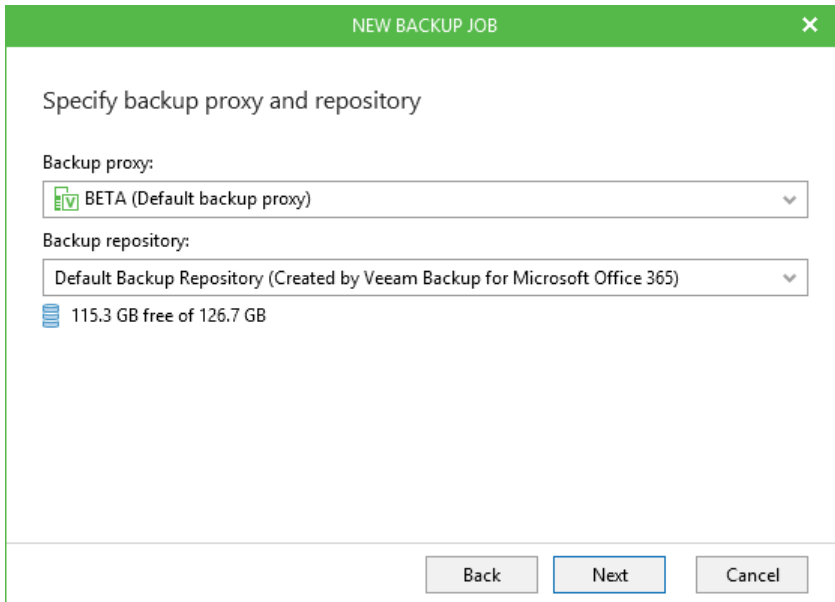


You can see the excluded processing options under the **Exclude** column of the wizard.



Step 4. Specify Backup Proxy and Repository

Select the backup proxy server and the backup repository to process and store your data. To learn more about backup proxies and backup repositories, see [Configuring Backup Proxy Servers](#) and [Configuring Backup Repositories](#) respectively.



The screenshot shows a dialog box titled "NEW BACKUP JOB" with a close button (X) in the top right corner. The main heading is "Specify backup proxy and repository".

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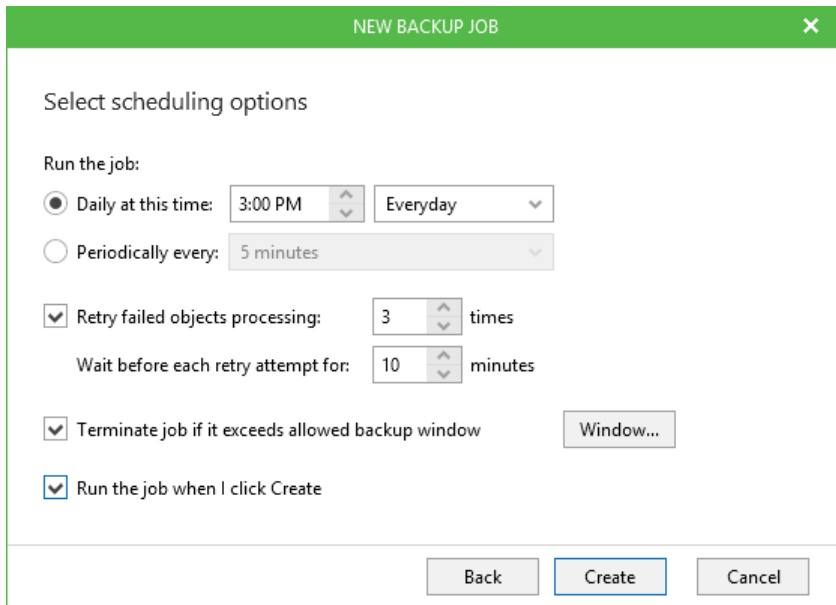
Under "Backup repository:", there is a dropdown menu with a downward arrow on the right. The selected option is "Default Backup Repository (Created by Veeam Backup for Microsoft Office 365)".

Below the repository dropdown, there is a storage icon and the text "115.3 GB free of 126.7 GB".

At the bottom of the dialog box, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

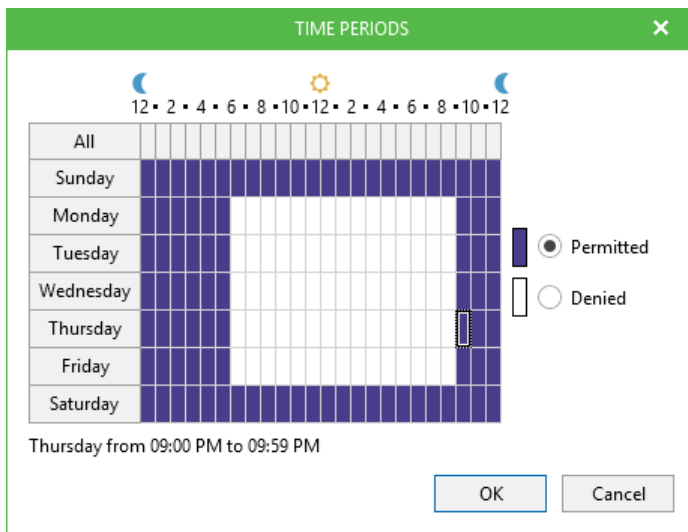
Step 5. Specify Scheduling Options

Specify scheduling options for the backup job and click **Create** to finalize the backup job configuration.



To explicitly **Terminate job if it exceeds allowed backup window**, select the corresponding checkbox and click **Window**. In the **Time Periods** window, specify the allowed and prohibited hours for the backup job.

Click **OK** to return to the backup job configuration wizard and click **Create**.



If you select the **Run the job when I click Create** checkbox, the backup job will be started automatically. Otherwise, you can start a backup job manually later. See [Managing Backup Jobs](#).

Managing Backup Jobs

Veeam Backup for Microsoft Office 365 provides the following commands to manage your backup jobs:

- **Start/Stop.** To start or stop a backup job.

Using the **Stop** command implies freezing the current backup job state preserving what has already been backed up allowing you to continue where you left off.

- **Enable/Disable.** To enable or disable a backup job.

The former option enables a backup job if it has previously been disabled so that it can be executed on-demand while the latter option does the opposite. When a backup job is disabled, the schedule that you might have configured for this job will not be applied.

- **Edit.** To edit backup job settings such as the backup job name and optional description, the list of items to be backed up, the list of items to be excluded, a proxy server name along with the associated repository, and a schedule that you might want to assign to this job so that it can be executed automatically.

New settings will be applied during the next backup job run.

- **Delete.** To remove a backup job.

When a backup job is being removed, its corresponding record in the configuration database will be removed as well, but the actual backup data, however, remains unaffected and can be accessed by using the **Explore** command.

- **Explore.** To launch the corresponding Veeam Explorer tool to explore the content of a backup file. See [Exploring Veeam Backup For Microsoft Office 365 Backups](#).

The screenshot displays the Veeam Backup for Microsoft Office 365 interface. At the top, there is a navigation bar with 'HOME', 'VIEW', and 'JOBS' tabs. Below this is a 'Job Control' section with buttons for Start, Stop, Enable, Disable, Edit, Delete, and Explore. The main area shows a table of backup jobs. The selected job is 'Users', which is in a 'Warning' status. Below the table, there is a detailed view of the job's status, data, and summary. The status shows a warning, the data shows processing rates, and the summary shows a duration of 35 minutes and 54 seconds. At the bottom, there is an 'ACTION' log showing the job started at 6/19/2018 5:04:13 AM, connected to the organization, found 87 objects, and transferred 4.8 MB.

ORGANIZATIONS	NAME ↑	STATUS	D...	LAST BACKUP	N...	ORGANIZA...	PROXY	REPOSITORY
Users		Warning		6/19/2018 5:40 AM		abc.onmicros...	ZETA	Default Backup Repos...

STATUS	DATA	SUMMARY
Session status: Warning	Processing rate: 2.3 KB/s (0 items/s)	Duration: 35 minutes, 54 seconds
Bottleneck: Target	Read rate: 3.1 KB/s	Objects: 45 of 87
Last backup: 6/19/2018 5:40 AM	Write rate: 0 B/s	Transferred: 4.8 MB (256 items processed)

ACTION	DURATION
Job started at 6/19/2018 5:04:13 AM	
Connected to organization	
No excluded objects found	
Found 87 objects	0:03:08

Viewing Backup Job Statistic

This section describes how you can review statistical information on your backup job execution results.

The backup job statistical information is available in the following views:

- [Organizations View](#)
- [History View](#)

Organizations View

Apart from many other abilities the **Organization** view provides you with, it also allows you to review statistical information on your backup jobs.

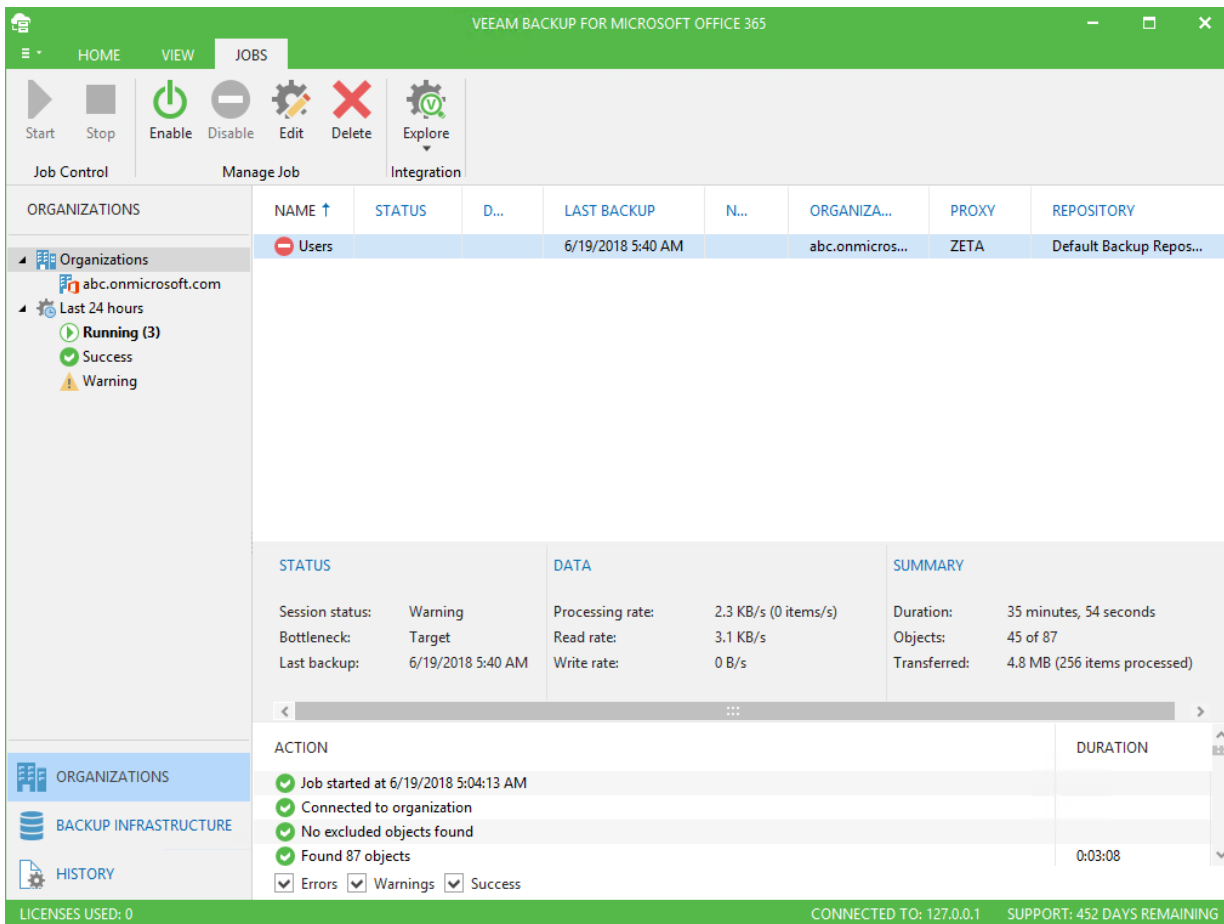
To review backup job statistics, do the following:

1. Go to the **Organizations** view.
2. In the navigation pane, select an organization.
3. In the preview pane, select a backup job statistical information of which you want to review.

Statistical information consists of the backup job name, status, details on the latest run, the date and time of the last backup created by this job, time of the next run, and the backup repository used to store the data.

When you select a backup job, the **Action** pane below shows session results, including but not limited to session status, bottleneck (if any), last backup date and time, data processing rate (read and write), session duration, the number of processed items, the amount of transferred data, etc.

At the bottom of the main window, you can examine job session log records. Use the *Success*, *Warnings*, or *Errors* filter checkboxes to display records you need.



History View

When you open the **History** view, you can explore the list of all sessions for all jobs configured for all organizations added to the Veeam Backup for Microsoft Office 365 scope as per operation type, which can be either **Backup** or **Restore**.

Use the **Stop** button on the toolbar to stop the running session.

To view the restore session details, select the **Restore** node and choose the session you want to view information for. The details will be available under the **Message** column.

VEEAM BACKUP FOR MICROSOFT OFFICE 365

HOME VIEW HISTORY

Stop

Sessions

HISTORY	NAME	O...	SESSION TYPE	STATUS	DETAILS
<ul style="list-style-type: none"> Jobs Backup Restore 	Veeam Explorer for SharePoint (Job: Users)	abc....	Restore	Running	
	Veeam Explorer for Exchange (Job: Users)	abc....	Restore	Running	
	Veeam Explorer for OneDrive (Job: Users)	abc....	Restore	Running	
	Veeam Explorer for SharePoint (Job: Users)	abc....	Restore	Success	0 items processed
	Veeam Explorer for Exchange (Job: Users)	abc....	Restore	Success	0 items processed
	Veeam Explorer for OneDrive (Job: Users)	abc....	Restore	Success	9 items processed (9 successes)
	Veeam Explorer for SharePoint (Job: Users)	abc....	Restore	Success	0 items processed
	Veeam Explorer for SharePoint (Job: Users)	vee...	Restore	Success	0 items processed
	Veeam Explorer for OneDrive (Job: Users)	vee...	Restore	Success	0 items processed
	Veeam Explorer for Exchange (Job: Users)	vee...	Restore	Success	0 items processed
	Veeam Explorer for SharePoint (Job: Users)	vee...	Restore	Success	0 items processed
	Veeam Explorer for OneDrive (Job: Users)	vee...	Restore	Success	2 items processed (2 successes)

INFO

Name: Veeam Explorer for SharePoint (Job:...

Session type: SharePoint

Initiated by: ZETA\Administrator

STATUS

Status: Success

Start Time: 6/19/2018 8:20 AM

End Time: 6/19/2018 8:44 AM

MESSAGE	DURATION
<ul style="list-style-type: none"> Restore session started Restore session completed 	

Errors
 Warnings
 Success

ORGANIZATIONS
 BACKUP INFRASTRUCTURE
 HISTORY

LICENSES USED: 0 CONNECTED TO: 127.0.0.1 SUPPORT: 452 DAYS REMAINING

Exploring Veeam Backup for Microsoft Office 365 Backups

After you create a backup file consisting of Microsoft Office 365 and/or On-Premises organizations data, you can then explore its content by using Veeam Explorers.

Depending on the data types in a backup file, you can explore the following:

- Microsoft Exchange mailboxes, folders, messages, tasks, contacts, and items.
- Microsoft SharePoint sites, libraries, and items.
- Microsoft OneDrive items and folders.

For each of these types Veeam provides the corresponding **Explore** option that can be invoked on the following objects:

- [Backup job](#)
- [Single Microsoft Office 365 Organization](#)
- [All Microsoft Office 365 Organizations](#)

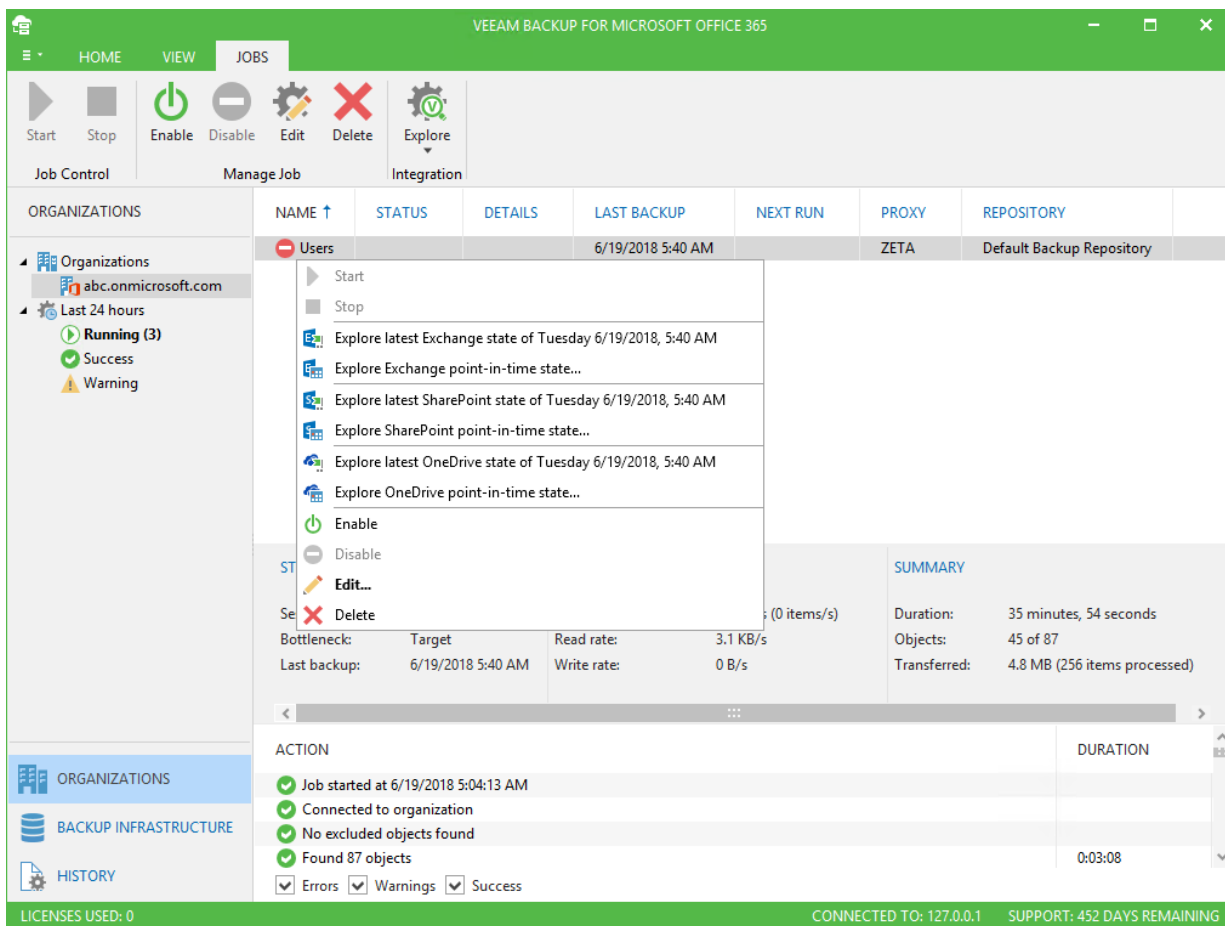
TIP:

For more information on creating new backups, see [Performing Organization Data Backup](#).

Exploring Backup Jobs

To explore the backup content created by the backup job, do the following:

1. In the **Organizations** view, select an organization that contains backup jobs you want to explore.
2. In the preview pane, right-click a backup job and select either of the following options:
 - a) **Explore latest <product> state of <date>**. To explore the latest backup state.
 - b) **Explore point-in-time state**. To select a point-in-time state when the backup was created. For more information, see [Explore Point-in-time State](#).
3. Depending on the data type you are exploring, proceed with one of the following sections to learn more about working with the backup data using Veeam Explorers:
 - [Processing Microsoft Exchange Backups](#)
 - [Processing Microsoft SharePoint Backups](#)
 - [Processing Microsoft OneDrive Backups](#)

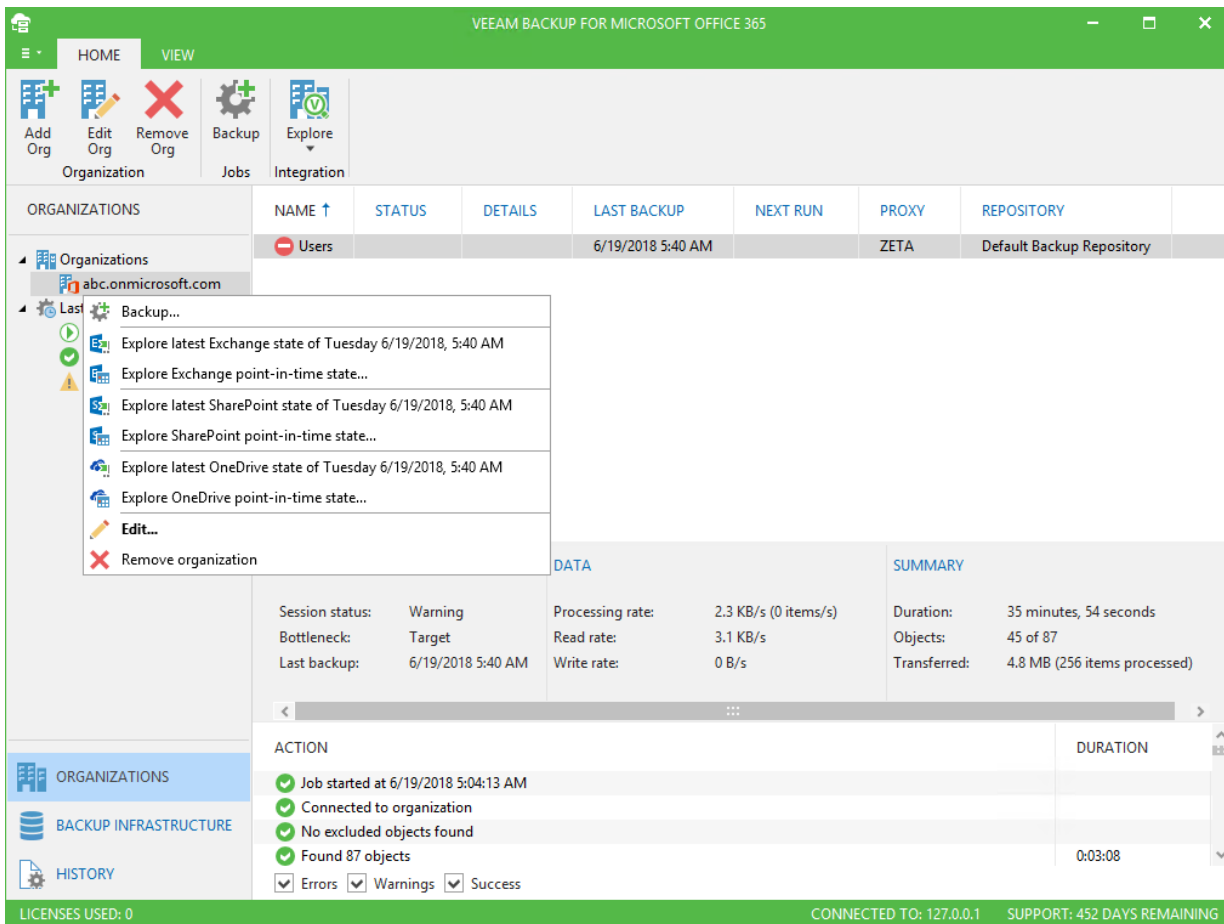


Exploring Single Organization

With this option selected, Veeam will load all backup data that was created by all backup jobs configured for the selected organization, including those backup jobs that were permanently removed from the configuration. The backup content will be displayed using a single instance of Veeam Explorer.

To explore the backup content created for the selected organization, do the following:

1. In the **Organizations** view, right-click an organization you want to explore and select either of the following options:
 - a) **Explore latest <product> state of <date>**. To explore the latest backup state.
 - b) **Explore point-in-time state**. To select a point-in-time state when the backup was created. For more information, see [Explore Point-in-time State](#).
2. Depending on the data type you are exploring, proceed with one of the following sections to learn more about working with the backup data using Veeam Explorers:
 - [Processing Microsoft Exchange Backups](#)
 - [Processing Microsoft SharePoint Backups](#)
 - [Processing Microsoft OneDrive Backups](#)

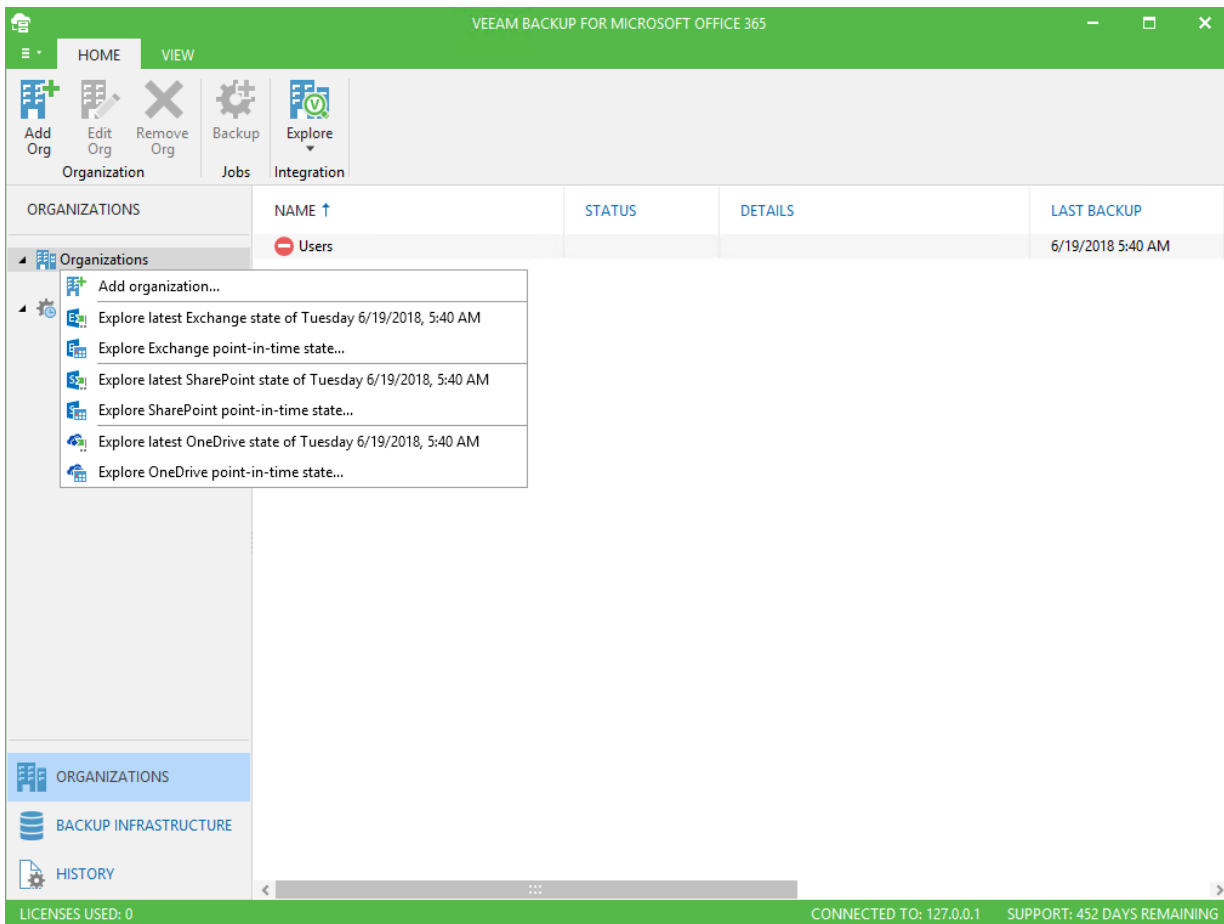


Exploring All Organizations

With this option selected, Veeam will load all backup data for every organization added to the scope and display it using a single instance of Veeam Explorer. Each organization will be represented as an independent node in the Veeam Explorers navigation pane.

To explore the backup content created for all organizations added to the scope, do the following:

1. Go to the **Organizations** view, right click the root **Organizations** node, and select either of the following options:
 - a) **Explore latest <product> state of <date>**. To explore the latest backup state.
 - b) **Explore point-in-time state**. To select a point-in-time state when the backup was created. For more information, see [Explore Point-in-time State](#).
2. Depending on the data type you are exploring, proceed with one of the following sections to learn more about working with the backup data using Veeam Explorers:
 - [Processing Microsoft Exchange Backups](#)
 - [Processing Microsoft SharePoint Backups](#)
 - [Processing Microsoft OneDrive Backups](#)

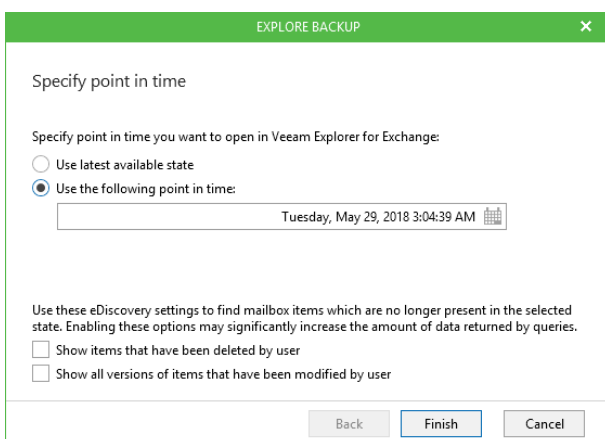


Explore Point-in-time State

The **Explore point-in-time state** option allows you to explore your backup content using either the latest available backup state, or the particular point-in-time state. When using the latter option, you can select a particular date using the calendar control.

You can also select **Show items that have been deleted by user** and/or **Show all versions of items that have been modified by user** checkboxes to view historic data.

To display historic data, Veeam uses other restore points from the repository. Such restore points keep data as per the backup date. If items had been deleted or modified by the user prior to the initial execution of a backup job or during the execution of a backup job, no historic data will be available. The reason is that the backup repository contains the most recent version of a backup file.



Click **Finish** to launch the corresponding Veeam Explorer.

Processing Microsoft Exchange Backups

Proceed with this section if you have selected Microsoft Exchange to explore backups created with Veeam Backup for Microsoft Office 365. For more information on how you can explore your backup data, see [Exploring Veeam Backup for Microsoft Office 365 Backups](#).

To learn more about working with Veeam Explorer for Microsoft Exchange, see the following sections:

- [Performing Initial Configuration Settings](#)
- [Getting to Know the User Interface](#)
- [Adding Microsoft Exchange Stores Manually](#)
- [Removing Microsoft Exchange Stores](#)
- [Browsing, Searching and Viewing Items](#)
- [Restoring Organization Mailbox Data](#)
- [Exporting Microsoft Exchange Objects](#)
- [Comparing Microsoft Exchange Items](#)
- [Saving Microsoft Exchange Items](#)
- [Sending Microsoft Exchange Items](#)

Performing Initial Configuration Settings

Before you proceed to work with Veeam Explorer for Microsoft Exchange, you may want to configure the application settings as described in the following sections:

- [Enabling Extended Logging](#)
- [Configuring Extensible Storage Engine](#)
- [Configuring SMTP Settings](#)

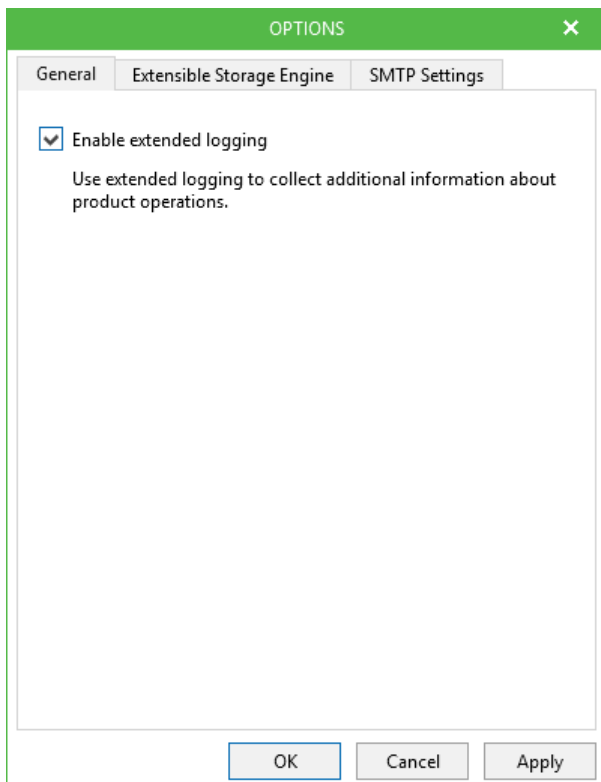
Enabling Extended Logging

Log files are used to troubleshoot a variety of different situations when certain processes may have gotten the unexpected results while being executed.

By default, logs are collected by using the default mode. In certain cases, you may need to enable the extended logging mode to collect logs that contain more details on specific operations.

To configure extended logging mode, do the following:

1. Go to the main menu and click the **General** tab.
2. Select the **Enable Extended logging** checkbox.
3. Go back to the application, perform certain actions and then review the logs to see the details.



Configuring Extensible Storage Engine

To work with database files, Veeam Explorer for Microsoft Exchange requires a special dynamic link library `ese.dll` supplied with Microsoft Exchange.

The `ese.dll` file should be of the same version as the Microsoft Exchange application with which the database files were created.

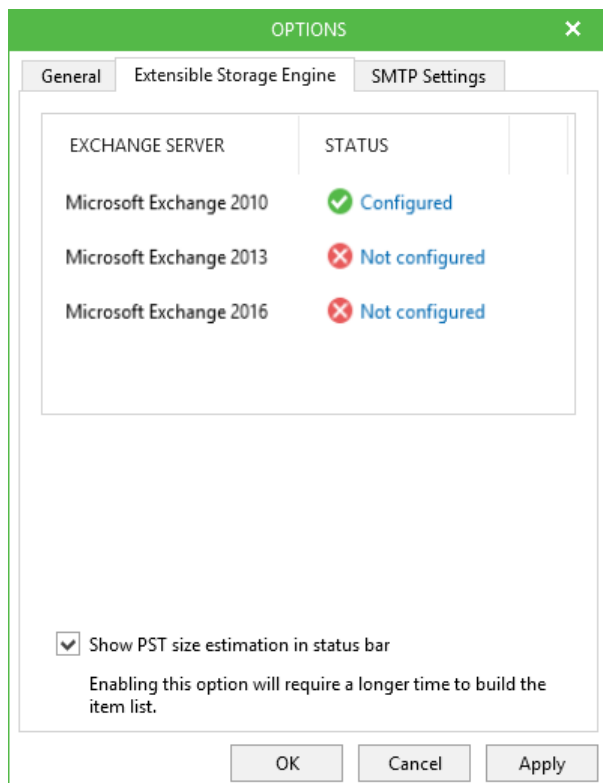
The following versions of Microsoft Exchange are supported:

- Microsoft Exchange 2016
- Microsoft Exchange 2013
- Microsoft Exchange 2010 SP1, SP2 and SP3.

To specify the path to the `ese.dll` file, do the following:

1. Go to the main menu and click the **Extensible Storage Engine** tab.
2. Click the link next to the Microsoft Exchange version and specify the path to the `ese.dll` file.

The file can be found on a Microsoft Exchange Server distribution CD at `X:\Setup\ServerRoles\Common\ese.dll`, or in the installation directory of the Microsoft Exchange server.



To see the estimated size of the Outlook file, select the **Show PST size estimation in status bar** checkbox.

Configuring SMTP Settings

To send Microsoft Exchange items as attachments, you must configure SMTP server settings.

To configure the SMTP settings, do the following:

1. Go to the main menu and click **Options**.
2. On the **SMTP Settings** tab, select the **Configure SMTP settings** checkbox and specify the following:
 - DNS name or IP address of the mail server.
 - SMTP communication port.
 - The sender email address. This address will appear in the **From** field when sending OneDrive items. See [Sending Microsoft Exchange Items](#).
 - Select **Use authentication** checkbox If your SMTP server requires SMTP authentication for outgoing mail and provide valid credentials.
 - Select **Enable SSL security** checkbox to enable SSL data encryption.
3. Click **Send** to send a test email message.
4. Click **Apply**.

The screenshot shows the 'OPTIONS' dialog box with the 'SMTP Settings' tab selected. The 'Configure SMTP settings' checkbox is checked. The 'Server' field contains 'smtp.office365.com', the 'Port' field contains '25', and the 'From' field contains 'administrator@abc.com'. The 'Use authentication' checkbox is also checked, with the 'User' field containing 'administrator' and the 'Password' field containing a series of dots. The 'Enable SSL security' checkbox is checked. Below these fields is a 'Send test e-mail' section with an 'E-mail' field containing 'your e-mail' and a 'Send' button. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

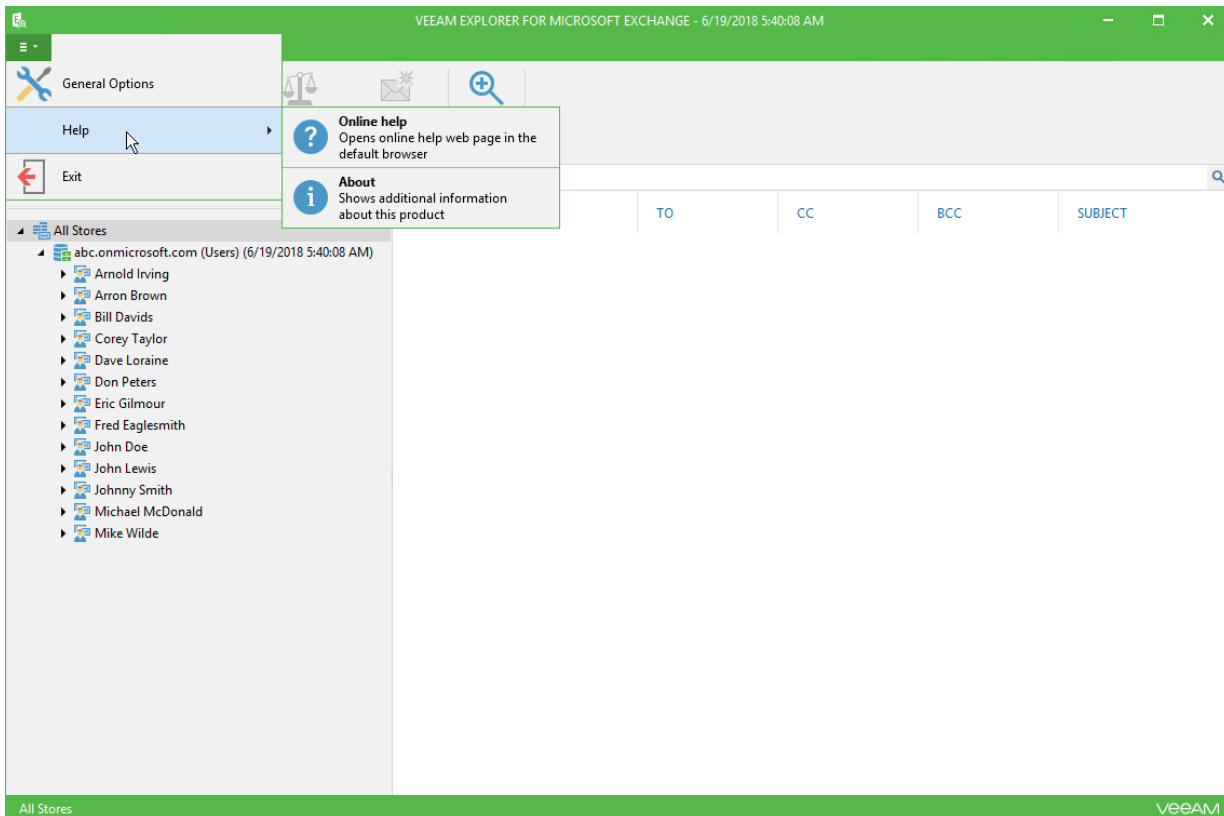
Getting to Know the User Interface

Veeam Explorer for Microsoft Exchange provides you with the convenient user interface that allows you to perform required operations in a user-friendly manner.

Main Menu

The main menu comprises the following features:

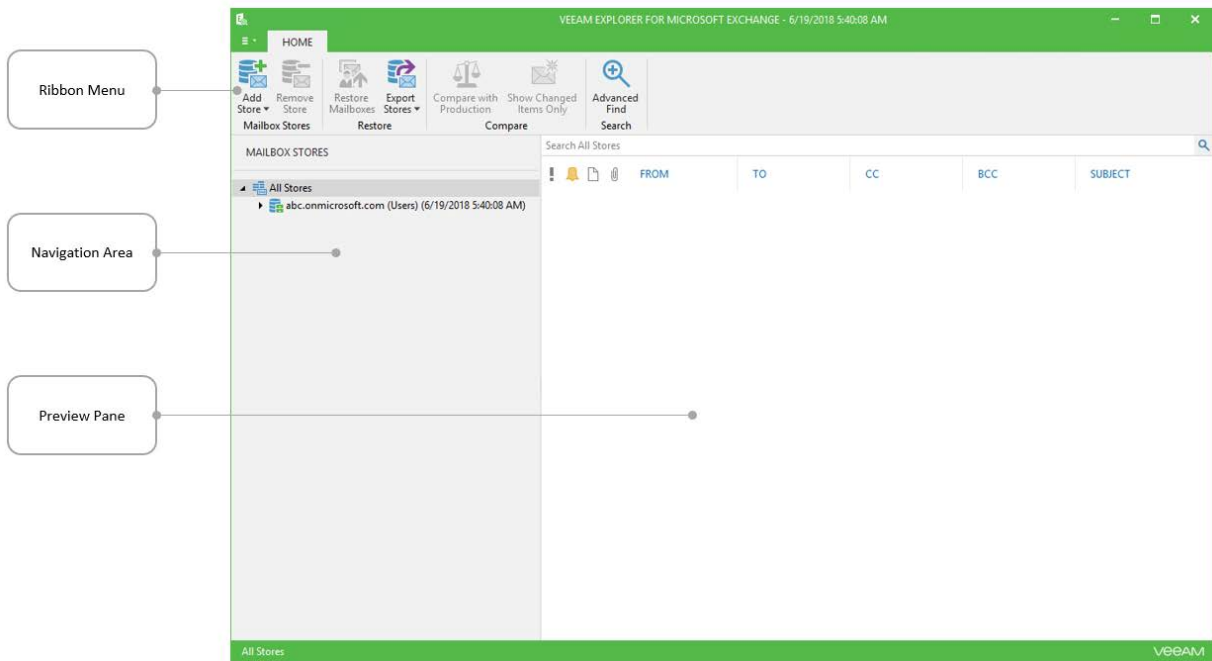
- **General Options.** Allows you to configure program options. See [Performing Initial Configuration Settings](#).
- **Help and Support.**
 - **Online help.** Opens the online web help page.
 - **About.** Shows current product information.
- **Exit.** Closes the program.



Main Application Window

The main application window might be divided into three categories:

1. The ribbon menu, which contains general program commands organized into logical groups.
2. The navigation area, which allows you to browse through the hierarchy of your backup files.
3. The preview pane, which shows you the details about objects you have selected in the navigation area.



Adding Microsoft Exchange Stores Manually

This section explains how you can add Microsoft Exchange stores to the application scope manually

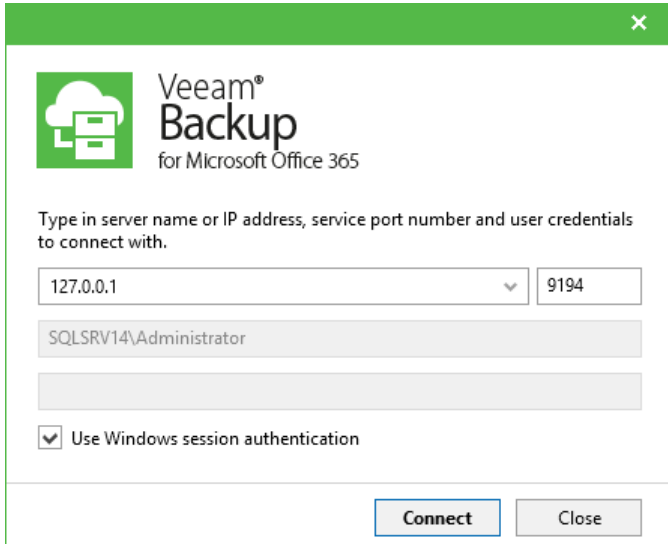
See the following sections to learn more:

- [Adding Veeam Backup for Office 365 Server](#)
- [Adding Microsoft Exchange Databases](#)
- [Adding Veeam Backup for Microsoft Office 365 Service Provider](#)

Adding Veeam Backup for Office 365 Server

To connect to the Veeam Backup for Office 365 server that stores Microsoft Office 365 organization data, do the following:

1. On the **Home** tab, click **Add Store > Veeam Backup for Office 365 server**. You can also right-click **All Stores** node in the navigation pane and select the corresponding context menu command:
2. Specify connection settings for the Veeam Backup for Microsoft Office 365 server and click **Connect**.



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains the following fields and controls:

- A text input field for the server name or IP address, containing "127.0.0.1".
- A dropdown menu next to the IP address field.
- A text input field for the service port number, containing "9194".
- A text input field for the user credentials, containing "SQLSRV14\Administrator".
- A checkbox labeled "Use Windows session authentication" which is checked.
- Two buttons at the bottom: "Connect" and "Close".

Adding Microsoft Exchange Databases

To manually add a Microsoft Exchange database file (.edb) to the Veeam Explorer for Microsoft Exchange scope, do the following:

1. On the **Home** tab, click **Add Store > Microsoft Exchange mailbox database**. You can also right-click **All Stores** in the navigation pane and select the corresponding context menu command.
2. Click **Browse** to specify the path to the .edb file and to the Exchange logs folder.
3. Click **Open**.

If the database is in *dirty state*, a warning message will appear. In this case, you will have to recover your database before adding it.

To recover damaged databases, you must apply transaction logs. Log replay will bring the database to the clear state.

To perform log replay, do the following:

1. Check **Logs folder** field and make sure you have specified the correct folder where log files are located.
2. Click **Recover**.

IMPORTANT!

The account requires the **Write** permission type to apply transaction logs.

Adding Veeam Backup for Microsoft Office 365 Service Provider

Veeam Explorer for Microsoft Exchange allows you to add Microsoft Office 365 organization backups that are located on server providers servers.

IMPORTANT!

The functionality described in this section is only available when both Veeam Explorer for Microsoft Exchange and Veeam Backup and Replication solutions are installed on the same machine (either physical or virtual).

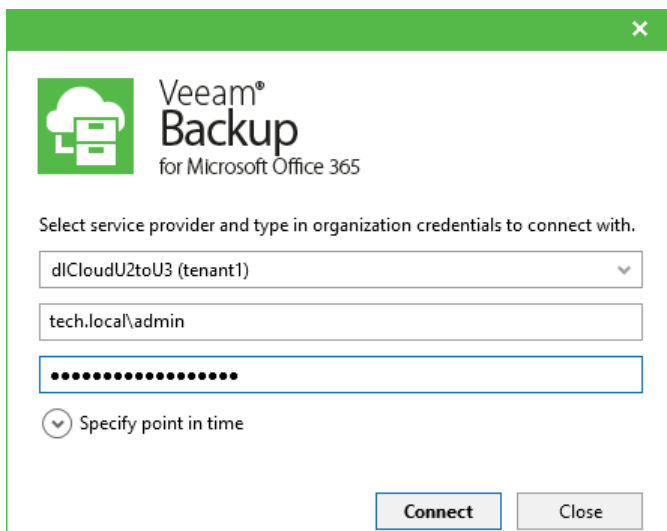
To add Veeam databases containing your backup data, do the following:

1. From the **Start** menu, launch Veeam Explorer for Microsoft Exchange.
2. Click **Add Store > Veeam Backup for Microsoft Office 365 Service Provider** on the ribbon menu or use the corresponding context menu command.

This option will only be available if you have added at least one service provider. See [Adding a Service Provider in Veeam Backup & Replication](#).

3. In the drop-down menu, select a tenant account to which you want to connect.
The list of available tenants depends on added service providers.
4. Provide your Microsoft Office 365 Organization credentials.
5. Click **Connect**.

You can also select a point in time state as of which you want to load an organization database. For more information, see [Specifying Point in Time](#).



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains the following fields and options:

- A dropdown menu for "Select service provider and type in organization credentials to connect with." with the selected option "dlCloudU2toU3 (tenant1)".
- A text input field containing "tech.local\admin".
- A password input field with masked characters ".....".
- A checkbox labeled "Specify point in time" which is currently unchecked.
- Two buttons at the bottom: "Connect" and "Close".

Specifying Point in Time

When you connect to your service provider server, you may want to select a particular state as of which you want to add an organization database to the Veeam Explorer for Microsoft Exchange scope.

To select a state, do the following:

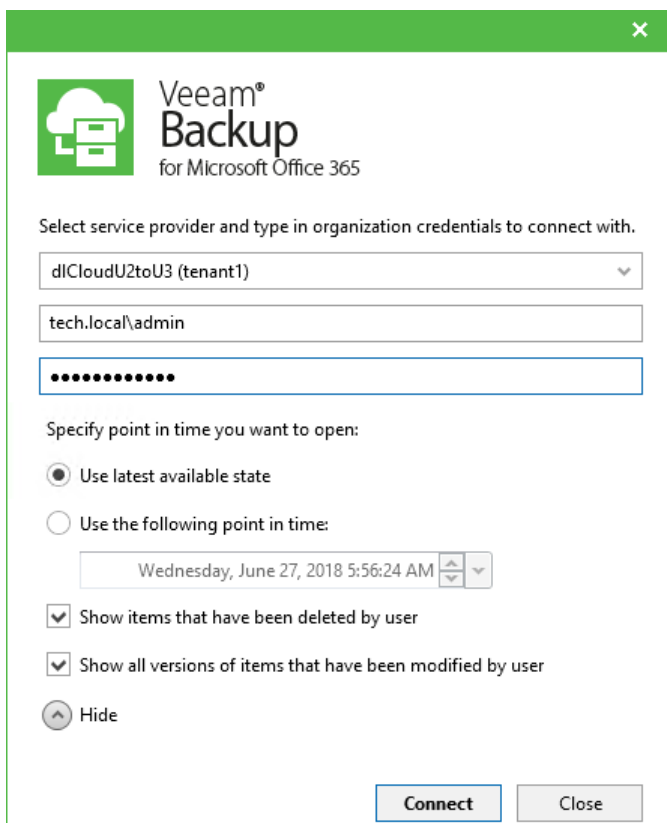
1. After you select **Veeam Backup for Microsoft Office 365 Service Provider** and provide required credentials, click **Specify point in time**.
2. Specify the point in time state you want to open.

The following options are available:

- **Use latest available state.** Select this option to load the latest backup state.
- **Use the following point in time.** Select this option if you want to load a particular state of your database. For example, as of a month ago.

To select a state, use the calendar control.

3. To load items that have been deleted by the user, select **Show items that have been deleted by user**.
4. To load all versions of items that have been modified by the user, select **Show all versions of items that have been modified by user**.



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains the following fields and options:

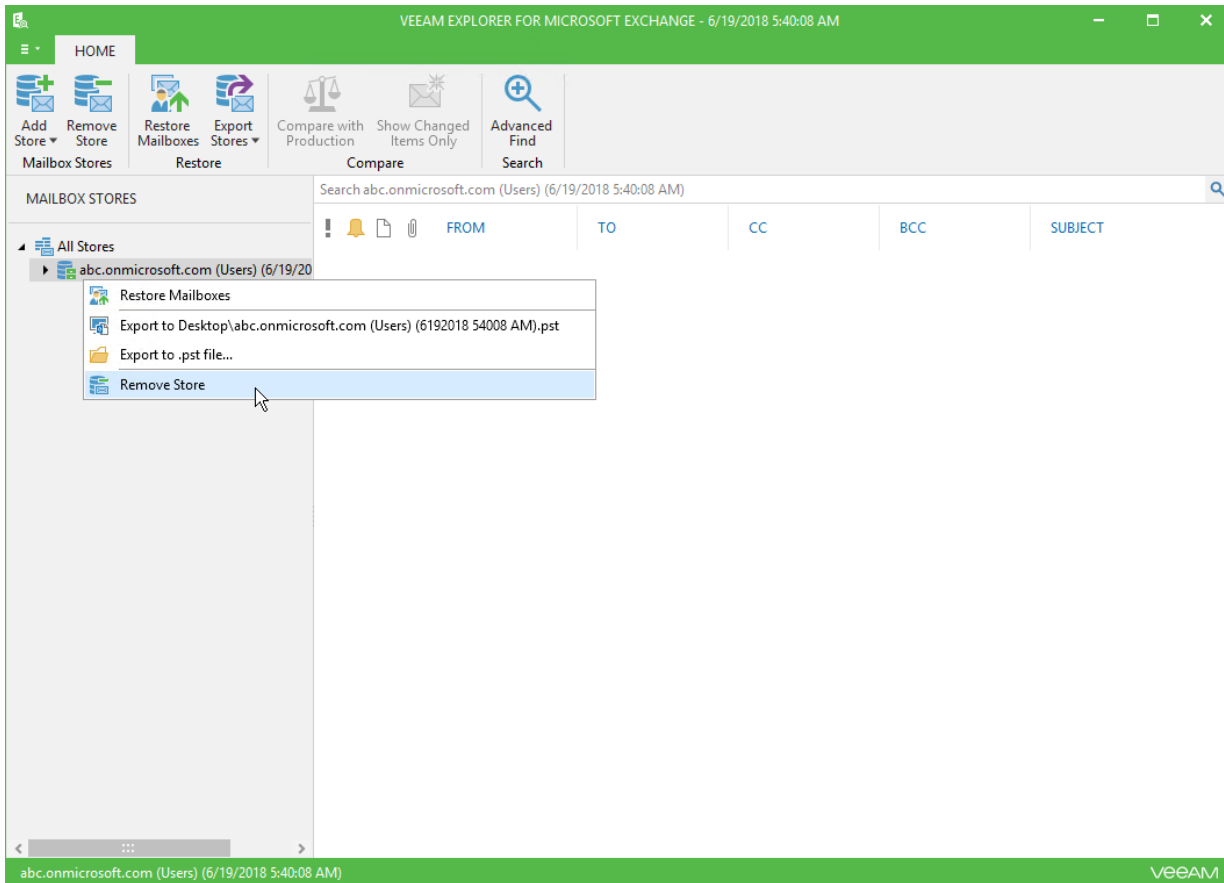
- Service provider dropdown: "dlCloudU2toU3 (tenant1)"
- Organization name text box: "tech.local\admin"
- Password text box: masked with "*****"
- Point in time options:
 - Use latest available state
 - Use the following point in time:
 - Calendar control showing: "Wednesday, June 27, 2018 5:56:24 AM"
- Show items that have been deleted by user
- Show all versions of items that have been modified by user
- Hide

Buttons: "Connect" and "Close".

Removing Microsoft Exchange Stores

Veeam Explorer for Microsoft Exchange allows you to remove an Exchange store from the application scope when you no longer need it.

To remove a store from the application scope, right-click a store in the navigation pane and select **Remove Store**.



Browsing, Searching and Viewing Items

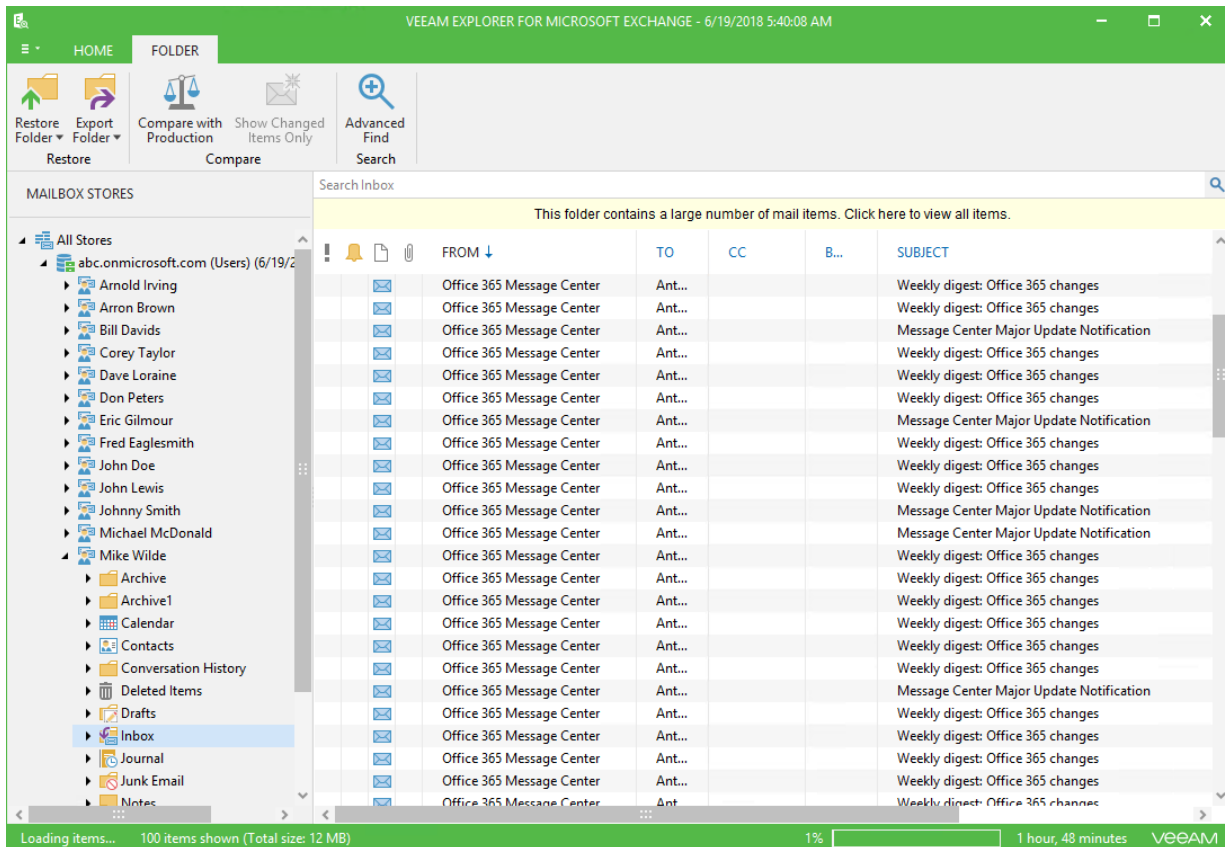
This section describes how to use the abilities of Veam Explorer for Microsoft Exchange that allows you to:

- [Browse your backup content](#)
- [View objects properties and open files](#)
- [Search for objects in a backup file](#)
- [Use the advance search capabilities](#)

Browsing

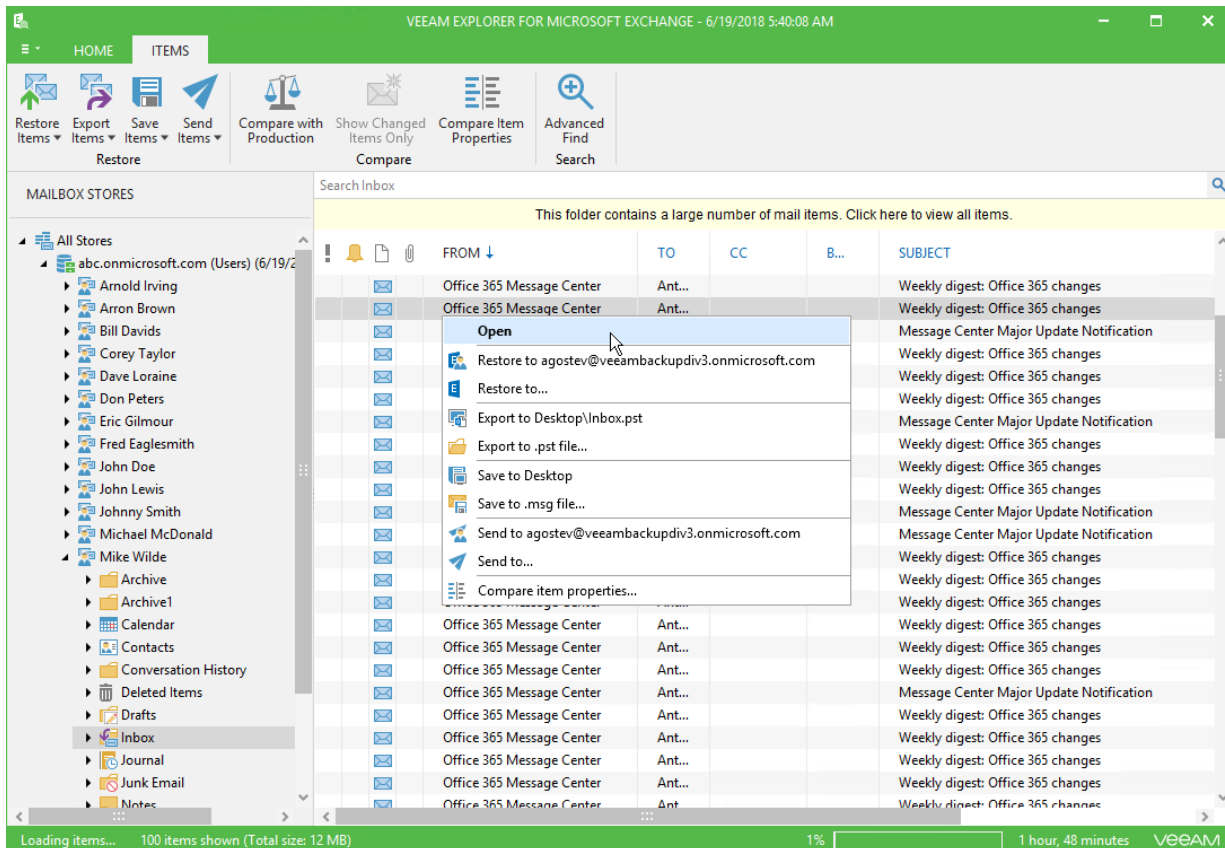
To view the content of a backup file, you use the navigation pane which shows you the database structure containing your site items such as libraries and subsites. After you select an object in the navigation pane, you can see its content in the preview pane.

In the following figure we have selected the **Inbox** folder belonging to Mike Wilde.



Opening Messages

To open a message, right-click the document in the preview pane and select **Open**.



Searching

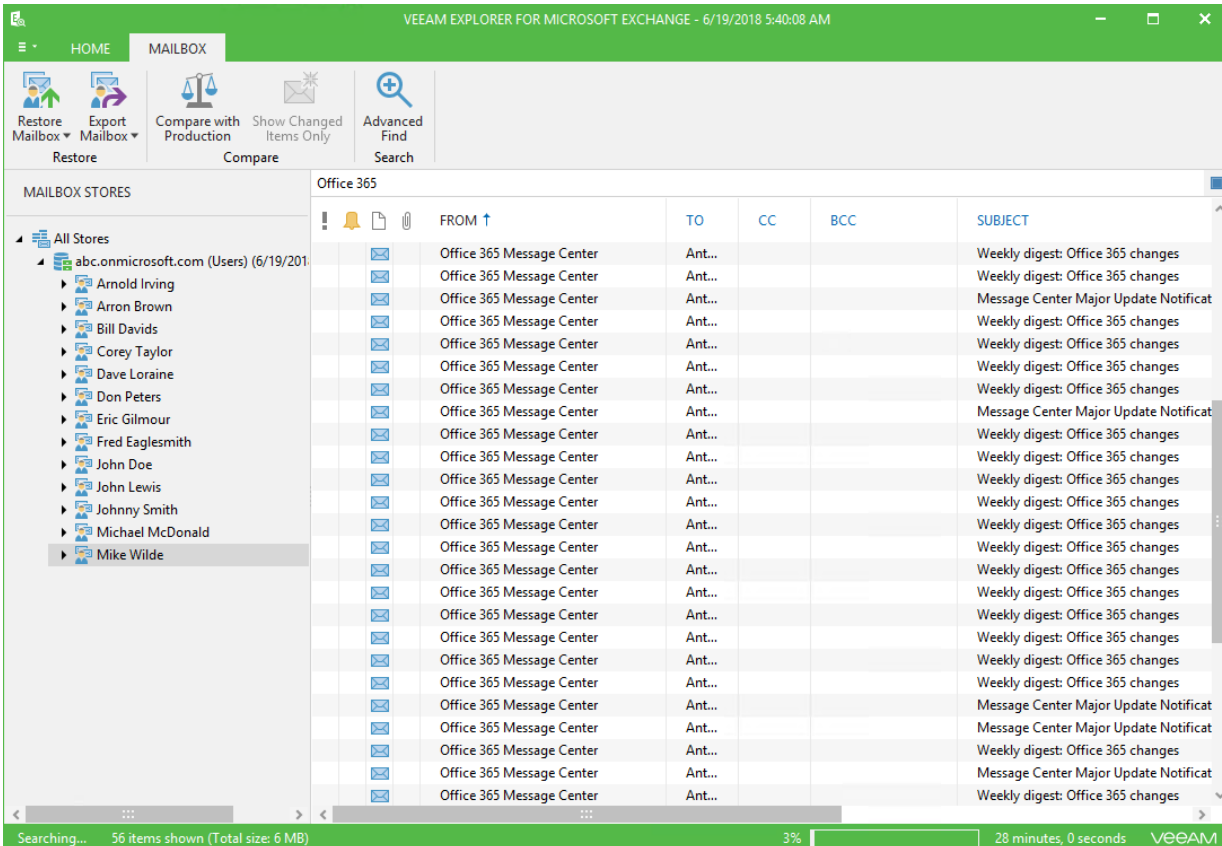
The search mechanism allows you to find items matching specified search criteria.

To search for required items, do the following:

1. In the navigation pane, select an object where you want to find your data.
When you select an object, you define the search scope which will be used by Veeam when matching search criteria.
2. Type in your search queue using the search field at the top of the preview pane.

NOTE:

To find the exact phrase, use double quotes. For example, "Office 365".



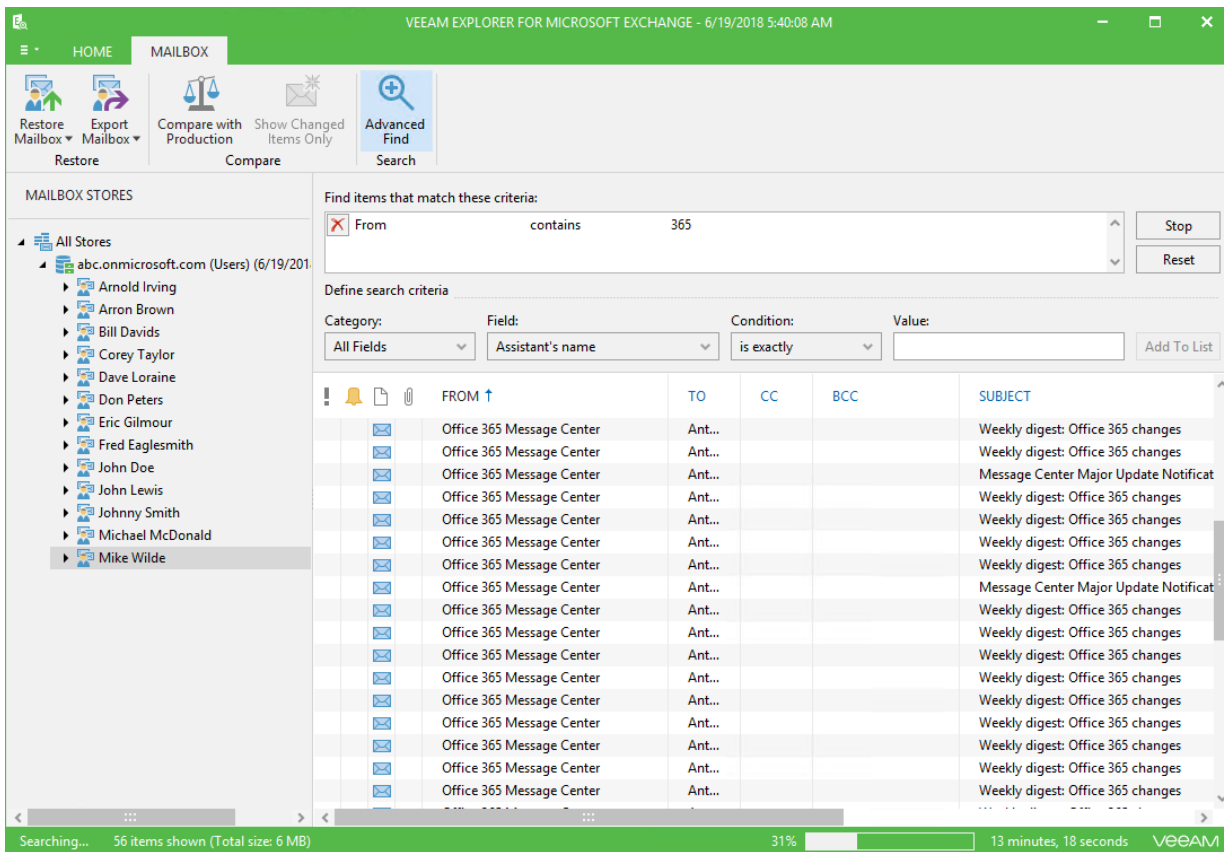
You can narrow your search results by specifying various search criteria using the *criteria:value* format. You can also use logical upper-cased operators such as *AND*, *OR* and *NOT* along with wildcard characters such as *** and *?*.

Using Advanced Find Capabilities

The **Advanced Find** mechanism allows you to define your search criteria more precisely.

For example, to find messages that contain the *365* substring, do the following:

1. In the preview pane, select a content node and click **Advanced Find**.
2. In the **Define search criteria** section, select **Category** > **All Mail fields**.
3. In the **Field** list, select **From**.
4. In the **Condition** list, select **Contains**.
5. In the **Value** field, specify the substring to look for.
6. Click **Start**.



To remove a filter, click on the cross mark next to it. To remove all configured filters, click **Reset**.

Restoring Organization Mailbox Data

With Veeam Explorer for Microsoft Exchange, you can quickly recover your organization mailboxes and other Exchange related data back to the production environment.

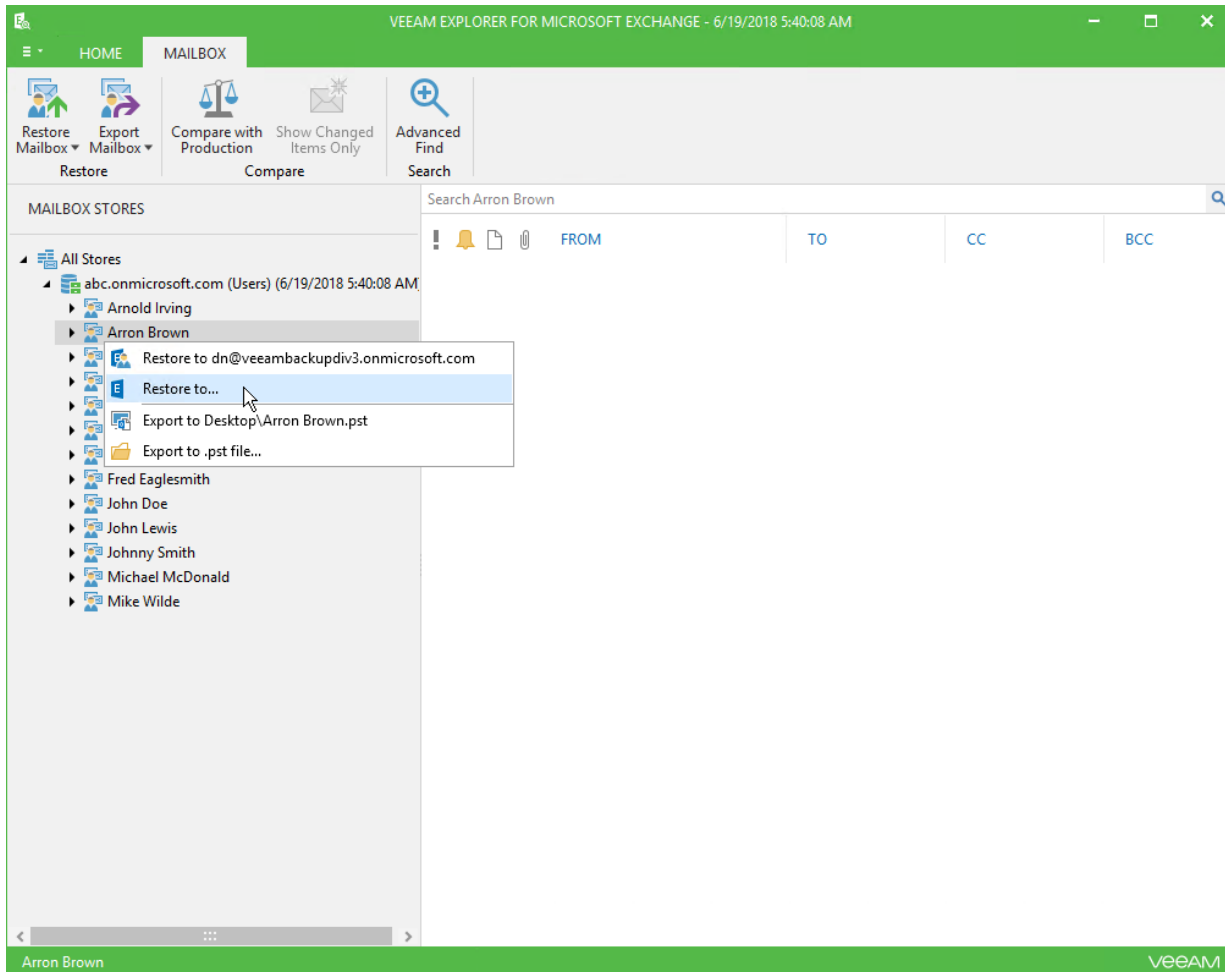
To learn more about basic principles of recovering Exchange objects, see the following sections:

- [Restoring Folders and Items](#)
- [Restoring Single Mailbox](#)
- [Restoring Multiple Mailboxes](#)
- [Using 1-Click Restore](#)

Restoring Single Mailbox

To restore a mailbox, do the following:

1. In the navigation pane, select a mailbox you want to restore.
2. Go to the **Mailbox** tab and click **Restore Mailbox > Restore to**. You can also use the corresponding mailbox context menu.
3. Proceed to the [Step 1. Specify Credentials](#) section.



Step 1. Specify Credentials

Specify the account to connect to the target Exchange server.

You can use your current account or provide another one using either of the following formats:

- When restoring to the on-premises Exchange server, use the *domain\username* format.
- When restoring to the Exchange Online server, use the *<username>@<organization>.onmicrosoft.com* format.

The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target mailbox and domain account". Below this, there is a "Mailbox:" label followed by a text input field containing "officegroup@abc.org.onmicrosoft.com". Underneath, the text "Specify user account to connect to Exchange Server:" is followed by two radio button options: "Use current account (BETA\Administrator)" (which is selected) and "The following account". Below these options are two text input fields labeled "User name:" and "Password:", both of which are currently empty. At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

Step 2. Specify Target Mailbox Server

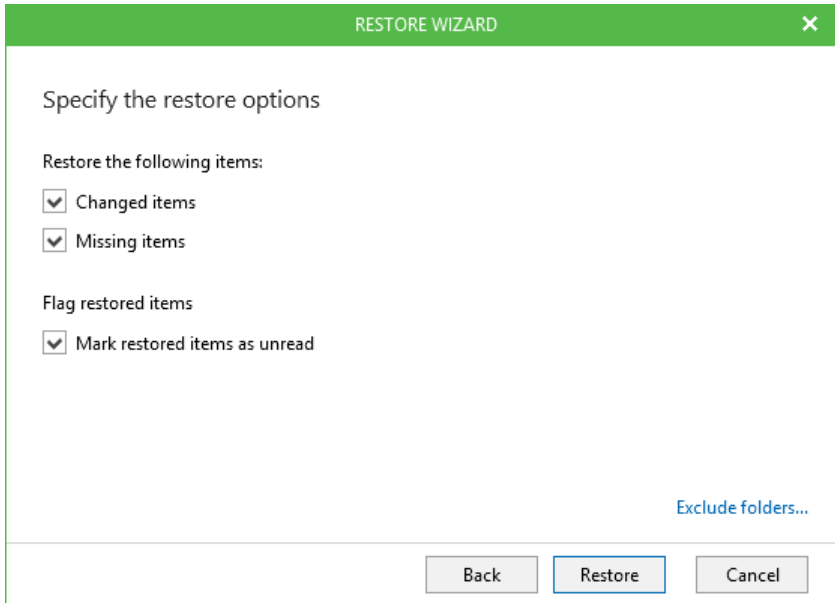
Specify the target mailbox server and a folder to which you want to recover your data.

You can restore to the original folder or specify a different one. If the specified folder does not exist on the target server, it will be created under the root mailbox that is being restored.

The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target mailbox server and folder". Below this, the text "Specify the mailbox server (CAS) to restore the selected items to:" is followed by a text input field containing "outlook.office365.com". Underneath, the text "Specify the folder to restore items to" is followed by two radio button options: "Restore to the original folder" (which is selected) and "Restore to the following folder:". Below these options is a text input field, which is currently empty. At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

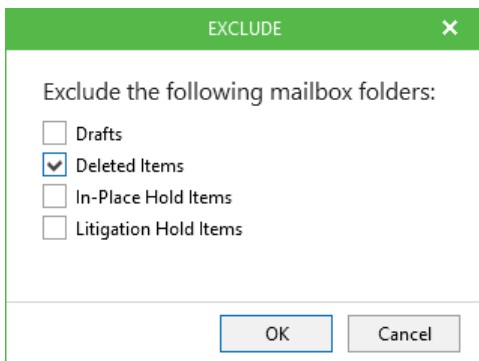
Step 3. Specify Restore Options

Specify the restore options and click **Restore** to begin the restore process.



Excluding Folders

If you want to prevent some folders from being recovered, click the **Exclude folders** link and select folders you need.

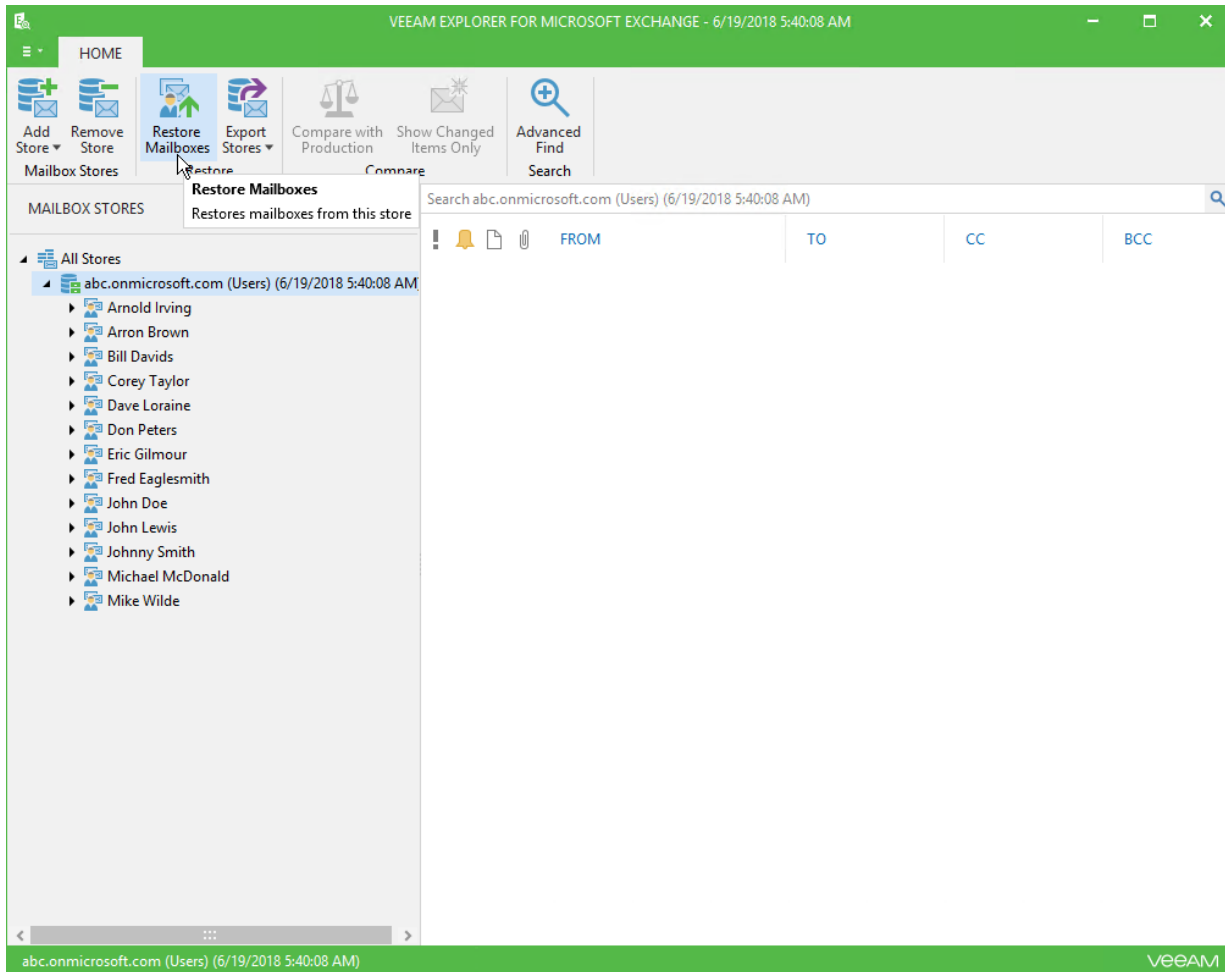


Click **OK** to save the settings and return to the wizard.

Restoring Multiple Mailboxes

To restore multiple mailboxes, do the following:

1. In the navigation pane, select the mailbox store that contains required mailboxes.
2. Go to the **Home** tab and click **Restore Mailboxes**. You can also use the corresponding mailbox context menu.
3. Proceed to the [Step 1. Specify Credentials](#) section.



Step 1. Specify Credentials

Depending on the organization type that is being restored, the first step of the credentials dialog will be different:

- [Restoring On-Premises Exchange organizations](#)
- [Restoring Online Exchange organizations](#)

For On-Premises Exchange

When restoring to on-premises Exchange server, specify the Global Catalog server name and provide valid access credentials. You can use your current account or specify another one in the *domain/username* format. For more information on required permissions, see [Required Permissions](#).

RESTORE WIZARD

Specify Global Catalog server and credentials

Domain:

Specify user account to connect to Active Directory domain and Exchange Server:

Use current account (tech \Administrator)

The following account

User name:

Password:

Back Next Cancel

For Exchange Online

When restoring to Exchange Online, specify the account to connect to the target Exchange server. You can use your current account or provide another one in the *username>@<organization>.onmicrosoft.com* format. For more information on required permissions, see [Required Permissions](#).

RESTORE WIZARD

Specify Exchange Server credentials

Specify user account to connect to Exchange Server:

Use current account (BETA\Administrator)

The following account

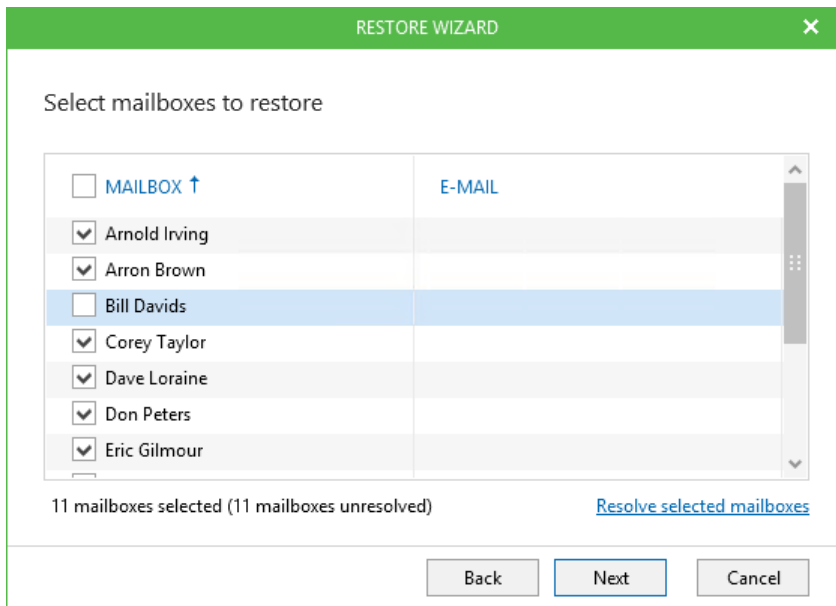
User name:

Password:

Back Next Cancel

Step 2. Select Mailboxes to Restore

Select mailboxes you want to restore.



To see the corresponding email addresses for each mailbox, click **Resolve selected mailboxes**.

Veeam Explorer for Microsoft Exchange can automatically filter Exchange System Mailboxes. Therefore, the account under which Veeam Explorer is running should have sufficient rights to access the Active Directory. This account can be included in the domain **Administrators** or **Organization Management** group or can be granted **Read** permission for the *objectClass* attribute of the *Microsoft Exchange System Object* container.

NOTE:

If the account is a member of the **Authenticated Users** group but the **Read** permission has not been granted, this account will not be able to properly handle Exchange system mailboxes restore. To prevent these issues, clear selection for these mailboxes.

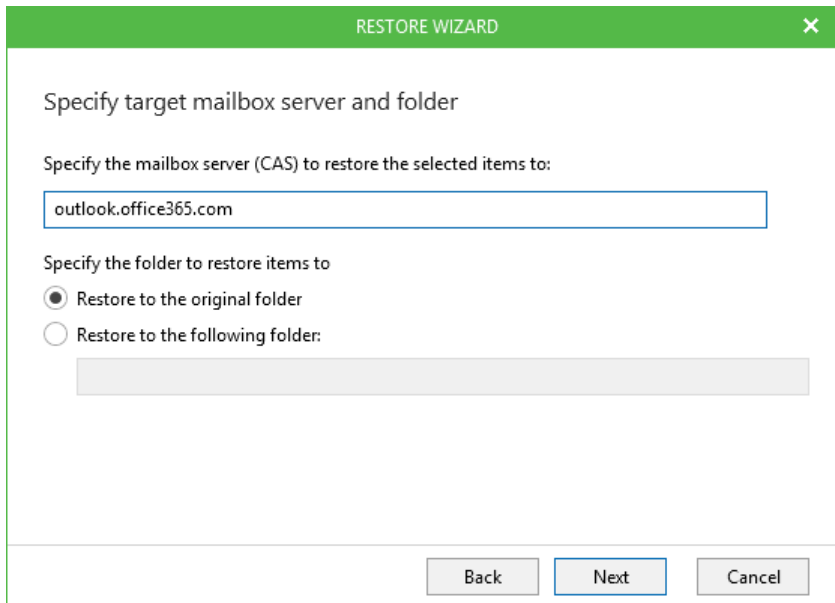
Step 3. Specify Target Mailbox Server

Specify the target mailbox server and a folder to which you want to recover your data.

You can restore to the original folder or specify a different one. If the specified folder does not exist on the target server, it will be created under the root mailbox that is being restored.

NOTE:

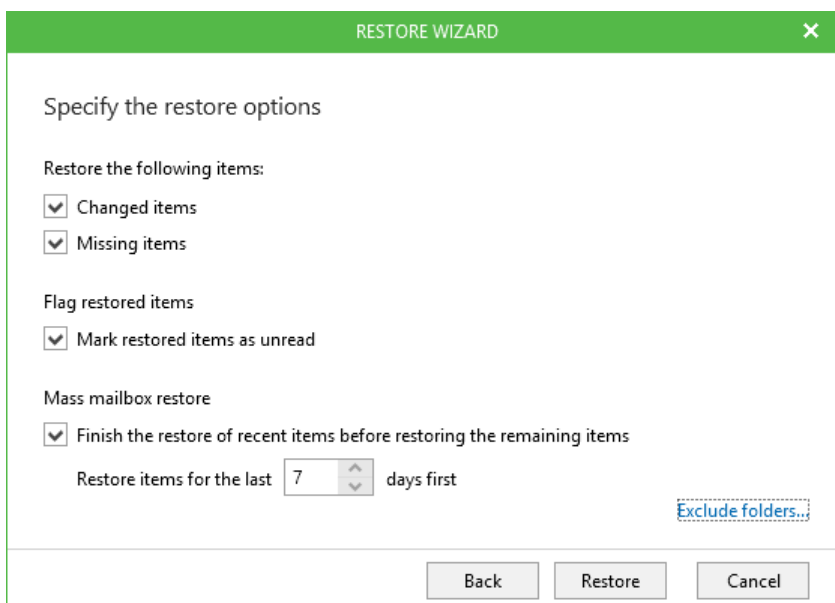
This step is only available when restoring data back to On-premises production organizations.



Step 4. Specify Restore Options

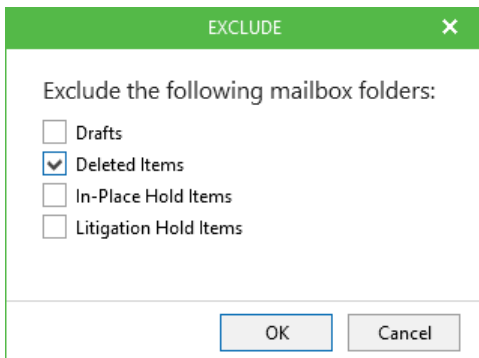
Specify the restore options.

When restoring multiple mailboxes, you can select the **Finish the restore of recent items before restoring the remaining items** checkbox and instruct the program to **Restore items for the last <N> days first**. This will instruct Veeam Explorer for Microsoft Exchange to restore multiple mailboxes in "chunks", which means that the most recent items in the backup (from the latest N-days interval) will be processed first. Such items become available while other items are still being processed in the background.



Excluding Folders

If you want some folders to be excluded from the backup, click the **Exclude folders** link and select folders you want to exclude.



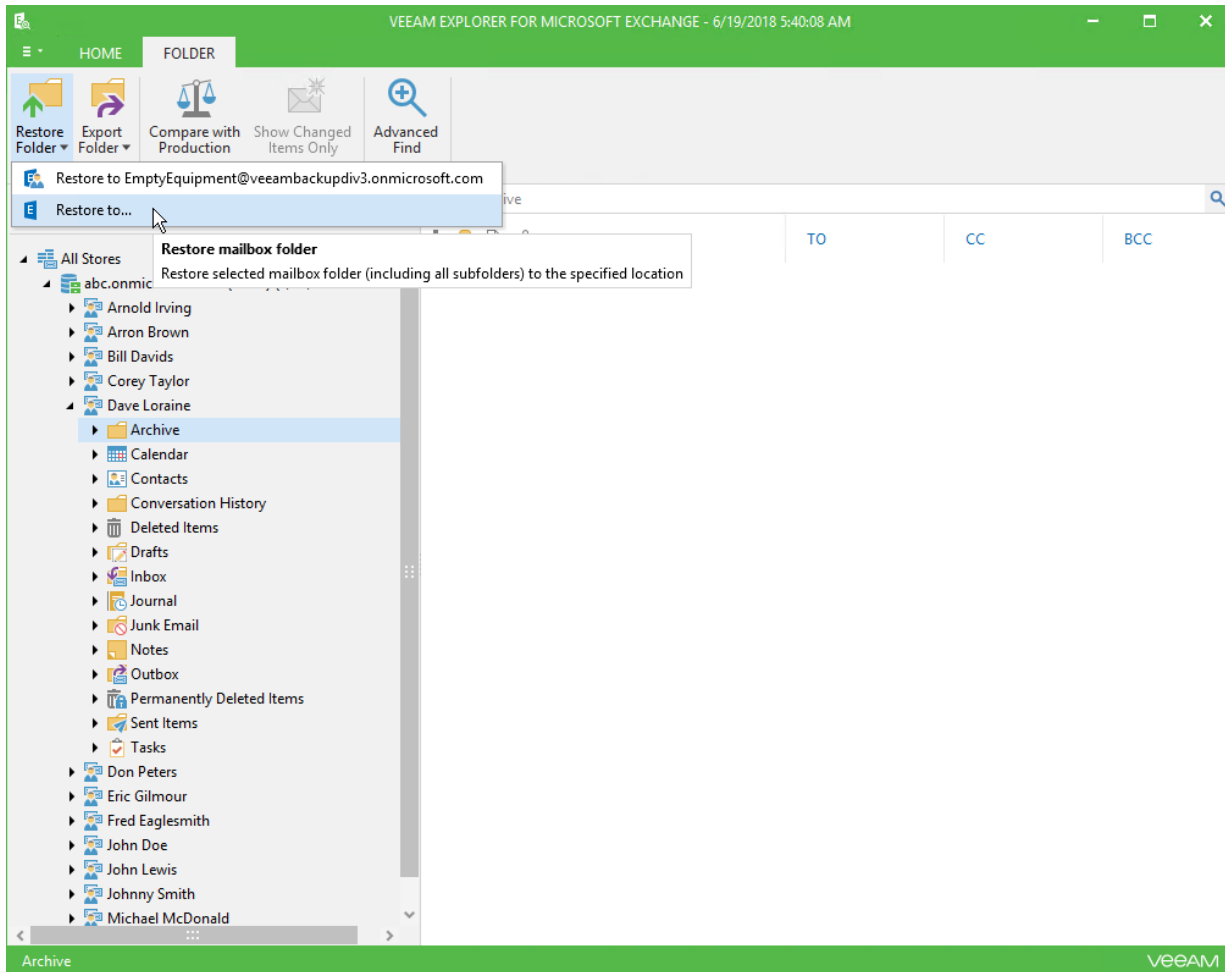
Click **OK** to save the settings and return to the wizard.

Click **Restore** and wait for restore operation to complete.

Restoring Folders and Items

To restore a folder or mailbox item, do the following:

1. In the navigation pane, select a folder or a mailbox item you want to restore.
2. Depending on the object you want to restore, click **Restore Folder** or **Restore Items** and select **Restore to**. You can also use the corresponding context menu of the object.
3. Proceed to the [Step 1. Specify Credentials](#) section.



NOTE:

If you want to restore *In-Place Hold Items* and *Litigation Hold Items* to the original mailbox system folders, consider the following limitations:

- Restore of *In-Place Hold Items* is not supported for Exchange Server 2013 due to Exchange limitations.
- To restore *In-Place Hold Items* of Exchange 2016 mailboxes, these mailboxes must have *In-Place Hold* enabled and applied at least once, with *Discovery Holds* system folder creation. Otherwise, restore of *In-Place Hold Items* will fail with an error. For information on enabling *In-Place Hold* and *Litigation Hold*, see the [In-Place Hold and Litigation Hold in Exchange 2016](#) article.
- Currently, Veeam Explorer for Microsoft Exchange does not support browsing and restoring items from the *Versions* subfolder of the *Recoverable Items* folder used by *In-Place Hold* and *Litigation Hold* to preserve items.

Step 1. Specify Credentials

Specify the account to connect to the target Exchange server.

You can use your current account or provide another one using either of the following formats:

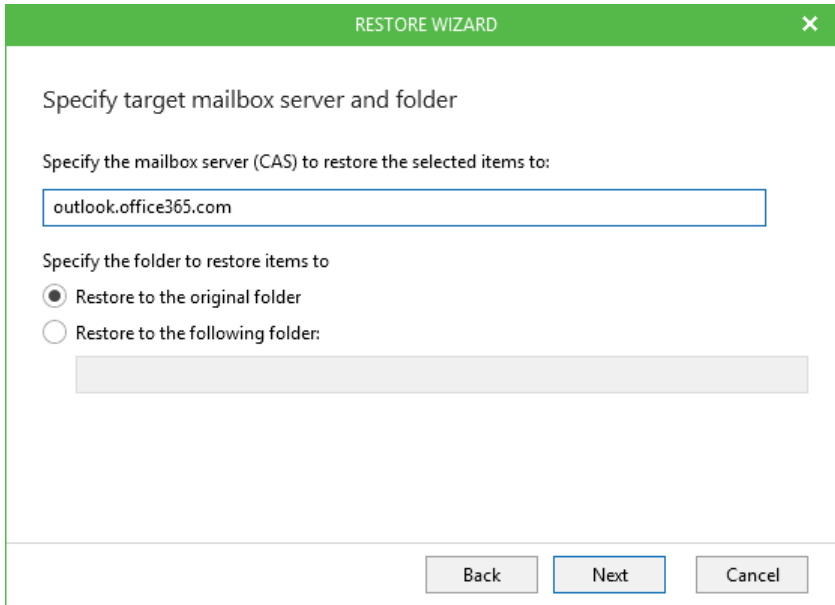
- When restoring to the on-premises Exchange server, use the *domain\username* format.
- When restoring to the Exchange Online server, use the *<username>@<organization>.onmicrosoft.com* format.

The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target mailbox and domain account". Below this, there is a "Mailbox:" label followed by a text input field containing "officegroup@abc.org.onmicrosoft.com". Underneath, the text "Specify user account to connect to Exchange Server:" is followed by two radio button options: "Use current account (BETA\Administrator)" (which is selected) and "The following account". Below these options are two text input fields: "User name:" and "Password:". At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

Step 2. Specify Target Mailbox Server

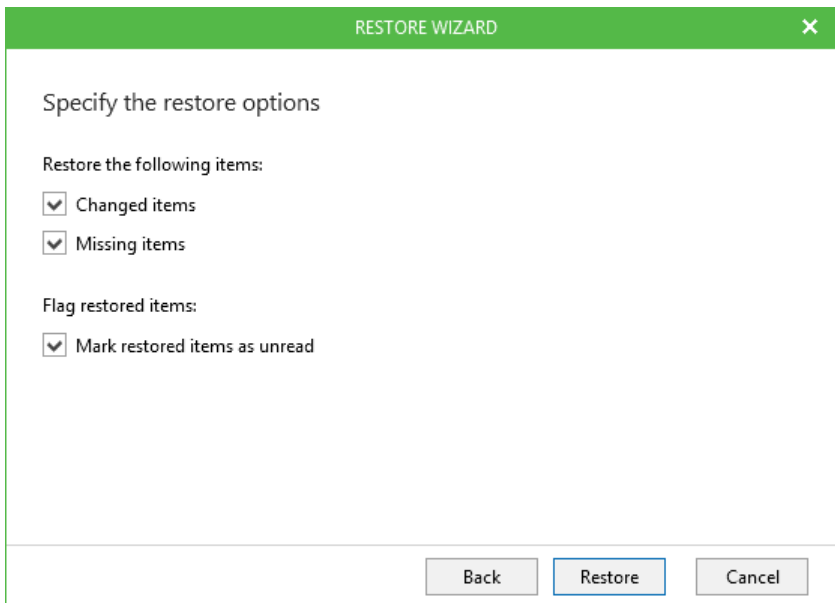
Specify the target mailbox server and a folder to which you want to recover your data.

You can restore to the original folder or specify a different one. If the specified folder does not exist on the target server, it will be created under the root mailbox that is being restored.



Step 3. Specify Restore Options

Specify the restore options and click **Restore** to begin the restore process.



Using 1-Click Restore

You can use 1-Click Restore feature to quickly recover users mailboxes back to the production environment:

1. In the navigation pane, select a mailbox you want to restore.
2. Go to the **Mailbox** tab and click *Restore to <original_mailbox_name>*. You can also use the corresponding context menu command.

When using 1-Click Restore, Veeam Explorer for Microsoft Exchange recovers objects according to the following:

- Original Exchange server, original folder and original mailbox name.
- Both changed and missing items will be restored.
- Restored items will be marked as unread.
- No folders will be excluded by default (all folders from the backup will be recovered).

Exporting Microsoft Exchange Objects

With Veeam Explorer for Microsoft Exchange, you can quickly export your organization mailboxes and other Exchange related data and save it locally on your computer or over the network as a .pst file.

To learn more about basic principles of exporting Exchange objects, see the following sections:

- [Using 1-Click Export](#)
- [Export to Custom Location](#)
- [Receiving Export Reports](#)

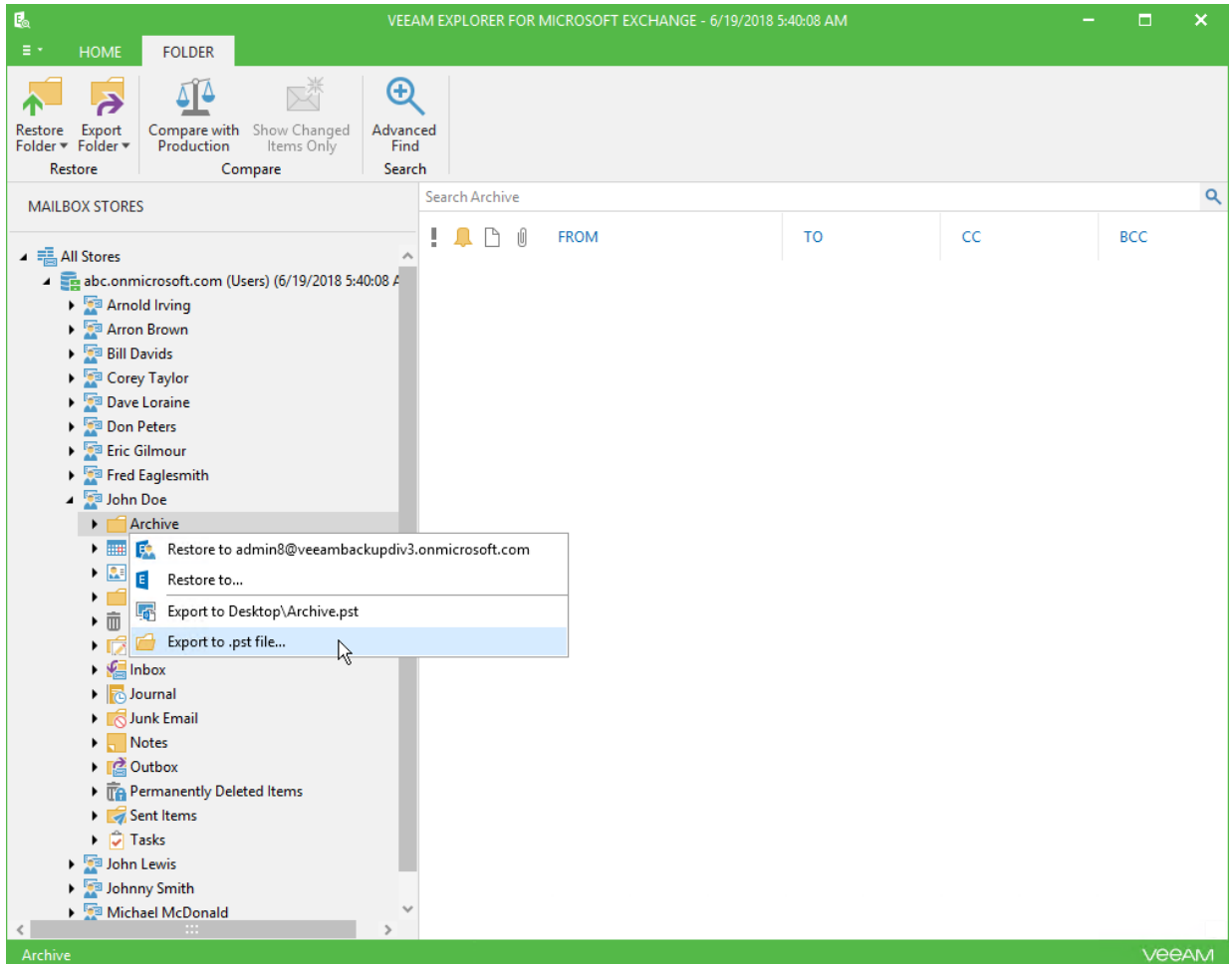
IMPORTANT!

- The export operation is only available if you have a 64-bit version of Microsoft Outlook 2016, Microsoft Outlook 2013 or Microsoft Outlook 2010 installed on a computer running Veeam Explorer for Microsoft Exchange.
- To avoid conflicts during the export procedure, exclude .pst files from the indexing scope. Sometimes conflicts may occur due to a file, which is used for exporting is being indexed at the same time. When exporting to the shared folder, exclude Outlook files or disable Windows Search on the destination computer.

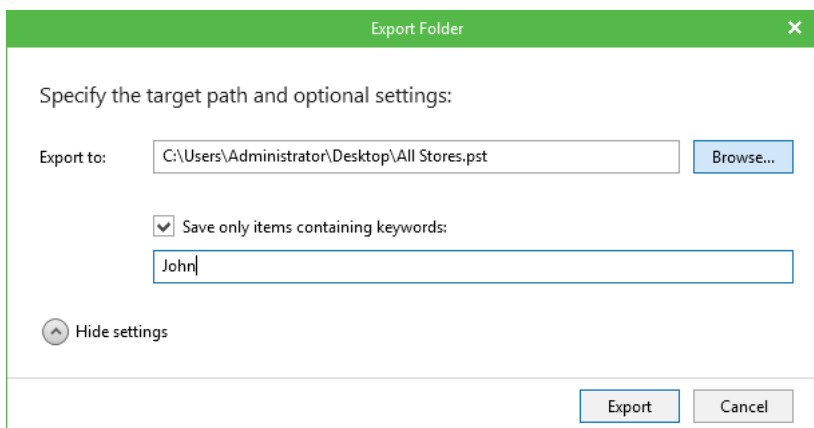
Exporting to Custom Location

To export an object to the specified location, do the following:

1. In the navigation pane, select an object you want to export.
2. Click **Export** > **Export to .pst file**. You can also use the corresponding context menu.



3. Specify the name and location for the .pst file. Click **Show Settings** if you want to export only those items having particular keywords. Veeam Explorer for Microsoft Exchange will check specified keywords in all message fields, such as From, To, Subject, and Body. Show Settings feature is not available when exporting items.



4. Click **Export**.

Using 1-Click Export

You can use **1-Click Export** feature to quickly export your mailbox data to the .pst file.

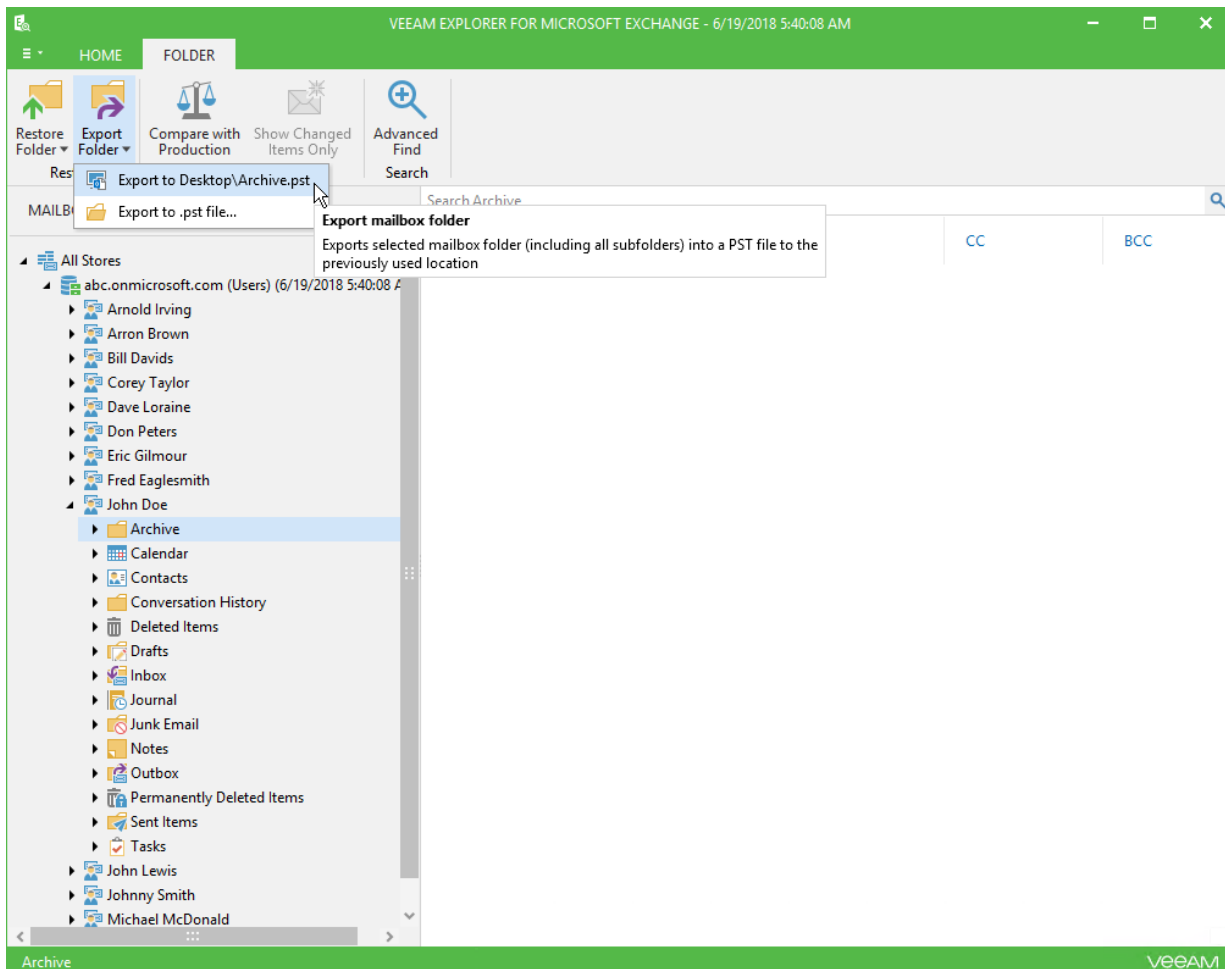
NOTE:

Export operations require Microsoft Outlook to be installed on a computer running the Veeam Explorer for Microsoft Exchange application.

Exporting Folders

To export a folder, do the following:

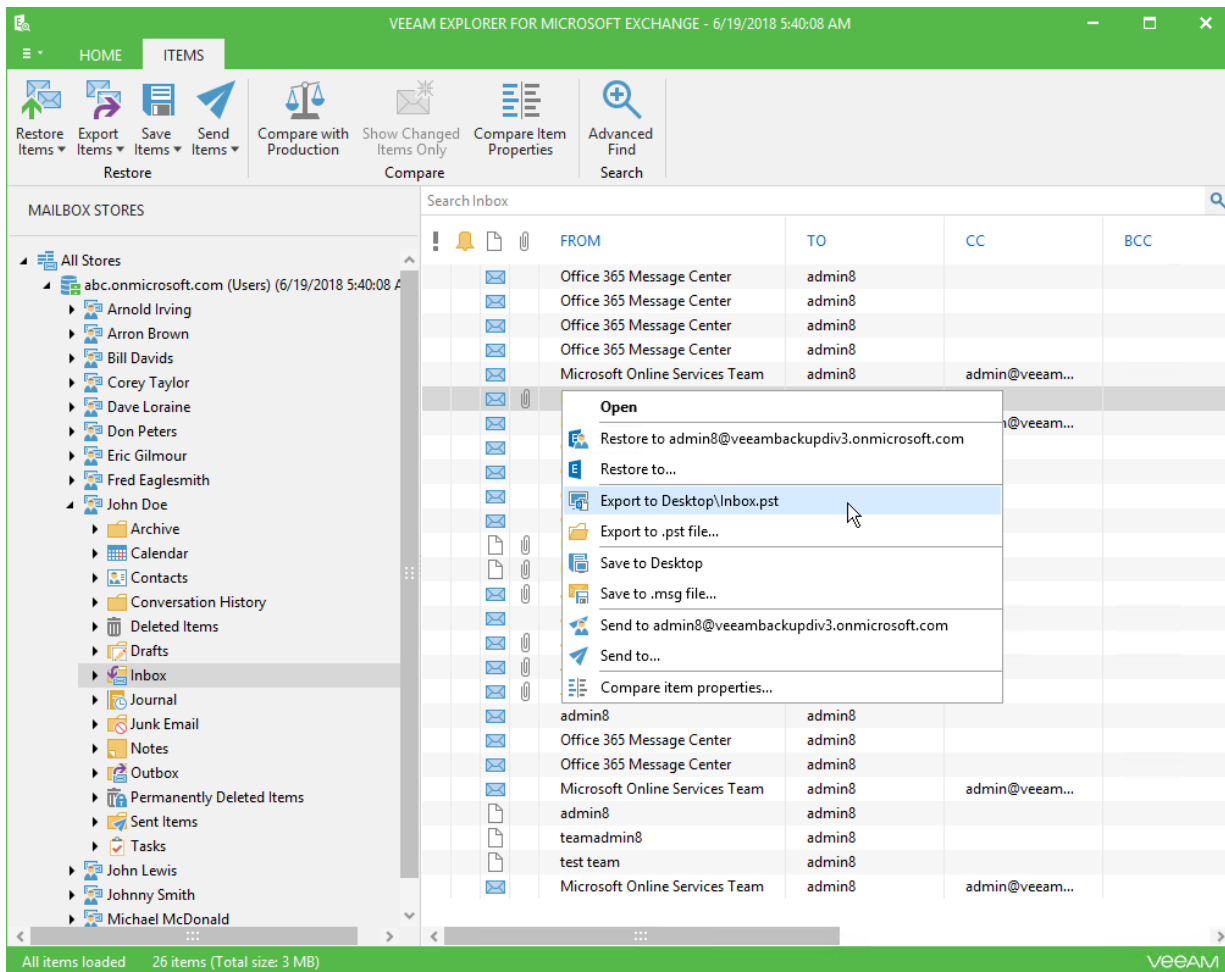
1. In the navigation pane, select a folder you want to export.
2. Go to the **Folder** tab and select **Export Folder > Export to <default_location>\<original_folder_name>.pst**. You can also use the corresponding context menu command



Exporting Items

To export an item or multiple items at the same time, do the following:

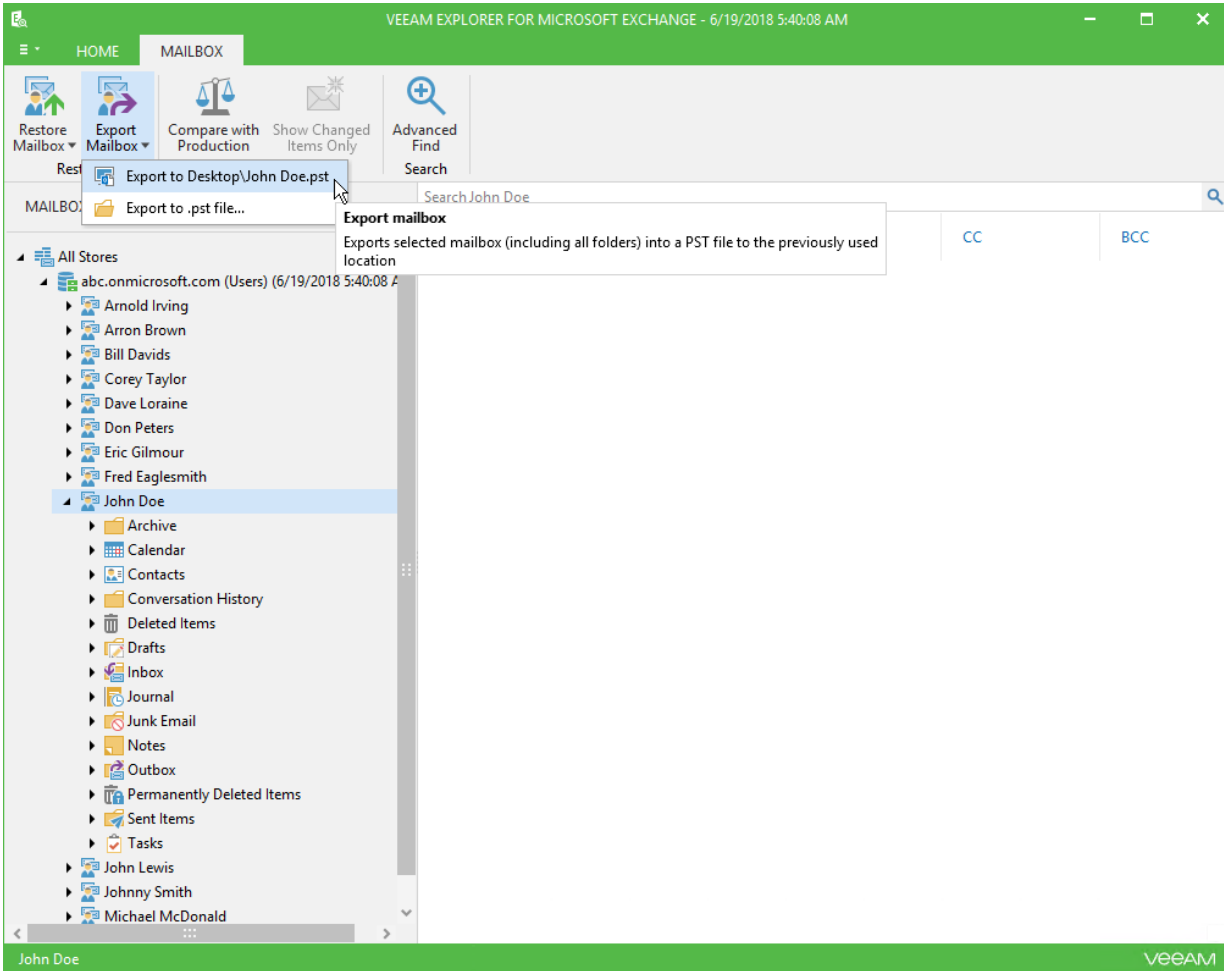
1. In the navigation pane, select a folder with required items.
2. In the preview pane, choose items you want to export. You can also use the **Search** field to find particular items.
3. Go to the **Items** tab and select **Export Items > Export to <default_location>\<original_item_name>.pst**. You can also use the corresponding item's context menu.



Exporting Mailboxes

To export a mailbox, do the following:

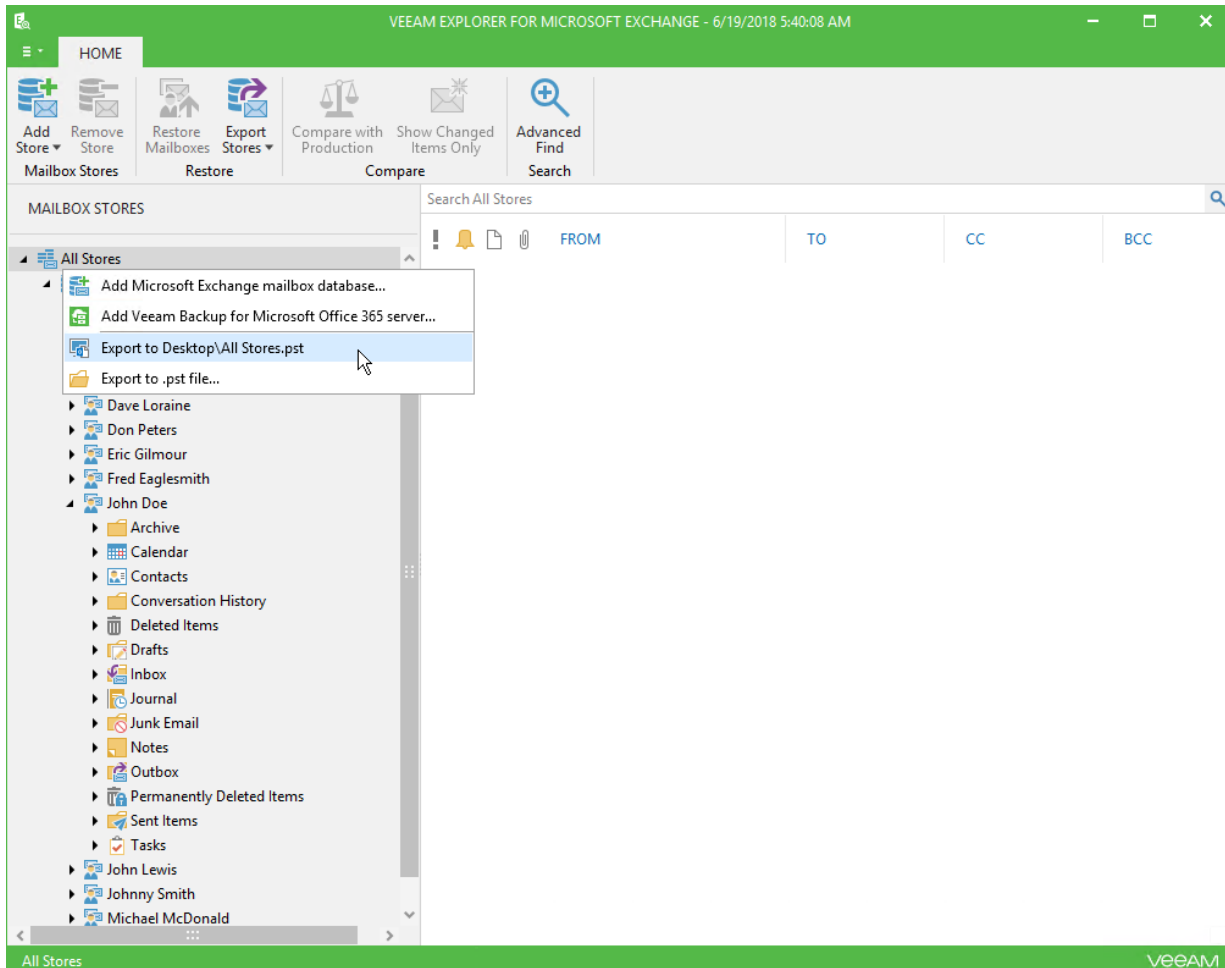
1. In the navigation pane, select a mailbox you want to export.
2. Go to the **Mailbox** tab and select **Export mailbox > Export to <default_location>\<original_mailbox_name>.pst**. You can also use the corresponding mailbox context menu.



Exporting Mailbox Stores

To export a mailbox store, or even all stores, do the following:

1. In the navigation pane, select a store you want to export.
2. Go to the **Home** tab and select **Export Store > Export to <default_location>\<original_store_name>.pst**. You can also use the corresponding store's context menu command. To export all stores, select **All Stores** node.



Receiving Export Reports

Veeam Explorer for Microsoft Exchange can deliver detailed reports on export results:

- To deliver reports to the current user, make sure this user has a valid email address. Also, make sure that SMTP Settings are configured properly. See the [Configuring Notification Settings](#) section.
- Having configured [email settings](#) for a different user account in Veeam Backup & Replication means that this user will also be receiving reports. If you enable these settings during the current Veeam Explorer for Microsoft Exchange session, you will need to restart the application in order for the settings to take effect.
- If you want a report to be included in the `.pst` archive, make sure that the current user email address is valid.

To generate a report, you can use 1-Click export feature or standard export operation.

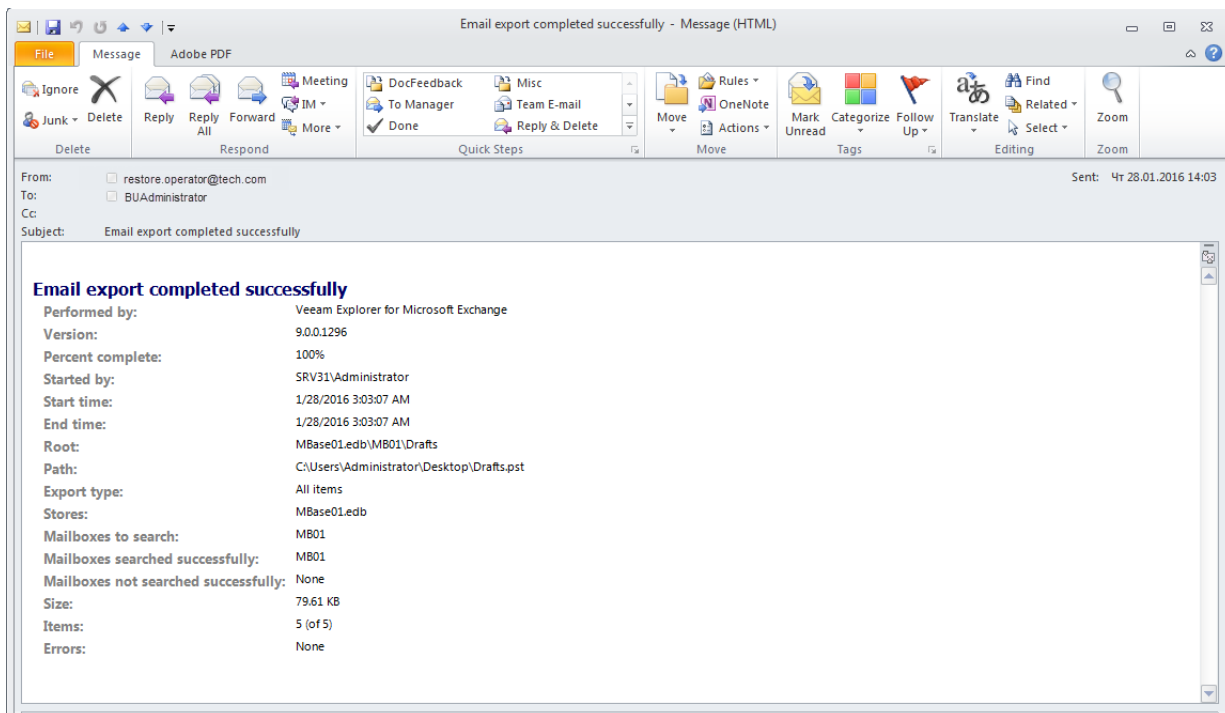
The following table comprises fields that would be displayed in the report body.

Field	Description
Performed by	A software component responsible for performing export operation.
Version	Veeam Explorer for Microsoft Exchange build number. To view the build number, go to Main Menu and click About.
Percent complete	Total number of items included in the <code>.pst</code> file. Represented in per cents. For example, if there are 10 items in a folder and only 6 of them have been exported due to some search criteria, this value will be 60%. If the whole folder was exported, it will be 100%.
Started by	Export initiator or current user account running Veeam Explorer for Microsoft Exchange.
Start time, End time	Report generation start and end time, respectively.
Root	The relative path to the object within the mail database from which data was exported. In the example, shown in the figure above, this is <code>MBase01.edb\MB01\Drafts</code> , that is, the Drafts folder in the mailbox MB01 of the MBase01.edb mail database.
Path	The full path to the exported <code>.pst</code> file.
Export type	Depending on the export scope, the following types are available: <ul style="list-style-type: none">• All items. The whole container that was selected for 1-click or regular export.• Selected items. One or several selected items.• Search results (only for regular export). This type occurs only if you select Export to .pst and then in the Export dialog click Show settings and select the Save only items containing keywords.
Stores	Datstores that contain exported items.
Mailboxes to search	A mailbox(es) that contains exported items. If you select the whole datastore as a root object, all mailboxes in that datastore will be reported in this field.

Mailboxes searched successfully, Mailboxes not searched successfully	Results for Mailboxes to search.
Size	Total size of exported items.
Items	The number of exported items.
Errors	The number of errors that occurred during the export.

When exporting search results only, consider the following:

- The report will be entitled **Email export completed partially**.
- The **Percent complete** field will contain the corresponding value, depending on how many items from the search scope matched the search keywords.
- The last field in the report will be **Keyword hits**. It will include the table containing:
 - **Keyword**. Search criteria.
 - **Hits**. The number of exported items that matched the search keywords.
 - **Mailboxes**. The number of mailboxes comprising the search scope.

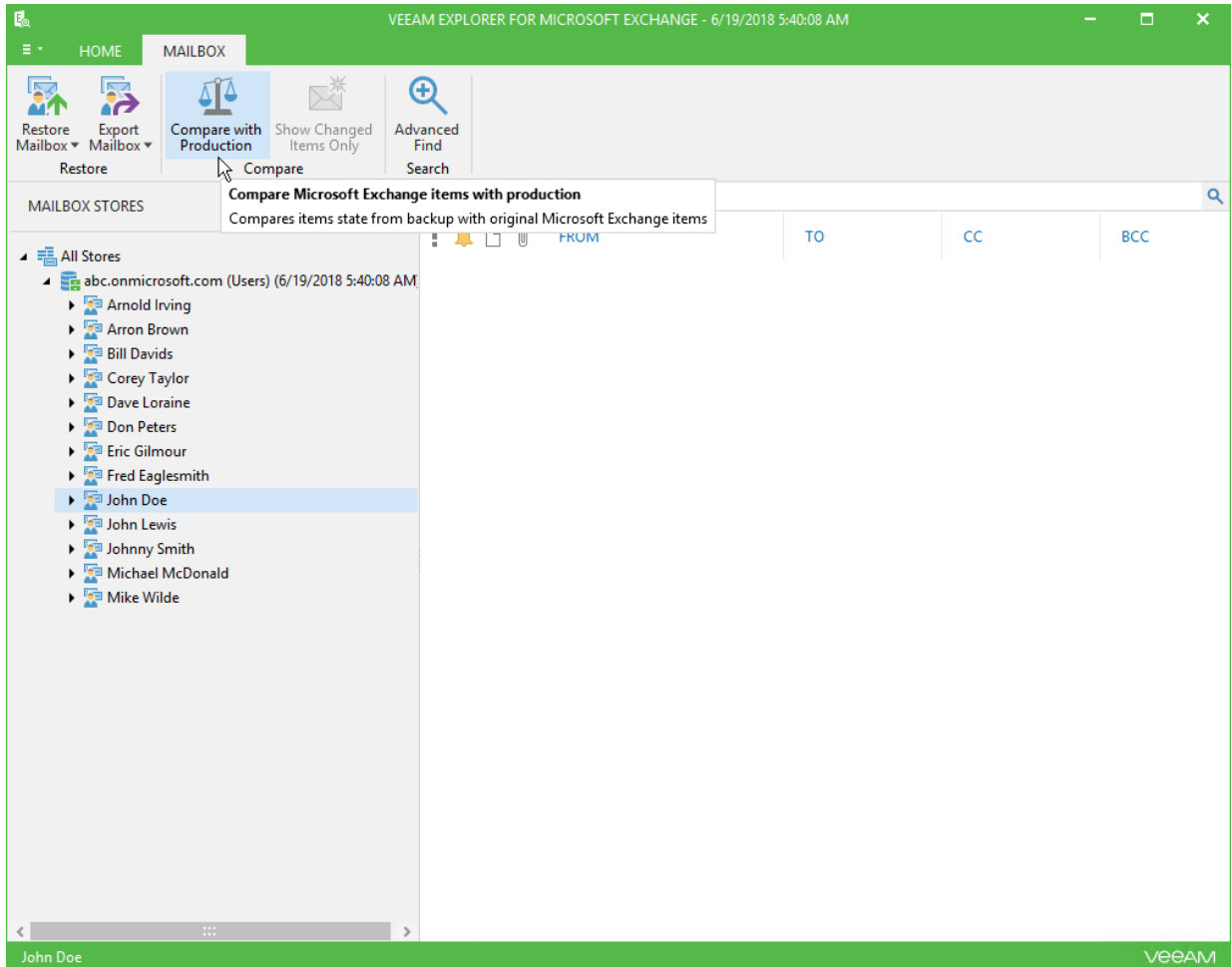


Comparing Microsoft Exchange Items

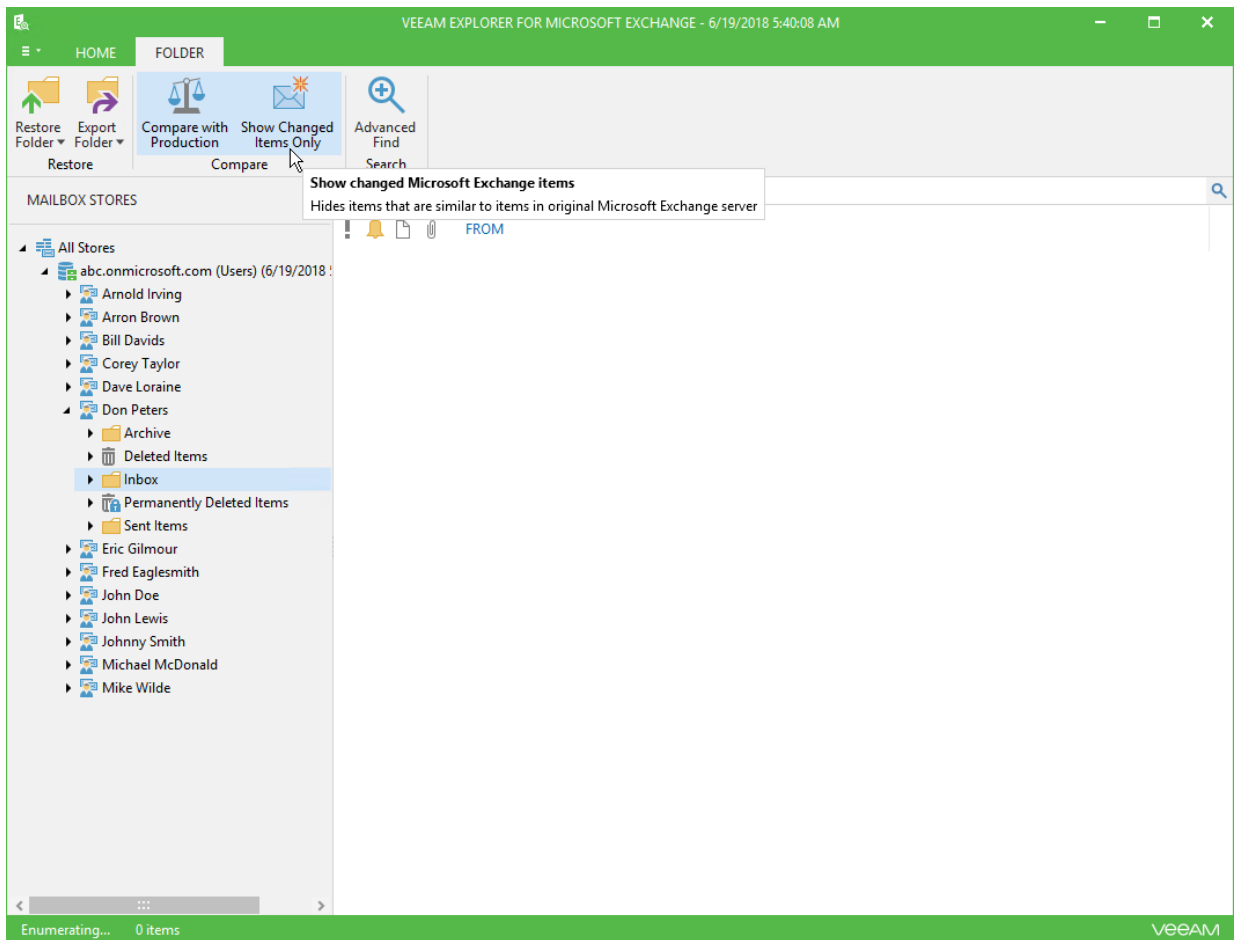
Veeam Explorer for Microsoft Exchange allows you to compare objects in the backup file with that of a production environment state.

To compare objects, do the following:

1. Select an object you want to compare and click **Compare with Production** on the ribbon menu.
2. Proceed with the [Step 1. Specify Credentials](#) section to authorize yourself in your production organizations.



3. After the authorization process is complete, click **Show Changed Items Only** on the toolbar to view only those items that have been changed.



4. To view details on what exactly has changed since the last backup, right-click an item in the preview pane and select **Compare item properties**.

The discrepancies will be shown in the **Compare Message Properties** window. If both objects are equal, nothing will be displayed.

To show unchanged objects, select **Show unchanged properties** at the top-right corner. To show system properties, select **Show system properties**.

Double-click **Body** to see the body message.

COMPARE MESSAGE PROPERTIES ✕

Properties: Show unchanged properties Show system properties

NAME	BACKUP	PRODUCTION
▲ Attachments (No changes)		
▶ Attachment 0	SharePoint Documents Recovery	SharePoint Documents Recovery
▲ Recipients (No changes)		
▶ To	admin8@veeambackupdiv3.onmicros...	admin8@veeambackupdiv3.onmicros...
▶ Properties		
Body	< double click to open >	< double click to open >

Close

NOTE:

To compare a single item, right-click an item and select **Compare item properties** without using the **Compare with Production** option.

Step 1. Specify Credentials

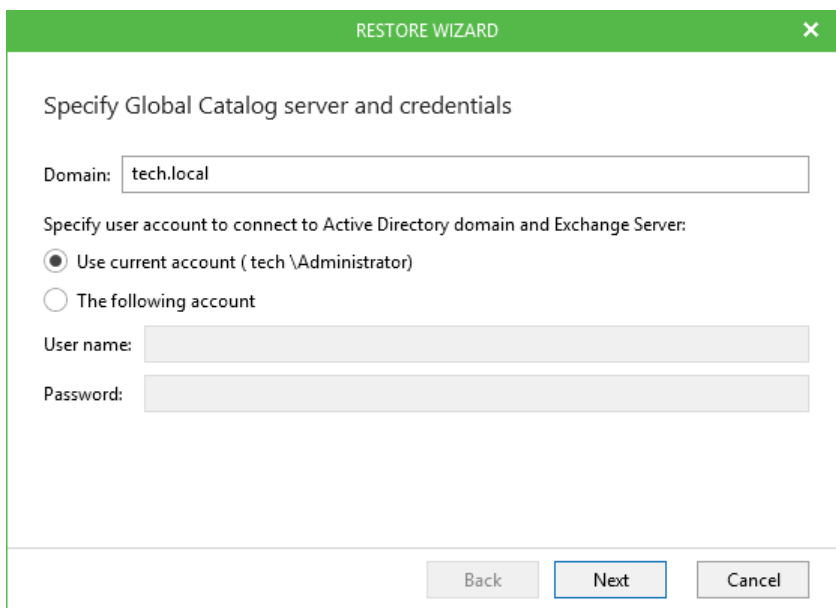
Provide credentials to access the production environment of an organization that contains data to which you want to compare your current backup state.

Depending on the organization type, the first step of the credentials dialog will be different:

- [Comparing with On-Premises Exchange organizations](#)
- [Comparing with Online Exchange organizations](#)

For On-Premises Exchange

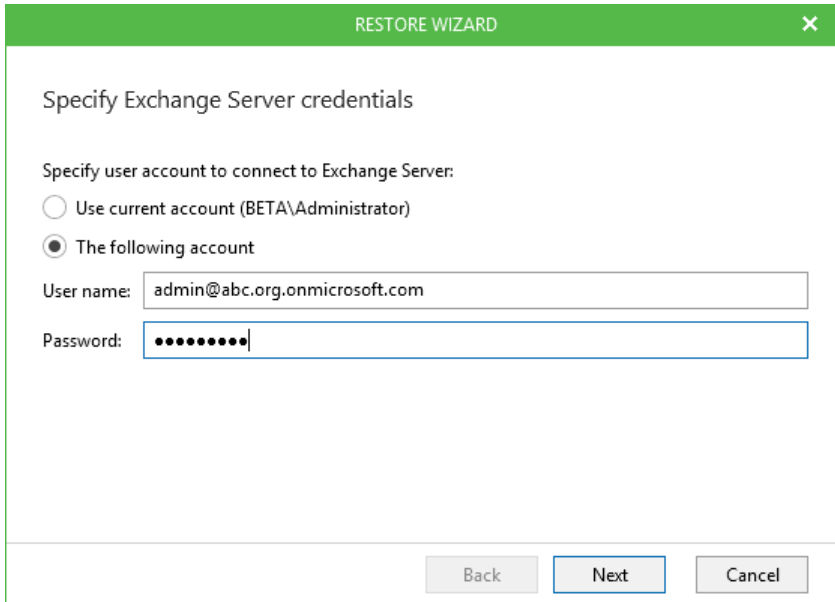
When comparing with on-premises Exchange organizations, specify the Global Catalog server name and valid access credentials. For more information on required permissions, see [Required Permissions](#).



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify Global Catalog server and credentials". Below this, there is a "Domain:" label followed by a text input field containing "tech.local". Underneath, the text "Specify user account to connect to Active Directory domain and Exchange Server:" is displayed. There are two radio button options: "Use current account (tech \Administrator)" which is selected, and "The following account". Below these options are two text input fields labeled "User name:" and "Password:". At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

For Exchange Online

When comparing with Exchange Online organizations, specify the account to connect to the target Exchange server. You can use your current account or provide another one in the `<username>@<organization>.onmicrosoft.com` format.



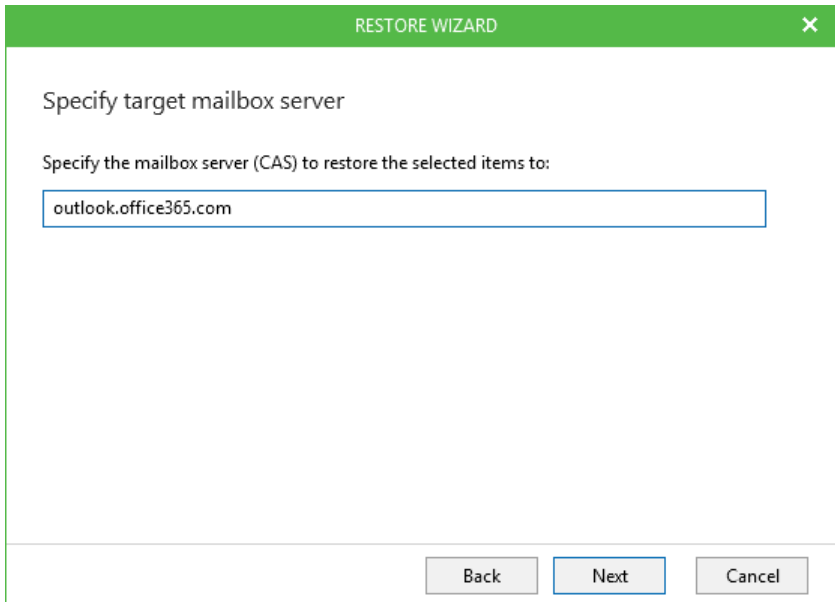
The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify Exchange Server credentials". Below this, the text "Specify user account to connect to Exchange Server:" is followed by two radio button options: "Use current account (BETA\Administrator)" and "The following account". The second option is selected. Below the radio buttons are two text input fields: "User name:" containing the text "admin@abc.org.onmicrosoft.com" and "Password:" containing a series of ten black dots. At the bottom of the dialog box, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

Step 2. Specify Target Mailbox Server

Specify the target mailbox server (CAS).

NOTE:

This step is only available when comparing data with your On-premises organizations.



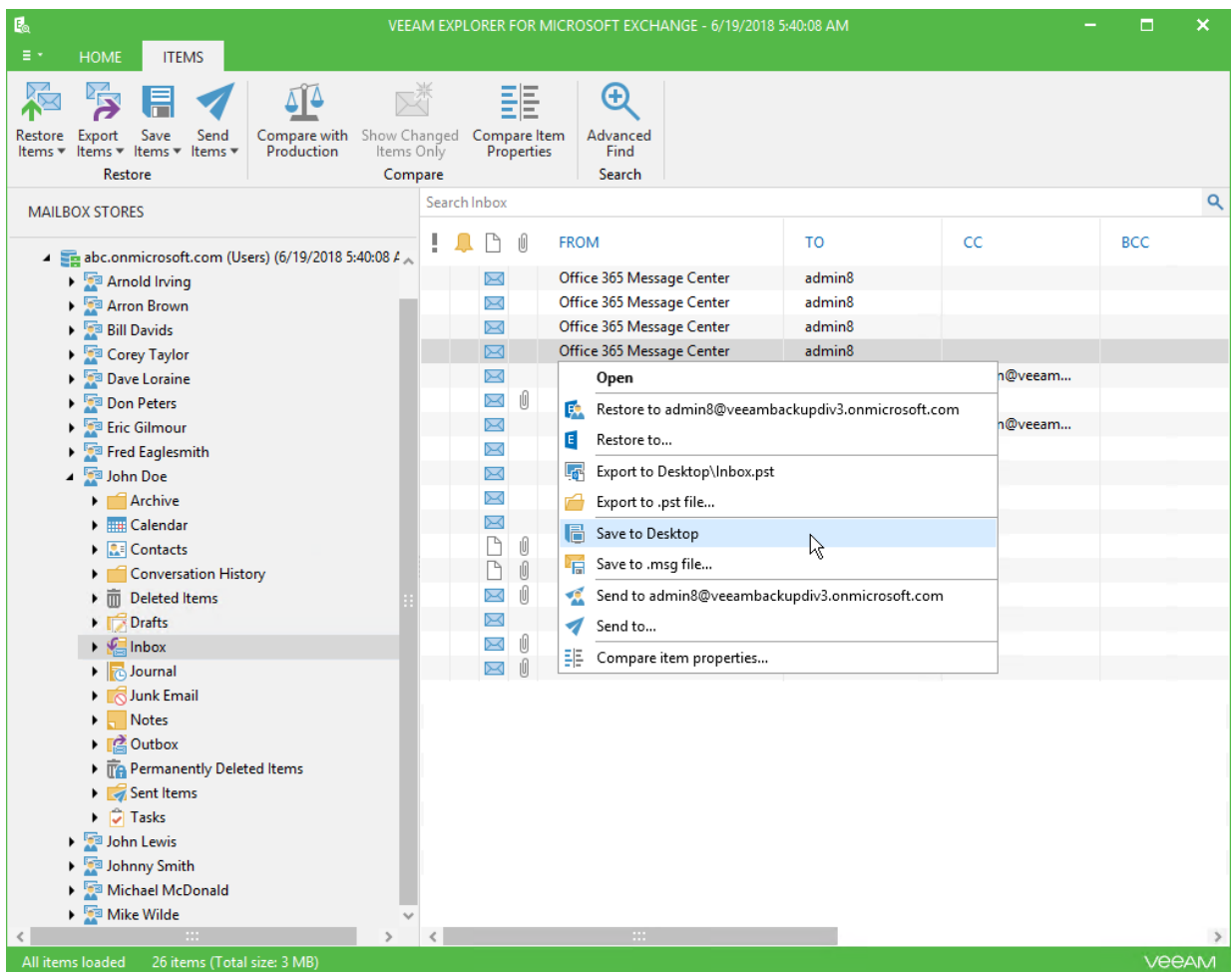
The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target mailbox server". Below this, the instruction reads "Specify the mailbox server (CAS) to restore the selected items to:". A text input field contains the value "outlook.office365.com". At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a blue border.

Saving Microsoft Exchange Items

Veeam Explorer for Microsoft Exchange allows you to save any items as Microsoft Exchange Mail Document (.msg) files.

To save your Exchange data, do the following:

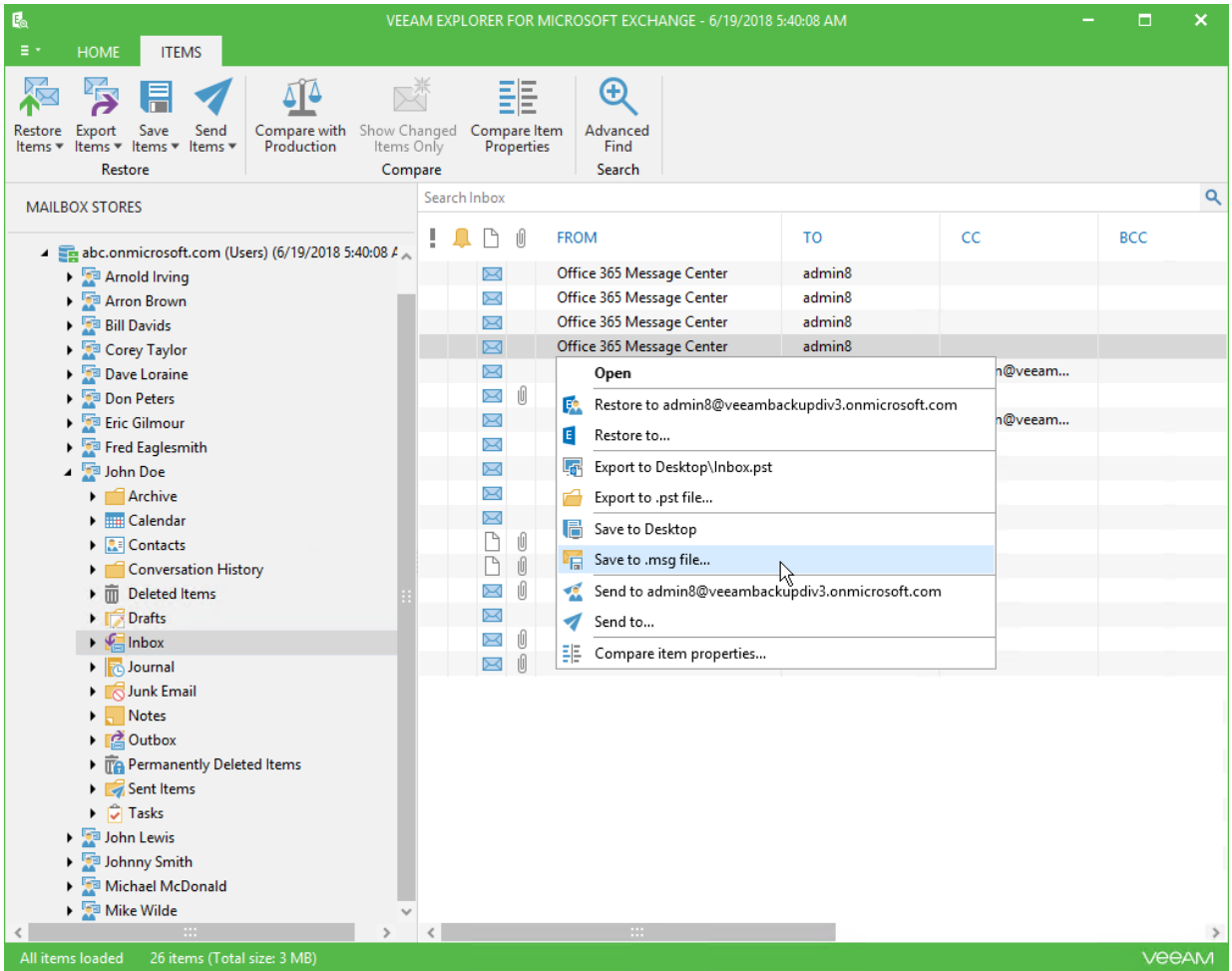
1. In the navigation pane select a folder containing required items.
2. In the preview pane, choose items you want to save. You can also use the **Search** field to find particular items.
3. Go to the **Items** tab and click **Save Items > Save to <folder_name>**. You can also use the corresponding context menu command. A **<folder_name>** name depends on the latest location that was used when saving items. By default, files will be saved with the same name as the subject of the mail item.



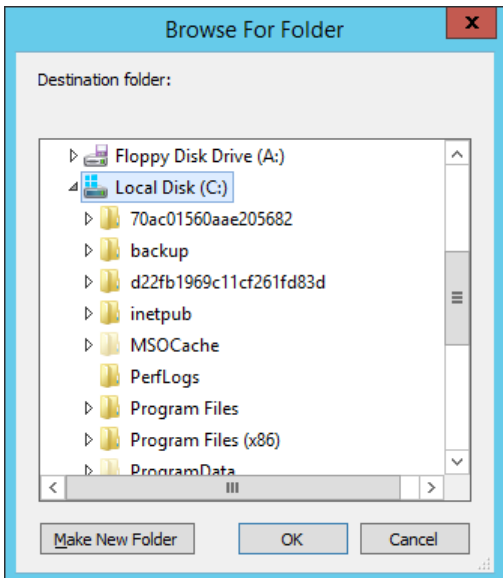
Saving to Custom Location

To save an item to a custom location, do the following:

1. Select a folder in the navigation tree and in the preview pane, choose item(s) you want to save. You can also use the **Search** field to find particular items.
2. On the **Items** tab, click **Save Items > Save to .msg file**, or use the corresponding item's context menu.



3. Specify the location and click **OK**.

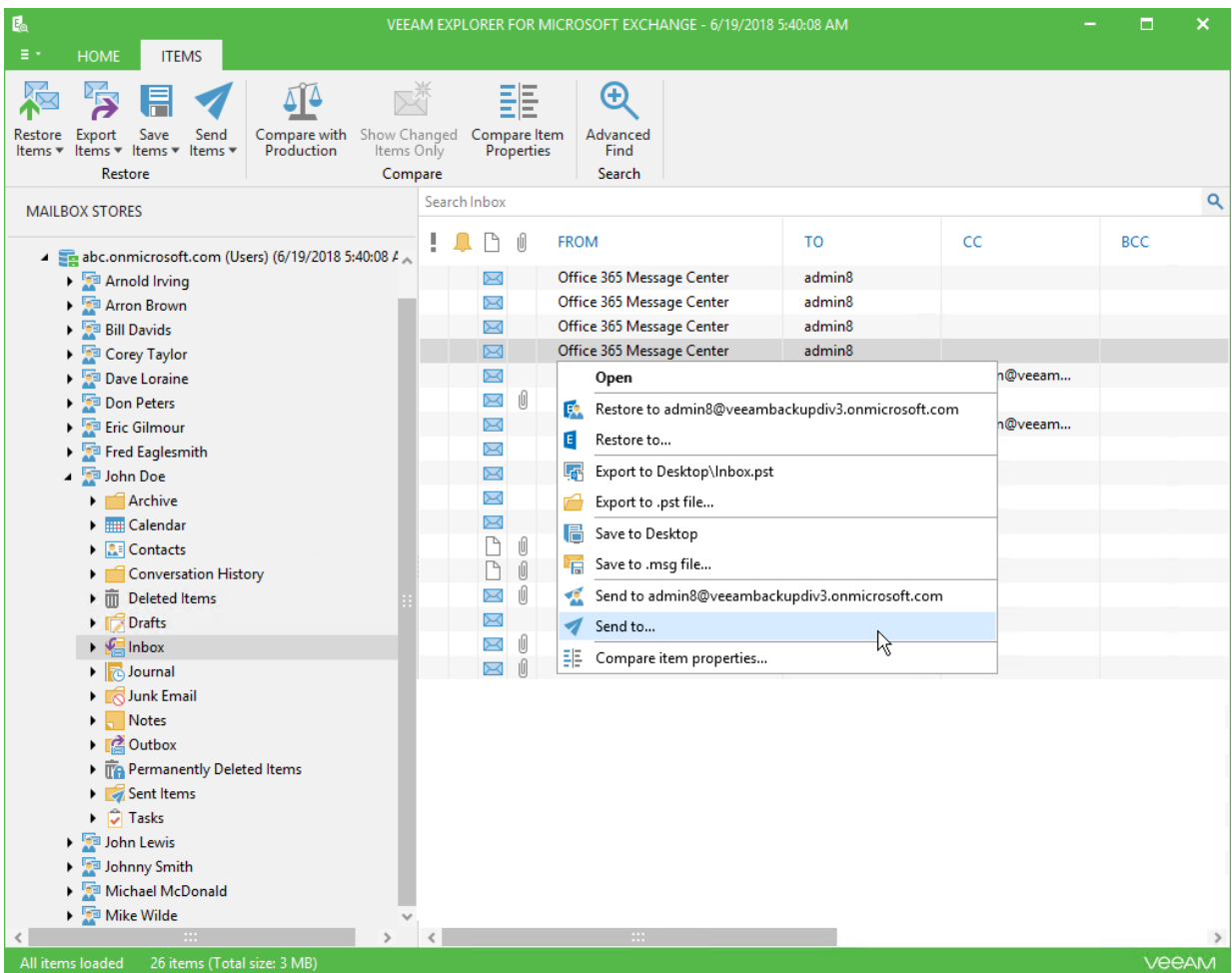


Sending Microsoft Exchange Items

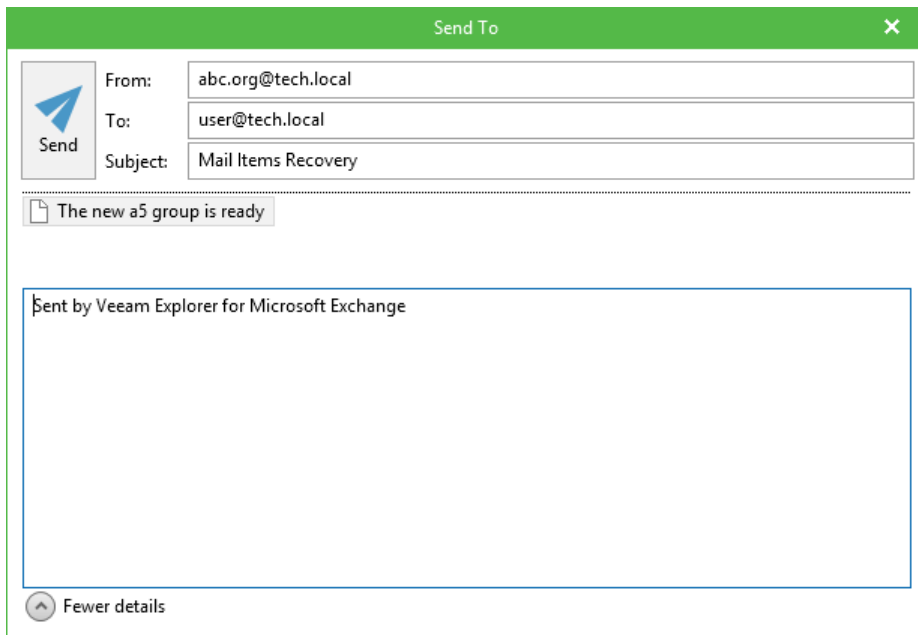
Veeam Explorer for Microsoft Exchange allows you to send your Exchange items to the specified recipients. Before sending your documents, ensure that you have configured your SMTP settings properly. For more information, see [Configuring SMTP Settings](#).

To send items, do the following:

1. In the navigation pane select the folder containing required items.
2. In the preview pane, choose items you want to send. You can also use the **Search** field to find particular items.
3. Go to the **Items** tab and click **Send Items > Send to**. You can also use the corresponding item's context menu.



4. To edit the message text, click **More details**. Click **Send** to send an email.



An email address in the **From** field will be automatically added based on the address you have specified during configuring **SMTP Settings** in the Veeam Explorer for Microsoft Exchange **Options** dialog.

The recipient address will be obtained using Active Directory records. If resolved successfully, a recipient address will be added to the **To** field. Otherwise, as well as if you have selected to send items from different mailboxes, Veeam Explorer for Microsoft Exchange will put the same address in both **From** and **To** fields.

You can also specify the email address manually. In the **Send To** dialog you can edit the subject and the message text. A default subject is *Mail Items Recovery*.

You can double-click the attachment to see its content. You can also see the message headers by clicking the corresponding link at the top-right area of the message window.

NOTE:

- If SMTP Settings have not been configured, Veeam will notify you that your SMTP Server is not yet specified. To know how to configure SMTP Settings, see [Performing Initial Configuration Settings](#).
- The maximum amount of data that you would be able to send depends on your SMTP server configuration settings.

Processing Microsoft SharePoint Backups

Proceed with this section if you have selected Microsoft SharePoint to explore backups created with Veeam Backup for Microsoft Office 365. For more information on how you can explore your backup data, see [Exploring Veeam Backup for Microsoft Office 365 Backups](#).

The following versions of Microsoft SharePoint are supported:

- Microsoft SharePoint 2010
- Microsoft SharePoint 2013
- Microsoft SharePoint 2016
- Microsoft SharePoint Online

To learn more about working with Veeam Explorer for Microsoft SharePoint, see the following sections:

- [Performing Initial Configuration Settings](#)
- [Getting to Know the User Interface](#)
- [Adding Microsoft SharePoint Databases Manually](#)
- [Removing Microsoft SharePoint Databases](#)
- [Browsing, Searching and Viewing Items](#)
- [Restoring Microsoft SharePoint Document Libraries and Lists](#)
- [Restoring Microsoft SharePoint Documents and List Items](#)
- [Restoring Microsoft SharePoint Sites](#)
- [Saving Microsoft SharePoint Documents and Libraries and Sending Microsoft SharePoint Documents and Libraries](#)

Performing Initial Configuration Settings

Before you proceed to work with Veeam Explorer for Microsoft SharePoint, you may want to configure the application settings as described in the following sections:

- [Configuring SQL Server Settings](#)
- [Configuring Custom Lists](#)
- [Configuring SMTP Settings](#)
- [Enabling Extended Logging](#)

Configuring SQL Server Settings

Veeam Explorer requires a Microsoft staging SQL server to be able to perform Microsoft SharePoint item recovery and configure custom lists templates for SQL server databases.

Consider the following when configuring a staging SQL server:

- If a SQL server belongs to an untrusted domain, connection will not be possible.
- If a SQL server belongs to a trusted domain, only *SQL Server authentication* method will be available.
- If a SQL server belongs to the same domain as the machine where Veeam Explorer is running, then both *Windows* and *SQL Server authentication* methods are available.

In this case, if you plan to use *Windows* authentication, you will need to configure the delegation settings:

- a) In **Active Directory Users and Computers**, select the necessary staging SQL server.
- b) Open its properties and select the **Delegation** tab. Select **Trust this computer for delegation to specified services only** and **Use any authentication protocol** options for the **cifs** service on a computer with Veeam Explorer.
- c) Restart the staging SQL Server.
- d) Select a user account to connect to the staging SQL Server. Also, select its properties on the **Account** tab and make sure the **Account is sensitive and cannot be delegated** check box is cleared.

To configure SQL server settings, do the following:

1. Go to the main menu and click **Options**.
2. On the **SQL Server settings** tab, specify the following:
 - The SQL Server name. You can click **Browse** and select either **Local** or **Network** server.
 - Specify the user account to connect to the SQL server. When configuring local staging server, you can use your current account or specify another one. When configuring a remote staging server, only the **Use the following account** option will be available.

OPTIONS ✕

SQL Server Settings | Custom Lists | SMTP Settings | General

Use the following SQL Server:

Specify user account to connect to Windows server:

Use current account (ZETA\Administrator)

Use the following account

User name:

Password:

Specify user account to connect to SQL Server instance:

Use the same account

User name:

Password:

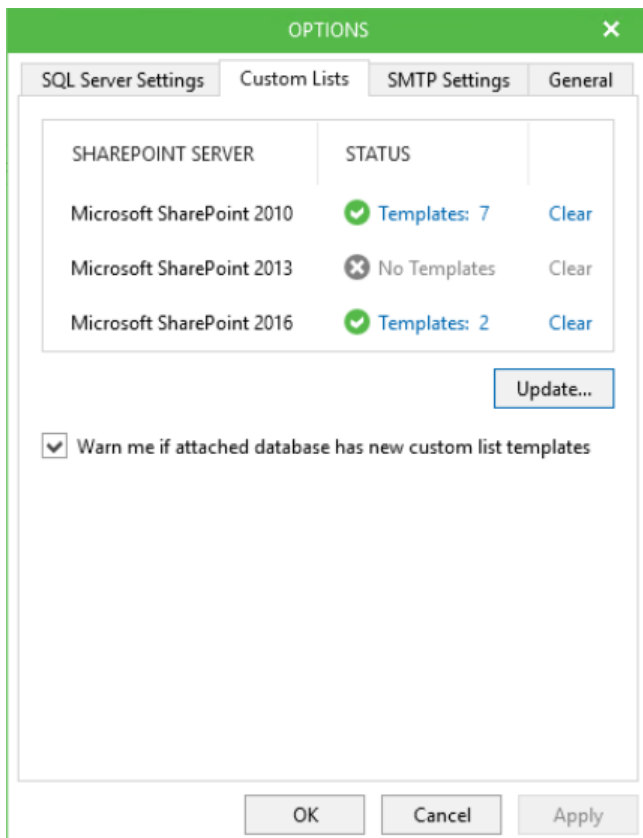
Use SQL Server authentication

Configuring Custom Lists

Veeam Explorer for Microsoft SharePoint supports obtaining custom list templates from Veeam Backup for Microsoft Office 365 backup files. The actual information about the templates is stored in your backup files and obtained automatically so that you can view the custom list data without having to perform any additional operations.

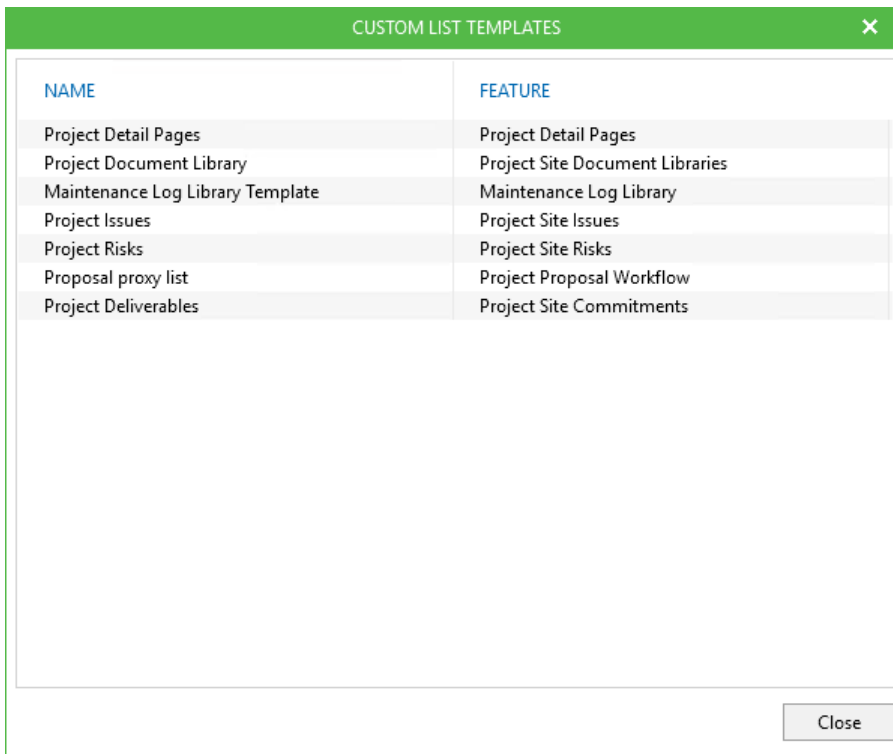
The total number of existing templates as per the corresponding SharePoint server is available under the **STATUS** column. The **SHAREPOINT SERVER** column contains the Microsoft SharePoint server name.

To be notified if the database contains new templates other than those you already have, select the **Warn me if attached database has new custom list templates** checkbox.



To see the templates with their corresponding names and features, click the link under the **STATUS** column.

See the figure below showing you what custom list templates are available.

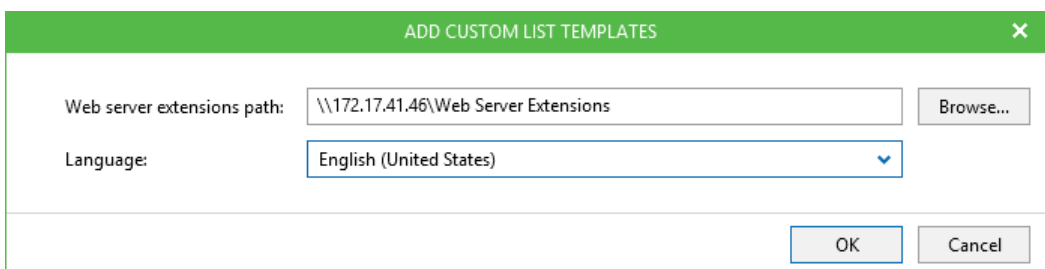


To remove templates, click **Clear**.

Importing Templates Manually

To import existing templates from the Microsoft SharePoint server manually, do the following:

1. Go to the main menu, select **Options > Custom Lists** and click **Update**.
2. Specify the path to Microsoft SharePoint templates, select the language and click **OK**. The language set in the drop-down list depends on the installed language packages on a SharePoint server.



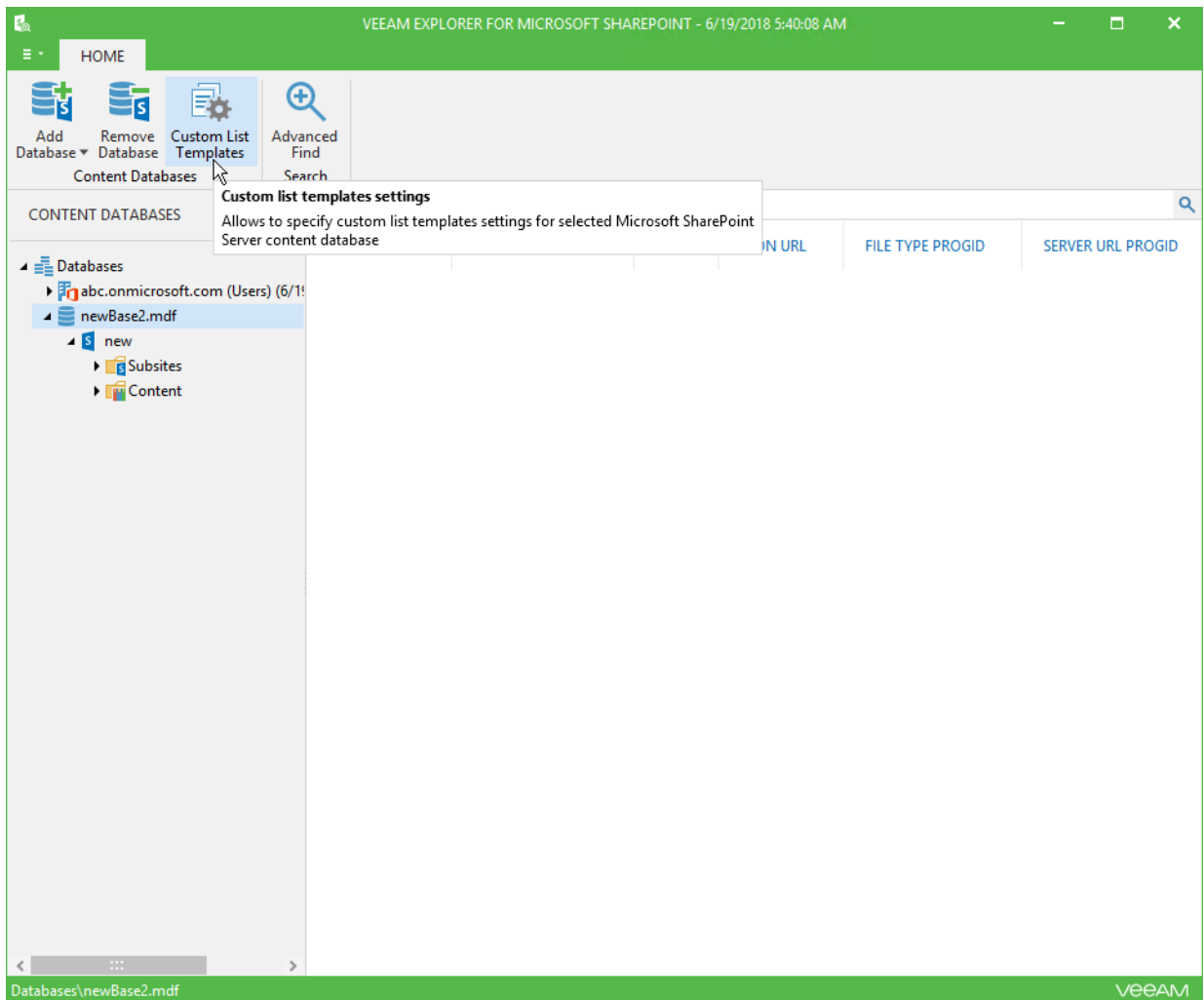
Importing Templates Using Ribbon Menu

NOTE:

Available only for Microsoft SQL Server databases and requires a staging SQL server. For more information on configuring a staging server, see [Configuring SQL Server Settings](#).

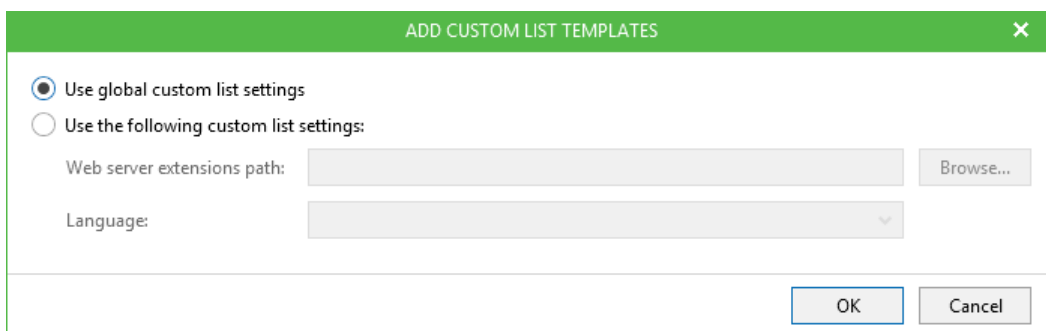
To import existing templates from the Microsoft SharePoint server using the ribbon menu, do the following:

1. In the navigation pane, select a SQL database.
2. Click **Custom List Template** on the ribbon menu, or right-click a SQL database and select **Custom list templates settings**.



3. Choose how you want your templates to be applied to your databases:
 - a) Select **Use global custom list settings** to apply the templates to all databases added to the application scope.
 - b) Select **Use the following custom list settings** to apply the templates to the selected database only.

When using the latter option, specify the path to the Microsoft SharePoint templates, select the language and click **OK**. The language set in the drop-down list depends on the installed language packages on a SharePoint server.



Configuring SMTP Settings

To send Microsoft SharePoint items as attachments, you must configure SMTP server settings.

To configure the SMTP settings, do the following:

1. Go to the main menu and click **Options**.
2. On the **SMTP Settings** tab, select the **Configure SMTP settings** checkbox and specify the following:
 - DNS name or IP address of the mail server.
 - SMTP communication port.
 - The sender email address. This address will appear in the **From** field when sending OneDrive items. See [Sending Microsoft SharePoint Documents and Libraries](#).
 - Select **Use authentication** checkbox If your SMTP server requires SMTP authentication for outgoing mail and provide valid credentials.
 - Select **Enable SSL security** checkbox to enable SSL data encryption.
3. Click **Send** to send a test email message.
4. Click **Apply**.

The screenshot shows a dialog box titled "OPTIONS" with a close button (X) in the top right corner. It has four tabs: "SQL Server Settings", "Custom Lists", "SMTP Settings", and "General". The "SMTP Settings" tab is active. Inside the dialog, there is a section for "Configure SMTP settings" with a checked checkbox. Below this are three text input fields: "Server" containing "smtp.office365.com", "Port" containing "25", and "From" containing "admin@tech.local". There is an unchecked checkbox for "Use authentication" with "User:" and "Password:" labels and corresponding input fields. Below that is another unchecked checkbox for "Enable SSL security". A "Send test e-mail" section contains an "E-mail:" label and a text input field with "your e-mail", followed by a "Send" button. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

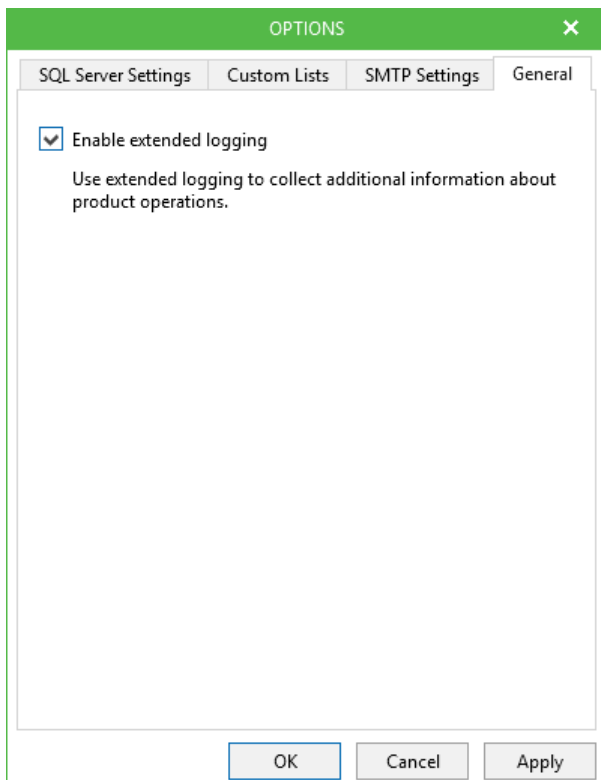
Enabling Extended Logging

Log files are used to troubleshoot a variety of different situations when certain processes may have gotten the unexpected results while being executed.

By default, logs are collected by using the default mode. In certain cases, you may need to enable the extended logging mode to collect logs that contain more details on specific operations.

To configure extended logging mode, do the following:

1. Go to the main menu and click the **General** tab.
2. Select the **Enable Extended logging** checkbox.
3. Go back to the application, perform certain actions and then review the logs to see the details.



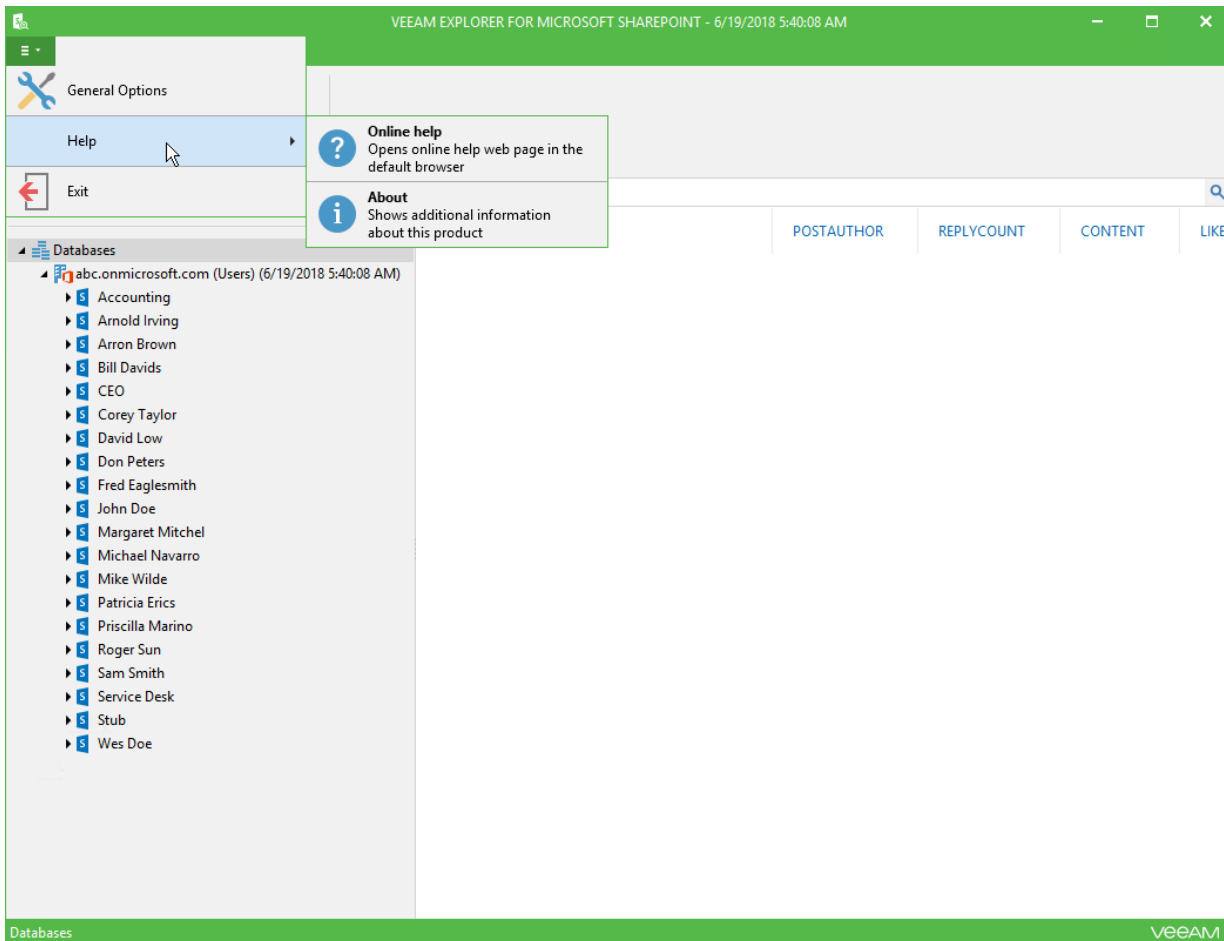
Getting to Know the User Interface

Veem Explorer for Microsoft SharePoint provides you with the convenient user interface that allows you to perform required operations in a user-friendly manner.

Main Menu

The main menu comprises the following features:

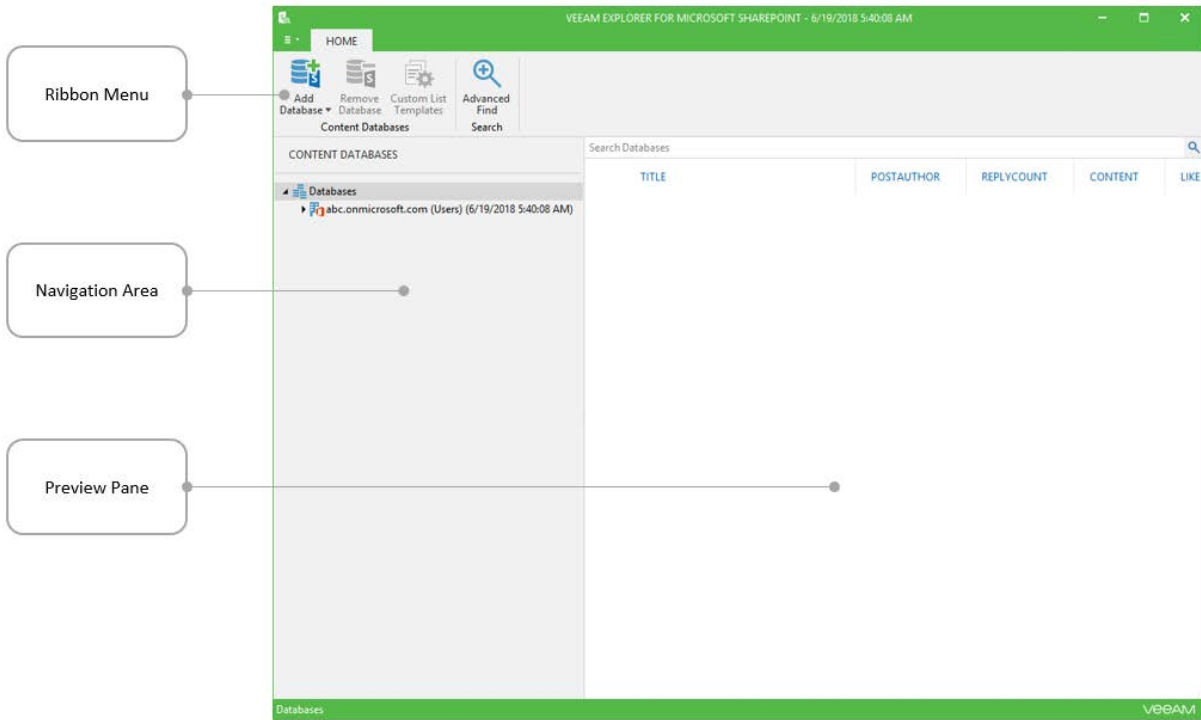
- **General Options.** Allows you to configure program options. See [Performing Initial Configuration Settings](#).
- **Help and Support.**
 - **Online help.** Opens the online web help page.
 - **About.** Shows current product information.
- **Exit.** Closes the program.



Main Application Window

The main application window might be divided into three categories:

1. The ribbon menu, which contains general program commands organized into logical groups.
2. The navigation area, which allows you to browse through the hierarchy of your backup files.
3. The preview pane, which shows you the details about objects you have selected in the navigation area.



Adding Microsoft SharePoint Databases Manually

This section explains how you can add Microsoft SharePoint databases to the application scope manually

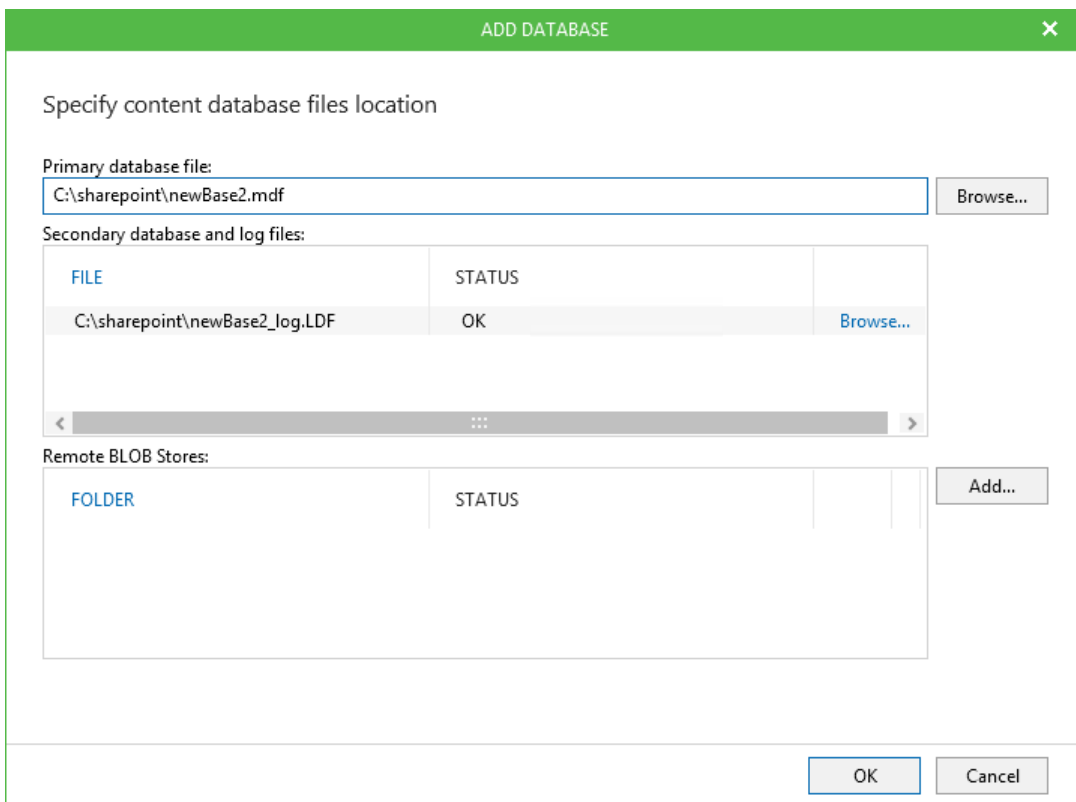
See the following sections to learn more:

- [Adding Microsoft SharePoint Databases](#)
- [Adding Veeam Backup for Microsoft Office 365 Databases](#)
- [Adding Veeam Backup for Microsoft Office 365 Server](#)
- [Adding Veeam Backup for Microsoft Office 365 Service Provider](#)

Adding Microsoft SharePoint Databases

To manually add new Microsoft SharePoint databases to the application scope, do the following:

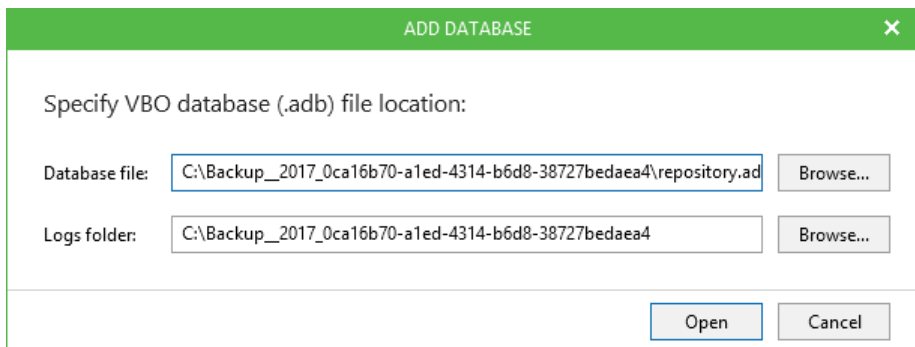
1. Click **Add Database > Microsoft SharePoint Databases** on the ribbon menu or use the corresponding context menu command.
2. Specify the location of the Microsoft SharePoint primary content database file (.mdf).
The corresponding secondary database and the transaction log file (.ldf) will also be added. To add a remote BLOB (binary large objects) stores (RBS), click **Add** next to the **Remote BLOB Stores** section.
3. Click **OK**.



Adding Veeam Backup for Microsoft Office 365 Databases

To manually add databases that store Microsoft Office 365 organization data, do the following:

1. Click **Add Database > Veeam Backup for Microsoft Office 365 Databases** on the ribbon menu or use the corresponding context menu command.
2. Specify the database file location and the log directory.
3. Click **Open**.



ADD DATABASE

Specify VBO database (.adb) file location:

Database file: C:\Backup__2017_0ca16b70-a1ed-4314-b6d8-38727bedaea4\repository.adb Browse...

Logs folder: C:\Backup__2017_0ca16b70-a1ed-4314-b6d8-38727bedaea4 Browse...

Open Cancel

NOTE:

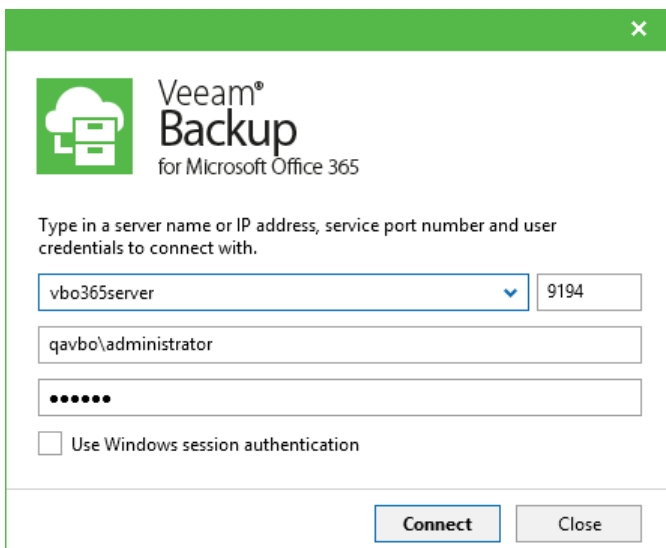
Make sure you have disabled the **Veeam Backup Proxy for Microsoft Office 365 service** when adding local databases. You can stop this service by using the `services.msc` console. If you try to add a database having this service still in progress, you will receive an error message and will not be able to access the database due to database lock.

Adding Veeam Backup for Microsoft Office 365 Server

You can use the in-built Veeam Explorer abilities to connect to another Veeam Backup for Microsoft Office 365 server and add its databases to the Veeam Explorer for Microsoft SharePoint scope.

To connect to another Veeam Backup for Microsoft Office 365 server remotely, do the following:

1. Click **Add Database > Veeam Backup for Microsoft Office 365 Server** on the ribbon menu or use the corresponding context menu command.
2. Specify the server name or its IP-address, port, and the valid credentials. Click **Connect**.



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains the following fields and controls:

- A text input field for the server name or IP address, containing "vbo365server".
- A text input field for the service port number, containing "9194".
- A text input field for the user name, containing "qavbo\administrator".
- A password input field with masked characters (dots).
- A checkbox labeled "Use Windows session authentication" which is currently unchecked.
- Two buttons at the bottom: "Connect" and "Close".

Adding Veeam Backup for Microsoft Office 365 Service Provider

Veeam Explorer for Microsoft SharePoint allows you to add Microsoft Office 365 organization backups that are located on server providers servers.

IMPORTANT!

The functionality described in this section is only available when both Veeam Explorer for Microsoft SharePoint and Veeam Backup and Replication solutions are installed on the same machine (either physical or virtual).

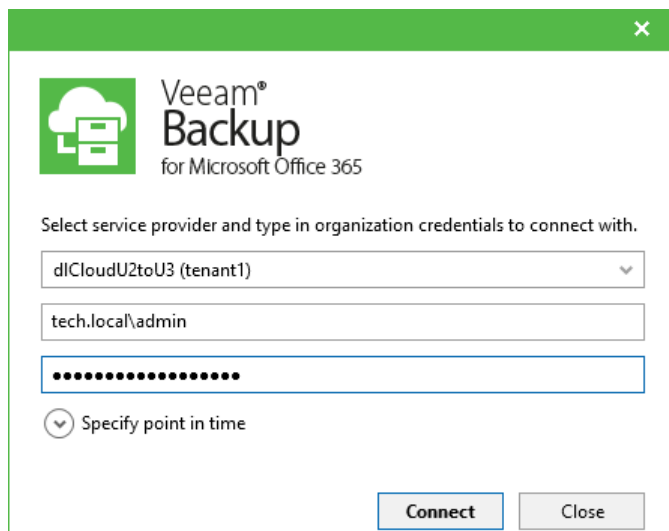
To add Veeam databases containing your backup data, do the following:

1. From the **Start** menu, launch Veeam Explorer for Microsoft SharePoint.
2. Click **Add Database > Veeam Backup for Microsoft Office 365 Service Provider** on the ribbon menu or use the corresponding context menu command.

This option will only be available if you have added at least one service provider. See [Adding a Service Provider in Veeam Backup & Replication](#).

3. In the drop-down menu, select a tenant account to which you want to connect.
The list of available tenants depends on added service providers.
4. Provide your Microsoft Office 365 Organization credentials.
5. Click **Connect**.

You can also select a point in time state as of which you want to load an organization database. For more information, see [Specifying Point in Time](#).



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains the following fields and controls:

- A dropdown menu for "Select service provider and type in organization credentials to connect with." with the selected value "dlCloudU2toU3 (tenant1)".
- A text input field containing "tech.local\admin".
- A password input field with masked characters ".....".
- A checkbox labeled "Specify point in time" which is currently unchecked.
- Two buttons at the bottom: "Connect" and "Close".

Specifying Point in Time

When you connect to your service provider server, you may want to select a particular state as of which you want to add an organization database to the Veeam Explorer for Microsoft SharePoint scope.

To select a state, do the following:

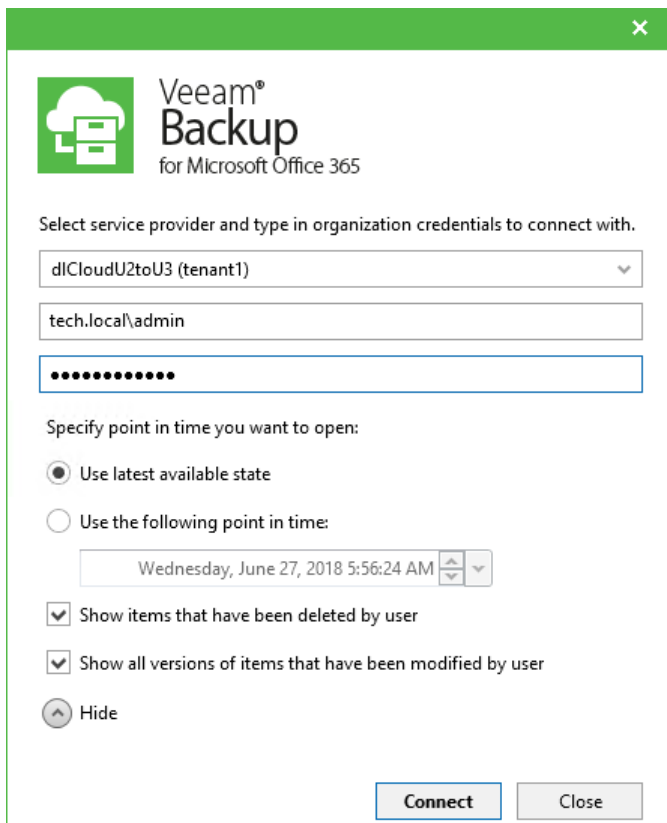
1. After you select **Veeam Backup for Microsoft Office 365 Service Provider** and provide required credentials, click **Specify point in time**.
2. Specify the point in time state you want to open.

The following options are available:

- **Use latest available state.** Select this option to load the latest backup state.
- **Use the following point in time.** Select this option if you want to load a particular state of your database. For example, as of a month ago.

To select a state, use the calendar control.

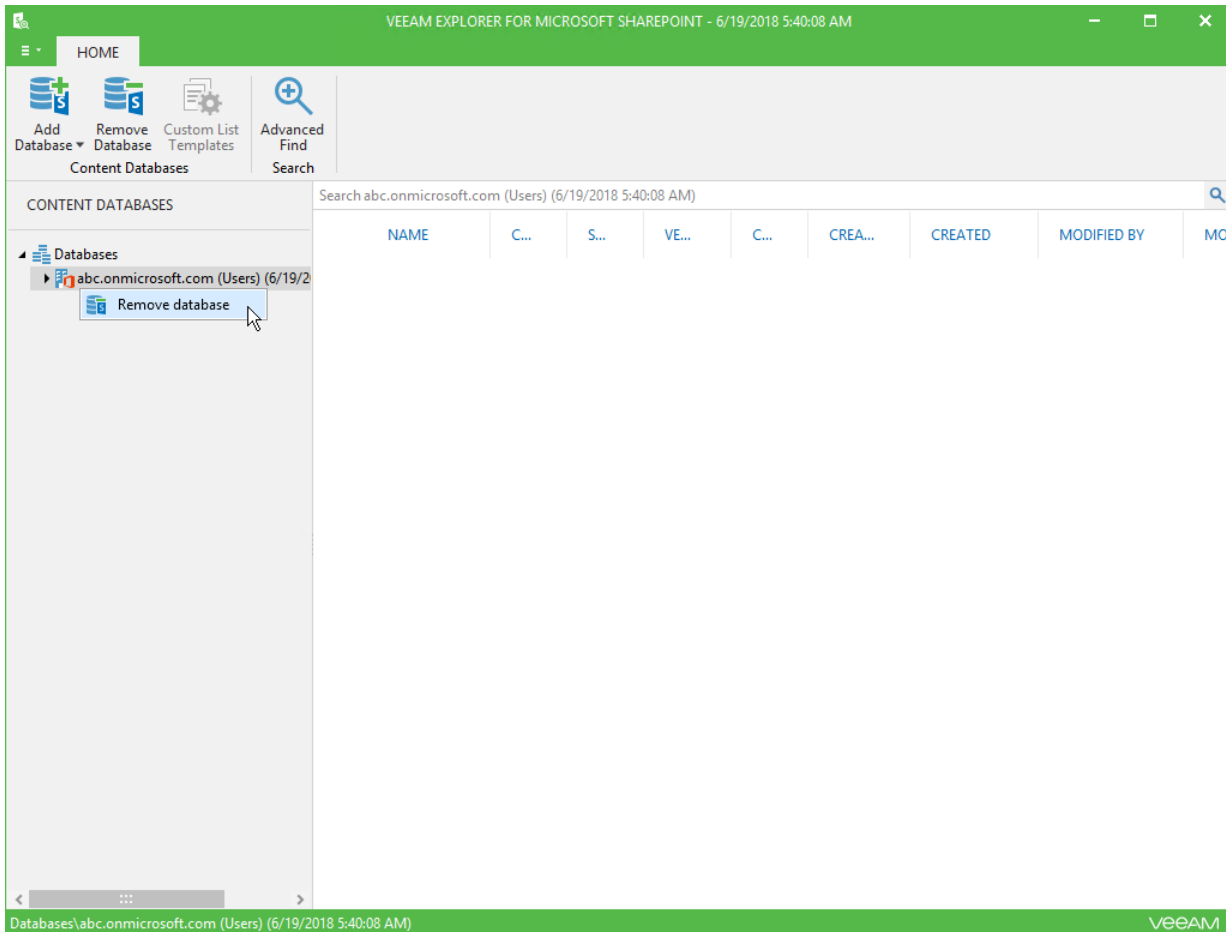
3. To load items that have been deleted by the user, select **Show items that have been deleted by user**.
4. To load all versions of items that have been modified by the user, select **Show all versions of items that have been modified by user**.



Removing Microsoft SharePoint Databases

Veeam Explorer for Microsoft SharePoint allows you to remove a Microsoft SharePoint database from the application scope when you no longer need it.

To remove a database from the application scope, right-click a database in the navigation pane and select **Remove Database**.



Browsing, Searching and Viewing Items

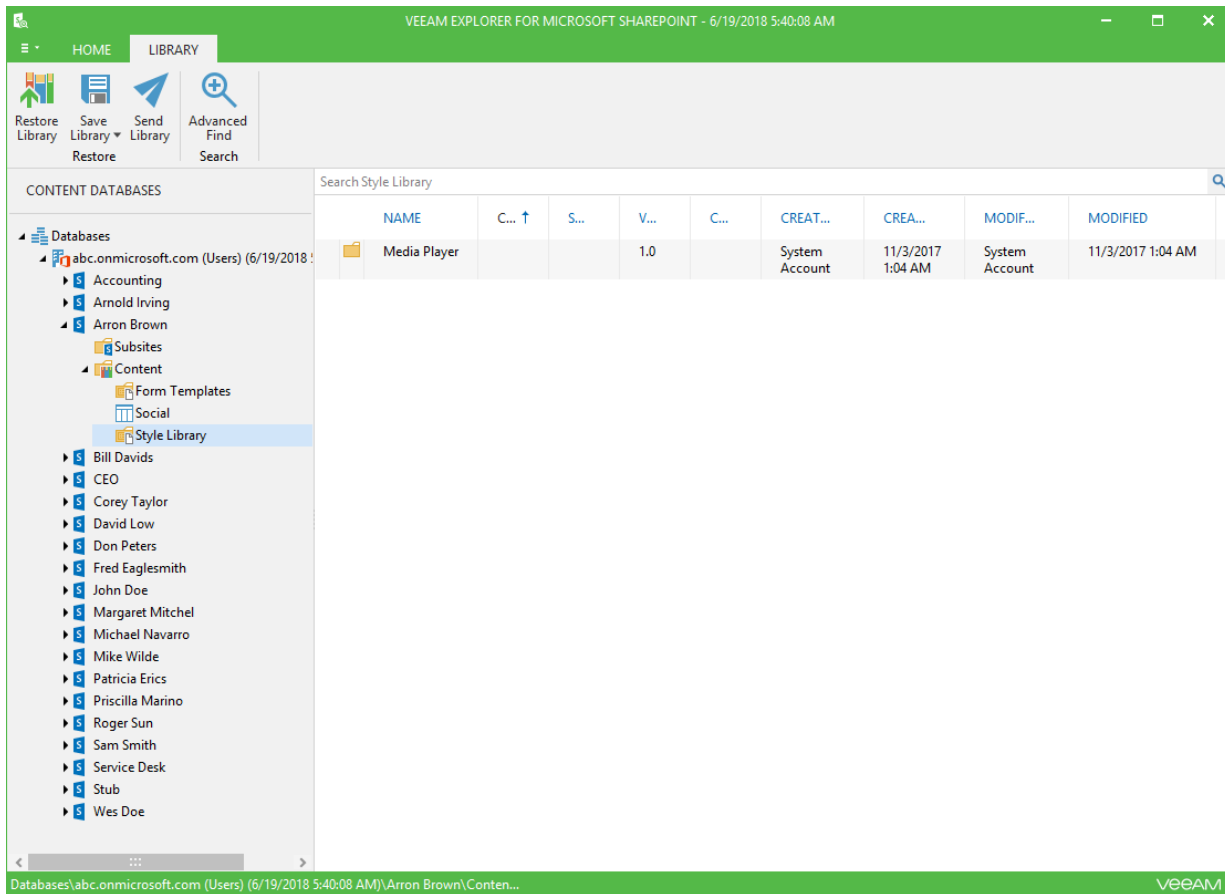
This section describes how to use the abilities of Veeam Explorer for Microsoft SharePoint that allows you to:

- [Browse your backup content](#)
- [View objects properties and open files](#)
- [Search for objects in a backup file](#)
- [Use the advance search capabilities](#)

Browsing

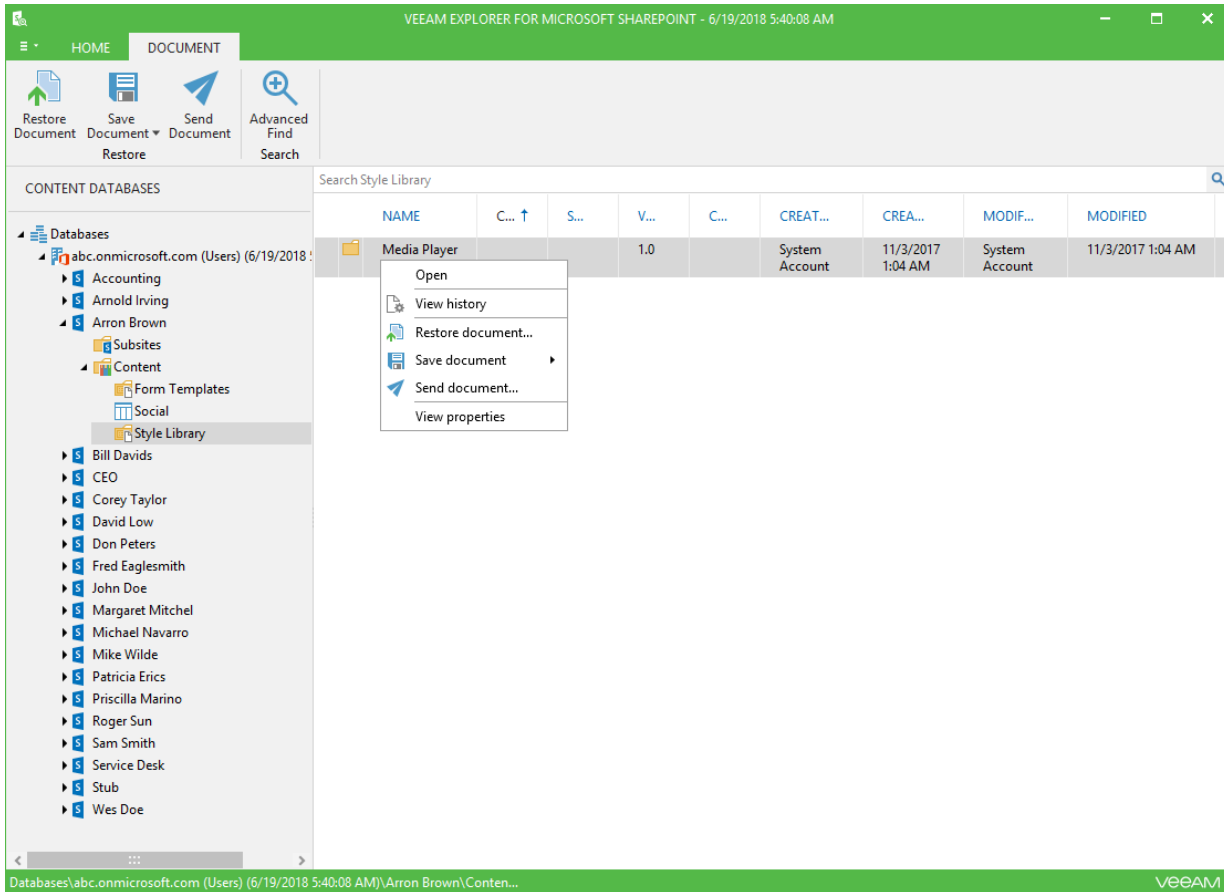
To view the content of a backup file, you use the navigation pane which shows you the database structure containing your site items such as libraries and subsites. After you select an object in the navigation pane, you can see its content in the preview pane.

In the following figure we have selected the **Style Library** belonging to Arron Brown.



Viewing Properties and Opening Files

To view object properties, right-click an object in the preview pane and select **View Properties**. To open a document using an associated application, right-click the document in the preview pane and select **Open**.



Searching

The search mechanism allows you to find items matching specified search criteria.

To search for required items, do the following:

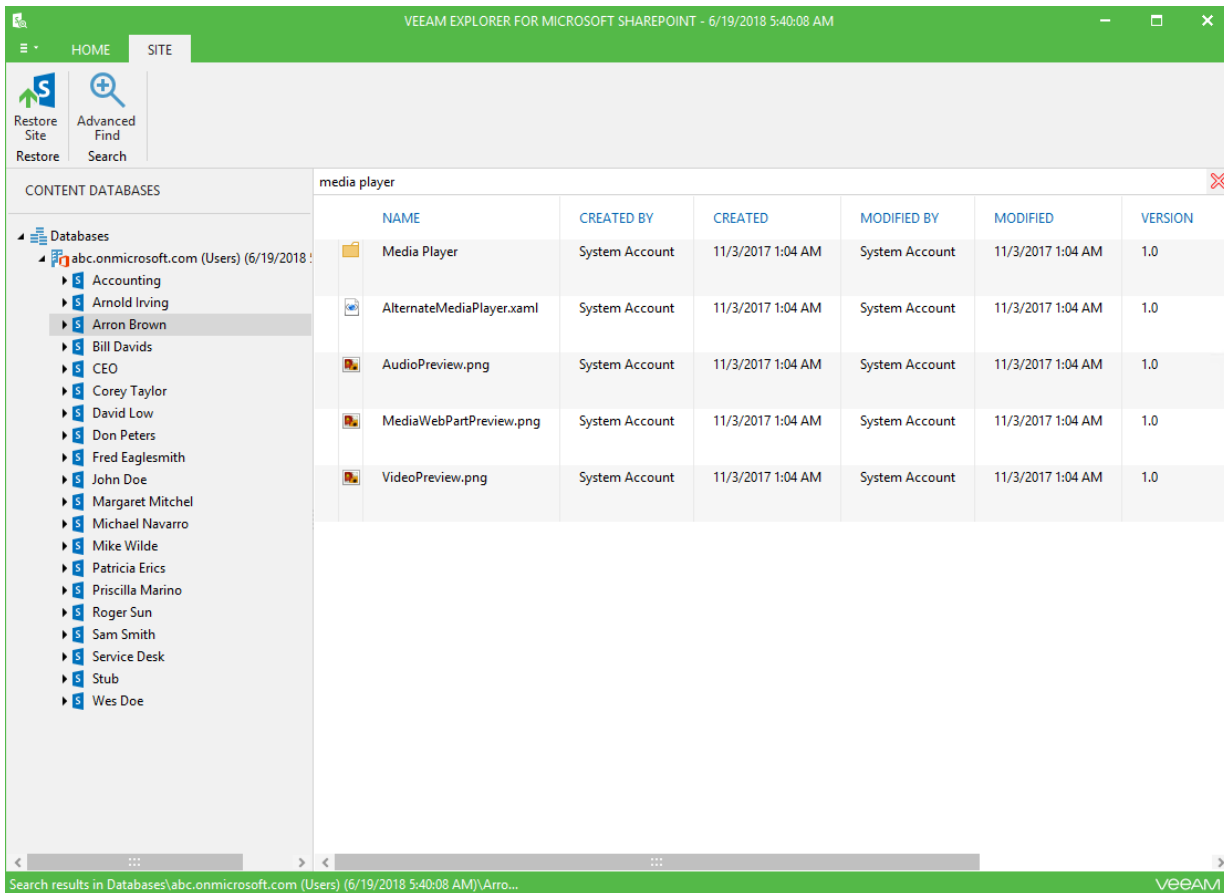
1. In the navigation pane, select an object where you want to find your data.

When you select an object, you define the search scope which will be used by Veeam when matching search criteria.

2. Type in your search queue using the search field at the top of the preview pane.

NOTE:

To find the exact phrase, use double quotes. For example, *"media player"*.



The screenshot shows the Veeam Explorer for Microsoft SharePoint interface. The top bar is green and displays the title 'VEEAM EXPLORER FOR MICROSOFT SHAREPOINT - 6/19/2018 5:40:08 AM'. Below the title bar, there are navigation tabs for 'HOME' and 'SITE'. On the left side, there are icons for 'Restore Site' and 'Advanced Find Search'. The main area is divided into two panes. The left pane, titled 'CONTENT DATABASES', shows a tree view of databases under 'abc.onmicrosoft.com (Users) (6/19/2018...)', with 'Arron Brown' selected. The right pane, titled 'media player', displays a table of search results.

NAME	CREATED BY	CREATED	MODIFIED BY	MODIFIED	VERSION
Media Player	System Account	11/3/2017 1:04 AM	System Account	11/3/2017 1:04 AM	1.0
AlternateMediaPlayer.xaml	System Account	11/3/2017 1:04 AM	System Account	11/3/2017 1:04 AM	1.0
AudioPreview.png	System Account	11/3/2017 1:04 AM	System Account	11/3/2017 1:04 AM	1.0
MediaWebPartPreview.png	System Account	11/3/2017 1:04 AM	System Account	11/3/2017 1:04 AM	1.0
VideoPreview.png	System Account	11/3/2017 1:04 AM	System Account	11/3/2017 1:04 AM	1.0

Search results in Databases\abc.onmicrosoft.com (Users) (6/19/2018 5:40:08 AM)\Arro... VEEAM

You can narrow your search results by specifying various search criteria using the *criteria:value* format.

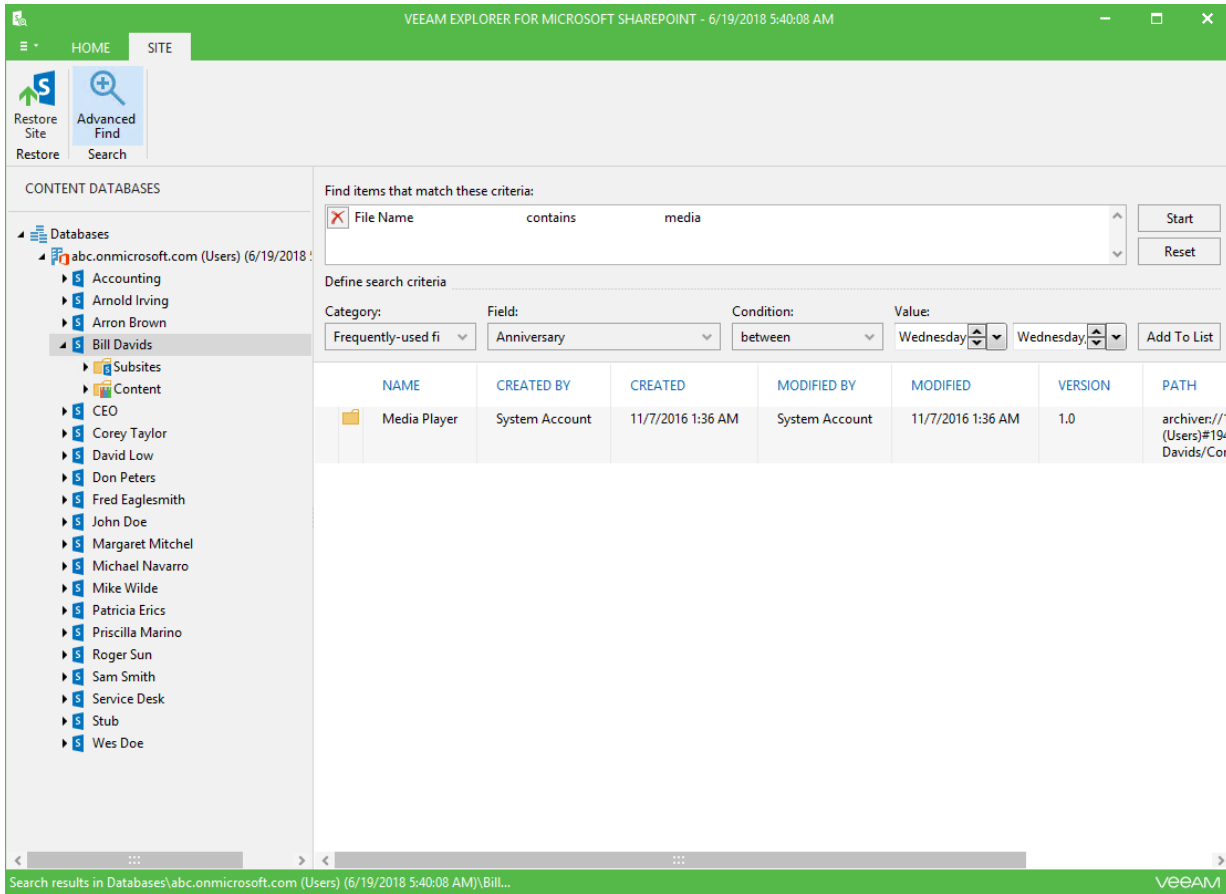
For example, to find all items that require approval in the list of decisions, you can use the following search query: *status:pending approval*. You can also use logical upper-cased operators such as *AND*, *OR* and *NOT* along with wildcard characters such as *** and *?*. The search criteria are similar to those used for searching in Microsoft SharePoint. For more information, see [this Microsoft article](#).

Using Advanced Find Capabilities

The **Advanced Find** mechanism allows you to define your search criteria more precisely.

For example, to find an object that starts with the word *Media*, do the following:

1. In the preview pane, select a content node and click **Advanced Find**.
2. In the **Define search criteria** section, select **Category > Document fields**.
3. In the **Field** list, select **File Name**.
4. In the **Condition** list, select **Starts With**.
5. In the **Value** field, specify the file name.
6. Click **Start**.



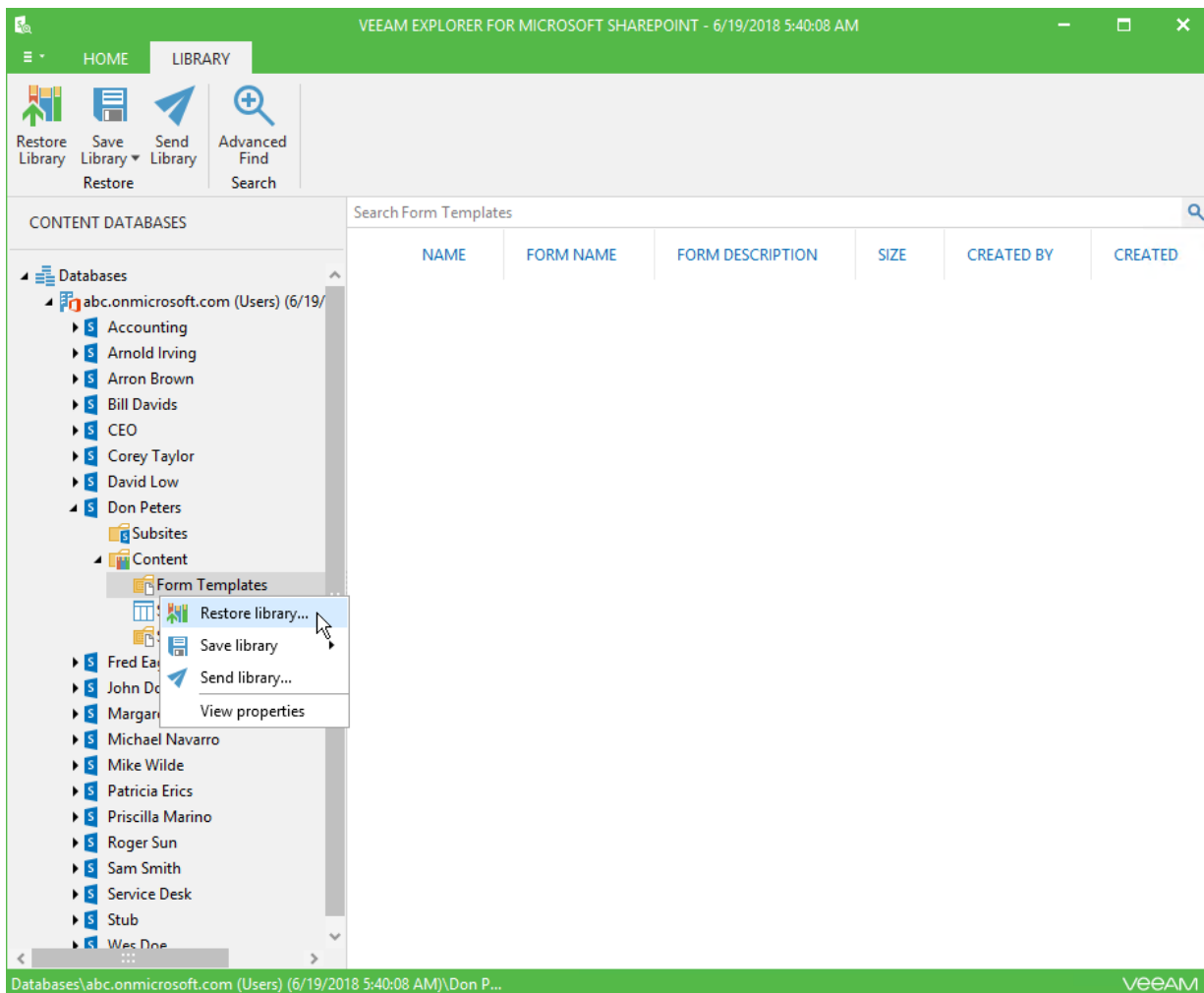
To remove a filter, click on the cross mark next to it. To remove all configured filters, click **Reset**.

Restoring Microsoft SharePoint Document Libraries and Lists

Veeam Explorer for Microsoft SharePoint allows you to recover Microsoft SharePoint document libraries and lists.

To perform the recovery, do the following:

1. In the navigation pane, select a library or a list.
2. Click **Restore Library** or **Restore List** respectively on the ribbon menu or use the corresponding context menu commands.
3. Proceed to the [Step 1. Specify Credentials](#) section.



IMPORTANT!

To restore your Microsoft SharePoint document libraries and lists from Microsoft SQL databases, ensure that both Veeam Explorer for Microsoft SharePoint and Veeam Backup and Replication Update 3 or higher are installed on the same machine (either physical or virtual). Otherwise, Microsoft SQL databases restore will not be possible. Another condition is that the Veeam Backup and Replication solution must have the *Enterprise or Enterprise Plus* license.

Step 1. Specify Credentials

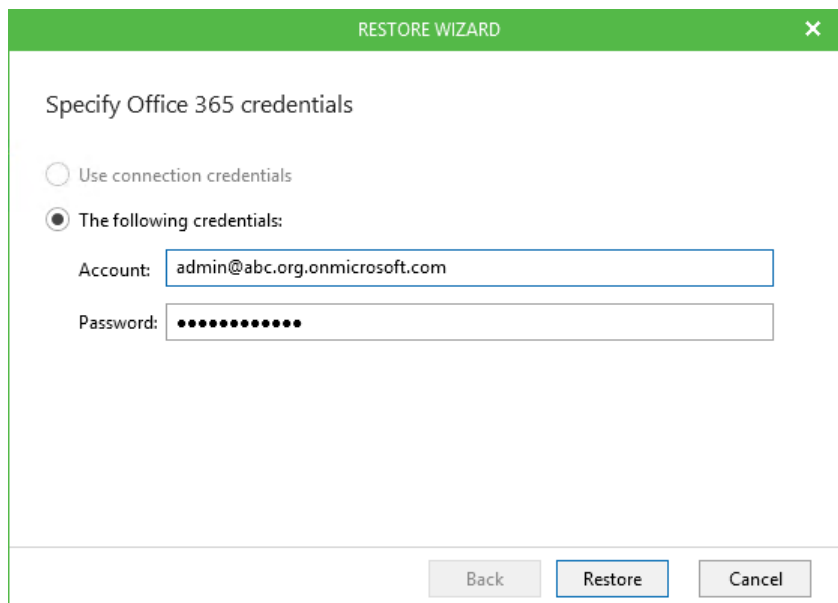
When recovering your Microsoft SharePoint document libraries and lists, the first step of the restore process will be the credentials step, where you must provide valid credentials to access your production organizations.

The credentials dialog is different for every database type you are restoring from. For more information refer to the following subsections:

- [Restoring Office 365 organizations](#)
- [Restoring On-premises Exchange and SharePoint organizations](#)
- [Restoring from Microsoft SQL database](#)

Restoring Office 365 Organizations Data

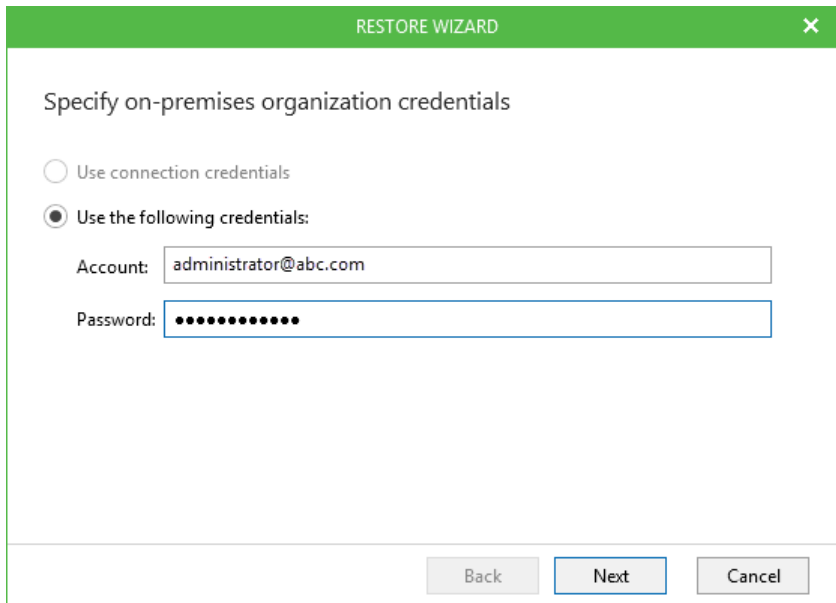
Specify credentials to access your Microsoft Office 365 organization and click **Next**.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify Office 365 credentials". There are two radio button options: "Use connection credentials" (which is unselected) and "The following credentials:" (which is selected). Below the selected option, there are two text input fields. The first is labeled "Account:" and contains the text "admin@abc.org.onmicrosoft.com". The second is labeled "Password:" and contains ten black dots. At the bottom of the dialog, there are three buttons: "Back", "Restore", and "Cancel". The "Restore" button is highlighted with a blue border.

Restoring On-premises Exchange and SharePoint Organizations

Specify credentials to access your Microsoft Exchange or SharePoint organization and click **Next**.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify on-premises organization credentials". There are two radio button options: "Use connection credentials" (unselected) and "Use the following credentials:" (selected). Below the selected option, there are two text input fields: "Account:" containing "administrator@abc.com" and "Password:" containing a series of dots. At the bottom, there are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

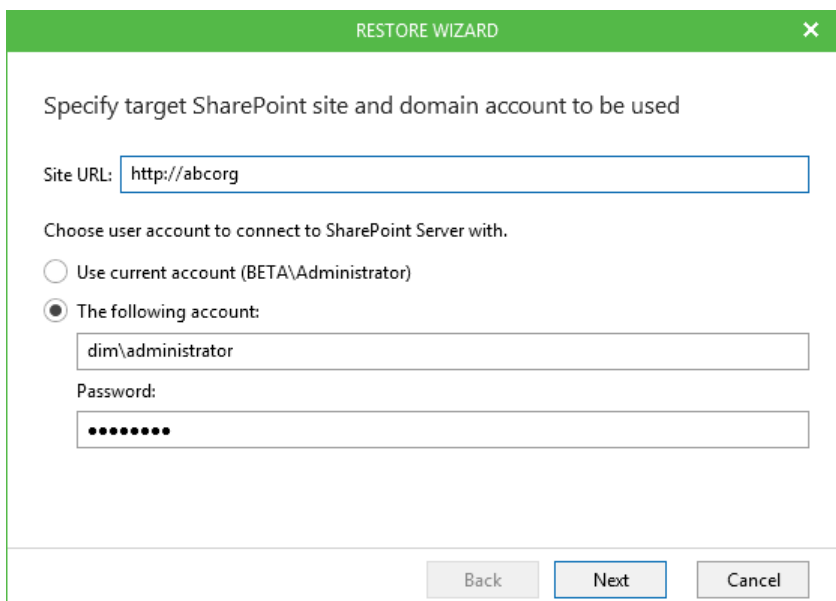
Restoring from Microsoft SQL Database

When recovering your data from a Microsoft SQL database, provide the following:

- The site URL to which you want to recover your site.
- The appropriate credentials to access your production environment.

NOTE:

When recovering Microsoft SharePoint sites from a Microsoft SQL database, you will be taken directly to [Step 3. Specify the Restore Option](#) bypassing [Step 2. Specify the Target Site](#).

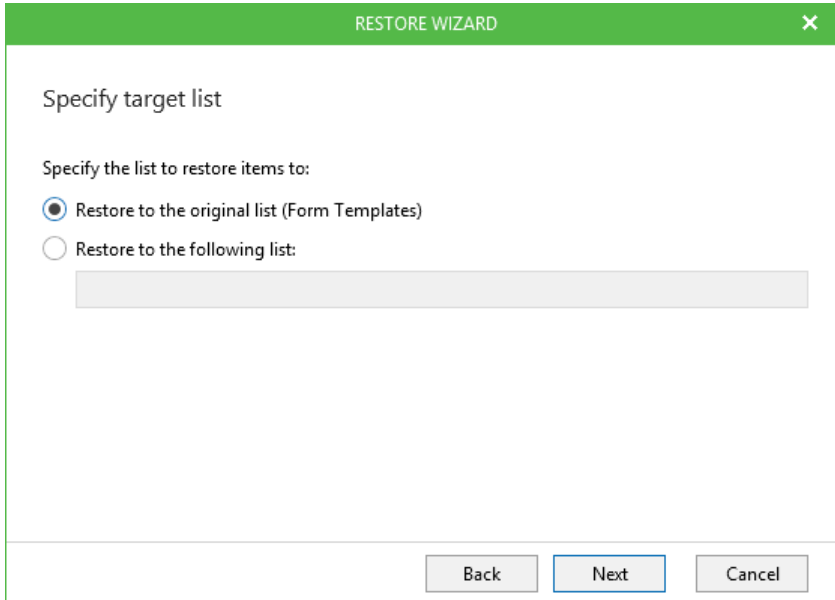


The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target SharePoint site and domain account to be used". There is a "Site URL:" label followed by a text input field containing "http://abcorg". Below this, there is a label "Choose user account to connect to SharePoint Server with." and two radio button options: "Use current account (BETA\Administrator)" (unselected) and "The following account:" (selected). Below the selected option, there are two text input fields: the first contains "dim\administrator" and the second is labeled "Password:" and contains a series of dots. At the bottom, there are three buttons: "Back", "Next" (highlighted with a blue border), and "Cancel".

Step 2. Specify Target List

Specify whether items should be restored to the original list, or choose another one. Click **Next**.

If either the document library, or list that is being restored does not exist, Veeam will create one automatically.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target list". Below this, the instruction "Specify the list to restore items to:" is followed by two radio button options. The first option, "Restore to the original list (Form Templates)", is selected. The second option, "Restore to the following list:", is unselected and has a text input field below it. At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

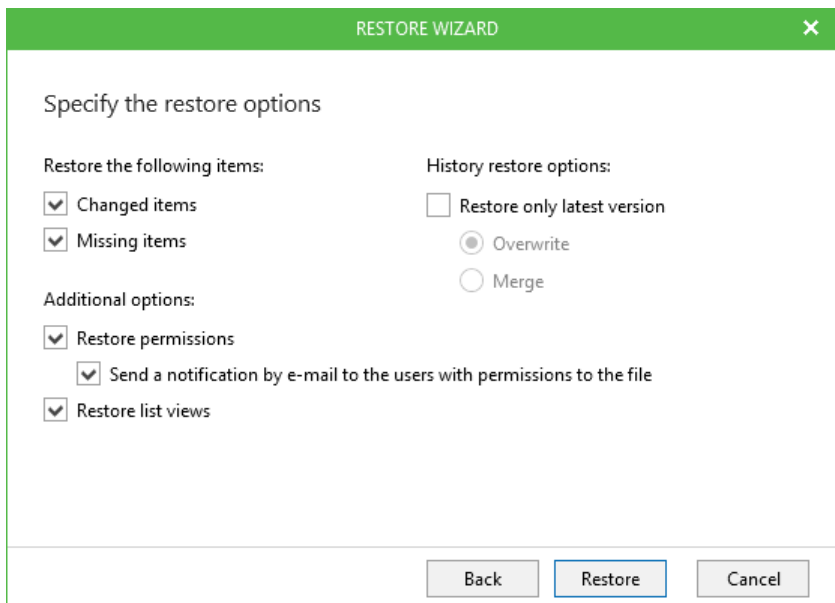
Step 3. Specify Restore Options

Specify the restore options and click **Restore**.

The restore options are as follows:

- **Changed items.** Allows you to recover data that has been modified in your production environment.
- **Missed items.** Allows you to recover missed items.
- **Restore permissions.** Allows you to recover permissions. If not selected, the permissions for the recovered document library or list will be set as follows:
 - If the library (or list) does not exist on target, it will be created inheriting permissions from the parent object.
 - If the library (or list) already exists on target, permissions will be preserved.
- **Restore list view.** Allows you to recover your list views.
- **History restore options.** Allows you to select version to recover:
 - **Overwrite.** To overwrite data in the production environment by recovering all versions from the backup.
 - **Merge.** To restore only the latest version of the document.

If not selected all versions in the production environment will be replaced with the corresponding data from a backup file.

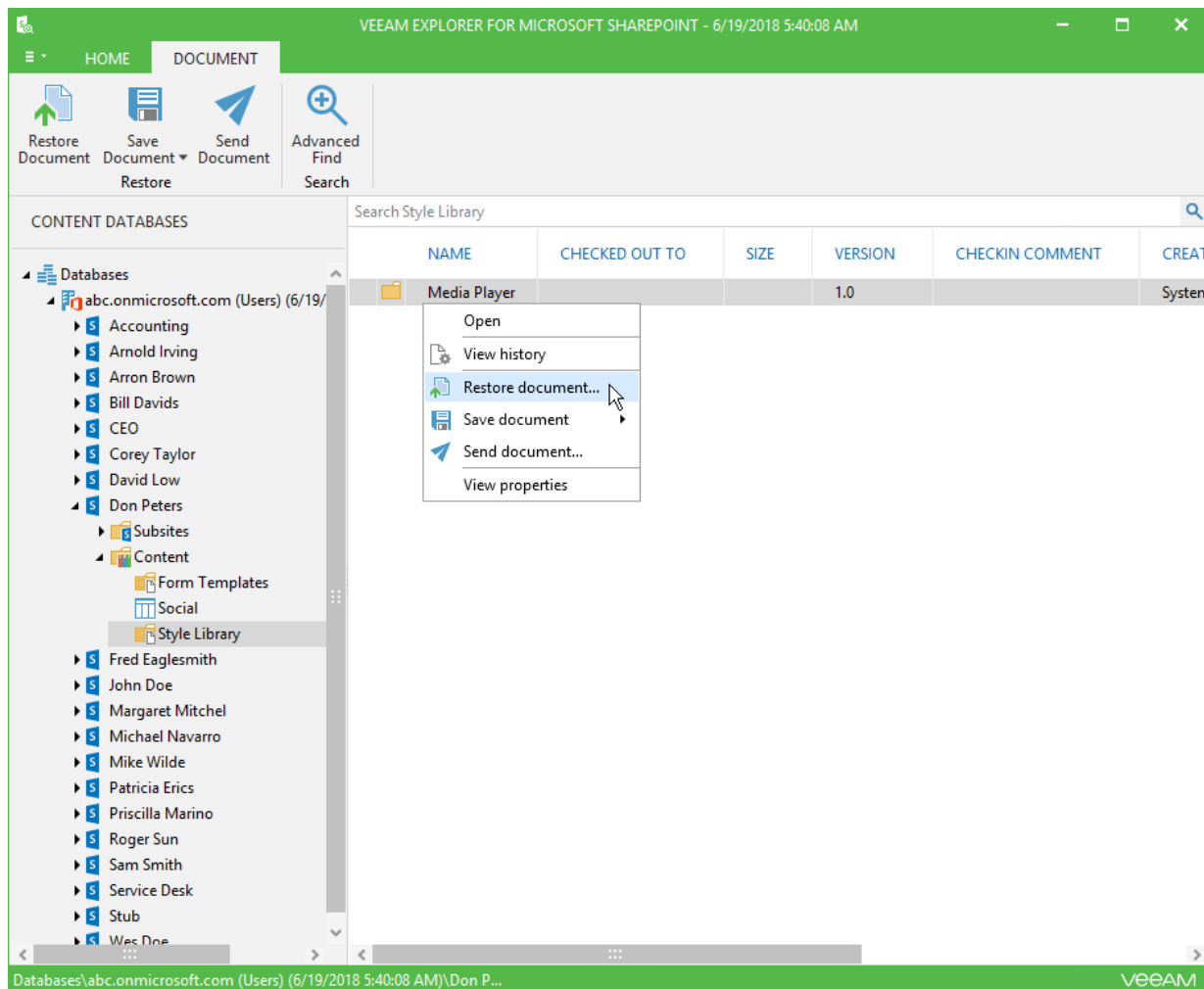


Restoring Microsoft SharePoint Documents and List Items

Veeam Explorer for Microsoft SharePoint allows you to recover Microsoft SharePoint documents and list items.

To perform the recovery, do the following:

1. In the navigation pane, select a document or a list item.
2. Click **Restore Document** or **Restore Item** respectively on the ribbon menu or use the corresponding context menu commands.
3. Proceed to the [Step 1. Specify Credentials](#) section.



IMPORTANT!

To restore your Microsoft SharePoint documents and list Items from Microsoft SQL databases, ensure that both Veeam Explorer for Microsoft SharePoint and Veeam Backup and Replication Update 3 or higher are installed on the same machine (either physical or virtual). Otherwise, Microsoft SQL databases restore will not be possible. Another condition is that the Veeam Backup and Replication solution must have the *Enterprise or Enterprise Plus* license.

Step 1. Specify Credentials

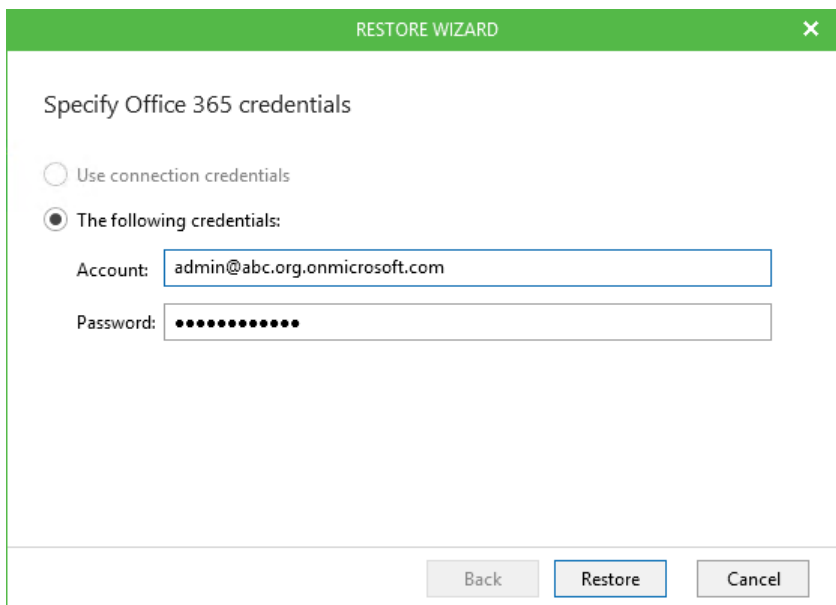
When recovering your Microsoft SharePoint documents and list Items, the first step of the restore process will be the credentials step, where you must provide valid credentials to access your production organizations.

The credentials dialog is different for every database type you are restoring from. For more information refer to the following subsections:

- [Restoring Office 365 organizations](#)
- [Restoring On-premises Exchange and SharePoint organizations](#)
- [Restoring from Microsoft SQL database](#)

Restoring Office 365 Organizations Data

Specify credentials to access your Microsoft Office 365 organization and click **Next**.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify Office 365 credentials". There are two radio button options: "Use connection credentials" (which is unselected) and "The following credentials:" (which is selected). Below the selected option, there are two input fields: "Account:" with the text "admin@abc.org.onmicrosoft.com" and "Password:" with a masked password represented by ten black dots. At the bottom of the dialog, there are three buttons: "Back", "Restore" (which is highlighted with a blue border), and "Cancel".

Restoring On-premises Exchange and SharePoint Organizations

Specify credentials to access your Microsoft Exchange or SharePoint organization and click **Next**.

RESTORE WIZARD

Specify on-premises organization credentials

Use connection credentials
 Use the following credentials:

Account:

Password:

Restoring from Microsoft SQL Database

When recovering your data from a Microsoft SQL database, provide the following:

- The site URL to which you want to recover your site.
- The appropriate credentials to access your production environment.

NOTE:

When recovering Microsoft SharePoint sites from a Microsoft SQL database, you will be taken directly to [Step 3. Specify the Restore Option](#) bypassing [Step 2. Specify the Target Site](#).

RESTORE WIZARD

Specify target SharePoint site and domain account to be used

Site URL:

Choose user account to connect to SharePoint Server with.

Use current account (BETA\Administrator)
 The following account:

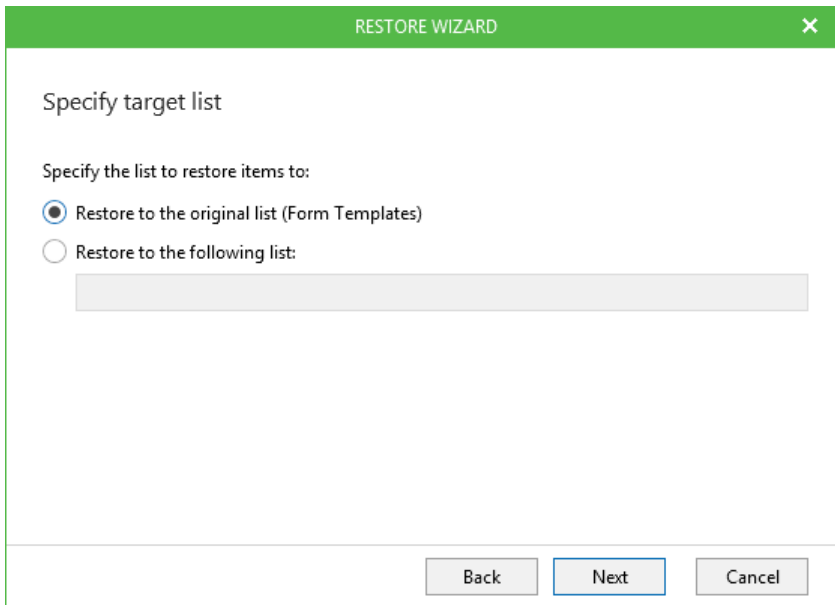
Password:

Step 2. Specify Target List

Specify whether items should be restored to the original list, or choose another one. Click **Next**.

NOTE:

When restoring documents or lists, consider that both must be presented in your production environment. If either does not exist, restore will fail.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target list". Below this, the instruction "Specify the list to restore items to:" is followed by two radio button options. The first option, "Restore to the original list (Form Templates)", is selected. The second option, "Restore to the following list:", is unselected and has a text input field below it. At the bottom of the dialog, there are three buttons: "Back", "Next" (which is highlighted with a blue border), and "Cancel".

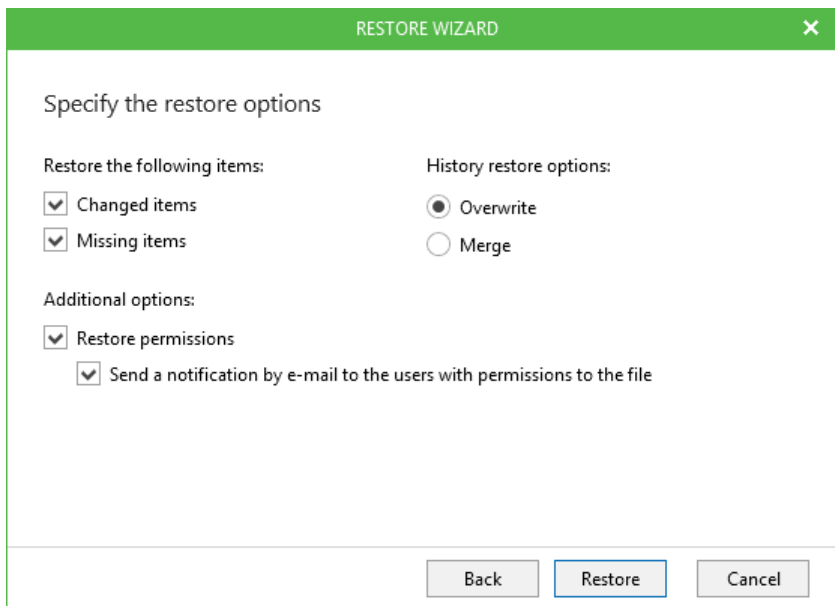
Step 3. Specify Restore Options

Specify the restore options and click **Restore**.

The restore options are as follows:

- **Changed items.** Allows you to recover data that has been modified in your production environment.
- **Missed items.** Allows you to recover missed items.
- **Restore permissions.** Allows you to recover permissions. If not selected, permissions for the recovered document library or list will be set as follows:
 - If the library (or list) does not exist on target, it will be created inheriting permissions from the parent object
 - If the library (or list) already exists on target, permissions will be preserved
- **History restore options.** Allows you to select restore options such as:
 - **Overwrite.** To overwrite data in the production environment by recovering all versions from the backup.
 - **Merge.** To restore only the latest version of the document.

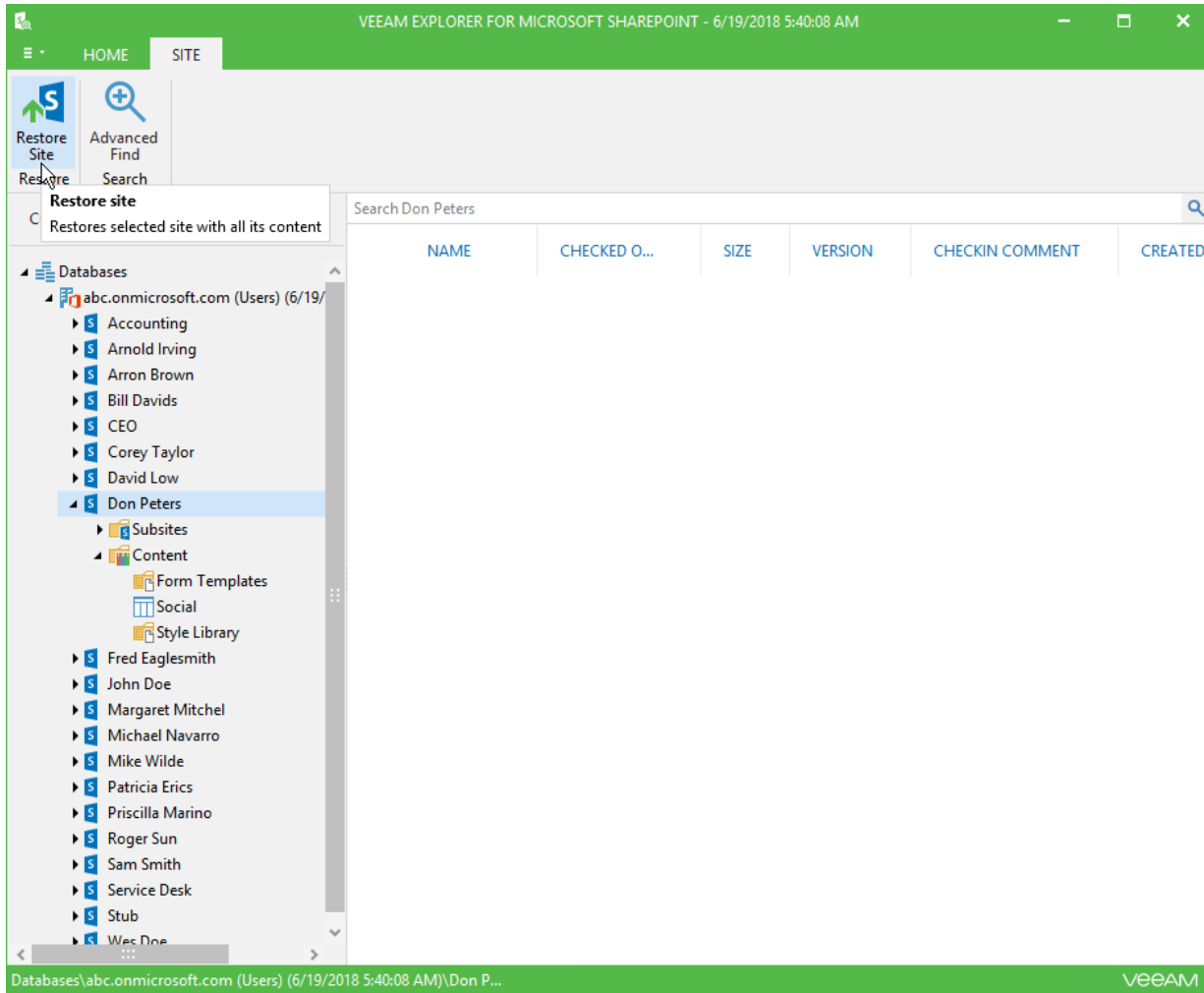
If not selected all versions in the production environment will be replaced with the corresponding data from a backup file.



Restoring Microsoft SharePoint Sites

To perform SharePoint sites recovery, do the following:

1. In the navigation pane, select a site you want to recover.
2. Click **Restore Site** on the ribbon menu or use the corresponding context menu command.
3. Proceed to the [Step 1. Specify Credentials](#) section.



IMPORTANT!

To restore your Microsoft SharePoint sites from Microsoft SQL databases, ensure that both Veeam Explorer for Microsoft SharePoint and Veeam Backup and Replication Update 3 or higher are installed on the same machine (either physical or virtual). Otherwise, Microsoft SQL databases restore will not be possible. Another condition is that the Veeam Backup and Replication solution must have the *Enterprise or Enterprise Plus* license.

Step 1. Specify Credentials

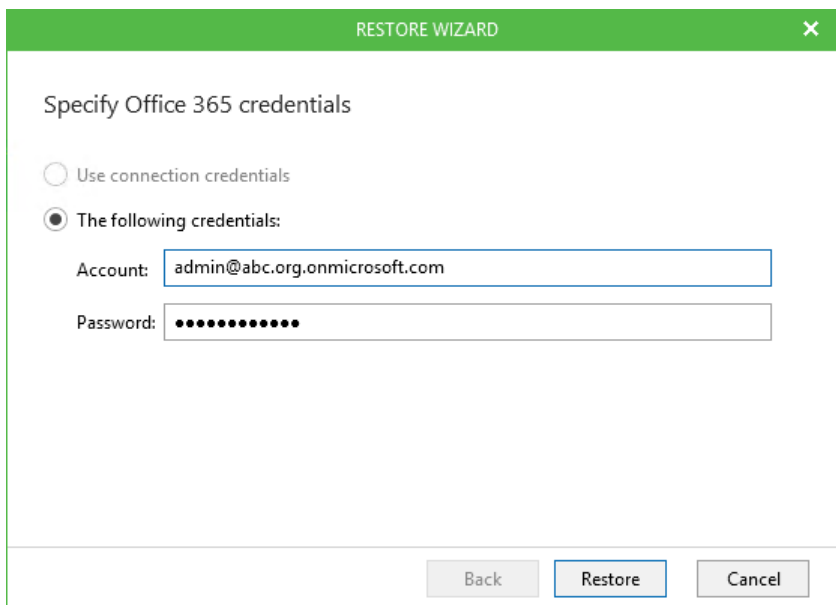
When recovering your Microsoft SharePoint sites, the first step of the restore process will be the credentials step, where you must provide valid credentials to access your production organizations.

The credentials dialog is different for every database type you are restoring from. For more information refer to the following subsections:

- [Restoring Office 365 organizations](#)
- [Restoring On-premises Exchange and SharePoint organizations](#)
- [Restoring from Microsoft SQL database](#)

Restoring Office 365 Organizations Data

Specify credentials to access your Microsoft Office 365 organization and click **Next**.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify Office 365 credentials". There are two radio button options: "Use connection credentials" (which is unselected) and "The following credentials:" (which is selected). Below the selected option, there are two text input fields. The first is labeled "Account:" and contains the text "admin@abc.org.onmicrosoft.com". The second is labeled "Password:" and contains ten black dots. At the bottom of the dialog, there are three buttons: "Back", "Restore", and "Cancel". The "Restore" button is highlighted with a blue border.

Restoring On-premises Exchange and SharePoint Organizations

Specify credentials to access your Microsoft Exchange or SharePoint organization and click **Next**.

RESTORE WIZARD

Specify on-premises organization credentials

Use connection credentials
 Use the following credentials:

Account:

Password:

Restoring from Microsoft SQL Database

When recovering your data from a Microsoft SQL database, provide the following:

- The site URL to which you want to recover your site.
- The appropriate credentials to access your production environment.

NOTE:

When recovering Microsoft SharePoint sites from a Microsoft SQL database, you will be taken directly to [Step 3. Specify the Restore Option](#) bypassing [Step 2. Specify the Target Site](#).

RESTORE WIZARD

Specify target SharePoint site and domain account to be used

Site URL:

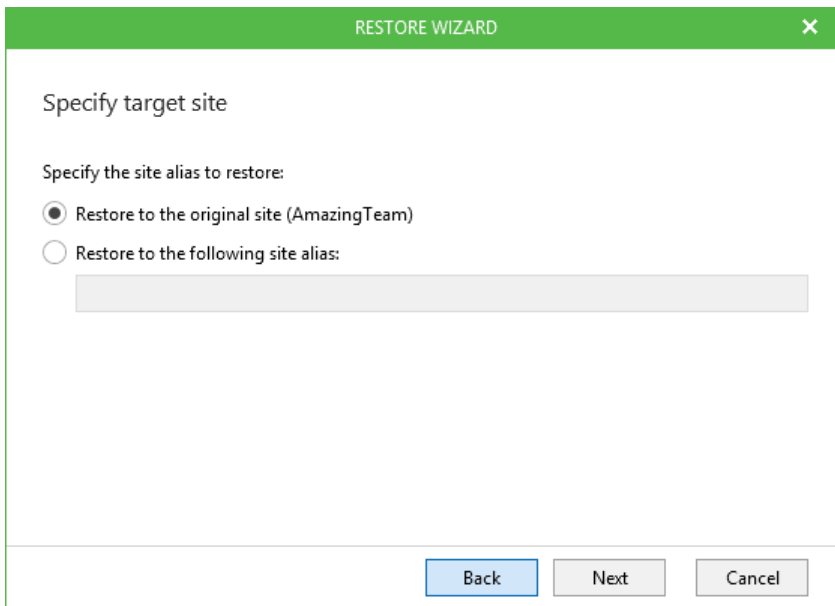
Choose user account to connect to SharePoint Server with.

Use current account (BETA\Administrator)
 The following account:

Password:

Step 2. Specify Target Site

Specify whether the selected site should be restored to the original location, or choose a site alias you want to use.



The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify target site". Below this, the instruction "Specify the site alias to restore:" is followed by two radio button options. The first option, "Restore to the original site (AmazingTeam)", is selected. The second option, "Restore to the following site alias:", is followed by a text input field. At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel".

NOTE:

This step is unavailable when recovering your Microsoft SharePoint sites from a Microsoft SQL database.

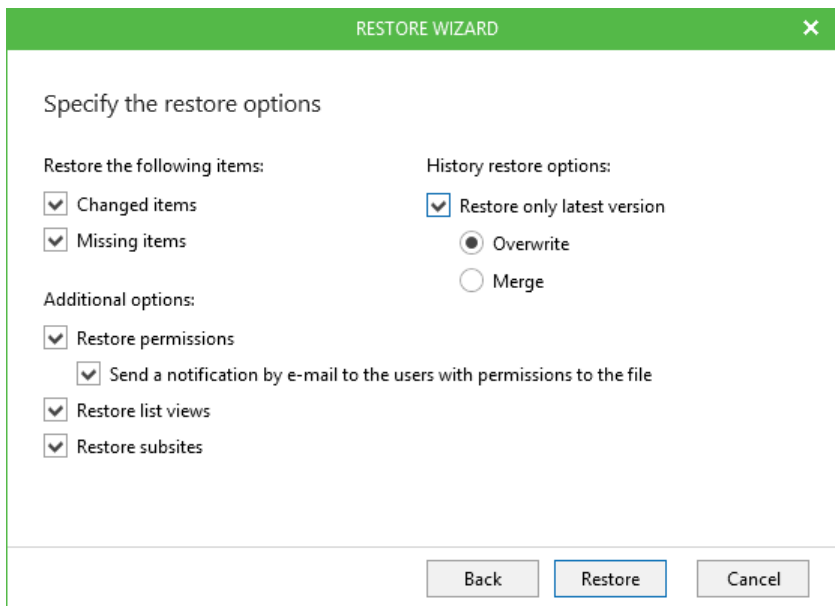
Step 3. Specify Restore Options

Specify the restore options and click **Restore**.

The restore options are as follows:

- **Changed items.** Allows you to recover data that has been modified in your production environment.
- **Missed items.** Allows you to recover missed items.
- **Restore permissions.** Allows you to recover permissions. If not selected, permissions will be inherited from the parent site.
- **Restore subsites.** Allows you to recover subsites. If not selected, sites that are being restored will contain only document libraries and lists.
- **History restore options.** Allows you to select version to recover:
 - **Overwrite.** To overwrite data in the production environment by recovering all versions from the backup.
 - **Merge.** To restore only the latest version of the document.

If not selected all versions in the production environment will be replaced with the corresponding data from a backup file.



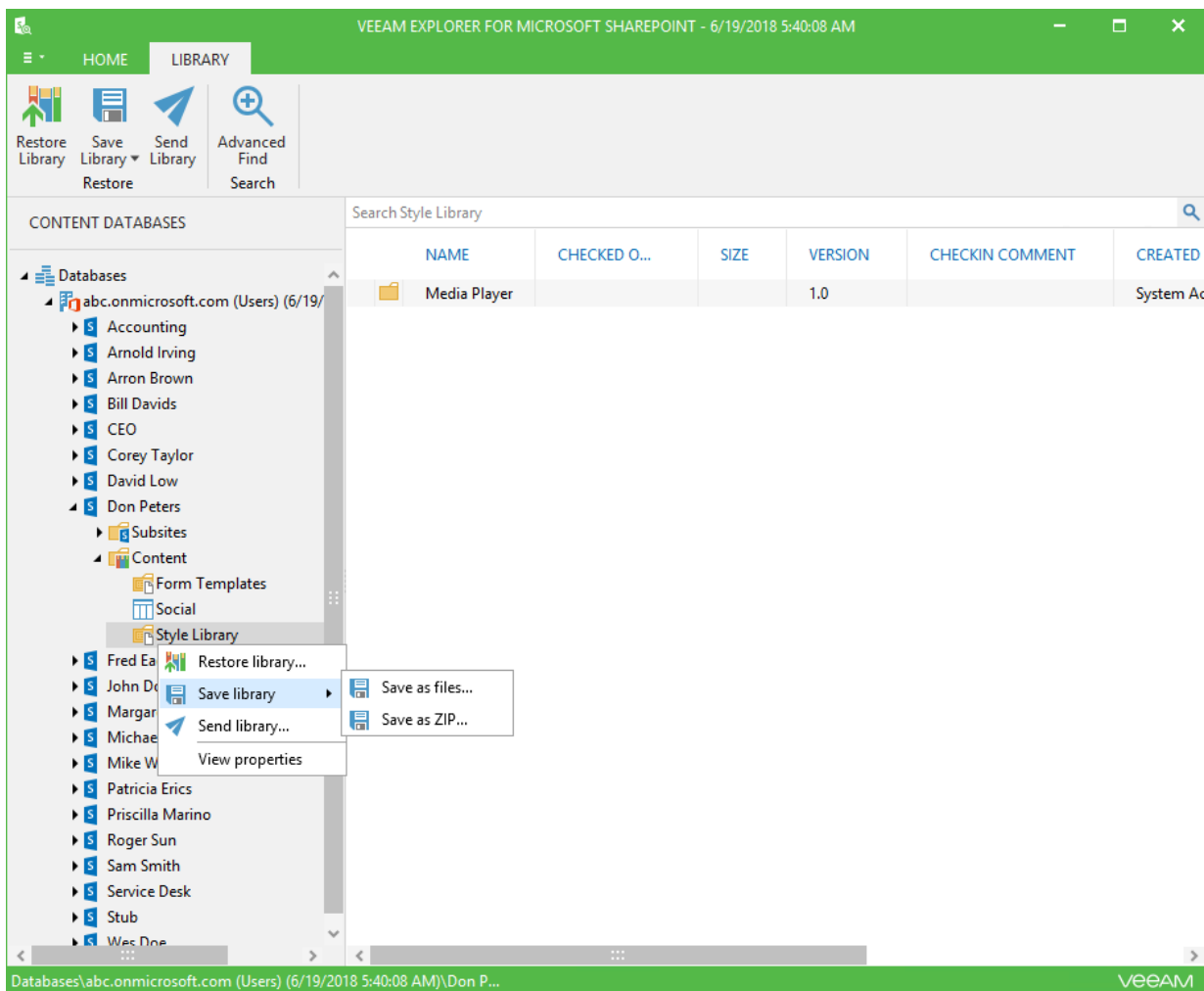
Saving Microsoft SharePoint Documents and Libraries

Veeam Explorer for Microsoft SharePoint allows you to save your libraries and library documents to the specified location.

To save a Microsoft SharePoint library or library documents, do the following:

1. In the navigation pane, select a library.
2. Click **Save Library** > **Save files** or **Save Library** > **Save as ZIP** on the ribbon menu to save the entire library. The **Save as ZIP** option allows you to save your library as a ZIP archive.

To save library documents, select required documents in the preview pane and click **Save Document** > **Save files** or **Save Document** > **Save as ZIP**.

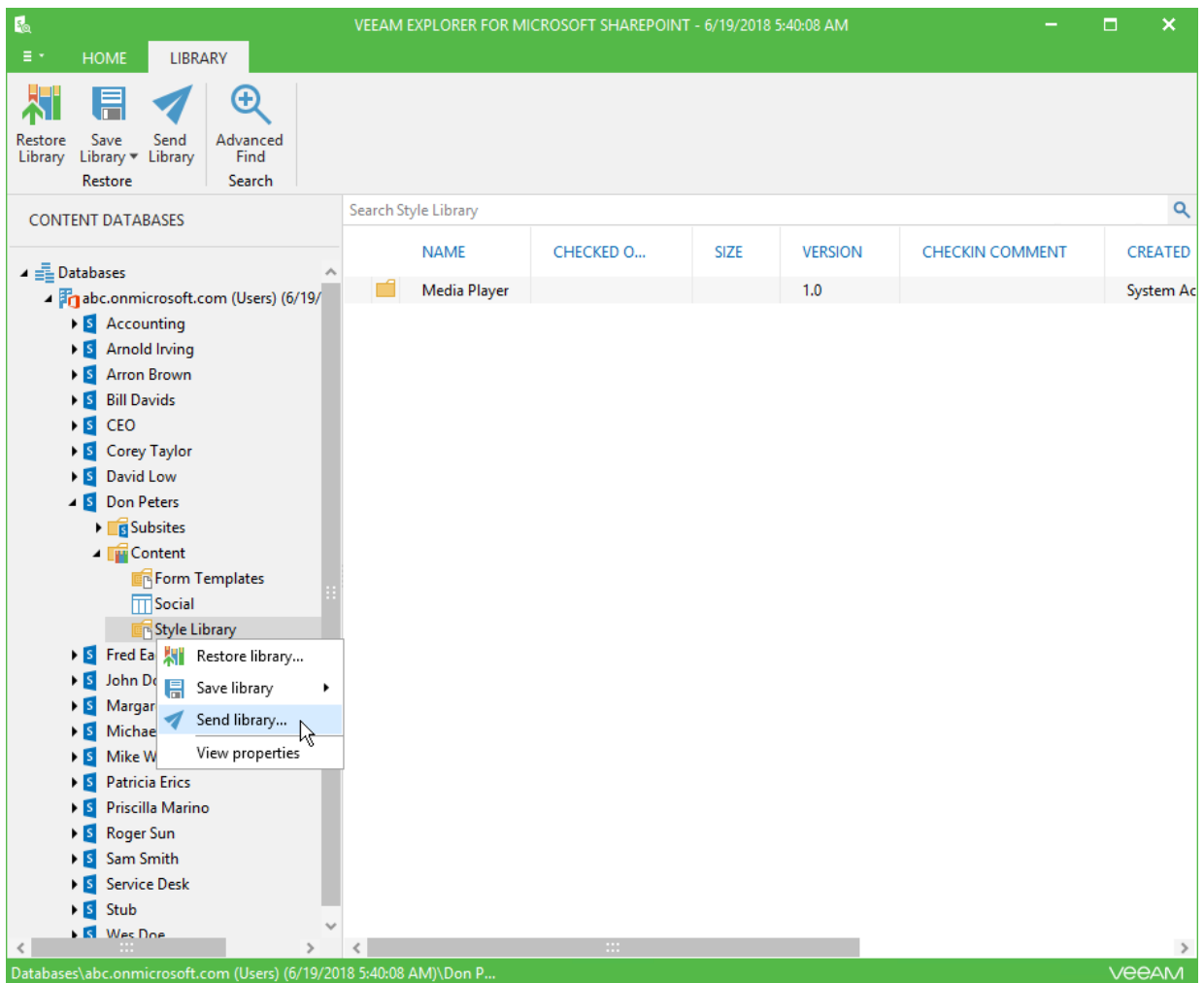


Sending Microsoft SharePoint Documents and Libraries

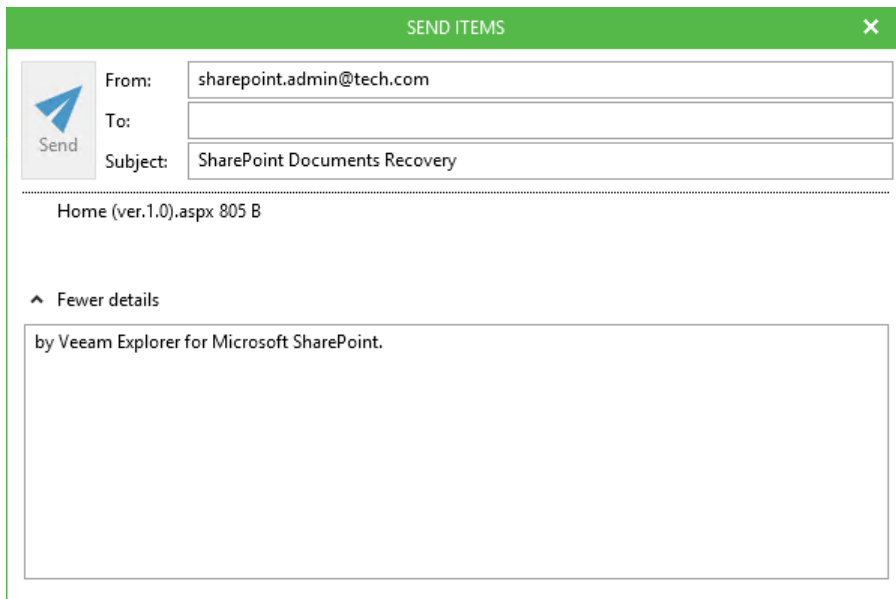
Veeam Explorer for Microsoft SharePoint allows you to send your libraries or library items to the specified recipients. Before sending your documents, ensure that you have configured your SMTP settings properly. For more information, see [Configuring SMTP Settings](#).

To send Microsoft SharePoint library or library items, do the following:

1. In the navigation pane, select the library that contains items you want to send.
2. Click **Send Library** on the ribbon menu to send the entire library. You may also want to send particular items in a library by selecting required items in the preview pane and clicking **Send Document**. You can also use the corresponding context menu commands.



3. Provide the recipient address. The From filed address will be added automatically based on the address you have provided during configuring SMTP settings. Items will be sent as attachments. To edit the message body, click **More Details**.



NOTE:

The maximum amount of data that you would be able to send depends on your SMTP server configuration settings.

Processing Microsoft OneDrive Backups

Proceed with this section if you have selected Microsoft OneDrive to explore backups created with Veeam Backup for Microsoft Office 365. For more information on how you can explore your backup data, see [Exploring Veeam Backup for Microsoft Office 365 Backups](#).

To learn more about working with Veeam Explorer for Microsoft OneDrive for Business, see the following sections:

- [Performing Initial Configuration Settings](#)
- [Getting to Know the User Interface](#)
- [Adding Microsoft OneDrive Databases Manually](#)
- [Removing Organizations](#)
- [Browsing, Searching and Viewing Items](#)
- [Restoring Microsoft OneDrive Data](#)
- [Copying Microsoft OneDrive Documents](#)
- [Saving Microsoft OneDrives](#)
- [Saving Microsoft OneDrive Documents and Folders](#)
- [Sending Microsoft OneDrive Documents](#)

Performing Initial Configuration Settings

Before you proceed to work with Veeam Explorer for Microsoft OneDrive for Business, you may want to configure the application settings as described in the following sections:

- [Enabling Extended Logging](#)
- [Configuring SMTP Settings](#)

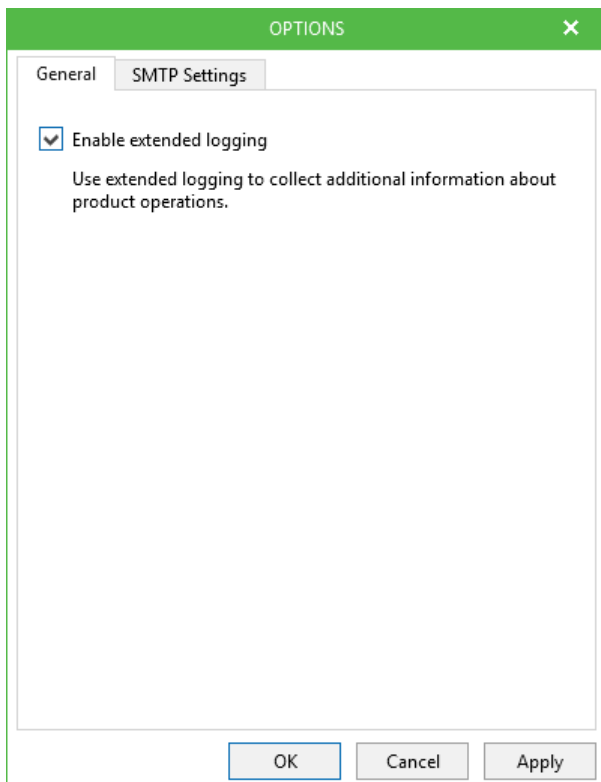
Enabling Extended Logging

Log files are used to troubleshoot a variety of different situations when certain processes may have gotten the unexpected results while being executed.

By default, logs are collected by using the default mode. In certain cases, you may need to enable the extended logging mode to collect logs that contain more details on specific operations.

To configure extended logging mode, do the following:

1. Go to the main menu and select the **General** tab.
2. On the **General** tab select the **Enable Extended logging** checkbox.
3. Go back to the application, perform certain actions and then review the logs to see the details.

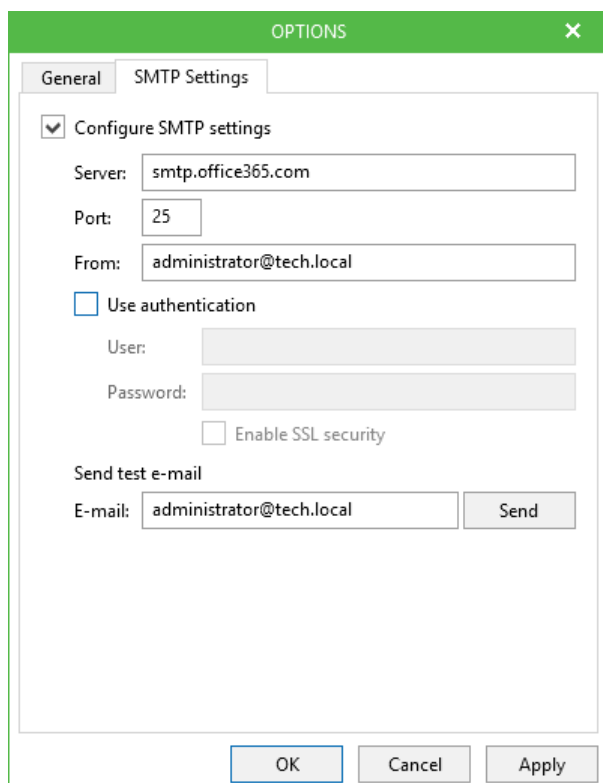


Configuring SMTP Settings

To send Microsoft OneDrive items as attachments, you must configure SMTP server settings.

To configure the SMTP settings, do the following:

1. Go to the main menu and click **Options**.
2. On the **SMTP Settings** tab, select the **Configure SMTP settings** checkbox and specify the following:
 - DNS name or IP address of the mail server.
 - SMTP communication port.
 - The sender email address. This address will appear in the From field when sending OneDrive items. See [Sending Microsoft OneDrive Documents](#).
 - Select **Use authentication** checkbox If your SMTP server requires SMTP authentication for outgoing mail and provide valid credentials.
 - Select **Enable SSL security** checkbox to enable SSL data encryption.
3. Click **Send** to send a test email message.
4. Click **Apply**.



The screenshot shows a dialog box titled "OPTIONS" with a close button (X) in the top right corner. It has two tabs: "General" and "SMTP Settings", with "SMTP Settings" selected. The "SMTP Settings" tab contains the following elements:

- A checked checkbox labeled "Configure SMTP settings".
- A text field for "Server:" containing "smtp.office365.com".
- A text field for "Port:" containing "25".
- A text field for "From:" containing "administrator@tech.local".
- An unchecked checkbox labeled "Use authentication".
- Below "Use authentication", there are two text fields: "User:" and "Password:", both currently empty.
- An unchecked checkbox labeled "Enable SSL security".
- A section titled "Send test e-mail" containing a text field for "E-mail:" with "administrator@tech.local" and a "Send" button.

At the bottom of the dialog box, there are three buttons: "OK", "Cancel", and "Apply".

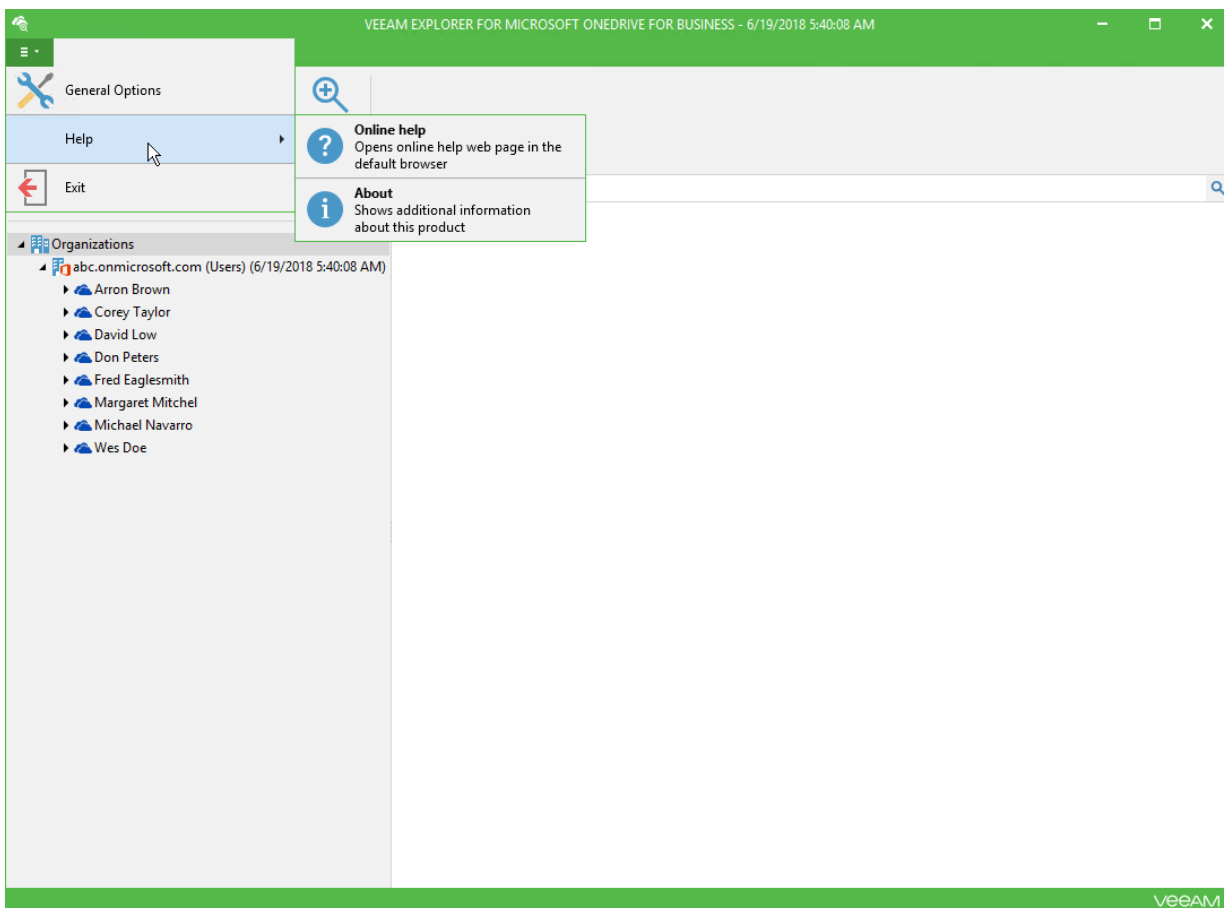
Getting to Know the User Interface

Veeam Explorer for Microsoft OneDrive for Business provides you with the convenient user interface that allows you to perform required operations in a user-friendly manner.

Main Menu

The main menu comprises the following features:

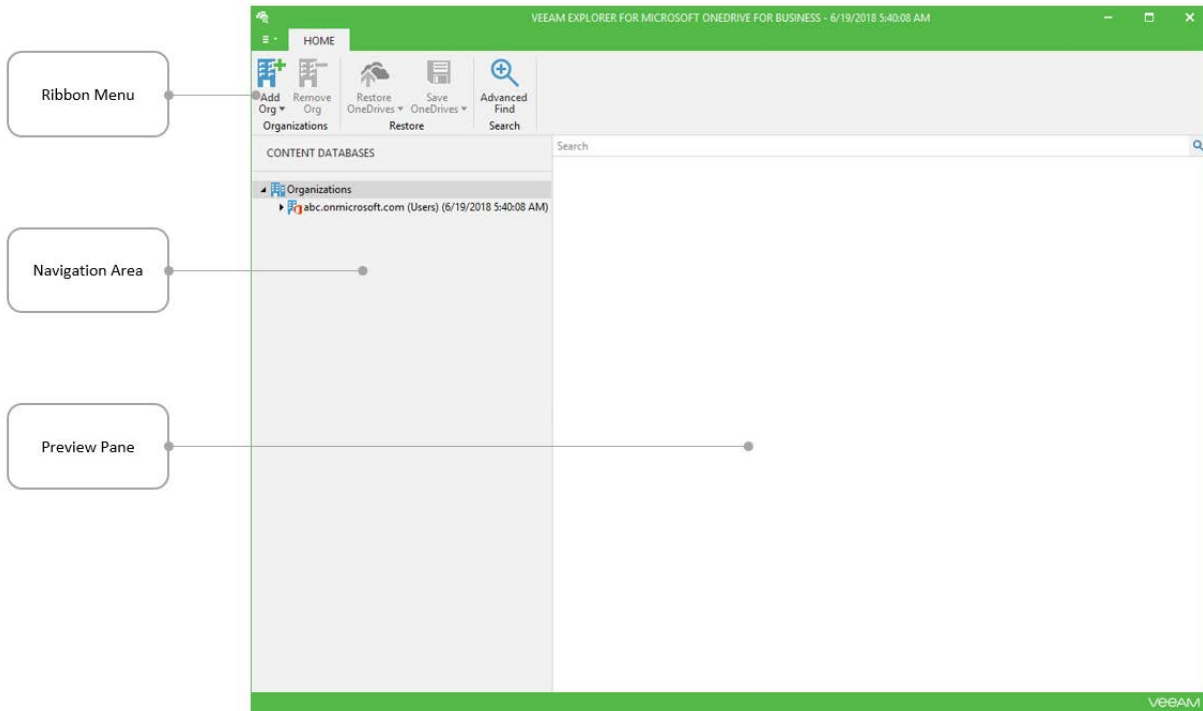
- **General Options.** Allows you to configure program options. See [Performing Initial Configuration Settings](#).
- **Help and Support.**
 - **Online help.** Opens the online web help page.
 - **About.** Shows current product information.
- **Exit.** Closes the program.



Main Application Window

The main application window might be divided into three categories:

1. The ribbon menu, which contains general program commands organized into logical groups.
2. The navigation area, which allows you to browse through the hierarchy of your backup files.
3. The preview pane, which shows you the details about objects you have selected in the navigation area.



Adding Microsoft OneDrive Organizations Manually

This section explains how you can add Microsoft OneDrive organizations to the application scope manually

See the following sections to learn more:

- [Adding Veeam Backup for Microsoft Office 365 Databases](#)
- [Adding Veeam Backup for Microsoft Office 365 Server](#)
- [Adding Veeam Backup for Microsoft Office 365 Service Provider](#)

Adding Veeam Backup for Microsoft Office 365 Databases

To manually add databases that store Microsoft Office 365 organization data, do the following:

1. Click **Add Org > Veeam Backup for Microsoft Office 365 Databases** on the ribbon menu or use the corresponding context menu command.
2. Specify the database file location and the log directory.
3. Click **Open**.

ADD DATABASE

Specify VBO database (.adb) file location:

Database file: C:\Backup__2017_0ca16b70-a1ed-4314-b6d8-38727bedaea4\repository.adb Browse...

Logs folder: C:\Backup__2017_0ca16b70-a1ed-4314-b6d8-38727bedaea4 Browse...

Open Cancel

NOTE:

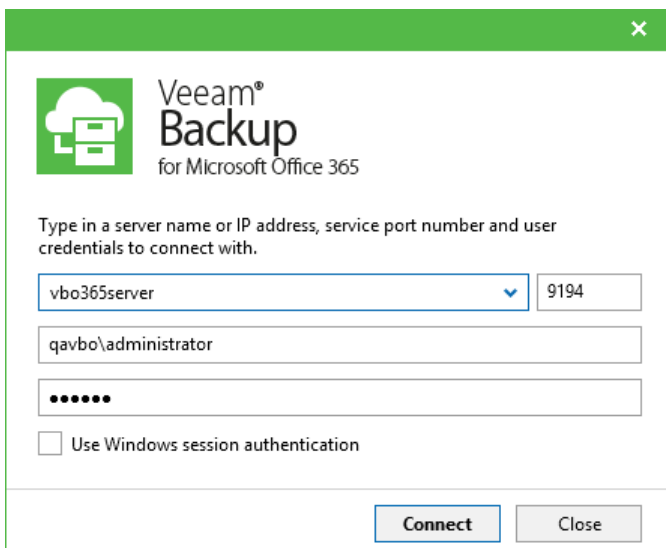
Make sure you have disabled the **Veeam Backup Proxy for Microsoft Office 365 service** when adding local databases. You can stop this service by using the `services.msc` console. If you try to add a database having this service still in progress, you will receive an error message and will not be able to access the database due to database lock.

Adding Veeam Backup for Microsoft Office 365 Server

You can use the in-built Veeam Explorer abilities to connect to another Veeam Backup for Microsoft Office 365 server and add its databases to the Veeam Explorer for Microsoft OneDrive for Business scope.

To connect to another Veeam Backup for Microsoft Office 365 server remotely, do the following:

1. Click **Add Org > Veeam Backup for Microsoft Office 365 Server** on the ribbon menu or use the corresponding context menu command.
2. Specify the server name or its IP-address, port, and the valid credentials. Click **Connect**.



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". The dialog box has a green header bar with a close button (X) in the top right corner. Below the header, there is a logo for Veeam Backup for Microsoft Office 365. The main area of the dialog box contains the following elements:

- A text prompt: "Type in a server name or IP address, service port number and user credentials to connect with."
- A dropdown menu containing "vbo365server" and a small downward arrow.
- A text input field containing "9194".
- A text input field containing "qavbo\administrator".
- A text input field containing six black dots, representing a password.
- A checkbox labeled "Use Windows session authentication", which is currently unchecked.
- At the bottom of the dialog box, there are two buttons: "Connect" (highlighted with a blue border) and "Close".

Adding Veeam Backup for Microsoft Office 365 Service Provider

Veeam Explorer for Microsoft OneDrive for Business allows you to add Microsoft Office 365 organization backups that are located on server providers servers.

IMPORTANT!

The functionality described in this section is only available when both Veeam Explorer for Microsoft OneDrive for Business and Veeam Backup and Replication solutions are installed on the same machine (either physical or virtual).

To add Veeam databases containing your backup data, do the following:

1. From the **Start** menu, launch Veeam Explorer for Microsoft OneDrive for Business.
2. Click **Add Org > Veeam Backup for Microsoft Office 365 Service Provider** on the ribbon menu or use the corresponding context menu command.

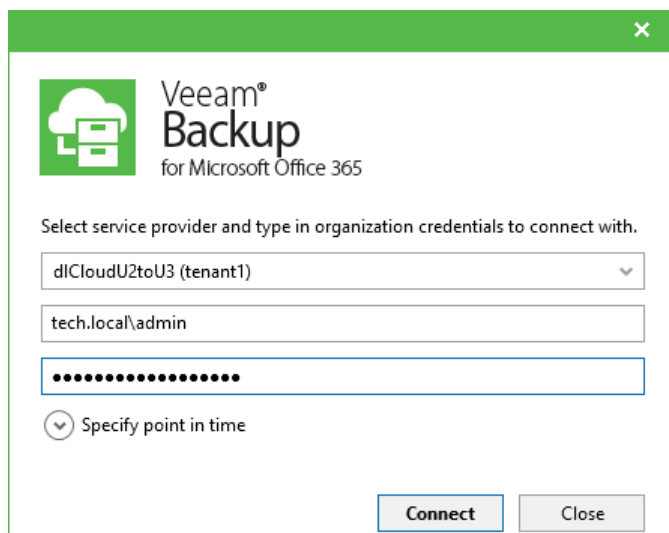
This option will only be available if you have added at least one service provider. See [Adding a Service Provider in Veeam Backup & Replication](#).

3. In the drop-down menu, select a tenant account to which you want to connect.

The list of available tenants depends on added service providers.

4. Provide your Microsoft Office 365 Organization credentials.
5. Click **Connect**.

You can also select a point in time state as of which you want to load an organization database. For more information, see [Specifying Point in Time](#).



The screenshot shows a dialog box titled "Veeam Backup for Microsoft Office 365". It contains the following fields and controls:

- A dropdown menu for "Select service provider and type in organization credentials to connect with." with the selected value "dlCloudU2toU3 (tenant1)".
- A text input field containing "tech.local\admin".
- A password input field with masked characters (dots).
- A checkbox labeled "Specify point in time" which is currently unchecked.
- Two buttons at the bottom: "Connect" and "Close".

Specifying Point in Time

When you connect to your service provider server, you may want to select a particular state as of which you want to add an organization database to the Veeam Explorer for Microsoft OneDrive for Business scope.

To select a state, do the following:

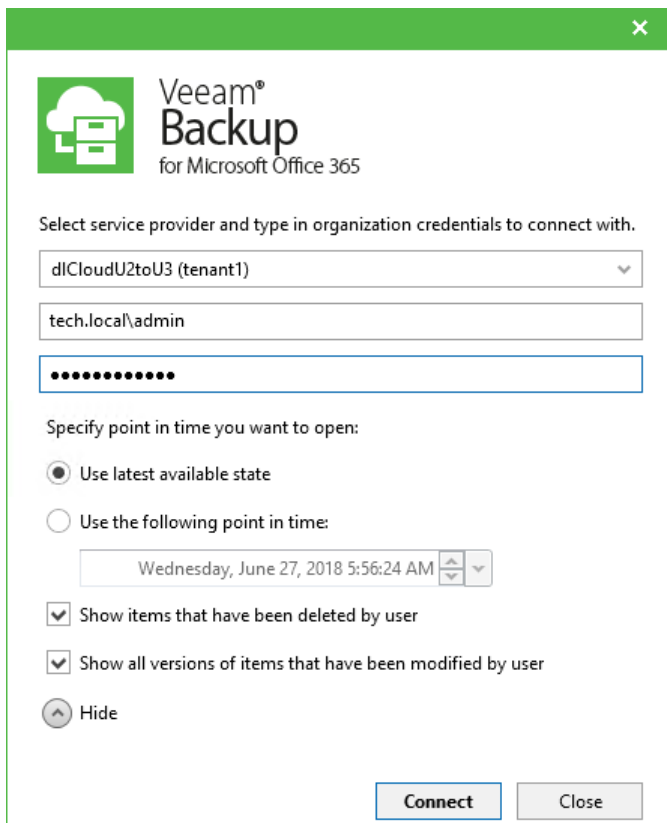
1. After you select **Veeam Backup for Microsoft Office 365 Service Provider** and provide required credentials, click **Specify point in time**.
2. Specify the point in time state you want to open.

The following options are available:

- **Use latest available state.** Select this option to load the latest backup state.
- **Use the following point in time.** Select this option if you want to load a particular state of your database. For example, as of a month ago.

To select a state, use the calendar control.

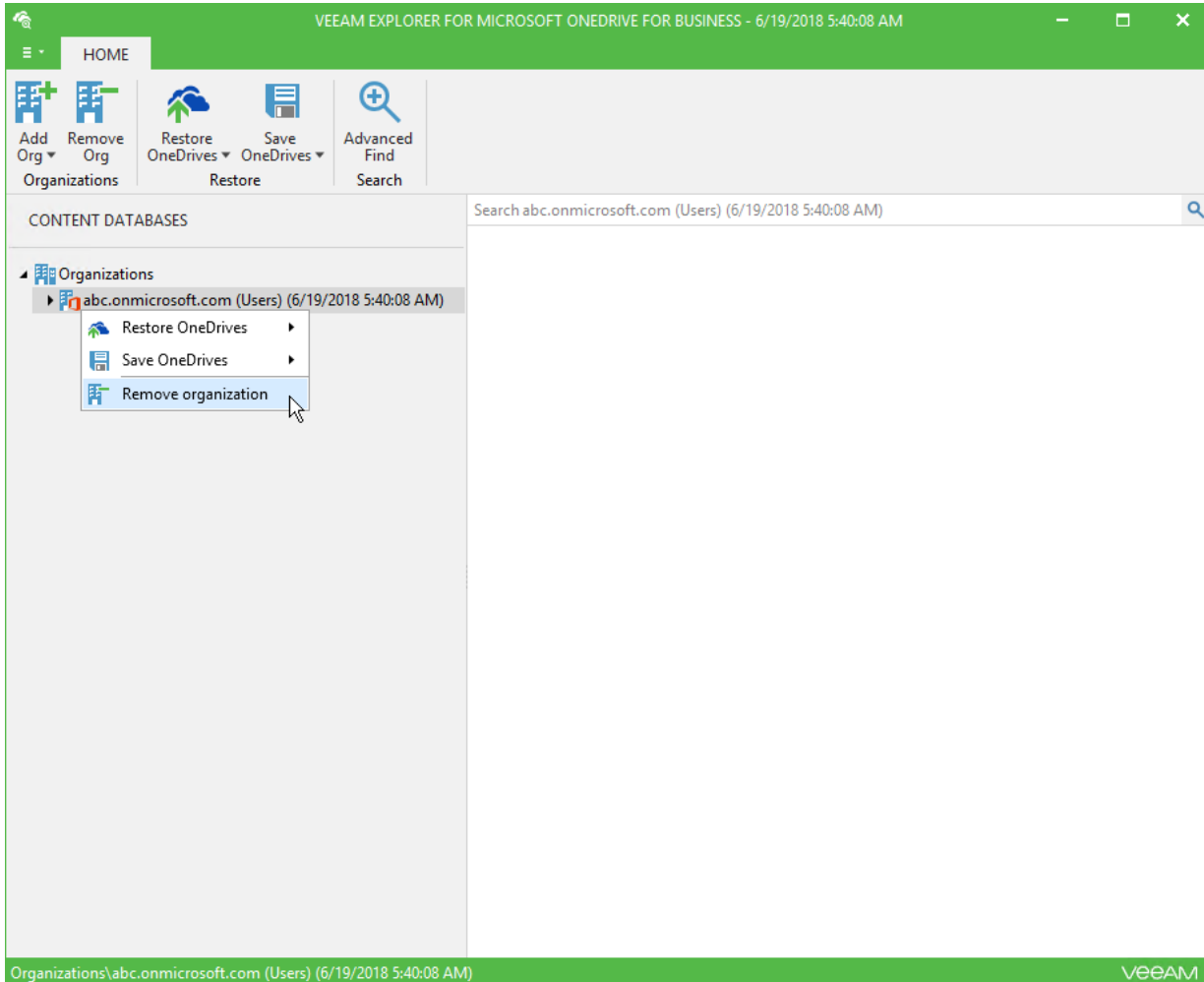
3. To load items that have been deleted by the user, select **Show items that have been deleted by user**.
4. To load all versions of items that have been modified by the user, select **Show all versions of items that have been modified by user**.



Removing Organizations

Veeam Explorer for Microsoft OneDrive for Business allows you to remove an organization from the application scope when you no longer need it.

To remove an organization from the application scope, right-click an organization in the navigation pane and select **Remove organization**.



Browsing, Searching and Viewing Items

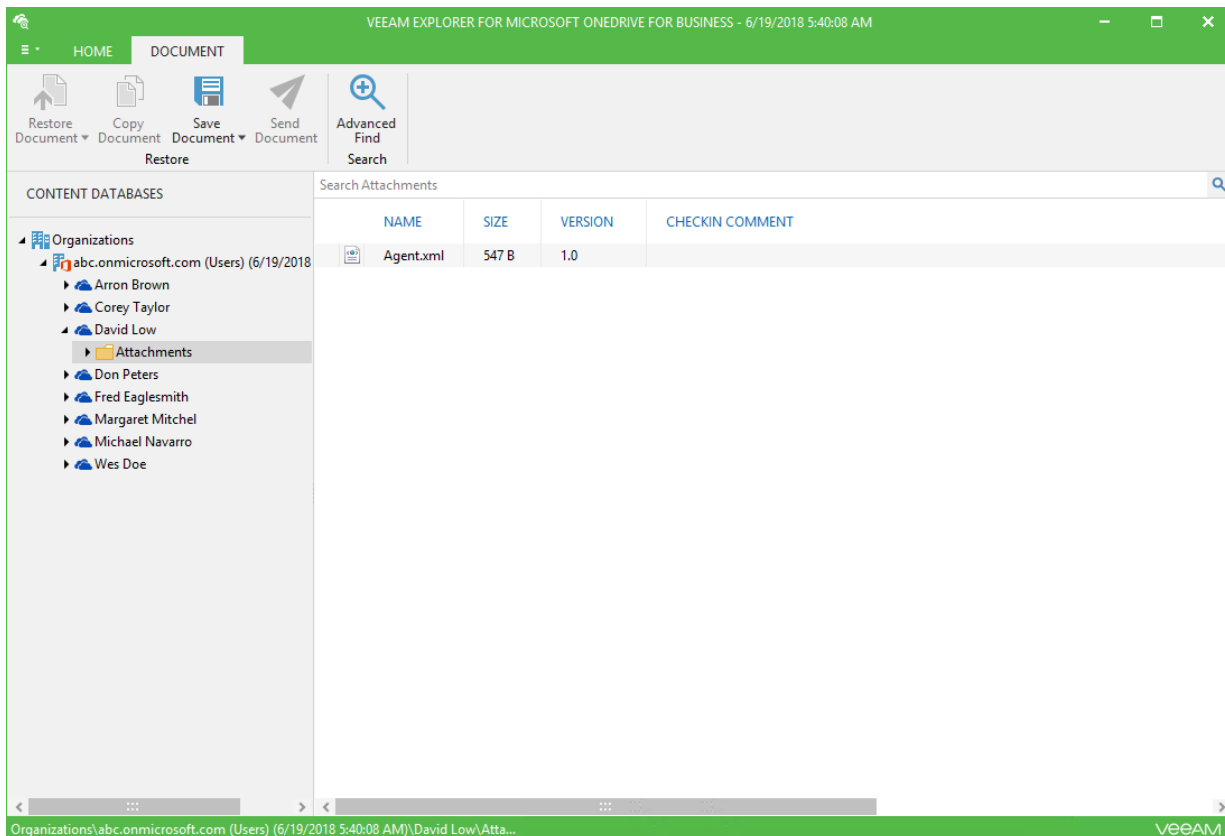
This section describes how to use the abilities of Veeam Explorer for Microsoft OneDrive for Business that allows you to:

- [Browse your backup content](#)
- [View objects properties and open files](#)
- [Search for objects in a backup file](#)
- [Use the advance search capabilities](#)

Browsing

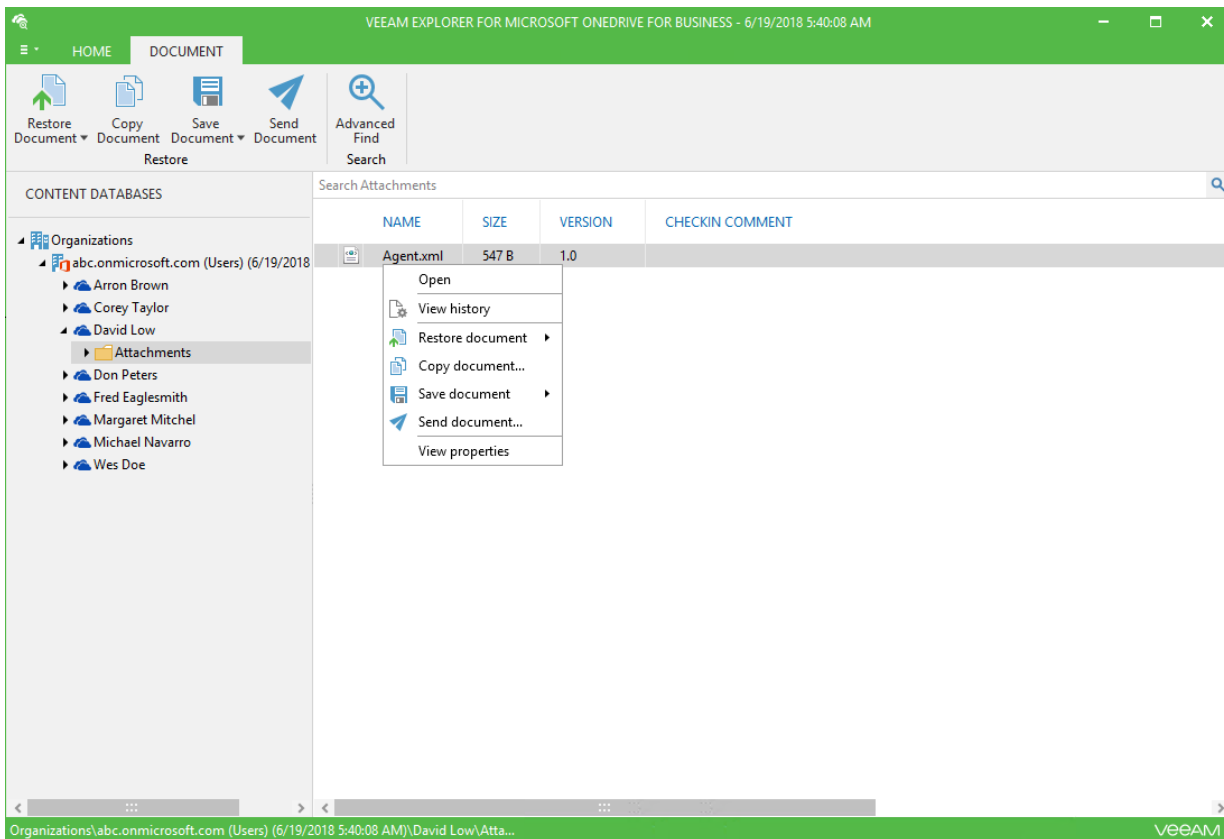
To view the content of a backup file, you use the navigation pane which shows you the database structure containing your OneDrive documents. After you select an object in the navigation pane, you can see its content in the preview pane.

In the following figure we have selected the **Attachment** folder belonging to David Low.



Viewing Properties and Opening Files

To view object properties, right-click an object in the preview pane and select **View Properties**. To open a document using an associated application, right-click the document in the preview pane and select **Open**.



Searching

The search mechanism allows you to find items matching specified search criteria.

To search for required items, do the following:

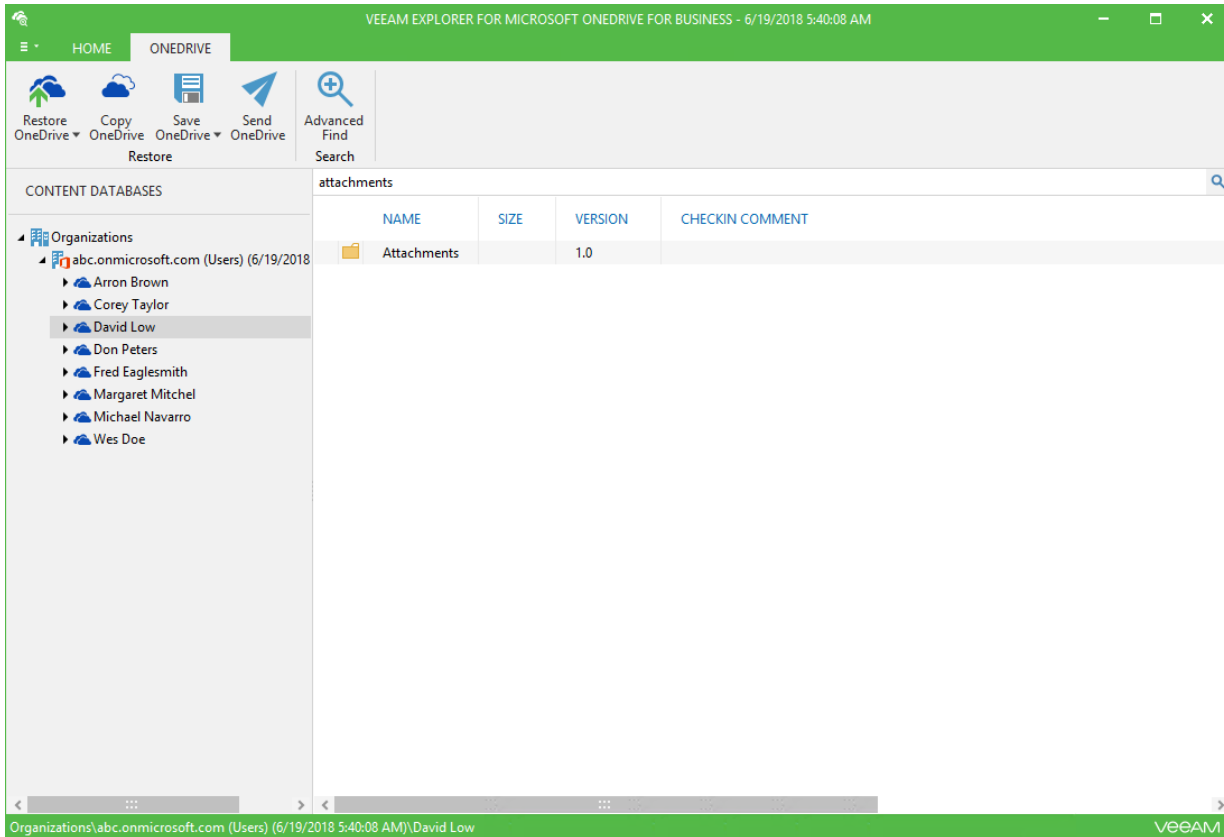
1. In the navigation pane, select an object where you want to find your data.

When you select an object, you define the search scope which will be used by Veeam when matching search criteria.

2. Type in your search queue using the search field at the top of the preview pane.

NOTE:

To find the exact phrase, use double quotes. For example, *"Attachments"*.



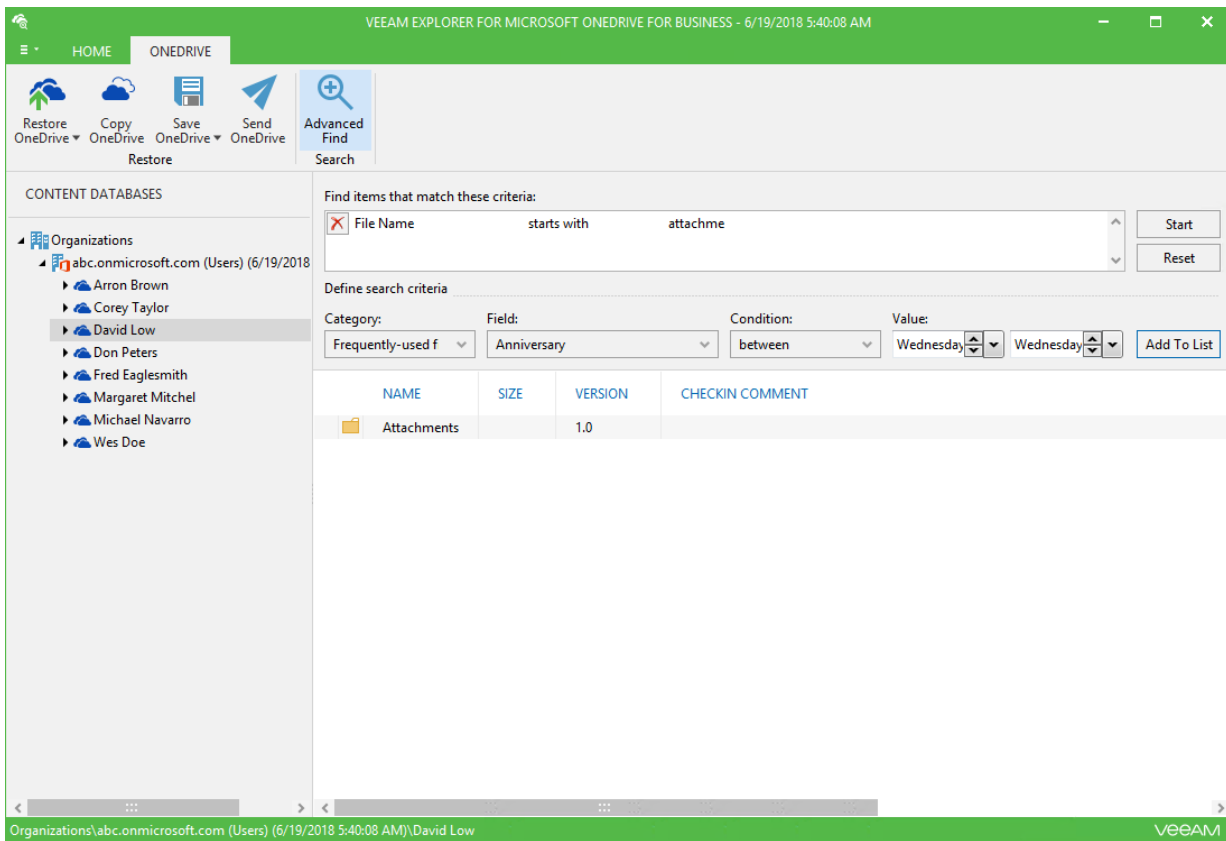
You can narrow your search results by specifying various search criteria using the *criteria:value* format. You can also use logical upper-cased operators such as *AND*, *OR* and *NOT* along with wildcard characters such as *** and *?*.

Using Advanced Find Capabilities

The **Advanced Find** mechanism allows you to define your search criteria more precisely.

For example, to find an object that starts with the word *Attachme*, do the following:

1. In the preview pane, select a content node and click **Advanced Find**.
2. In the **Define search criteria** section, select **Category** > **Document fields**.
3. In the **Field** list, select **File Name**.
4. In the **Condition** list, select **Starts With**.
5. In the **Value** field, specify the file name.
6. Click **Start**.



To remove a filter, click on the cross mark next to it. To remove all configured filters, click **Reset**.

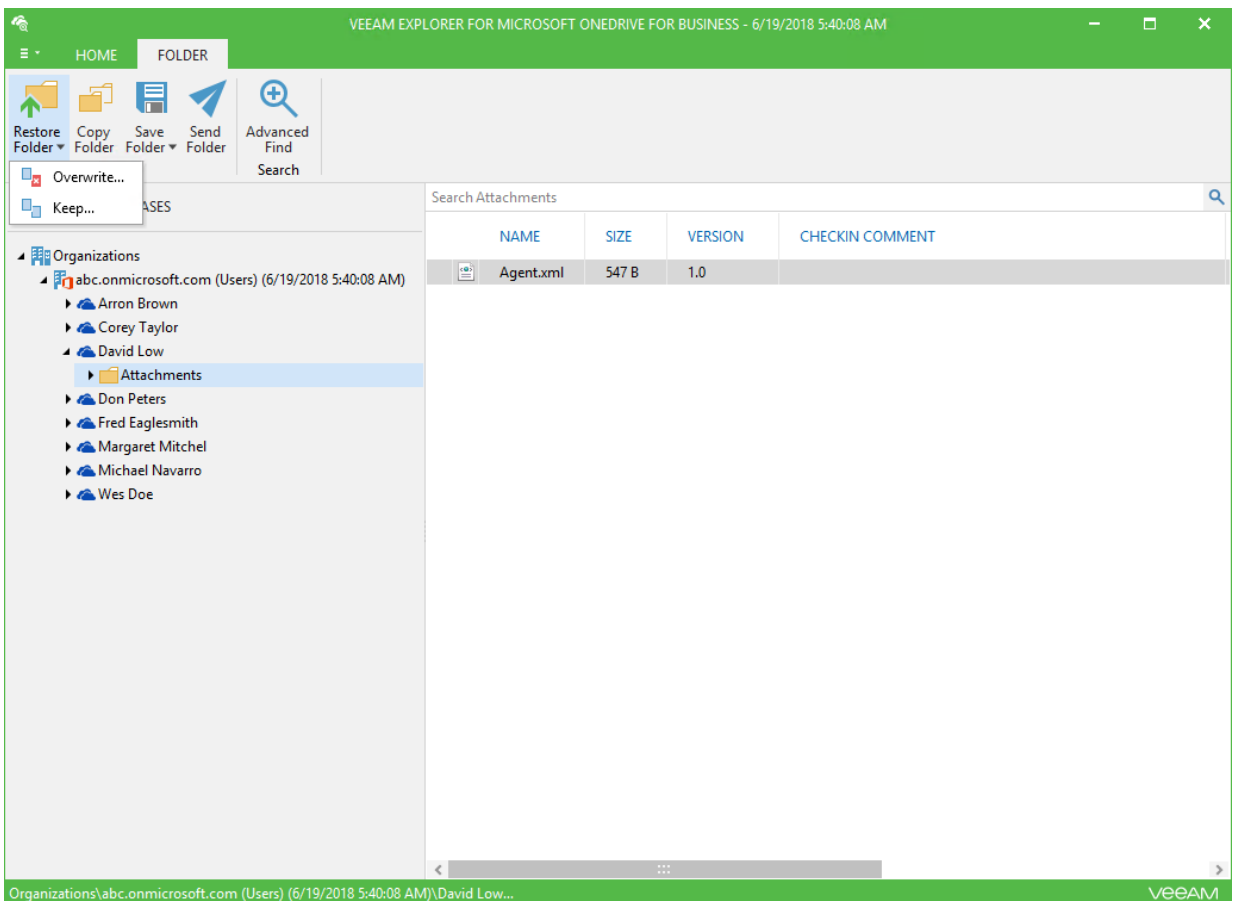
Restoring Microsoft OneDrive Data

Veeam Explorer for Microsoft OneDrive for Business allows you to recover entire users OneDrives or certain documents and/or folders of the selected OneDrive.

To recover your data, do the following:

1. In the navigation pane, select the object type you want to recover; it can be a folder, a document or even the entire OneDrive or all OneDrives belonging to the selected organizations or groups.
2. On the ribbon menu, or using the corresponding context menu command, click **Restore OneDrive** (or **Restore Document/Folder**, when restoring documents/folders, and **Restore OneDrives** when restoring all OneDrives for the selected organizations or groups). Then, you can choose between two options: **Overwrite** or **Keep**.

Use the **Overwrite** option to completely overwrite the existing OneDrive data in the production environment. If you select **Keep**, Veeam Explorer for Microsoft OneDrive for Business will preserve existing data and recover items with the RESTORED prefix (RESTORED-`<file_name>.ext`).



3. Specify Office 365 credentials to access your production environment and click **Restore**.

The screenshot shows a dialog box titled "RESTORE WIZARD" with a close button (X) in the top right corner. The main heading is "Specify Office 365 credentials". There are two radio button options: "Use connection credentials" (which is unselected) and "The following credentials:" (which is selected). Below the selected option, there are two text input fields: "Account:" containing the email address "admin@abc.org.onmicrosoft.com" and "Password:" containing ten black dots. At the bottom of the dialog, there are three buttons: "Back", "Restore" (which is highlighted with a blue border), and "Cancel".

NOTE:

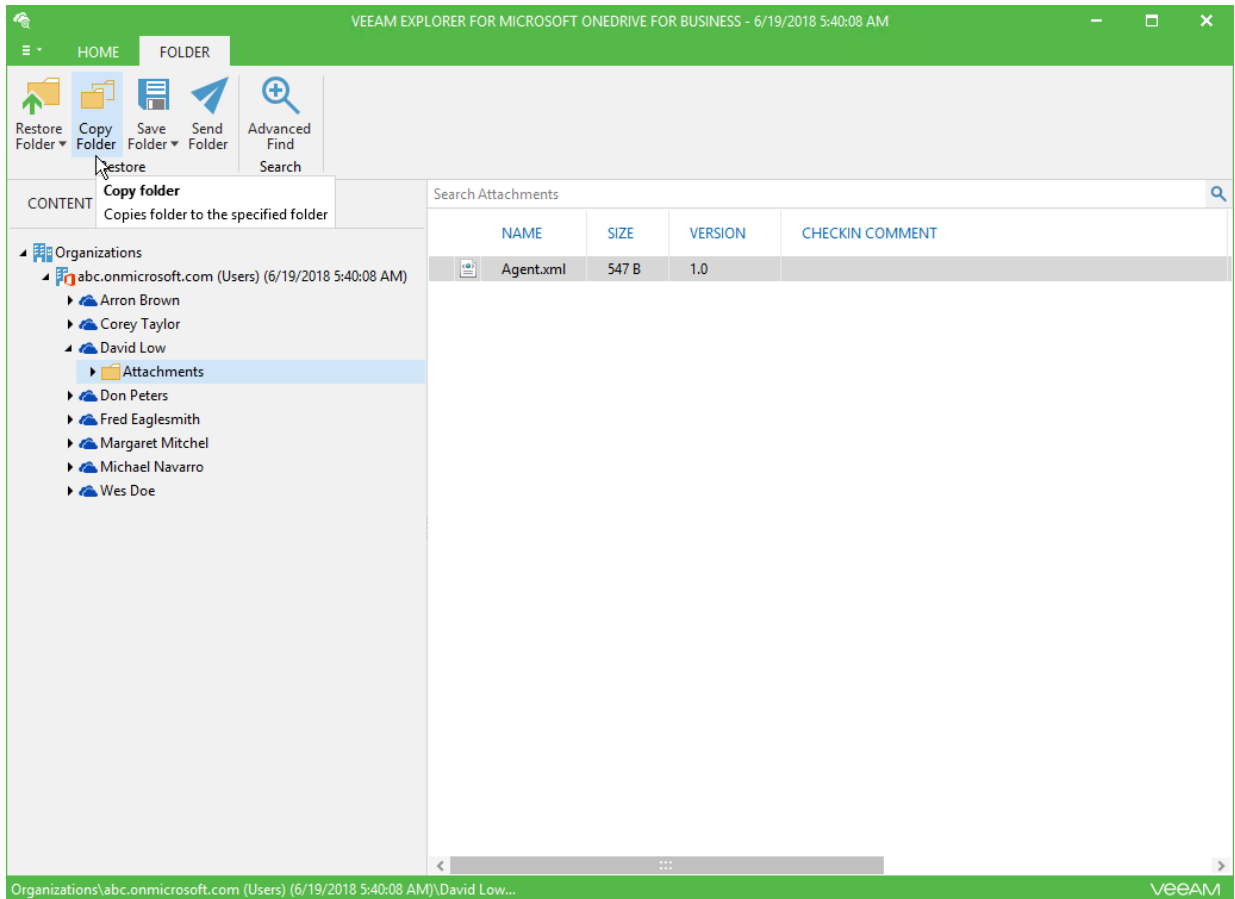
if you select **Overwrite**, Veeam will skip unchanged objects. Such objects will not be recovered.

Copying Microsoft OneDrive Data

With Veeam Explorer for Microsoft OneDrive for Business, you can copy your OneDrive data to the same or different user.

To copy OneDrive data, do the following:

1. In the navigation pane, or using the preview pane, select an object you want to copy. It can be OneDrive itself, a folder, or a document.
2. On the ribbon menu or using the corresponding context menu, click **Copy OneDrive/Copy Folder/Copy Document** depending on the object type you have selected.



3. Specify Office 365 credentials to access your production environment and click **Next**.

RESTORE WIZARD

Specify Office 365 credentials

Use connection credentials

The following credentials:

Account: admin@abc.org.onmicrosoft.com

Password: ●●●●●●●●●●

Back Restore Cancel

- Specify whether you want to copy OneDrive data to the original user or to another one and click **Next**. When you select **Restore** to another one, Veeam will fetch all available users with OneDrives from the Office 365 organization and show them in the drop-down list.

RESTORE ONE DRIVE WIZARD

Specify target user

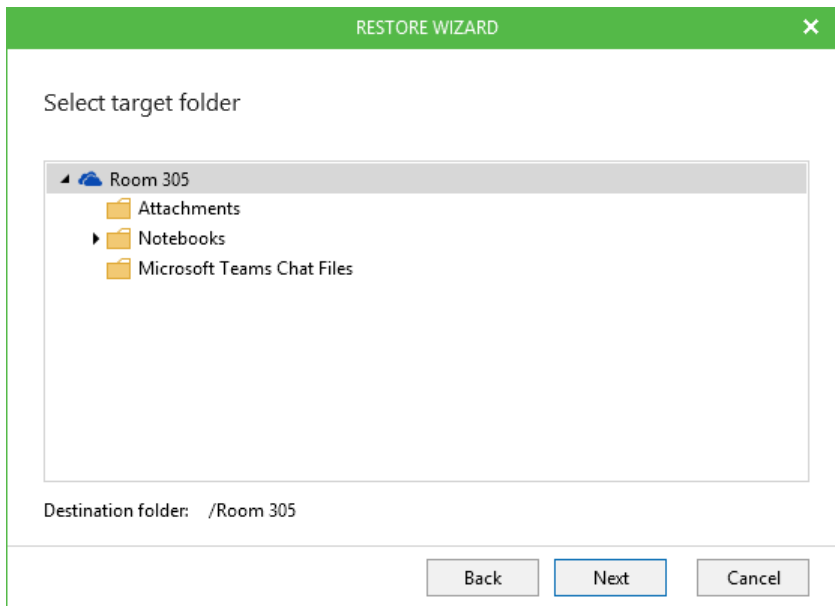
Restore to original user(group)

Restore to another user

Room 305

Back Next Cancel

- Select the target location on the destination OneDrive to copy your data and click **Next**.

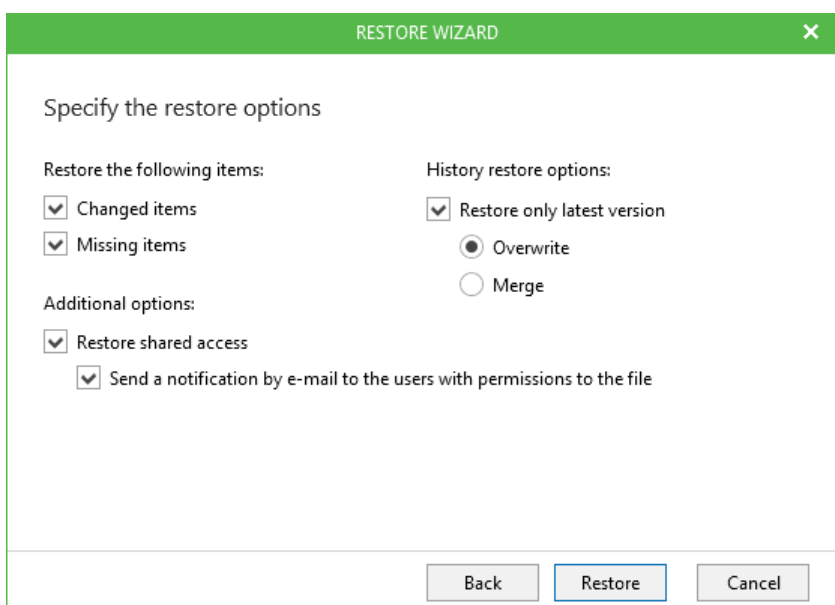


6. Specify copy options and click **Restore**.

The copy options are as follows:

- **Changed items.** Allows you to recover data that has been modified in your production environment.
- **Missed items.** Allows you to recover missed items.
- **Restore shared access.** Allows you to recover shared access.
- **History restore options.** Allows you to recover particular version:
 - **Overwrite.** To overwrite data in the production environment by recovering all versions from the backup.
 - **Merge.** To restore only the latest version of the document.

If not selected all versions in the production environment will be replaced with the corresponding data from a backup file.

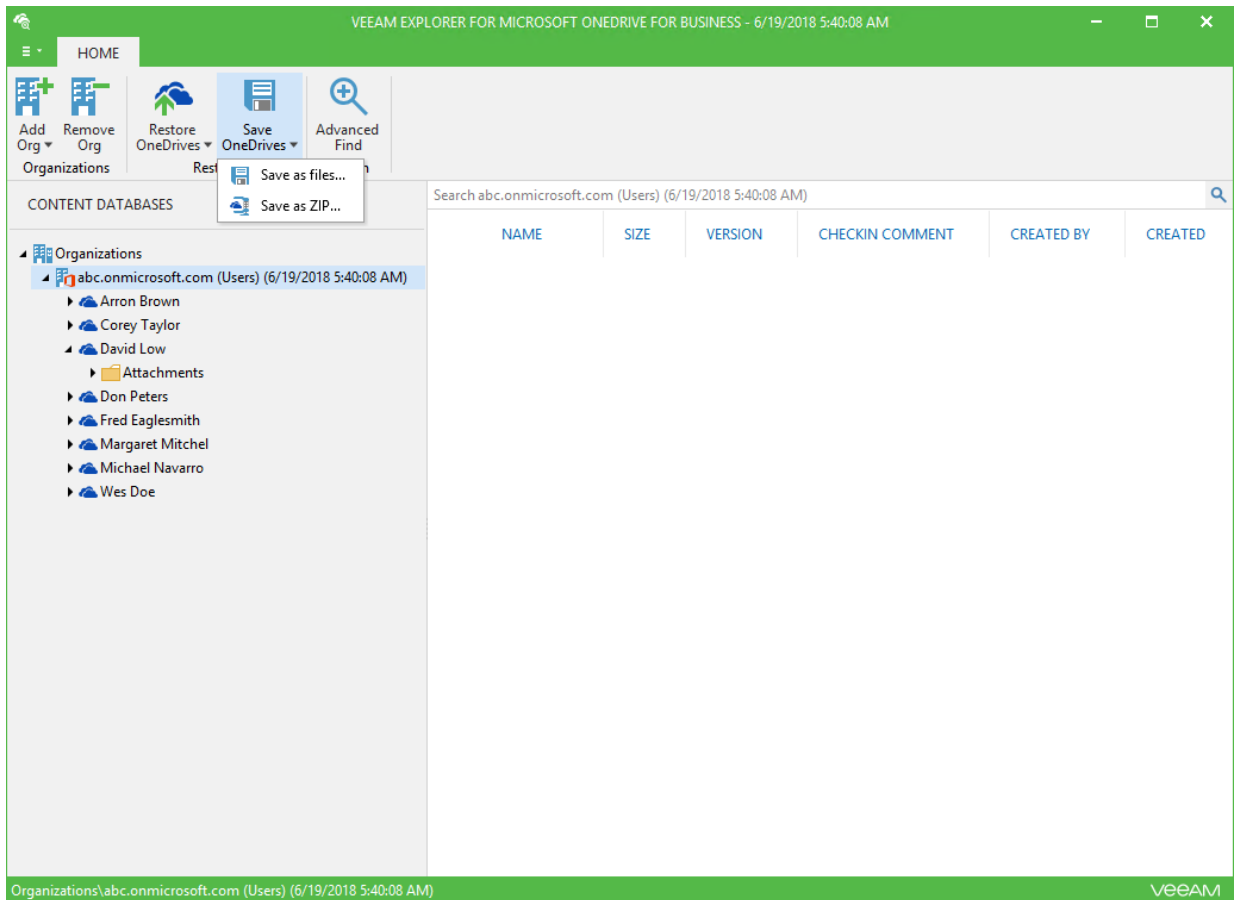


Saving Microsoft OneDrives

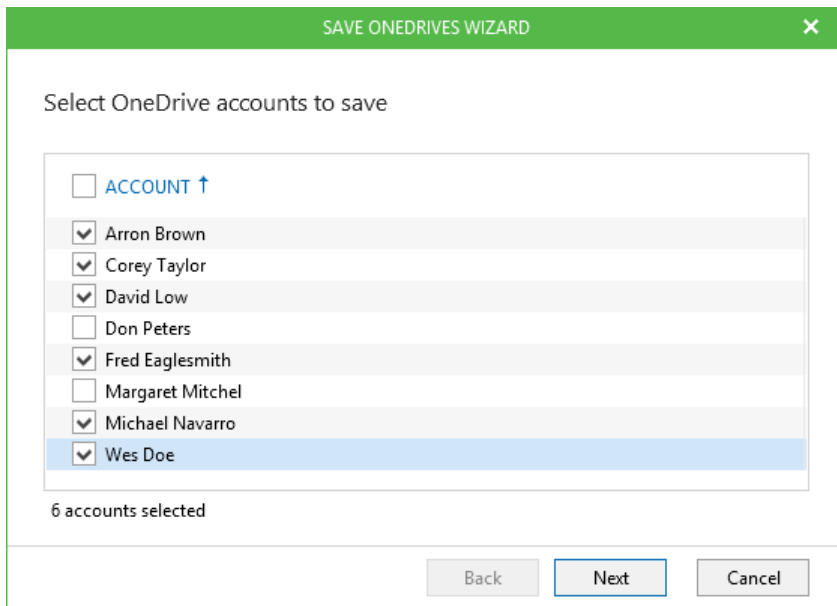
Veeam Explorer for Microsoft OneDrive for Business allows you to save the OneDrives content to the specified location.

To save OneDrives content, do the following:

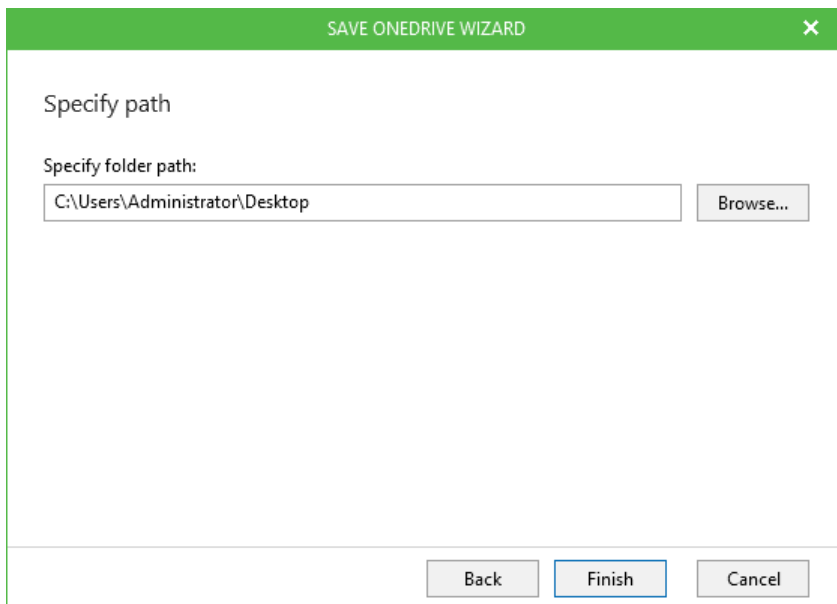
1. In the navigation pane, select OneDrive you want to save. You can also select an organization node to save all OneDrives in the selected organization.
2. On the ribbon menu, click **Save OneDrives** > **Save files** when saving multiple drives and **Save OneDrive** > **Save files** when saving a single drive data. You can also click **Save as ZIP** to save data as a ZIP archive with the default compression ratio.



3. Select OneDrives for saving and click **Next**.



- Specify the directory path to save OneDrive documents and click **Finish**.

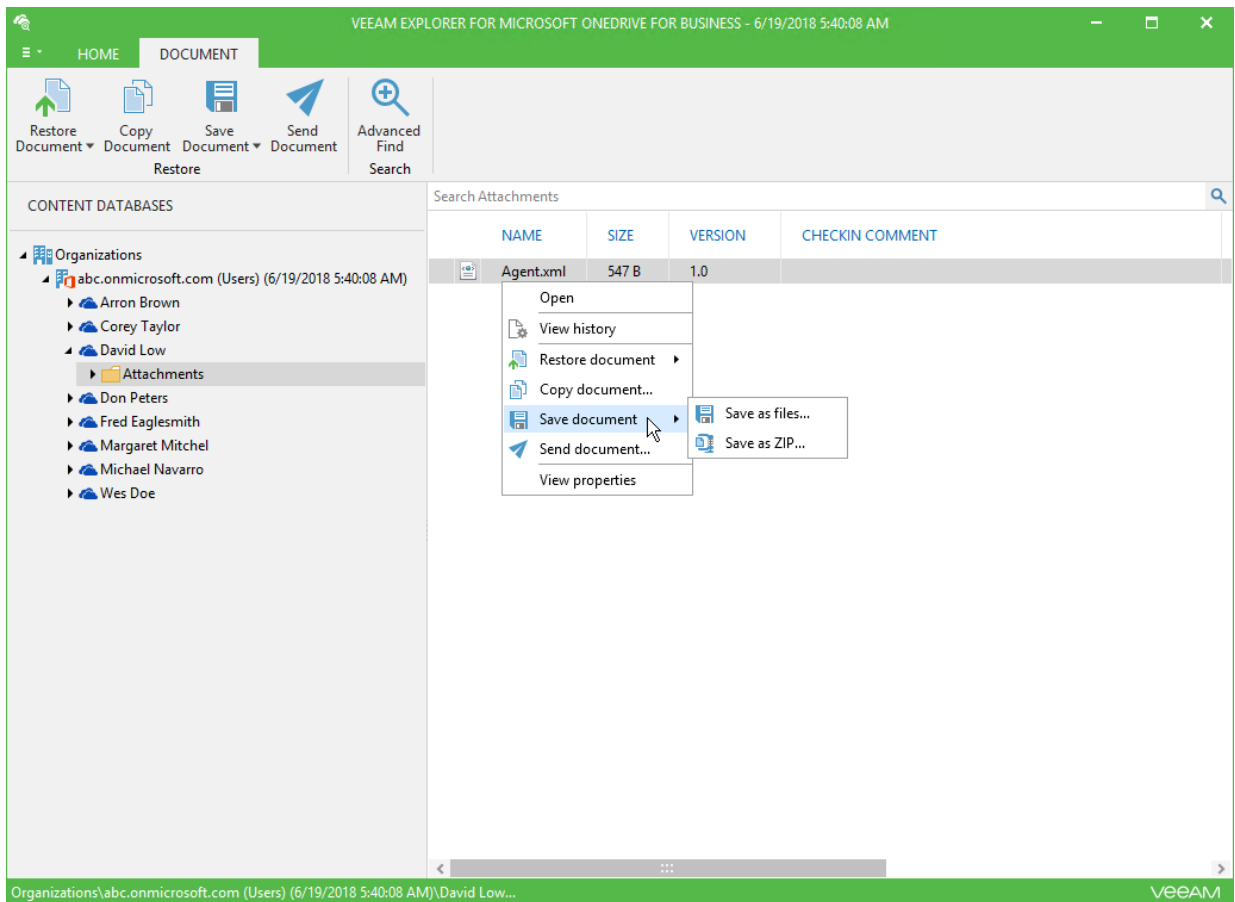


Saving Microsoft OneDrive Documents and Folders

Veeam Explorer for Microsoft OneDrive for Business allows you to save your documents and folders located on users OneDrives.

To save a document or a folder, do the following:

1. Select a folder using the navigation pane, or select a document using the preview pane.
2. On the ribbon menu or using the corresponding context menu command, click **Save Document > Save files** (or **Save Folder > Save files** when saving folders). You can also click **Save as ZIP** to save OneDrive documents and/or folders as a ZIP archive with the default compression ratio.



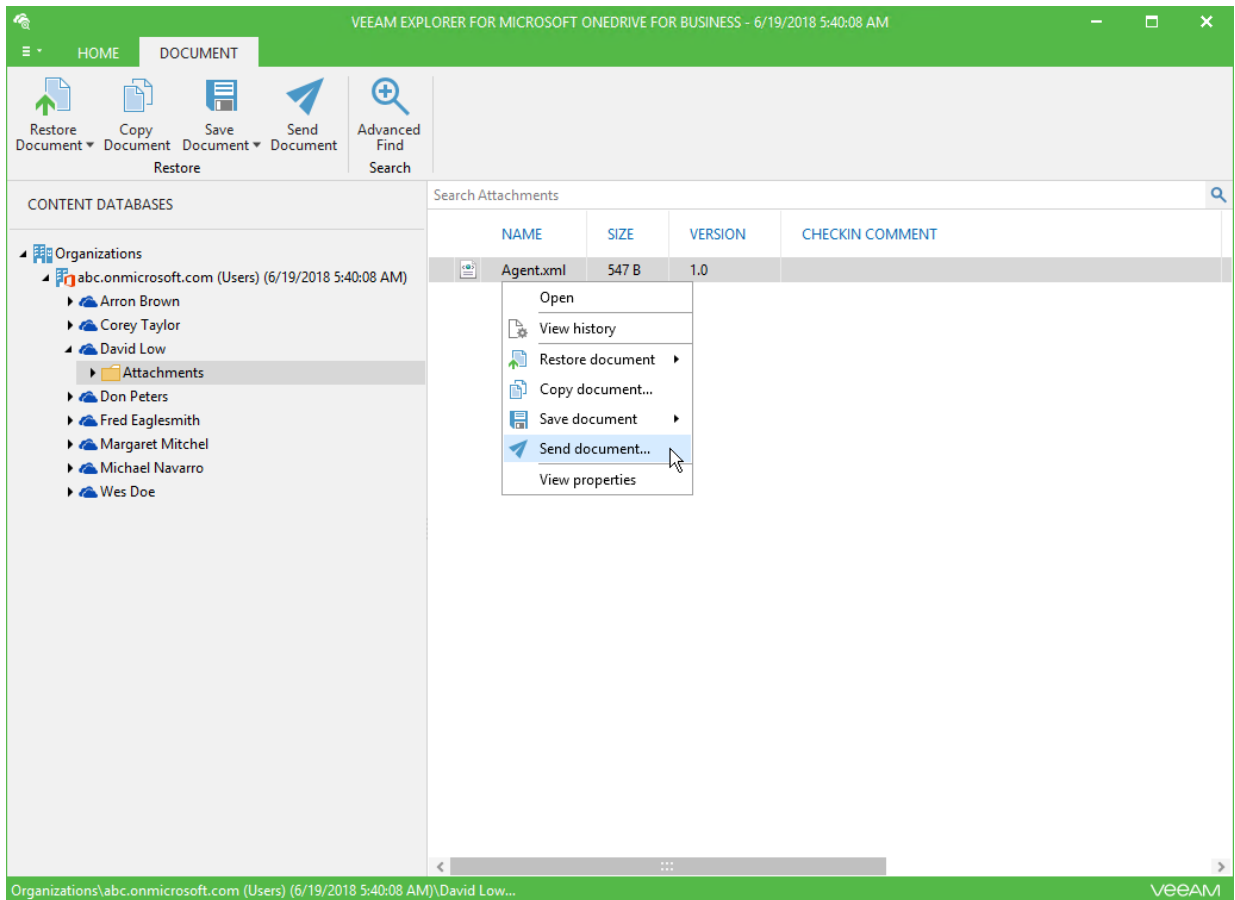
3. Specify the destination folder and click **Select Folder**.

Sending Microsoft OneDrive Documents

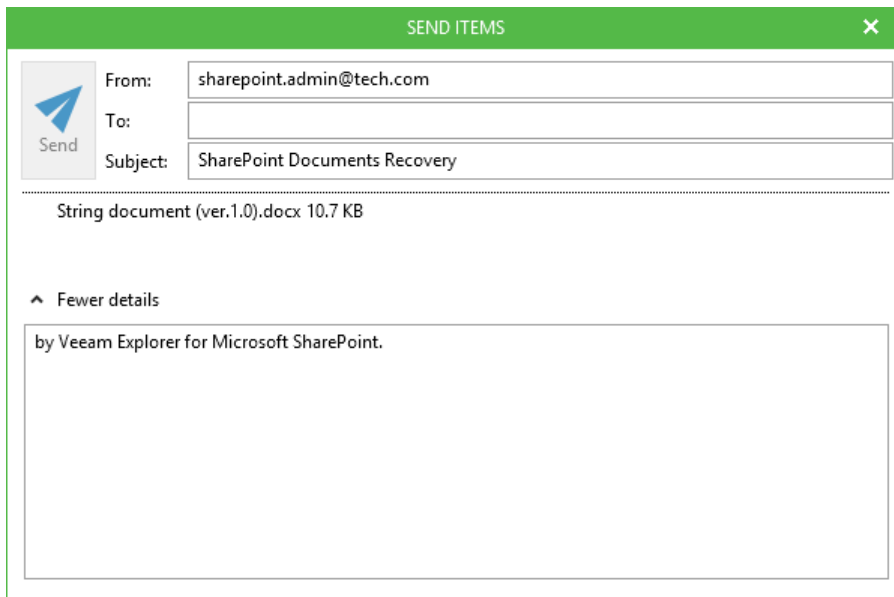
Veeam Explorer for OneDrive for Business allows you to send OneDrive documents to the specified recipients. Before sending your documents, ensure that you have configured your SMTP settings properly. For more information, see [Configuring SMTP Settings](#).

To send your OneDrive documents via email, do the following:

1. In the navigation pane, select OneDrive if you want to send the entire OneDrive. To send a particular document or multiple documents, select such documents in the preview pane.
2. On the ribbon menu or using the corresponding context menu, click **Send OneDrive** when sending OneDrive or **Send Document** when sending documents.



3. Specify the recipient address and click **Send**.



You can edit the body message by clicking **More Details**.

NOTE:

- The **From** field will be auto-completed with the e-mail address you have specified during configuring SMTP settings. See [Configuring SMTP Settings](#).
- The maximum amount of data that you would be able to send depends on your SMTP server configuration

Mail Backup as a Service

Veeam Backup for Microsoft Office 365 allows service providers to back up tenants hybrid or Exchange/SharePoint Online organizations data that may comprise any of the following data types:

- Microsoft Exchange Organization mailboxes
- Microsoft SharePoint sites and libraries
- Microsoft OneDrive documents

Tenants may utilize the [Veeam Explorer for Microsoft Exchange](#), [Veeam Explorer for Microsoft SharePoint](#) or [Veeam Explorer for Microsoft OneDrive for Business](#) abilities to send self-service recovery requests to the Veeam Backup for Microsoft Office 365 service provider server to restore their data.

To learn more about configuring Mail Backup as a Service for tenants and service providers, see the following sections:

- [Configuring Mail Backup as a Service for Service Providers](#)
- [Configuring Mail Backup as a Service for Tenants](#)

NOTE:

By default, tenants are not able to restore anything from the backup without the service provider assistance. To be able to perform self-service recovery procedures, a service provider must configure authentication settings for tenants according to the [Configuring Authentication Settings](#) section.

Performing Restore Operations using RESTful API

A Service Provider can use Veeam Backup for Office 365 RESTful API to build a web portal that will allow tenants to browse and restore their backups without using the Veeam Explorer tool. See the [RESTful API reference](#) guide.

Configuring Mail Backup as a Service for Service Providers

To configure the Veeam Backup for Microsoft Office 365 environment, do the following:

1. Install Veeam Backup & Replication and Veeam Backup for Microsoft Office 365 version 2.0 on the same server. See the [Deployment](#) section of this guide and [Installing Veeam Backup & Replication](#) to know how to install Veeam Backup & Replication.
2. Install valid Veeam Backup & Replication and Veeam Backup for Microsoft Office 365 licenses. For more information, see [Licensing for Service Providers](#) section of the Veeam Cloud Connect Administrator Guide and the [Licensing and License Types](#) section of this guide.
3. Configure a TLS certificate according to the [Managing TLS Certificates](#) section of the Veeam Cloud Connect Administrator Guide. Without a certificate, you will not be able to add a Cloud Gateway component.
4. Configure a Cloud Gateway according to the [Adding Cloud Gateways](#) section of the Veeam Cloud Connect Administrator Guide.
5. Add new tenants according to the [Registering Tenant Accounts](#) section of the Veeam Cloud Connect Administrator Guide.
6. Configure your Veeam Backup for Microsoft Office 365 environment according to the [Configuring Veeam Backup for Microsoft Office 365](#) section.

IMPORTANT!

When planning deployment, remember that Veeam Backup for Microsoft Office 365 and Veeam Backup & Replication 9.5 must be installed on the same server.

Configuring Veeam Backup for Microsoft Office 365

To back up tenants Microsoft Office 365 organizations data, the service provider should receive the tenant's Microsoft organization credentials, to connect to the tenant Office 365 or hybrid organizations. The same credentials will be used by tenants to connect to the Veeam Backup for Microsoft Office 365 server when using Veeam Explorers for self-service recovery.

See the following sections to learn more about configuring Veeam Backup for Microsoft Office 365 environment:

- To learn how to configure overall Veeam Backup for Microsoft Office 365 settings, see the [Configuring Veeam Backup for Microsoft Office 365 Options](#) section.
- To learn how to allow tenants to perform self-restore procedures, see the [Configuring Authentication Settings](#) section.
- To learn how to configure backup proxy servers, see the [Configuring Backup Proxy Servers](#) section.
- To learn how to configure backup repositories, see the [Configuring Backup Repositories](#) section.
- To learn how to add tenants' organizations to the Veeam Backup for Microsoft Office 365 scope, see [Adding Microsoft Organizations](#) section. To be able to access tenant organizations, make sure you have been provided with the appropriate Microsoft organization credentials from the tenant.
- To learn how to create a backup of tenants organizations data, see [Performing Organization Data Backup](#).

NOTE:

It is recommended that you configure dedicated proxies in the Veeam Backup for Microsoft Office 365 infrastructure. Using the default proxy that is installed along with the Veeam Backup for Microsoft Office 365 server to process tenant data is not recommended due to a possible high operational load. If you plan to perform tenant hybrid organizations backup, you need to obtain tenant on-premises Exchange connection settings such as the server name, server ports, and credentials.

Configuring Mail Backup as a Service for Tenants

As a tenant you must provide your service provider with your Microsoft organization credentials so that the service provider can connect to your organizations and add them to the Veeam Backup for Microsoft Office 365 service provider scope. You can use the same credentials later when adding a Veeam Backup for Microsoft Office 365 service provider server to the Veeam Explorer for Microsoft Exchange or Veeam Explorer for Microsoft SharePoint scope. See [Adding Backups to the Veeam Explorer Scope](#).

If you plan to allow your Service Provider to access your environment to perform hybrid organizations backups, you should provide your on-premises Exchange/SharePoint connection settings such as the server name, server ports, and valid credentials.

NOTE:

Tenants are not required to purchase any license to communicate with service providers. With no license installed, tenants are still able to add a service provider to their backup infrastructure to get the full range of available services. See [Adding a Service Provider Without a License](#).

Adding Organization Backups to the Veeam Explorer Scope

To be able to explore your Microsoft Office 365 organizations backups using Veeam Explorers, you should be granted access to your service provider Veeam Backup for Microsoft Office 365 server. Access might be granted according to the [Configuring Authentication Settings](#) section.

To add a new Microsoft Exchange or Microsoft SharePoint organization database to the corresponding Veeam Explorer scope, do the following:

1. Depending on the data type you want to work with, open the corresponding Veeam Explorer tool. It can be Veeam Explorer for Microsoft Exchange, Veeam Explorer for Microsoft SharePoint, or Veeam Explorer for Microsoft OneDrive for Business.
2. Follow the instructions provided the following sections:
 - [Adding Organization Backups in Veeam Explorer for Microsoft Exchange](#)
 - [Adding Organization Backups in Veeam Explorer for Microsoft SharePoint](#)
 - [Adding Organization Backups in Veeam Explorer for Microsoft OneDrive for Business](#)

After you establish the connection to the Veeam Backup for Microsoft Office 365 server of your service provider, you will be able to utilize the corresponding Veeam Explorers abilities.

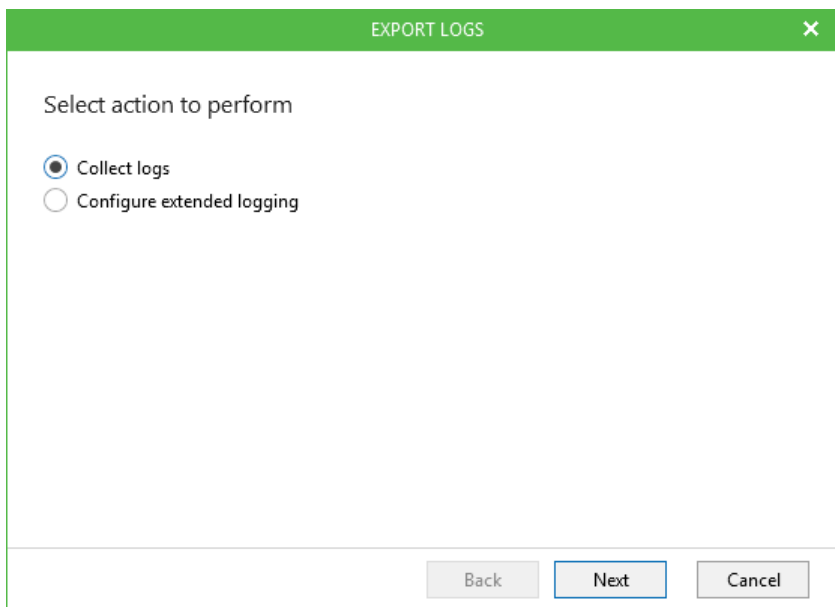
- See [Processing Microsoft Exchange Backups](#) to learn more about working with Veeam Explorer for Microsoft Exchange.
- See [Processing Microsoft SharePoint Backups](#) to learn more about working with Veeam Explorer for Microsoft SharePoint.
- See [Processing Microsoft OneDrive Backups](#) to learn more about working with Veeam Explorer for Microsoft OneDrive for Business.

Exporting Veeam Backup for Microsoft Office 365 Log Files

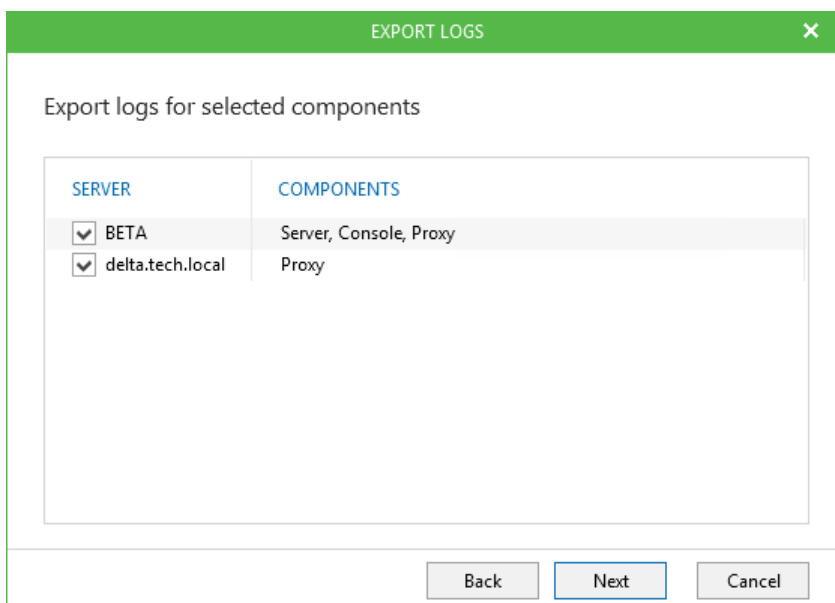
Log files are used to troubleshoot a variety of different situations when certain processes may have gotten the unexpected results while being executed.

To export logs, do the following:

1. Go to the main menu and click **Options > Help > Support Information**.
2. Select **Collect logs**. If you want to activate the extended logging mode, select **Configure extended logging** and proceed with the [Configuring Extended Logging Mode](#) section.



3. Select components (local or remote) for which you want to obtain log files.



4. Specify the time period for the log export. To export all logs regardless of the time period, select the **Collect all logs** option.

EXPORT LOGS

Specify the time period to perform logs export for

Collect logs for the last days

Collect logs for the specified time period

From: to:

Collect all logs

Back Next Cancel

5. Specify the path and click **Finish**. You may leave the file name empty. In this case logs will be exported with the default name having the predefined by Veeam format.

EXPORT LOGS

Select location to export the logs to

Path: Browse

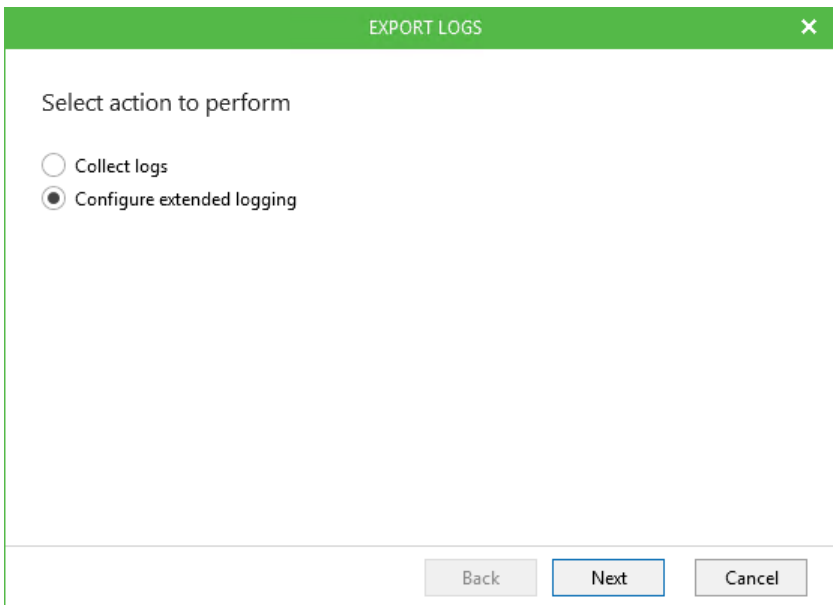
Back Finish Cancel

Configuring Extended Logging Mode

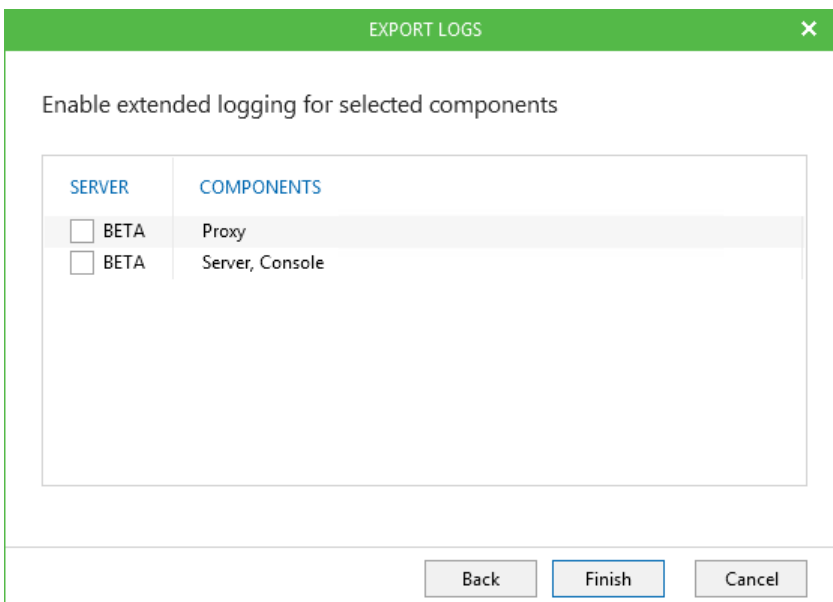
By default, logs are exported using the default mode. In certain cases, you may need to enable the extended logging mode to collect logs that contain more details on specific operations.

To configure extended logging mode, do the following:

1. Go to the main menu and click **Options > Help > Support Information**.
2. Select **Configure extended logging**.



3. Select components (local or remote) to which you want to apply the extended logging mode.



After you enable the extended logging mode, you can go back to the application and perform certain actions. Then, collect logs as described in the [Exporting Veeam Backup for Microsoft Office 365 Log Files](#) section to see what has happened during the session.