



Ahsay Online Backup Manager v7

Office 365 Exchange Online Backup & Restore Guide for Mac OS X

Ahsay Systems Corporation Limited

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Revision History

Date	Descriptions	Type of modification
24 Aug 2016	First Draft	New
13 Jan 2017	Added requirement in Ch. 2 Preparing for Backup and Restore; Overall minor formatting changes	Modified
3 Feb 2017	Added instructions and screen shots for Encryption key handling in Ch. 4	New
5 Apr 2017	Revised screen shot in Create a Backup Set on User Web Console section; Added Backup Destination for Run-on-Server Backup Set related info; Added Encryption Type option in Ch. 4 Creating an Office 365 Exchange Online Backup Set	New & Modified
2 Nov 2017	Added Supported Source for Ch.2.4	New
14 Dec 2017	Updated diagram for System Architecture for Ch.1.2; Added and updated items and diagram in Ch.1.3; Added limitation for Ch.2.5; Added Best Practice and Recommendation for Ch.2.6; Updated process flow for Ch.5	New / Modified
2 Jan 2018	Added AhsayOBM Licenses, Continuous Backup Module and Java Heap Size requirement for Ch.2.3; Added Screen Shot for Add-on Module for Ch.2.3; Added Public Folder Management permission for user account for Ch.2.3; Added content of backup destination in the comparison table for Ch.1.3; Added administrative authority to restore mailbox to alternate location for Limitation for Ch.2.5; Added Set Backup Destination and Login AhsayOBM for Best Practice and Recommendation for Ch.2.6	New / Modified

Table of Contents

1	Overview	1
	What is this software?	1
	System Architecture	1
	Why should I use AhsayOBM or AhsayCBS User Web Console?	2
	About This Document.....	9
2	Preparing for Backup and Restore.....	10
	Hardware Requirement	10
	Software Requirement	10
	Other Requirements.....	10
	Supported Source	15
	Limitation	16
	Best Practices and Recommendations.....	17
3	Login to AhsayOBM / AhsayCBS User Web Console.....	20
	Login to AhsayOBM	20
	Login to AhsayCBS User Web Console	21
4	Creating an Office 365 Exchange Online Backup Set.....	22
	Create a Backup Set on AhsayOBM	22
	Create a Backup Set on User Web Console.....	32
5	Overview of Office 365 Exchange Online Backup Process.....	38
6	Running Backup Job	39
	Start a Manual Backup in AhsayOBM	39
	Start a Manual Backup on the User Web Console	40
	Configure Backup Schedule for Automated Backup	42
	Setting up on AhsayOBM	42
	Setting on User Web Console.....	45
7	Restoring Office 365 Exchange Online Backup Set.....	47
	Restore Backup with AhsayOBM	47
	Restore Backup with AhsayCBS User Web Console.....	51
8	Contacting Ahsay	53
	Technical Assistance	53
	Documentation	53
	Appendix.....	54
	Appendix A Setting Backup Destination on AhsayOBM for Backup Set Created on User Web Console.....	54

1 Overview

What is this software?

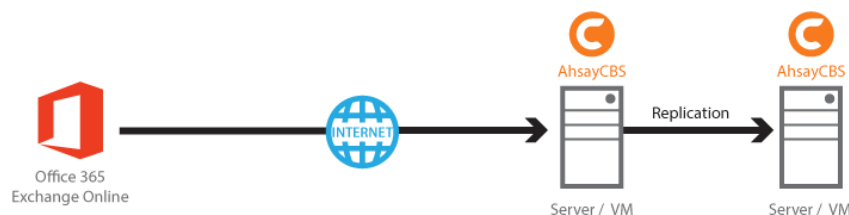
Ahsay brings you specialized client backup software, namely AhsayOBM, to provide a set of tools to protect your mailbox accounts on Office 365 Exchange Online. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Office 365 mailboxes, with snapshots / versioning, and retention policy to protect even email that you may have accidentally deleted from your Office 365 mailbox.

System Architecture

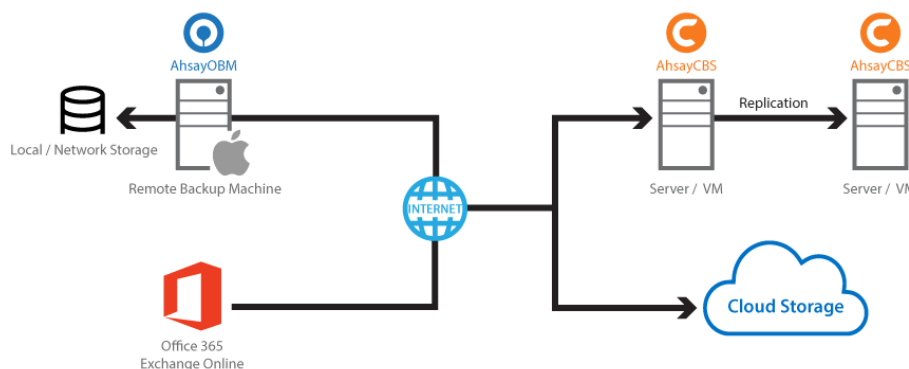
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Office 365 Exchange Online service, AhsayOBM and AhsayCBS.

In this user guide, we will focus on the software installation, as well as the end-to-end backup and restore process using both AhsayCBS User Web Console (Agentless) and the AhsayOBM (Agent-based).

1. **Agentless:** No need to install AhsayOBM. The AhsayCBS backup server connects to the Office 365 Exchange online directly through the Internet.

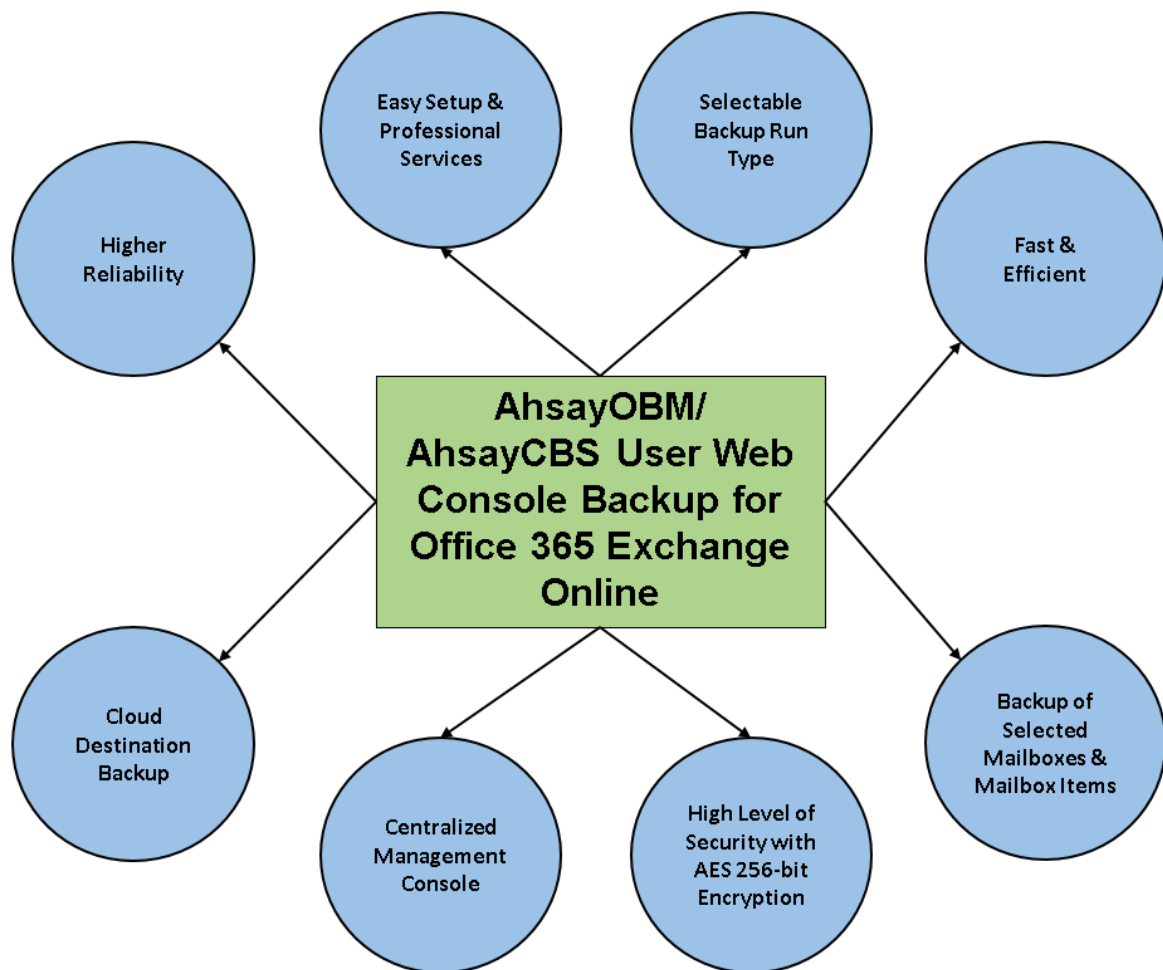


2. **Agent-based:** The latest version of AhsayOBM is installed on the remote backup machine which is connected to Office 365 Exchange online and AhsayCBS backup server through internet.



Why should I use AhsayOBM or AhsayCBS User Web Console?

We are committed to bringing you a comprehensive Office 365 Exchange Online backup solution with AhsayOBM. Below are some key areas that we can help to make your backup experience a better one.



Easy Setup & Professional Services

Setup is a few clicks away - our enhanced AhsayOBM v7 can be easily downloaded and installed in just a few clicks. The refined user interface also provides user-friendly instructions to guide you through installation, configuration, backup and restore. The intuitive setup procedures together with instructions in this user guide makes the software installation and operations easy even for layman users. That being said, if you do run into any problems during setup, we are here to help out. Visit the URL below for details on technical assistance.

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Professional Services

AhsayOBM Installation and Configuration Service

If you would like to save the time of reading through this document for setup, we have introduced this service to take care of all the installation and setup for you. On top of the installation and setup services, we also have a whole series of premium after-sales services to provide you with the best user experiences possible.

Valid Maintenance

Our Valid Maintenance provides you with professional and timely customer support along the way. You

are entitled to the Valid Maintenance for free during the first year of your service subscription, and recurring annual fee at 20% of your annual subscription fee.

Refer to our [Professional Services](#) webpage for further details and subscription.

Selectable Backup Run Type

You can choose to either run the backup set you created on Server (AhsayCBS User Web Console) or Client (AhsayOBM).

NOTE

The run type of an Office 365 Exchange Online backup set can only be set if you create a backup set via the AhsayCBS Admin / User Web Console. For backup set created via the backup client application (i.e. AhsayOBM), the run type is set to Run on Client by default.

Run on Server

A Run on Server Office 365 Exchange Online backup set provides you with an agentless backup solution. Manual or scheduled backup job is performed on the backup server (i.e. AhsayCBS User Web Console); you do not need to install a backup agent on your personal computer in order to back up your data on cloud storages. The advantages of agentless backup technology make it a good option for users who want to simplify the backup and restore management.

Run on Client

A Run on Client Office 365 Exchange Online backup set provides you with an agent-based backup solution. Manual or scheduled backup job is performed on the client computer (i.e. AhsayOBM); you need to install a backup agent on your personal computer in order to back up your data on cloud storages. The advantages of agent-based backup technology make it a good option for users who want to have more control on individual backup / restore and resources management.

Comparison between Run on Server and Run on Client

With both **Run on Server** (agentless) and **Run on Client** (agent-based) backup options available and the freedom to use different setting on different backup sets according to your needs, our backup solution offers you with high level of flexibility and efficiency for Office 365 Exchange Online backup and restore.

Below is the comparison between backup and restore job Run on Server and Run on Client.

	Run on Server (AhsayCBS User Web Console)	Run on Client (AhsayOBM)
Installation	➤ No need to install the client backup agent on your computer or upgrade it when a newer version becomes available, which can fulfill some regulatory requirements of compliance during backup or	➤ Need to install the latest version of AhsayOBM on computer with internet access for connection to Office 365 account.

	<p>restore.</p> <ul style="list-style-type: none"> ➤ Only a web browser and internet connection is needed. 	
Backup	<ul style="list-style-type: none"> ➤ Backup operation of all users are performed on the backup server, which means multiple jobs may run at the same time leading to slower performance. ➤ Backup period will be shorter as the backup data are transferred directly from Office 365 Exchange Online to AhsayCBS backup server. ➤ Backup destination is restricted to AhsayCBS backup server. 	<ul style="list-style-type: none"> ➤ Backup job is performed on your computer with resources that is dedicated to yourself. ➤ In the event of a failure to a single backup agent, it fails in isolation to other users' environment. ➤ Backup period will be longer as the backup data are transferred from Office 365 Exchange Online to AhsayOBM, then to AhsayCBS backup server. ➤ Backup destination can be AhsayCBS backup server, local and cloud drive and FTP.
Large Number of Mailbox Backup Sets	<ul style="list-style-type: none"> ➤ Backup of large number of mailbox backup set may take more time. As it will increase the AhsayCBS server load a lot if run multiple mailbox backup sets concurrently and may affect the server performance, so it will make backup speed slower and period longer. 	<ul style="list-style-type: none"> ➤ Backup of large number of mailbox backup sets may take less time. As backup sets can be run concurrently over several machines as distributed solution, the resource will be more and will make backup speed faster and period shorter.
Cost	<ul style="list-style-type: none"> ➤ Do not require provision of additional Mac machine. 	<ul style="list-style-type: none"> ➤ May require the provision of an additional Mac machine.
Restore	<ul style="list-style-type: none"> ➤ Restore operation of all users are performed on the backup server which may have multiple jobs to run at the same time, resulting in slower performance. ➤ Restore period should be shorter as the backed up items are transferred directly from AhsayCBS backup server to Office 365 Exchange Online. 	<ul style="list-style-type: none"> ➤ Restore job is performed on your computer with resources that is dedicated to yourself. ➤ In the event of a failure to a single backup agent, it fails in isolation to other users' environment. ➤ Restore period should be longer as the backed up items are transferred from AhsayCBS backup server to AhsayOBM first and then to Office 365 Exchange Online.

Differences between a Run on Server and Run on Client Backup Set

The following table summarizes the differences in backup options available for a Run on Server or Run on Client, and the tool to use (client agent or user web console) when performing a backup and restore:

	Run on Server Office 365 Exchange Online Backup Set	Run on Client Office 365 Exchange Online Backup Set
General Settings	Yes	Yes
Backup Source	Yes	Yes
Backup Schedule	Yes	Yes
Continuous Backup	Yes	Yes
Destination	Yes (Restricted to AhsayCBS only)	Yes
In-File Delta	Yes	Yes
Retention Policy	Yes	Yes
Command Line Tool	N/A	Yes
Reminder	N/A	N/A
Bandwidth Control	Yes	Yes
IP Allowed for	N/A	N/A
Other	Yes	Yes
To Run a Backup	AhsayCBS User Web Console Only	AhsayOBM / AhsayCBS
To Run a Restore	AhsayCBS User Web Console Only	AhsayOBM / AhsayCBS

Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why AhsayOBM is designed with advanced technologies to make backup a fast and efficient process.

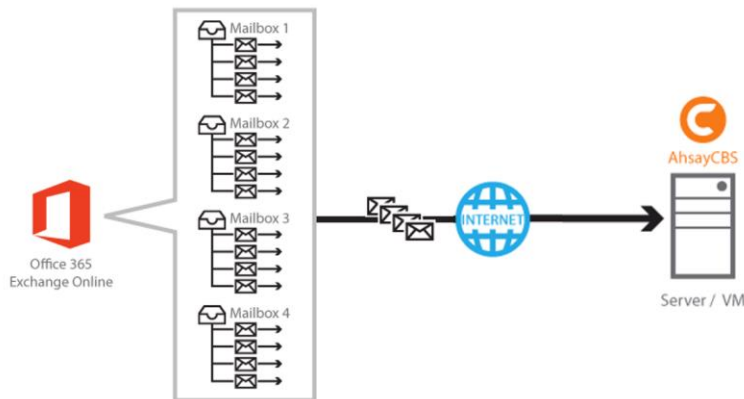
We also understand that you may wish to run backup at a specified time interval of your choice, that's why we also allow you to set your own backup schedules so that you can take full control of the time when to perform backup.

- **Multi-threading** – this technology utilizes the computing power of multiple CPU cores for creating multiple backup and restore threads to produce fast backup and restore performance.

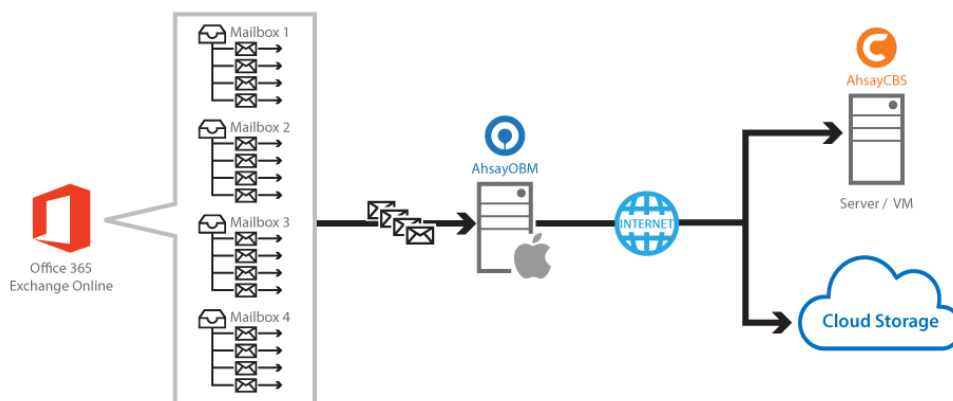
The default setting for Office 365 Exchange Online backup sets supports

- Backup of 4 mailboxes concurrently (4 threads).
- For each of the 4 mailboxes, now supports a maximum 4 mail items concurrently (4 threads).

For Agentless Option:



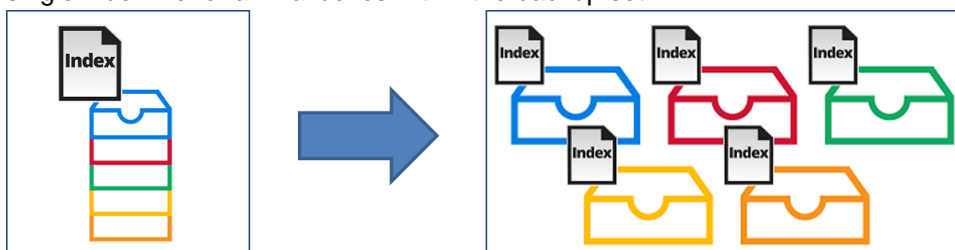
For Agent-based Option:



As shown the technology translate into a total of 16 concurrent threads.

- **Index File Structure** – The index file structure has been re-designed to improve the backup and restore performance.

Each Office 365 Exchange online mailbox will have its own individual index file instead of a single index file for all mailboxes within the backup set.



This new design eliminates any potential I/O performance bottlenecks when the index file is updated during each backup job, which can occur when using single index file structure for multi-thread concurrent backup.

- **Block Level Incremental Backup** – this technology breaks down the backup files into multiple blocks and only the changed blocks will be backed up each time.

Backup of Selected Mailboxes & Mailbox Items

The backup resources can be mailbox level, folder level and even item level.

- Flexible backup options:
 - Only select the required mailboxes, specific folders or items for backup.
- Flexible restore options:
 - Restore the whole mailbox contents or just one email.
 - Restore mail items to the original mailbox or an alternate mailbox

High Level of Security

We understand your Office 365 mail objects may contain sensitive information that requires to be protected, that is why your backup data will be encrypted with the highest level of security measure.

- **Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will by default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- **Encryption Key Recovery** – Furthermore, we have a backup plan for you to recover your encryption key in case you have lost it. Your backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

Centralized Management Console

Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore. Below is an overview of what you can do with it. For more details regarding the setup and operations of the centralized management console, refer to the [AhsayCBS Administrator's Guide](#) for details.

- Create/ update/ delete backup set
- Restore backup
- Configure user settings
- Configure backup settings
- View and download backup and restore reports
- Monitor backup and restore live activities
- Monitor storage statistic

Cloud Destinations Backup

To offer you with the highest flexibility of backup destination, you can now back up mail objects to a wide range of cloud storage destinations. Utilizing cloud destination backup gives you an extra layer of protection in the event of a local drive corruption, where you will still be able to retrieve data from the cloud destination.

NOTE

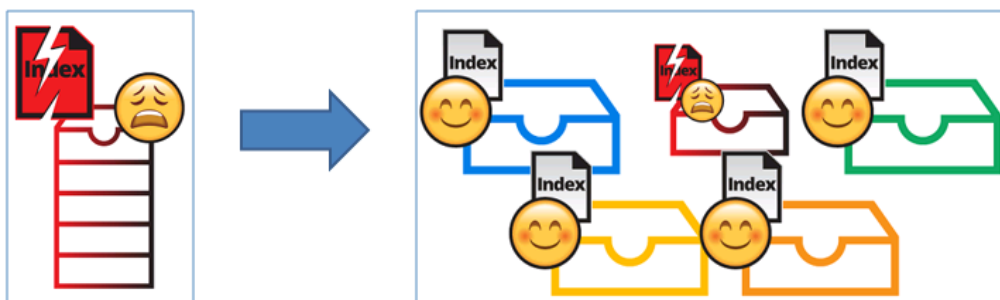
Cloud destination backup applies only to agent-based backup sets. The backup destination is restricted to AhsayCBS for all agentless backup sets.

Below is a list of supported cloud destinations.

Aliyun (阿里云) *	Google Drive	Amazon S3	Amazon Cloud Drive
Google Cloud Storage	CTYun (中国电信天翼云)*	AWS S3 Compatible Cloud Storage	Microsoft OneDrive / OneDrive for Business
Rackspace	OpenStack	Microsoft Azure	Dropbox
FTP	SFTP	OneDrive	

Higher Reliability

The implementation of one index file per mailbox can significantly improve the overall resilience of backup and restore from index related issues.



For example, if a single index file corrupted, it will only affect corresponding mailbox, while other mailboxes selected for backup are unaffected.

About This Document

What is the purpose of this document?

This document aims at providing all necessary information for you to get started with setting up your system for Office 365 Exchange Online backup and restore, followed by step-by-step instructions on creating backup set, running backup job and restoring backed up data, using both the AhsayOBM and AhsayCBS Web User Console.

The document can be divided into 3 main parts.

Part 1: Preparing for Office 365 Exchange Online Backup & Restore

Requirements

Requirements on hardware & software for installation

Best Practices and Recommendations

Items recommended to pay attention to before backup and restore

Part 2: Performing Office 365 Exchange Online Backup

Logging in to Client Agent or User Web Console

Log in to AhsayOBM or User Web Console

Creating a Backup Set

Create a backup set using AhsayOBM and User Web Console

Running a Backup Set

Run a backup set using the AhsayOBM and User Web Console

Configuring an Automated Backup

Configure backup schedule for automated backup

Part 3: Restoring Office 365 Exchange Online Backup

Restoring a Backup Set using AhsayOBM & User Web Console

Restore a backup using the AhsayOBM and User Web Console

What should I expect from this document?

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to backup Office 365 Exchange Online on AhsayOBM, as well as to carry out an end-to-end backup and restore process.

Who should read this document?

This documentation is intended for backup administrators and IT professionals who are responsible for the Office 365 Exchange Online backup and restore.

2 Preparing for Backup and Restore

Hardware Requirement

To achieve the optimal performance when AhsayOBM is running on your machine, refer to the following article for the list of hardware requirements.

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 7.3 or above](#)

Software Requirement

Make sure the operating system where you have the Office 365 Exchange Online installed is compatible with the AhsayOBM. Refer to the following article for the list of compatible operating systems and application versions.

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 7.3 or above](#)

Other Requirements

➊ AhsayOBM Installation

For agent-based backup and restore, make sure that the latest version of AhsayOBM is installed on your computer with Internet access for connection to your Office 365 Exchange Online account.

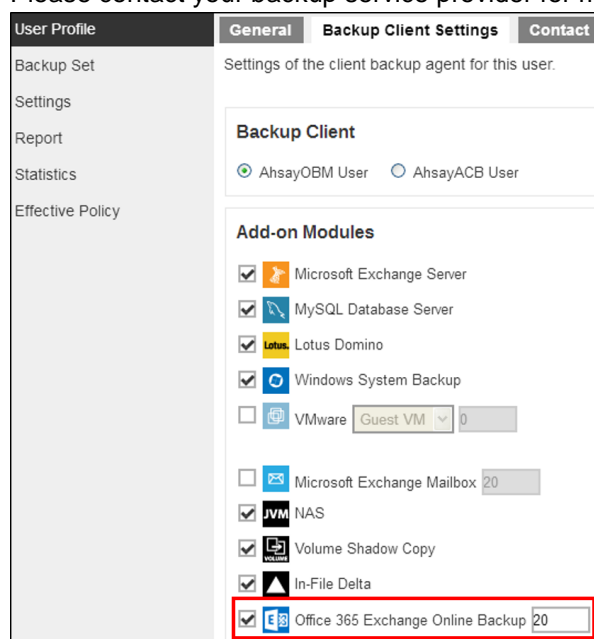
User should also stay up-to-date when newer version of AhsayOBM is released. To get our latest product and company news through email, please subscribe to our mailing list.
http://www.ahsay.com/jsp/en/home/subscribe_mail_list.jsp

➋ Add-on Module Requirement

One Office 365 Exchange Online Backup license is required for the backup of each user mailbox. No license is required for public folder.

Make sure that the Office 365 Exchange Online Backup feature has been enabled as an add-on module in your AhsayOBM user account and there is sufficient Office 365 Exchange Online Backup license quota to cover the backup of your mailboxes.

Please contact your backup service provider for more details.



User Profile	General	Backup Client Settings	Contact
Backup Set	Settings of the client backup agent for this user.		
Settings			
Report			
Statistics			
Effective Policy			
	Backup Client		
	<input checked="" type="radio"/> AhsayOBM User <input type="radio"/> AhsayACB User		
	Add-on Modules		
	<input checked="" type="checkbox"/> Microsoft Exchange Server		
	<input checked="" type="checkbox"/> MySQL Database Server		
	<input checked="" type="checkbox"/> Lotus Domino		
	<input checked="" type="checkbox"/> Windows System Backup		
	<input type="checkbox"/> VMware <input type="text" value="Guest VM"/> <input type="text" value="0"/>		
	<input type="checkbox"/> Microsoft Exchange Mailbox <input type="text" value="20"/>		
	<input checked="" type="checkbox"/> NAS		
	<input checked="" type="checkbox"/> Volume Shadow Copy		
	<input checked="" type="checkbox"/> In-File Delta		
	<input checked="" type="checkbox"/> Office 365 Exchange Online Backup <input type="text" value="20"/>		

❶ Access for AhsayCBS User Web Console

It is now possible to perform agentless backup and restore, which can be done via the AhsayCBS User Web Console without using the AhsayOBM client agent. In order to access the User Web Console, make sure you have Internet connection and a web browser installed on your computer or mobile device.

❷ AhsayOBM Licenses

AhsayOBM licenses are calculated on a per device basis:

- i. To backup mailboxes with 1 backup client computer / Exchange server (e.g. 1 AhsayOBM installed), 1 AhsayOBM license is required.
- ii. To backup mailboxes with multiple backup client computers, the number of AhsayOBM licenses required is equal to the number of devices. For example, if there are 10 mailboxes to be backup with 3 backup client computers, then 3 AhsayOBM licenses are required.

Please contact your backup service provider for more details.

❸ Backup Quota Requirement

Make sure that your AhsayOBM user account has sufficient quota assigned to accommodate the storage of the Office 365 Exchange Online mailboxes and public folder items for the new backup set and retention policy.

Please contact your backup service provider for details.

❹ Continuous Backup Module

The Continuous backup add-on module is required if you would like to enable the continuous backup feature.

❺ Java Heap Size

The default Java heap size setting on AhsayOBM is 2048MB. For Office 365 Exchange online backup, it is highly recommended to increase the Java heap size setting to at least 4096MB to improve backup and restore performance. The actual heap size is dependent on amount of free memory available on the machine with AhsayOBM installed (machine that is running the backup).

❻ Office 365 Subscription Plan

The following subscription plans with Exchange Online email services are supported to run backup and restore on AhsayOBM or AhsayCBS User Web Console.

Office 365 Business Essentials	Office 365 Business Premium
Office 365 Education	Office 365 Enterprise E1
Office 365 Enterprise E3	Office 365 Enterprise E4
Office 365 Enterprise E5	

❼ Office 365 Subscription

Make sure your Office 365 Exchange Online subscription with Microsoft is active in order to enjoy all privileges that come along with our backup services. If your account

has expired, renew it with Microsoft as soon as possible so that you can continue enjoy the Office 365 Exchange Online backup services provided by Ahsay.

When your account is expired, depending on your role, certain access restrictions will be applied to your account. Refer to the URL below for more details

[Microsoft Office 365 Subscription Status](#)

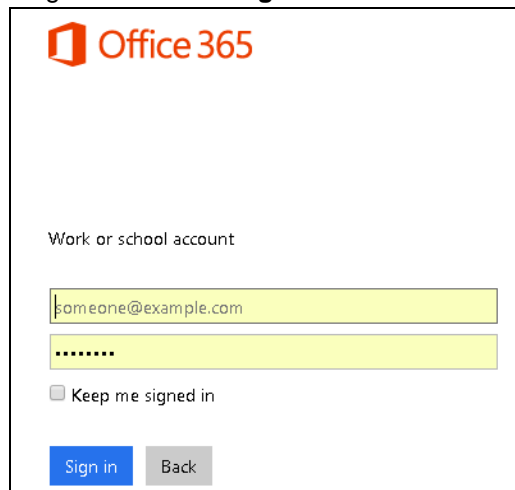
❶ Granting Permission to Accounts for Creating Backup Set

Before the Office 365 account administrator or other accounts can create a backup set, the administrator has to grant permission to the account(s) which are going to create backup set. The account must be a member of the following security groups:

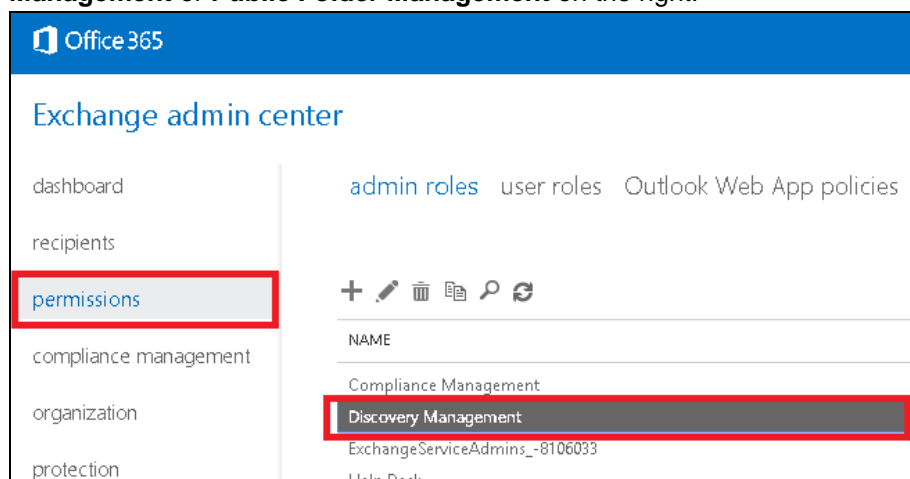
- Discovery Management
- Public Folder Management

Follow the steps below to grant permission to user account.

- Open <https://outlook.office365.com/ecp>
- Login to the **Exchange admin center** as an account administrator.

The image shows the Office 365 login page. At the top is the Office 365 logo. Below it, the text "Work or school account" is displayed. There are two input fields: the first contains the email address "someone@example.com" and the second contains masked characters ".....". Below the input fields is a checkbox labeled "Keep me signed in". At the bottom are two buttons: "Sign in" (blue) and "Back" (grey).

- Select the **permissions** menu on the left, then double click on **Discovery Management** or **Public Folder Management** on the right.

The image shows the Exchange admin center interface. The top navigation bar is blue with the Office 365 logo. Below it, the title "Exchange admin center" is displayed. On the left is a sidebar menu with options: "dashboard", "recipients", "permissions" (highlighted with a red box), "compliance management", "organization", and "protection". On the right, there are tabs for "admin roles", "user roles", and "Outlook Web App policies". Below the tabs are icons for adding, editing, deleting, and other actions. A table lists roles, with "Discovery Management" highlighted by a red box. The table has a header "NAME" and the following entries: "Compliance Management", "Discovery Management", "ExchangeServiceAdmins_-8106033", and "Help Desk".

- iv. You can now add users to this group. Click the **+** icon under the **Members** section.

Members:

+ **-**

NAME	DISPLAY NAME
ahsay.qa	Ahsay QA
carven.tsang	Carven Tsang
steven.tse	CS - Steven Tse
danny01	danny01
danny02	danny02

Save Cancel

- v. Look for the username(s) of the account that you would like to add permission for, then click **add > OK** to add the corresponding user(s) to the permission group.

NAME DISPLAY NAME

UM Management	
user-management-administrator	user-management-administrator
user01	user01
user02	user02
user03	user03
user04	user04
user05	user05
user06	user06
user07	user07
user08	user08
user09	user09

1 selected of 71 total

add -> OK Cancel

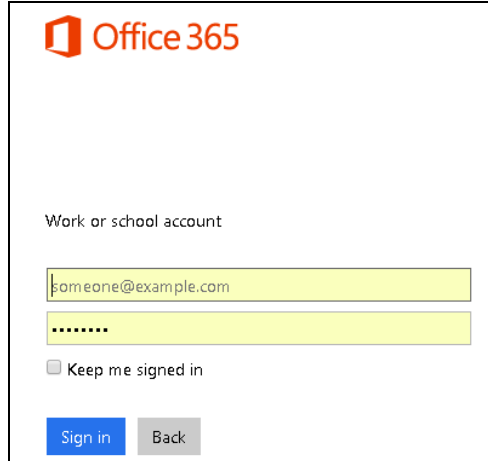
- vi. Click Save to confirm and exit the setting.

Granting Permission for Application Impersonation

This permission allows users under the **Members** section of the **Discovery Management** group (refer to the previous section for setup) to back up and/or restore mailbox item(s) not only for their own account, but also accounts of other users in the same **Members** section. To grant permission for this feature, you have to add the **Application Impersonation** role by following the steps below.

- i. Open <https://outlook.office365.com/ecp>

- ii. Login to the **Exchange admin center** as an account administrator.



Office 365

Work or school account

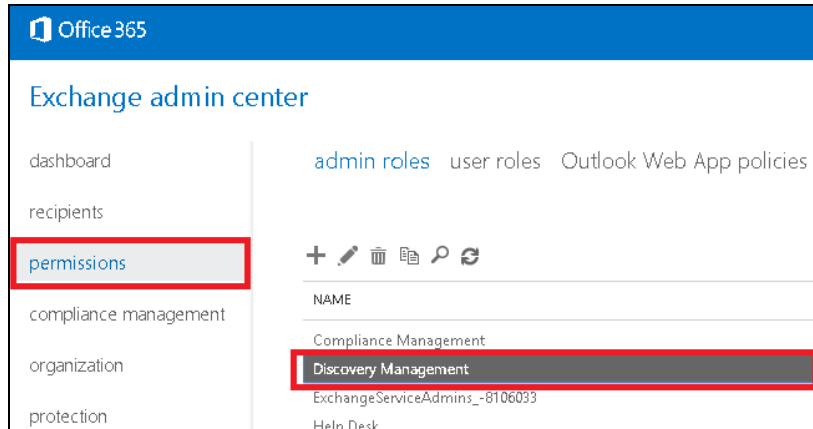
someone@example.com

.....

☐ Keep me signed in

Sign in Back

- iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.



Office 365

Exchange admin center

dashboard admin roles user roles Outlook Web App policies

recipients

permissions

compliance management

organization

protection

+ -

NAME
Compliance Management
Discovery Management
ExchangeServiceAdmins_-8106033
Help Desk

- iv. Click the **+** icon under the **Role** section.



Roles:

+ -

NAME
Legal Hold
Legal Hold
CN=ish72bb4a-10a3-4acd-99af-d10d423660a5

- v. Select the **ApplicationImpersonation** role, then click the **add** button. Click **OK** afterward.

- vi. Click **Save** to confirm and exit the setting.

Supported Source

Below is the supported mailbox type of Office 365 Exchange Online Backup.

Mailbox Level			
Item	Supported?	Item	Supported?
User mailbox	✓	Room Mailbox	✓
Public Folder	✓	Equipment Mailbox	✓
Public Folder Mailbox	✓	Shared Mailbox	✓

Below is the items that you can backup or restore from an Office 365 Exchange Online backup set.

Folder Level			
Item	Supported?	Item	Supported?
Inbox	✓	RSS Feeds	✓
Drafts	✓	Junk Email	✓
Sent Items	✓	Tasks	✓
Deleted Items	✓	Calendar	✓

Archive	✓	Contacts	✓
Notes	✓		

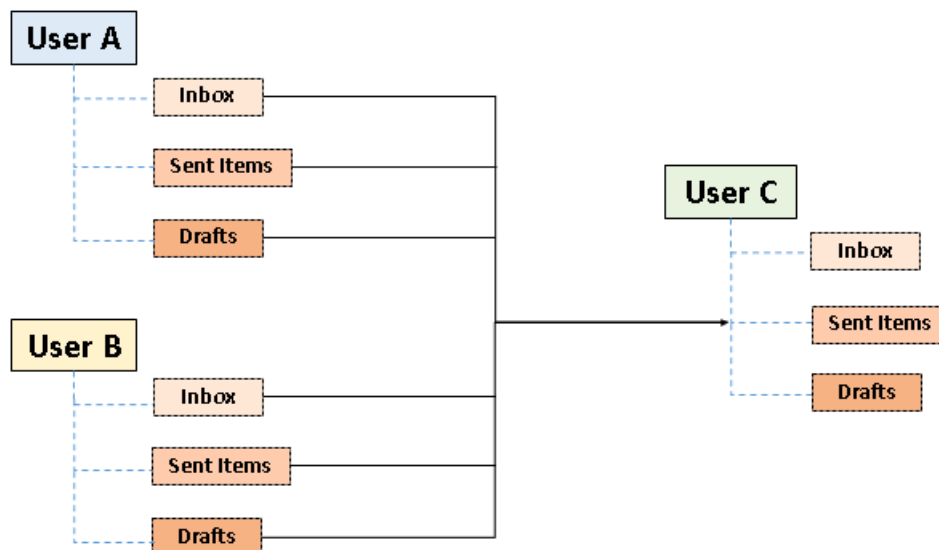
Limitation

For backup and restoration of Office 365 Exchange online backup set, there is some limitation.

1. If you are trying to restore item(s) from one mailbox to an alternate location mailbox, AhsayOBM will restore the item(s) to their respective destination folder(s) with the same name of the original folder(s).

Example: Item from “Inbox” folder of Mailbox-A will be restored to the “Inbox” folder of the alternate location Mailbox-B; Item from “Drafts” folder of Mailbox-A will be restored to the “Drafts” folder of the alternate location Mailbox-B.

2. If you are trying to restore item(s) from several mailboxes to an alternate location mailbox, AhsayOBM will restore the item(s) to their respective destination folder(s) in alternate location mailbox with the same name of the original folder(s).



Example: Item from “Inbox” folder of Mailbox-A and Mailbox-B will be restored to the “Inbox” folder of the alternate location Mailbox-C.

3. Restore of the mailbox items or public folder items is only supported if the according mailbox or public folder exists.
4. Only administrator account or user account with administrative authority can restore backup mailbox items to an alternate location.
5. Restore of mailbox item(s) in public folder to an alternate location mailbox is not supported.

Example: Restore of mailbox item(s) in public folder from Mailbox-A to alternate location Mailbox-B is not supported.

6. If you are trying to restore the mailbox item to a destination mailbox which has a different language setting than the original mailbox, AhsayOBM will restore mailbox item(s) to their respective destination folder based on the translation listed below.

For folders such as 'Calendar' or 'Notes', a new folder 'Calendar' or 'Notes' will be created.

Backup source (English)	Action	Destination mailbox with Chinese as default language settings
Inbox	Merge	收件箱
Outbox	Merge	寄件匣
Sent Items	Merge	寄件備份
Deleted Items	Merge	刪除的郵件
Drafts	Merge	草稿
Junk E-Mail	Merge	垃圾電郵
Calendar	Create new folder	Calendar
Notes	Create new folder	Notes

Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you to follow before you start any Office 365 Exchange Online backup and restore.

Temporary Directory Folder Location (For backup and restore running on AhsayOBM only)

Temporary directory folder is used by AhsayOBM for storing backup set index files and any incremental or differential backup files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is set to a local drive with sufficient free disk space.

Performance Recommendations

Consider the following best practices for optimized performance of the backup operations:

- Enable schedule backup jobs when system activity is low to achieve the best possible performance.
- Perform test restores periodically to ensure your backup is set up and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It's important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.

Individual Mail Object Size

Office 365 Exchange Online service has set a size limit for individual mail object to be uploaded. Considering the size of the mail object may become larger as a result of the transcoding process when it is being sent out, we strongly recommend you to keep individual mail object no larger than **80MB** if you definitely want it to be backed up.

Set Backup Destination

After creating the backup set in **Run on Client** mode on AhsayCBS user web console, please remember to set the backup destination for the backup set in AhsayOBM.

Backup Destination

To provide maximum data protection and flexible restore options, it is recommended to configure:

- At least one offsite or cloud destination
- At least one local destination for fast recovery

Login AhsayOBM

After modifying the backup schedule setting or Continuous Backup setting of the **Run on Client** backup set on AhsayCBS user web console, please remember to login to the AhsaOBM client once to synchronize the changes immediately.

Large amount of Mailboxes to Backup

It is recommended to divide the mailboxes into multiple backup sets. By default, the Office 365 Exchange online backup module can back up a maximum of 4 mailboxes concurrently (4 concurrent backup threads), while backing up a maximum of 4 mail items concurrently per mailbox (4 concurrent backup threads). Therefore, each backup set supports a maximum of $4 \times 4 = 16$ backup threads at a time. By splitting up all mailboxes into separate backup sets, the more backup sets, the faster the backup process can achieve.

Example-1: There are 100 mailboxes needed to be backup, you can divide 20 mailboxes into one backup set.

Backup Set Name	Mailbox Number
Backup-Set-1	No.1 -- 20
Backup-Set-2	No.21 -- 40
Backup-Set-3	No.41 -- 60
Backup-Set-4	No.61 -- 80
Backup-Set-5	No.81 -- 100
Note: If there is new mailboxes added, you can create new backup set for the new mailboxes.	

Example-2: There are 100 mailboxes needed to be backup, you can divide mailboxes into backup sets in alphabetic order.

Backup Set Name	Mailbox Name Start with
Backup-Set-1	A -- E

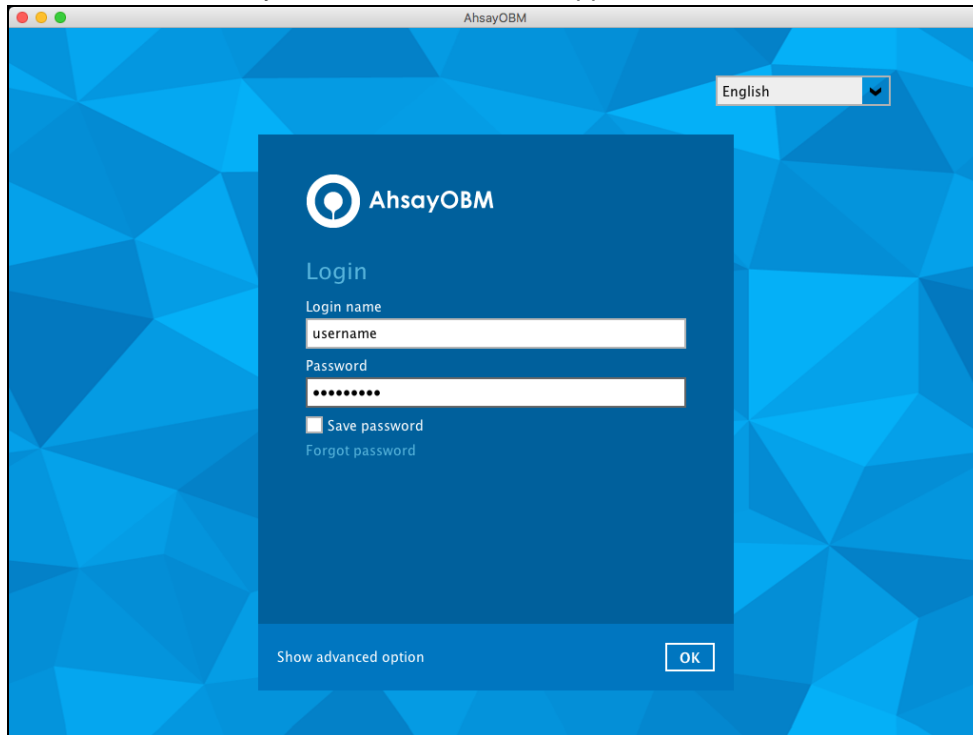
Badkup-Set-2	F -- J
Badkup-Set-3	K --O
Badkup-Set-4	P -- T
Badkup-Set-5	U -- Z
Note: If there is new mailboxes added, you can divide the new mailboxes into the original backup sets by the corresponding alphabetic order.	

3 Login to AhsayOBM / AhsayCBS User Web Console

Login to AhsayOBM

1. Login to the AhsayOBM application user interface.

Double click the AhsayOBM icon to launch the application.



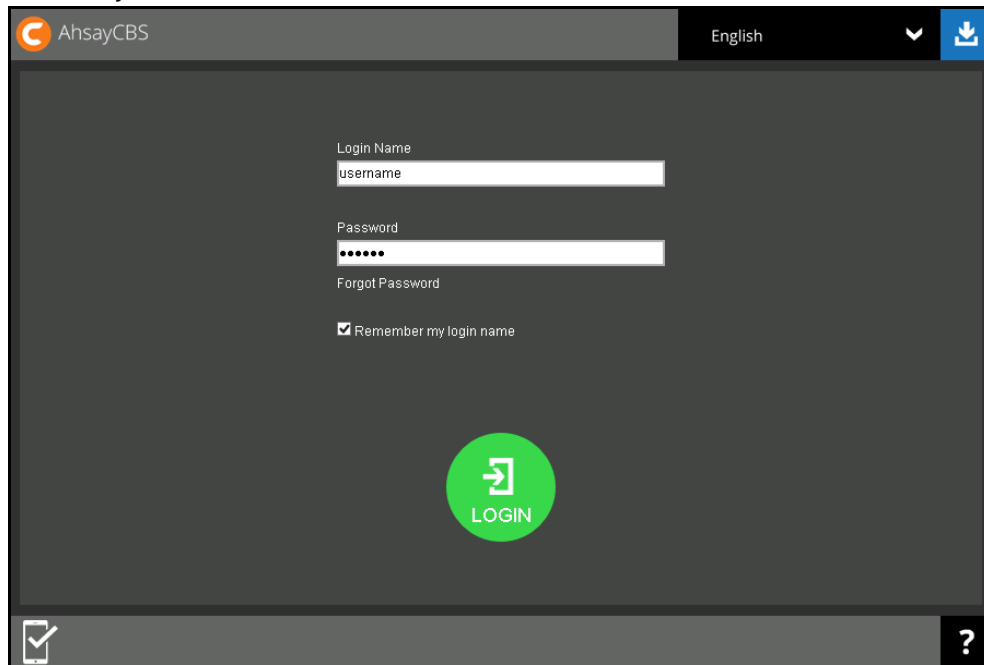
2. Enter the **Login name** and **Password** of your AhsayOBM account.
3. Click **Show advanced option** to configure the **Backup Server** and **Proxy** details if necessary.
4. Click **OK** to login to AhsayOBM.

Login to AhsayCBS User Web Console

1. Enter the IP address provided by your backup service provider.

https://backup_server_hostname:port

Note: Contact your service provider for the URL to connect to the web console if necessary.

The screenshot shows the AhsayCBS login interface. At the top left is the AhsayCBS logo. To its right is a language dropdown menu set to 'English' and a download icon. The main area contains a login form with fields for 'Login Name' (containing 'username') and 'Password' (containing six dots). Below the password field is a 'Forgot Password' link and a checkbox labeled 'Remember my login name' which is checked. A large green circular button with a white right-pointing arrow and the word 'LOGIN' is centered below the form. At the bottom left is a checkmark icon, and at the bottom right is a question mark icon.

2. Enter the Login Name and Password of your AhsayOBM account.
3. Click **LOGIN** afterward to login to the web console.

4 Creating an Office 365 Exchange Online Backup Set

Create a Backup Set on AhsayOBM

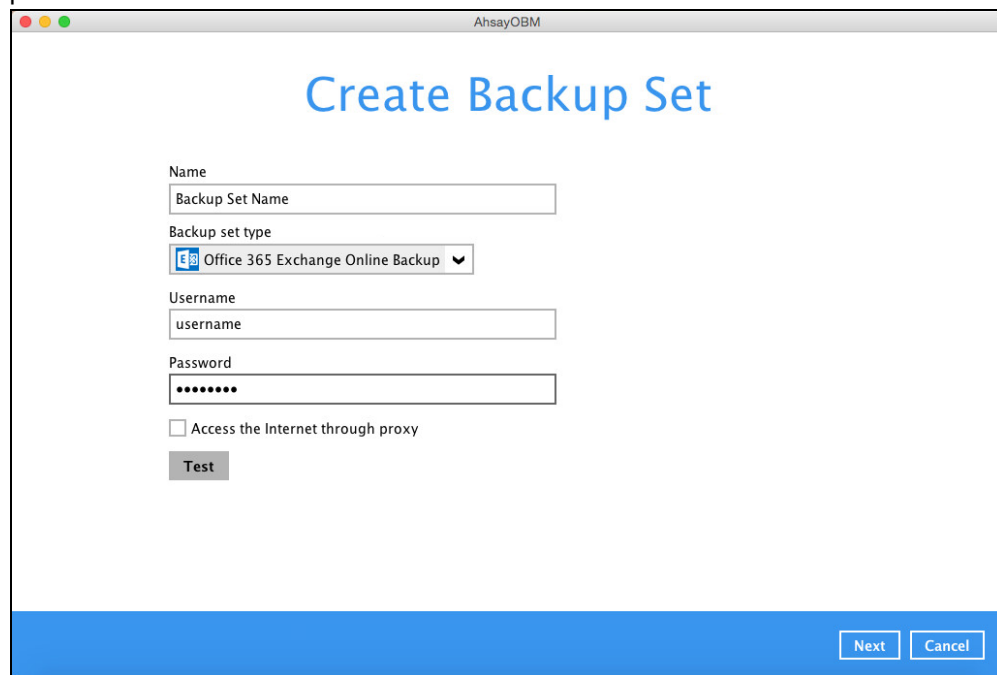
1. In the AhsayOBM main interface, click **Backup Sets**.



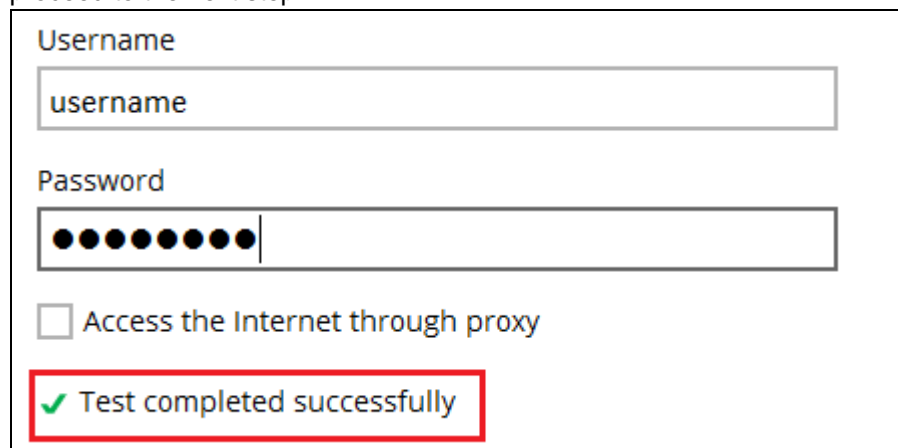
2. Click the "+" icon next to **Add new backup set**.
3. Enter a **Name** for your backup set and select **Office 365 Exchange Online Backup** as the **Backup set type**.

A screenshot of a web browser window titled "AhsayOBM" showing a "Create Backup Set" dialog. The dialog has a title bar with red, yellow, and green window control buttons. The main heading is "Create Backup Set" in blue. Below it, there is a "Name" section with a text input field containing "Backup Set Name". Underneath is the "Backup set type" section, which features a dropdown menu currently showing "Office 365 Exchange Online Backup". The dropdown menu is open, displaying a list of options: "Office 365 Exchange Online Backup" (selected), "File Backup", "Cloud File Backup", "MySQL Backup", and "VMware Backup". To the right of the dropdown, there are two empty text input fields. Below the dropdown, there is a checkbox labeled "Access the Internet through proxy" which is unchecked. At the bottom left of the form area is a "Test" button. At the bottom right, outside the main form area, are "Next" and "Cancel" buttons.

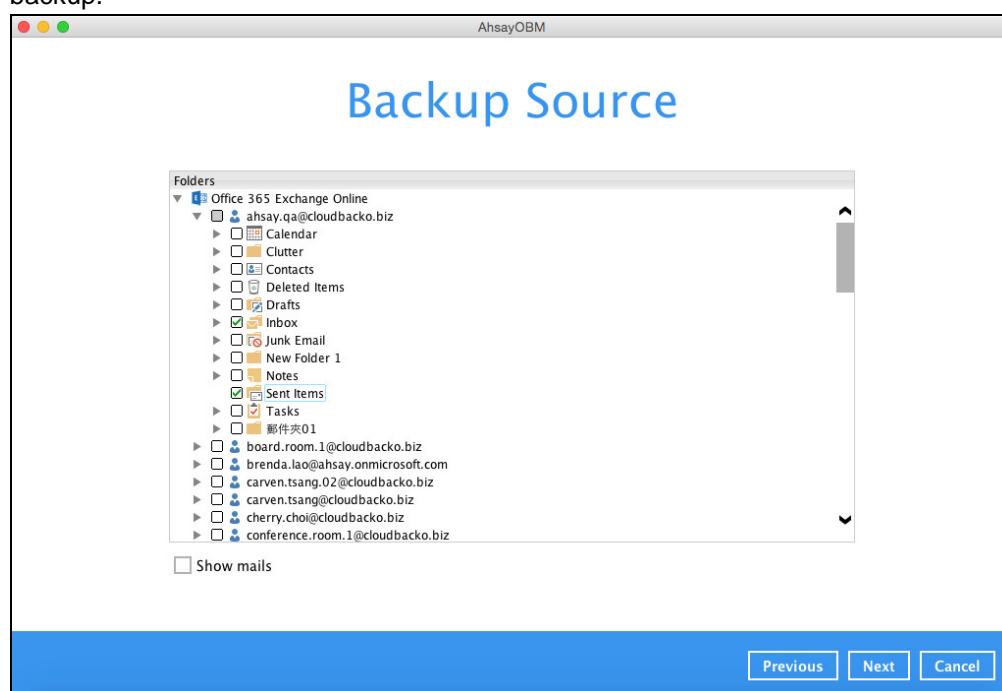
4. Enter the user name and password of your Office 365 Exchange Online account, then press **Test** to validate the account.



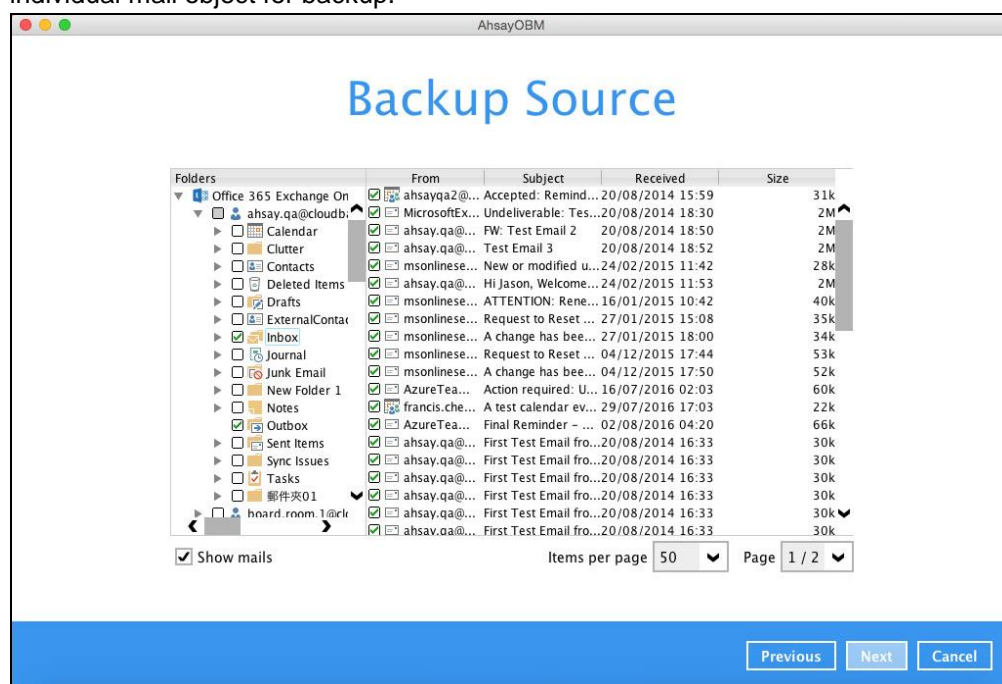
Test completed successfully shows when the validation is successful. Press **Next** to proceed to the next step.



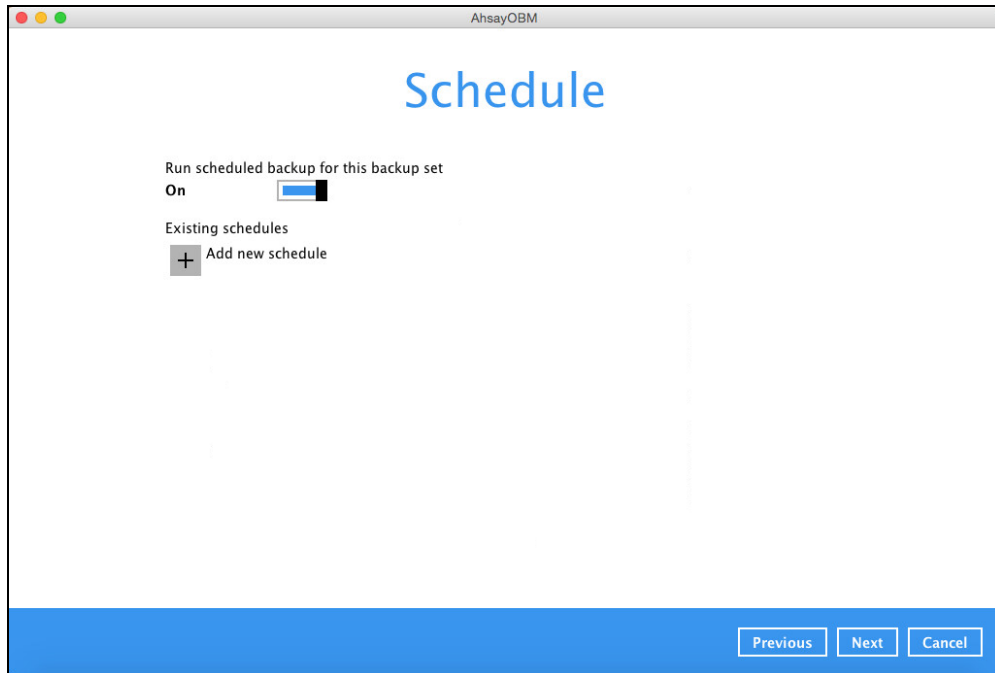
5. In the **Backup Source** menu, select the desired user account and content folder for backup.



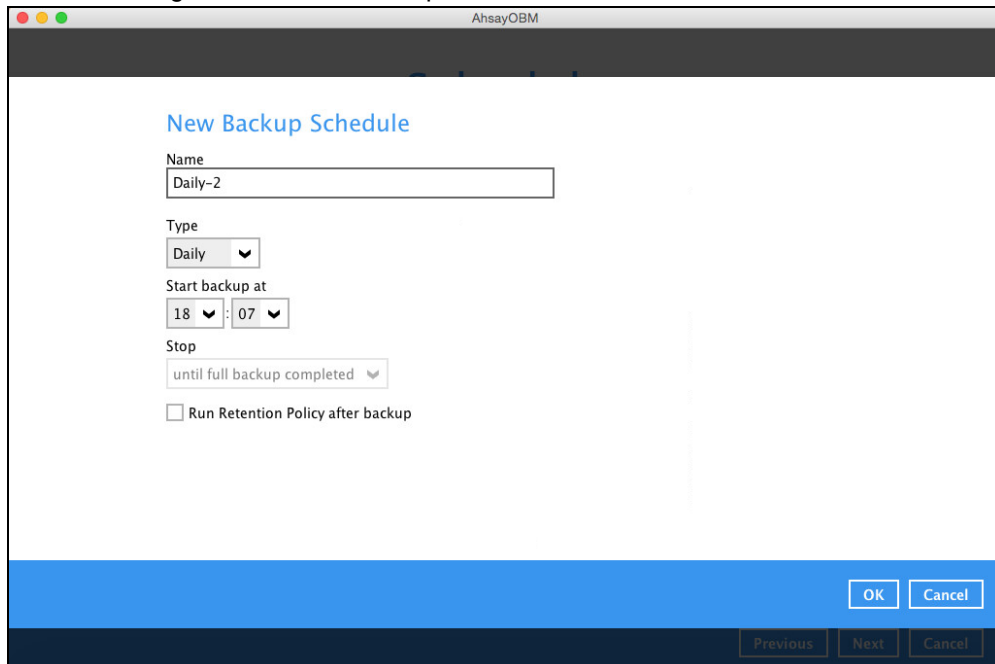
Enable the **Show mails** checkbox at the bottom left corner if you would like to choose individual mail object for backup.



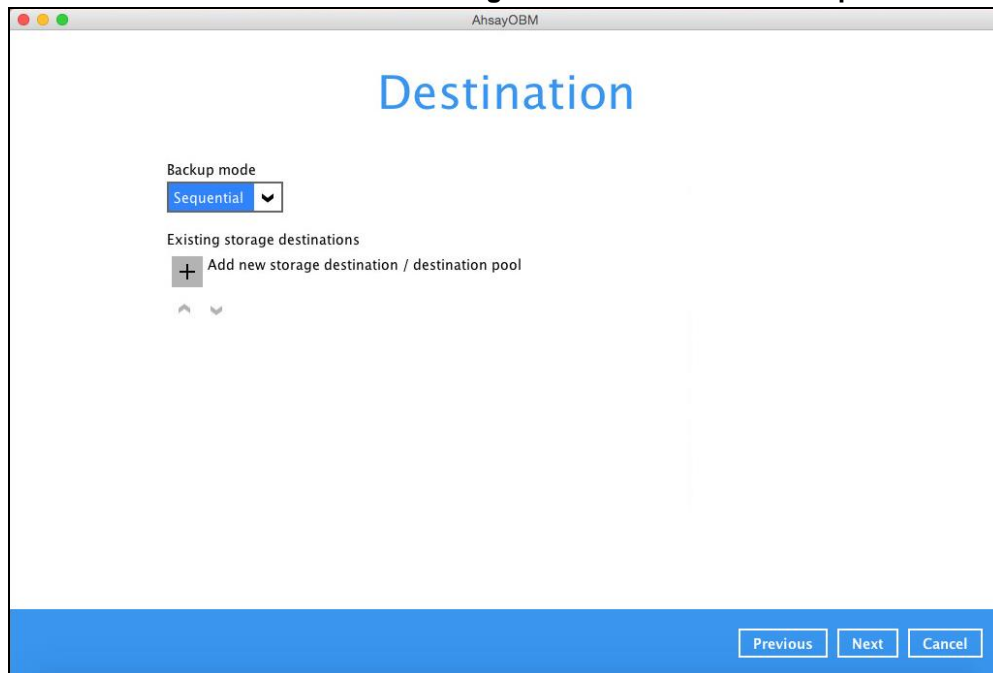
6. In the Schedule menu, configure a backup schedule for backup job to run automatically at your specified time interval. Slide the on/off button to turn on this feature, then click **Add new schedule** to add a new schedule, then click **Next** to proceed afterward.



Configure the backup schedule settings on this page, then click **OK** when you are done with the settings, then click **Next** to proceed.



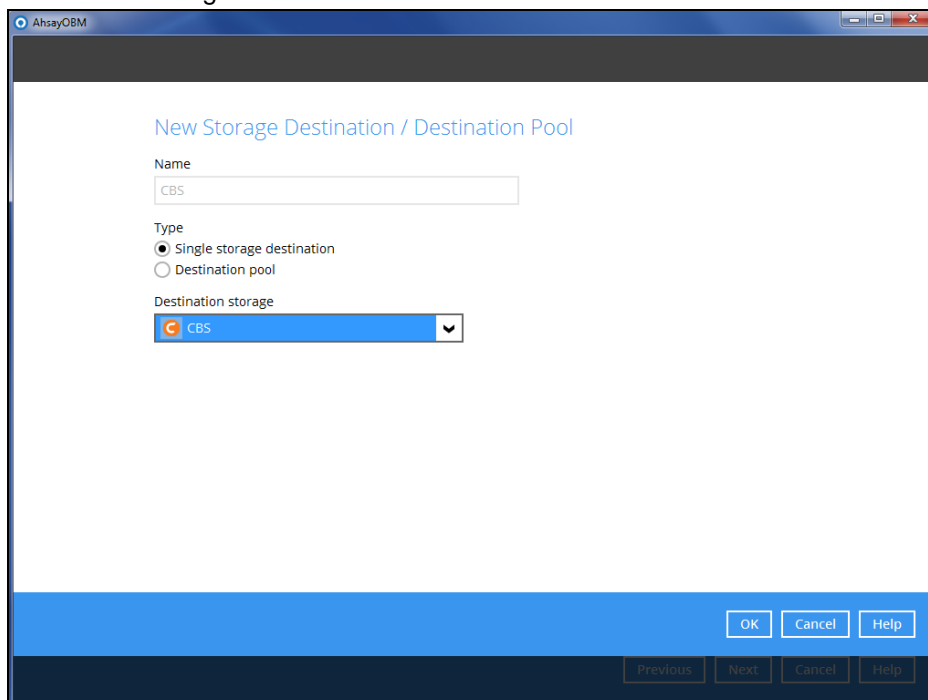
7. In the **Destination** menu, select a backup destination where the backup data will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.

The screenshot shows the 'Destination' window in AhsayOBM. At the top, the title 'Destination' is displayed in blue. Below it, the 'Backup mode' is set to 'Sequential' with a dropdown arrow. Under 'Existing storage destinations', there is a '+' icon followed by the text 'Add new storage destination / destination pool'. At the bottom right, there are three buttons: 'Previous', 'Next', and 'Cancel'.

Note

For more details on Backup Destination, refer to the following KB article for details:
<https://forum.ahsay.com/viewtopic.php?f=186&t=14049>

8. Select the storage type.
- **Single storage destination** – the entire backup will be uploaded to one single destination you selected under the Destination storage drop-down list. By default, the destination storage is selected as CBS.

The screenshot shows the 'New Storage Destination / Destination Pool' window in AhsayOBM. It has a title bar with the AhsayOBM logo. The main content area includes a 'Name' field with 'CBS' entered. Below it, the 'Type' section has two radio buttons: 'Single storage destination' (which is selected) and 'Destination pool'. The 'Destination storage' section has a dropdown menu with 'CBS' selected. At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Help'. Below these, there are also 'Previous', 'Next', 'Cancel', and 'Help' buttons.

- **Destination pool** – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the pool** to select the desired storage destinations.

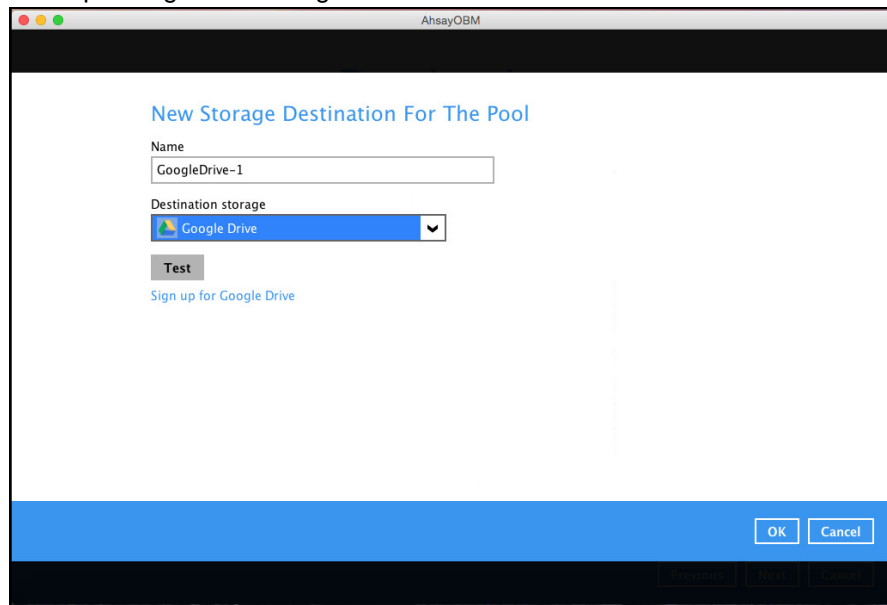
The screenshot shows a window titled 'AhsayOBM' with a dialog box titled 'New Storage Destination / Destination Pool'. Inside the dialog, there is a 'Name' field with the text 'DestinationPool-1'. Below it, the 'Type' section has two radio buttons: 'Single storage destination' (unselected) and 'Destination pool' (selected). A descriptive text follows: 'Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future.' Below this, it says 'Existing storage destinations in the pool' and shows a '+ Add new storage destination to the pool' button. At the bottom right of the dialog are 'OK', 'Cancel', and 'Help' buttons. Below the dialog, in the main window, are 'Previous', 'Next', 'Cancel', and 'Help' buttons.

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.

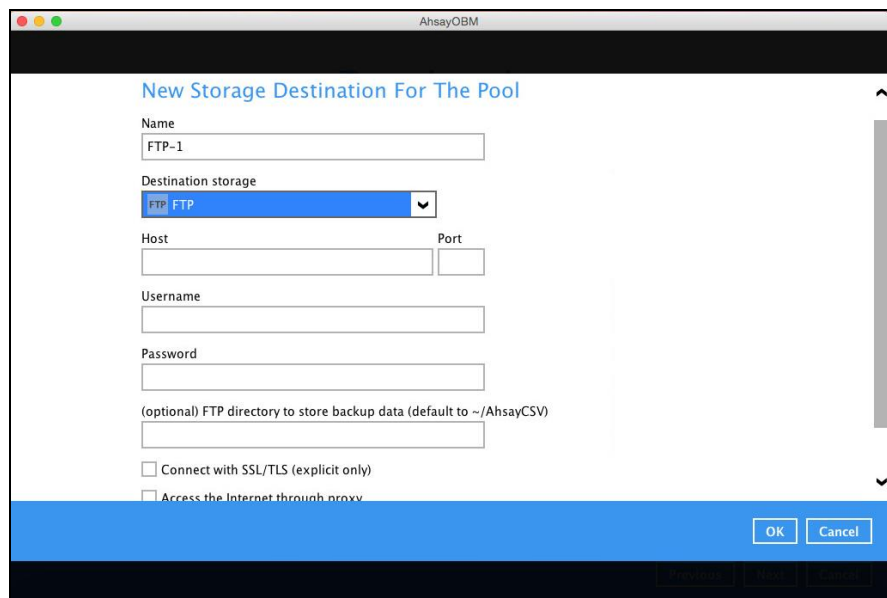
The screenshot shows a window titled 'AhsayOBM' with a dialog box titled 'New Storage Destination For The Pool'. Inside the dialog, there is a 'Name' field with the text 'Local-1'. Below it, the 'Destination storage' section has a dropdown menu with 'Local / Mapped Drive / Removable Drive' selected. Below that is a 'Local path' field with an empty text box and a 'Change' button to its right. At the bottom left of the dialog is a 'Test' button. At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.





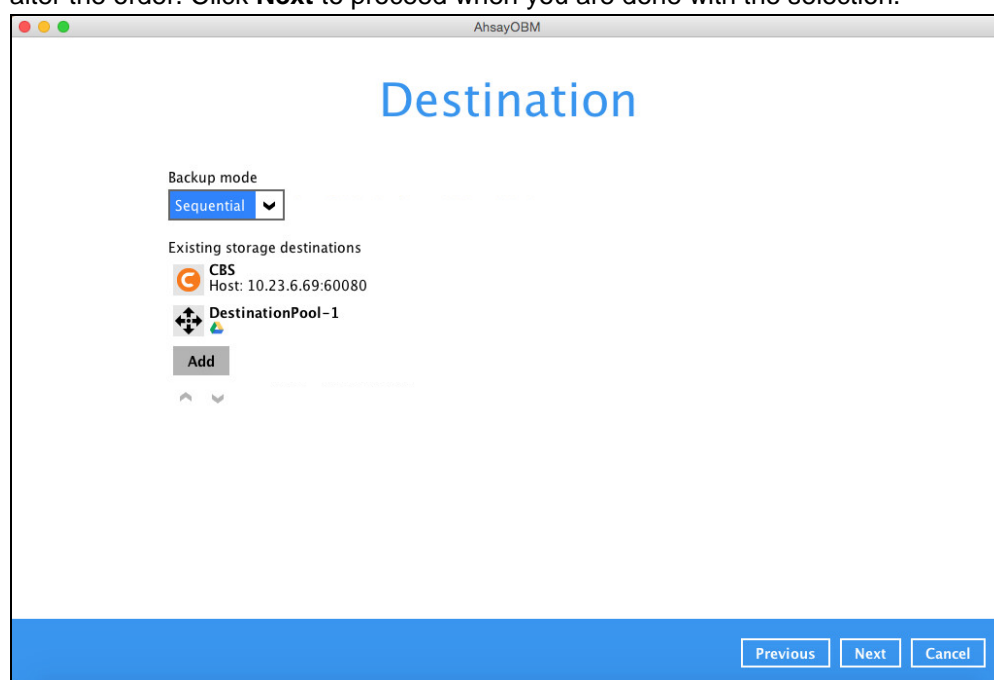
The screenshot shows a dialog box titled "New Storage Destination For The Pool" from the application "AhsayOBM". It contains a text field for "Name" with the value "GoogleDrive-1". Below it is a dropdown menu for "Destination storage" with "Google Drive" selected. A "Test" button is visible, along with a link "Sign up for Google Drive". At the bottom right are "OK" and "Cancel" buttons.

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.



The screenshot shows the same dialog box but with "FTP" selected in the "Destination storage" dropdown. It includes additional fields: "Host", "Port", "Username", and "Password". There is also an optional field for "FTP directory to store backup data (default to ~/AhsayCSV)". At the bottom, there are two checkboxes: "Connect with SSL/TLS (explicit only)" and "Access the Internet through proxy". "OK" and "Cancel" buttons are at the bottom right.

9. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.



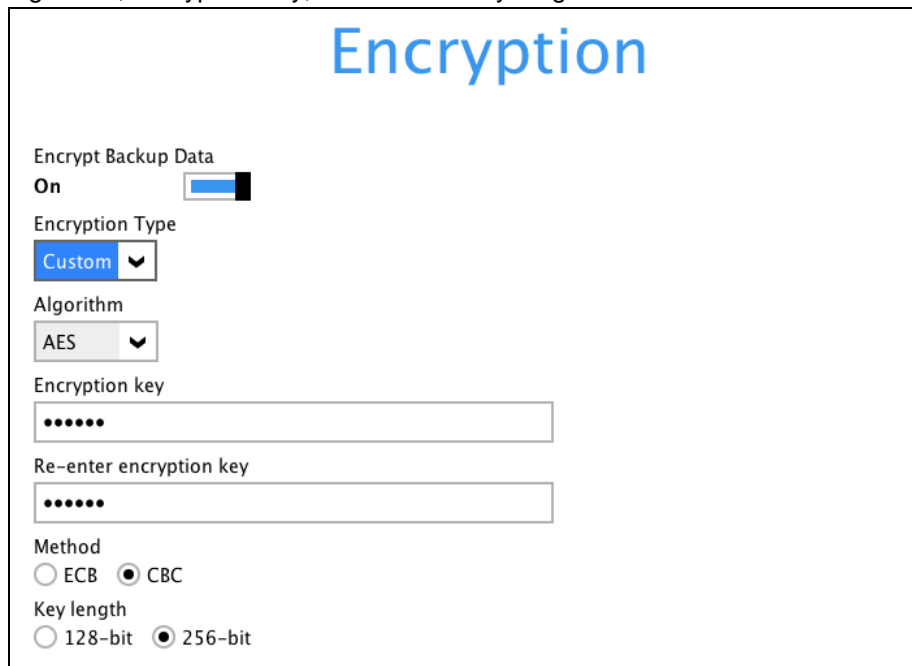
10. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.



Note: For best practice on managing your encryption key, refer to the following KB article.
<https://forum.ahsay.com/viewtopic.php?f=169&t=14090>

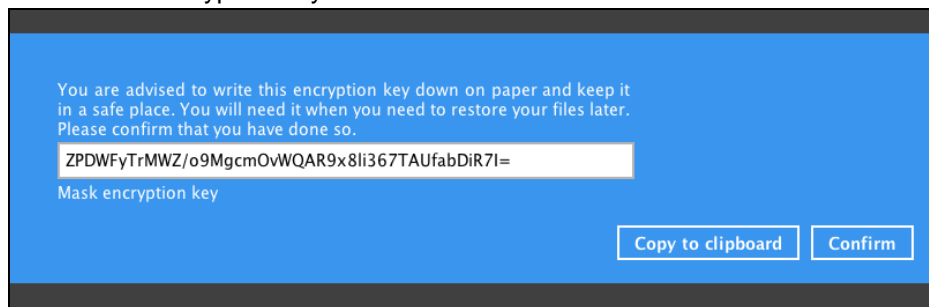
Click **Next** when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption key you have selected.



The pop-up window has the following three options to choose from:

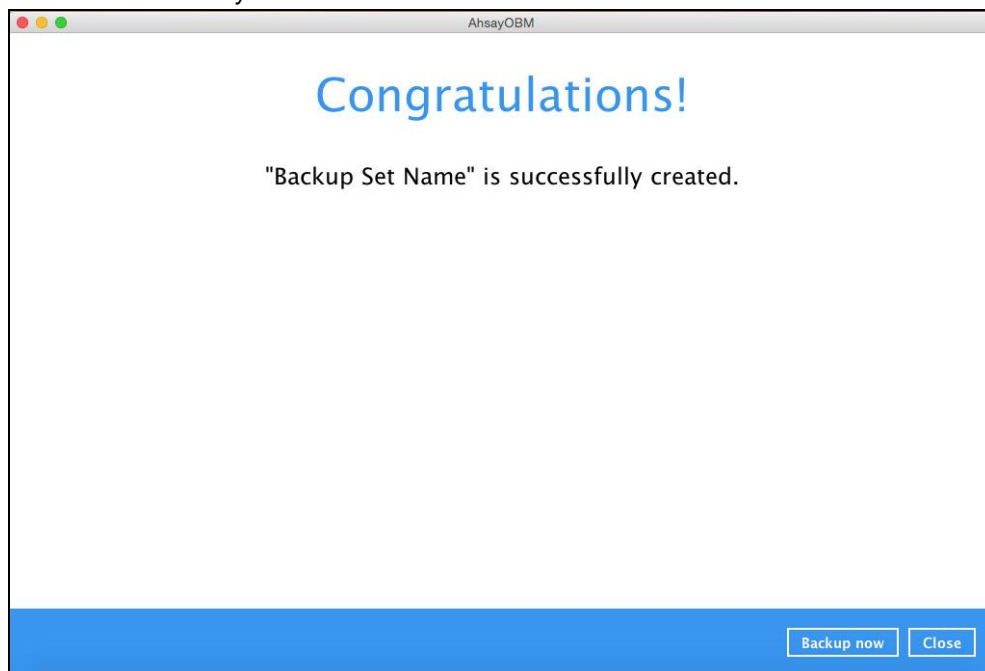
- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

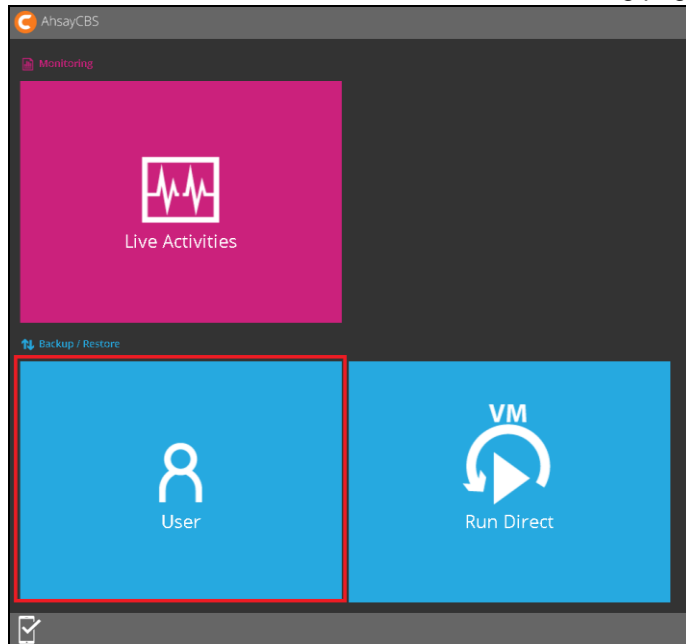
12. Click **Next** to create the backup set.

13. The following screen is displayed when the new Office 365 Exchange Online backup set is created successfully.

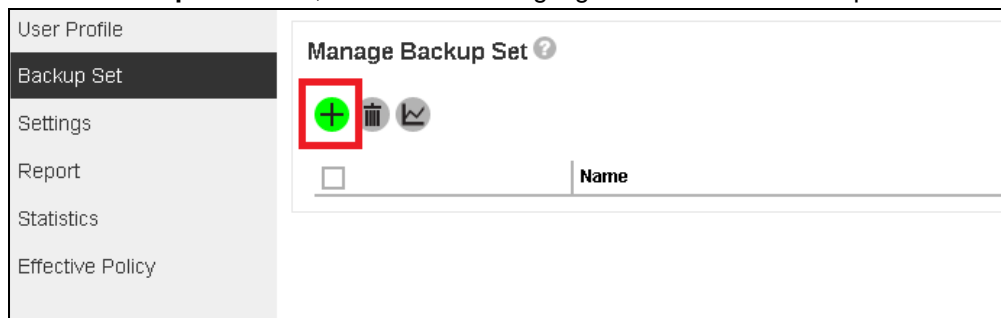


Create a Backup Set on User Web Console

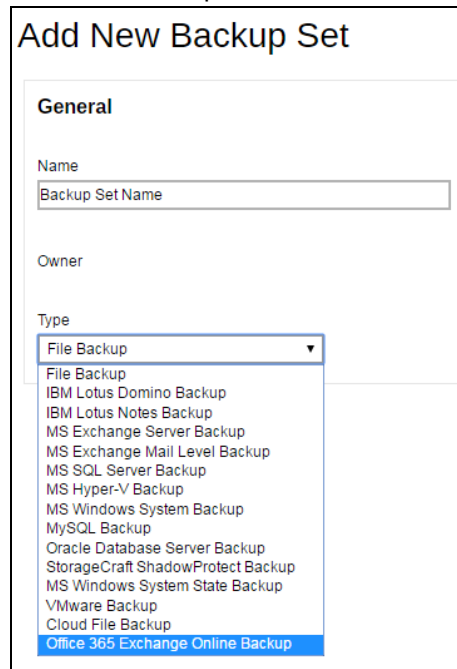
1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click the User icon on the User Web Console landing page.



3. On the **Backup Set** menu, click the + icon highlighted to create a backup set.



4. Name the backup set and then select the type as **Office 365 Exchange Online Backup**.



Add New Backup Set

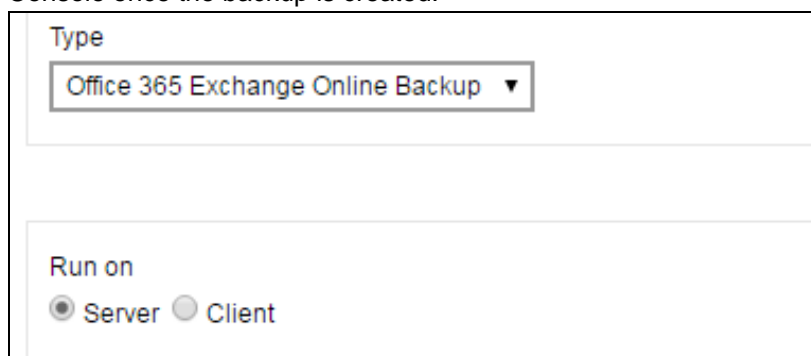
General

Name
Backup Set Name

Owner

Type
File Backup
IBM Lotus Domino Backup
IBM Lotus Notes Backup
MS Exchange Server Backup
MS Exchange Mail Level Backup
MS SQL Server Backup
MS Hyper-V Backup
MS Windows System Backup
MySQL Backup
Oracle Database Server Backup
StorageCraft ShadowProtect Backup
MS Windows System State Backup
VMware Backup
Cloud File Backup
Office 365 Exchange Online Backup

5. Select whether you would like the backup set to run on the CBS server (**Server**) or AhsayOBM (**Client**). This selection determines the location where you can back up or restore the backup set you are creating.
- **Server** - If you choose to run the backup set on the CBS server, you won't be able to back up, restore or manage your backups on the AhsayOBM once the backup set is created.
 - **Client** - If you choose to run the backup set on the AhsayOBM, you won't be able to back up, restore or manage your backups on the AhsayCBS Web Management Console once the backup is created.




Type
Office 365 Exchange Online Backup

Run on
☒ Server ☐ Client


Notes

1. This setting **CANNOT** be altered once the backup set is created. If you wish to change the backup method later, you will have to create a new backup set and start over the configurations again.
2. For backup sets created in **Run on Server** backup type, the backup destination is restricted to AhsayCBS by default and cannot be altered. If you wish to back up to other destinations, backup sets should be created in **Run on Client** backup type instead.

- Enter the user name and password of your Office 365 Exchange Online account, then press **Test** to verify the account.

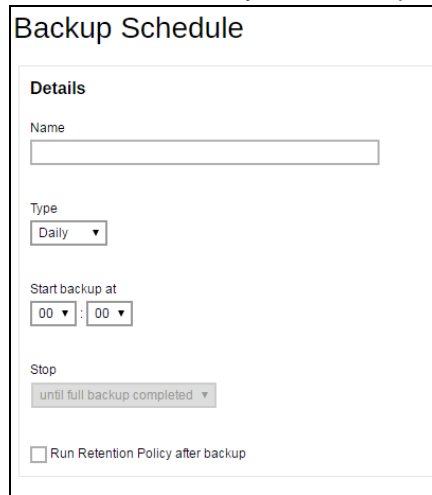
- Press the  icon at the bottom right corner to proceed when you are done settings.
- Select the **Backup Source** in this menu. Click on the folder or individual file you would like to back up.

	To	Subject
<input checked="" type="checkbox"/>	Ahsay QA	Weekly QA Meeting
<input checked="" type="checkbox"/>	Ahsay QA	Weekly QA Meeting (Office 365)
<input checked="" type="checkbox"/>	Ahsay QA	Weekly QA Meeting (Office 365)
<input checked="" type="checkbox"/>	Ahsay QA	Reminder: Weekly Status Report
<input checked="" type="checkbox"/>	Ahsay QA	First Test Email from AhsayQA @ Office365
<input checked="" type="checkbox"/>	Ahsay QA	Test Email 2
<input checked="" type="checkbox"/>	Ahsay QA	RE: Test Email 2
<input checked="" type="checkbox"/>	Ahsay QA	FW: Test Email 2
<input checked="" type="checkbox"/>	Ahsay QA	Test Email 3
<input checked="" type="checkbox"/>	Ahsay QA	Hi Jason, Welcome Aboard!

- Press the  icon at the bottom right corner to proceed when you are done with the selection.
- If you would like the backup set to run at a specified time interval of your choice, turn this feature on by sliding the on/off switch.


If you choose to turn this feature on, you may configure the following items.

- Name of the scheduled backup
- Backup schedule type
- Backup start time
- Run Retention Policy after backup



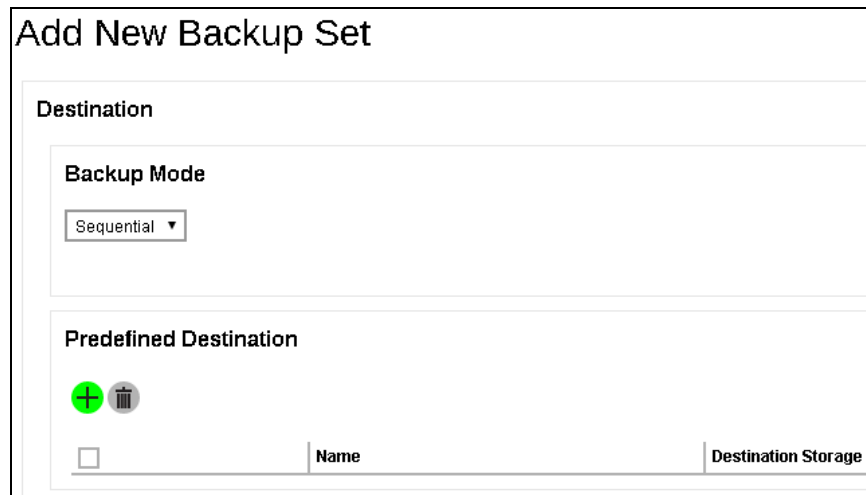
The 'Backup Schedule' form contains the following fields:

- Details**
 - Name:** A text input field.
 - Type:** A dropdown menu with 'Daily' selected.
 - Start backup at:** Two time selection boxes, both set to '00'.
 - Stop:** A dropdown menu with 'until full backup completed' selected.
 - Run Retention Policy after backup:** An unchecked checkbox.

Click the  icon at the bottom right corner to confirm the backup schedule once you finish setting.

11. This step is only for user who has chosen to Run the backup set on **Client** in step 5.



If you have chosen to Run on **Server**, the backup destination is preset as the CBS and therefore there is no need to define the destination. In that case, you can skip to step 12 now.



The 'Add New Backup Set' form contains the following sections:

- Destination**
 - Backup Mode:** A dropdown menu with 'Sequential' selected.
- Predefined Destination**
 - A green plus icon and a trash icon.
 - A table with columns: ☐, Name, and Destination Storage.

To define the backup destination, there are two options:

- ⦿ In this menu, you can choose the Predefined Backup Destination set by your backup service provider. Click the  icon under the Predefined Destination section to display the available destinations. Mark the checkbox of your desired destination, then click the  icon at the bottom right corner to confirm your selection.

Add Predefined Destination

Add predefined destination to this backup set below. If there are no predefined destinations created, you need to go to "AhsayCBS > Backup Server > Basic > Predefined

<input type="checkbox"/>	Name	Destination Storage	Info
<input checked="" type="checkbox"/>	MKT-Cloud-Storage		Google Accou
<input type="checkbox"/>	Dropbox-1		Dropbox Acco

Add New Backup Set

Destination

Backup Mode

Sequential ▾

Predefined Destination

<input type="checkbox"/>	Name	Destination Storage
<input type="checkbox"/>	MKT-Cloud-Storage	

- If you would like to choose other backup destination other than the Predefined Destination, proceed to the next step without making any setting here. You will have to complete this backup set creation first, then log in to the AhsayOBM and configure the backup destination from there. For further details, refer to [Appendix A Setting Backup Destination on AhsayOBM for Backup Created on User Web Console](#).

Press the icon at the bottom right corner to proceed when you are done with the setting.

- By default, the **Encrypt Backup Data** option is enabled with the Encryption Type preset as **Default** which provides the most secure protection.

Add New Backup Set

Encryption

Encrypt Backup Data

Encryption Type

Default (Machine Generated Random) ▾

You can choose from one of the following three Encryption Type options:

- **Default (Machine Generated Random)** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded

that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.

Add New Backup Set

Encryption

Encrypt Backup Data

Encryption Type

Algorithm


Encrypting key

Re-type encrypting key

Method
☐ ECB ☒ CBC

Key length
☐ 128-bit ☒ 256-bit

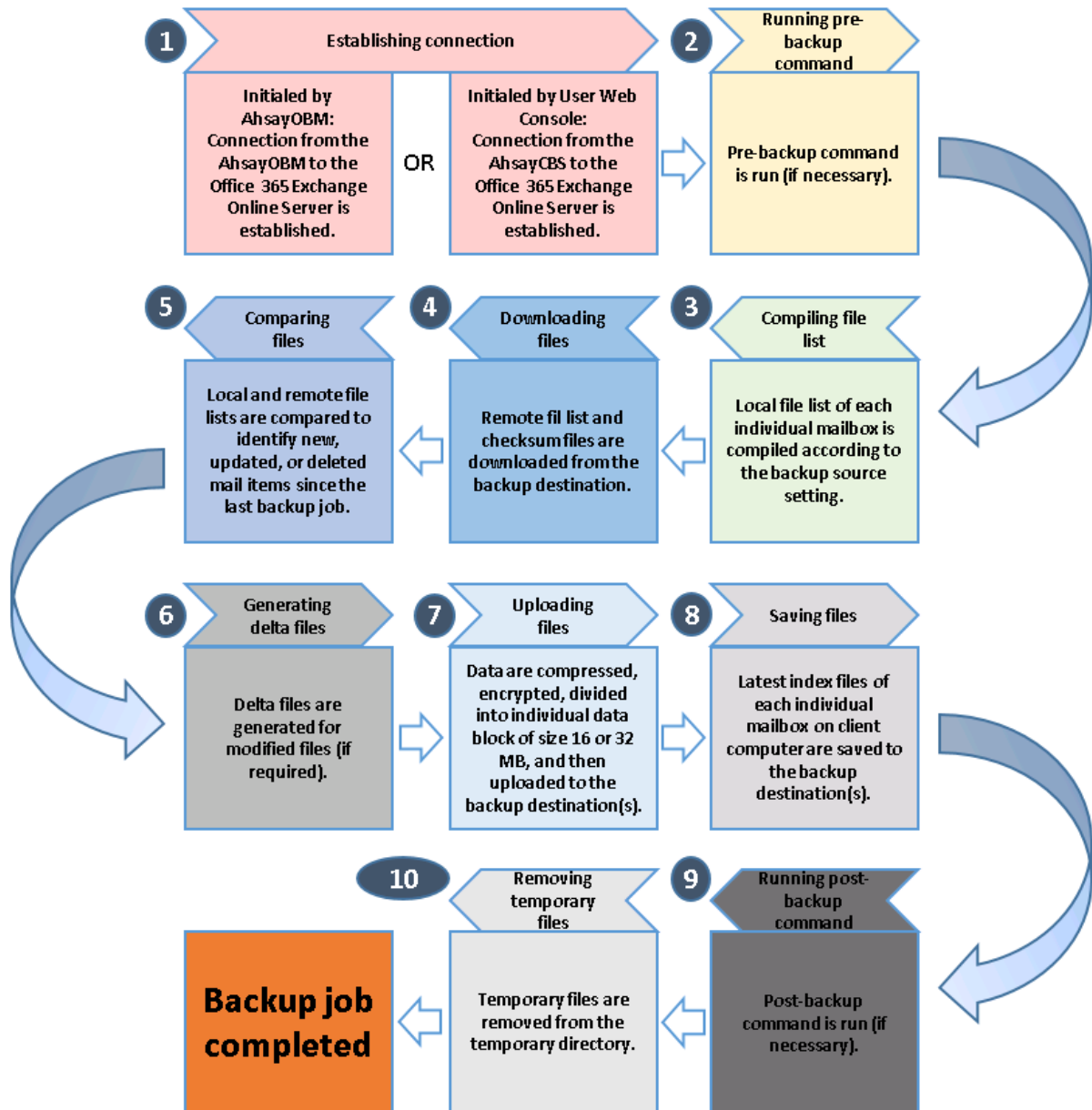
Note: For best practice on managing your encryption key, refer to the following KB article:
<https://forum.ahsay.com/viewtopic.php?f=169&t=14090>

Click the green  icon at the bottom right corner to confirm the backup schedule once you finish setting.

13. Click the  icon at the bottom right corner to confirm creating this backup set.

5 Overview of Office 365 Exchange Online Backup Process

The following steps are performed during an Office 365 Exchange Online backup job:



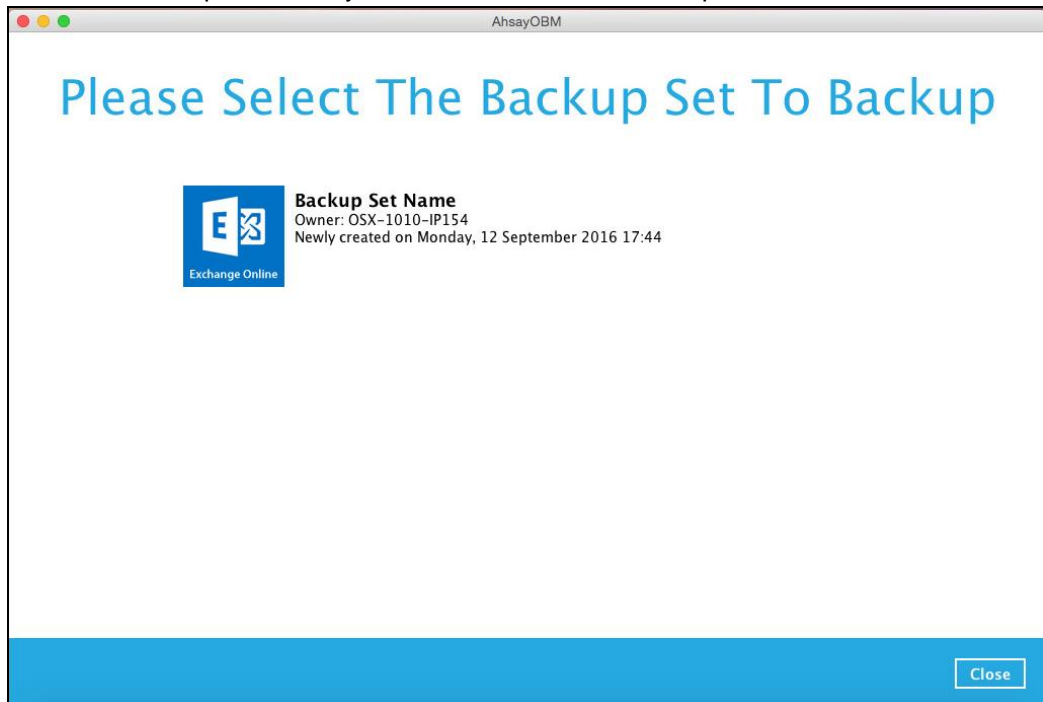
6 Running Backup Job

Start a Manual Backup in AhsayOBM

1. Login to AhsayOBM according to the instructions in Login to AhsayOBM.
2. Click the Backup icon on the main interface of AhsayOBM.



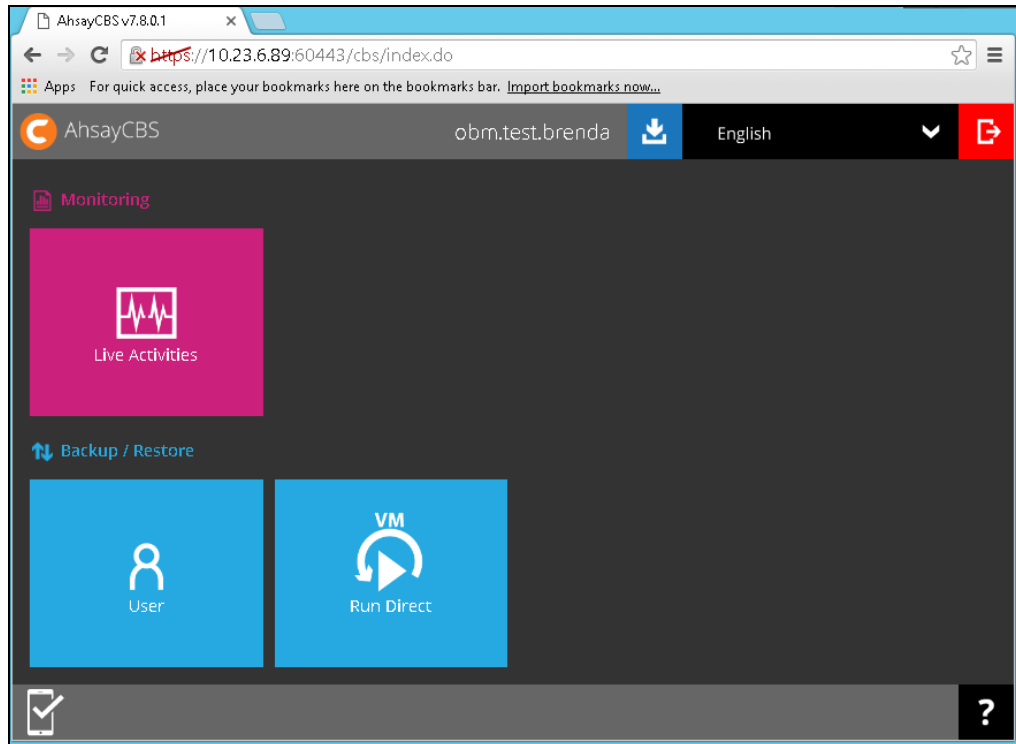
3. Select the backup set which you would like to start a backup for.



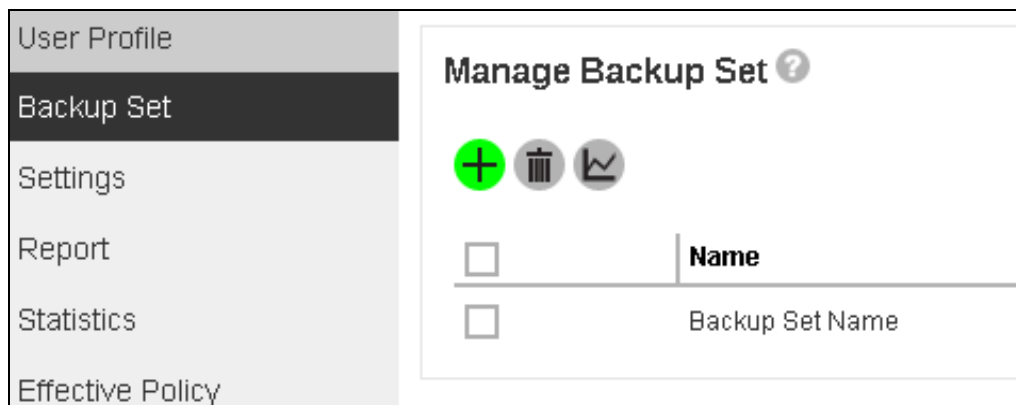
4. If you would like to modify the In-File Delta type, Destinations and Retention Policy Settings, click **Show advanced option**.
5. Click **Backup** to start the backup.

Start a Manual Backup on the User Web Console

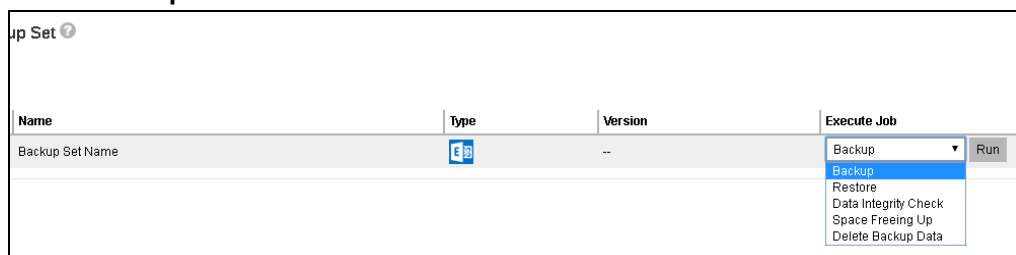
1. Log in to the User Web Console according to the instructions in Login to User Web Console.
2. Click on the User icon.



3. Under the **Backup Set > Manage Backup Set** menu, you should see the backup set you have created.



4. Click the drop-down menu on the backup set that you would like to start a backup for. Select **Backup** and then click **Run**.



5. Modify the **In-file Delta type** and **Retention Policy** settings if necessary.

Backup

In-File Delta type

☐ Full

☐ Differential

☒ Incremental

Retention Policy

☐ Run Retention Policy after backup

6. Click the  icon at the bottom right corner to start the backup.

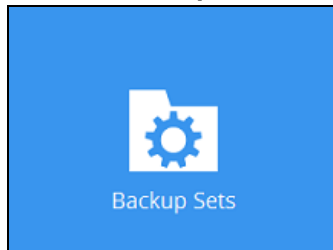
7. You will see the status showing Backup is Running when the backup is in progress.

Set 			
Name	Type	Version	Execute Job
Backup Set Name		--	Backup is Running 

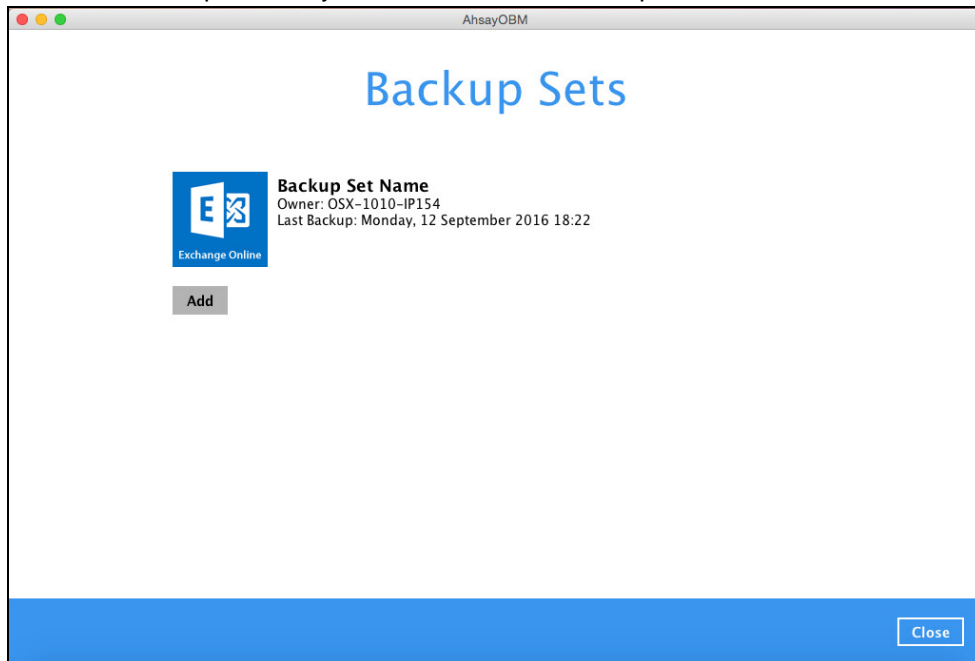
Configure Backup Schedule for Automated Backup

Setting up on AhsayOBM

1. Click the **Backup Sets** icon on the AhsayOBM main interface.



2. Select the backup set that you want to create a backup schedule for.



3. Click Backup Schedule.

The screenshot shows the 'Backup Set Name' configuration window in AhsayOBM. The left sidebar contains tabs: 'General', 'Source', 'Backup Schedule' (which is selected and highlighted in blue), 'Continuous Backup', and 'Destination'. Below 'Destination' is a link 'Show advanced settings'. The main area is titled 'Schedule' and contains the text 'Run scheduled backup for this backup set' followed by a toggle switch currently set to 'Off'. At the bottom of the window, there is a blue bar with the text 'Delete this backup set' on the left and 'Save' and 'Cancel' buttons on the right.

4. Turn on the backup schedule by switching the “Run scheduled backup for this backup set” feature to **On**, then click the + icon next to **Add new schedule**.

This screenshot shows the same 'Backup Set Name' configuration window as in Step 3, but with changes. The toggle switch for 'Run scheduled backup for this backup set' is now turned 'On'. Below this, under the heading 'Existing schedules', there is a '+' icon followed by the text 'Add new schedule'. The rest of the interface, including the sidebar and bottom bar, remains the same.

5. Configure the backup schedule settings on this page, then click **OK** when you are done with the settings.

The screenshot shows a window titled 'AhsayOBM' with a tabbed interface. The 'Schedule' tab is active, displaying the 'New Backup Schedule' form. The form includes the following fields and controls:

- Name:** A text input field containing 'Daily-1'.
- Type:** A dropdown menu set to 'Daily'.
- Start backup at:** Two time selection dropdowns showing '18' and '32'.
- Stop:** A dropdown menu set to 'until full backup completed'.
- Run Retention Policy after backup:** An unchecked checkbox.

At the bottom right of the dialog are 'OK' and 'Cancel' buttons. A footer bar contains the text 'Delete this backup set' and 'Save' and 'Cancel' buttons.

6. Click **Save** to confirm the settings and exit the **Backup Schedule** menu.

The screenshot shows the main configuration window for a backup set, titled 'AhsayOBM'. The left sidebar contains a menu with the following items:

- General
- Source
- Backup Schedule** (highlighted)
- Continuous Backup
- Destination
- Show advanced settings

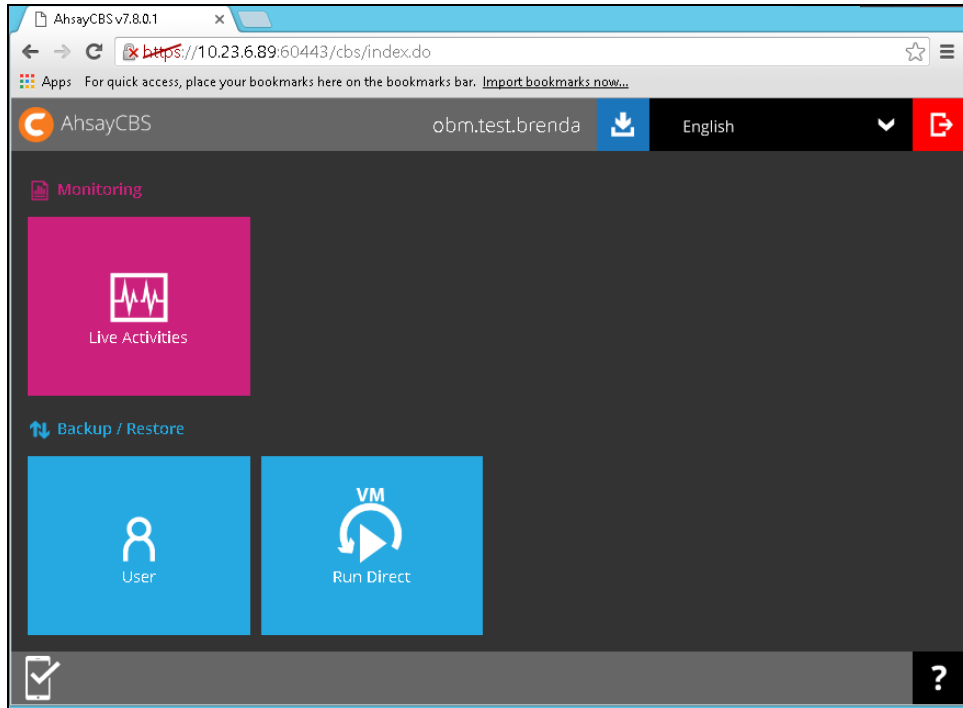
The main content area is titled 'Schedule' and contains the following information:

- Run scheduled backup for this backup set:** A toggle switch set to 'On'.
- Existing schedules:** A list showing one schedule: 'Daily-1' with a sub-description 'Daily (Everyday at 18:32)'.
- Add:** A button to add a new schedule.

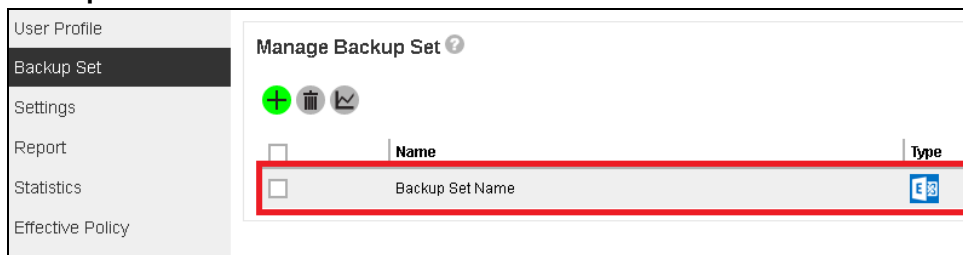
At the bottom of the window is a blue bar with the text 'Delete this backup set' and 'Save' and 'Cancel' buttons.

Setting on User Web Console

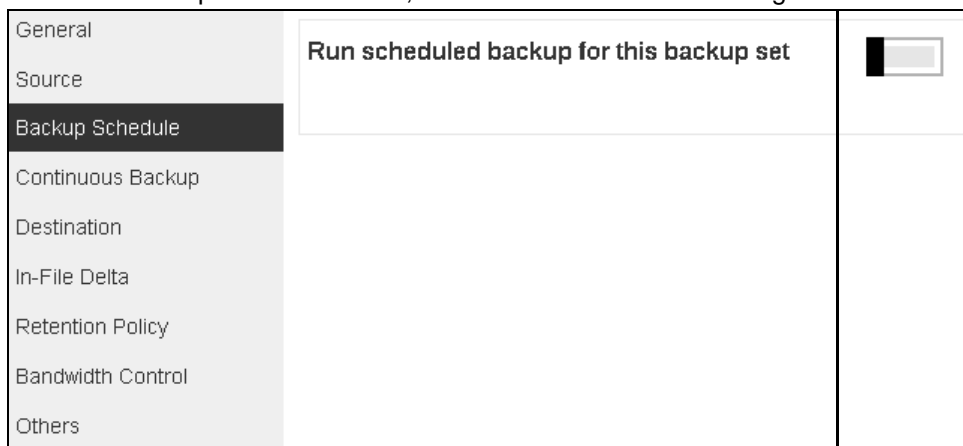
1. Click on the **User** icon on the main page of the User Web Console.



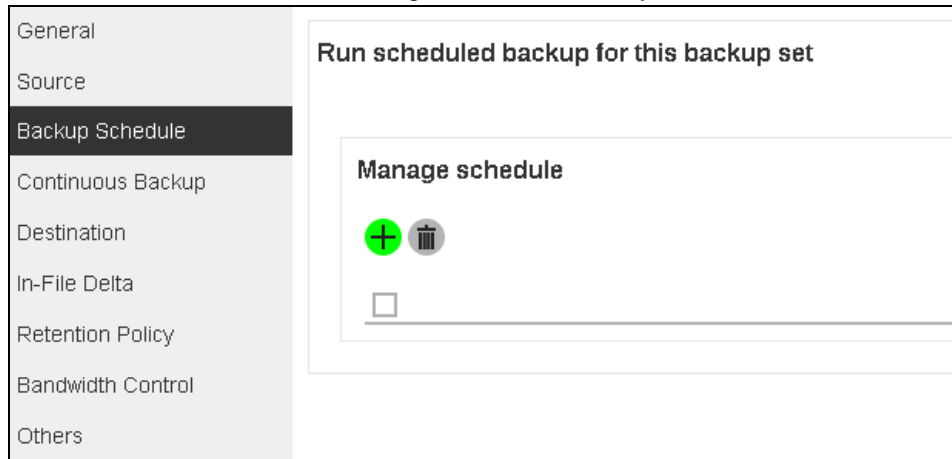
2. Click on the backup set which you would like to create a scheduled backup for under the **Backup Set** menu.



3. Go to the Backup Schedule menu, slide the on/off switch at the right to turn this feature on.

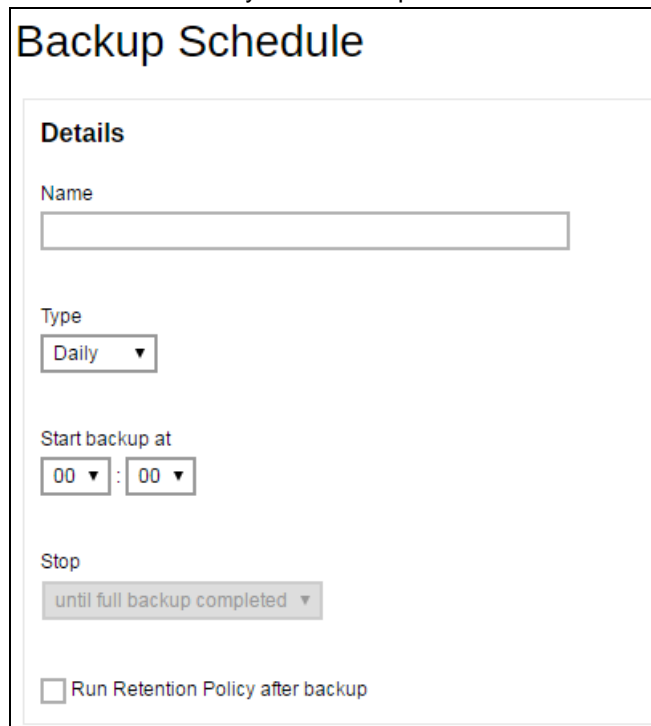



4. Click the  icon under the Manage schedule to add your desired schedule.





5. You may configure the following items for the schedule.

- Name of the scheduled backup
- Backup schedule type
- Backup start time
- Run Retention Policy after backup



Click the  icon at the bottom right corner to confirm the backup schedule once you finish setting.

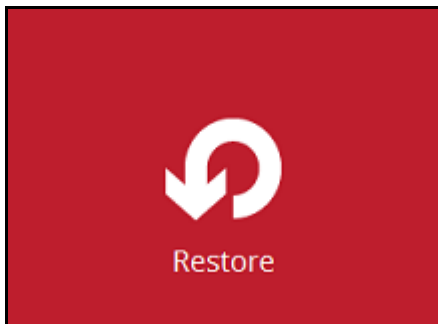
6. Click the  icon and then the  icon to confirm the setting.

7 Restoring Office 365 Exchange Online Backup Set

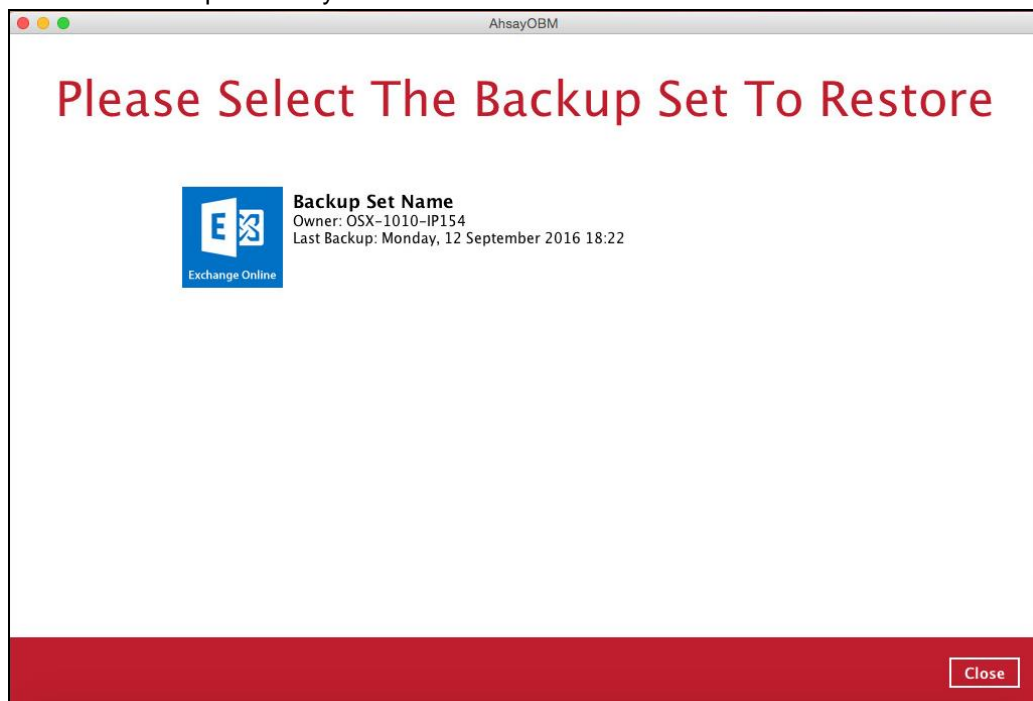
Follow the instructions below to restore the Office 365 Exchange Online backup to either the original location where you back them up or another users' accounts under the same Office 365 account.

Restore Backup with AhsayOBM

1. Login to AhsayOBM according to the instructions in Login to AhsayOBM.
2. Click the Restore icon on the main interface of AhsayOBM.



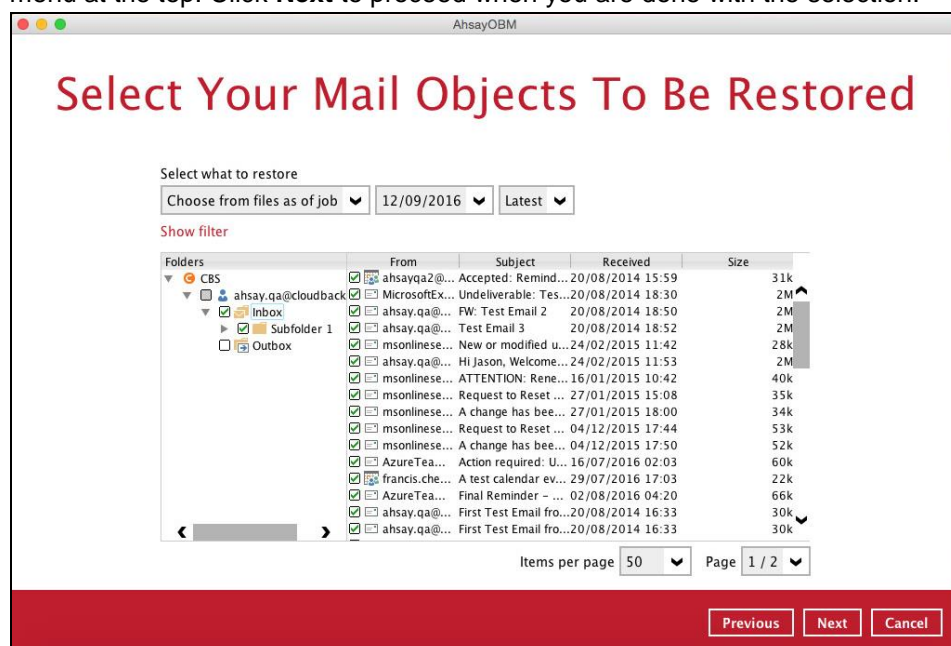
3. Select the backup set that you would like to restore from.



4. Select the backup destination that you would like to restore mail items to.



5. Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.



6. Select the destination you would like the mail objects to be restored.

- **Original location** – restore mail objects to the original location where you backed them up.

AhsayOBM

Choose Where The Mail Objects To Be Res...

Restore mail objects to

☒ Original location

☐ Alternate location

Previous Next Cancel

- **Alternate Location** – restore mail object to other users' accounts under the same Office 365 account.

AhsayOBM

Choose Where The Mail Objects To Be Res...

Restore mail objects to

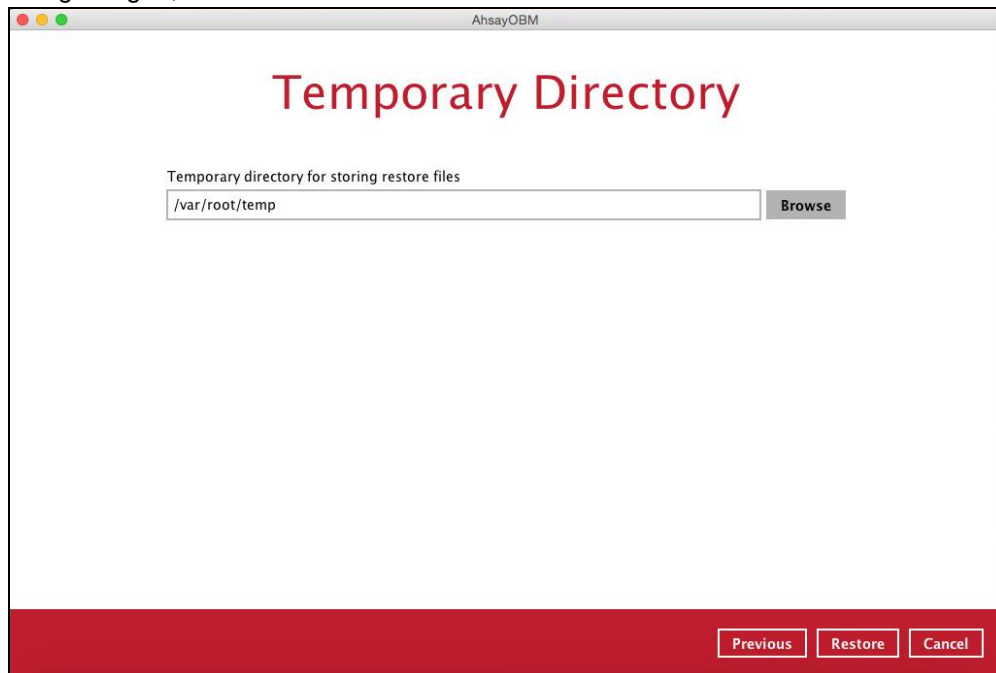
☐ Original location

☒ Alternate location

- ahsay.qa@cloudbacko.biz
- board.room.1@cloudbacko.biz
- carven.tsang.02@cloudbacko.biz
- carven.tsang@cloudbacko.biz
- conference.room.1@cloudbacko.biz
- confenceroom@cloudbacko.biz
- danny-char45-456789B123456789C123456.qa.ahsay@cloudbacko.biz
- danny01@cloudbacko.biz

Previous Next Cancel

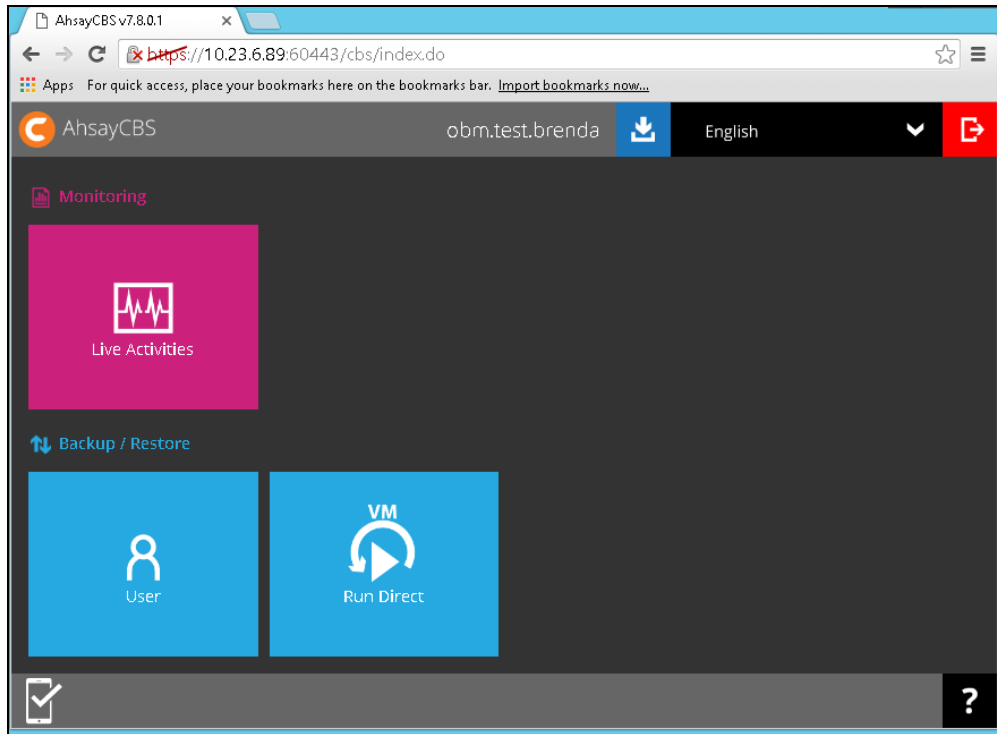
7. Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.



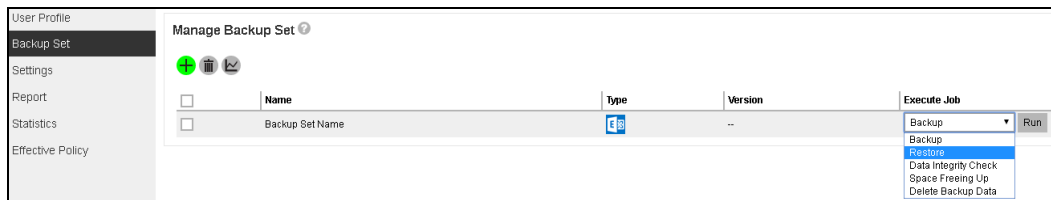
The screenshot shows a window titled "AhsayOBM" with a red title bar. The main content area has a large red heading "Temporary Directory". Below this, there is a label "Temporary directory for storing restore files" above a text input field containing the path "/var/root/temp". To the right of the input field is a "Browse" button. At the bottom of the window, there is a red bar containing three buttons: "Previous", "Restore", and "Cancel".

Restore Backup with AhsayCBS User Web Console

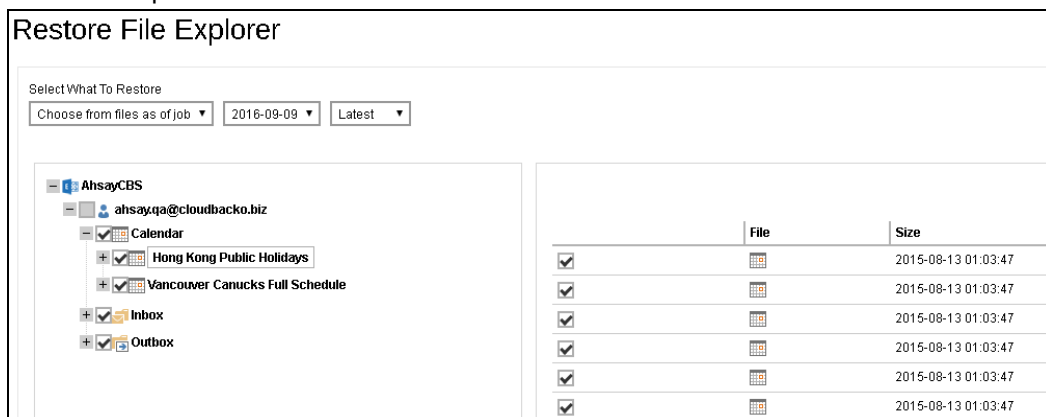
1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click on the User icon.




3. You should see the backup set you would like to restore under **Backup Set > Manage Backup Set**. Click on the drop-down menu on the backup set you would like to restore, then select **Restore** and click **Run**.



4. Select the mail object that you would like to restore. You can also choose to restore backed up mail objects from a specific backup job of your choice using the **Select What to Restore** drop-down menu.



5. Click the  icon to proceed when you are done with the selection.
6. Select the destination you would like the mail objects to be restored.
 - **Original location** – restore mail objects to the original location where you backed them up.

Restore File Explorer

Restore File To

- ☒ Original location
- ☐ Alternate location

☐ Overwrite file

- **Alternate location** - restore mail object to other users' accounts under the same Office 365 account.


Restore File Explorer


Restore File To

- ☐ Original location
- ☒ Alternate location

☐ Overwrite file

ahsay.qa@ahsay.com
 board.room.1@ahsay.com
 carven.tsang.02@ahsay.com
 carven.tsang@ahsay.com
 conference.room.1@ahsay.com

7. Click the  icon to start the restoration.
8. You will see the status showing **Restore is Running** when the restore is in progress.

Set 			Execute Job
Name	Type	Version	
Backup Set Name		--	Restore is Running <input type="button" value="Stop"/>

8 Contacting Ahsay

Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Also use the Ahsay Knowledge Base for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<https://forum.ahsay.com>

Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required/suggestion when contacting us.

Appendix

Appendix A Setting Backup Destination on AhsayOBM for Backup Set Created on User Web Console

You need to read the instructions below only if you:

- Have created a backup set on AhsayCBS User Web Console; **AND**
- Selected the backup set to Run on Client; **AND**
- Have not selected any Predefined Destination in the backup creation process on the User Web Console

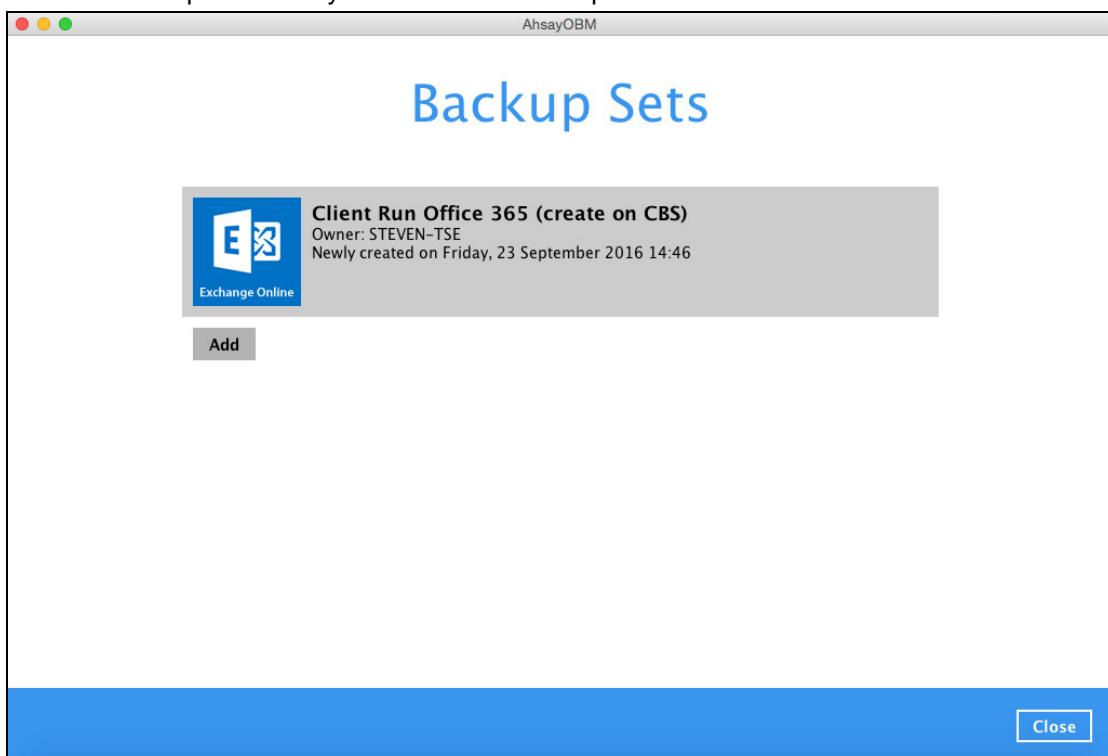
-OR-

Have selected a Predefined Destination in the backup creation process on User Web Console but wish to add additional backup destination other than the predefined destination

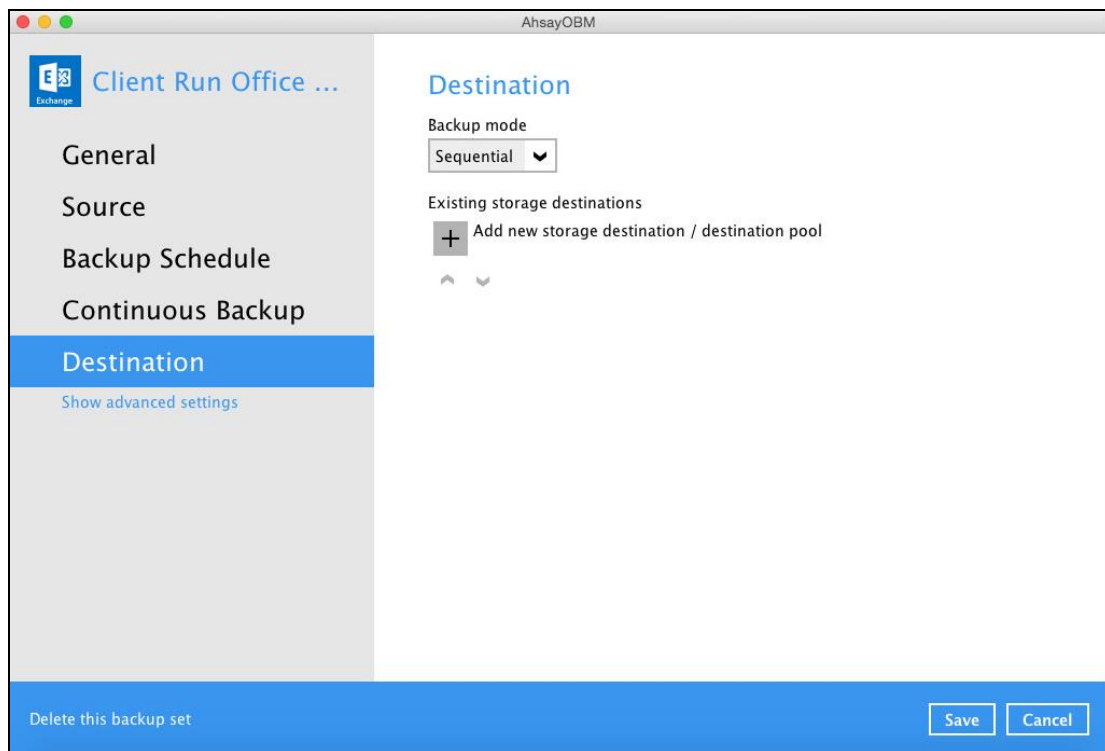
1. Log in to AhsayOBM according to the instructions in [Login to AhsayOBM](#).
2. In the AhsayOBM main interface, click **Backup Sets**.



3. Click the backup set which you wish to add backup destination to.

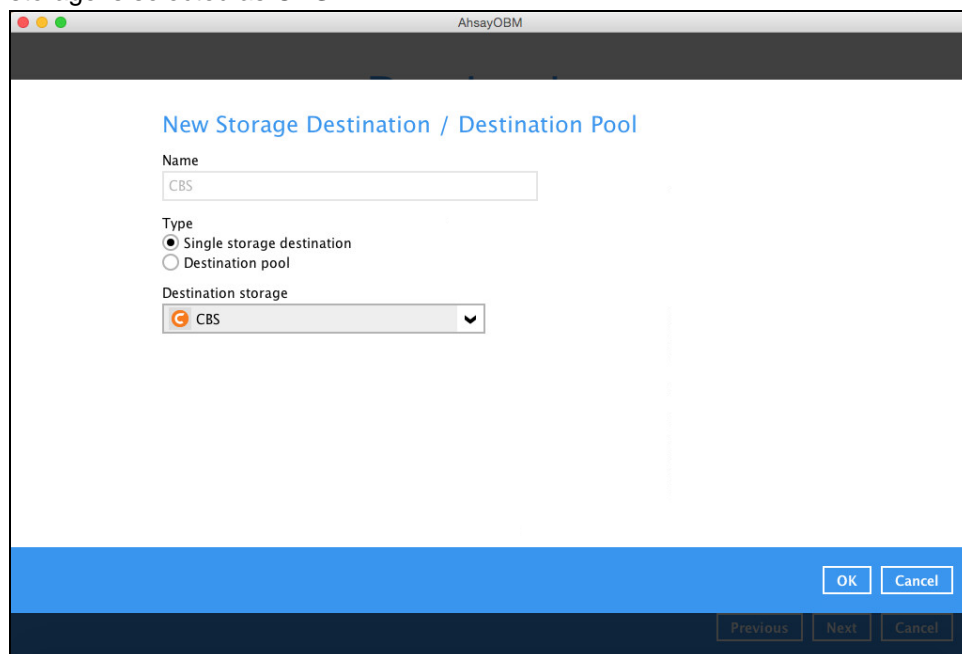


- Click the **Destination** menu on the left side, then click the **Add** button on the right to add backup destination.



- Select the storage type.

Single storage destination – the entire backup will be uploaded to one single destination you selected under the **Destination storage** drop-down list. By default, the destination storage is selected as **CBS**.



Destination pool – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the pool** to select the desired storage destinations.

The screenshot shows a window titled "AhsayOBM" with a dialog box titled "New Storage Destination / Destination Pool". Inside the dialog, there is a text field for "Name" containing "DestinationPool-1". Below it, under the "Type" section, there are two radio buttons: "Single storage destination" (unselected) and "Destination pool" (selected). A descriptive text states: "Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future." Below this, it says "Existing storage destinations in the pool" followed by a plus icon and the text "Add new storage destination to the pool". At the bottom right, there are "OK" and "Cancel" buttons. At the very bottom of the window, there are "Previous", "Next", and "Cancel" buttons.

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.

The screenshot shows a window titled "AhsayOBM" with a dialog box titled "New Storage Destination For The Pool". Inside the dialog, there is a text field for "Name" containing "Local-1". Below it, under "Destination storage", there is a dropdown menu showing "Local / Mapped Drive / Removable Drive". Below that, there is a text field for "Local path" and a "Change" button. At the bottom left, there is a "Test" button. At the bottom right, there are "OK" and "Cancel" buttons. At the very bottom of the window, there are "Previous", "Next", and "Cancel" buttons.

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.

AhsayOBM

New Storage Destination For The Pool

Name
GoogleDrive-1

Destination storage
Google Drive

Test

[Sign up for Google Drive](#)

OK Cancel

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.

AhsayOBM

New Storage Destination For The Pool

Name
FTP-1

Destination storage
FTP

Host Port

Username



Password

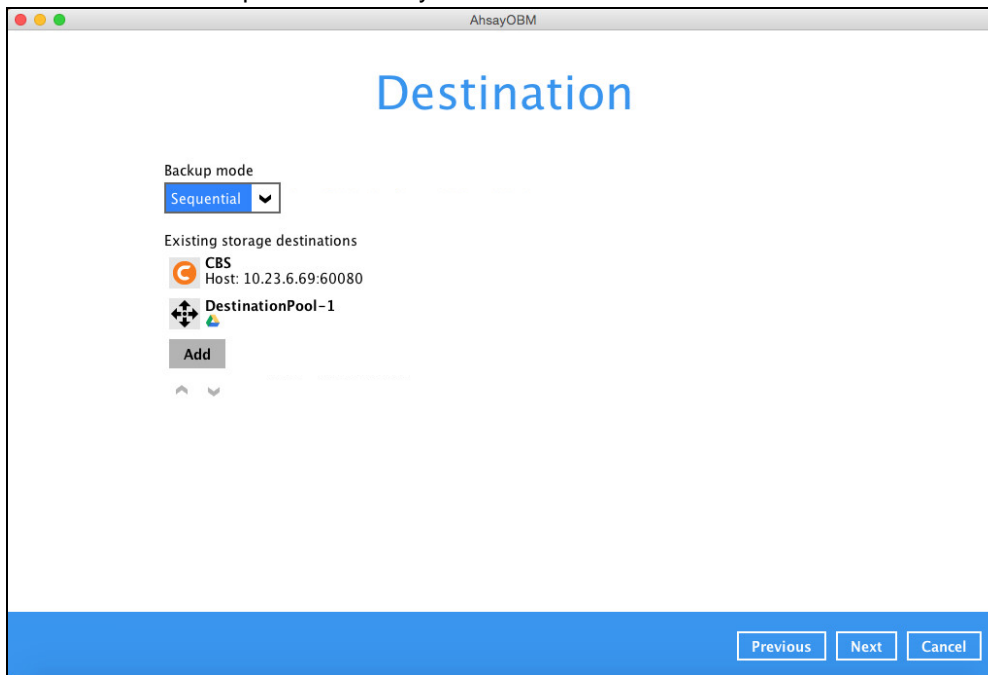
(optional) FTP directory to store backup data (default to ~/AhsayCSV)

☐ Connect with SSL/TLS (explicit only)

☐ Access the Internet through proxy

OK Cancel

6. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.



The screenshot shows a window titled "AhsayOBM" with a "Destination" header. Below the header, there is a "Backup mode" section with a dropdown menu set to "Sequential". Underneath, the "Existing storage destinations" section lists two items: "CBS" with a host address of "10.23.6.69:60080" and "DestinationPool-1". An "Add" button is located below the list. At the bottom right of the window, there are three buttons: "Previous", "Next", and "Cancel".