

Ahsay Online Backup Manager v9

Microsoft 365 Backup & Restore Guide for MacOS

Ahsay Systems Corporation Limited

2 May 2023

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1 Overview

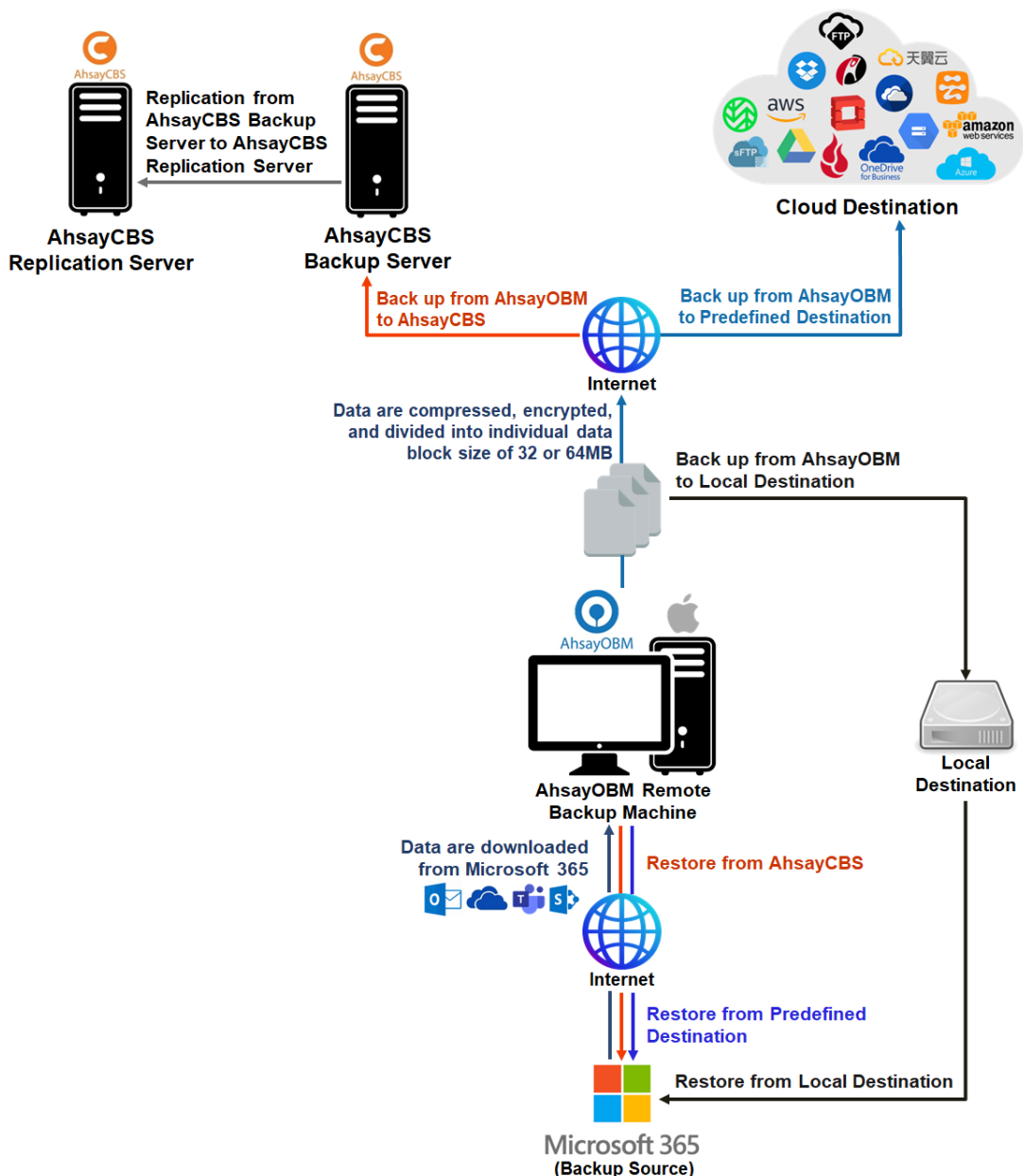
1.1 What is this software?

Ahsay brings you specialized client backup software, namely AhsayOBM, to provide a set of tools to protect your Microsoft 365 user accounts. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Microsoft 365 Outlook, files on OneDrive and SharePoint, with snapshots / versioning, and retention policy to protect even items that you may have accidentally deleted from your Microsoft 365 user account.

1.2 System Architecture

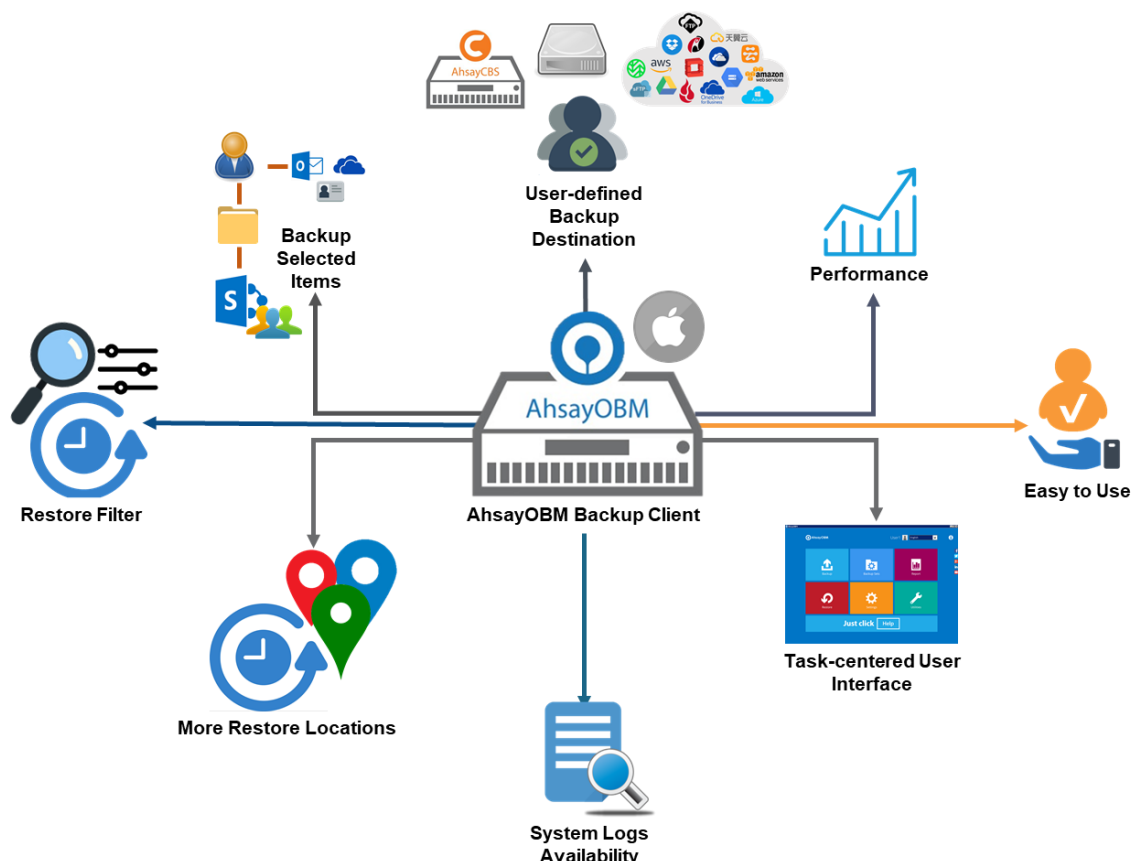
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Microsoft 365 service, AhsayOBM and AhsayCBS.

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



1.3 Why should I use AhsayOBM Run on Client (Agent-based) solution to back up my Microsoft 365 data?

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



User-defined Backup Destination

Backup users have more options in assigning a backup destination (i.e. AhsayCBS, Cloud or Predefined destinations, and standard and local destination).

Performance

Agent-based backup is performed on a physical machine or computer with resources that is dedicated for backup and restore operations. Once the backup client is deployed on the machine, the user have more control on the hardware which affects the overall backup and restore performance.

The introduction of the Change Key API has significantly improved backup performance for both Full and Incremental backup jobs, which means backup sets with large number of Microsoft 365 accounts each incremental backup can be completed within hours.

Easy to Use

Agent-based backup solution has a traditional backup approach that is well understood by most administrators and end users who would only need minimal effort and time to understand the backup and/or restore operations.

Task-centered User Interface

Agent-based backup solution make it a good option for users to have more control on the individual backup/restore and resources management.

System Logs Availability

System logs for data integrity check and space freeing up results is accessible for the end users and can be reviewed anytime. Unlike with the agentless backup where system logs will only be available upon request from the backup service provider.

More Restore Locations

Agent-based backup offers you three (3) restore locations such as the local machine, original location (or the cloud storage where you backed up them), and alternate location (which is through the same cloud storage but on a different folder).

Restore Filter

Agent-based backup has a restore filter feature which allows users to easily search directories, files, and/or folders to restore.

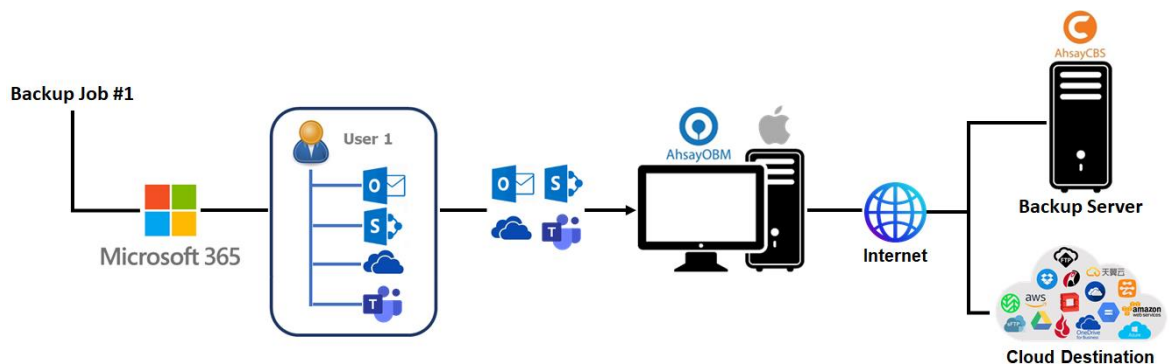
Fast and Efficient

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.

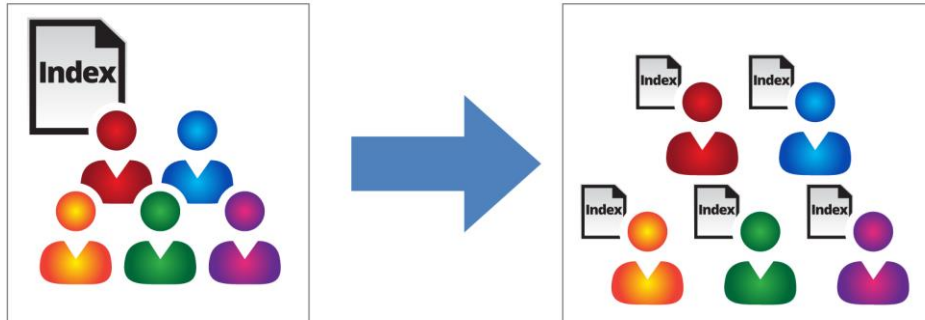
Backup job uses a maximum of 4 concurrent threads.



As shown the technology translate into a total of 4 concurrent threads.

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

Each Microsoft 365 user will have its own individual index file instead of a single index file for all users within the backup set.



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

- ❷ **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 Items

To back up the Microsoft 365 user accounts, the backup resources can be user level, site collection level and even item level.

- ❸ Flexible backup options:
 - ⦿ Only select the required users, specific site collection or items for backup.
- ❹ Flexible restore options:
 - ⦿ Restore all the users or just one user or restore the whole site collection or just one site or restore the whole user contents or just one item.

Restore items to the original location or an alternate location.

High Level of Security

We understand your Microsoft 365 users 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.

- ❺ **Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will be default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- ❻ **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 v9 User's Guide](#) for details.

- ▶ Create/ update/ delete backup set
- ▶ Restore backup set
- ▶ 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 Microsoft 365 user 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.

Below is a list of supported cloud destinations.

	Aliyun		Microsoft Azure
	CTYun		Microsoft OneDrive
	Amazon S3		Microsoft OneDrive for Business
	AWS S3 Compatible Cloud Storage		Rackspace
	Wasabi		OpenStack
	Backblaze		Dropbox
	Google Cloud Storage		FTP
	Google Drive		SFTP

Differences between a Run-on-Client and Run-on-Server 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:

Features/Functions	Run on Client Microsoft 365 Backup Set	Run on Server Microsoft 365 Backup Set
General Settings	✓	✓
Backup Source	✓	✓
Backup Schedule	✓	✓
Destination	AhsayCBS, Predefined Destinations, Standard and Local	AhsayCBS and Predefined Destinations only
Multiple Destinations	✓	✗
Deduplication	AhsayOBM	✓
Retention Policy	✓	✓
Command Line Tool	AhsayOBM	✗
Reminder	AhsayOBM / AhsayACB for Windows only	✗
Bandwidth Control	✓	✓
IP Allowed for Restore	✓	✗
System Logs of Data Integrity Check and Space Freeing Up	✓	✗
Other	✓	✓
To Run a Backup	AhsayOBM / AhsayACB	AhsayCBS User Web Console only
To Run a Restore	AhsayOBM / AhsayACB / AhsayOBR	AhsayCBS User Web Console only

Aside from backup options, the table below shows other operations that can be performed using web console and client agent:

Features/Functions	Run on Client Microsoft 365 Backup Set	Run on Server Microsoft 365 Backup Set
Data Integrity Check	✓	✓
Space Freeing Up	✓	✗
Delete Backup Data	✓	✓
Decrypt Backup Data	✓	✗

NOTE

For more details on the Run on Server backup option, please refer to the following guides:
[AhsayCBS v9 User Guide – Microsoft 365 Run on Server \(Agentless\) Backup and Restore Guide](#)

1.4 Why should I use AhsayOBM to backup/restore my Microsoft 365 domain?

You may be wondering why you need to use AhsayOBM to backup/restore your Microsoft 365. Well, people assume that Microsoft is responsible for backing up everything from your calendars and your emails to your files in SharePoint and OneDrive. As the backups performed by Microsoft are to provide a system wide recovery rather than to facilitate the recovery of individual items for the end user.

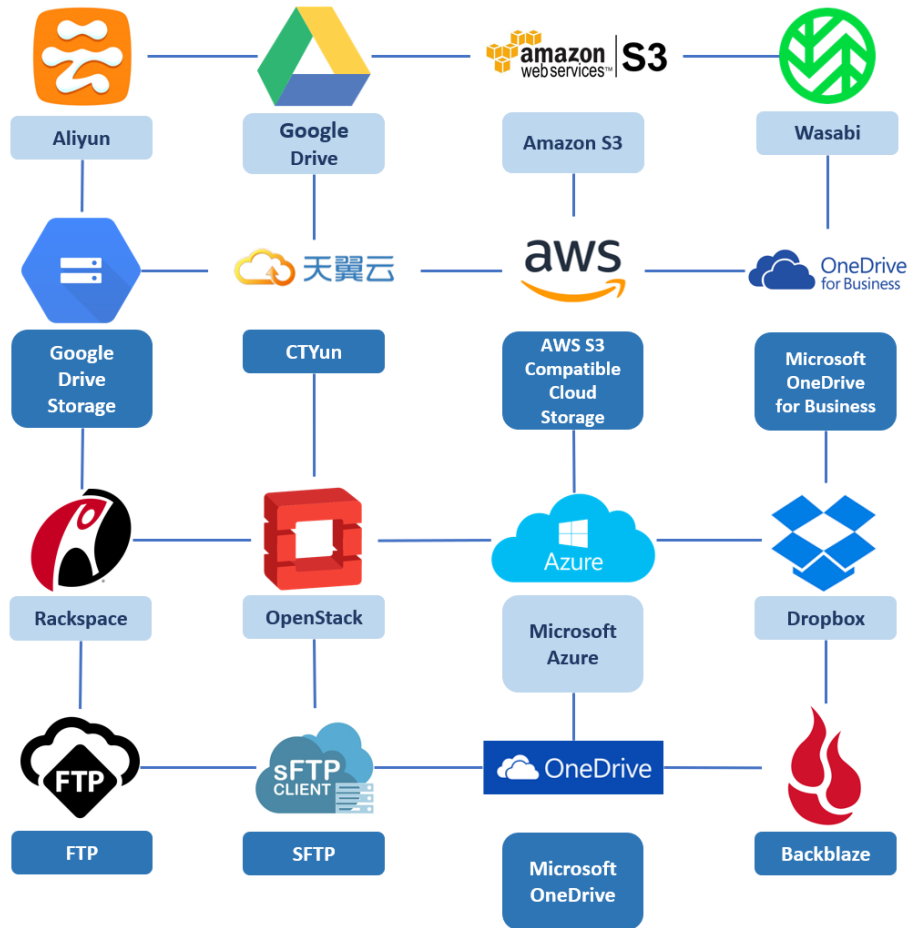
Let's take a look at some of Microsoft 365 backup capabilities and limitations

- Microsoft is only responsible for the Microsoft 365 infrastructure and uptime of the cloud and apps with Microsoft 365. So, if you are relying on Microsoft to protect your organization from data loss, your data and organization are at high risk if you do not implement additional data protection. These are some of the scenarios that Microsoft is responsible for on their cloud platform:
 - Hardware Failure
 - Software Failure
 - Natural Disaster
 - Power Outage
- On the other hand, Microsoft is not responsible in any of these scenarios, and you have to face the harsh reality that there's no guarantee a complete and speedy restore incase these happens:
 - Accidental Data Deletion (Human error)
 - Malicious Attacks
 - Viruses/Malware
- Microsoft has a retention policy for mailbox and public folder that are only up to 14 days to 30 days. To support this, please refer to this article for more information: [Microsoft: Overview of retention policy](#).
- Microsoft has set the same limitations for SharePoint Online and OneDrive. It only stores deleted items for a period of 93 days, once you exceed the retention period, the data is gone indefinitely.
- End users do not have control over what were backed up and what can be restored.
- End users have no direct access to the backup data of their Microsoft 365 domains/accounts.

Now, let's check the capabilities of AhsayOBM for Microsoft 365

- AhsayOBM ensures protection from data loss, ensuring that all information in your Microsoft 365 environment are protected to avoid disruptions to day-to-day operations.
- We offer fully flexible retention policy that can be configured by days, weekly, monthly, quarterly, years compare to Microsoft's limited retention period which is 14 to 30 days only.
- Using AhsayOBM, end user has access or control over items that will be backed up or restore, whether it is individual item, calendar entries, notes or even corrupted mailbox and more.

- AhsayOBM also provides multiple backup destinations from your Microsoft 365 to your local machine, to any of our supported cloud destinations, and to our AhsayCBS Server.



- Flexible restore is also a key feature of AhsayOBM that is designed to have multiple restore options.

Local Machine	Restore your data to your local computer where the AhsayOBM is running. Note: This option applies to restore of items such as files, images, video, music and more from OneDrive and not items from Outlook mailbox.
Original Location	Restore your data to the original Microsoft 365 account.
Alternate Location	Restore your data to an alternate location of another Microsoft 365 account on the same domain.
Alternate Microsoft 365 Organization	Restore your data to an alternate Microsoft 365 that has a different domain.

- Ahsay has automated backups and manual (on demand) backups. You are also able to check the restore and backup status with corresponding backup and restore reports.

1.5 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 Microsoft 365 backup and restore, followed by step-by-step instructions on creating backup set, running backup job and restoring backed up data, using AhsayOBM.

The document can be divided into 3 main parts.

Part 1: Preparing for Microsoft 365 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 Microsoft 365 Backup

Logging in to Client Agent

Log in to AhsayOBM

Creating a Backup Set

Create a backup set using AhsayOBM

Running a Backup Set

Run a backup set using AhsayOBM

Part 3: Restoring Microsoft 365 Backup

Restoring a Backup Set using AhsayOBM

Restore a backup using AhsayOBM

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 Microsoft 365 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 Microsoft 365 backup and restore.

2 Preparing for Backup and Restore

2.1 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 9.1 or above](#)

2.2 Software Requirement

Make sure the operating system where you have the Microsoft 365 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 9.1 or above](#)

2.3 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 Microsoft 365 account.

User should also stay up to date when newer version of AhsayOBM is released. To get our latest product and company news, please check out the page [Latest News](#) on our website or subscribe to our newsletter by providing your email address at the bottom of the page.

2.4 AhsayOBM License Requirements

AhsayOBM licenses are calculated on a per device basis:

- i. To back up users with one (1) backup client computer
Example: If one AhsayOBM is installed then, one AhsayOBM license is required.
- ii. To back up users with multiple backup client computers, the number of AhsayOBM licenses required is equal to the number of devices.
Example: If there are ten (10) users to be backed-up across three (3) backup client computers, then 3 AhsayOBM licenses are required.

Please contact your backup service provider for more details.

2.5 Add-on Module Requirements

Make sure that the Microsoft 365 Backup feature has been enabled as an add-on module in your AhsayOBM user account and there is enough Microsoft 365 Backup license quota to cover the backup of your users.

Please contact your backup service provider for more details. Below is a sample screen shot of an AhsayOBM User with an add-on module of Microsoft 365 with 5 licenses.

The screenshot shows the 'Backup Client Settings' page for a user. Under the 'Add-on Modules' section, the 'Microsoft 365 Backup' module is selected with a checkmark. To its right, there is a text input field containing the number '5', which is highlighted by a red rectangular box. A red arrow points from the text 'Quota value' to this input field. Other modules like 'Microsoft Exchange Server', 'MySQL Database Server', and 'Lotus Domino' are also listed but not selected.

The Ahsay licenses for the Microsoft 365 module are calculated by the number of unique licensed or unlicensed Microsoft 365 user accounts. If same Microsoft 365 account is backed up on multiple backup sets with an AhsayOBM user account would be counted as one Microsoft 365 license.

- Each licensed or unlicensed Microsoft 365 user account selected for backup requires one Microsoft 365 license.
- Each Equipment Mailbox, Room Mailbox, or Shared Mailbox selected for backup requires one Microsoft 365 license.
- If just only SharePoint Sites under the Site Collections and/or files of folders under Public Folder are selected for backup, this requires zero Microsoft 365 license but a minimum of one Microsoft 365 license is needed to perform a backup. The Microsoft 365 license is only needed to start the backup but it will not be counted as used license.

However, if any items from either Outlook, Items from OneDrive, or Personal Sites under Users are selected for backup, the Microsoft 365 license count will be calculated based on the number of the user account selected.

For more detailed examples about the Microsoft 365 license requirement and usage, refer to [Appendix A: Example Scenarios for Microsoft 365 License Requirement and Usage](#).

2.6 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.

NOTE

Access to AhsayCBS User Web Console is dependent on the policy set by your administrator. Kindly contact your administrator if you are having trouble logging in the AhsayCBS User Web Console.

2.7 Backup Quota Requirement

Make sure that your AhsayOBM user account has sufficient quota assigned to accommodate the storage of the Microsoft 365 users for the new backup set and retention policy. Please contact your backup service provider for more details.

To get an accurate estimate of the backup quota requirement, it is recommended to check the actual usage of the Microsoft 365 Organization in the Microsoft 365 Admin Centre. Please refer to this link: [Appendix H: How to view Item count and Storage used in Microsoft 365 Admin Center](#)

2.8 Public Folder Backup

A licensed Exchange Administrator or a licensed user with Public Folder permission is required. Otherwise, you will not be able to access the public folder to select items for backup or restore.

2.9 SharePoint Site Backup

To be able to back up Personal Sites and/or SharePoint Sites, ensure that you use Hybrid Authentication when creating a backup set. Due to the current limitation with Microsoft API, Modern Authentication is currently not suitable for backup sets with Personal Sites and/or SharePoint Sites selected. As backup and restore of SharePoint metadata are not fully supported.

2.10 Java Heap Size

The default Java setting heap 2048M, is sufficient for Microsoft 365 backups based on the default 4 concurrent backup threads.

The Java heap size should only be increased if the number of current backup threads is increased as more backup threads is expected to consume more memory. But this does not guarantee that the overall backup speed will be faster since there will be an increased chance of throttling.

As the value of 4 concurrent backup threads is found to be the optimal setting for Microsoft 365 backups, to ensure best backup performance, minimal resource usage, and lowest probability of throttling of Ahsay backup requests by Microsoft 365.

For more detailed information on how to increase the backup thread, please refer to this link: [Appendix G: How to Increase the Number of Concurrent Backup Threads](#).

2.11 Microsoft 365 License Requirements

• Microsoft 365 Subscription Plan

The following subscription plans with Microsoft 365 email services are supported to run backup and restore on AhsayOBM or AhsayCBS User Web Console.

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

• **Microsoft 365 Subscription**

Make sure your Microsoft 365 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 to enjoy the Microsoft 365 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 365 Subscription Status](#)

2.12 Microsoft 365 Permission Requirements

The basic permissions required by a Microsoft user account for authentication of a Microsoft 365 backup set is as follows:

- **Global Admin Role**

The Microsoft 365 account used for authentication must have Global Admin Role, since Modern Authentication will be used.

This is to ensure that the authorization configuration requirements will be fulfilled (e.g. connect to Microsoft Azure AD to obtain the App Access Token). To assign the role, please refer to [Ch. 2.12.1](#).

- **Term Store Administrator Role**

The Term Store Administrator Role may be required for backup and restore of SharePoint items. To assign the role, please refer to [Ch. 2.12.2](#).

- A member of **Discovery Management** security group

The **Discovery Management** security group must be assigned the following roles. To assign the role, please refer to [Ch. 2.12.3](#).

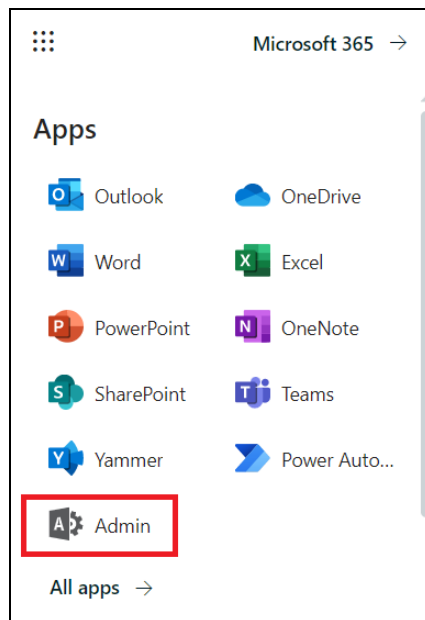
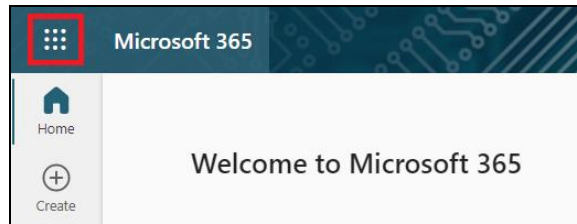
- ApplicationImpersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders

Otherwise, proceed to grant all necessary permissions to the Microsoft user account as shown in the following chapters [2.12.1](#), [2.12.2](#), [2.12.3](#), [2.12.4](#), and [2.12.5](#).

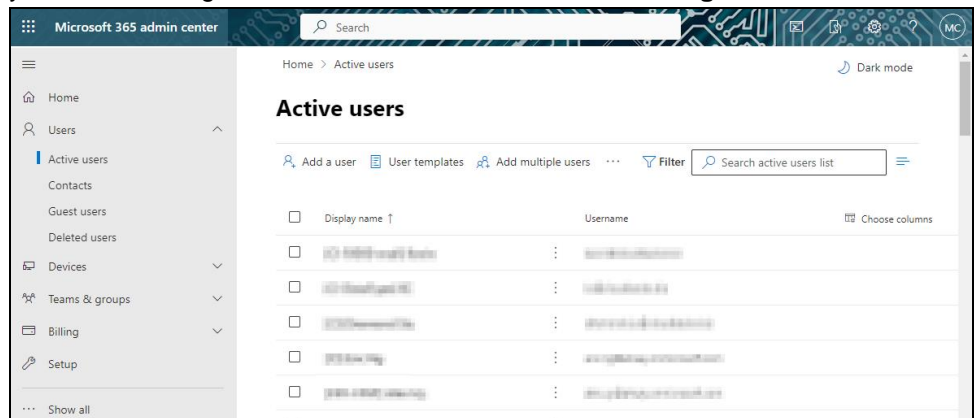
2.12.1 Assigning Global Admin Role to Accounts

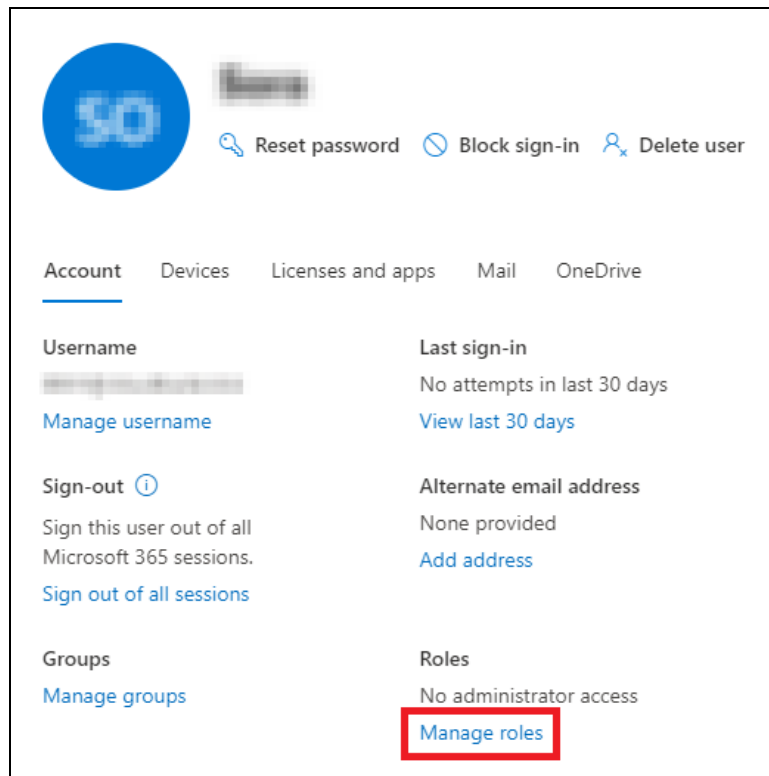
To assign the Global Admin role to accounts, follow the steps below:

- i. Click the App launcher in the upper left side then click **Admin** to go to the Microsoft 365 admin center.



- ii. In the Microsoft 365 admin center, on the left panel click **Users**. Find the user you want to assign the Global Admin role and select **Manage roles**.





SO [User Avatar]

[Reset password](#) [Block sign-in](#) [Delete user](#)

Account | [Devices](#) | [Licenses and apps](#) | [Mail](#) | [OneDrive](#)

Username
[Username]
[Manage username](#)

Last sign-in
No attempts in last 30 days
[View last 30 days](#)

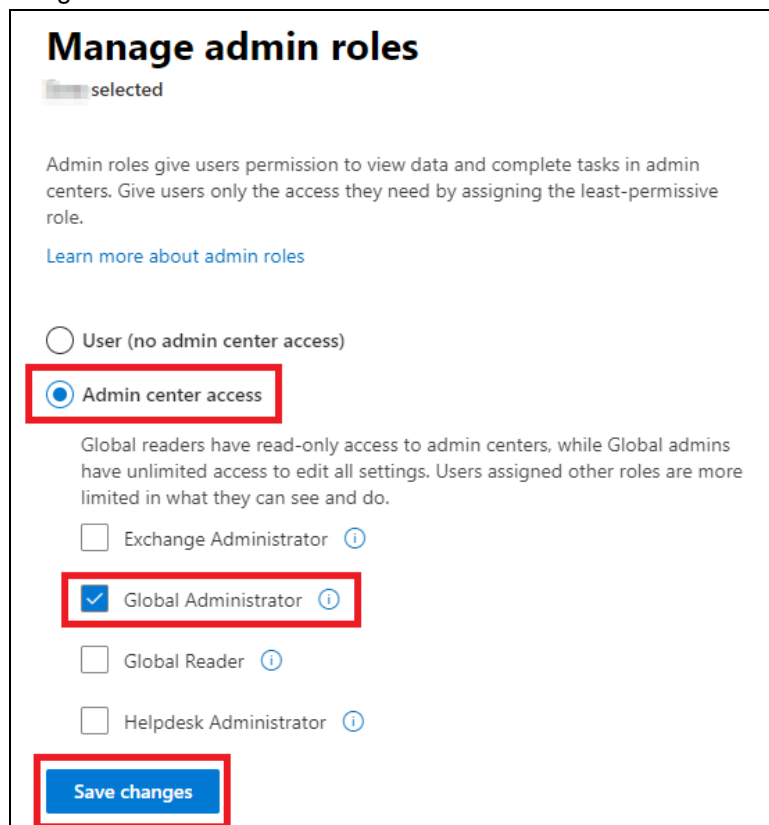
Sign-out ⓘ
Sign this user out of all Microsoft 365 sessions.
[Sign out of all sessions](#)

Alternate email address
None provided
[Add address](#)

Groups
[Manage groups](#)

Roles
No administrator access
[Manage roles](#)

- iii. In the Manage roles window, select **Admin center access** then check the box beside **Global admin**. Click **Save Changes** to save the role you assigned.



Manage admin roles

[User Avatar] selected

Admin roles give users permission to view data and complete tasks in admin centers. Give users only the access they need by assigning the least-permissive role.

[Learn more about admin roles](#)

☐ User (no admin center access)

☒ **Admin center access**

Global readers have read-only access to admin centers, while Global admins have unlimited access to edit all settings. Users assigned other roles are more limited in what they can see and do.

☐ Exchange Administrator ⓘ

☒ **Global Administrator** ⓘ

☐ Global Reader ⓘ

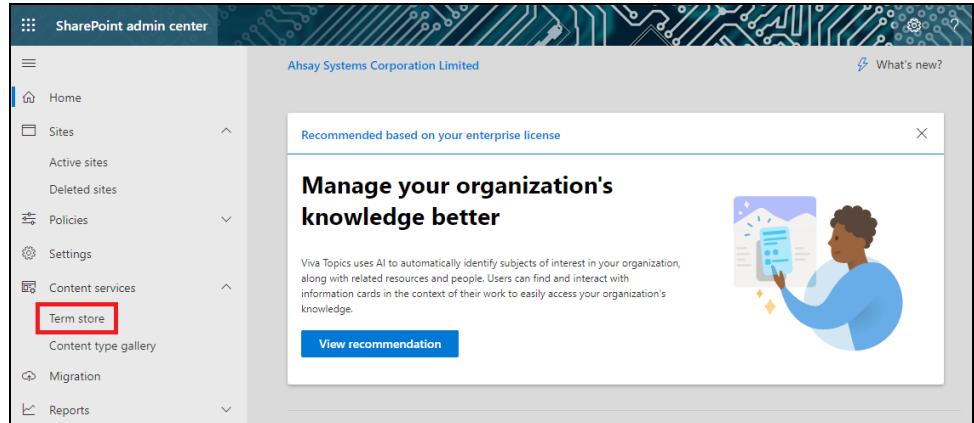
☐ Helpdesk Administrator ⓘ

[Save changes](#)

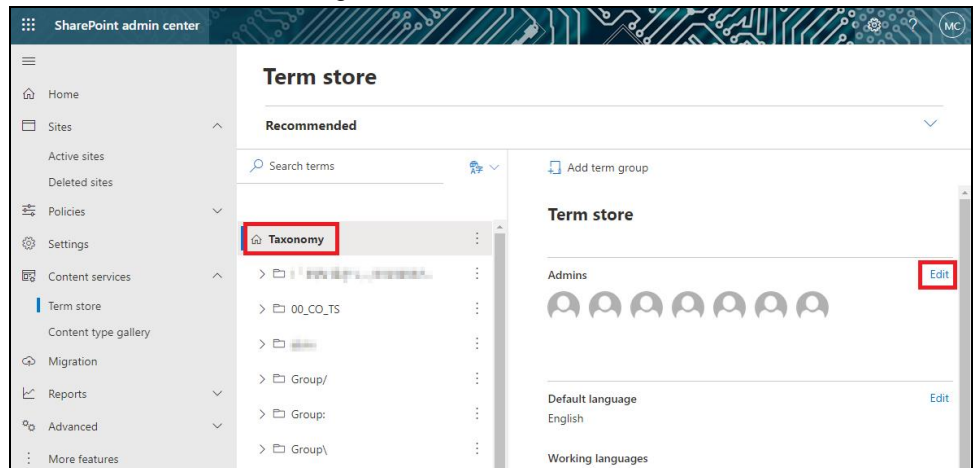
2.12.2 Granting Term Store Administrator Role

To add Term Store Administrator role to the Microsoft 365 user account used to authenticate the Microsoft 365 backup set.

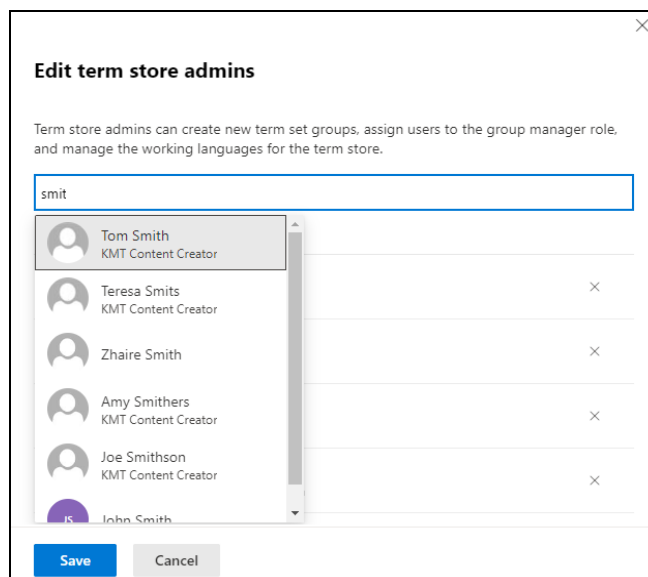
- i. In the SharePoint admin center, under **Content services**, click **Term store**.



- ii. In the tree view pane in the middle, select **Taxonomy**. Then click **Edit** in the Term store section on the right.



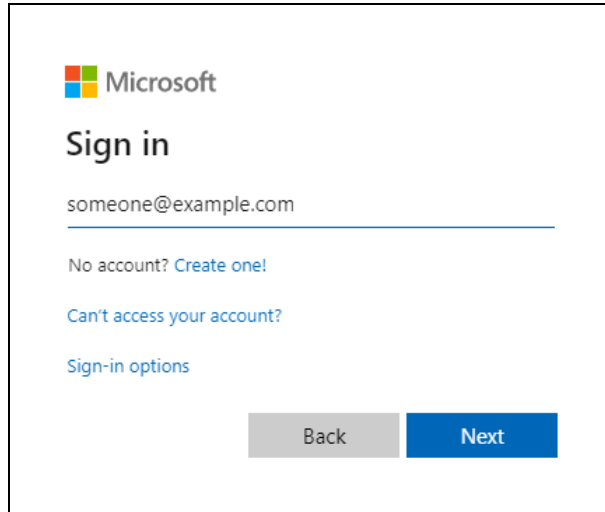
- iii. The “Edit term store admins” panel appears. Enter the names or email addresses of the Microsoft 365 user who you want to add as term store admins then click **Save**.



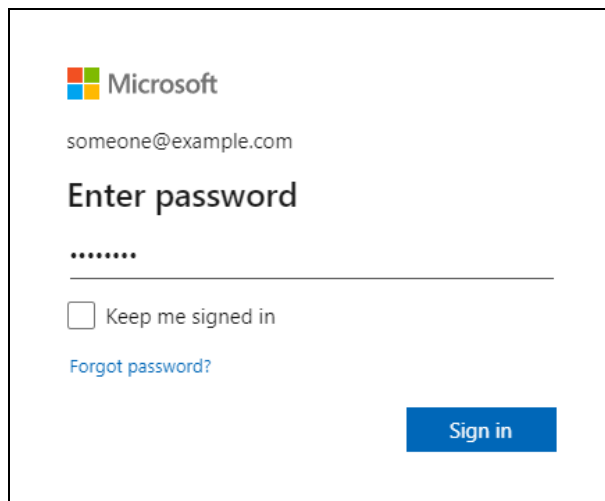
2.12.3 Granting Permission to Discovery Management Group

This permission allows users added under the **Permissions** section of the **Discovery Management** group (refer to [Ch. 2.12.4](#) for setup) to back up and/or restore user item(s) not only for their own account, but also the accounts of other users in the same **Assigned** section.

- i. Open <https://admin.exchange.microsoft.com/>
- ii. Log in to the **Microsoft 365** as an account administrator.

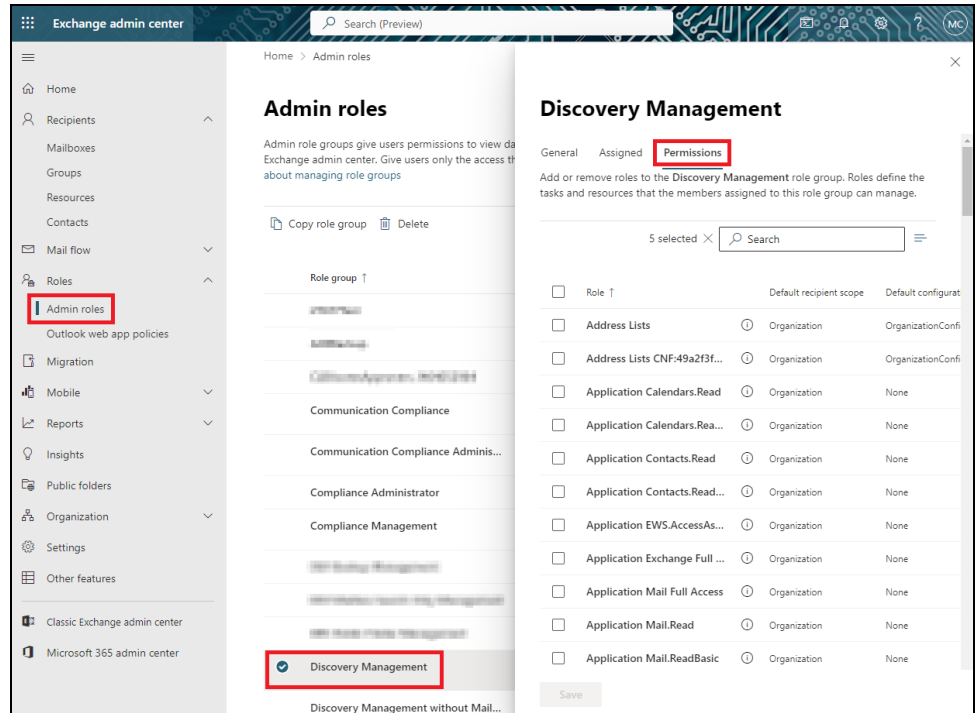


The image shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the text "Sign in". There is a text input field containing "someone@example.com". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At the bottom are two buttons: "Back" (grey) and "Next" (blue).



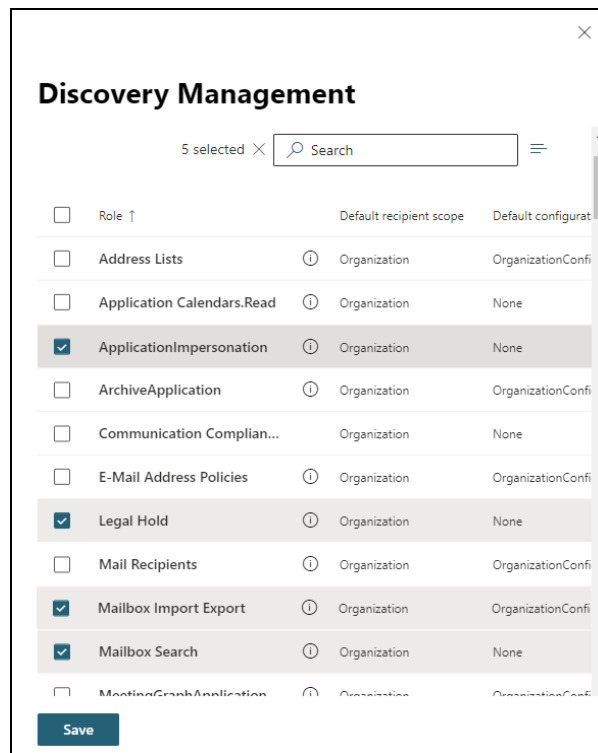
The image shows the Microsoft "Enter password" page. At the top is the Microsoft logo. Below it is the text "Enter password". There is a text input field containing "someone@example.com" and a password input field containing ".....". Below the password field is a checkbox labeled "Keep me signed in". Below the checkbox is a link "Forgot password?". At the bottom right is a blue button labeled "Sign in".

- iii. Select **Admin roles** which is under Roles on the left, then click on **Discovery Management** in the middle. Click on **Permissions** on the right.



- iv. Tick the box beside the roles you want to add. These are the following roles:

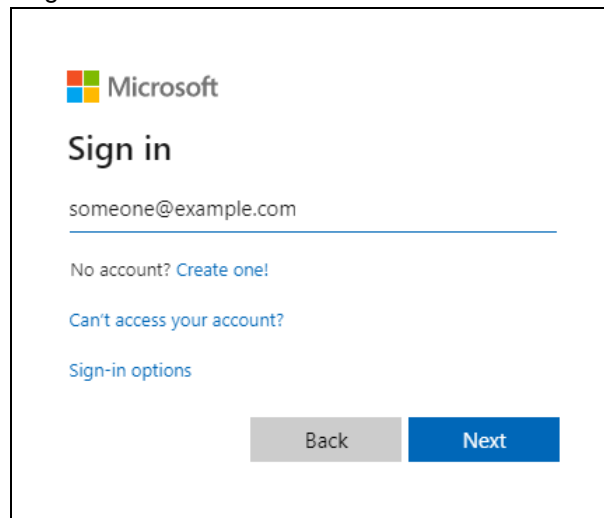
- ApplicationImpersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders



- v. Click **Save** to confirm and click **X** to exit the setting.

2.12.4 Granting Permission to Accounts for Creating Backup Set

- i. Open <https://admin.exchange.microsoft.com/>
- ii. Log in to the **Microsoft 365** as an account administrator.



Microsoft

Sign in

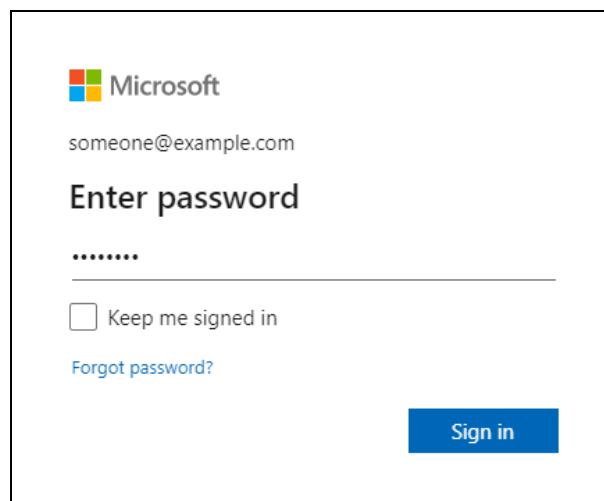
someone@example.com

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Back Next



Microsoft

someone@example.com

Enter password

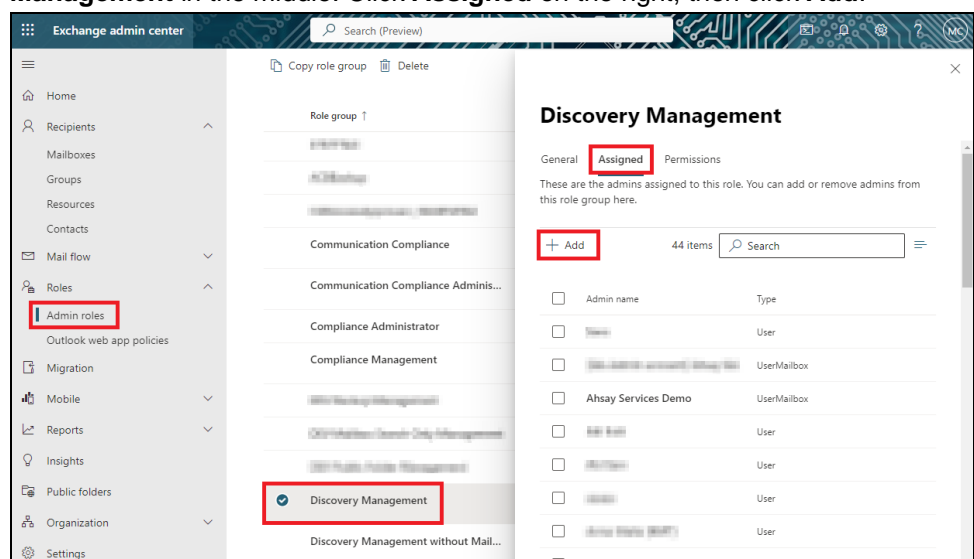
.....

☐ Keep me signed in

[Forgot password?](#)

Sign in

- iii. Select **Admin roles** which is under Roles on the left, then click on **Discovery Management** in the middle. Click **Assigned** on the right, then click **Add**.



Exchange admin center

Search (Preview)

Home

Recipients

- Mailboxes
- Groups
- Resources
- Contacts

Mail flow

Roles

- Admin roles**
- Outlook web app policies

Migration

Mobile

Reports

Insights

Public folders

Organization

Settings

Copy role group Delete

Role group ↑

- Discovery Management

Communication Compliance

Communication Compliance Adminis...

Compliance Administrator

Compliance Management

Discovery Management

Discovery Management without Mail...

Discovery Management

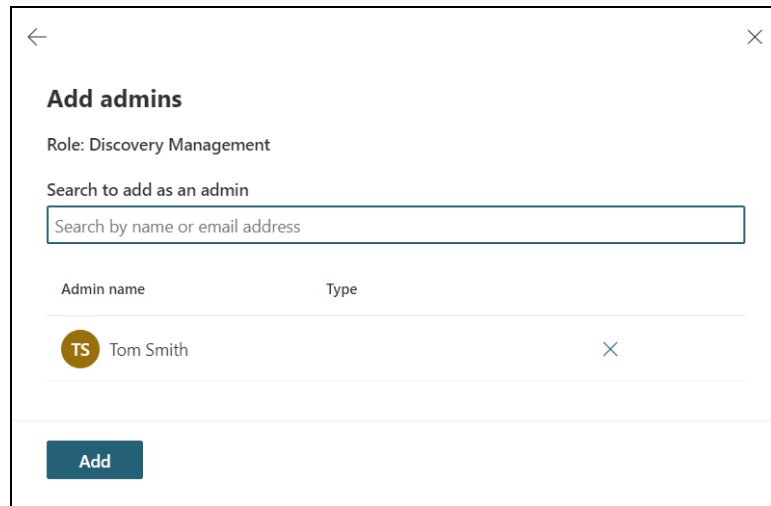
General **Assigned** Permissions

These are the admins assigned to this role. You can add or remove admins from this role group here.

+ Add 44 items Search

Admin name	Type
Admin	User
Admin (Admin Center)	UserMailbox
Ahsay Services Demo	UserMailbox
Admin	User
Admin	User
Admin	User
Admin	User
Admin	User
Admin	User
Admin	UserMailbox

- iv. You can now add users to this group. Search by name or email address then click **Add** once done.

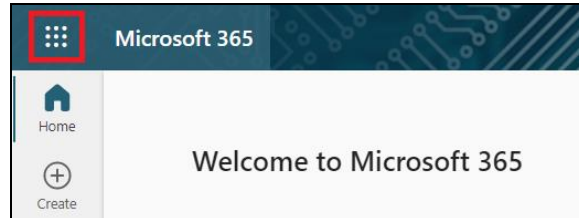


2.12.5 Granting Permission to restore all share link types to alternate location in Microsoft 365

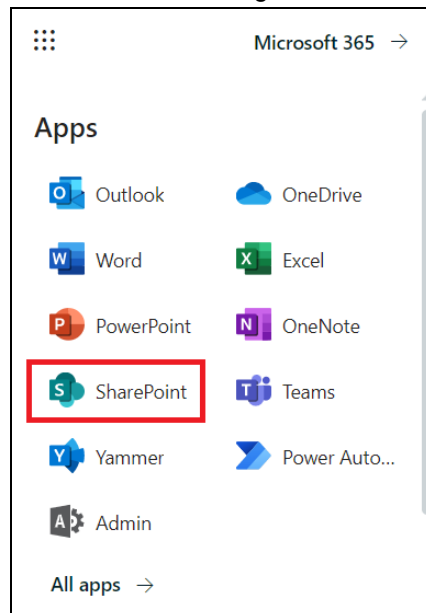
To successfully restore all share link types to alternate location of the same organization in Microsoft 365, follow the settings below:

- Allowing anonymous users to access application pages

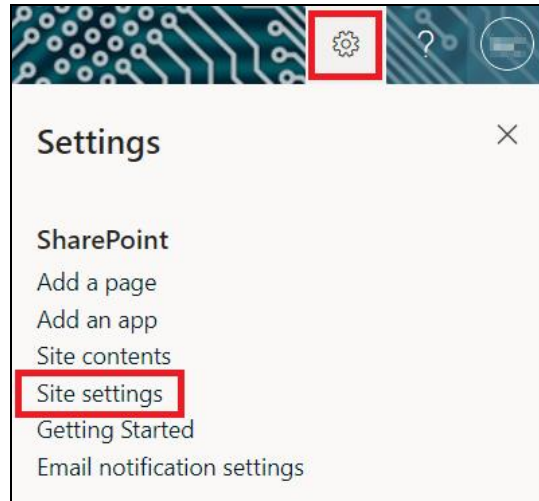
- i. Click the App launcher in the upper left side.



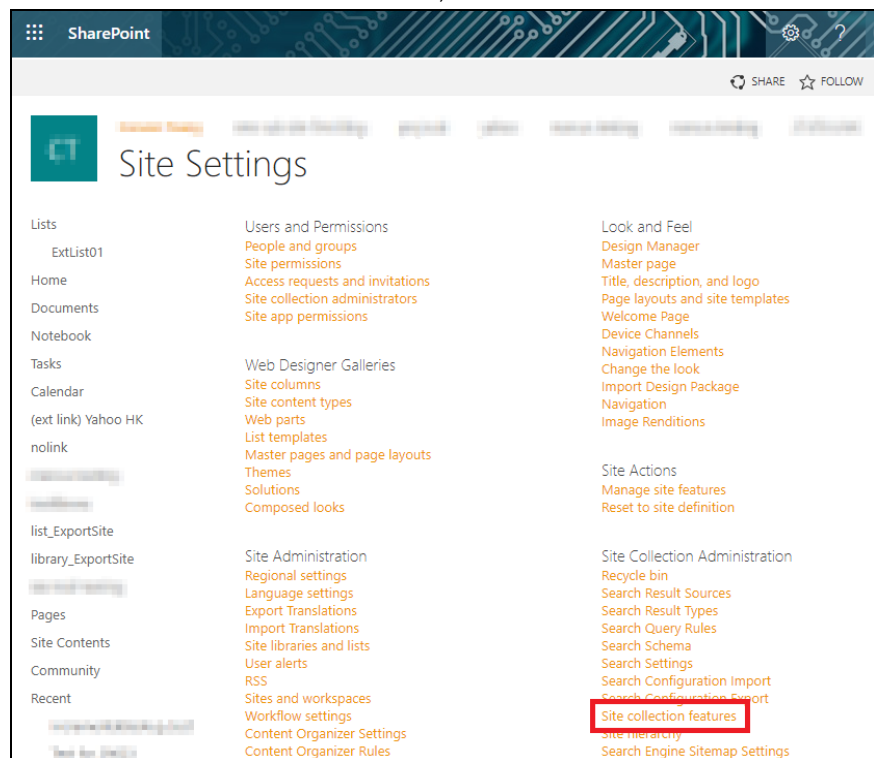
- ii. Click **SharePoint** to go to the SharePoint page.



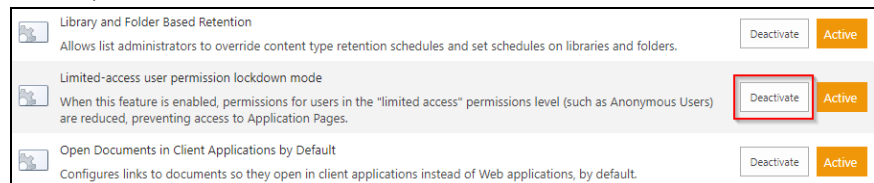
iii. Click **Settings > Site Settings**.



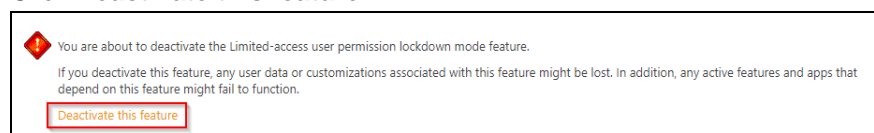
iv. Under Site Collection Administration, click **Site collection features**.






v. Scroll down and look for **“Limited-Access user permission lockdown mode”**, click the **Deactivate** button.



vi. Click **Deactivate this feature**.

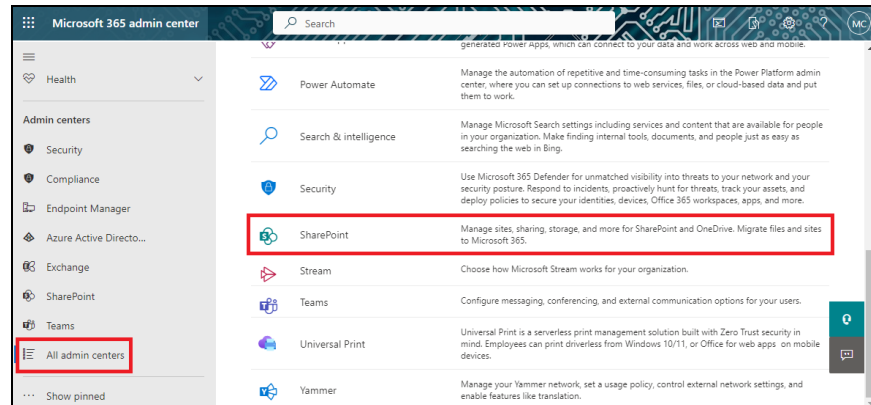


Once deactivated, the Deactivate button will no longer be available.

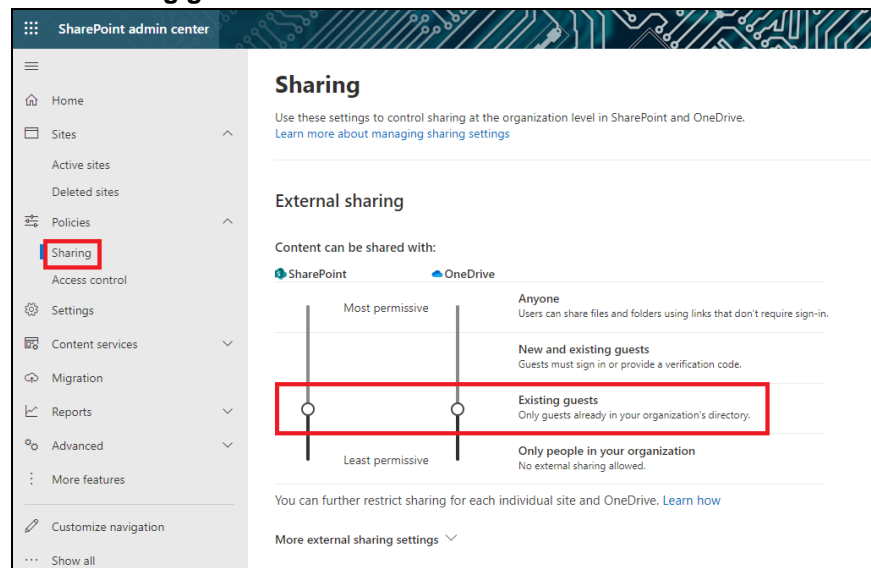
	Library and Folder Based Retention Allows list administrators to override content type retention schedules and set schedules on libraries and folders.	Deactivate	Active
	Limited-access user permission lockdown mode When this feature is enabled, permissions for users in the "limited access" permissions level (such as Anonymous Users) are reduced, preventing access to Application Pages.	Activate	
	Open Documents in Client Applications by Default Configures links to documents so they open in client applications instead of Web applications, by default.	Deactivate	Active

● Allowing sharing to external users

- i. Go to your Microsoft 365 Admin Center > All admin centers > in the right pane select SharePoint.



- ii. Go to Policies > Sharing. Under External sharing, the button must be in line with “Existing guests” and click **Save**.



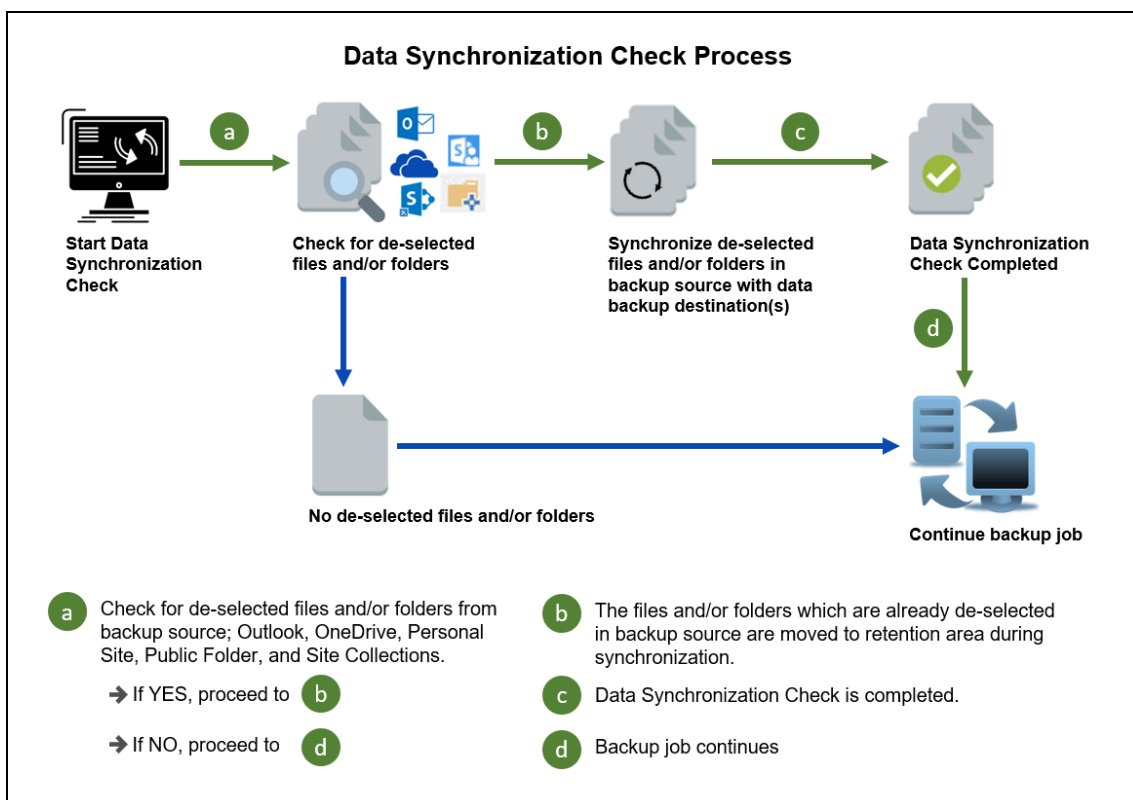
2.13 Data Synchronization Check (DSC) Setup

To compensate for the significant backup performance increase, there is a tradeoff made by the Change Key API, which skips the checking of de-selected files in the backup source, which over time can result in a discrepancy between the items or files/folders selected in the backup sources and the those in the backup destination(s). However, the Change Key API will continue to check for de-selected Microsoft 365 user accounts or Site Collections. Un-selected individual Microsoft 365 user accounts or Site Collections detected during a backup job and will be automatically moved to retention area.

To overcome this, it is necessary in some cases to run a Data Synchronization Check (DSC) periodically. The DSC is similar to a regular Microsoft 365 Change Key API backup job but with the additional checking and handling of de-selected files and/or folders in the backup source. So that it will synchronize the data in the backup source and backup destination(s) to avoid data build-up and the freeing up of storage quota.

Here are the pros and cons of performing the DSC.

	Enabled	Disabled
Backup time	Since DSC is enabled, it will only run on the set interval. For example, the default number of interval is 60 days. The backup time for the data synchronization job will take longer than the usual backup as it is checking the de-selected files and/or folders in the backup source and data in backup destination(s).	As DSC is disabled, the backup time will not be affected.
Storage	Management of storage quota will be more efficient as it will detect items that are de-selected and moved it to retention and will be removed after it exceeds the retention policy freeing up the storage quota.	Management of storage quota will be less efficient even though files and/or folders are already de-selected from the backup source, these files will remain in the data area of backup destination(s).



NOTE

To setup the Data Synchronization Check (DSC), refer to this [Appendix F: Setting the Data Synchronization Check \(DSC\)](#)

2.14 Authentication

To comply with Microsoft's product roadmap for Microsoft 365, Basic Authentication (Authentication using Microsoft 365 login credentials) will no longer be utilized. Instead, all new Microsoft 365 backup sets created will use Modern Authentication.

Since the second half of 2021, it will be a mandatory requirement for organizations still using Basic Authentication or Hybrid Authentication to migrate to Modern Authentication.

Modern Authentication provides a more secure user authentication by using app token for authentication aside from using the Microsoft 365 login credentials. In order to use Modern Authentication, the Microsoft 365 account is registered under Global region and the Microsoft 365 backup is configured to use Global region.

Existing backup sets using Basic Authentication created prior to AhsayOBM v8.3.6.0 can be migrated to Modern Authentication. However, once the authentication process is completed, the authentication can never be reverted back to Basic Authentication. For more information on how to migrate to Modern Authentication, please refer to [Appendix I: Re-Authentication of Microsoft 365 Backup Set](#). After the upgrade to AhsayOBM v9.1.0.0, the backup and restore process of existing Microsoft 365 backup sets still using Basic Authentication will not be affected during this transition period since Modern Authentication is not yet enforced by Microsoft.

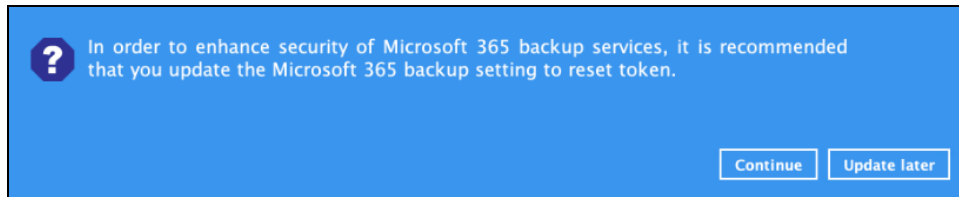
In order to migrate existing backup sets to Modern Authentication there are two (2) methods:

- ➊ The first method is the Microsoft 365 account used for the backup set is assigned the Global Admin.
- ➋ The second method is the Microsoft 365 account used for the backup set is an ordinary account. When changing the settings of the backup set, the user can ask a Microsoft 365 Global Admin to grant permission to authorize the migration of authentication. This is only required in migrating from Basic Authentication to Modern Authentication. **This only needs to be done once per backup set.**

To check the current authentication being used in your Microsoft 365 backup set, see criteria below:

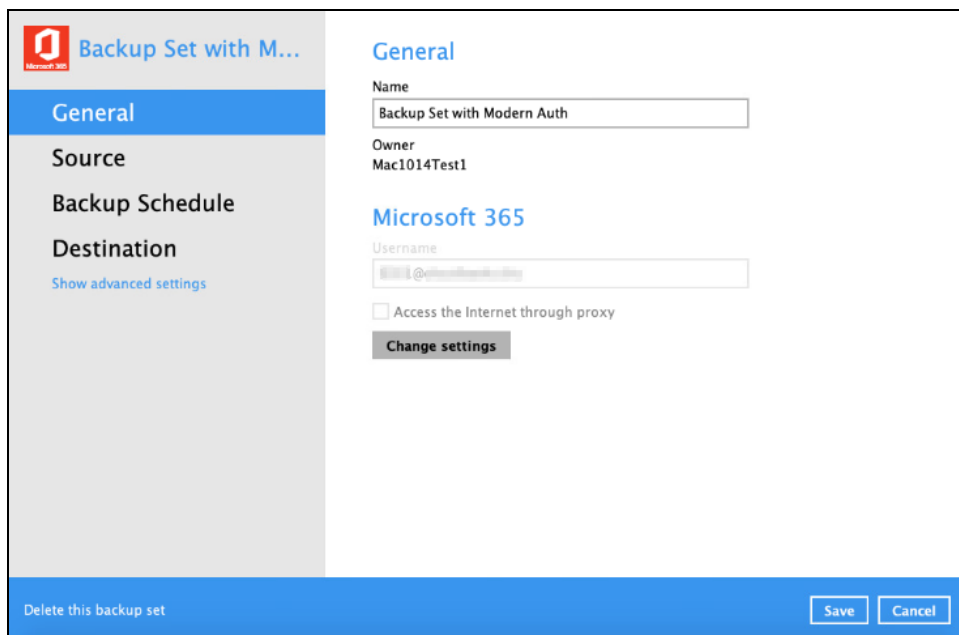
▶ Basic Authentication

If you click on the backup set and the following pop up message is displayed, then the backup set is using Basic Authentication.



▶ Modern and Hybrid Authentication

For backup set using Modern or Hybrid Authentication, there is no pop up authentication alert.















2.15 Supported Services

Below are the supported services of Microsoft 365 Backup module. It is also specified in the table some services that are currently not yet supported by the Microsoft 365 Backup module.

 Microsoft 365			
Services	Supported?	Services	Supported?
 Outlook		 Yammer	
 OneDrive		 Microsoft Stream	
 Personal Site		 Power BI	
 Site Collections		 Power Apps	
 Microsoft Teams			








Below are the supported Outlook Mailbox types of Microsoft 365 Backup.

<div>  <p>Outlook Mailbox</p> </div>			
Item	Supported?	Item	Supported?
Archive Mailbox		Distribution Group	
Dynamic Distribution Group		Equipment Mailbox	
Microsoft 365 Group		Public Folder	
Public Folder Mailbox		Room Mailbox	
Security Group		Shared Mailbox	
User Mailbox			
<div>Note</div> <p>For backing up Public Folder, a licensed Exchange Administrator or a licensed user with Public Folder permission is required.</p>			


Below are the items that you can back up or restore from an Outlook mailbox.

<div>  <p>Folder Level</p> </div>			
Item	Supported?	Item	Supported?
Archive		Calendar	
Clutter		Companies	
Contacts		Conversation History	
Deleted Items		Drafts	
External Contacts		GAL Contacts	
Inbox		Journal	
Junk Emails		Notes	
Organizational Contacts		Outbox	
PeopleCentricConversation Buddies		PersonMetaData	
Recipient Cache		RSS Feeds	
Search Folders		Sent Items	
Social Activity Notifications		Sync Issues	
Tasks		Trash	
<div>Note</div> <p>AhsayOBM supports the folders types which are shown in the Outlook Web Access (OWA), except the Conversation History because it is not related to mail objects.</p>			

Below are the items that you can back up or restore from OneDrive.

<div> OneDrive</div>			
Item	Supported?	Item	Supported?
Folders		Files	
Access Permissions		Albums	
Recycle Bin		Tag	

Below are the items that you can backup or restore from Teams Chat / Channel.

<div>  Teams Chat / Channel </div>			
Item	Supported?	Item	Supported?
Attachments		Channel replies	
Chat & Channel message		Loop List (fluid)	
Mentions		One-on-one & Group Chat	
Public & Private Channel		Reactions	
Voice message (created via mobile app)			
Note			
AhsayOBM supports backup and restore of attachments from OneDrive/Group Site only when it is selected in the backup source.			

















Below are the Site Collections/Personal Site items that you can back up or restore from a Microsoft 365 backup set.

<div>  Site Collections / Personal Site </div>			
Item	Supported?	Item	Supported?
Announcements		Assets Libraries	
Bright Banner		Calendar	
Contacts		Custom Lists	
Data Connection Libraries		Discussion Boards	
External Lists		Form Libraries	
General Settings	 ¹	Import Spreadsheets	
Issue Tracking		Links	
Look and Feel		Manage Site Features	
Newsfeed		Permissions and Management	 ²
Picture and Libraries		Report Libraries	
Site Collection Features		Site Page	
Survey		Version History	 ²
Wiki / Page Libraries			
Notes			
¹	For the General Settings, only the List Name can be restored.		
²	For the Version History and Permissions and Management, the backup and restore are supported for OneDrive files and SharePoint documents (Document Library) only.		

Below are the SharePoint Site Collections template that you can back up or restore from a Microsoft 365 backup set.

SharePoint Site Level Collection			
Item	Supported?	Item	Supported?
Team Site		Team Site (Classic Experience)	
Blog		Project Site	
Developer Site		Community Site	
Document Center		eDiscovery Center	
Records Center		Business Intelligence Center	
Compliance Policy Center		Enterprise Search Center	
Community Portal		Basic Search Center	
Visio Process Repository		Enterprise Wiki	
Publishing Portal		Modern Communication Site	
Modern Team Sites			

Below is the Site Column Type that you can back up or restore from a Microsoft 365 backup set.






Site Column Type			
Item	Supported?	Item	Supported?
CalendarFolderType		CalendarItemType	
ContactItemType		ContactsFolderType	
DistributionListType		FolderType	
MeetingCancellation MessageType		MeetingMessageType	
MeetingRequestMes sageType		MeetingResponse MessageType	
MessageType		PostItemType	
SearchFolderType		TasksFolderType	
TaskType		UserConfigurationType	

Below are the items from the Public Folder that you can backup and restore from a Microsoft 365 backup set.

Public Folders			
Item	Supported?	Item	Supported?
Folders		Files	

2.16 Maximum Supported File Size

The following table shows the maximum supported file size per item for backup and restore of each service.

Service	Maximum File Size
 Outlook with or without attachments (applies to User mailbox, Room mailbox, Shared mailbox, Equipment mailbox)	150 MB
 Public Folders with or without attachments	150 MB
 OneDrive	8 GB
 Personal Site	8 GB
 Site Collections	8 GB

2.17 Limitations

2.17.1 Ahsay Limitations

▶ Modern Authentication

- ⦿ Modern Authentication is only supported for Microsoft 365 account that is registered in Global region and the Microsoft 365 backup is configured to use Global region.
- ⦿ Migration to Modern Authentication is not supported on a Microsoft 365 account without a Global Admin role; or during the migration process, the Microsoft 365 account used to authenticate the migration does not have Global Admin role.
- ⦿ Backup and restore of the site features setting for SharePoint Site Collection and/or Personal Site using Modern Authentication is not supported.
- ⦿ Due to limitations in Microsoft API, when using Modern Authentication, backup and restore of SharePoint Web Parts and Metadata are not fully supported.
- ⦿ Backup sets using Modern Authentication do not support backup of external content types (through the linkage from selected lists).
- ⦿ Backup sets using Modern Authentication do not support backup and restore of the following:
 - Some list settings, currently known as Survey Options on survey list.
 - Feature setting for SharePoint Site and Personal Site.

▶ SharePoint

- ⦿ Document Libraries, List Items and their default Column Types will be supported, excluding customized Apps and SharePoint App Store applications.
- ⦿ Most of site lists will be supported, except for certain list types that will be skipped to restore due to API limitation, for example is Microfeed in Classic Team Site.
- ⦿ Site logos will NOT be restored, it is suggested revisiting the site setting page and manually add the missing images if necessary.
- ⦿ User-defined workflow templates will NOT be supported for backup and restore.
- ⦿ Recycle Bin will NOT be supported for backup and restore.
- ⦿ Most of Site level settings will NOT be restored, except for those essential to support the successful restore of the backup items e.g. Manage Site Feature / Site Collection Feature.
- ⦿ Most of List level settings (including List view) will NOT be restored, except for those essential to support the successful restore of backup items, e.g. item checkout settings. Following restore, it is suggested revisiting the relevant settings if necessary. This may affect list column ordering and visibility after restoring.
- ⦿ Restoring External Data column is NOT supported if external content type has been deleted via SharePoint Designer.

- ⦿ Restoring of multiple Value of managed metadata column when the key name (column name) contains space is NOT supported.
- ⦿ Restoring of list with local managed metadata column to alternate location is NOT supported.
- ⦿ The restore of SharePoint documents or folders with the following characters: / \ | * : " < > in item name to a Windows local computer is not supported. As Windows does not support these characters for either a file or folder name.
- ⦿ Restoring Newsfeed items in **Modern Team Site** will not publish the items to Homepage automatically, user will need to navigate to **Site Content > Page Library**> click on each individual news item and "Post" the news one by one manually.
 - Backup User (except for Global Admin) may not have permission to back up the site collection even if he/she can view it in the backup source tree. FOR EACH site collection, the user can backup it only if he/she is assigned as a site admin of that site collection.
 - If the user is assigned as site admin of the root level site collection only, he/she is not automatically added as site admin of other site collection under that root level site collection (i.e. If user is to backup specific site collection under the root, he/she has to be added as site admin of that specific site collection under the root also).
 - For site collection that can be viewed by user in the source tree which he/she is not yet assigned as a site administrator:
 - when user expand the node of that site collection, access denied error pop up will be given.
 - when user tick such site collection to backup, access denied error will be given in the backup log.

▶ OneDrive

- ⦿ Backup and restore of file share links will be supported for OneDrive and SharePoint Documents only, and only for restore to the same Microsoft 365 organization.
- ⦿ Backup and restore of all versions will be supported for **OneDrive and SharePoint Documents** only, except for ".aspx" files.

▶ Outlook

- ⦿ **Online Archive Mailbox** will NOT be supported for backup and restore.
- ⦿ For Outlook mail item, after using restore to **original location** to overwrite a mail item (the restored mail item is assigned a new mail ID), then

In the backup source tree of the same backup set:

- the original ticked item still uses the old mail id to reference and becomes red item.
- there is another item (with the latest mail id) created for that mail item

To avoid future backup error/warning, the user will need to deselect the red item and tick the mail item again (new mail ID) in the backup source tree. This re-selection of backup source is not automatically done after you restore under *overwrite to original location* scenario.

Teams

- Backup of external chat/message, attachment to system message backup (e.g. meeting recording) and backup tabs, pins for chat/channel are not supported.
- Restore of chat/channel to original thread is not supported. Restore only as data export in HTML format, stored to local or OneDrive.
- Refer to the table below for the limitations regarding Teams Chat backup.

	Teams Chat only without OneDrive	Teams Chat with OneDrive
Entire Organization	Only the chat room that include the selected users and messages sent by the selected users will be backed up. If the messages contain attachments (Files), the Files will not be backed up since OneDrive was not selected.	Only the chat room that include the selected users and messages sent by the selected users will be backed up. If the messages contain attachments (Files), only the Files of the selected users will be backed up. It will not include the Files shared by other users that were not selected for backup. This is a limitation with the Microsoft API, as the shared file is located in the other users' OneDrive, which was not selected for backup. To backup Teams Chat to include Files from all users in the chat, then all users who participated in the chat will also need to be selected for backup.
This Microsoft 365 user only	Chat rooms of the login user will be backed up, including messages from other users and from the login user. If the messages contain attachments (Files), the Files will not be backed up since they are located in OneDrive which was not selected.	Chat rooms of the login user will be backed up, including messages from other users and from the login user. If the messages contain attachments (Files), only the Files of the login user will be backed up, it will not include the files shared by other users since the other users were not selected for backup.

Here are some sample scenarios:

Example No. 1

You are required to backup Microsoft 365 user: Tom.


Selection:

- Backup Scope: Entire Organization





Backup Scope
☒ Entire Organization
☐ This Microsoft 365 user only

- Microsoft 365 user: Tom

Select Specific Source
☒ Sort by alphabetical order ☐ Sort by User Group

Uncheck All Current Items
☒  Tom Smith (tom.smith@lebshama.com)

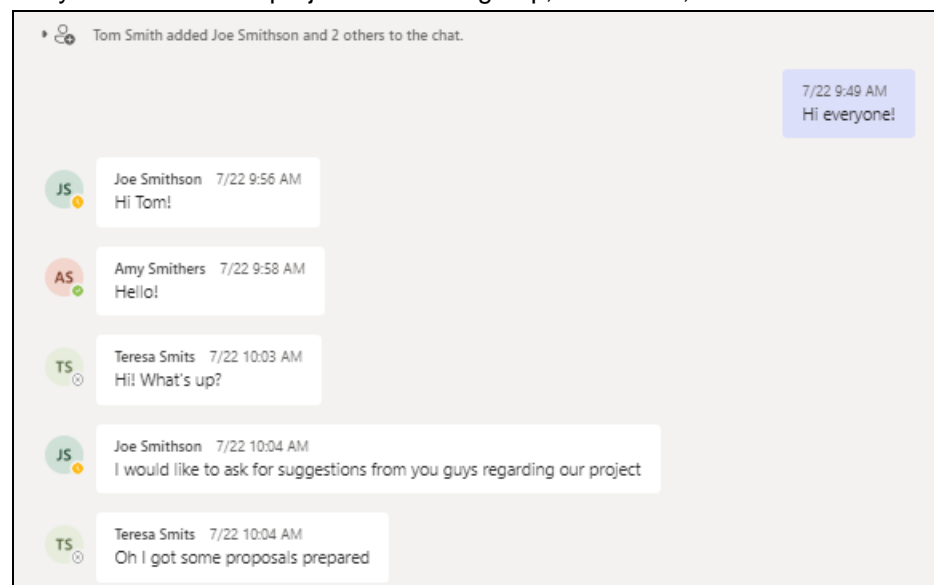
- Data type: Teams Chat (assuming no Outlook or Personal Site data) and OneDrive

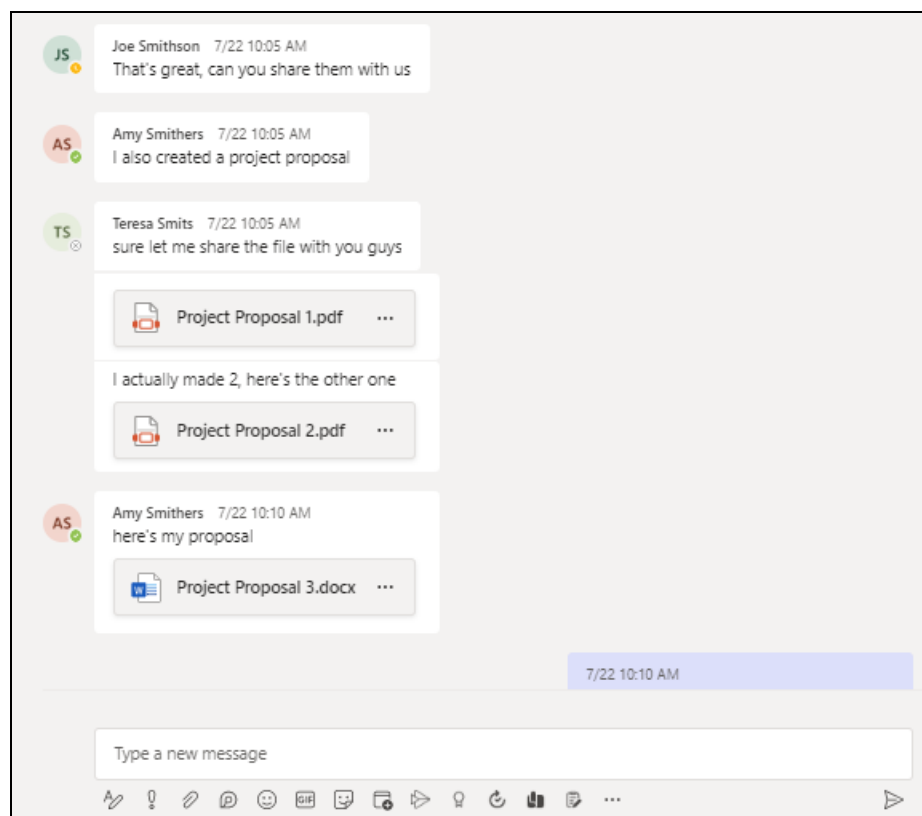
Select the data type that you want to backup which are owned by the selected user(s)
☐  Outlook ☒  OneDrive ☐  Personal Site ☒  Teams Chat

Scenario:

Tom is in a group Teams Chat which includes Amy, Joe and Teresa.

They chat about their project within the group, share files, etc.





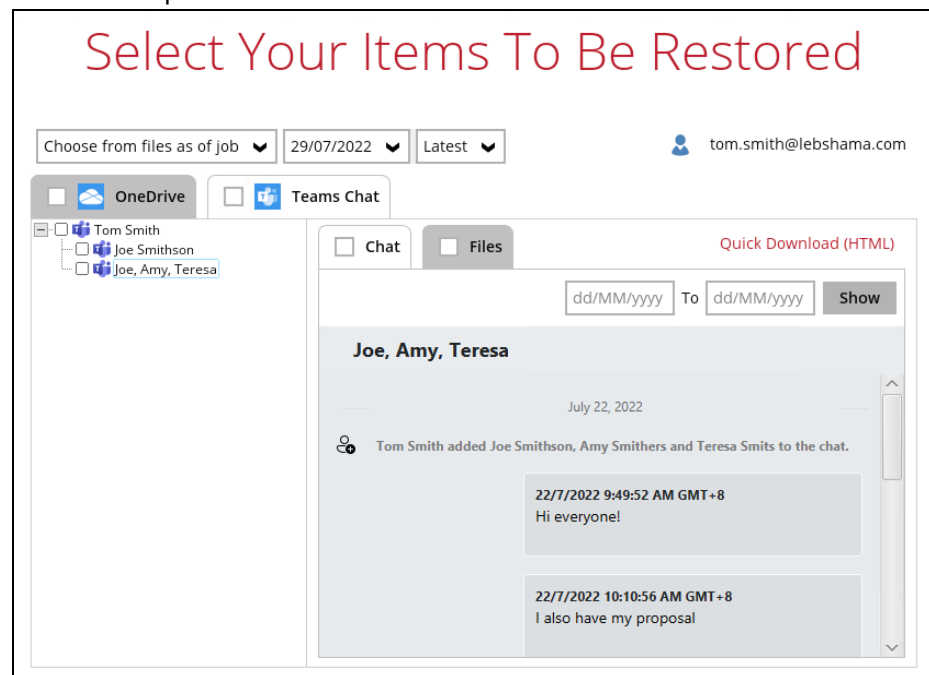
If you create a Backup Set and select only Tom; it will include only messages sent by Tom for the 1:1 group chat where Tom is included.

It will only include files that Tom had attached. It will not backup file attachments from the other three participants.

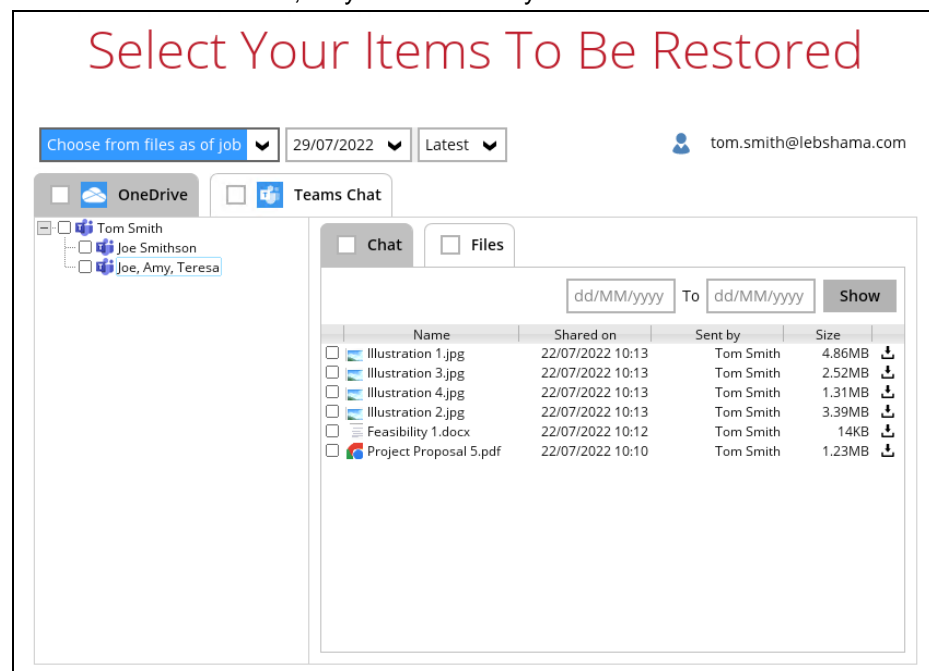
There will be Warnings after backup that items were not backed up when not all the users involved in the conversation are selected for backup. This is a sample of the warning that can be viewed from the backup report *"Messages from uses joe.smithson@lebshama.com in Chat "Joe SmithsonTom Smith," will skip to backup cause users are not selected"*.

⚠	Messages for users "joe.smithson@lebshama.com" in Chat "Joe SmithsonTom Smith, " will skip to backup cause users a...	29/07/2022 08:41:31
⚠	Messages for users "joe.smithson@lebshama.com.amy.smithers@lebshama.com.teresa.smits@lebshama.com" in Chat...	29/07/2022 08:41:32
⚠	Messages for users "joe.smithson@lebshama.com" in Chat "Joe SmithsonTom Smith, " will skip to backup cause users are not selected	29/07/2022 08:41:34
ℹ	Start validating the presence and size of backup data in destination "AhsayCBS"...	29/07/2022 08:41:34

When you Restore from this Backup Set to choose this group Teams Chat you will only see messages from Tom. Check the screenshot of the actual conversation [above](#), as you can see the messages from the other users were not backed up.



You will only be able to download and/or restore files shared by Tom. This means you will need to include the other users in your Backup Set Source selection if you want to be able to download and/or restore the files they shared. In the screenshot below, only files shared by Tom will be listed.



Example No. 2

You are required to backup Microsoft 365 user: Joe.



Selection:

- Backup Scope: Entire Organization





Backup Scope
☒ Entire Organization
☐ This Microsoft 365 user only

- Microsoft 365 user: Joe and Tom

Select Specific Source
☒ Sort by alphabetical order ☐ Sort by User Group

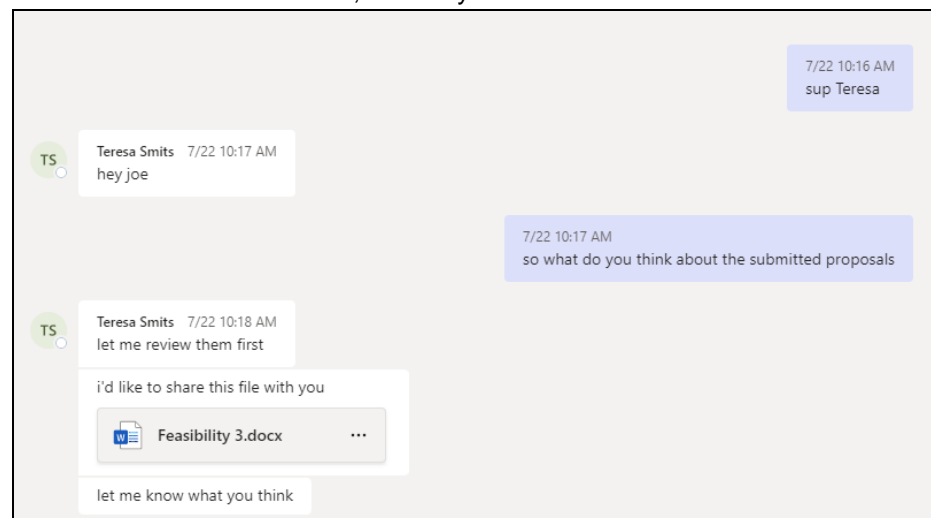
Uncheck All Current Items
☒  Joe Smithson (joe.smithson@lebshama.com)
☒  Tom Smith (tom.smith@lebshama.com)

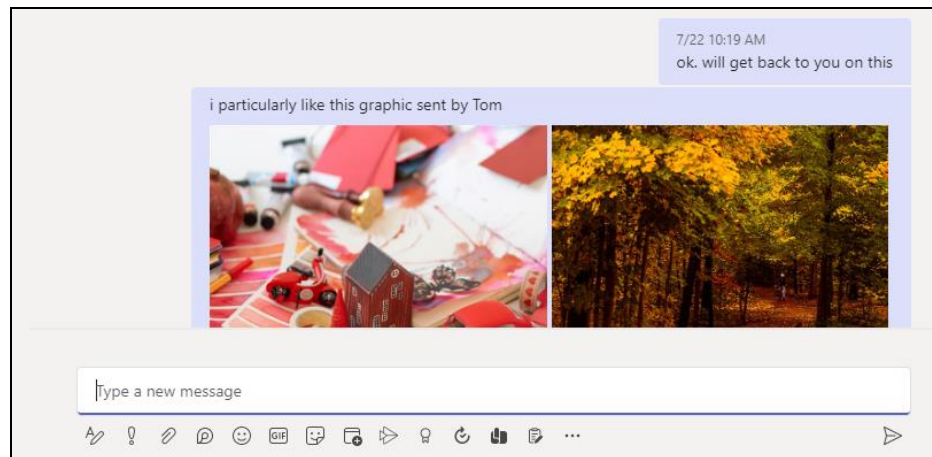
- Data type: Teams Chat (assuming no Outlook or Personal Site data) and OneDrive

Select the data type that you want to backup which are owned by the selected user(s)
☐  Outlook ☒  OneDrive ☐  Personal Site ☒  Teams Chat

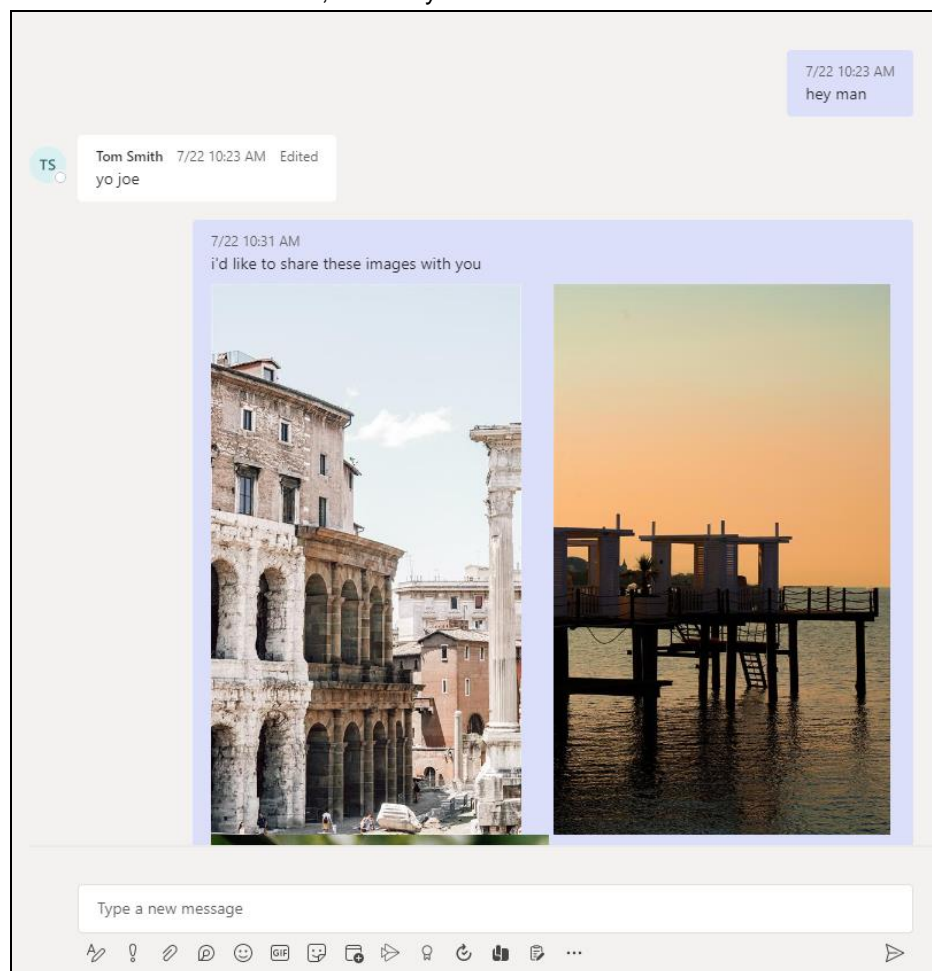
Scenario:

Joe has 1:1 chat with Teresa, and they shared files with each other.





Joe has 1:1 chat with Tom, and they shared files with each other.



If you create a Backup Set and select only Joe and Tom, it will include Joe's chat message with Tom, and files shared by Joe and Tom. It will not include Teresa's chat message and file attachments.

There will be Warnings after backup that items were not backed up when not all the users involved in the conversation are selected for backup. This is a sample of the warning that can be viewed from the backup report “*Messages from users teresa.smits@lebshama.com in Chat “Joe SmithsonTeresa Smits,” will skip to backup cause users are not selected*”.

⚠	Messages for users "teresa.smits@lebshama.com" in Chat "Joe SmithsonTeresa Smits, " will skip to backup cause u...	29/07/2022 08:10:35
ℹ	[Update Attribute]... 100% of "Office 365/Chats/19:3acba344-4934-473c-9e0d-8b58f7d346c_85e51e41-6260-4834-...	29/07/2022 08:10:35
ℹ	Messages for users "teresa.smits@lebshama.com" in Chat "Joe SmithsonTeresa Smits, " will skip to backup cause users are not selected	36

When you Restore from this Backup Set to choose from Joe’s list of chats, you can open the conversation between Joe and Tom, you can also restore any files they shared with each other.

The chat displays messages from Joe and Tom.

Select Your Items To Be Restored

Choose from files as of job ▼

29/07/2022 ▼

Latest ▼

joe.smithson@lebshama.com

☐ OneDrive

☐ Teams Chat

- ☐ Joe Smithson
 - ☐ Amy, Teresa, Tom
 - ☐ Teresa Smits
 - ☐ Tom Smith

☐ Chat

☐ Files

Quick Download (HTML)

dd/MM/yyyy
To dd/MM/yyyy
Show

Tom Smith

July 22, 2022

Joe Smithson added Tom Smith to the chat.

22/7/2022 10:23:15 AM GMT+8
hey man

TS

Tom Smith 22/7/2022 10:23:27 AM GMT+8 Edited

yo joe

Files shared between them can also be downloaded and/or restored.

Select Your Items To Be Restored

Choose from files as of job ▼

22/07/2022 ▼

Latest ▼

joe.smithson@lebshama.com

☐ OneDrive

☐ Teams Chat

- ☐ Joe Smithson
 - ☐ Amy, Teresa, Tom
 - ☐ Teresa Smits
 - ☐ Tom Smith

☐ Chat

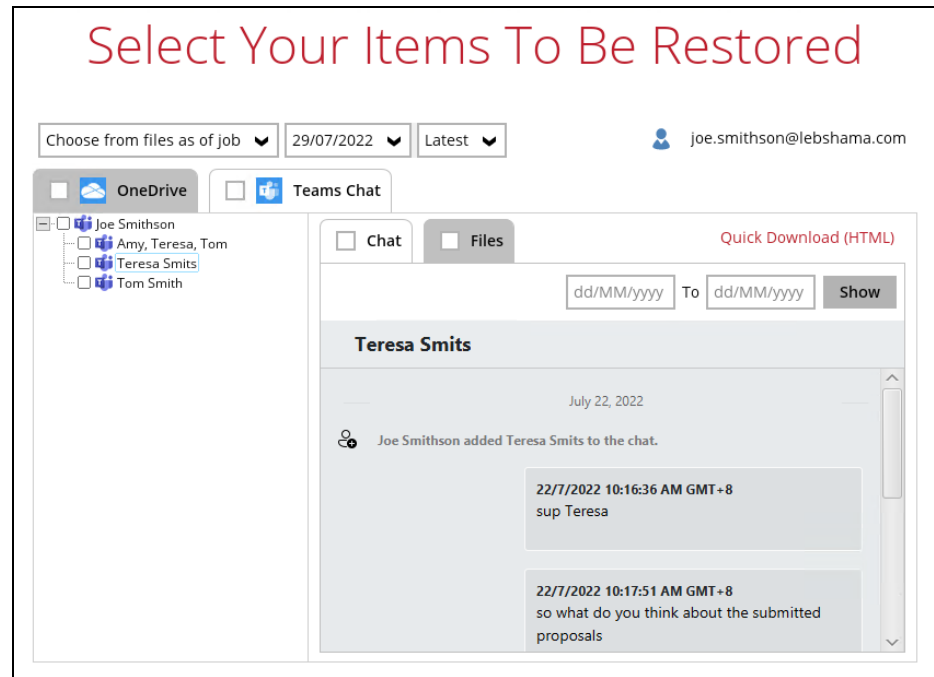
☒ Files

Quick Download (HTML)

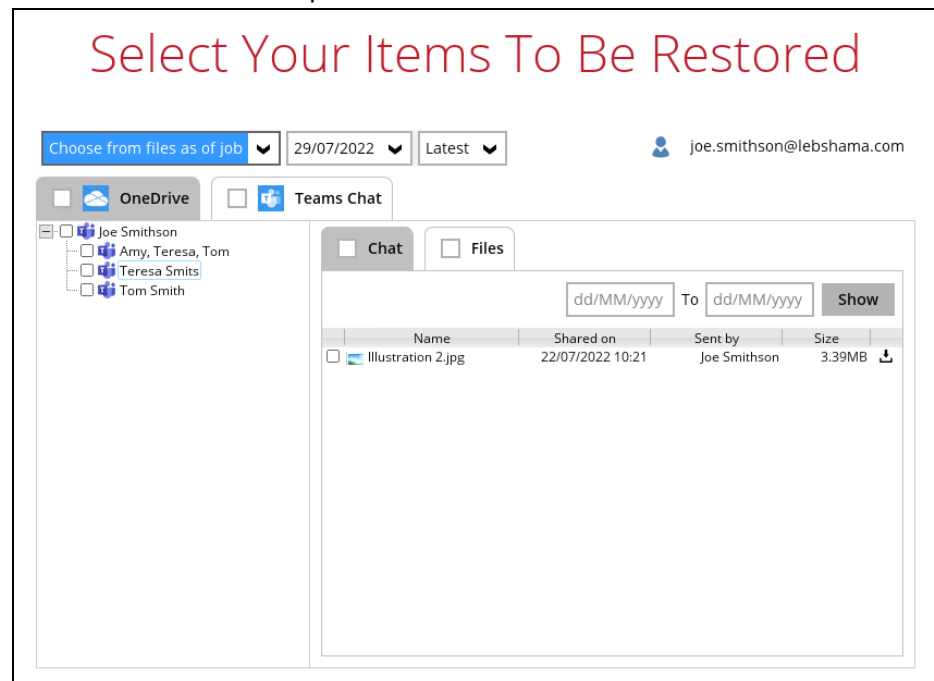
dd/MM/yyyy
To dd/MM/yyyy
Show

	Name	Shared on	Sent by	Size	
<input checked="" type="checkbox"/>	Images 5.jpg	22/07/2022 11:03	Tom Smith	2.49MB	Download
<input checked="" type="checkbox"/>	Images 4.jpg	22/07/2022 11:03	Tom Smith	5.43MB	Download
<input checked="" type="checkbox"/>	Images 2.jpg	22/07/2022 10:31	Joe Smithson	7.59MB	Download
<input checked="" type="checkbox"/>	Images 1.jpg	22/07/2022 10:31	Joe Smithson	4.12MB	Download
<input checked="" type="checkbox"/>	Images 3.jpg	22/07/2022 10:31	Joe Smithson	4.11MB	Download

But when you click on the conversation with Teresa, you will see the chat messages from Joe only. Please refer to the screenshot of the actual chat [above](#).



Only the file that Joe shared with Teresa will be available for download and/or restore. Files that were shared by Teresa will not be available since she was not selected in the Backup Source Selection.



Example No. 3

You are required to backup Microsoft 365 user: Joe.



Selection:

- Backup Scope: Entire Organization





Backup Scope
☒ Entire Organization
☐ This Microsoft 365 user only

- Microsoft 365 user: Joe and Tom

Select Specific Source
☒ Sort by alphabetical order ☐ Sort by User Group

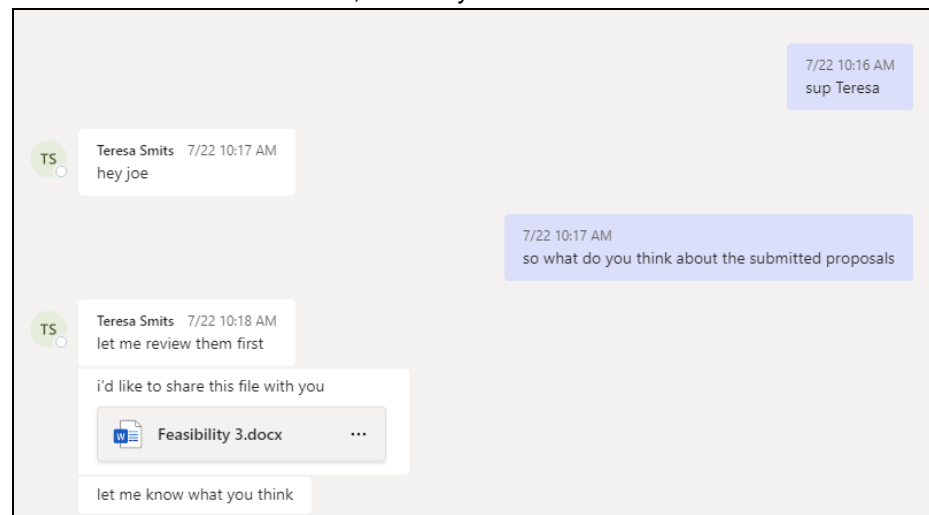
Uncheck All Current Items
☒  Joe Smithson (joe.smithson@lebshama.com)
☒  Tom Smith (tom.smith@lebshama.com)

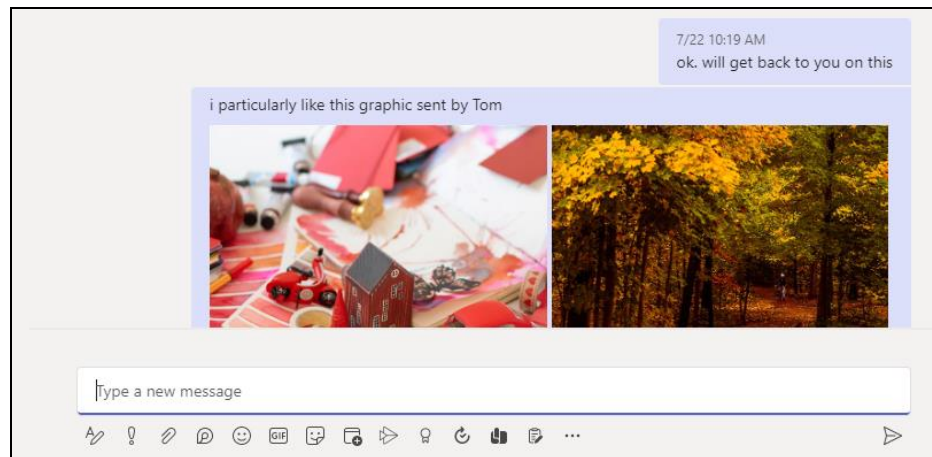
- Data type: Teams Chat

Select the data type that you want to backup which are owned by the selected user(s)
☐  Outlook ☐  OneDrive ☐  Personal Site ☒  Teams Chat

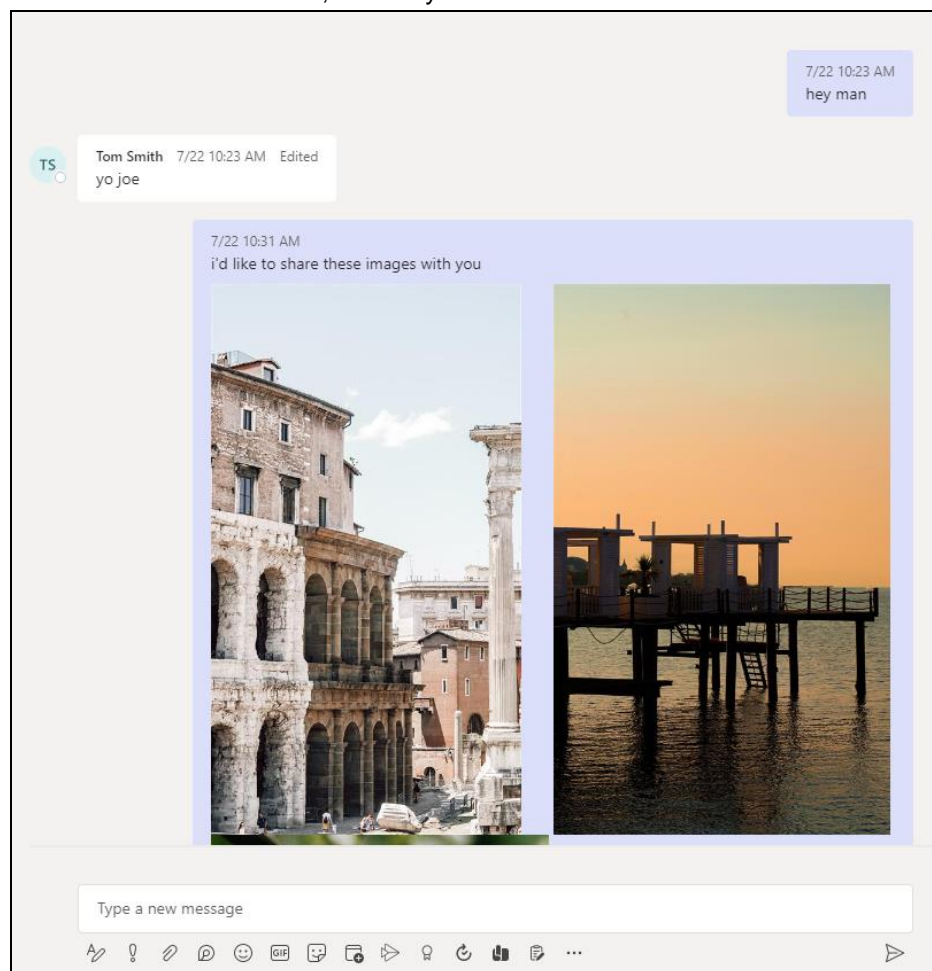
Scenario:

Joe has 1:1 chat with Teresa, and they shared files with each other.





Joe has 1:1 chat with Tom, and they shared files with each other.

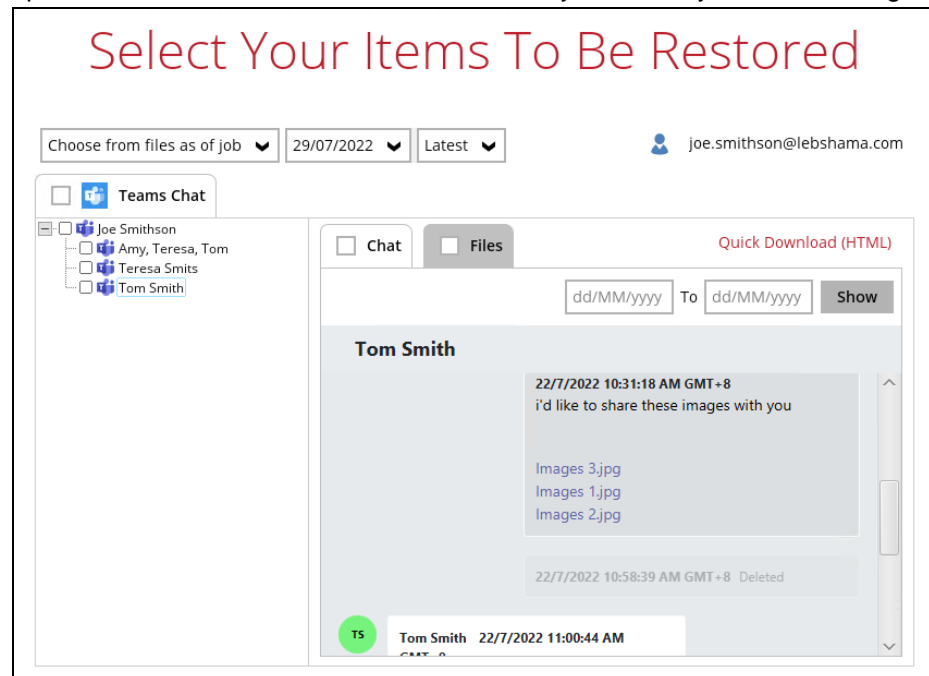


If you create a Backup Set, and select only Joe and Tom, it will include Joe's chat message with Tom. It will not include Teresa's messages as Teresa is not selected. It will also not include any files attached as OneDrive is not selected.

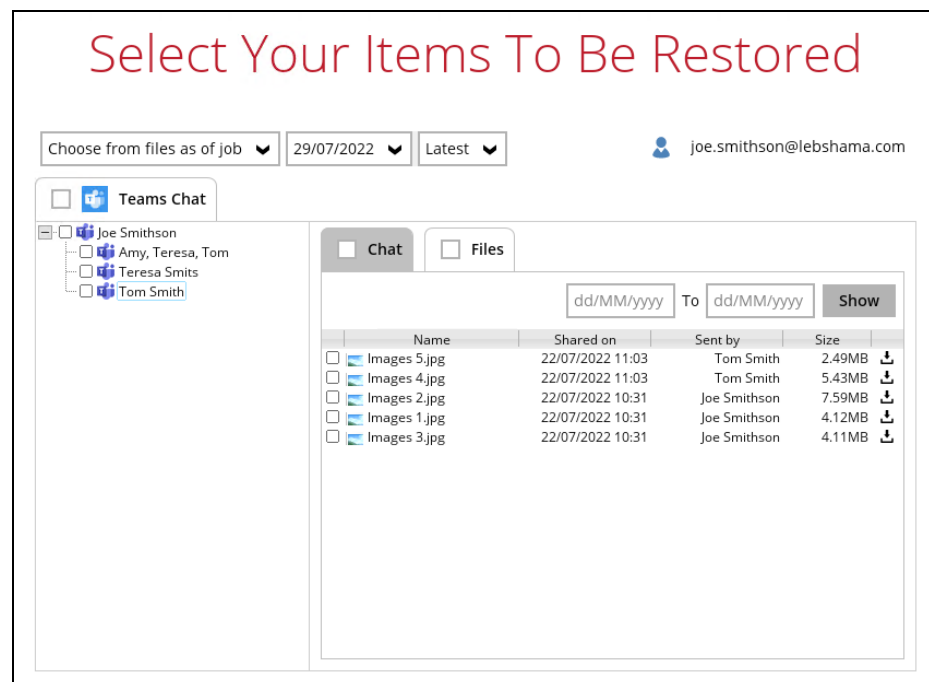
There will be Warnings after backup that items were not backed up when not all the users involved in the conversation are selected for backup. This is a sample of the warning that can be viewed from the backup report “*Messages from users teresa.smits@lebshama.com in Chat “Joe SmithsonTeresa Smits,” will skip to backup cause users are not selected*”.

⚠	Messages for users "teresa.smits@lebshama.com" in Chat "Joe SmithsonTeresa Smits, " will skip to backup cause u...	29/07/2022 08:10:35
ℹ	[Update Attribute]... 100% of "Office 365/Chats/19:3acba344-4934-473c-9e0d-8b58f7d346c_85e51e41-6260-4834-...	29/07/2022 08:10:35
ℹ	Messages for users "teresa.smits@lebshama.com" in Chat "Joe SmithsonTeresa Smits, " will skip to backup cause users are not selected	36

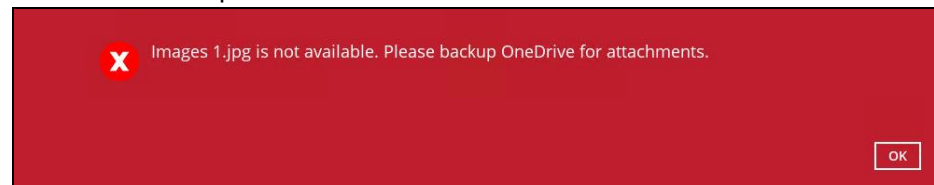
When you Restore from this Backup Set to choose from Joe's list of chats, and open the conversation between Joe and Tom, you can only restore messages.



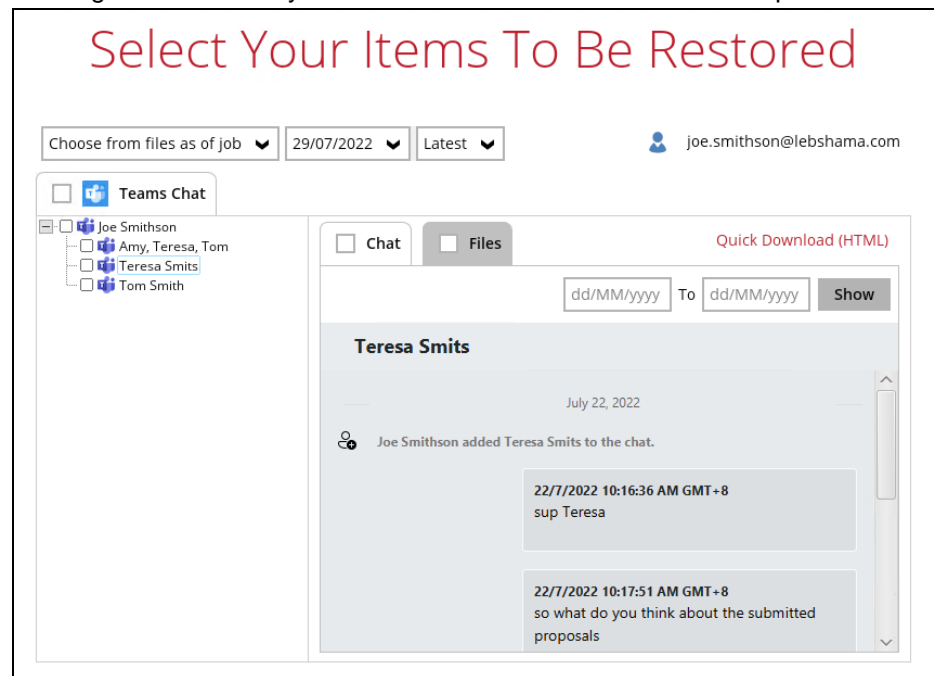
Files that they shared with each other will be listed under the Files tab, but you cannot download and/or restore them.



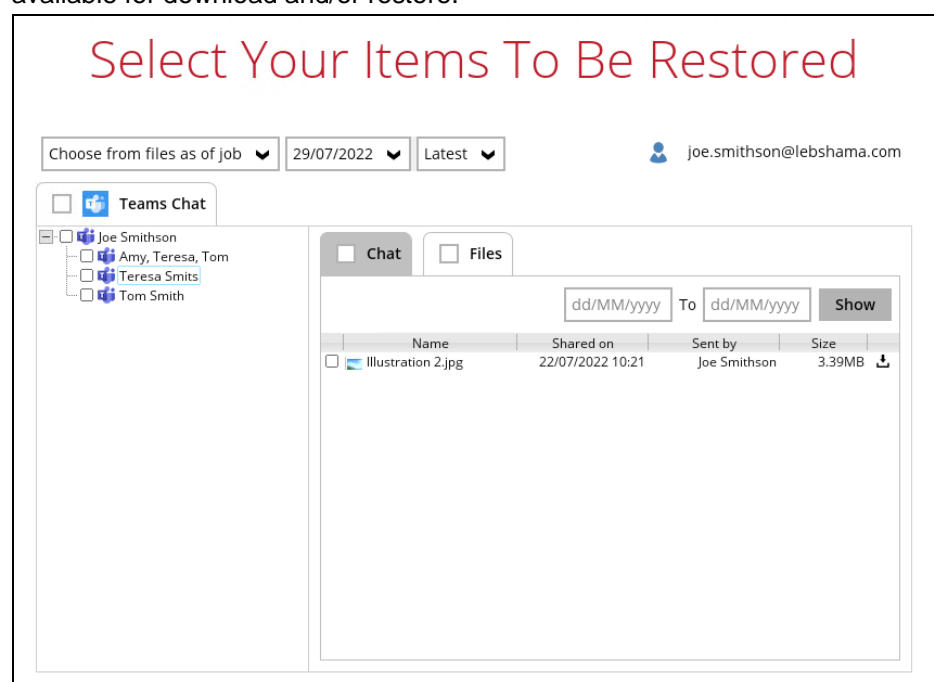
And when you click on the download button, this error message will appear because OneDrive is not a selected Data Type, which means the shared file was not backed up since file attachments are saved in OneDrive.



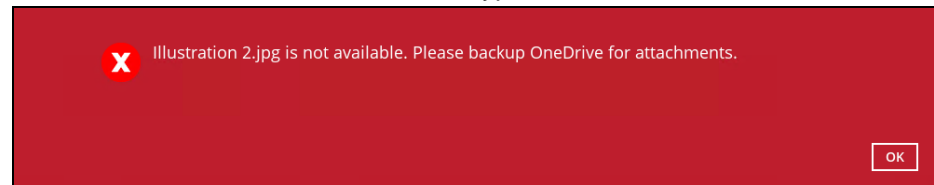
But when you click on the conversation with Teresa, you will see the chat messages from Joe only since Teresa is not selected as a backup source.



Only files shared by Joe will be listed under the Files tab, but it will not be available for download and/or restore.



This error message will be displayed when you click on the download button since OneDrive is not a selected Data Type.



Example No. 4

You are required to backup Microsoft 365 user: Teresa.

Selection:

- Backup Scope: This Microsoft 365 user only

Backup Scope
☐ Entire Organization
☒ This Microsoft 365 user only

- Microsoft 365 user: Teresa

Microsoft 365
Username

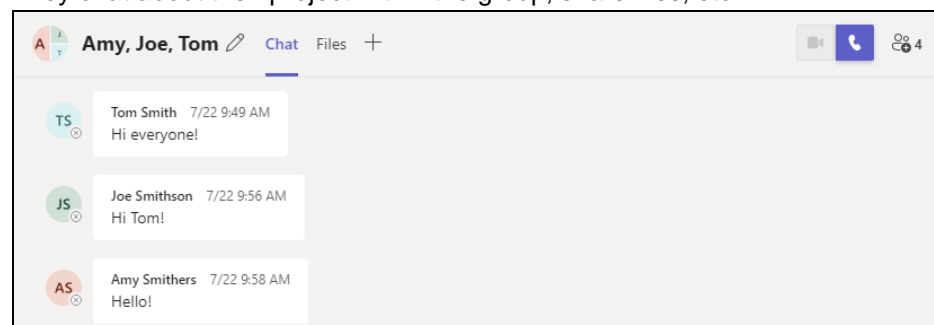
- Data type: Teams Chat

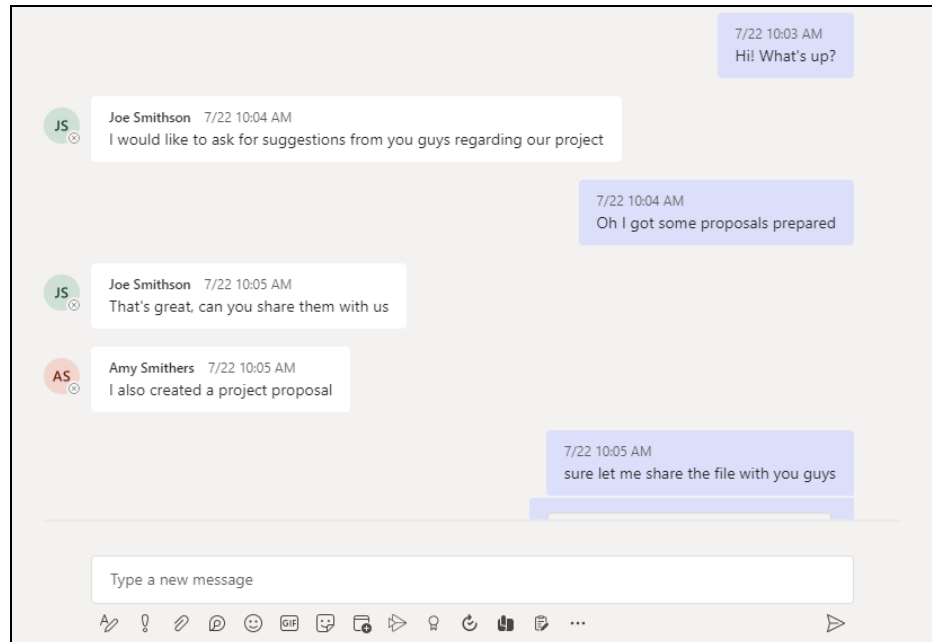
Select the items and folders that you want to backup
☐ Outlook
☒ OneDrive
☐ Personal Site
☐ Public Folders
☒ Teams Chat

Scenario:

Teresa is in a group Teams Chat which includes Amy, Joe and Tom.

They chat about their project within the group, share files, etc.

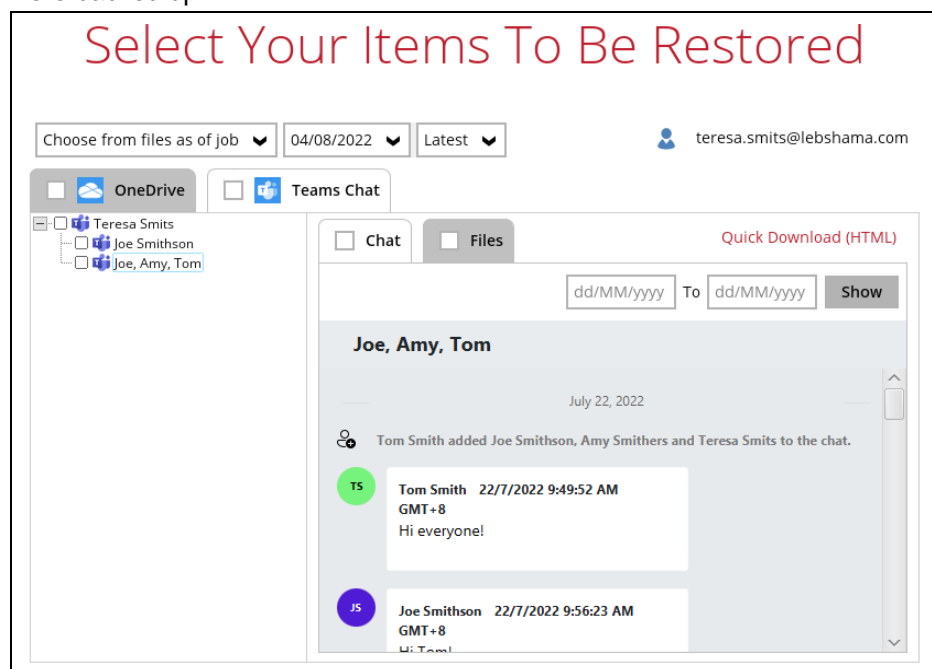




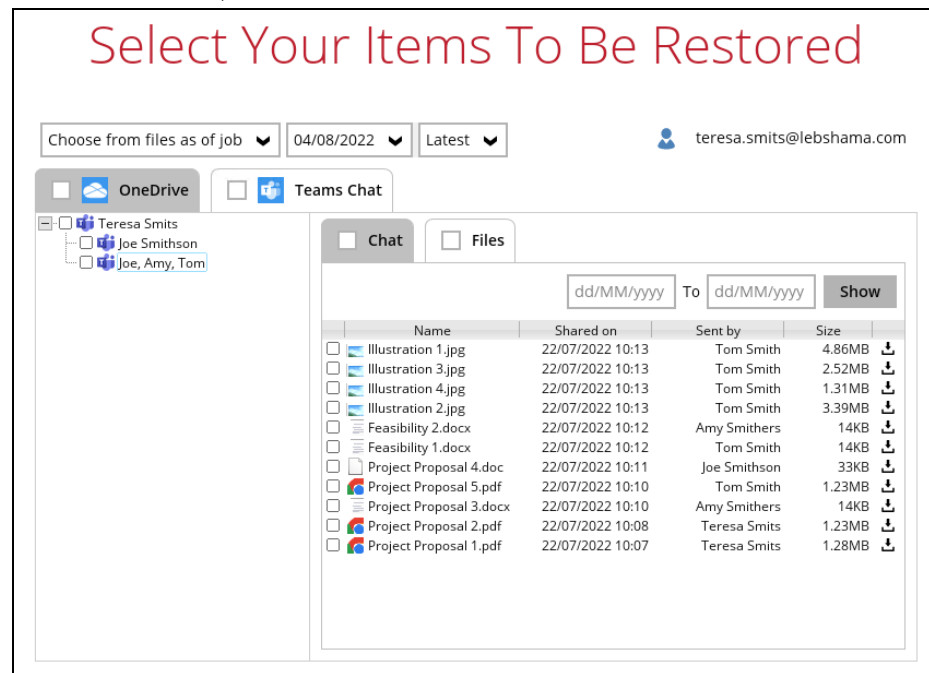
If you create a Backup Set, it will include all messages sent by Teresa as well as messages from the other users for the 1:1 group chat where Teresa is included.

It will only include files that Teresa had attached. It will not backup file attachments from the other three participants.

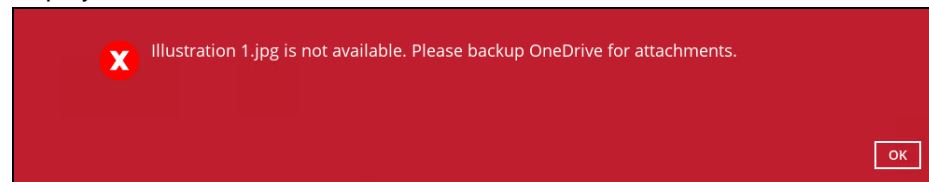
When you Restore from this Backup Set to choose this group Teams Chat you will see all the messages in the chat. Please refer to the screenshot of the actual conversation above, as you can see all the messages from all the users were backed up.



You will only be able to download and/or restore files shared by Teresa. In the screenshot below, all the files shared in the chat will be listed.



But you will not be able to download and/or restore the files shared by the other users. When you click on the download button, the message below will be displayed.



Example No. 5

You are required to backup Microsoft 365 user: Joe.

Selection:

- Backup Scope: This Microsoft 365 user only

Backup Scope

☐ Entire Organization
 ☒ This Microsoft 365 user only

- Microsoft 365 user: Joe






Microsoft 365

Username

joe.smithson@lebshama.com

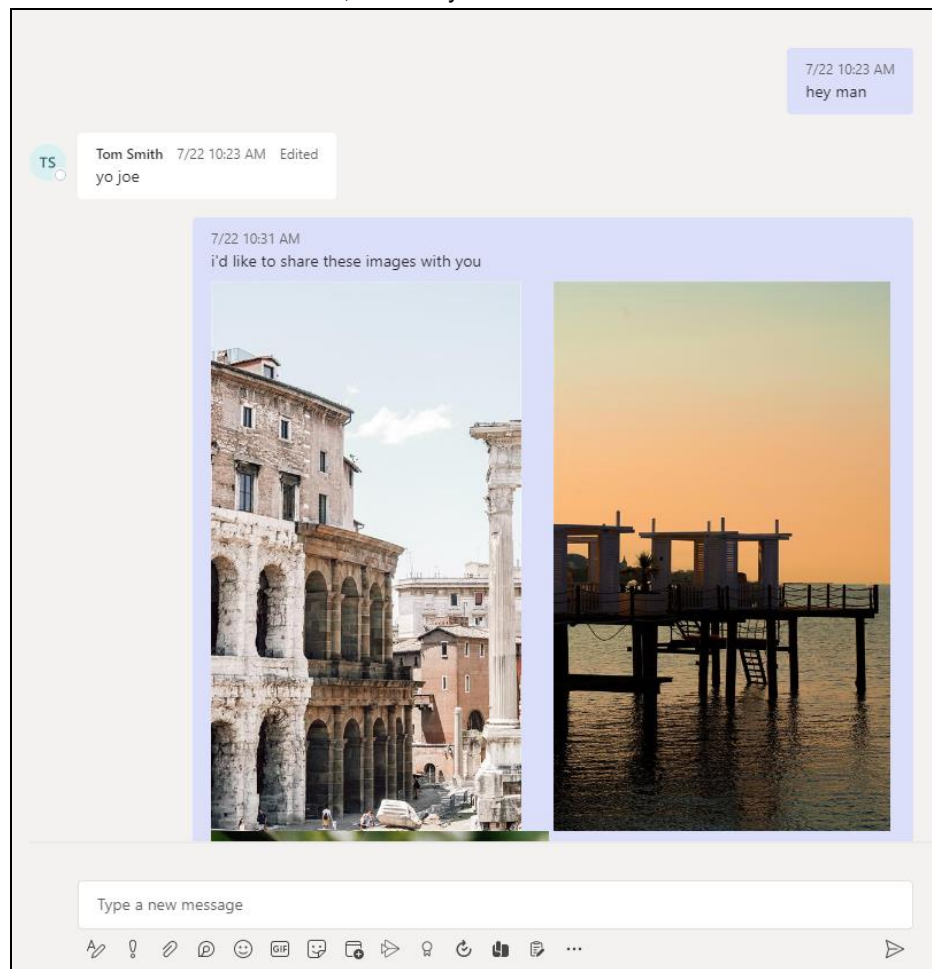
- Data type: Teams Chat

Select the items and folders that you want to backup

<input type="checkbox"/>		Outlook
<input type="checkbox"/>		OneDrive
<input type="checkbox"/>		Personal Site
<input type="checkbox"/>		Public Folders
<input checked="" type="checkbox"/>		Teams Chat

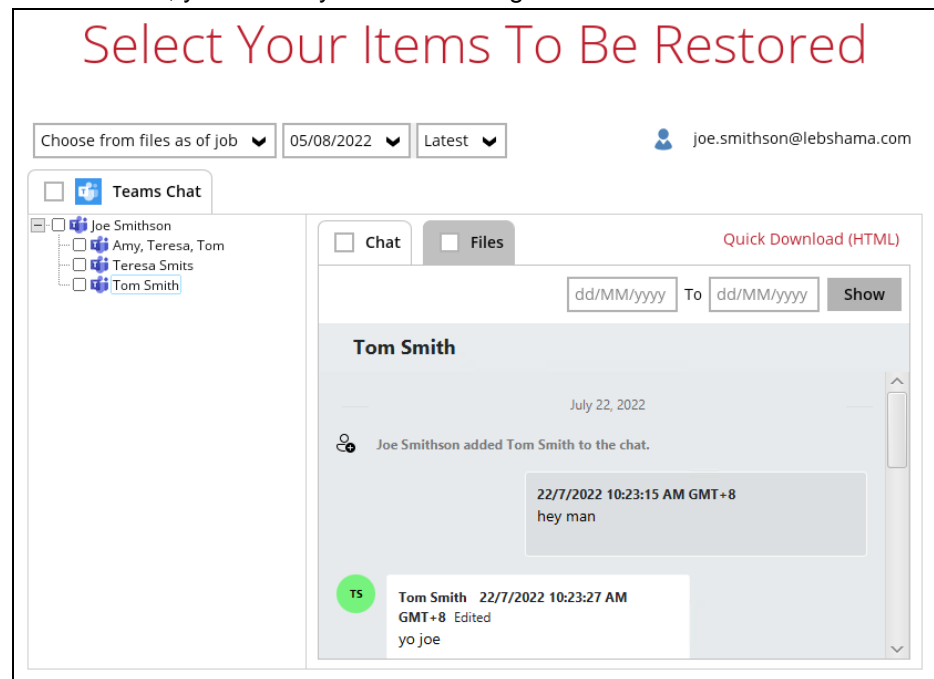
Scenario:

Joe has a 1:1 chat with Tom, and they shared files with each other.

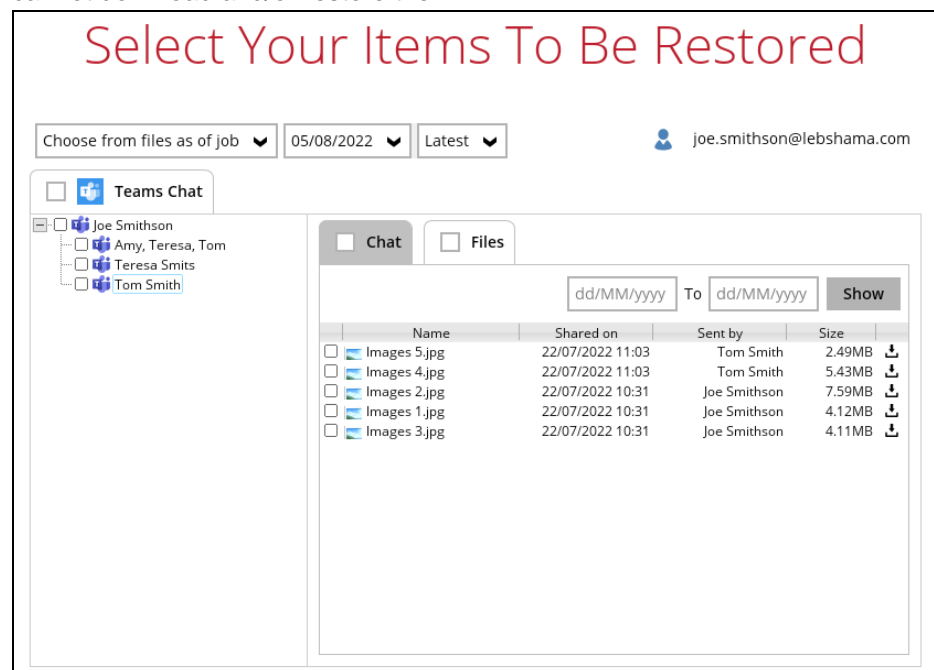


If you create a Backup Set, it will include Joe's chat message with Tom. But it will not include any files attached as OneDrive is not selected.

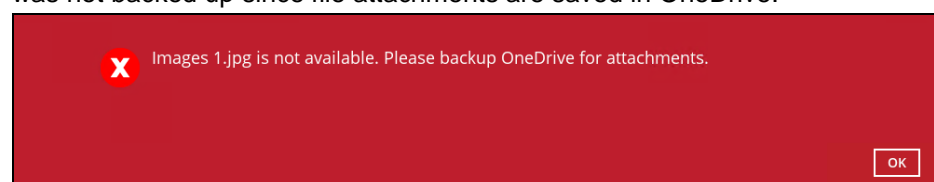
When you Restore from this Backup Set and open the conversation between Joe and Tom, you can only restore messages.



Files that they shared with each other will be listed under the Files tab, but you cannot download and/or restore them.



And when you click on the download button, this error message will appear because OneDrive is not a selected Data Type, which means the shared file was not backed up since file attachments are saved in OneDrive.



▶ Restore to Alternate location

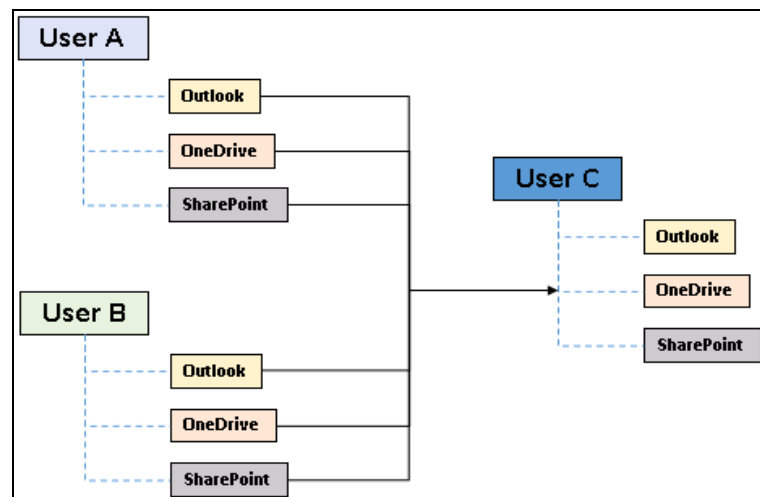
- Only administrator account or user account with administrative authority can restore backup items to an alternate location.
- If you are trying to restore item(s) from one user to an alternate location user, AhsayOBM will restore the item(s) to their respective destination folder(s) with the same name as the original folder(s).

Example: Item from Outlook of User-A will be restored to the Outlook of the alternate location User-B; Item from SharePoint of User-A will be restored to the SharePoint of the alternate location User-B.

- Restore of item(s) in public folder to an alternate location public folder is not supported.

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

- When restoring to alternate location, data type “Person or Group” will not be restored. Following restore, it is suggested revisiting the relevant settings if necessary. This also affects “Assigned To” column values of some list templates (e.g. Tasks list), and “Target Audience” column values of some list templates (e.g. Content and Structure Reports).
- If you are trying to restore item(s) from several users to an alternate location user, AhsayOBM will restore the item(s) to their respective destination folder(s) in alternate location user with the same name as the original folder(s).



Example: Item from Outlook of User-A and User-B will be restored to the Outlook of the alternate location User-C.

▶ Restore to Alternate Microsoft 365 account

If you are trying to restore item(s) from multiple Microsoft 365 user account to an alternate Microsoft 365 user account, AhsayOBM can only restore one Microsoft 365 user account at a time.

▶ Restore to Alternate Organization

- ◉ Restoring of document library (including OneDrive) items '**Share Link**' to alternate organization will trigger a warning message.
- ◉ Skip to restore **People and groups** and **Site permissions** to alternate origination.

▶ Restore data to a destination user which has a different language

If you are trying to restore the item to a destination user which has a different language setting than the original user, AhsayOBM will restore 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.

For folders in OneDrive and SharePoint, a new folder will be created.

▶ Restore existing documents in checked-out status

Restoring of existing documents in **checked out** status is supported only when the user who has **checked out** the file is the same user who is performing the restore.

Backup source (English)	Action	Destination User 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
OneDrive Folder	Create new folder	OneDrive Folder
SharePoint Folder	Create new folder	SharePoint Folder

2.17.2 Microsoft Limitations

▶ Exchange Online

For more detailed information on the limitations of Exchange Online, please refer to this Microsoft article, [Exchange Online Limits](#). These are some of the limitations that will be discussed in the Exchange Online Limits article:

- ◉ Address book
- ◉ Mailbox storage
- ◉ Capacity alerts
- ◉ Mailbox folder
- ◉ Message
- ◉ Receiving and sending
- ◉ Retention
- ◉ Distribution group
- ◉ Journal, Transport, and Inbox rule
- ◉ Moderation
- ◉ Exchange ActiveSync

▶ OneDrive

For more detailed information on the limitations of OneDrive, please refer to this Microsoft article, [OneDrive Limits](#). These are some of the limitations that will be discussed in the OneDrive Limits article:

- ◉ File name and path lengths
- ◉ Thumbnails and previews
- ◉ Number of items to be synced
- ◉ Information rights management
- ◉ Differential sync
- ◉ Libraries with specific columns
- ◉ Windows specific limitations

▶ SharePoint

For more detailed information on the limitations of SharePoint Online, please refer to this Microsoft article, [SharePoint Online Limits](#). These are some of the limitations that will be discussed in the SharePoint Online article:

⦿ Limits by plan

Feature	Office 365 Business Essentials or Business Premium	Office 365 Enterprise E1, E3, or E5, or SharePoint Online Plan 1 or 2	Office 365 Enterprise F1
Total storage per organization ^{1, 2}	1 TB plus 10 GB per license purchased	1 TB plus 10 GB per license purchased ³	1 TB ³
Max storage per site collection ⁴	25 TB	25 TB	25 TB ⁵
Site collections per organization	1 million ⁶	1 million ⁶	1 million
Number of users	Up to 300	1- 500,000 ⁷	1- 500,000 ⁷

- ⦿ Service limits for all plans, such as: items in lists and libraries, file size and file path length, moving and copying across site collections, sync, versions, SharePoint groups, managed metadata, subsites, etc.

2.18 Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you follow before you start any Microsoft 365 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 is 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.

- **Set Backup Destination**

After creating the backup set-in Run-on **Client** mode on AhsayCBS user web console, please remember to login AhsayOBM to set the backup destination if you want the backup destination to be Local/ Mapped Drive/ Removable Drive.

- **Backup Destination**

To provide maximum data protection and flexible restore options for agent-based backup, it is recommended to configure:

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

However, for Agentless Cloud storage there may be an impact on the backup performance.

- **Log in AhsayOBM**

After modifying the backup schedule setting of the **Run on Client** backup set on AhsayCBS user web console, please remember to log in to the AhsayOBM client once to synchronize the changes immediately.

- **Periodic Backup Schedule**

The periodic backup schedule should be reviewed regularly to ensure that the interval is sufficient to handle the data volume on the machine. Over time, data usage pattern may change on a production server, i.e., the number of new files created, the number of files which are updated/deleted, and new users may be added etc.

Consider the following key points to efficiently handle backup sets with periodic backup schedule.

- ◉ Hardware – to achieve optimal performance, compatible hardware requirements is a must. Ensure you have the backup machine's appropriate hardware specifications to accommodate frequency of backups,
 - so that the data is always backed up within the periodic backup interval
 - so that the backup frequency does not affect the performance of the production server
- ◉ Network – make sure to have enough network bandwidth to accommodate the volume of data within the backup interval.
- ◉ Retention Policy - also make sure to consider the retention policy settings and retention area storage management which can grow because of the changes in the backup data for each backup job.

◉ Authentication

Since Modern Authentication is already available, it is recommended that backup sets are migrated to Modern Authentication. All newly created Microsoft 365 backup sets on AhsayOBM v9.0.0.0 or above will automatically use Modern Authentication.

◉ Large number of Microsoft 365 users to Backup

In general, we recommend that each Microsoft 365 backup set does not contain more than 2000 Microsoft 365 users, to ensure a daily incremental backup job completes within 24 hours assuming that only small incremental daily changes will be made on the backup set.

However, the actual number of Microsoft 365 users in a backup set may vary depending on the total number of Outlook, OneDrive, and SharePoint items, as well as the total size of these items. The actual number of Microsoft 365 users in a backup set could be considerably less or could be more than 2000.

For details on the actual item count and size of Microsoft 365 user, it is recommended to check in the Microsoft 365 Admin Centre, please refer to [Appendix H: How to view Item count and Storage used in Microsoft 365 Admin Center](#).

Also, by splitting up all the users into separate backup sets, the more backup sets, the faster the backup process can achieve.

It is also a requirement that for every split backup sets should have its own unique user account for authentication to minimize the probability of throttling from Microsoft.

Example: If there are 10 split backup sets, then there should be 10 unique user accounts for authentication.

For more detailed example, refer to [Appendix B: Example for backup large numbers of Microsoft 365 users](#).

◉ Concurrent Backup Thread

The value of 4 concurrent backup threads is found to be the optimal setting for Microsoft 365 backups, to ensure best backup performance, minimal resource usage, and lowest probability of throttling of Ahsay backup requests by Microsoft 365.

Backup Source

For Microsoft 365 backup sets there are two approaches for backup source selection. Below are the sample screenshots of the selection All Microsoft 365 users and Selective Microsoft 365 user.

All Microsoft 365 users

Selective Microsoft 365 users

All Microsoft 365 users

If you tick the “Users” checkbox, all of the sub Microsoft 365 user accounts will automatically be selected.

Selective Microsoft 365 user

If you tick selective Microsoft 365 user accounts, you will notice that the “Users” checkbox is highlighted with gray color. This indicates that not all the users are selected.

These are the Pros and Cons when selecting a backup source from all Microsoft 365 users and selective Microsoft 365 user.

	All Microsoft 365 users	Selective Microsoft 365 user
Backup Set Maintenance	The Admin does not need to manage the backup set, i.e. to select or unselect use when an Microsoft 365 user account was added or removed, the changes are automatically updated in the backup source.	The Admin will have to select or unselect users manually when a Microsoft 365 user account was added or removed, as the changes are not automatically updated in the backup source this can be very time consuming. If a Microsoft 365 user account is removed from the domain and the admin forgets to

		<p>unselect the Microsoft 365 user account from the backup source, then this will cause a warning that the user does not exist.</p> <p>For more details on the backup set maintenance, please see, Appendix D: Example Scenario for Backup Set Maintenance</p>
Microsoft 365 License	<p>The backup user account must have additional Microsoft 365 license modules assigned to cover any increases Microsoft 365 users. Otherwise, if additional users are added without sufficient modules, then this will cause backup quota exceeded warning and additional users will not be backed up.</p> <p>For more details on the computation on the required license, please see, Appendix A: Example Scenarios for Microsoft 365 License Requirement and Usage</p>	<p>This will allow the admin to easily control or manage the number of license modules used for the backup set.</p>
Backup Time	<p>All Microsoft 365 user accounts will be backed up. This means the initial of full backup job will take longer, any subsequent incremental backup will take longer.</p>	<p>Only selective Microsoft 365 user accounts will be backed up. This will mean the initial of full backup job will be faster, any subsequent incremental backup will be faster.</p>
Storage	<p>As all Microsoft 365 user accounts are backed up, more storage will be required.</p>	<p>As only selective Microsoft 365 user accounts will be backed up, the backup set will require relatively less storage.</p>

3 Creating a Microsoft 365 Backup Set

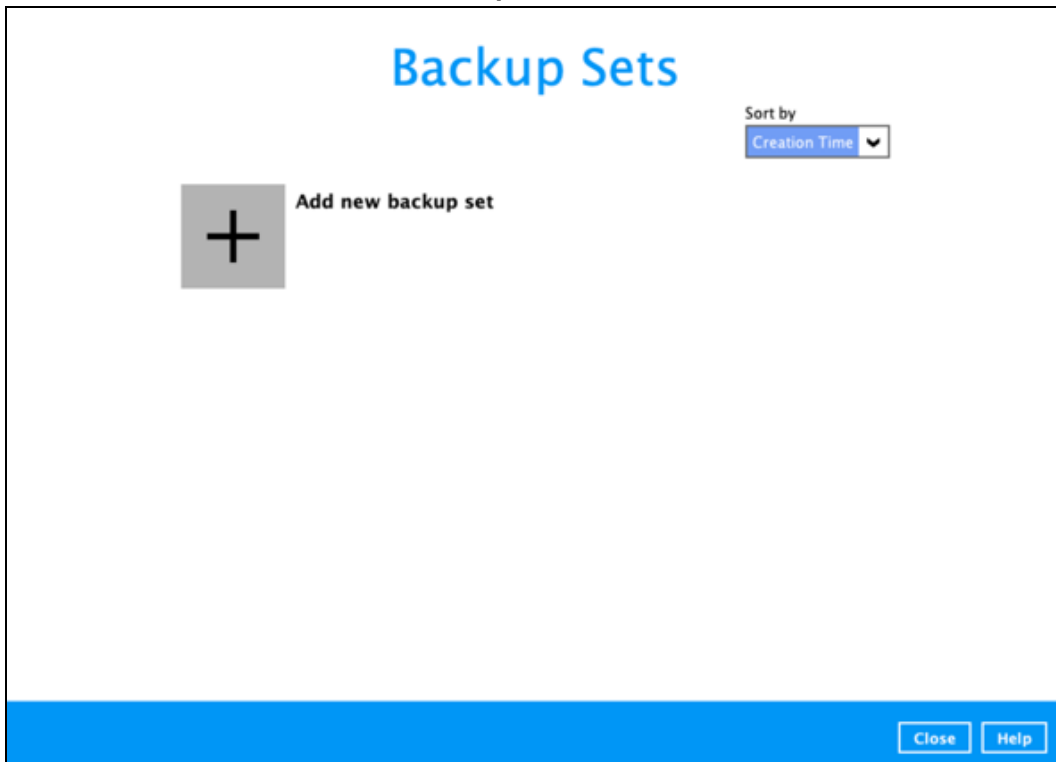
1. Log in to AhsayOBM.

For instructions on how to do this please refer to [Chapter 7](#) of the AhsayOBM v9 Quick Start Guide for Mac.

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



3. Click the "+" icon next to **Add new backup set**.



4. Enter a **Name** for your backup set and select **Microsoft 365 Backup** as the **Backup set type**.

Create Backup Set

Name
Client Run Microsoft 365 Backup Set

Backup set type

- File Backup
- File Backup
- Cloud File Backup
- MySQL Backup
- MariaDB Backup
- Microsoft 365 Backup**
- VMware Backup

Next Cancel Help

Select the **Backup Scope** and **Region**. Tick the **Access the Internet through proxy** checkbox if needed. Click the **Test** button.

Create Backup Set

Name
Client Run Microsoft 365 Backup Set

Backup set type
Microsoft 365 Backup

Backup Scope

- ☒ Entire Organization
- ☐ This Microsoft 365 user only

Region
Global

☐ Access the Internet through proxy


Test

5. Click **Authorize** to start the authentication process.

Click [Authorize] and in the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.

Authorize Cancel

Sign in to your Microsoft account.




Sign in

No account? [Create one!](#)

[Can't access your account?](#)

BackNext



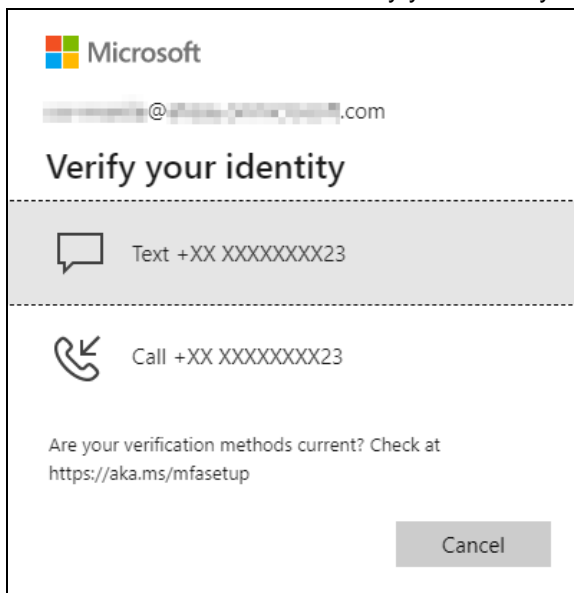
←

Enter password

[Forgot my password](#)

Sign in


If MFA is enforced for the Microsoft 365 user account used to authenticate the backup set, select either **Text** or **Call** to verify your identity.




Microsoft

blurred_email@blurred_domain.com

Verify your identity

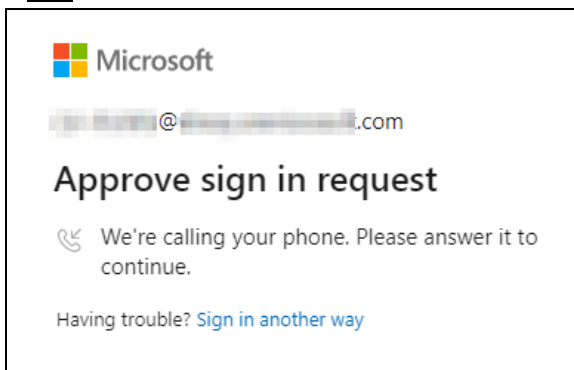
 Text +XX XXXXXXXXX23

 Call +XX XXXXXXXXX23

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel


If Call was selected, answer the call and follow the instructions to complete the verification.



Microsoft

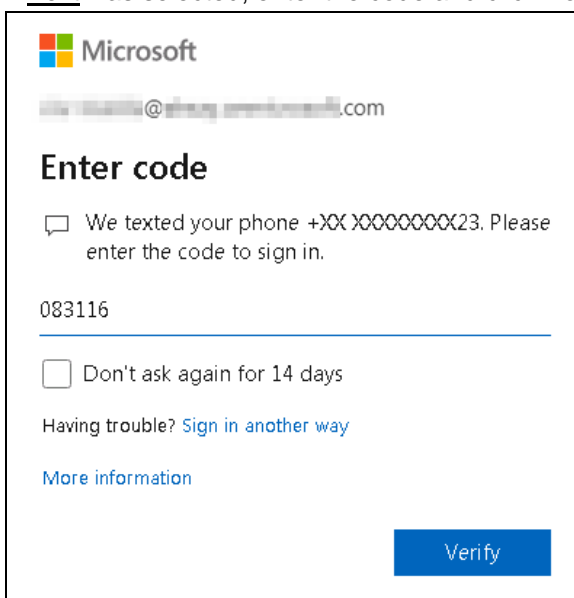
blurred_email@blurred_domain.com

Approve sign in request

 We're calling your phone. Please answer it to continue.

Having trouble? [Sign in another way](#)


If Text was selected, enter the code and click **Verify**.



Microsoft

blurred_email@blurred_domain.com

Enter code

 We texted your phone +XX XXXXXXXXX23. Please enter the code to sign in.

083116

☐ Don't ask again for 14 days

Having trouble? [Sign in another way](#)

[More information](#)

Verify

NOTE

Verification is only required if the MFA status of a Microsoft 365 account is enforced.

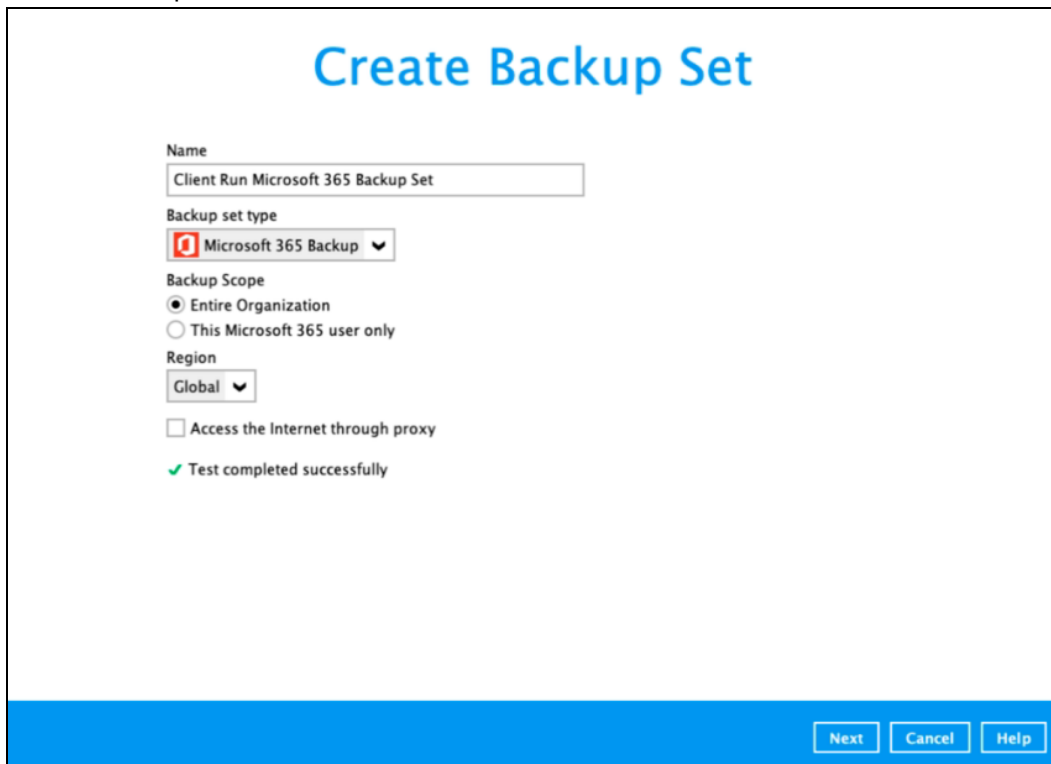
Copy the authorization code.



Go back to AhsayOBM and paste the authorization code. Click **OK** to proceed.



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



Create Backup Set

Name

Backup set type
☒ Microsoft 365 Backup

Backup Scope
☒ Entire Organization
☐ This Microsoft 365 user only

Region

☐ Access the Internet through proxy

Verifying...

✓ Test completed successfully

6. The **Backup Source** window that will be displayed will depend on the backup scope selected, either [Entire Organization](#) or [This Microsoft 365 User Only](#).

If [Entire Organization](#) is selected, this will be the window displayed. Select the users and data type for backup.

Backup Source

Select Microsoft 365 user(s) to backup

☒ All users
☐ Select Specific

☐ Auto-exclude any Microsoft 365 unlicensed user during backup

Select the data type that you want to backup which are owned by the selected user(s)

☒ Outlook ☒ OneDrive ☒ Personal Site ☐ Teams Chat

☒ Teams

- ☒ All teams groups
- ☐ Select Specific
- ☒ Group Mail ☒ Group Site ☐ Teams Channel

☒ SharePoint Sites

- ☒ All SharePoint sites excluding personal and group sites
- ☐ Select Specific

☒ Public Folders

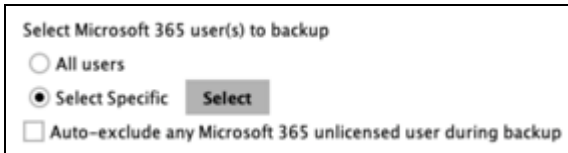
- ☒ All public folders
- ☐ Select Specific

Filter (Exclude)

Apply filters to the backup source

Off ☐

To select specific users, click **Select**.



Select Microsoft 365 user(s) to backup

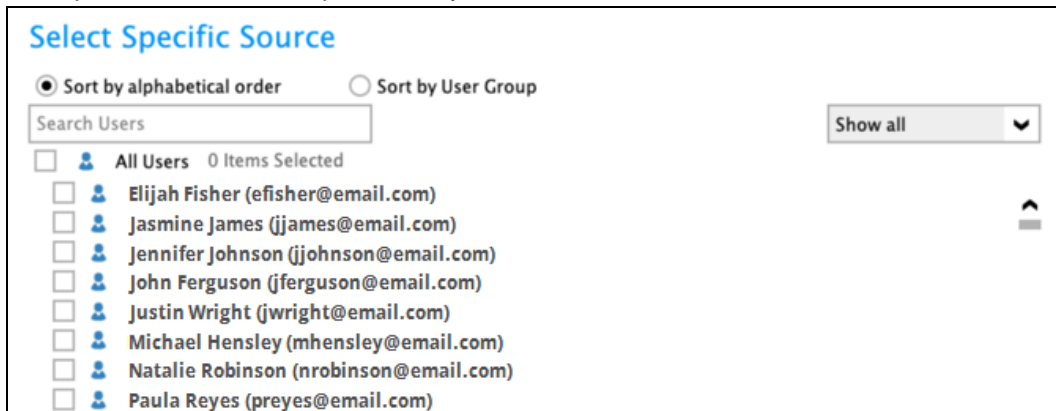
☐ All users

☒ Select Specific **Select**

☐ Auto-exclude any Microsoft 365 unlicensed user during backup

Users can be sorted alphabetically or by User Group.

Example of users sorted alphabetically.



Select Specific Source

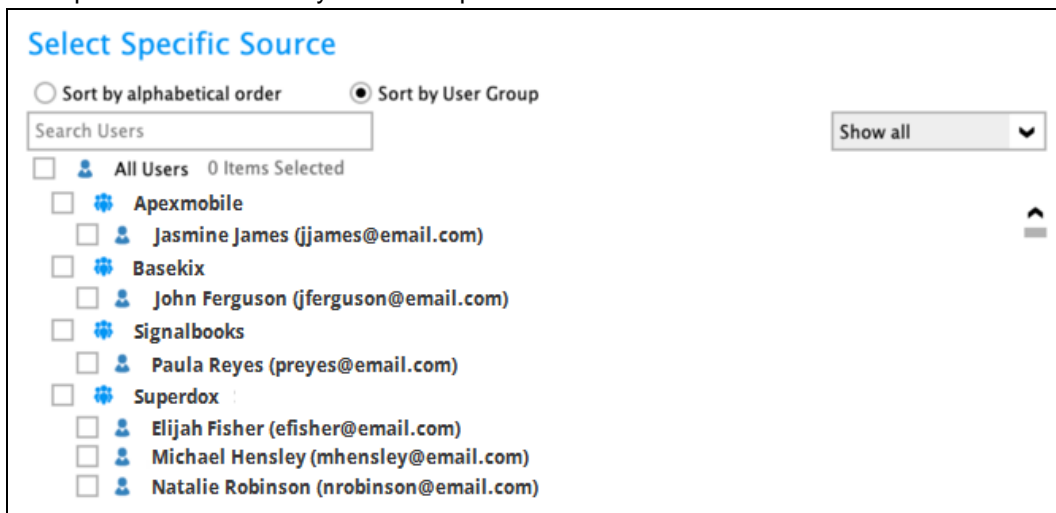
☒ Sort by alphabetical order ☐ Sort by User Group

Search Users Show all

☐ All Users 0 Items Selected

- ☐ Elijah Fisher (efisher@email.com)
- ☐ Jasmine James (jjames@email.com)
- ☐ Jennifer Johnson (jjohnson@email.com)
- ☐ John Ferguson (jferguson@email.com)
- ☐ Justin Wright (jwright@email.com)
- ☐ Michael Hensley (mhensley@email.com)
- ☐ Natalie Robinson (nrobinson@email.com)
- ☐ Paula Reyes (preyes@email.com)

Example of users sorted by User Group.



Select Specific Source

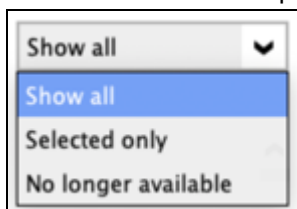
☐ Sort by alphabetical order ☒ Sort by User Group

Search Users Show all

☐ All Users 0 Items Selected

- ☐ Apexmobile
- ☐ Jasmine James (jjames@email.com)
- ☐ Basekix
- ☐ John Ferguson (jferguson@email.com)
- ☐ Signalbooks
- ☐ Paula Reyes (preyes@email.com)
- ☐ Superdox
- ☐ Elijah Fisher (efisher@email.com)
- ☐ Michael Hensley (mhensley@email.com)
- ☐ Natalie Robinson (nrobinson@email.com)

List of users can be displayed in three ways.



Show all

Show all

Selected only

No longer available

Searching for a particular user is possible by entering the name or email address in the search box. A list of names and email addresses will be displayed containing the search criteria will be displayed automatically. Click **Check All Current Items** to select all listed users.

Select Specific Source

☒ Sort by alphabetical order ☐ Sort by User Group

Search: mfa Show all

Check All Current Items

- ☐ MFA Admin (mfa_admin@email.com)
- ☐ MFA Admin 1 (mfa_admin_1@email.com)
- ☐ MFA Admin 2 (mfa_admin_2@email.com)
- ☐ MFA Admin 3 (mfa_admin_3@email.com)
- ☐ MFA Admin 4 (mfa_admin_4@email.com)

Select specific users by ticking the checkbox beside the user.

Select Specific Source

☒ Sort by alphabetical order ☐ Sort by User Group

Search: mfa Show all

Check All Current Items

- ☐ MFA Admin (mfa_admin@email.com)
- ☐ MFA Admin 1 (mfa_admin_1@email.com)
- ☐ MFA Admin 2 (mfa_admin_2@email.com)
- ☒ MFA Admin 3 (mfa_admin_3@email.com)
- ☒ MFA Admin 4 (mfa_admin_4@email.com)

To display selected users only, select **Selected only**.

Select Specific Source

☒ Sort by alphabetical order ☐ Sort by User Group

Search Users


Uncheck All Current Items Selected only

- ☒ Elijah Fisher (efisher@email.com)
- ☒ Jasmine James (jjames@email.com)
- ☒ MFA Admin 3 (mfa_admin_3@email.com)
- ☒ MFA Admin 4 (mfa_admin_4@email.com)
- ☒ Paula Reyes (preyes@email.com)

Click **OK** once done with the selection.

Tick the **Auto-exclude any Microsoft 365 unlicensed user during backup** checkbox if you do not want to include unlicensed users in your backup.

☒ Auto-exclude any Microsoft 365 unlicensed user during backup

An unlicensed user is depicted by this icon .

- ☐ MFA Admin (mfa_admin@email.com)
- ☒ MFA Admin 1 (mfa_admin_1@email.com)
- ☐ MFA Admin 2 (mfa_admin_2@email.com)
- ☐ MFA Admin 3 (mfa_admin_3@email.com)
- ☐ MFA Admin 4 (mfa_admin_4@email.com)

Select the data type that you want to be included in the backup. Select from Outlook, OneDrive, Personal Site and Teams Chat. Ticking the checkbox will backup all, i.e. ticking the Outlook checkbox will backup the mailboxes of the selected user(s). For Teams Chat, it is not necessary to select other user accounts involved in the chat to backup the conversation.

Select the data type that you want to backup which are owned by the selected user(s)

☒  Outlook ☒  OneDrive ☒  Personal Site ☒  Teams Chat

Select to backup Teams, SharePoint Sites and Public Folders.

To select a specific group to backup in Teams, click **Select**.

☒  Teams

☐ All teams groups

☒ Select Specific **Select**

☒  Group Mail ☒  Group Site ☒  Teams Channel

Selecting for a particular group is also possible, enter the group name in the Search Groups field, search results will be displayed. List of groups can also be displayed in three ways: Show all, Selected only and No longer available. Click **OK** once done with the selection. Also select if Group Mail, Group Site and Teams Channel will be included in the backup.

Select Specific Source

Search Groups Show all


☐  All Groups 0 Items Selected


☐  Apexmobile (apexmobile@email.com)

☐  Basekix (basekix@email.com)

☐  Dappertrain (dappertrain@email.com)

☐  Flexidev (flexidev@email.com)

☐  Nuttermeet (nuttermeet@email.com)

☐  Signalbooks (signalbooks@email.com)


☐  Superdox (superdox@email.com)

☐  Zoedoe (zoedoe@email.com)

NOTE

In order to backup shared attachments for certain Teams Channel posts, OneDrive and Group Site must be selected as source.

To select a specific site to backup in SharePoint Sites, click **Select**.

☒  SharePoint Sites

☐ All SharePoint sites excluding personal and group sites

☒ Select Specific **Select**

Searching and listing for sites is the same process as discussed above.

The screenshot shows a window titled "Select Specific Source". At the top, there is a search bar labeled "Search Sites" and a "Show all" button with a dropdown arrow. Below the search bar, there is a list of site collections. The first item is "All Site Collections" with "0 Items Selected". Below it, there are several site URLs, each preceded by a checkbox and a folder icon. The sites listed are: ahsay.sharepoint.com, ahsay.sharepoint.com/sites/AxelVideos, ahsay.sharepoint.com/sites/CenturyCorp, ahsay.sharepoint.com/sites/DecemberAdvisor, ahsay.sharepoint.com/sites/GoWakeUp, ahsay.sharepoint.com/sites/IskoExplorers, ahsay.sharepoint.com/sites/PeanutInc, and ahsay.sharepoint.com/sites/ProductiveWebs. A scrollbar is visible on the right side of the list.

To select a specific public folder to backup in Public Folders, click **Select**.

The screenshot shows a window titled "Select Specific Source". At the top, there is a search bar labeled "Search Public Folders" and a "Show all" button with a dropdown arrow. Below the search bar, there is a list of public folders. The first item is "All Public Folders" with "0 Items Selected". Below it, there are several public folder names, each preceded by a checkbox and a folder icon. The folders listed are: GSA_Pub_001, GSA_Pub_002, GSO_Pub_001, GSO_Pub_002, and GSU_Pub_001. A scrollbar is visible on the right side of the list.

Searching and listing for public folders is the same process as discussed above.

The screenshot shows a window titled "Backup Source". At the top, there is a search bar labeled "Search Public Folders" and a "Show all" button with a dropdown arrow. Below the search bar, there is a list of public folders. The first item is "All Public Folders" with "0 Items Selected". Below it, there are several public folder names, each preceded by a checkbox and a folder icon. The folders listed are: GSA_Pub_001, GSA_Pub_002, GSO_Pub_001, GSO_Pub_002, and GSU_Pub_001. A scrollbar is visible on the right side of the list.

If This Microsoft 365 User Only is selected, this will be the window displayed. Select the items and folders for backup.

The screenshot shows a window titled "Backup Source". At the top, there is a search bar labeled "Search Public Folders" and a "Show all" button with a dropdown arrow. Below the search bar, there is a list of public folders. The first item is "All Public Folders" with "0 Items Selected". Below it, there are several public folder names, each preceded by a checkbox and a folder icon. The folders listed are: GSA_Pub_001, GSA_Pub_002, GSO_Pub_001, GSO_Pub_002, and GSU_Pub_001. A scrollbar is visible on the right side of the list.

NOTE

This message will be displayed if OneDrive is not selected but Teams Channel and/or Teams Chat are selected.

Teams Channel / Teams Chat attached files cannot be backed up without OneDrive.

Do you want to continue?

Continue
Revert

7. To exclude folders from your backup, use the exclude filter. Enable **Filter (Exclude)** by sliding the on/off button to turn on this feature. Click the button to specify the criteria that will be used to exclude the folder.

Filter (Exclude)

Apply filters to the backup source

On

Existing filters

Add new filter

In the New Backup Filter (Exclude) window, specify the following:

New Backup Filter (Exclude)

Name

Match folder names by

☒ Simple comparison ends with ▼

☐ Regular expression (UNIX-style)

☐ Standard Folder in Mailbox

Existing patterns to match

X

Add

Apply this filter to all folders in

Browse

OK
Cancel
Help

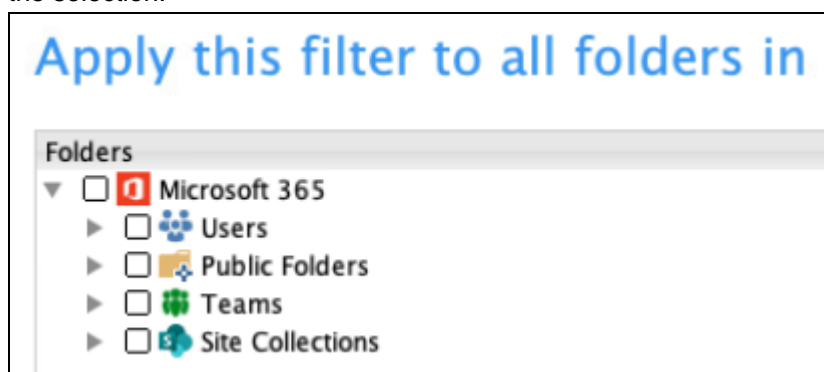
- ⦿ Name – name of the filter
- ⦿ Match folder names by – how the pattern will be compared, if by:
 - Simple comparison – there are three choices:
 - starts with, folders that begins with the pattern will be selected

- contains, folders that contain the pattern will be selected
- ends with, folders that ends with the pattern will be selected
- Regular expression (UNIX-style) or
- Standard Folder in Mailbox – select from the following folders:
 - Inbox
 - Drafts
 - Sent Items
 - Deleted Items
 - Outbox
 - Junk Email
 - Contacts
 - Calendar
 - Tasks
 - Notes
 - Sync Issues
 - Search Folders
 - Journals
 - RSS Feeds
 - Archive Deleted Items
- ⦿ Existing patterns to match – the pattern that will be used. Click the **Add** button to add another pattern. Keep on doing this until all the patterns has been added.

NOTE

Existing patterns to match is only available for Simple comparison and Regular expression.

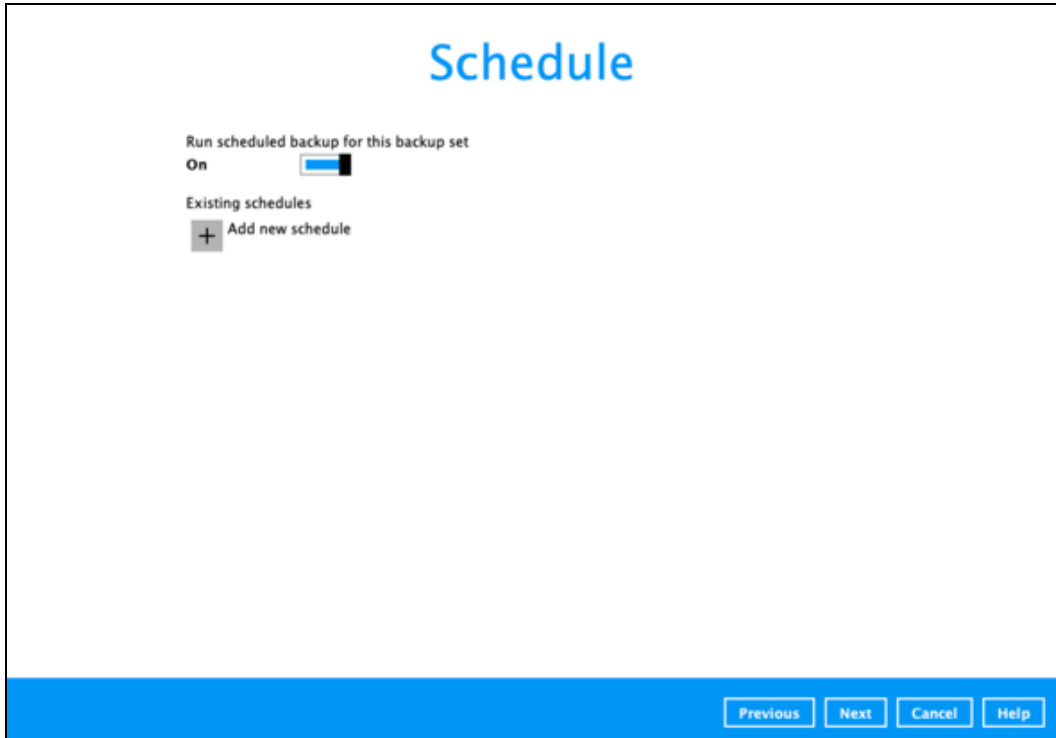
- ⦿ Apply this filter to all folders in – where the filter will be applied. Click the **Browse** button to select where the filter will be applied. Click **+** or **–** to expand or collapse the tree, tick the checkbox where you want the filter to be applied. Click **OK** once done with the selection.



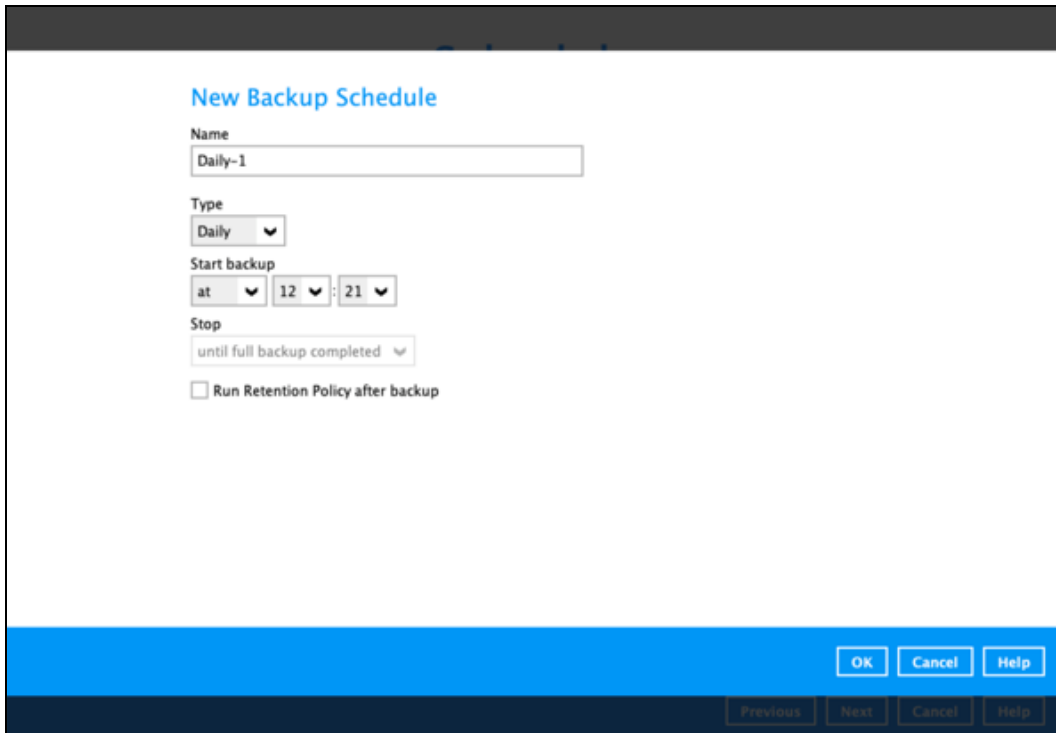
Click **Next** to continue.

9. 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.



In the New Backup Schedule window, configure the following backup schedule settings.



- **Name** – the name of the backup schedule.

- **Type** – the type of the backup schedule. There are four (4) different types of backup schedule: Daily, Weekly, Monthly and Custom.

- **Daily** – the time of the day when the backup job will run.

The screenshot shows the 'New Backup Schedule' form with the following fields and values:

- Name:** Daily-1
- Type:** Daily (selected from a dropdown)
- Start backup:** at 18:00 (selected from dropdowns)
- Stop:** until full backup completed (selected from a dropdown)
- Run Retention Policy after backup:** checked (checkbox)

- **Weekly** – the day of the week and the time of the day when the backup job will run.

The screenshot shows the 'New Backup Schedule' form with the following fields and values:

- Name:** Weekly-1
- Type:** Weekly (selected from a dropdown)
- Backup on these days of the week:** Sun, Mon, Tue, Wed, Thu, Fri, Sat (checkboxes); Sat is checked.
- Start backup:** at 19:00 (selected from dropdowns)
- Stop:** until full backup completed (selected from a dropdown)
- Run Retention Policy after backup:** checked (checkbox)

- **Monthly** – the day of the month and the time of the day when the backup job will run.

The screenshot shows the 'New Backup Schedule' form with the following fields and values:

- Name:** Monthly-1
- Type:** Monthly (selected from a dropdown)
- Backup on the following day every month:** Day 1 (radio button), Last (radio button selected), Sunday (selected from a dropdown)
- Start backup at:** 20:00 (selected from dropdowns) on the selected days
- Stop:** until full backup completed (selected from a dropdown)
- Run Retention Policy after backup:** checked (checkbox)

- Custom – a specific date and the time when the backup job will run.

New Backup Schedule

Name: Custom-1

Type: Custom

Backup on the following day once: 2022 December 31

Start backup at: 21:00

Stop: until full backup completed

☒ Run Retention Policy after backup

- Start backup – the start time of the backup job.

- at – this option will start a backup job at a specific time.
- every – this option will start a backup job in intervals of minutes or hours.

Start backup: every 1 minute

Stop: until full backup completed

☒ Run Retention Policy after backup

Start backup: every 1 minute

Stop: until full backup completed

☒ Run Retention Policy after backup

Here is an example of backup set that has a periodic and normal backup schedule.

New Backup Schedule

Name: Weekly-1

Type: Weekly

Backup on these days of the week: ☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat

Start backup: every 4 hours

Stop: until full backup completed

☒ Run Retention Policy after backup

Figure 1.1

New Backup Schedule

Name: Weekly-1

Type: Weekly

Backup on these days of the week: ☒ Sun ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☒ Sat

Start backup: at 21:00

Stop: until full backup completed

☒ Run Retention Policy after backup

Figure 1.2

Figure 1.1 – Periodic scheduled every 4 hours Monday - Friday for business hours

Figure 1.2 – Normal schedule run at 21:00 or 9:00 PM daily on Saturday & Sunday for weekend non-business hours

- ❶ **Stop** – the stop **time** of the backup job. This only applies to schedules with start backup “at” and is not supported for periodic backup schedule (start backup “every”)
- ⦿ **until full backup completed** – this option will stop a backup job once it is complete. This is the configured stop time of the backup job by default.
- ⦿ **after (defined no. of hrs.)** – this option will stop a backup job after a certain number of hours regardless of whether the backup job has completed or not. This can range from 1 to 24 hrs.

The number of hours must be enough to complete a backup of all files in the backup set. For small files in a backup, if the number of hours is not enough to back up all files, then the outstanding files will be backed up in the next backup job. However, if the backup set contains large files, this may result in partially backed up files.

For example, if a backup set has 100GB file size which will take approximately 15 hours to complete on your environment, but you set the “stop” after 10 hours, the file will be partially backed up and cannot be restored. The next backup will upload the files from scratch again.

The partially backed up data will have to be removed by running the data integrity check.

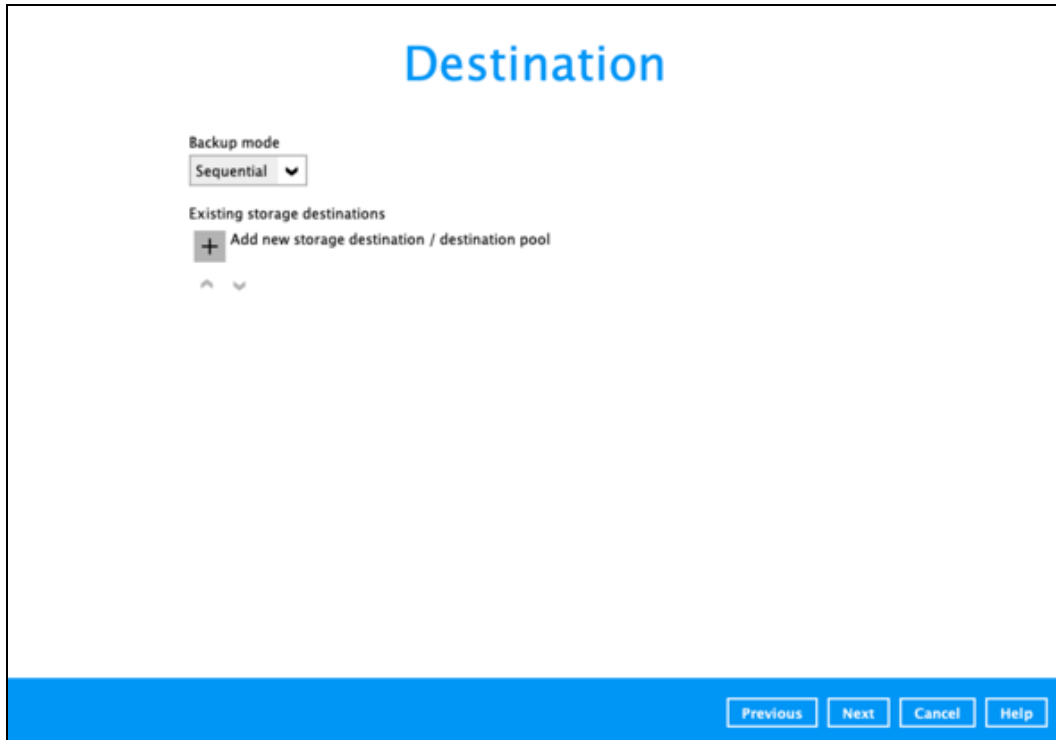
As a general rule, it is recommended to review this setting regularly as the data size on the backup machine may grow over time.

- ❶ **Run Retention Policy after backup** – if enabled, the AhsayOBM will run a retention policy job to remove files from the backup destination(s) which have exceeded the retention policy after performing a backup job.

Click the **OK** button to save the configured backup schedule settings.

Multiple backup schedules can be created. Click the **Next** button to proceed.

10. 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**.



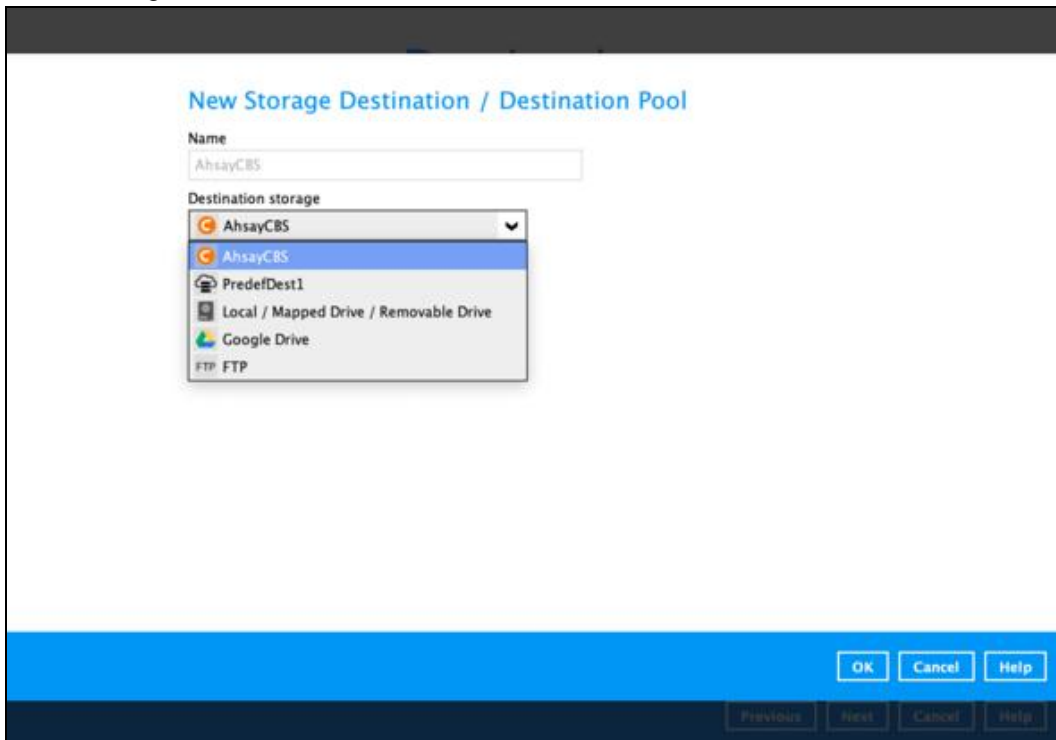
The screenshot shows the 'Destination' configuration window. At the top, the title 'Destination' is displayed in blue. Below it, there is a 'Backup mode' dropdown menu set to 'Sequential'. Underneath, the section 'Existing storage destinations' contains a '+' icon followed by the text 'Add new storage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

NOTE

For more details on Backup Destination, refer to the following Wiki article for details:

[FAQ: Frequently Asked Questions on Backup Destination](#)

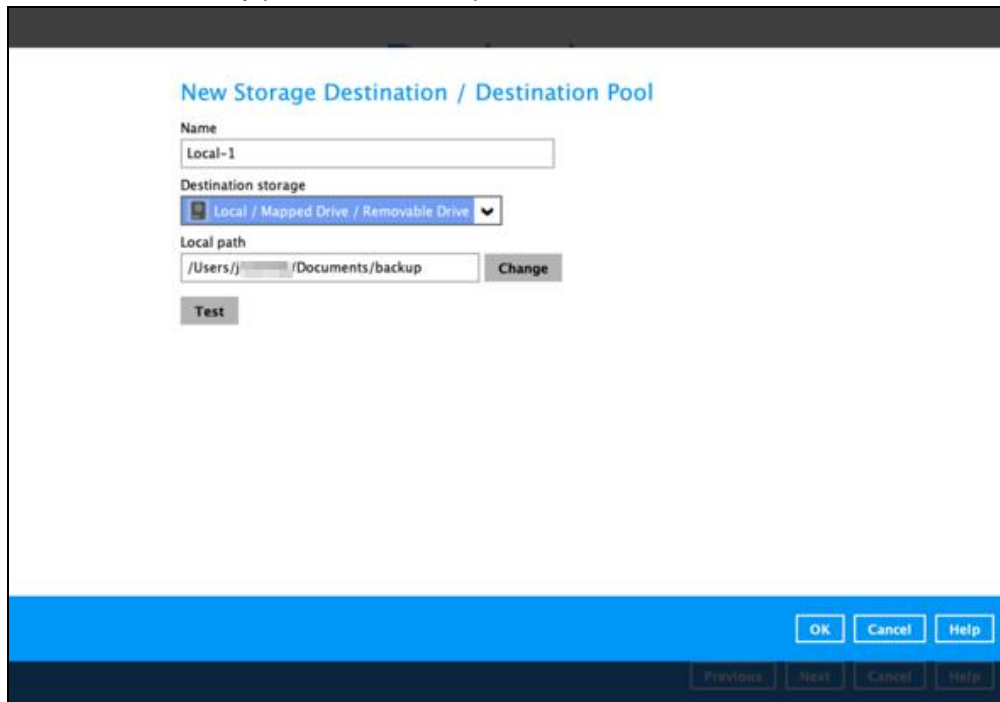
Select storage destinations.



The screenshot shows the 'New Storage Destination / Destination Pool' configuration window. It features a 'Name' text field with 'AhsayCBS' entered. Below this is a 'Destination storage' dropdown menu. The dropdown is open, showing a list of options: 'AhsayCBS' (selected), 'AhsayCBS' (with a folder icon), 'PredefDest1' (with a folder icon), 'Local / Mapped Drive / Removable Drive' (with a drive icon), 'Google Drive' (with a Google Drive icon), and 'FTP FTP' (with an FTP icon). At the bottom right, there are three buttons: 'OK', 'Cancel', and 'Help'.

You can choose a storage combination of Local/Mapped Drive/Removable Drive or Cloud storage. 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.



New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Removable Drive

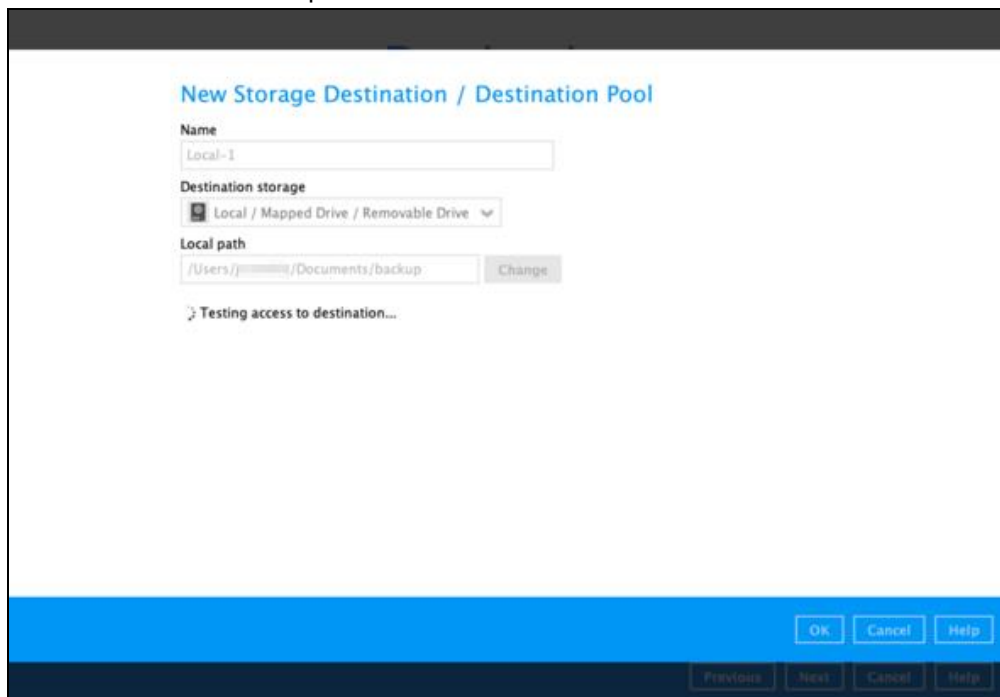
Local path
/Users/j.../Documents/backup Change

Test

OK Cancel Help

Previous Next Cancel Help

Click **Test** to validate the path.



New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Removable Drive

Local path
/Users/j.../Documents/backup Change

Testing access to destination...

OK Cancel Help

Previous Next Cancel Help

Test completed successfully shows when the validation is done.



The screenshot shows a dialog box titled "New Storage Destination / Destination Pool". It contains the following fields and controls:

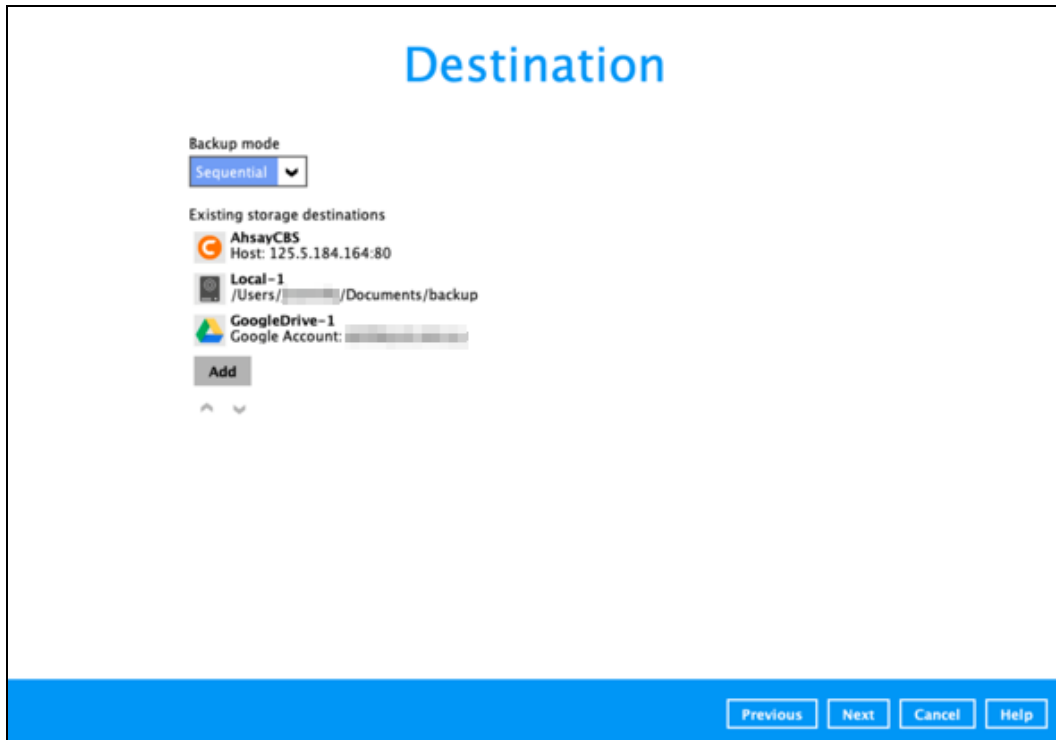
- Name:** A text input field containing "Local-1".
- Destination storage:** A dropdown menu with the selected option "Local / Mapped Drive / Removable Drive".
- Local path:** A text input field containing "/Users/j.../Documents/backup", followed by a "Change" button.
- Test result:** A green checkmark icon followed by the text "Test completed successfully".
- Buttons:** At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

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

The screenshot shows the same dialog box titled "New Storage Destination / Destination Pool", but with different settings:

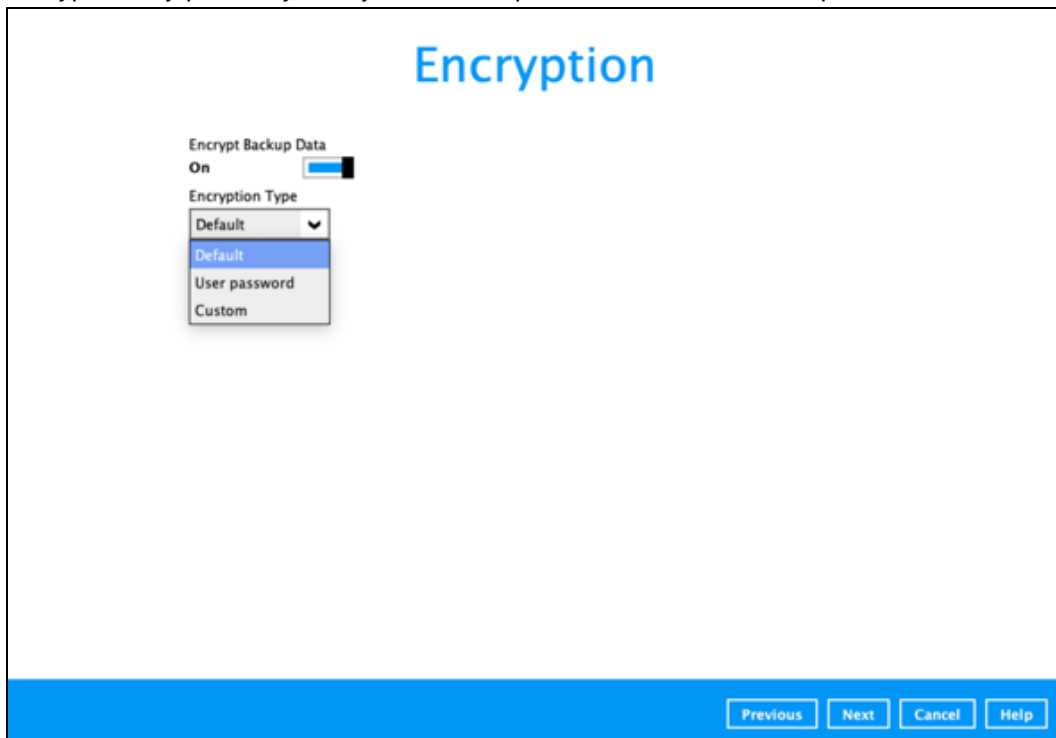
- Name:** A text input field containing "GoogleDrive-1".
- Destination storage:** A dropdown menu with the selected option "Google Drive".
- Test button:** A button labeled "Test" is visible below the dropdown.
- Link:** A blue link labeled "Sign up for Google Drive" is located below the "Test" button.
- Buttons:** At the bottom right, there are three buttons: "OK", "Cancel", and "Help".

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 the 'Destination' window. 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 are three entries: 'AhsayCBS' with host '125.5.184.164:80', 'Local-1' with path '/Users/[redacted]/Documents/backup', and 'GoogleDrive-1' with a Google Account. An 'Add' button is below these entries. At the bottom, there are four buttons: 'Previous', 'Next', 'Cancel', and 'Help'.

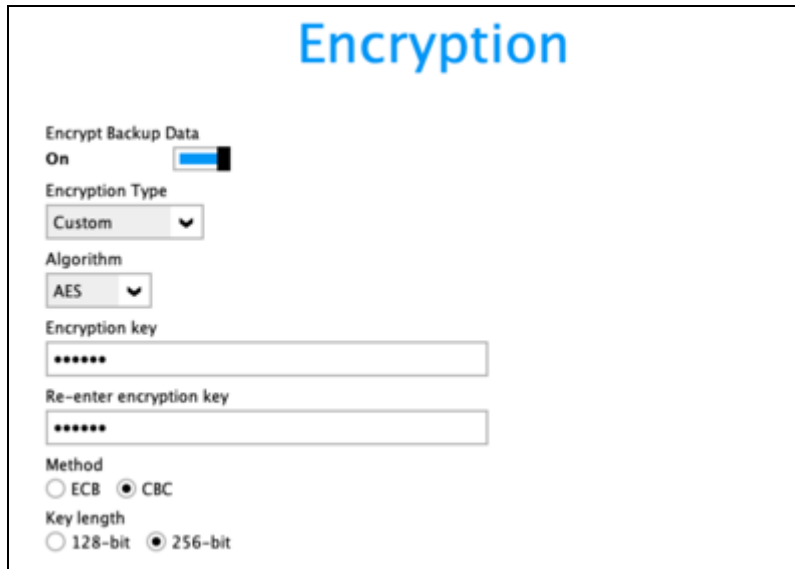
11. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



The screenshot shows the 'Encryption' window. At the top, the title 'Encryption' is displayed in blue. Below it, the 'Encrypt Backup Data' option is set to 'On' with a toggle switch. Under 'Encryption Type', there is a dropdown menu with 'Default' selected. The dropdown menu is open, showing 'Default', 'User password', and 'Custom' options. At the bottom, there are four buttons: 'Previous', 'Next', 'Cancel', and 'Help'.

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.



The screenshot shows the 'Encryption' settings window. At the top, the title 'Encryption' is displayed in blue. Below it, the 'Encrypt Backup Data' toggle is set to 'On'. The 'Encryption Type' dropdown menu is set to 'Custom'. The 'Algorithm' dropdown menu is set to 'AES'. There are two text input fields for the 'Encryption key', both containing six asterisks. Below these, the 'Method' section has two radio buttons: 'ECB' and 'CBC', with 'CBC' selected. The 'Key length' section has two radio buttons: '128-bit' and '256-bit', with '256-bit' selected.

NOTE

For best practice on managing your encryption key, refer to the following Wiki article.
[FAQ: Best practices for managing encryption key on AhsayOBM or AhsayACB?](#)

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

12. 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 screenshot shows a dark-themed window titled "Encryption". At the top, there are settings for "Encrypt Backup Data" (set to "On") and "Encryption Type" (set to "User password"). The main area has a blue background with a warning message: "You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so." Below this is a text input field containing seven asterisks. Underneath the field is the label "Unmask encryption key". At the bottom right of the blue area are two buttons: "Copy to clipboard" and "Confirm". At the very bottom of the window, there are four small buttons: "Previous", "Next", "Cancel", and "Help".

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

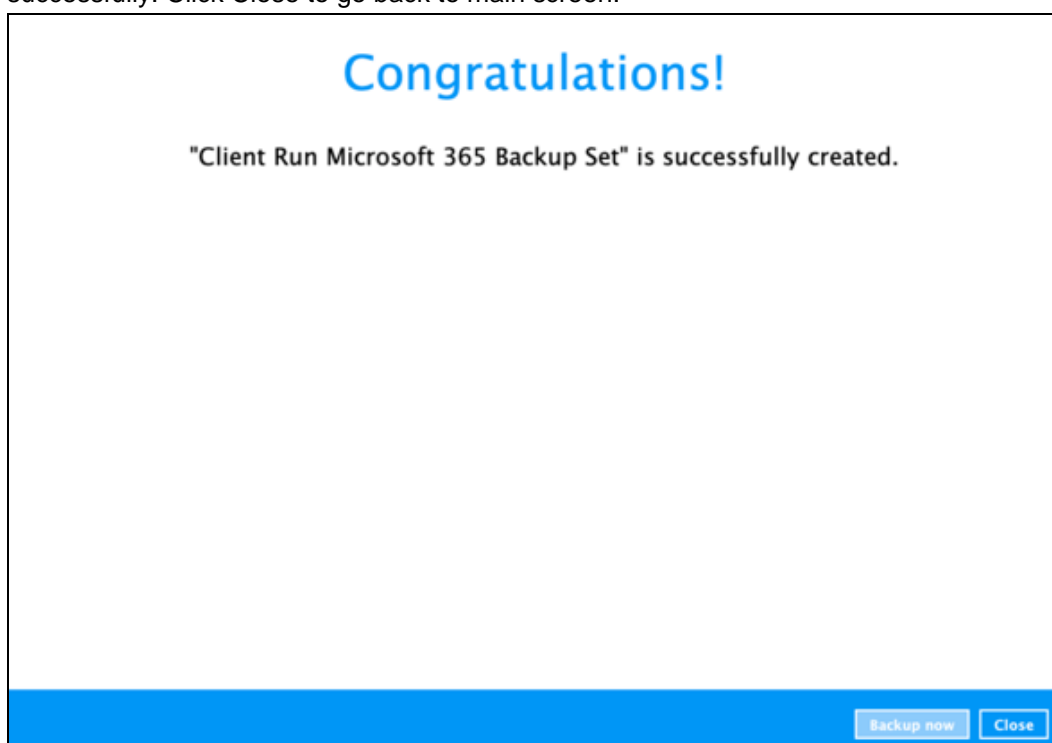
- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.

This screenshot shows the same "Encryption" pop-up window, but with the "Mask encryption key" option selected. The text input field now displays a long alphanumeric string: "4W2ixT7QgYtAT2w7TG7FAgs2Ac5/Dst0aQg5Z5Z2GeU=". The label below the field is "Mask encryption key". The "Copy to clipboard" and "Confirm" buttons remain at the bottom right.

- **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.

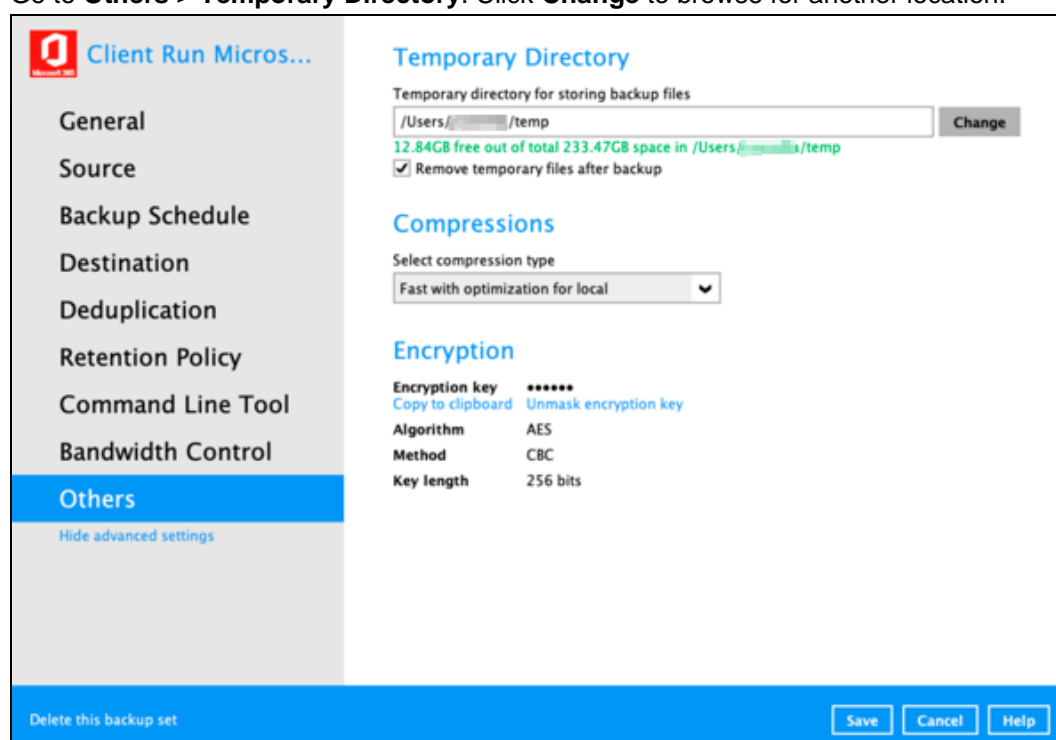
Click **Next** to create the backup set.

13. The following screen is displayed when the new Microsoft 365 backup set is created successfully. Click Close to go back to main screen.



14. Based on [Best Practices and Recommendations](#), it is highly recommended to change the Temporary Directory. Select another location with sufficient free disk space other than /Users/%username%/temp.

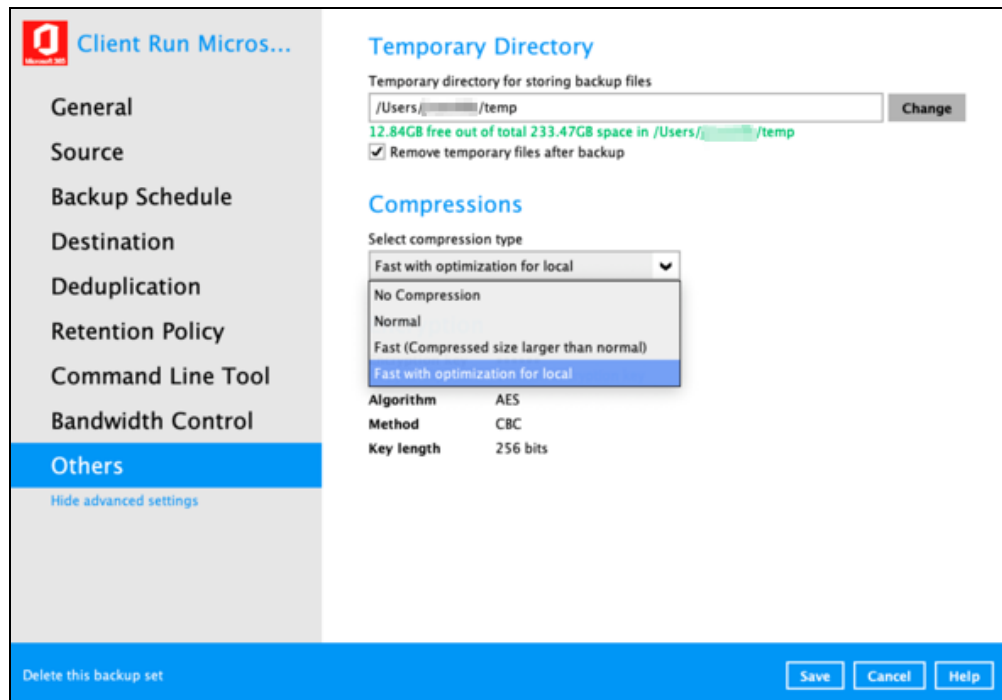
Go to **Others > Temporary Directory**. Click **Change** to browse for another location.



15. Optional: Select your preferred **Compression** type. By default, the compression is “Fast with optimization for local”.

Go to **Others > Compressions**. Select from the following list:

- No Compression - file will not be compressed before backup.
- Normal - compression is comparable to gzip Normal compression ratio.
- Fast (Compressed size larger than normal) - compression will be faster but with less compression and lower CPU usage compared to Normal.
- Fast with optimization for local - uses Snappy compression library when backing up to local destination only, otherwise setting will default to gzip if backing up to other destinations. Has the lowest CPU usage, very high speed and reasonable compression but compressed file size may be larger than Fast.



4 Running Backup Job

For an overview of the backup process, please refer to [Chapter 11](#) in the AhsayOBM v9 Quick Start Guide for Mac

To start a backup, follow the steps below:

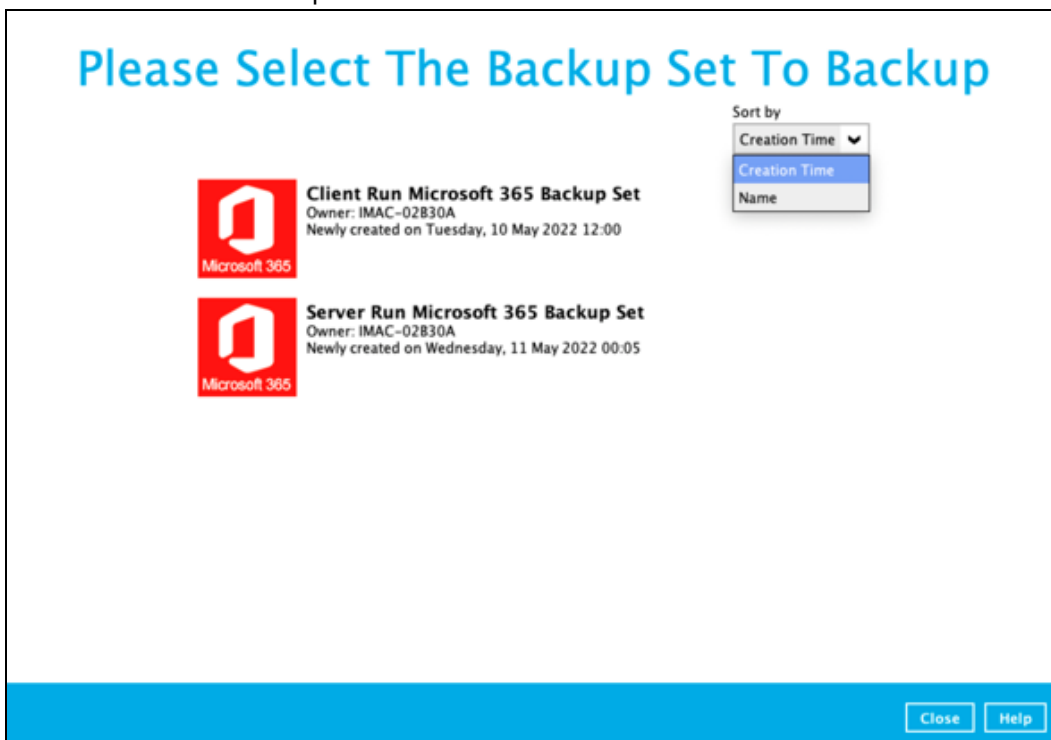
1. Log in to AhsayOBM.

For instructions on how to do this please refer to [Chapter 7](#) of the AhsayOBM v9 Quick Start Guide for Mac.

2. Click the **Backup** icon on the main interface of AhsayOBM.



3. Backup sets can be sorted by Name or by Creation Time. Select the backup set which you would like to start a backup.



4. If you would like to modify the Destinations, Migrate Data and Retention Policy settings, click **Show advanced option**.

The screenshot shows the 'Choose Your Backup Options' window for 'Client Run Microsoft 365 Backup Set'. The 'Backup set type' is 'Microsoft 365'. A link 'Show advanced option' is visible below the backup set type. At the bottom, there are four buttons: 'Previous', 'Backup', 'Cancel', and 'Help'.

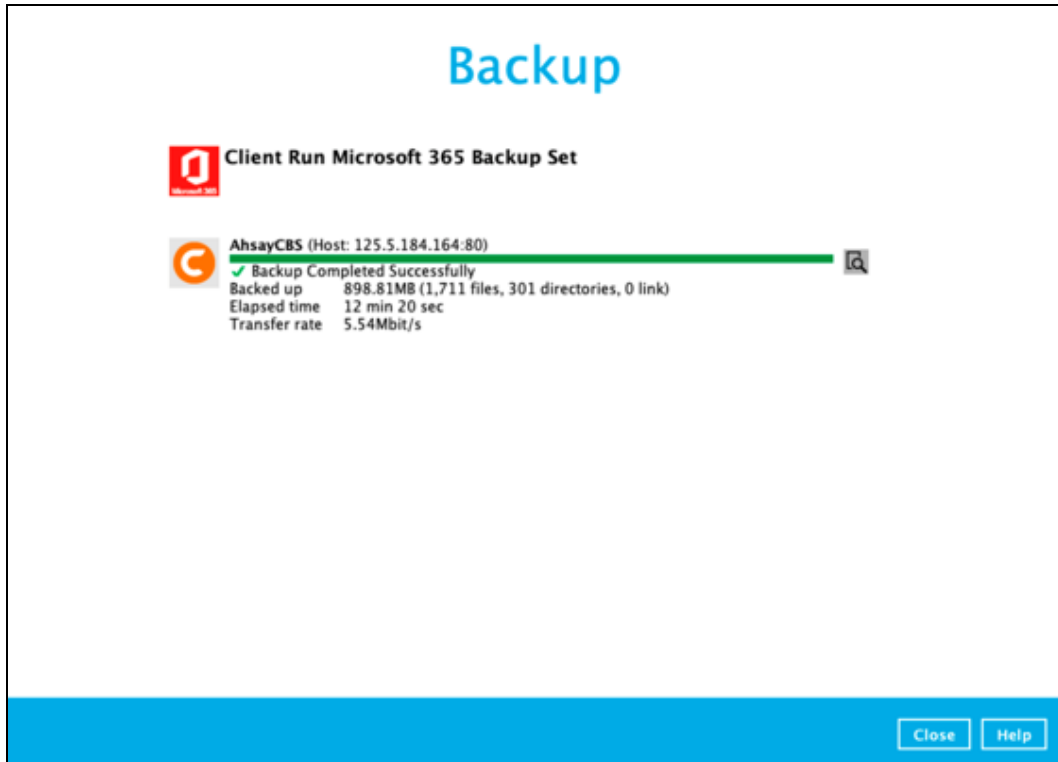
5. When advanced options are shown, it is recommended that you tick the checkbox next to **Run Retention Policy after backup** in the Retention Policy section at the bottom. This will help you save hard disk quota in the long run.


The screenshot shows the 'Choose Your Backup Options' window with advanced options expanded. The 'Backup set type' is 'Microsoft 365'. Under 'Destinations', three options are checked: 'AhsayCBS (Host: 125.5.184.164:80)', 'Local-1 (/Users/[redacted]/Documents/backup)', and 'GoogleDrive-1 (Google Account: [redacted])'. Under 'Migrate Data', the option 'Migrate existing data to latest version' is unchecked. Under 'Retention Policy', the option 'Run Retention Policy after backup' is checked. A link 'Hide advanced option' is visible below the retention policy section. At the bottom, there are four buttons: 'Previous', 'Backup', 'Cancel', and 'Help'.

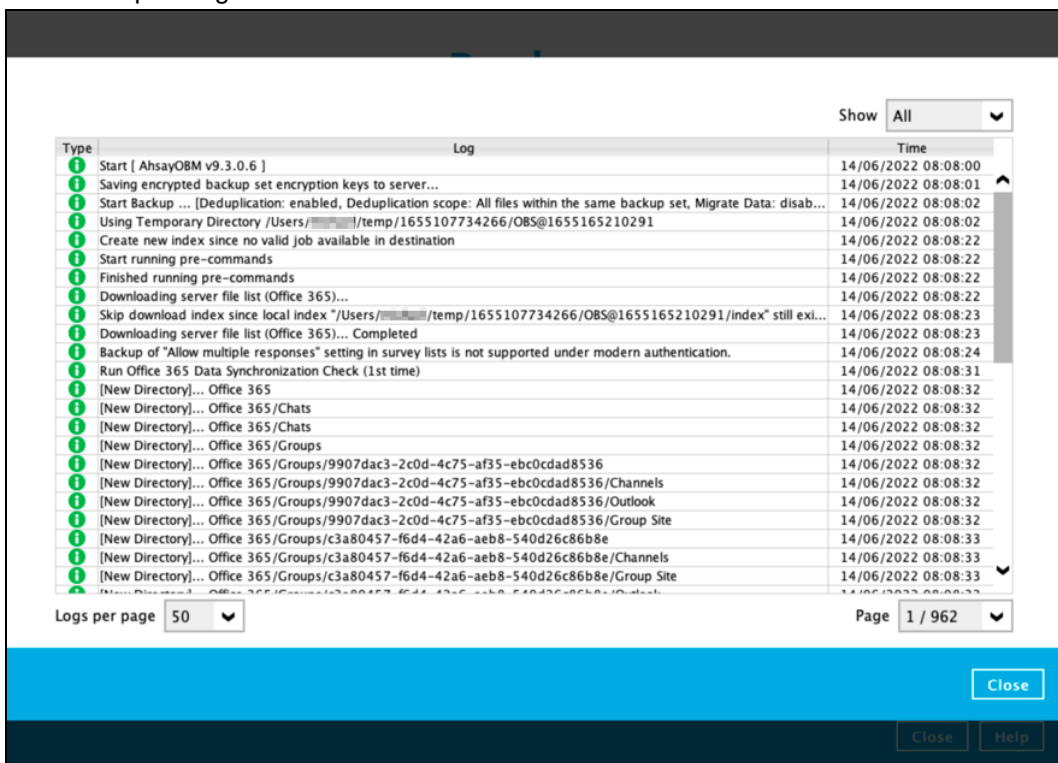
NOTE

The Migrate Data option will only be displayed if Deduplication is enabled for the backup set. When the Migrate Data option is enabled, the existing data will be migrated to the latest version during a backup job. Backup job(s) for backup sets with Migrate Data enabled may take longer to finish. For more information about this feature, refer to [AhsayCBS v9 New Features Supplemental document](#).

- Click **Backup** to start the backup and wait until the backup is finished.

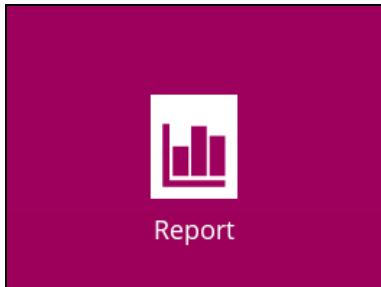


- Check the log of your backup by clicking this icon . It will show you the log of your backup with corresponding date and time.



View Report

To view the backup report(s), go back to the AhsayOBM main interface, then click **Report > Backup**.



In the Backup Report screen, you can see the backup set with corresponding destination, completion date and time, and status.

Report

- Backup
- Restore
- Usage

Backup Report

From07Jun2022To14Jun2022Go

Backup set	Destination	Completion	Status
Client Run Mic...	AhsayCBS	Today 11:22	Completed

No. of records per page50Page1 / 1

CloseHelp

Click the backup report and the summary of the backup will be displayed.

The screenshot shows the 'Report' section on the left with 'Backup' selected. The main area displays a 'Backup Report' for the 'Client Run Microsoft 365 Backup Set'. The report includes the following details:

Backup set	Destination	Completion	Status
Client Run Microsoft 365 Backup Set	AhsayCBS	14/06/2022 08:07	Completed successfully
Job	Today 08:07 - 11:22 (PHT)		
Time	✓ Completed successfully		
Status	5418 [2.5GB/3.8GB (34%)]		
New files *	0		
Updated files *	238 [08/08 (100%)]		
Attributes Changed Files *	0		
Moved files *	0		
Deleted files *	18.8M/3.1G [0.6%]		
Dedupe Saving	* Unit = No of files [Total zipped size / Total unzipped size (compression ratio)]		

At the bottom, there is a 'View log' button, a 'No. of records per page' dropdown set to 50, and a 'Page 1 / 1' indicator. 'Close' and 'Help' buttons are at the bottom right.

You can also click **View Log**; this will redirect you to the log summary of your backup.

The screenshot shows the 'Backup Report' section with the 'Log' tab selected. The log is for the 'Client Run Microsoft 365 Backup Set' and is dated '14/06/2022 08:07'. The log entries are as follows:

Type	Log	Time
Start [AhsayOBM v9.3.0.6]		14/06/2022 08:08:00
Saving encrypted backup set encryption keys to server...		14/06/2022 08:08:01
Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Data: disab...		14/06/2022 08:08:02
Using Temporary Directory /Users/.../temp/1655107734266/OBS@1655165210291		14/06/2022 08:08:02
Create new index since no valid job available in destination		14/06/2022 08:08:22
Start running pre-commands		14/06/2022 08:08:22
Finished running pre-commands		14/06/2022 08:08:22
Downloading server file list (Office 365)...		14/06/2022 08:08:22
Skip download index since local index "/Users/.../temp/1655107734266/OBS@1655165210291/index" still exi...		14/06/2022 08:08:23
Downloading server file list (Office 365)... Completed		14/06/2022 08:08:23
Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.		14/06/2022 08:08:24
Run Office 365 Data Synchronization Check (1st time)		14/06/2022 08:08:31
[New Directory]... Office 365		14/06/2022 08:08:32
[New Directory]... Office 365/Chats		14/06/2022 08:08:32
[New Directory]... Office 365/Chats		14/06/2022 08:08:32
[New Directory]... Office 365/Groups		14/06/2022 08:08:32
[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536		14/06/2022 08:08:32
[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536/Channels		14/06/2022 08:08:32
[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536/Outlook		14/06/2022 08:08:32
[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536/Group Site		14/06/2022 08:08:32
[New Directory]... Office 365/Groups/c3a80457-f6d4-42a6-aeb8-540d26c86b8e		14/06/2022 08:08:33

At the bottom, there is a 'Logs per page' dropdown set to 50, a 'Page 1 / 962' indicator, and 'Close' and 'Help' buttons.

You can also search for backup reports from a specific date. For example, we have the **From** date which is, **1 May 2022** and the **To** date which is, **9 May 2022**. Click the **Go** button to generate the available reports.

From	To
01 May 2022	09 May 2022
Go	

If this is a valid range of dates, then backup report(s) will be displayed unless there were no backup running on the specified dates. A message of **No records found** will be displayed instead.

Report

- Backup
- Restore
- Usage

Backup Report

From	To
01 May 2022	09 May 2022
Go	

Backup set	Destination	Completion	Status
No records found			

No. of records per page 50
Page -

Close Help

5 Restoring Microsoft 365 Backup Set

Prior to performing the restoration, it is best to be knowledgeable on the options that AhsayOBM can offer. Below are brief descriptions of the said features for you to be familiar with and utilize each function. After this quick walkthrough you will see the step-by-step instructions with corresponding screen shots on how to restore your data using the following options below.

For Microsoft 365, you can restore items from,

- **Users**

This is composed of data from Outlook, OneDrive, Personal Site and Teams Chat.

- **Teams**

This is composed of data from Group Mail, Group Site and Teams Channel.

- **Sharepoint Sites**

This is composed of one Top-level site, List and Libraries and Subsites.

- **Public Folders**

This is composed of one Top-level site and Public Folders.

Those items can be restored to,

- **Original**

Restore your data to the original Microsoft 365 account.

- **Alternate**

Restore your data to an alternate location on the same Microsoft 365 domain. Alternate location depends on source of the items. It can be from Users, Teams, SharePoint Sites or Public Folders.

Example #1:

Restore Items from Users

Microsoft 365 Account: TestAccountABC@onecompany

Alternate Users: TestUserAccount01@onecompany
TestUserAccount02@onecompany
TestUserAccount03@onecompany
TestUserAccount04@onecompany
TestUserAccount05@onecompany

Explanation:

For the example above, we have **TestAccountABC@onecompany** as our Microsoft 365 account. For the alternate user, a list will be available and from there you can choose from the following Microsoft 365 accounts:

- **TestUserAccount01@onecompany**
- **TestUserAccount02@onecompany**
- **TestUserAccount03@onecompany**
- **TestUserAccount04@onecompany**
- **TestUserAccount05@onecompany**

Example #2:

Restore Items from Teams

Teams Group: SampleTeamsGroupAccountXYZ

Alternate Groups: SampleTeamsGroup01

SampleTeamsGroup02

SampleTeamsGroup03

SampleTeamsGroup04

SampleTeamsGroup05

Explanation:

For the example above, we have **SampleTeamsGroupAccountXYZ** as our Teams group. For the alternate group, a list will be available and from there you can choose from the following Teams group:

- **SampleTeamsGroup01**
- **SampleTeamsGroup02**
- **SampleTeamsGroup03**
- **SampleTeamsGroup04**
- **SampleTeamsGroup05**

Example #3:

Restore Items from SharePoint Sites

SharePoint Sites: blackbox.sharepoint.com/sites/OriginalSite

Alternate Sites: blackbox.sharepoint.com/sites/NewSite1

blackbox.sharepoint.com/sites/NewSite2

blackbox.sharepoint.com/sites/NewSite3

blackbox.sharepoint.com/sites/NewSite4

blackbox.sharepoint.com/sites/NewSite5

Explanation:

For the example above, we have **blackbox.sharepoint.com/sites/OriginalSite** as our site. For the alternate site, a list will be available and from there you can choose from the following SharePoint Sites:

- **blackbox.sharepoint.com/sites/NewSite1**
- **blackbox.sharepoint.com/sites/NewSite2**
- **blackbox.sharepoint.com/sites/NewSite3**
- **blackbox.sharepoint.com/sites/NewSite4**
- **blackbox.sharepoint.com/sites/NewSite5**

• Alternate Microsoft 365 organization

You can restore your data to an alternate Microsoft 365 organization that has a different domain.

Example:

Original Microsoft 365 Account: TestAccountABC@onecompany

Alternate Microsoft 365 Account: SampleAccountXYZ@twosquaretower

Explanation:

As you can see on the above example, we have two (2) Microsoft 365 accounts with different domain. The Original Microsoft 365 account is what we used as the source of our backup and can also use as the original location for restoration. For the alternate Microsoft 365 account, we need to use another Microsoft 365 account that has a different domain.

• Local Computer

Restore your data as an archive file to your local computer where AhsayOBM is running. Data will be exported in the following format:

- MS Teams Chat/Channel will be exported as HTML
- Emails will be exported as PST
- SharePoint Sites will be exported as CSV

• OneDrive of Original Microsoft 365 organization

Restore your data as an archive file to the OneDrive of a user on the same Microsoft 365 domain. Data will be exported in the same format as in local computer.

• OneDrive of Alternate Microsoft 365 organization

Restore your data as an archive file to the OneDrive of a user on a different Microsoft 365 domain. Data will be exported in the same format as in local computer.

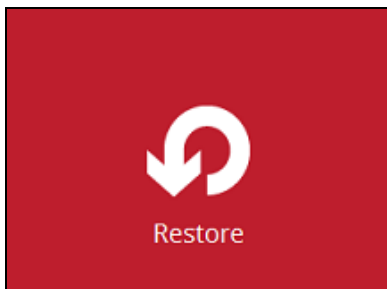
In case you also want to know how to restore a Microsoft 365 backup using the AhsayCBS Web Console, please refer to this guide: [AhsayCBS v9 Run on Server \(Agentless\) Microsoft 365 Backup & Restore Guide](#).

To restore items, follow the steps below:

1. Log in to AhsayOBM.

For instructions on how to do this please refer to [Chapter 7](#) of the AhsayOBM v9 Quick Start Guide for Mac.

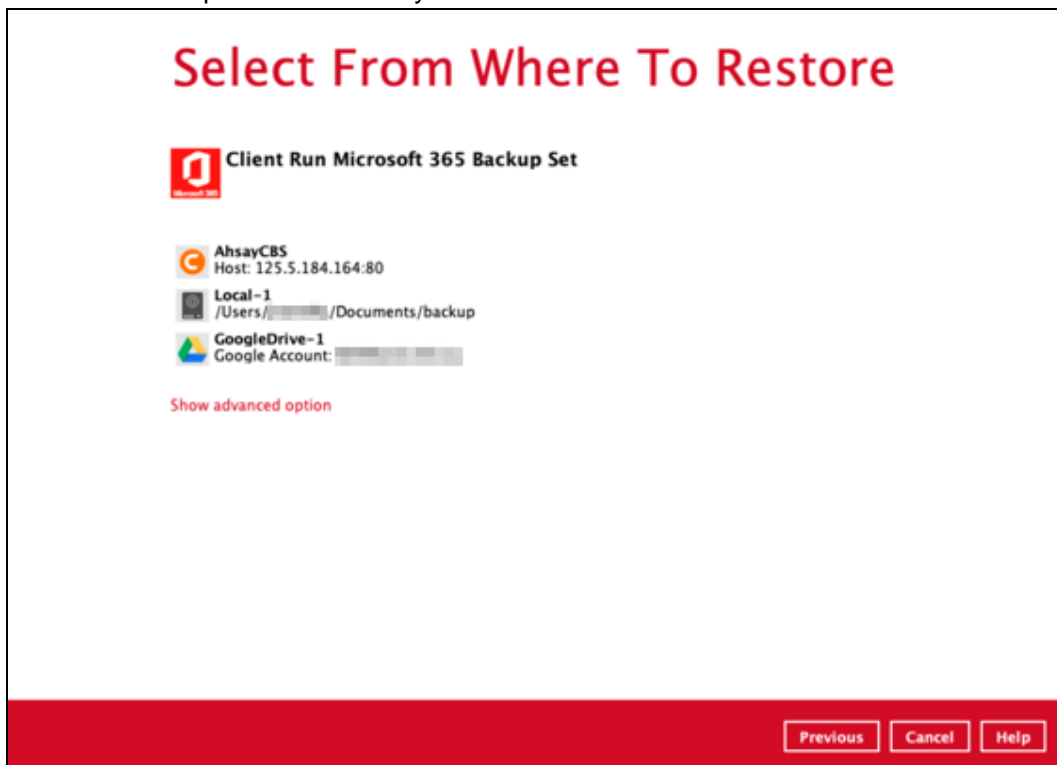
2. Click the **Restore** icon on the main interface of AhsayOBM.



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



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



You may configure the **Temporary directory for storing restore files** by clicking **Show advanced** option. By default, the temporary files are stored under the temp directory of the user profile directory. In case the same directory path does not exist in the computer you are running AhsayOBM, you have to click **Browse** to define a new location for storing the temporary files. Otherwise, you will not be able to perform a restore.

Temporary directory for storing restore files

Browse

Hide advanced option

5. Select to restore from **Users**, **Teams**, **SharePoint Sites** or **Public Folders**.

Select Your Data To Be Restored

☒ Users ☐ Teams ☐ SharePoint Sites ☐ Public Folders

☒ Sort by alphabetical order ☐ Sort by User Group

Elijah Fisher (efisher@email.com)

Jennifer Johnson (jjohnson@email.com)

Previous

Cancel

Help

NOTE

Choices for data to be restored will depend on the data that was backed up. Only one type of data can be restored at a time, e.g. if you choose to restore Users and Teams you can restore Users first then after the restore process, do the restore for Teams next.

Here are samples of the screen that will be displayed for each data.

- 🔗 Users can be sorted alphabetically or by User Group. Select the user to be restored.

Select Your Data To Be Restored

☒ Users ☐ Teams ☐ SharePoint Sites ☐ Public Folders

☒ Sort by alphabetical order ☐ Sort by User Group

Elijah Fisher (efisher@email.com)

Jennifer Johnson (jjohnson@email.com)

- Select the teams group to be restored.

The screenshot shows a dialog box titled "Select Your Data To Be Restored" in red text. Below the title are four radio button options: "Users" (with a person icon), "Teams" (with a group icon and highlighted by a red box), "SharePoint Sites" (with a document icon), and "Public Folders" (with a folder icon). Below these options is a search bar labeled "Search Groups". Under the search bar, two items are listed: "Apexmobile (apexmobile@email.com)" and "Signalbooks (signalbooks@email.com)".

- Select the site to be restored.

The screenshot shows the same dialog box, but now "SharePoint Sites" is selected with a red box around its radio button and icon. The search bar is now labeled "Search Sites". Below it, two site URLs are listed: "ahsay.sharepoint.com/sites/AxeTVideos" and "ahsay.sharepoint.com/sites/IskoExplorers".

- Select the folder to be restored.

The screenshot shows the same dialog box, but now "Public Folders" is selected with a red box around its radio button and icon. The search bar is now labeled "Search Public Folders". Below it, two folder names are listed: "GSA_Pub_001" and "GSU_Pub_001".

6. Select the item(s) you would like to restore. You can also choose to restore backed up items from a specific backup job of your choice from the drop-down menu.

The screenshot shows a horizontal bar with three dropdown menus. The first menu is labeled "Choose from files as of job" and has a downward arrow. The second menu shows the date "10/05/2022" and has a downward arrow. The third menu shows the word "Latest" and has a downward arrow.

The screen that will be displayed for each data will be different.

🔵 Users

If the checkbox beside Outlook is ticked, then all the items under Outlook will be restored.

Select Your Items To Be Restored

Choose from files as of job: 14/06/2022 Latest Jennifer Johnson (jjohnson@email.com)

☒ Outlook ☐ OneDrive ☐ Personal Site ☐ Teams Chat

☒ Outlook

- ☒ Archive
- ☒ Inbox
- ☒ Drafts
- ☒ Sent Items
- ☒ Deleted Items
- ☒ Calendar
- ☒ Contacts
- ☒ Junk Email
- ☒ Notes
- ☒ RSS Feeds
- ☒ Tasks

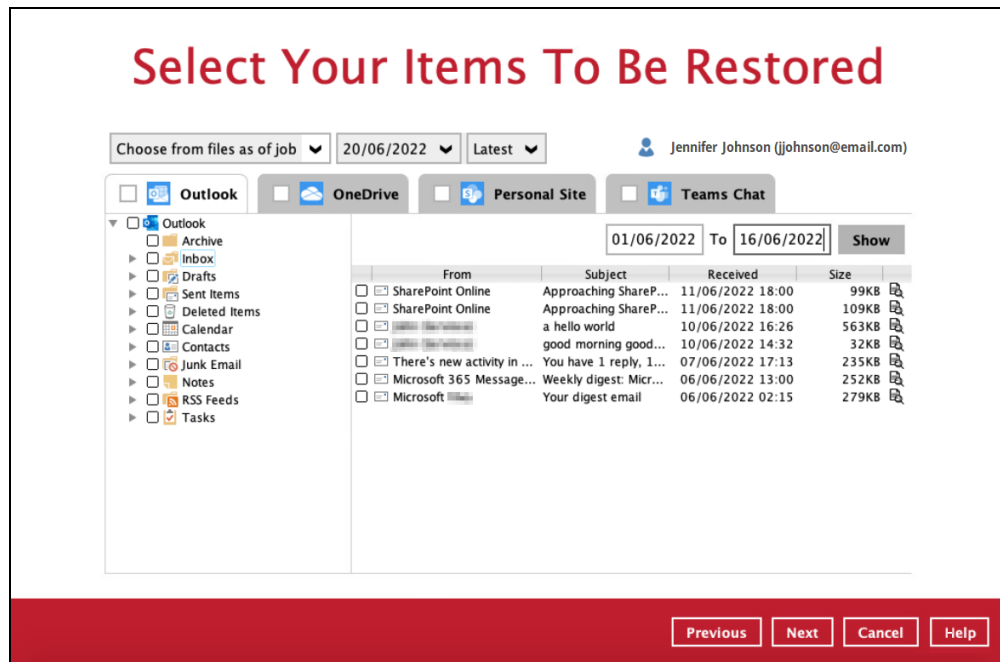
dd/MM/yyyy To dd/MM/yyyy Show


Previous Next Cancel Help

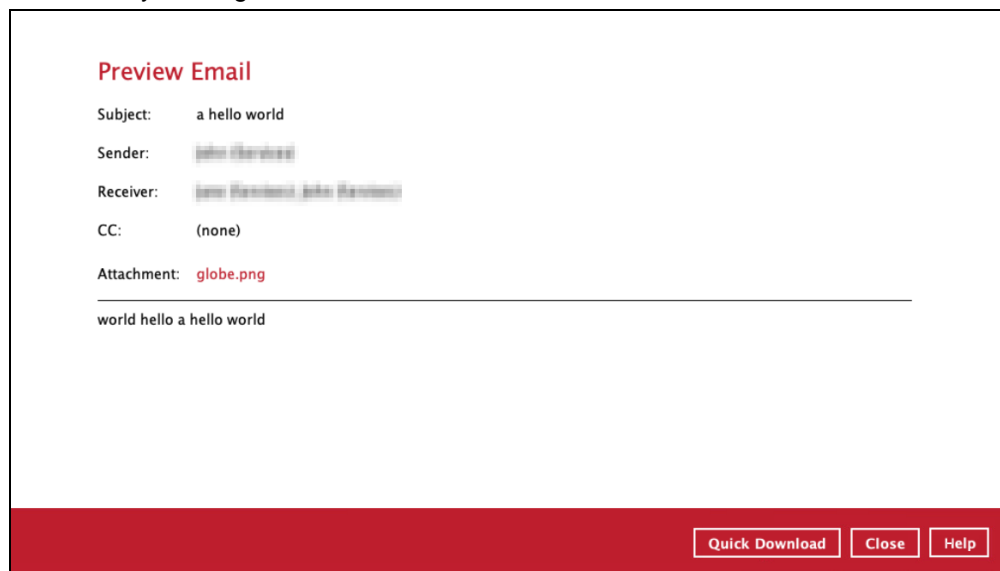
Items can be filtered according to received date. Set the From and To dates of the items then click the **Show** button.

	From	Subject	Received	Size	
<input type="checkbox"/>	There's new activity in Teams	You have 1 reply, 1 post	14/04/2022 19:02	372KB	
<input type="checkbox"/>	Microsoft 365 Message center	Major update from Mes...	14/04/2022 11:29	131KB	
<input type="checkbox"/>	in Teams	posted a message	13/04/2022 13:13	207KB	
<input type="checkbox"/>	Microsoft 365 Message center	Major update from Mes...	13/04/2022 02:37	132KB	
<input type="checkbox"/>	Microsoft 365 Message center	Weekly digest: Microsoft...	11/04/2022 14:30	284KB	
<input type="checkbox"/>	Microsoft 365 Message center	Weekly digest: Microsoft...	04/04/2022 15:04	328KB	
<input type="checkbox"/>	Microsoft 365 Message center	Major update from Mes...	02/04/2022 01:01	120KB	
<input type="checkbox"/>	Microsoft 365 Message center	Major update from Mes...	01/04/2022 12:57	98KB	
<input type="checkbox"/>	Microsoft 365 Message center	Major update from Mes...	01/04/2022 03:14	123KB	

Specific items can be selected to be restored. There is a preview function that allows you to view the content so you can check if you want to restore it.



To do this click the  button. In the Preview Email window you can restore and download the email by clicking **Quick Download**.



Click **Browse** to select the path where the email will be restored.



Click **Show advanced option** if you want to change the path of the temporary directory. Click **Continue** to proceed. Click **Close** once done.



Quick Download

Restore Items to
/Users/ /restored

Temporary Directory for storing restored files
/Users/ /temp

You can also download just the attachment by clicking on the attachment itself.



Preview Email

Subject: a hello world

Sender: john@ahsay.com

Receiver: john@ahsay.com, john@ahsay.com

CC: (none)

Attachment: globe.png

world hello a hello world

Click Browse to select the path where the attachment will be restored. Click **Show advanced option** if you want to change the path of the temporary directory. Click **Continue** to proceed.



Download Attachment (globe.png)

Restore Items to
/Users/admin/Documents/restored

Click **Close** once done.



Download Attachment (globe.png)

AhsayCBS (Host: 10.16.10.12:80)

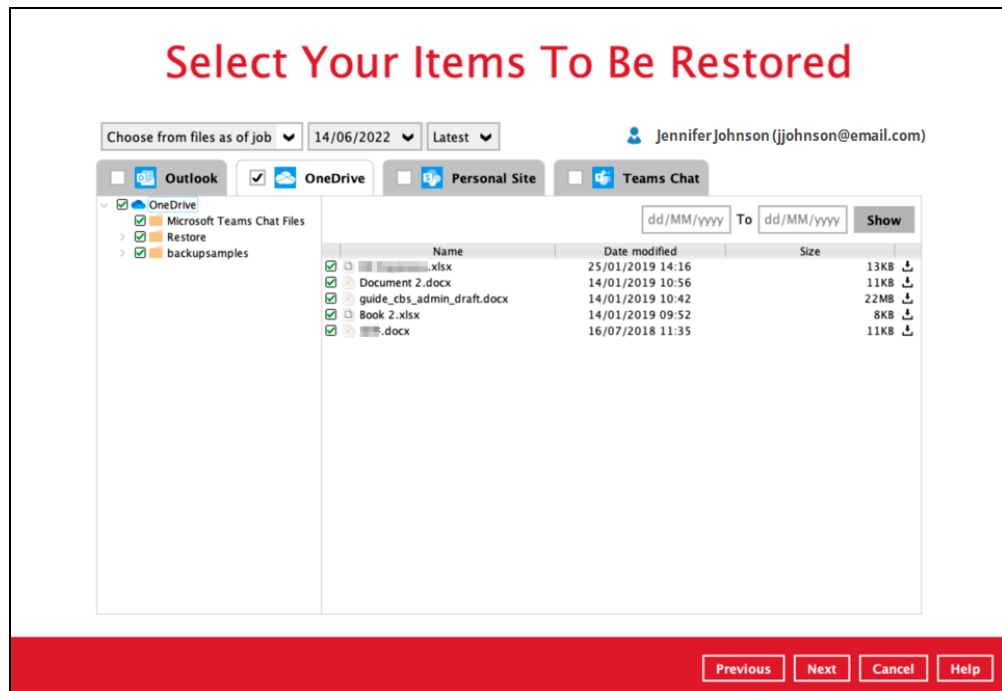
✓ Restore Completed

Restored 763.14KB (1 file)

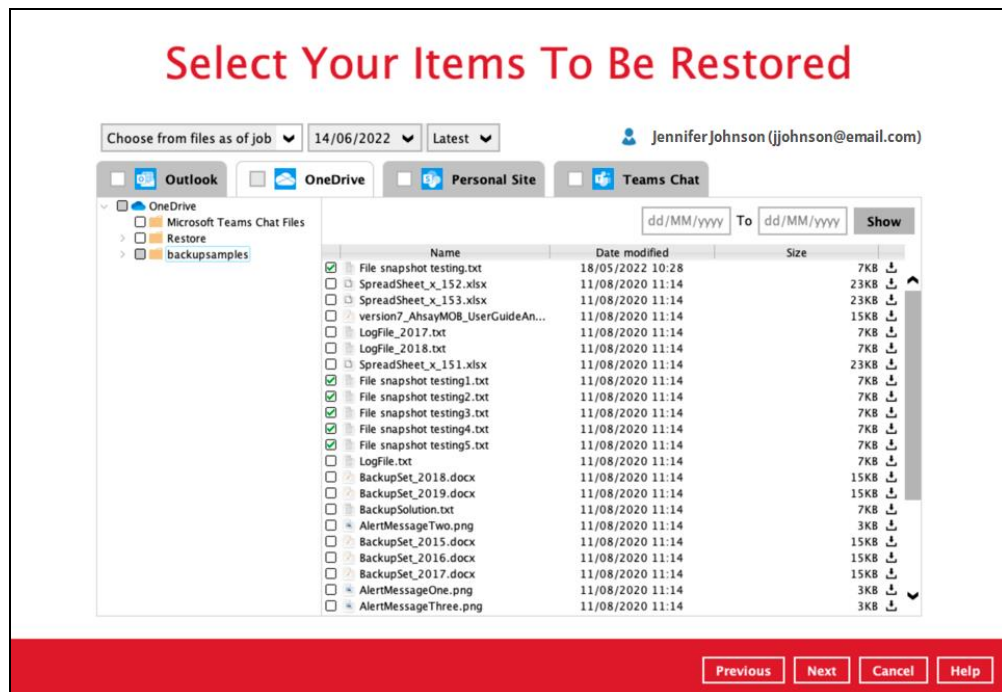
Elapsed time 18 sec


Transfer rate 165.64Kbit/s

If the checkbox beside OneDrive is ticked, then all the items under OneDrive will be restored.



Specific items can be selected. There is a download function that will let you download the item directly.




Click the  button to download the item. Click **Continue** to start the download and restore. Click **Close** once done.



Quick Download

Restore Items to

Show advanced option



Quick Download

AhsayCBS (Host: 125.5.184.164:80)

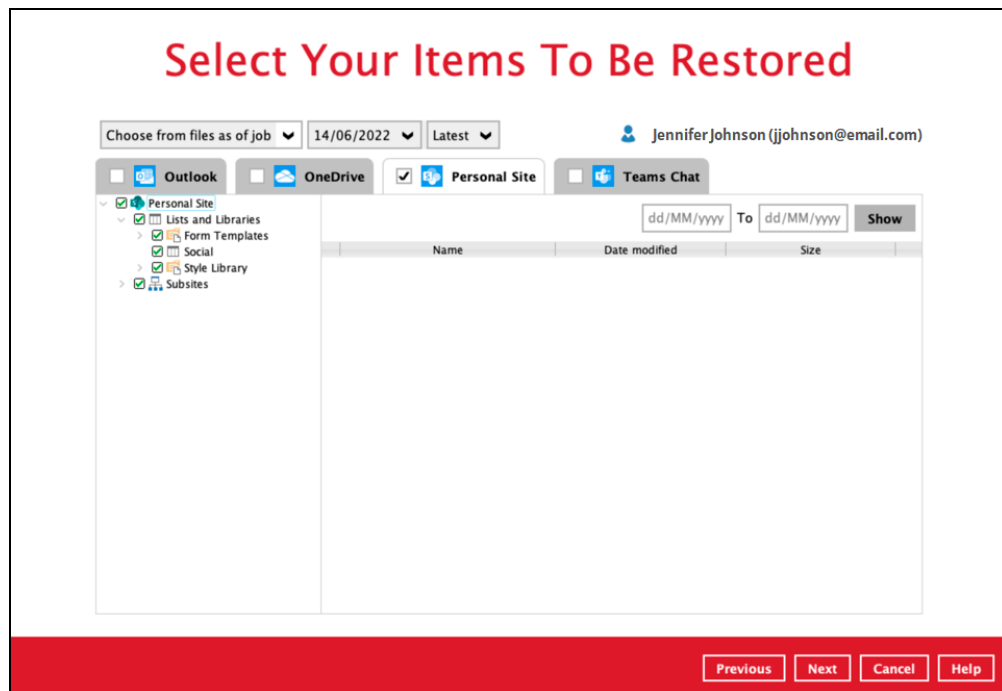
✓ Restore Completed

Restored 17.49KB (3 files)

Elapsed time 1 min 26 sec

Transfer rate 72bit/s

If the checkbox beside Personal Site is ticked, then all the items under Personal Site will be restored.



Select Your Items To Be Restored

Choose from files as of job

Jennifer Johnson (jjohnson@email.com)

☐ Outlook ☐ OneDrive ☒ Personal Site ☐ Teams Chat

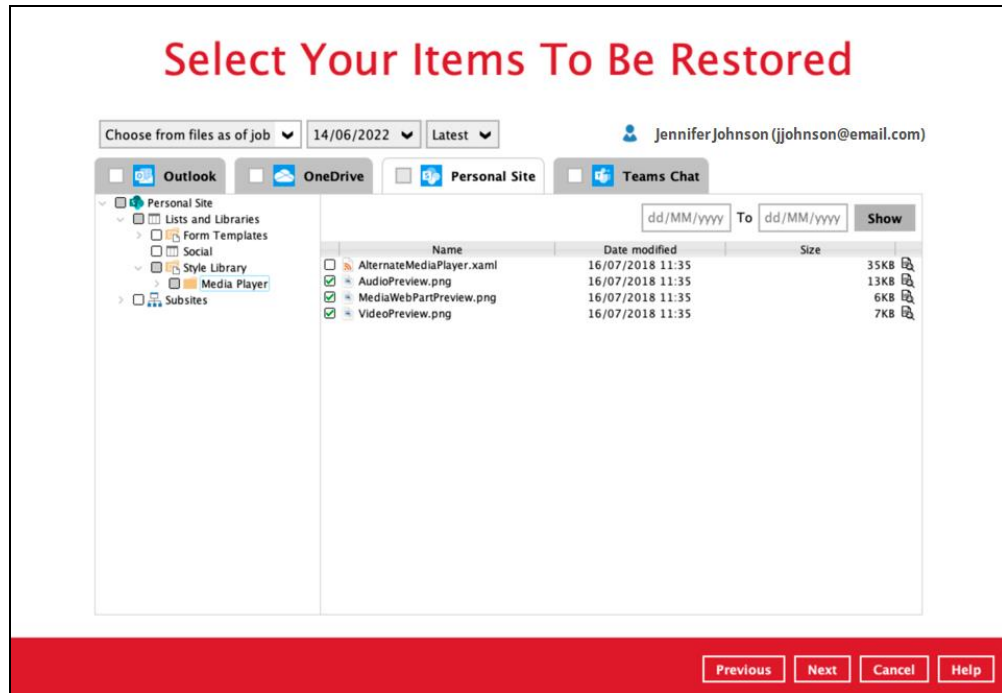
☒ Personal Site

- ☒ Lists and Libraries
- ☒ Form Templates
- ☒ Social
- ☒ Style Library
- ☒ Subsites

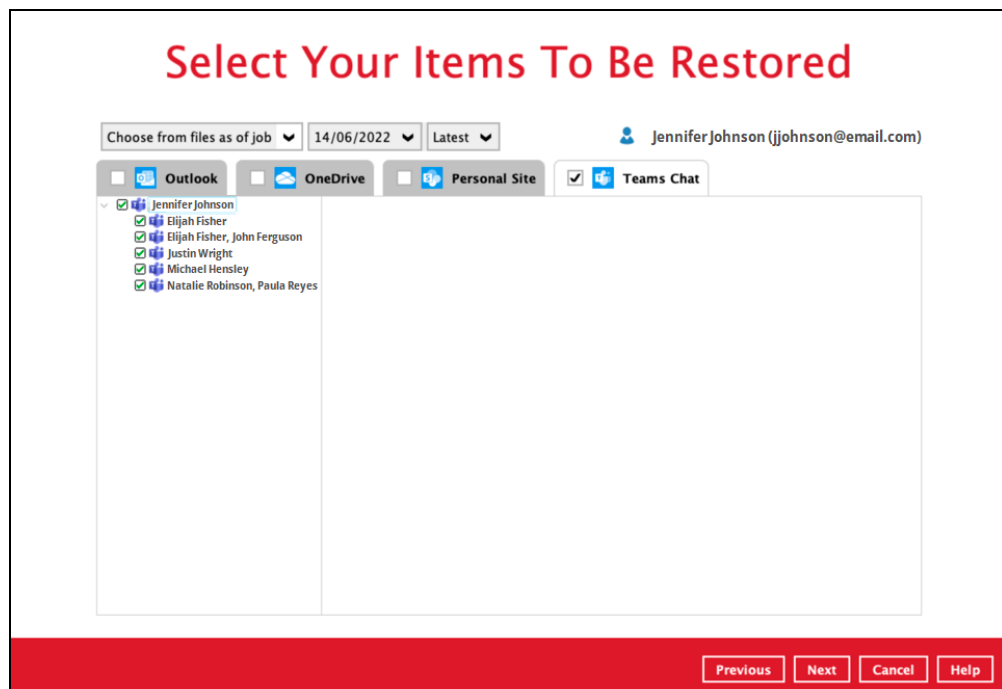
dd/MM/yyyy To dd/MM/yyyy

Name	Date modified	Size
------	---------------	------

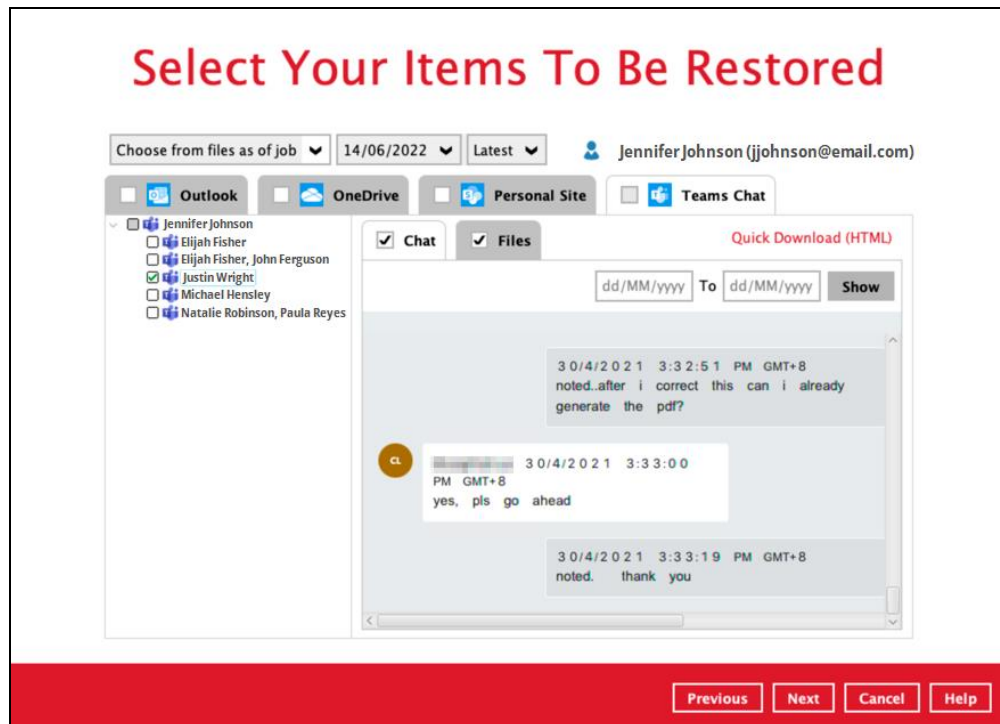
Specific items can also be selected to be restored. There is a preview function that will let you see the content so you can check if you want to restore the item. For instructions on how to use the preview function please refer to the [instructions](#) discussed above.



If the checkbox beside Teams Chat is ticked, then all the items under Teams Chat will be restored.



Specific items can also be selected to be restored. There is a download function that will let you download the item directly. Click the **Quick Download (HTML)** link.



NOTE

Teams Chat will not be restored to the original thread. Instead it will only be restored as data export in HTML format stored in the local machine or OneDrive.

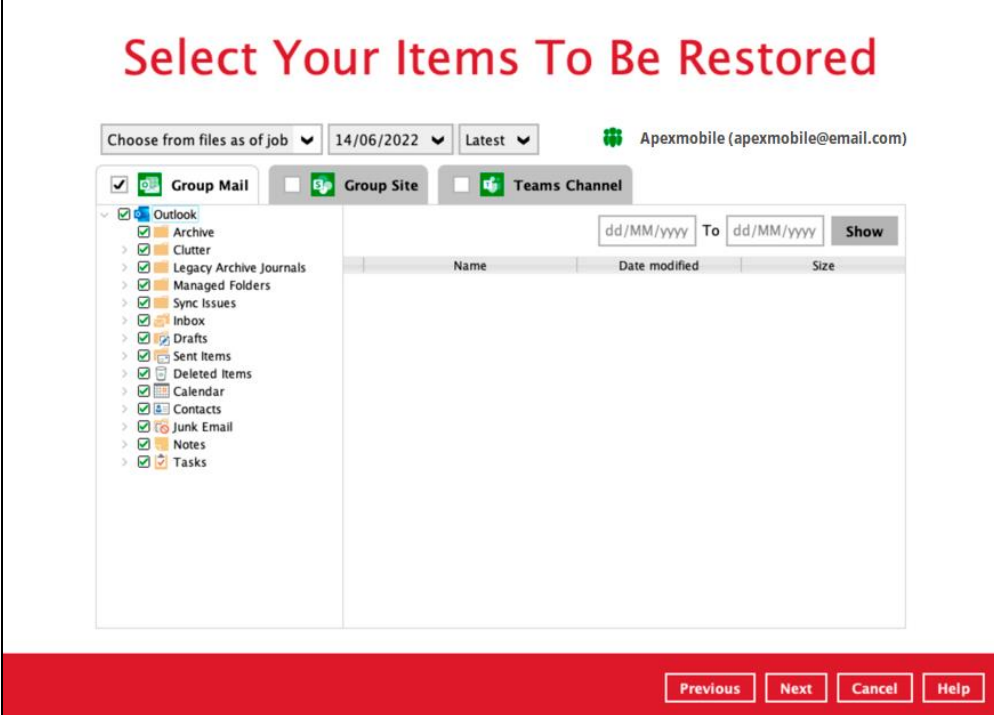
Click **Continue** to start the download and restore. Click **Close** once done.



Click **Next** to proceed.

Teams

If the checkbox beside Group Mail is ticked, then all the items under Group Mail will be restored.



Select Your Items To Be Restored

Choose from files as of job: 14/06/2022 Latest Apexmobile (apexmobile@email.com)

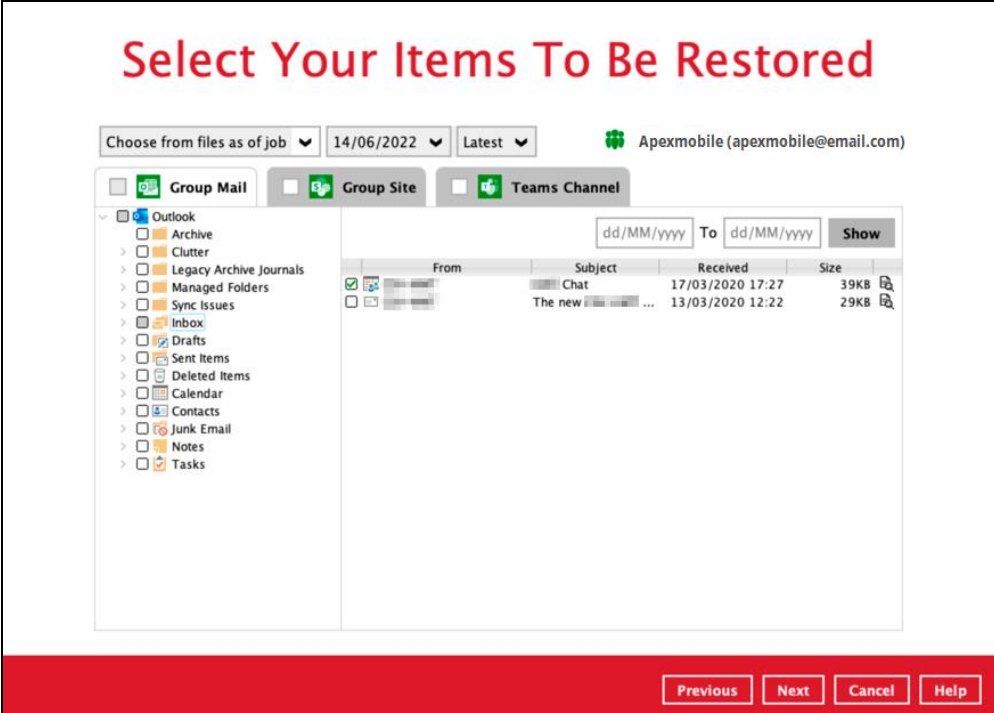
☒ Group Mail ☐ Group Site ☐ Teams Channel

dd/MM/yyyy To dd/MM/yyyy Show

Name	Date modified	Size
------	---------------	------

Previous Next Cancel Help

Specific items can be selected to be restored. There is a preview function that will let you see the content so you can check if you want to restore the item. For instructions on how to use the preview function please refer to the [instructions](#) discussed above.



Select Your Items To Be Restored

Choose from files as of job: 14/06/2022 Latest Apexmobile (apexmobile@email.com)

☐ Group Mail ☐ Group Site ☐ Teams Channel

dd/MM/yyyy To dd/MM/yyyy Show

From	Subject	Received	Size
<input checked="" type="checkbox"/>	Chat	17/03/2020 17:27	39KB
<input type="checkbox"/>	The new ...	13/03/2020 12:22	29KB

Previous Next Cancel Help

If the checkbox beside Group Site is ticked, then all the items under Group Site will be restored.

Select Your Items To Be Restored

Choose from files as of job 14/06/2022 Latest Apexmobile (apexmobile@email.com)

☐ Group Mail ☒ Group Site ☐ Teams Channel

dd/MM/yyyy To dd/MM/yyyy Show

Name	Date modified	Size
------	---------------	------

Previous Next Cancel Help

Specific items can be selected to be restored. There is a preview function that will let you see the content so you can check if you want to restore the item. For instructions on how to use the preview function please refer to the [instructions](#) discussed above.

Select Your Items To Be Restored

Choose from files as of job 14/06/2022 Latest Apexmobile (apexmobile@email.com)

☐ Group Mail ☐ Group Site ☐ Teams Channel

dd/MM/yyyy To dd/MM/yyyy Show

Name	Date modified	Size
<input checked="" type="checkbox"/> _siteicon_.jpg	09/06/2022 16:03	14KB
<input type="checkbox"/> _siteicon_.png	27/09/2021 10:07	8748

Previous Next Cancel Help

If the checkbox beside Teams Channel is ticked, then all the items under Teams Channel will be restored.

Select Your Items To Be Restored

Choose from files as of job 14/06/2022 Latest Apexmobile (apexmobile@email.com)

☐ Group Mail ☐ Group Site ☒ Teams Channel

☒ Channels
☒ General
☒ Status Meeting

Previous Next Cancel Help

Specific items can also be selected to be restored. There is a download function that will let you download the item directly. For instructions on how to use the download function please refer to the [instructions](#) discussed above.

Select Your Items To Be Restored

Choose from files as of job 14/06/2022 Latest Apexmobile (apexmobile@email.com)

☐ Group Mail ☐ Group Site ☒ Teams Channel

☒ Channels
☒ General
☒ Status Meeting

☒ Posts ☒ Files Quick Download (HTML)

dd/MM/yyyy To dd/MM/yyyy Show

General

September 2, 2021

Unknown User :06b06a67-55d0-457b-b274-8b5b2175b39d has removed Unknown User :06b06a67-55d0-457b-b274-8b5b2175b39d from the team.

February 25, 2022

Unknown User :0e9d14cf-59b9-4c0c-9394-e99750bd22e7 has been removed from the team.

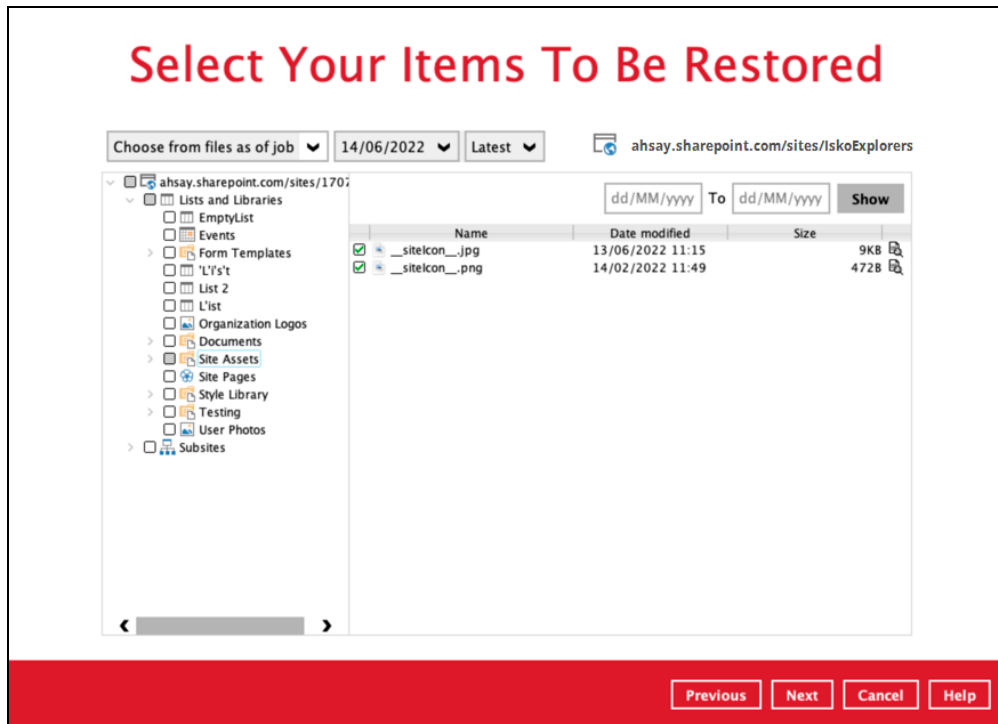
Previous Next Cancel Help

NOTE

Posts in Teams Channel will not be restored to the original thread. Instead it will only be restored as data export in HTML format stored in the local machine or OneDrive.

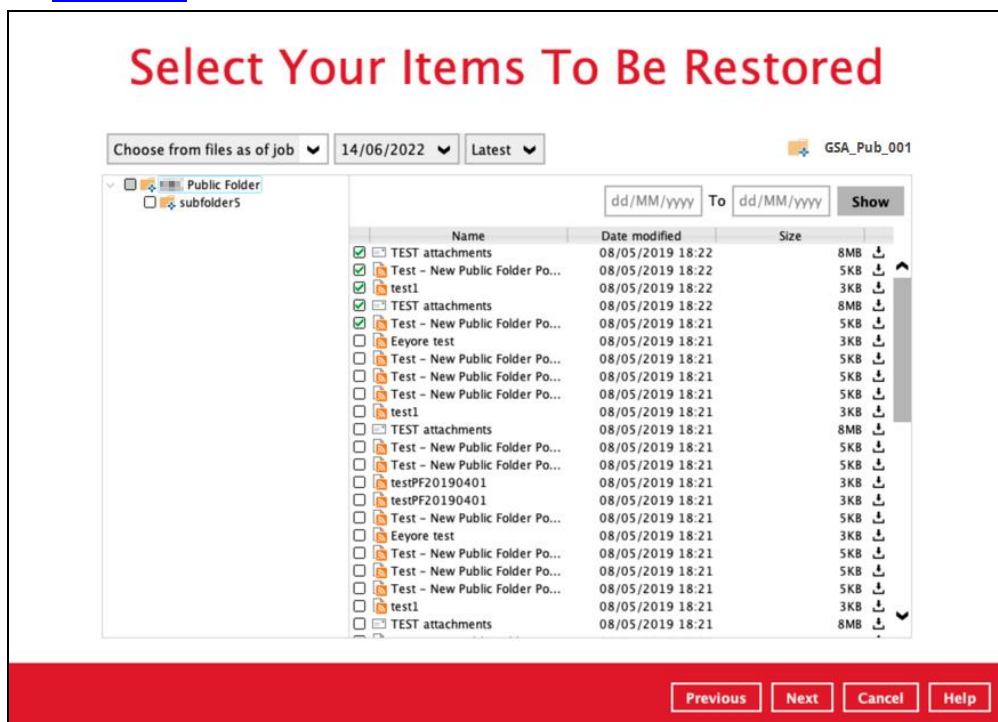
SharePoint Sites

Select the items to be restored. There is a preview function that will let you see the content so you can check if you want to restore the item. For instructions on how to use the preview function please refer to the [instructions](#) discussed above.



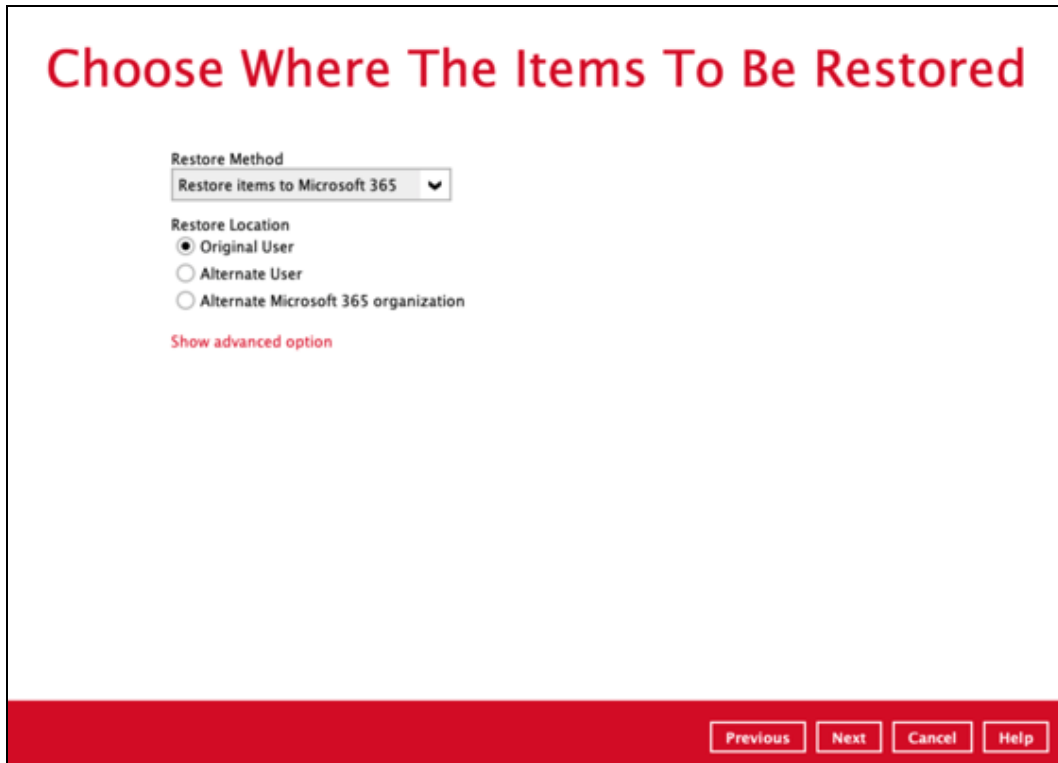
Public Folders

Select the items to be restored. There is a download function that will let you directly download the item. For instructions on how to use the download function please refer to the [instructions](#) discussed above.

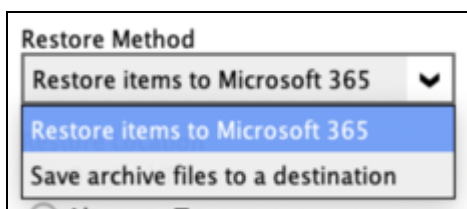


Click **Next** to proceed when you are done with the selection.

7. Select the location where the items will be restored.



The choices for the restore location that will be displayed depends on the data and restore method selected. There are two restore methods available: [Restore items to Microsoft 365](#) and [Save archive files to a destination](#).



If [Restore items to Microsoft 365](#) is selected, there are three options for the restore location:

- ▶ [Original](#)
- ▶ [Alternate](#)
- ▶ [Alternate Microsoft 365 organization](#)

Original

Restore to Original is available for all data types. To restore to Original, select **Original**.

Click **Show advanced option** to configure other restore settings.

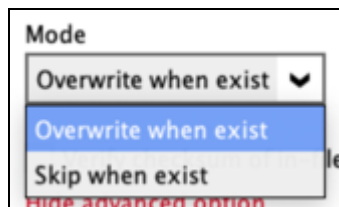


Mode

Overwrite when exist ▼

☐ Verify checksum of in-file delta files during restore

Mode



Mode

Overwrite when exist ▼

Overwrite when exist

Skip when exist

HIDE ADVANCED OPTION

There are two choices for the mode:

- **Overwrite when exist**

If the data that you will restore is already available in the Microsoft 365 account, then you have a choice to overwrite the existing data.

- **Skip when exist**

If the data that you will restore is already available in the Microsoft 365 account, then you have a choice to skip and move to the next one.

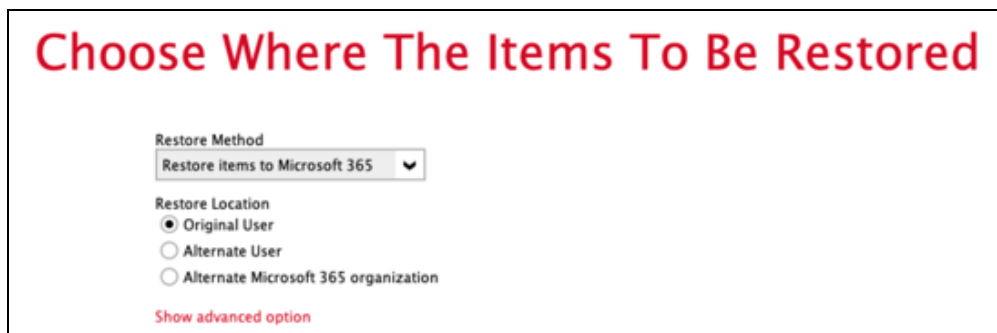
Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Click **Next** to proceed.

Here are examples for the different data types:

Users



Choose Where The Items To Be Restored

Restore Method

Restore items to Microsoft 365 ▼

Restore Location

☒ Original User

☐ Alternate User

☐ Alternate Microsoft 365 organization

Show advanced option

Teams

Choose Where The Items To Be Restored

Restore Method

Restore items to Microsoft 365

Restore Location

☒ Original Team

☐ Alternate Team

☐ Alternate Microsoft 365 organization

Show advanced option

SharePoint Sites

Choose Where The Items To Be Restored

Restore Method

Restore items to Microsoft 365

Restore Location

☒ Original Site

☐ Alternate Site

☐ Alternate Microsoft 365 organization

Show advanced option

Public Folders

Choose Where The Items To Be Restored

Restore Method

Restore items to Microsoft 365

Restore Location

☒ Original Public Folder

☐ Alternate Public Folder

☐ Alternate Microsoft 365 organization

Show advanced option

▶ Alternate

To restore to alternate user/group/site/public folder, select **Alternate**.

Restore Location

☐ Original User

☒ Alternate User

☐ Alternate Microsoft 365 organization

To configure other restore settings please refer to the instructions discussed [above](#).





Click **Next** to proceed.

Select the alternate user/team/site/public folder.

Here are examples for the different data types:



Users

Choose User

 Elijah Fisher (efisher@email.com)	 Jasmine James (jjames@email.com)
 Jennifer Johnson (jjohnson@email.com)	 John Ferguson (jferguson@email.com)
 Justin Wright (jwright@email.com)	 Kayla Rose (krose@email.com)
 Lester Warner (lwarner@email.com)	 Michael Hensley (mhensley@email.com)
 Natalie Robinson (nrobinson@email.com)	 Paula Reyes (preyes@email.com)











Teams

Choose Team

 Apexmobile (apexmobile@email.com)	 Basekix (basekix@email.com)
 Dappertrain (dappertrain@email.com)	 Flexidev (flexidev@email.com)
 Nuttermeet (nuttermeet@email.com)	 Repaza (repaza@email.com)
 Signalbooks (signalbooks@email.com)	 Superdax (superdax@email.com)
 Webstergu (webstergu@email.com)	 Zoedoe (zoedoe@email.com)

SharePoint Sites

Choose Site

 ahsay.sharepoint.com	 ahsay.sharepoint.com/sites/AxeVideos
 ahsay.sharepoint.com/sites/CenturyCorp	 ahsay.sharepoint.com/sites/DecemberAdvisor
 ahsay.sharepoint.com/sites/EscapeRoom	 ahsay.sharepoint.com/sites/GoWakeUp
 ahsay.sharepoint.com/sites/IskoExplorers	 ahsay.sharepoint.com/sites/PeanutInc
 ahsay.sharepoint.com/sites/ProductiveWebs	 ahsay.sharepoint.com/sites/YoshiMochi

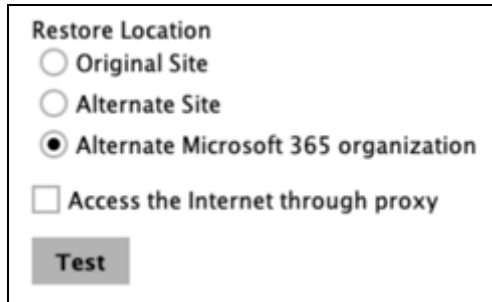
Public Folder

Choose Public Folder

 GSA_Pub_001	 GSA_Pub_002
 GSO_Pub_001	 GSO_Pub_002
 GSU_Pub_001	 GSU_Pub_002
 JSA_Pub_001	 JSA_Pub_002

④ Alternate Microsoft 365 organization

To restore to an alternate Microsoft 365 organization, select **Alternate Microsoft 365 organization**.



Restore Location

☐ Original Site

☐ Alternate Site

☒ Alternate Microsoft 365 organization

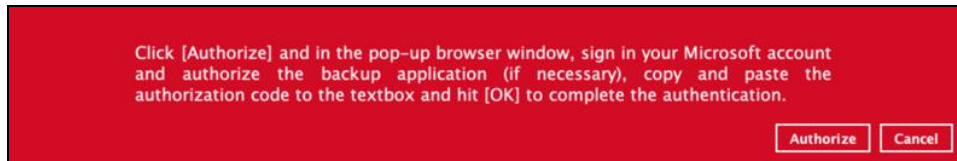
☐ Access the Internet through proxy

Test

To configure other restore settings please refer to the instructions discussed [above](#).

Click **Test**.

Click **Authorize**.



Click [Authorize] and in the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.

Authorize **Cancel**

Login to your Microsoft 365 account then copy and paste the authorization code then click **OK**.



In the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.

7MasnM-jfwxxeuJQdrhJfgbqzxCADleWzaj51cnTDwsd6VAiObL5bp2IKw

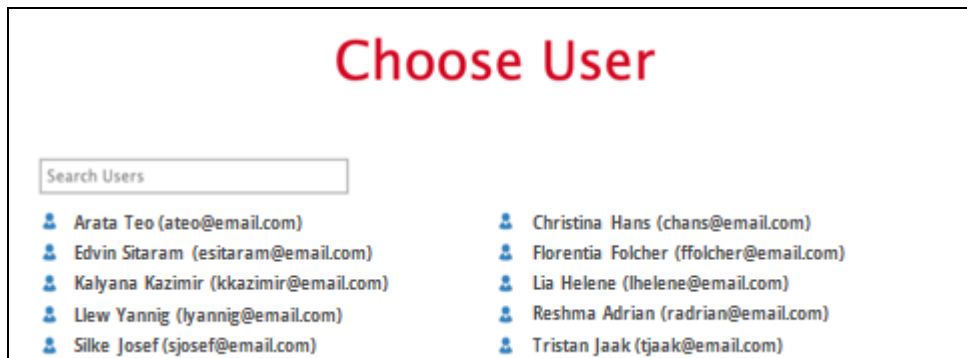
OK **Cancel**

Click **Next** to proceed.

Select the alternate user/team/site/public folder.

Here are examples for the different data types.

Users




Choose User


Search Users


Arata Teo (ateo@email.com)	Christina Hans (chans@email.com)
Edvin Sitaram (esitaram@email.com)	Florentia Folcher (ffolcher@email.com)
Kalyana Kazimir (kkazimir@email.com)	Lia Helene (lhelene@email.com)
Llew Yannig (lyannig@email.com)	Reshma Adrian (radrian@email.com)
Silke Josef (sjosef@email.com)	Tristan Jaak (tjaak@email.com)


Teams


Choose Team


 BlueBulls (bluebulls@email.com)


 FullSpectrum (fullspectrum@email.com)


 LuckyStrings (luckystings@email.com)


 NightSonic (nightsonic@email.com)


 Shockwave (shockwave@email.com)

 FreeThinkers (freethinkers@email.com)

 GeckoChuckers (gekochuckers@email.com)


 MuffinBlazers (muffinblazers@email.com)


 RelayRacers (relayracers@email.com)


 TripleTarget (tripletarget@email.com)


SharePoint Sites


Choose Site


 ahsay.sharepoint.com


 ahsay.sharepoint.com/sites/FarFarAway


 ahsay.sharepoint.com/sites/LukasAdventures


 ahsay.sharepoint.com/sites/OptimumMax


 ahsay.sharepoint.com/sites/StartupVentures

 ahsay.sharepoint.com/sites/BananaFa ctory

 ahsay.sharepoint.com/sites/Little Beetle

 ahsay.sharepoint.com/sites/MangroveSaver

 ahsay.sharepoint.com/sites/RikuSports


 ahsay.sharepoint.com/sites/ViennaMusic

Public Folder

Choose Public Folder

 XYZ_Pub_001

 XYZ_Pub_003

 XYZ_Pub_005

 XYZ_Pub_007

 XYZ_Pub_002

 XYZ_Pub_004

 XYZ_Pub_006

 XYZ_Pub_008

If Save archive files to a destination is selected, there are three options for the restore location:

- ▶ [Local](#)
- ▶ [OneDrive of Original Microsoft 365 organization](#)
- ▶ [OneDrive of Alternate Microsoft 365 organization](#)

▶ **Local**

Restore to Local is available for all data types. To restore to Local, select **Local**.

Choose Where The Items To Be Restored

Restore Method
Save archive files to a destination ▼

MS Teams Chat/Channel will be exported into HTML.
1 Emails will be exported into PST.
SharePoint Sites lists will be exported into CSV.

Restore Location
Local ▼

Show advanced option

Previous Next Cancel Help

To configure other restore settings click **Show advanced option**.

☐ Verify checksum of in-file delta files during restore

Hide advanced option

Verify checksum of in-file delta files during restore

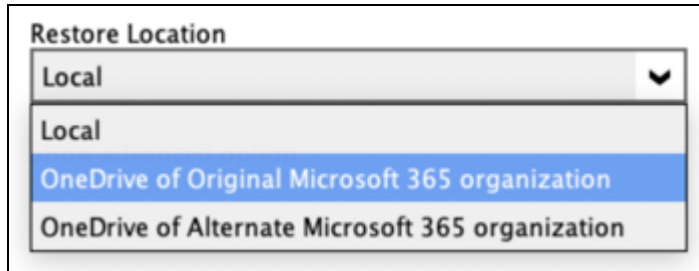
By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Click **Next** to proceed.

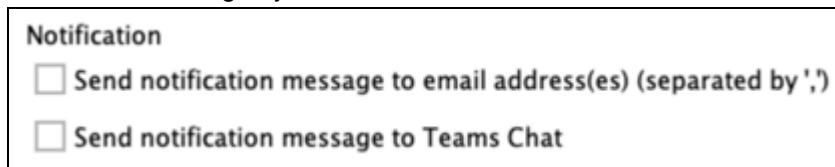
OneDrive of Original Microsoft 365 organization

Restore to OneDrive of original Microsoft 365 organization is only available for the following data types: Users and Teams.

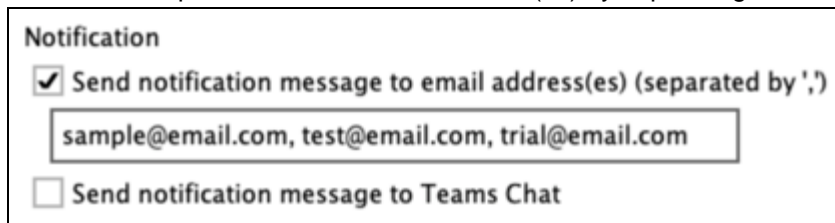
Select **OneDrive of Original Microsoft 365 organization** from the dropdown menu.



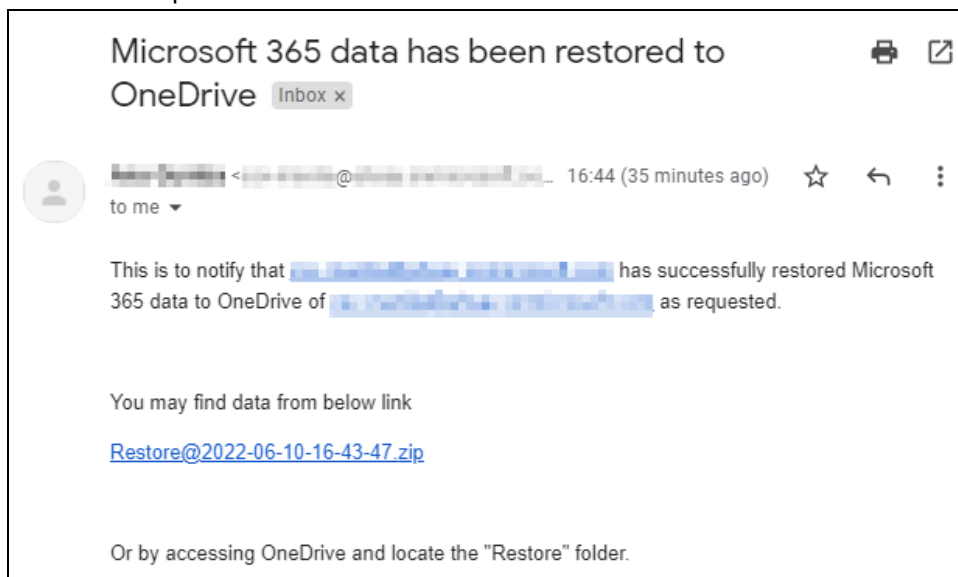
Users can be notified if an item is restored to their OneDrive. You can opt to send the notification message by email and/or to Teams Chat.



If you prefer to send the notification by email, provide the email address where it will be sent. You can provide several email address(es) by separating it with a comma.




Here is a sample of the email notification that will be sent.



To configure other restore settings please refer to the [instructions](#) above.

Click **Next** to proceed.

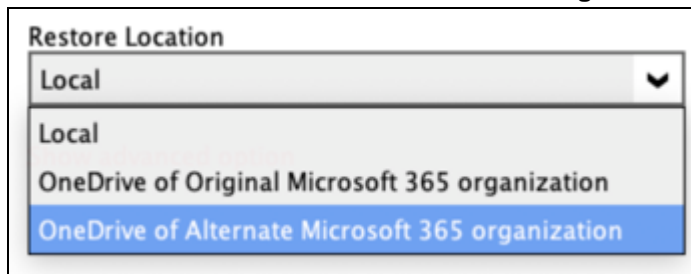
Select the user.

A dialog box titled "Choose User" in red text. It features a search bar labeled "Search Users". Below the search bar, there are two columns of user names and email addresses, each preceded by a small blue person icon. The users listed are: Elijah Fisher (efisher@email.com), Jennifer Johnson (jjohnson@email.com), Justin Wright (jwright@email.com), Lester Warner (lwarner@email.com), Natalie Robinson (nrobinson@email.com), Jasmine James (jjames@email.com), John Ferguson (jferguson@email.com), Kayla Rose (krose@email.com), Michael Hensley (mhensley@email.com), and Paula Reyes (preyes@email.com).

🔵 **OneDrive of Alternate Microsoft 365 organization**

Restore to OneDrive of alternate Microsoft 365 organization is only available for the following data types: Users and Teams.

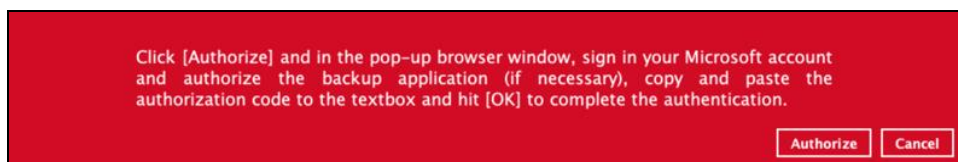
Select **OneDrive of Alternate Microsoft 365 organization** from the dropdown menu.

A screenshot of a "Restore Location" dropdown menu. The menu is open, showing four options: "Local", "Local", "OneDrive of Original Microsoft 365 organization", and "OneDrive of Alternate Microsoft 365 organization". The last option is highlighted in blue.

To configure notification settings please see [instructions](#) above.

Click **Test**.

Click **Authorize**.

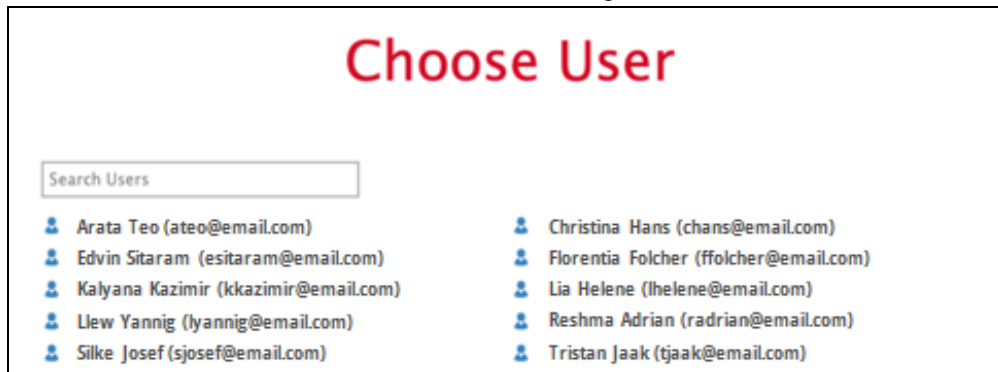
A red dialog box with white text. The text reads: "Click [Authorize] and in the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication." At the bottom right, there are two buttons: "Authorize" and "Cancel".

Login to your Microsoft 365 account then copy and paste the authorization code then click **OK**.

A red dialog box with white text. The text reads: "In the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication." Below the text is a text box containing the authorization code: "7MasnM-jfwxxeuJQdrhJfgbqzxCADleWzaj51cnTDwsd6VAiObL5bp2IKw". At the bottom right, there are two buttons: "OK" and "Cancel".

Click **Next** to proceed.

Select the user from the alternate Microsoft 365 organization.



Choose User

Search Users

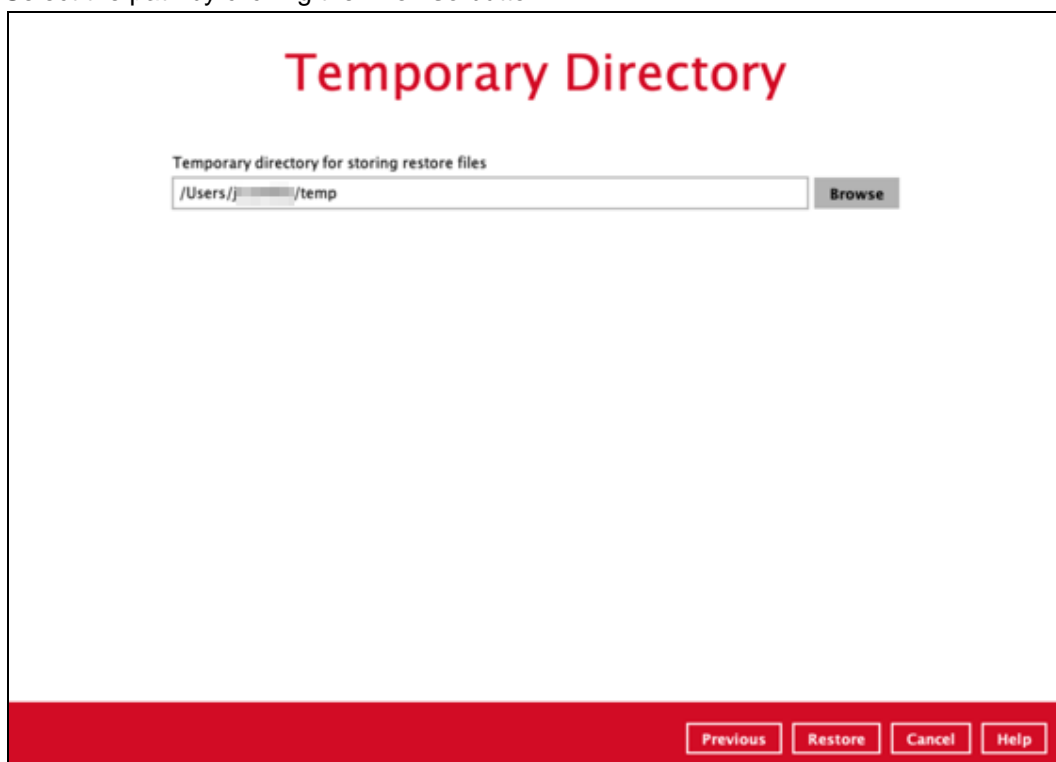
Arata Teo (ateo@email.com)	Christina Hans (chans@email.com)
Edvin Sitaram (esitaram@email.com)	Florentia Folcher (ffolcher@email.com)
Kalyana Kazimir (kkazimir@email.com)	Lia Helene (lhelene@email.com)
Llew Yannig (lyannig@email.com)	Reshma Adrian (radrian@email.com)
Silke Josef (sjosef@email.com)	Tristan Jaak (tjaak@email.com)

8. The screen that will be displayed to select the temporary directory for storing temporary files will depend on the restore method and restore location selected.

This screen will be displayed for the following:

- ▶ restore method is Restore items to Microsoft 365 and restore location is either:
 - ◉ Alternate User/Teams/Site/Public Folder
 - ◉ Alternate Microsoft 365 organization
- ▶ restore method is Save archive files to a destination and restore location is either:
 - ◉ OneDrive of Original Microsoft 36 organization
 - ◉ OneDrive of Alternate Microsoft 365 organization

Select the path by clicking the **Browse** button.



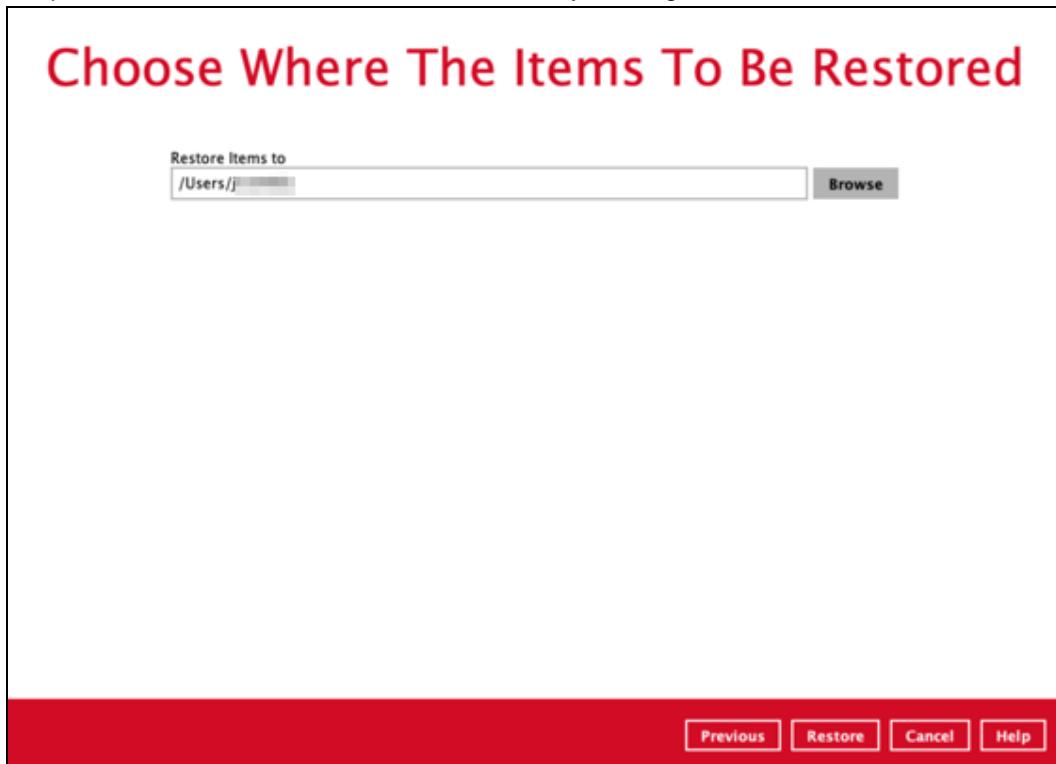
Temporary Directory

Temporary directory for storing restore files

/Users/j.../temp Browse

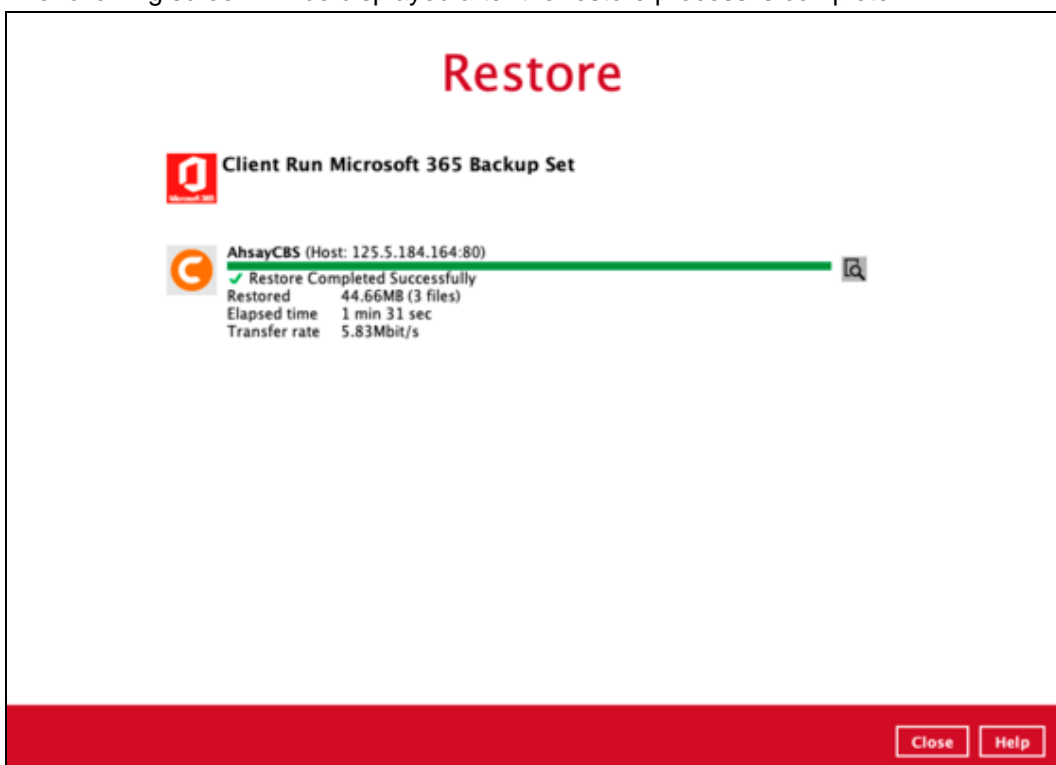
Previous Restore Cancel Help


If the restore method is Save archive files to a destination and restore location is Local, select the path where the archive file will be restored by clicking the **Browse** button.











Then click the **Restore** button to start the restoration process.

9. The following screen will be displayed after the restore process is complete.



Click the  to show the restoration log.

Show All

Type	Log	Time
	Start [AhsayOBM v9.3.0.6]	14/06/2022 13:48:04
	Start restore "Office 365/Site Collections/D901_ahsay-my.sharepoint.com%2fpersonal%2fcsv-manila_ahsay_onmicrosoft_c..."	14/06/2022 13:48:15
	Downloading... "Office 365/Users/.../OneDrive/Book 2.xlsx" (Total 8K bytes)	14/06/2022 13:48:35
	Downloading... "Office 365/Users/.../OneDrive/Document 2.docx" (Total 10K bytes)	14/06/2022 13:49:00
	Downloading... "Office 365/Users/.../OneDrive/guide_cbs_admin_draft.docx" (Total 22....	14/06/2022 13:49:01
	Uploading archive to destination	14/06/2022 13:49:02
	Uploading archive to destination Completed	14/06/2022 13:49:03
	Restore Completed Successfully	14/06/2022 13:49:03

Logs per page 50

Page 1 / 1

Close

Close Help

6 Contacting Ahsay

6.1 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 Wiki for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:
<https://wiki.ahsay.com/>

6.2 Documentation

Documentations for all Ahsay products are available at:
https://www.ahsay.com/jsp/en/downloads/ahsay-downloads_documentation_guides-cbs.jsp

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: Example Scenarios for Microsoft 365 License Requirement and Usage

Scenario No. 1: Backing up Microsoft 365 user accounts in multiple backup sets

The required Microsoft 365 licenses are calculated by the number of Microsoft 365 user accounts that you want to backup.

Example No. 1: To back up one (1) Microsoft 365 user account on multiple backup sets, only one Microsoft 365 license is needed.

Backup Set Name	Microsoft 365 User Account
Backup Set A	user01 @company-Microsoft365.com
Backup Set B	user01 @company-Microsoft365.com
Backup Set C	user01 @company-Microsoft365.com

Example No. 2: To back up two (2) Microsoft 365 user accounts on multiple backup sets, two Microsoft 365 licenses are needed.

Backup Set Name	Microsoft 365 User Account
Backup Set A	user01 @company-Microsoft365.com
	user02 @company-Microsoft365.com
Backup Set B	user01 @company-Microsoft365.com
Backup Set C	user02 @company-Microsoft365.com

Example No. 3: To back up three (3) Microsoft 365 user accounts on multiple backup sets, two Microsoft 365 licenses are needed.

Backup Set Name	Microsoft 365 User Account
Backup Set A	user01 @company-Microsoft365.com
	user02 @company-Microsoft365.com
	user03 @company-Microsoft365.com
Backup Set B	user01 @company-Microsoft365.com
	user02 @company-Microsoft365.com
Backup Set C	user03 @company-Microsoft365.com

Scenario No. 2: Backing up SharePoint Sites (not Personal Sites) under Site collections in multiple backup sets.

The required Microsoft 365 license is zero, but a minimum of one (1) Microsoft 365 add-on module license is needed to start the backup.

Example No. 1: To back up one (1) SharePoint site under Site Collection, only one (1) Ahsay Microsoft 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyMicrosoft365.sharepoint.com/Finance
Backup Set B	companyMicrosoft365.sharepoint.com/Finance
Backup Set C	companyMicrosoft365.sharepoint.com/Finance

Example No. 2: To back up any number of SharePoint sites under Site Collection, only one (1) Ahsay Microsoft 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyMicrosoft365.sharepoint.com/Finance
	companyMicrosoft365.sharepoint.com/SupportTeam
	companyMicrosoft365.sharepoint.com/Engineering
Backup Set B	companyMicrosoft365.sharepoint.com/Finance
Backup Set C	companyMicrosoft365.sharepoint.com/Finance
	companyMicrosoft365.sharepoint.com/SupportTeam
	companyMicrosoft365.sharepoint.com/Engineering

Scenario No. 3: Backing up files and/or folders under Public Folder in multiple backup sets.

The required Microsoft 365 license is zero, but a minimum of one (1) Microsoft 365 add-on module license is needed to start the backup.

Example No. 1: To back up files and/or folders under Public Folder, only one (1) Ahsay Microsoft 365 license is needed.

Backup Set Name	Files and/or Folders
Backup Set A	Folder01 <ul style="list-style-type: none">○ microsoftword01.docx○ powerpointpresentation01.pptx○ spreadsheet01.xls○ notepad01.txt○ picture01.jpg○ picture02.jpg
Backup Set B	Folder01 <ul style="list-style-type: none">○ microsoftword01.docx○ powerpointpresentation01.pptx○ spreadsheet01.xls○ notepad01.txt○ picture01.jpg○ picture02.jpg
	Folder02
	Folder03
Backup Set C	Folder01 <ul style="list-style-type: none">○ microsoftword01.docx○ powerpointpresentation01.pptx○ spreadsheet01.xls○ notepad01.txt○ picture01.jpg○ picture02.jpg
	Folder02
	Folder03 <ul style="list-style-type: none">○ microsoftword02.docx○ powerpointpresentation02.pptx○ spreadsheet02.xls○ notepad02txt○ picture05.jpg○ picture06.jpg

Scenario No. 4: Backing up Microsoft 365 User Accounts, files and/or folders under Public Folder, and SharePoint sites under Site Collections in multiple backup sets.

The required Microsoft 365 license will depend on the number of unique Microsoft 365 accounts.

Example No. 1: To back up three (3) Microsoft 365 user account, files and/or folders under Public Folder, and SharePoint sites under Site Collections on multiple backup sets, three (3) Microsoft 365 licenses are needed.

Backup Set Name	Microsoft 365 User Account, SharePoint Site, and Files and/or Folders
Backup Set A	user01 @company-Microsoft365.com
Backup Set B	user01 @company-Microsoft365.com
	user02 @company-Microsoft365.com
	companyMicrosoft365.sharepoint.com/Finance
	companyMicrosoft365.sharepoint.com/SupportTeam
Backup Set C	user01 @company-Microsoft365.com
	user02 @company-Microsoft365.com
	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
Backup Set D	user01 @company-Microsoft365.com
	user02 @company-Microsoft365.com
	user03 @company-Microsoft365.com
	Folder01 <ul style="list-style-type: none"> ○ microsoftword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
	companyMicrosoft365.sharepoint.com/Finance
	companyMicrosoft365.sharepoint.com/SupportTeam

Scenario No. 5: Backing up Microsoft 365 User Accounts and Share Mailbox Accounts.

The required Microsoft 365 license will depend on the number of unique Microsoft 365 accounts.

Example No. 1: To back up three (3) Microsoft 365 user account and three (3) Shared mailbox accounts, six (6) Microsoft 365 licenses are needed.

Backup Set Name	Microsoft 365 User Account and Shared Mailbox Accounts
Backup Set A	user01@company-Microsoft365.com
	user02@company-Microsoft365.com
	user03@company-Microsoft365.com
	sharedmailbox01@test-Microsoft365.com
	sharedmailbox02@test-Microsoft365.com
	sharedmailbox03@test-Microsoft365.com

Microsoft 365 license usage in backup

The number of Microsoft 365 licenses used in a backup can be checked from the backup log. The logs will first display the number of licenses that can be used which is labeled as “Quota (E-mail Account)”. Then it will display the actual number of licenses used “Quota (E-mail account) used in this backup set”. Lastly, it will list the e-mail accounts that was used.

Here is a sample of how it is listed in the log:

```
[2022/06/15 11:53:58] [info] [-] Quota (E-mail Account): 400
[2022/06/15 11:53:58] [cbs] [-] info,Quota (E-mail Account): 400,0,0,0,,,
[2022/06/15 11:53:58] [info] [-] Quota (E-mail Account) used in this backup set: 12
[2022/06/15 11:53:58] [cbs] [-] info,Quota (E-mail Account) used in this backup set: 12,0,0,0,,,
[2022/06/15 11:53:58] [info] [-] 1. Abacussam@example.com
[2022/06/15 11:53:58] [info] [-] 2. BasicZexo@example.com
[2022/06/15 11:53:58] [info] [-] 3. Dave555@example.com
[2022/06/15 11:53:58] [info] [-] 4. alphabetZack@example.com
[2022/06/15 11:53:58] [info] [-] 5. carolinarib@example.com
[2022/06/15 11:53:58] [info] [-] 6. evanmcevan@example.com
[2022/06/15 11:53:58] [info] [-] 7. fredisred@example.com
[2022/06/15 11:53:58] [info] [-] 8. hellohello@example.com
[2022/06/15 11:53:58] [info] [-] 9. mitchellwinner@example.com
[2022/06/15 11:53:58] [info] [-] 10. nonna@example.com
[2022/06/15 11:53:58] [info] [-] 11. quagmire@example.com
[2022/06/15 11:53:58] [info] [-] 12. russlabcb@example.com
```

To know the location of the backup log please refer to this article: [FAQ: Where are the backup client application logs stored at?](#)

Appendix B: Example for backup of large numbers of Microsoft 365 users

Example: 10,000 Microsoft 365 users needed to be backup. Since the maximum number of Microsoft 365 users per backup set is 2,000, there are 2 options available. There are further options, but this will involve a large number of backup sets and maintenance of these backup sets will be practical.

- Option 1 - 5 Backup Sets, each has 2,000 Microsoft 365 Users
- Option 2 - 10 Backup Sets, each has 1,000 Microsoft 365 Users

Option 1 – 5 Backup Sets, each has 2,000 Microsoft 365 Users

Backup Set Name	User Number
Backup -Set-1	No.1 – 2000
Backup -Set-2	No.2001 – 4000
Backup -Set-3	No. 4001 – 6000
Backup -Set-4	No. 6001 – 8000
Backup -Set-5	No. 8001 – 10000

Option 2 – 10 Backup Sets, each has 1,000 Microsoft 365 Users

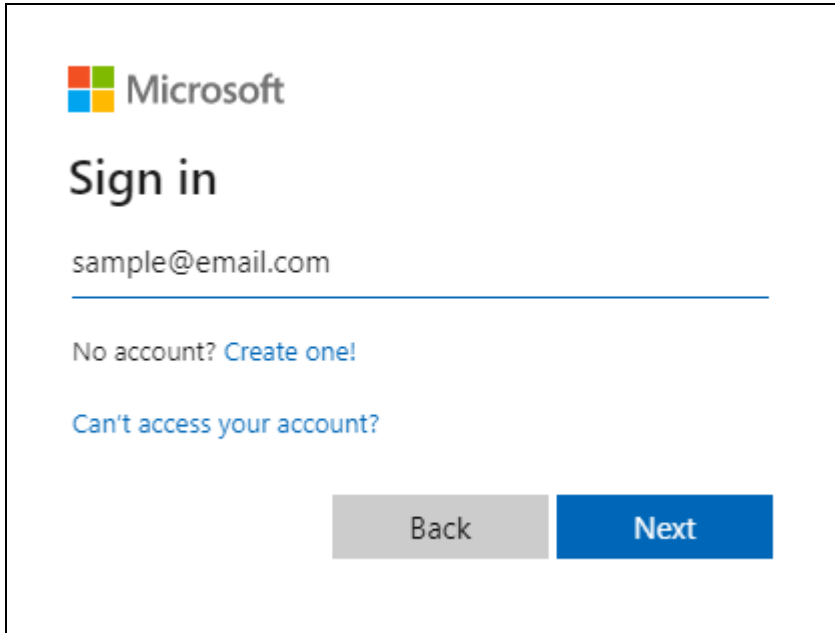
Backup Set Name	User Number
Backup -Set-1	No.1 – 1000
Backup -Set-2	No.1001 – 2000
Backup -Set-3	No. 2001 – 3000
Backup -Set-4	No. 3001 – 4000
Backup -Set-5	No. 4001 – 5000
Backup -Set-6	No. 5001 – 6000
Backup -Set-7	No. 6001 – 7000
Backup -Set-8	No. 7001 – 8000
Backup -Set-9	No. 8001 – 9000
Backup -Set-10	No. 9001 – 10000

Appendix C: Setting Multi-Factor Authentication (MFA) in Microsoft 365 Admin Center

What is Multi-Factor Authentication (MFA)? It is an authentication method wherein a user will be granted an access only after successfully presenting two or more evidence or proof of personal information or identification. It also adds a second layer of security to users upon logging in.

To enable MFA of any Microsoft 365 user accounts, follow the steps below:

1. Login using a Microsoft 365 Administrator credentials.

A screenshot of the Microsoft sign-in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed in a large, bold font. Underneath, there is a text input field containing the email address "sample@email.com". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button.

Microsoft

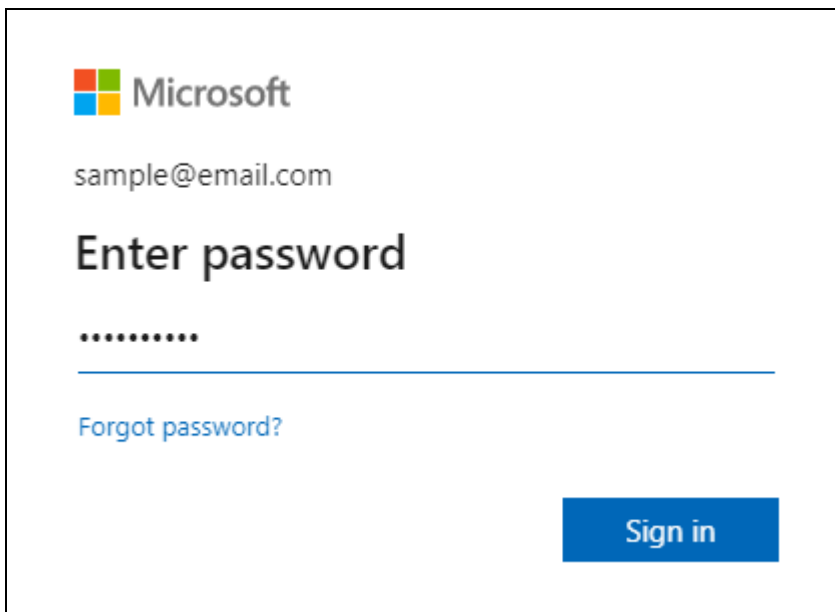
Sign in

sample@email.com

No account? [Create one!](#)

[Can't access your account?](#)

Back Next

A screenshot of the Microsoft "Enter password" screen. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed in a large, bold font. Underneath, there is a text input field containing a series of dots ".....". Below the input field, there is a link: "Forgot password?". At the bottom right, there is a blue "Sign in" button.

Microsoft

sample@email.com

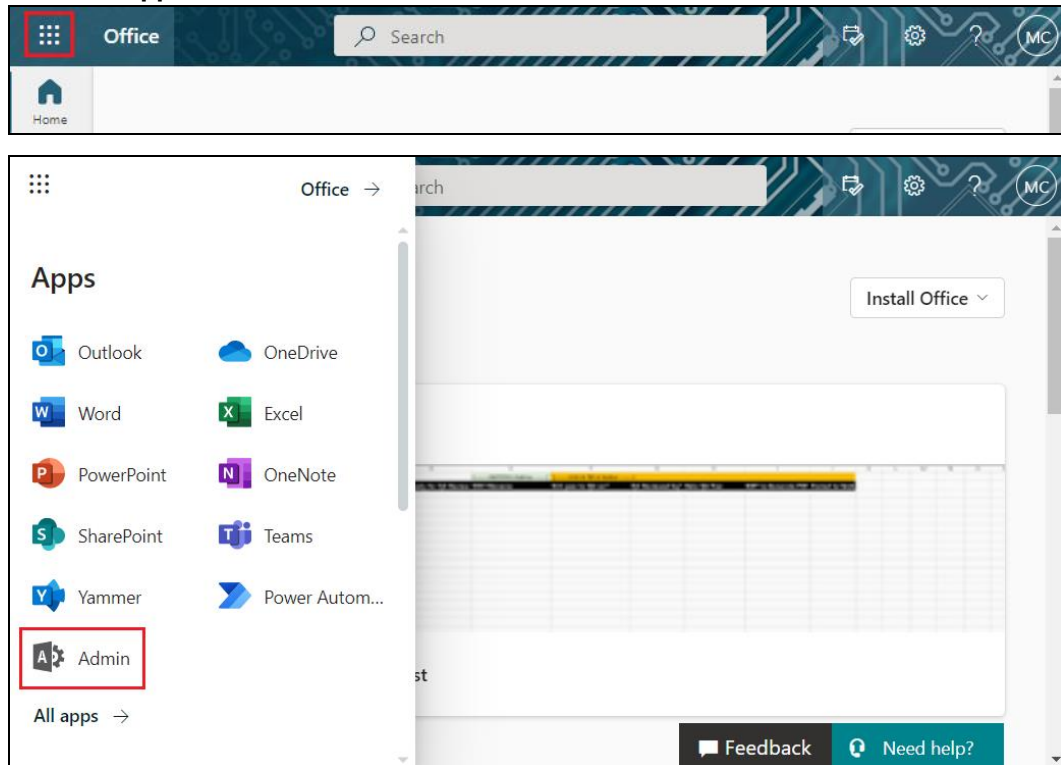
Enter password

.....

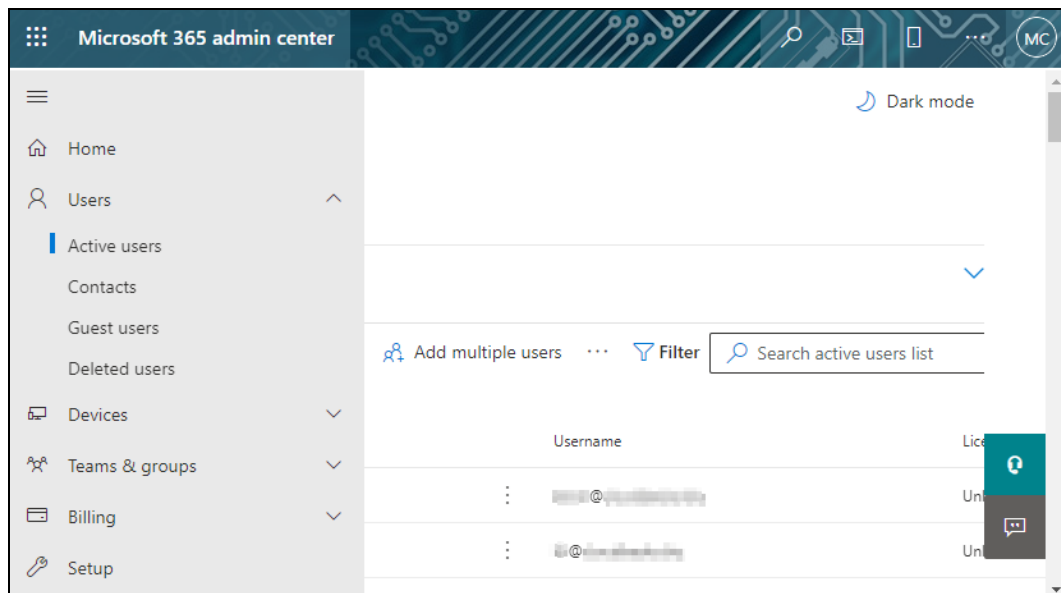
[Forgot password?](#)

Sign in

2. Click the **App launcher** then **Admin** icon.



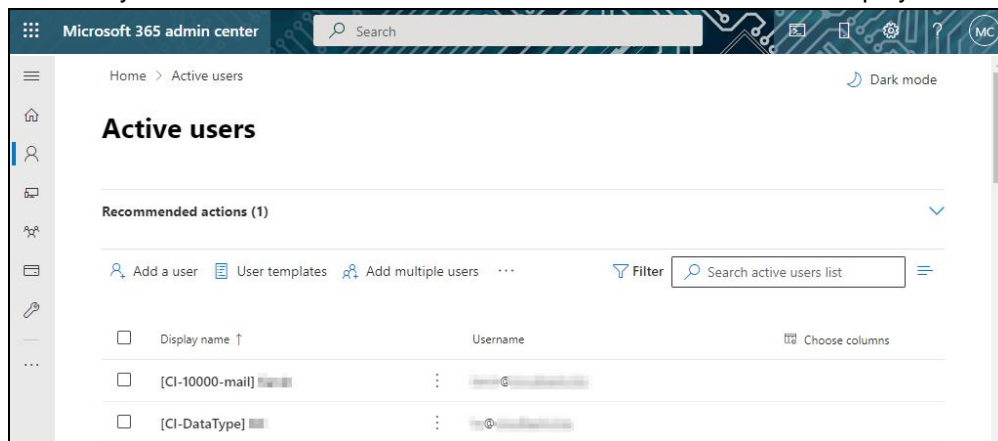
3. Go to **Users** and select **Active users** from the list.



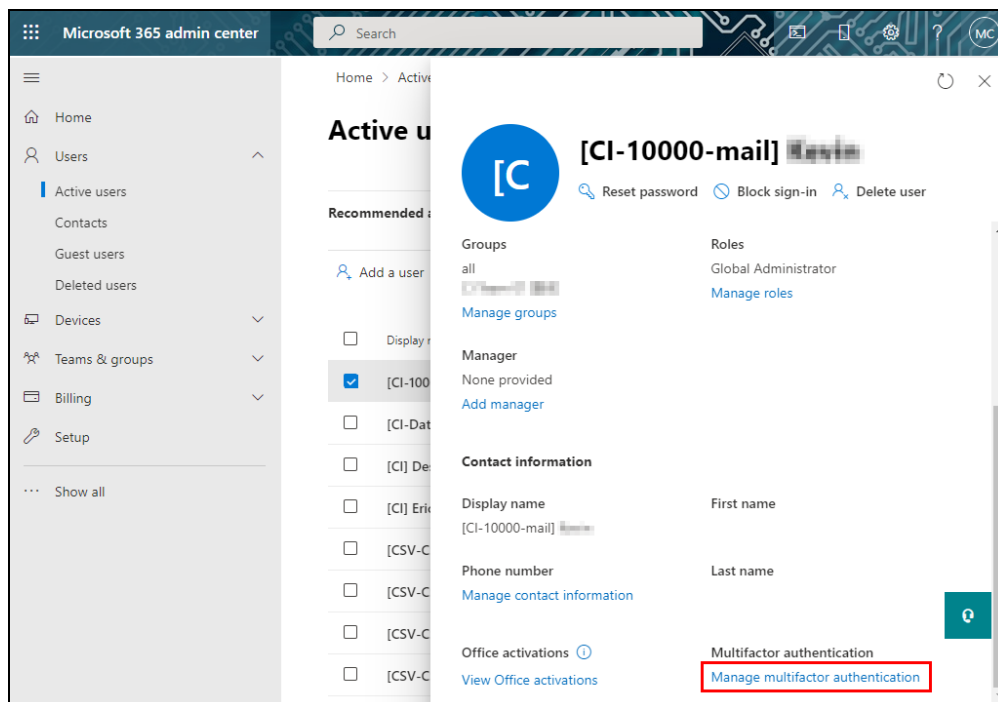
4. There are two ways to go to the MFA screen, below are the steps for the two options.

First option:

- Select any Microsoft 365 user account. The user's information will be displayed.

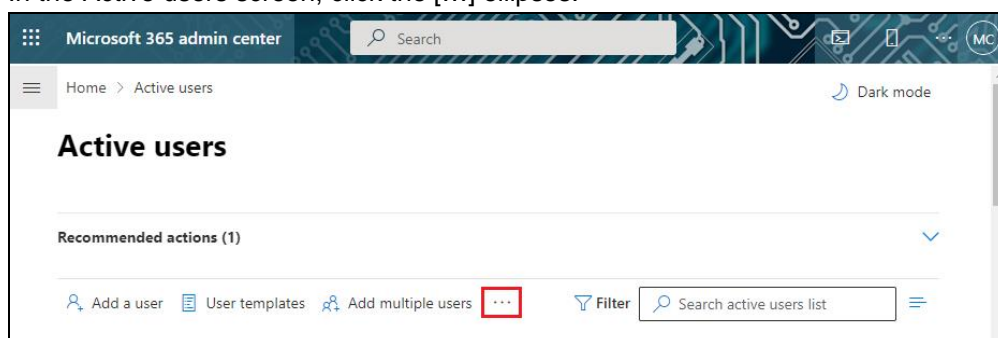


- In the lower part of the user's information screen, look for the **Manage multifactor authentication** link.

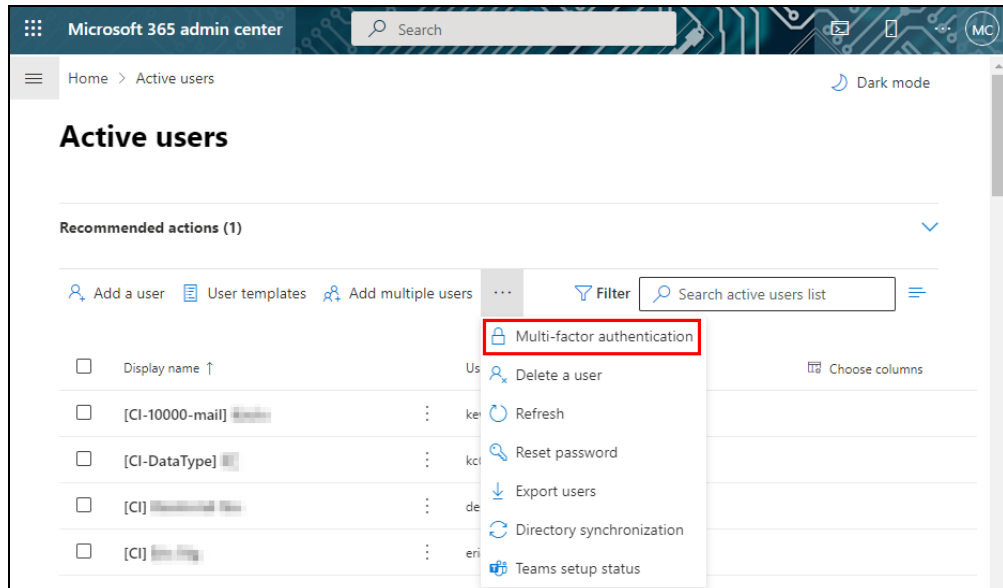


Second option:

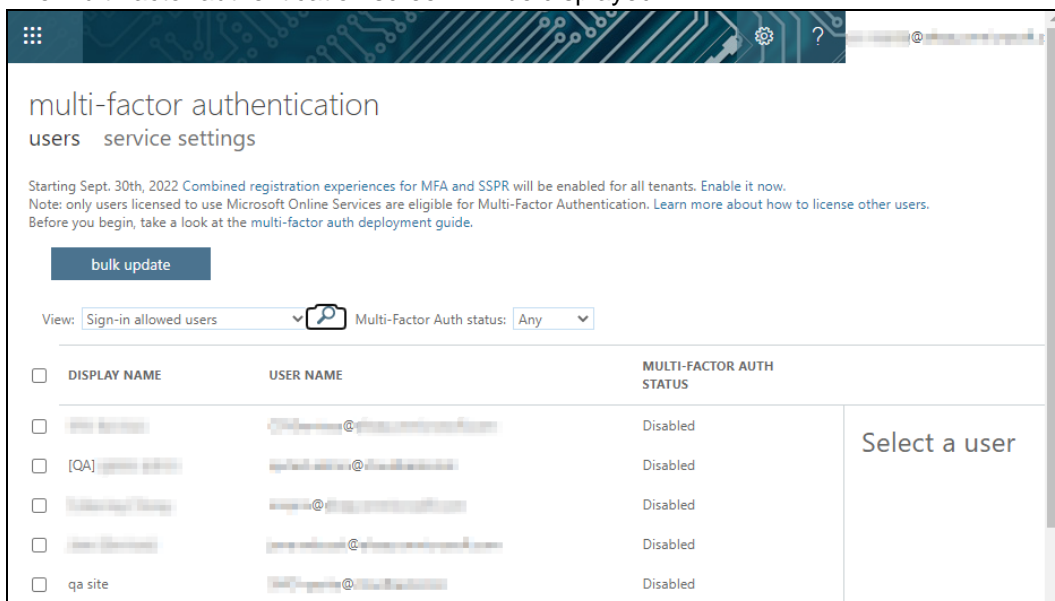
- In the Active users screen, click the [...] ellipses.



- Select Multi-factor authentication from the list.



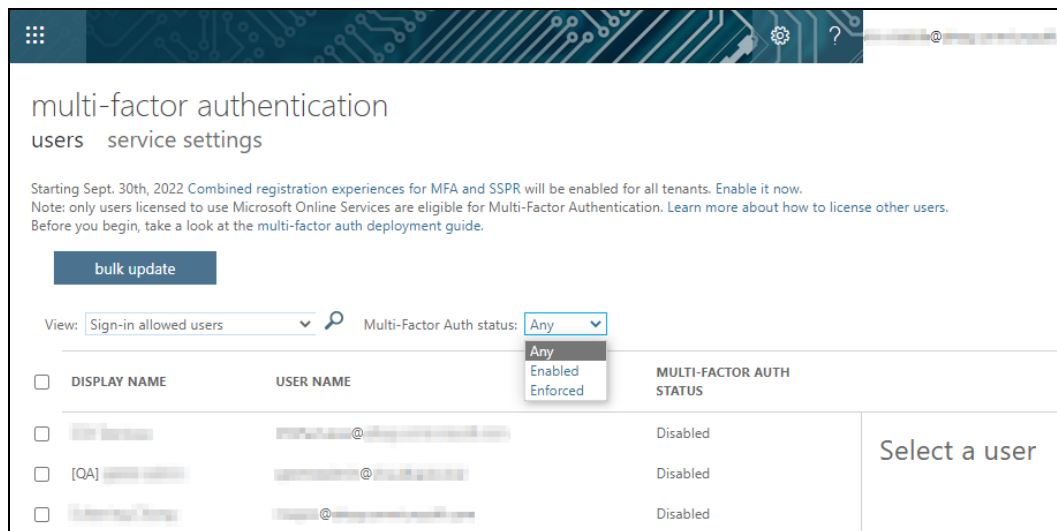
5. The multi-factor authentication screen will be displayed.



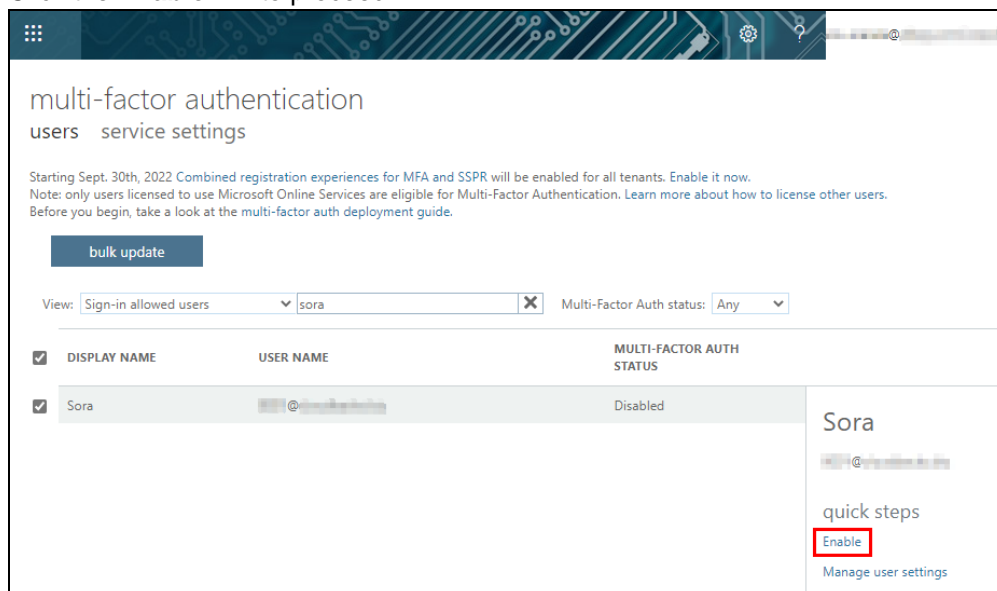
NOTE

The two (2) options will go to the same screen.

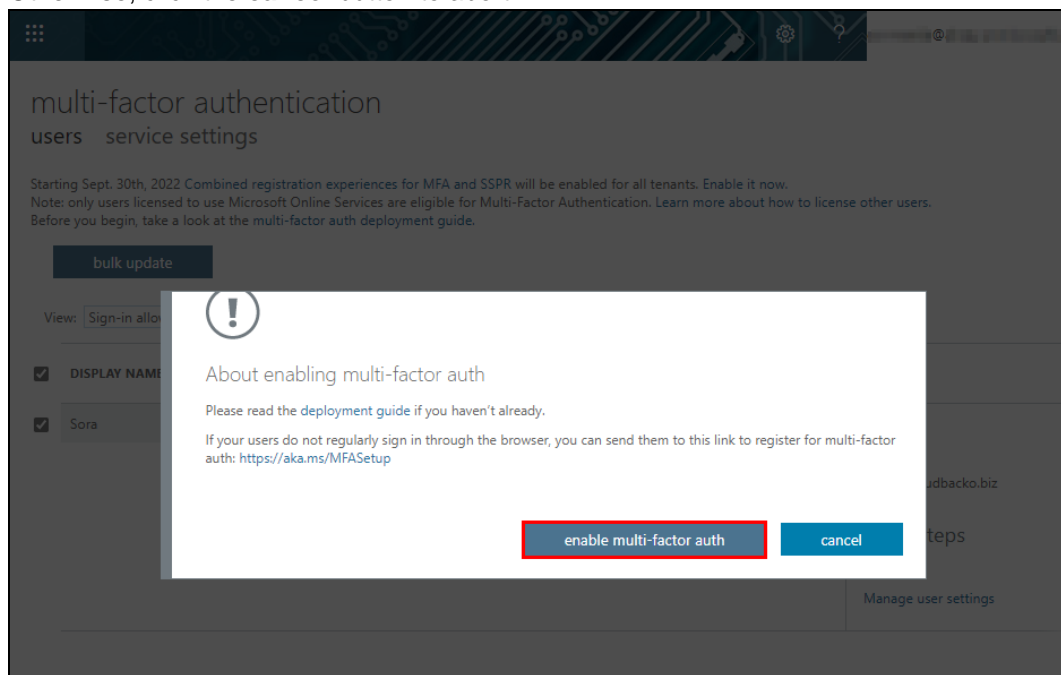
6. You can search and select one or more Microsoft 365 user accounts. There is also a drop-down list available for multi-factor authentication status namely, **Disabled**, **Enabled**, and **Enforced**.



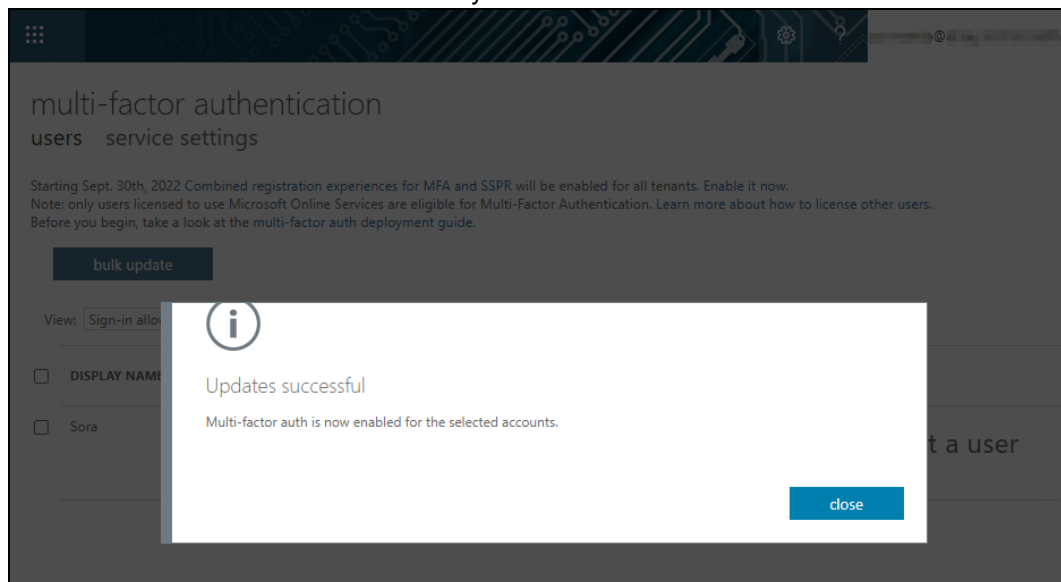
- Disabled – This status refers to the users who are not yet enrolled in the MFA. This is the default status.
 - Enabled – This status refers to the users who are enrolled in the MFA, but changes have not yet taken effect.
 - Enforced – This status refers to the users who are enrolled in the MFA has completed the registration process.
7. Upon selecting a user, on the right side of the screen it will show you a link to enable the MFA. Click the **Enable** link to proceed.



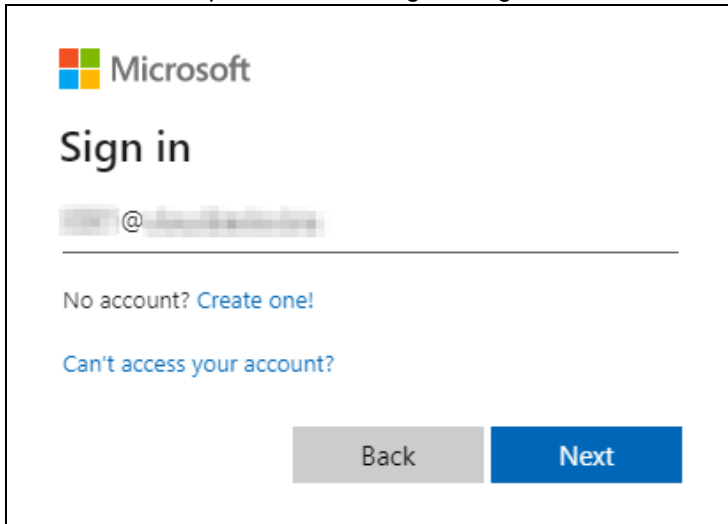
8. A warning message will be displayed. Click the **enable multi-factor auth** button to proceed. Otherwise, click the **cancel** button to abort.



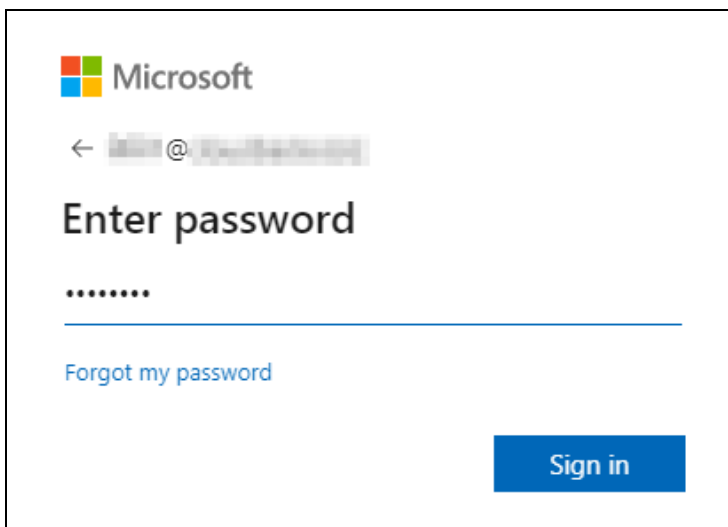
9. If you select enable multi-factor auth, the screen below shows the successful enabling of MFA for the Microsoft 365 user account that you selected.



10. To finish the setup for the MFA, login using the MFA enabled Microsoft 365 user account.

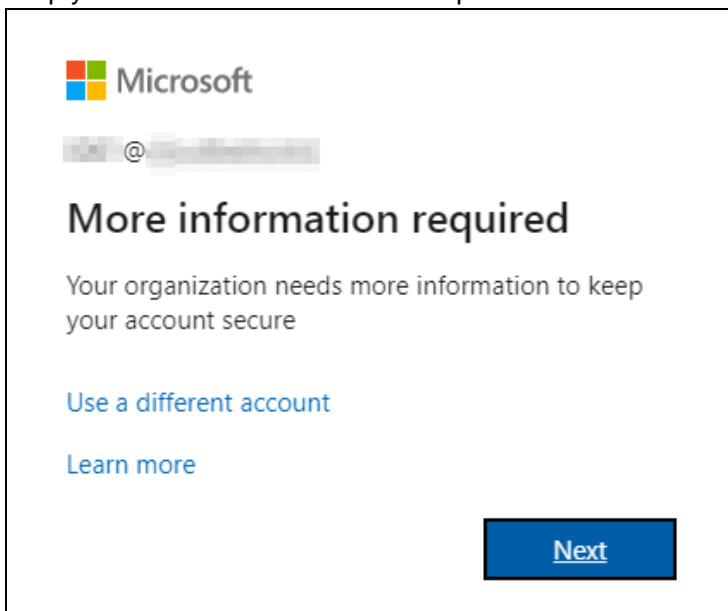


The screenshot shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the heading "Sign in". There is a text input field containing a blurred email address followed by an @ symbol. Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom are two buttons: a grey "Back" button and a blue "Next" button.



The screenshot shows the Microsoft "Enter password" screen. At the top is the Microsoft logo. Below it is a back arrow and a blurred email address. The heading "Enter password" is prominent. Below it is a password input field with seven dots. A link "[Forgot my password](#)" is below the input field. At the bottom right is a blue "Sign in" button.

11. Upon logging in, there will be a message that will require you to provide more information to keep your account safe. Click **Next** to proceed.



The screenshot shows the Microsoft "More information required" screen. At the top is the Microsoft logo. Below it is a blurred email address. The heading "More information required" is prominent. Below it is the text "Your organization needs more information to keep your account secure". There are two links: "[Use a different account](#)" and "[Learn more](#)". At the bottom right is a blue "Next" button.

12. The **Additional security verification** screen will be displayed. Select one (1) option you want for the security of your account. You can choose from the three (3) options, **Authentication phone**, **Office phone**, and **Mobile app**.

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

☐ Send me a code by text message

☒ Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

©2022 Microsoft | Legal | Privacy

- Authentication phone
 - Enter valid mobile number.
 - Select a method
 - Send me a code by text message
 - Call me

Microsoft

Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?

Authentication phone

Select your country or region

Method

☐ Send me a code by text message

☒ Call me

[Next](#)

Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.

©2022 Microsoft | Legal | Privacy

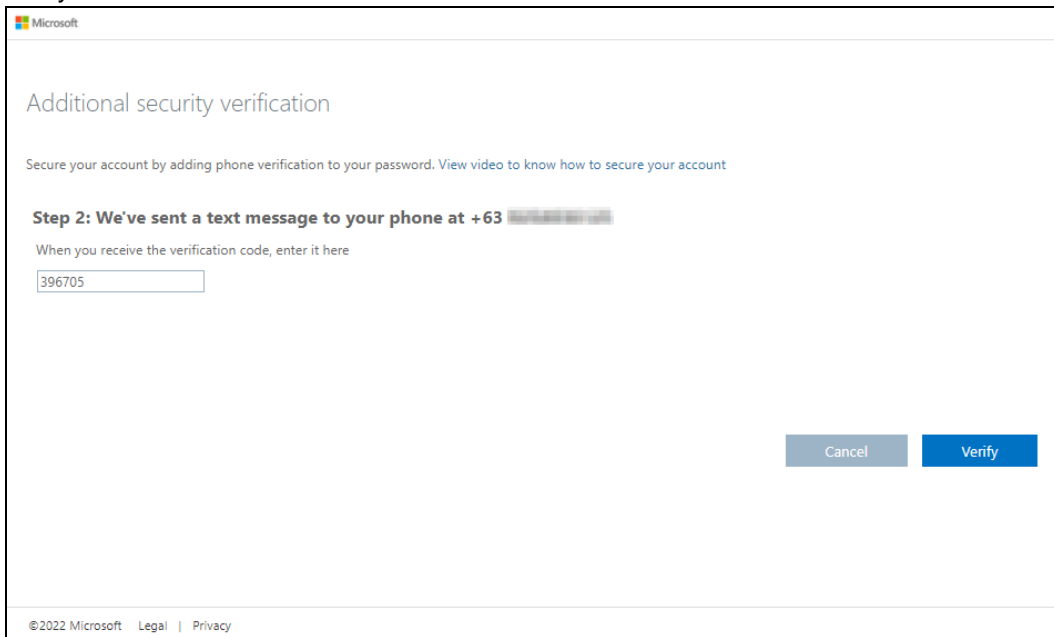
- Office phone – enter a valid office phone number.

The screenshot shows the Microsoft account security verification page. At the top, it says "Additional security verification" and "Secure your account by adding phone verification to your password. View video to know how to secure your account". Below this, it says "Step 1: How should we contact you?". There are two dropdown menus: "Office phone" and "Select your country or region". To the right of the second dropdown is a text input field for the phone number, and further right is a smaller text input field for the extension. At the bottom right, there is a blue "Next" button. At the bottom left, there is a small box with the text "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." The footer says "©2022 Microsoft Legal | Privacy".

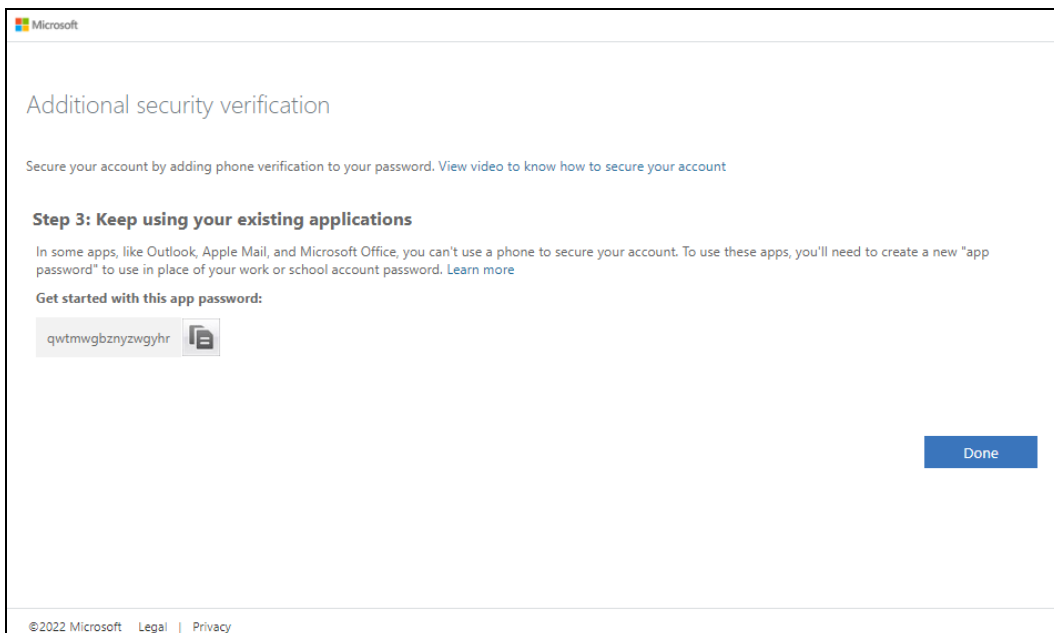
- Mobile app
 - Select which option you like upon using the mobile app
 - Receive notifications for verification
 - Use verification code

The screenshot shows the Microsoft account security verification page. At the top, it says "Additional security verification" and "Secure your account by adding phone verification to your password. View video to know how to secure your account". Below this, it says "Step 1: How should we contact you?". There is a dropdown menu for "Mobile app". Below this, there is a section titled "How do you want to use the mobile app?" with two radio button options: "Receive notifications for verification" and "Use verification code". Below this, it says "To use these verification methods, you must set up the Microsoft Authenticator app." There is a blue "Set up" button and a text input field for the phone number. At the bottom right, there is a grey "Next" button. At the bottom left, there is a small box with the text "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply." The footer says "©2022 Microsoft Legal | Privacy".

13. If you have selected the first option which is the **Authentication phone** with method of **Send me a code by text**, you will receive a text message containing the verification code. Ensure that you have indicated a valid mobile number.

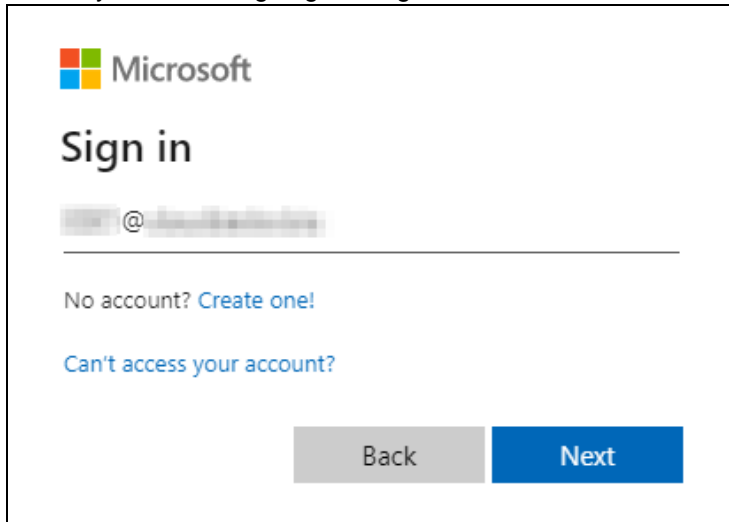


This screenshot shows the 'Additional security verification' page for a Microsoft account. The page title is 'Additional security verification'. Below the title, there is a link: 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 2: We've sent a text message to your phone at +63 [redacted]'. Below this, it says 'When you receive the verification code, enter it here'. There is a text input field containing the code '396705'. At the bottom right, there are two buttons: 'Cancel' and 'Verify'. The footer contains '©2022 Microsoft | Legal | Privacy'.



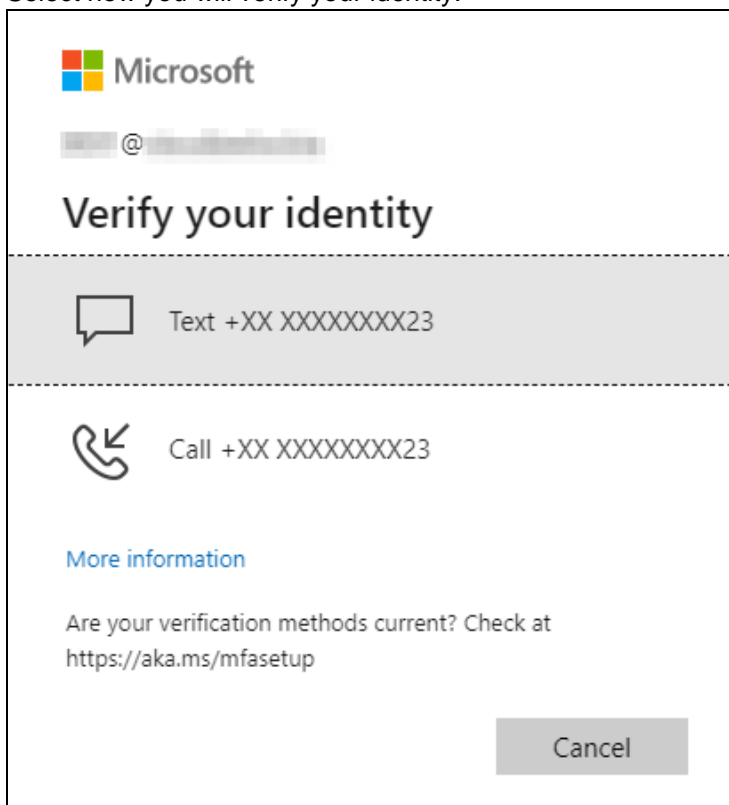
This screenshot shows the 'Additional security verification' page for a Microsoft account, specifically Step 3. The page title is 'Additional security verification'. Below the title, there is a link: 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main heading is 'Step 3: Keep using your existing applications'. Below this, it says 'In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. Learn more'. Below that, it says 'Get started with this app password:'. There is a text input field containing the app password 'qwtmwbzbnzwygyhr' and a small icon of a document with a lock. At the bottom right, there is a 'Done' button. The footer contains '©2022 Microsoft | Legal | Privacy'.

14. To verify if it's working, login using the MFA enabled Microsoft 365 user account.



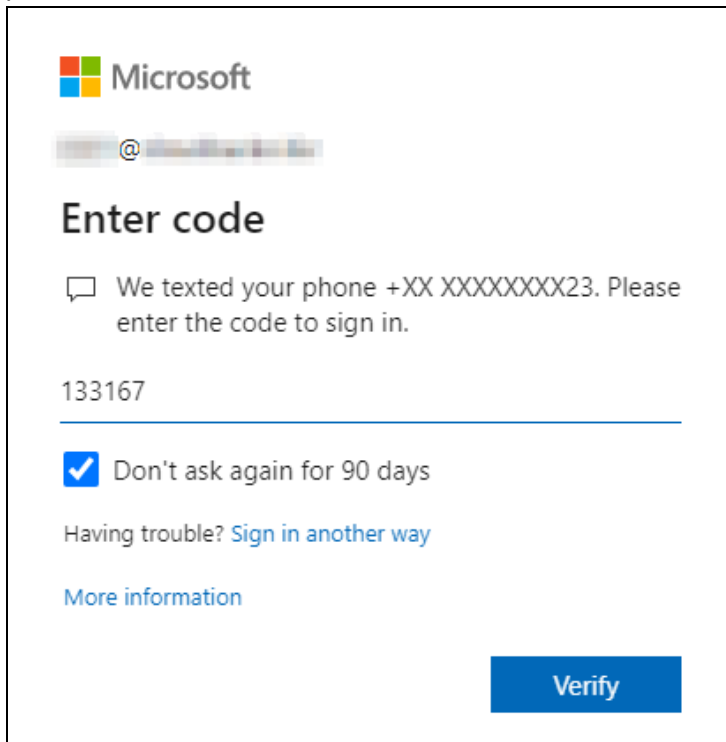
The image shows the Microsoft Sign in page. At the top is the Microsoft logo. Below it is the text "Sign in". There is a text input field containing a blurred email address followed by an @ symbol. Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom are two buttons: a grey "Back" button and a blue "Next" button.

15. Select how you will verify your identity.



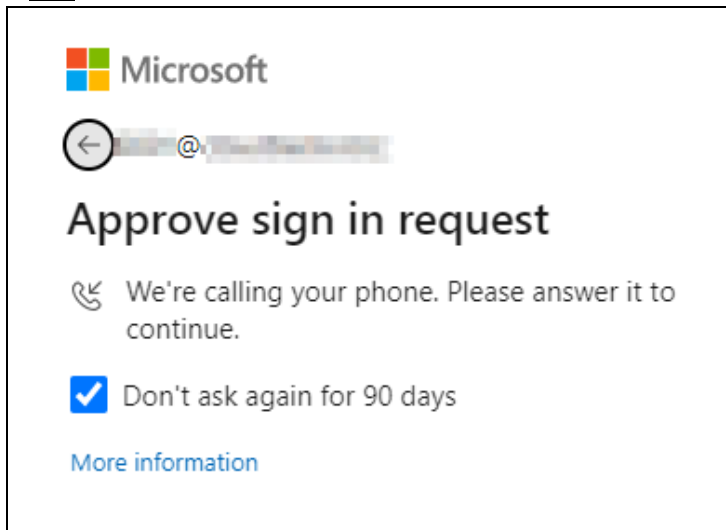
The image shows the Microsoft "Verify your identity" screen. At the top is the Microsoft logo. Below it is a blurred email address followed by an @ symbol. The main heading is "Verify your identity". Below this is a dashed line. Under the dashed line are two options for verification: "Text +XX XXXXXXXXX23" with a speech bubble icon, and "Call +XX XXXXXXXXX23" with a telephone handset icon. Below these options is a link "[More information](#)". Further down is the text "Are your verification methods current? Check at <https://aka.ms/mfasetup>". At the bottom right is a grey "Cancel" button.

If Text is selected, enter the code that was sent to your mobile number and click **Verify** to proceed.



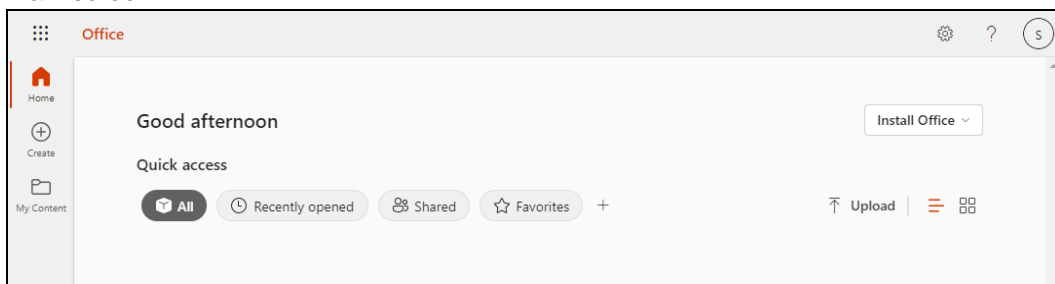
The image shows a Microsoft login screen. At the top is the Microsoft logo. Below it is a blurred email address. The main heading is "Enter code". Below this, a message says: "We texted your phone +XX XXXXXXXXX23. Please enter the code to sign in." There is a text input field containing the code "133167". Below the input field is a checkbox labeled "Don't ask again for 90 days" which is checked. Below the checkbox is the text "Having trouble? [Sign in another way](#)". At the bottom left is a link "More information". At the bottom right is a blue button labeled "Verify".

If Call is selected, answer the call and follow the instructions to verify your identity.



The image shows a Microsoft login screen. At the top is the Microsoft logo. Below it is a blurred email address with a back arrow icon to its left. The main heading is "Approve sign in request". Below this, a message says: "We're calling your phone. Please answer it to continue." There is a checkbox labeled "Don't ask again for 90 days" which is checked. Below the checkbox is a link "More information".

16. After the verification process, the screen will be automatically redirected to the Microsoft 365 Main screen.

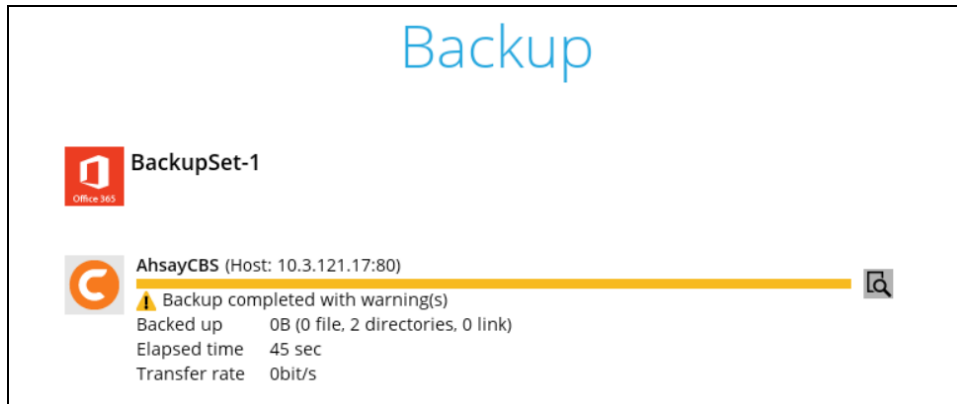


Appendix D: Example Scenario for Backup Set Maintenance

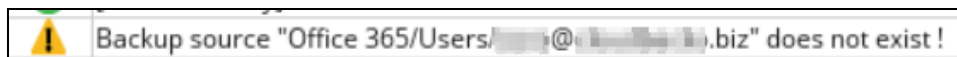
Scenario: Microsoft 365 user account does not exist warning message

This is the sample warning message if the user does not exist. If a user is removed from the domain and the Admin did not manually unselect the user from the backup source, then during backup job there will be a warning that the user does not exist. The warning will appear on the backup log.

Backup job is completed with warning(s). Check the backup log for the warning message.



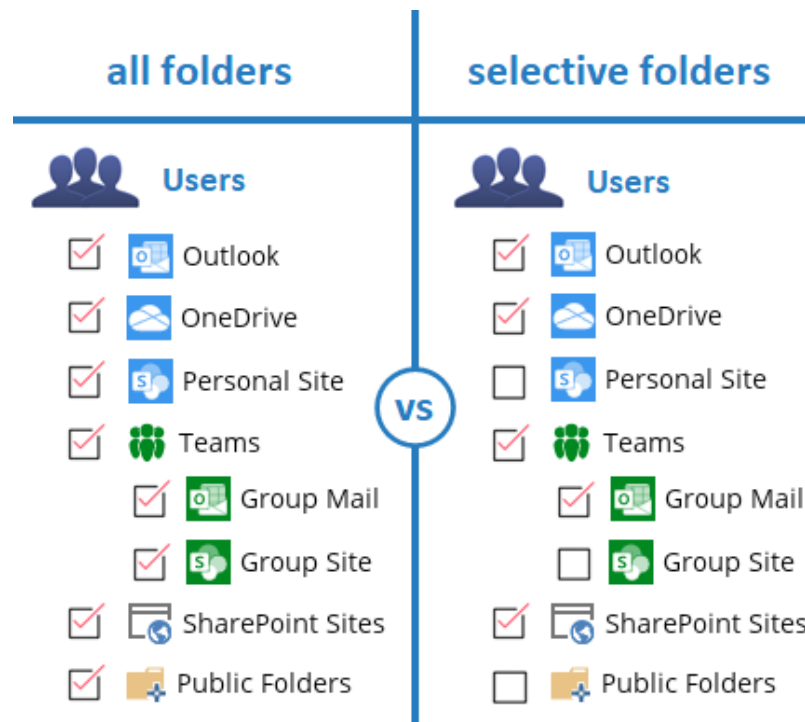
Backup log contains a warning message.



Type	Log	Time
i	Start [AhsayOBM v9.1.0.0]	01/21/2022 12:13:01
i	Saving encrypted backup set encryption keys to server...	01/21/2022 12:13:01
i	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disabled]	01/21/2022 12:13:09
i	Using Temporary Directory C:\Users\user\obm\temp\1642737748856\OBS@1642737969529	01/21/2022 12:13:09
i	Start running pre-commands	01/21/2022 12:13:18
i	Finished running pre-commands	01/21/2022 12:13:18
i	Downloading server file list (Office 365)...	01/21/2022 12:13:18
i	Download valid index files from backup job "null" to "C:\Users\user\obm\temp\1642737748856\OBS@1642737969529\in...	01/21/2022 12:13:18
i	Downloading server file list (Office 365)... Completed	01/21/2022 12:13:18
i	Run Office 365 Data Synchronization Check (1st time)	01/21/2022 12:13:36
i	[New Directory]... Office 365	01/21/2022 12:13:37
i	[New Directory]... Office 365/Users	01/21/2022 12:13:37
w	Backup source "Office 365/Users/[redacted]@[redacted].biz" does not exist !	01/21/2022 12:13:38
i	Start validating the presence and size of backup data in destination "AhsayCBS" ...	01/21/2022 12:13:41
i	This backup job has no backup data in destination "AhsayCBS"	01/21/2022 12:13:41
i	Finished validating the presence and size of backup data in destination "AhsayCBS"	01/21/2022 12:13:41

Appendix E: Example Scenario for Data Synchronization Check (DSC) with sample backup logs

Selection of all folders vs selective folders



All folders selection

Selecting all folders automatically selects all the files and/or folders under Outlook, OneDrive and Personal Site of the selected Microsoft 365 user accounts. And all the files and/or folders under Teams, SharePoint Sites and Public Folders of the Microsoft 365 organization.

DSC is not required when all the folders are selected for back up. As during a backup job any deleted files in the backup source will be automatically move to Retention Area.

Below is a sample screenshot of the backup source with all folders selected.

Select Microsoft 365 user(s) to backup

☒ All users

☐ Select Specific Select

☐ Auto-exclude any Microsoft 365 unlicensed user during backup

Select the data type that you want to backup which are owned by the selected user(s)

☒ Outlook ☒ OneDrive ☒ Personal Site ☐ Teams Chat

☒ Teams

☒ All teams groups

☐ Select Specific Select

☒ Group Mail ☒ Group Site ☐ Teams Channel

☒ SharePoint Sites

☒ All SharePoint sites excluding personal and group sites

☐ Select Specific Select

☒ Public Folders

☒ All public folders

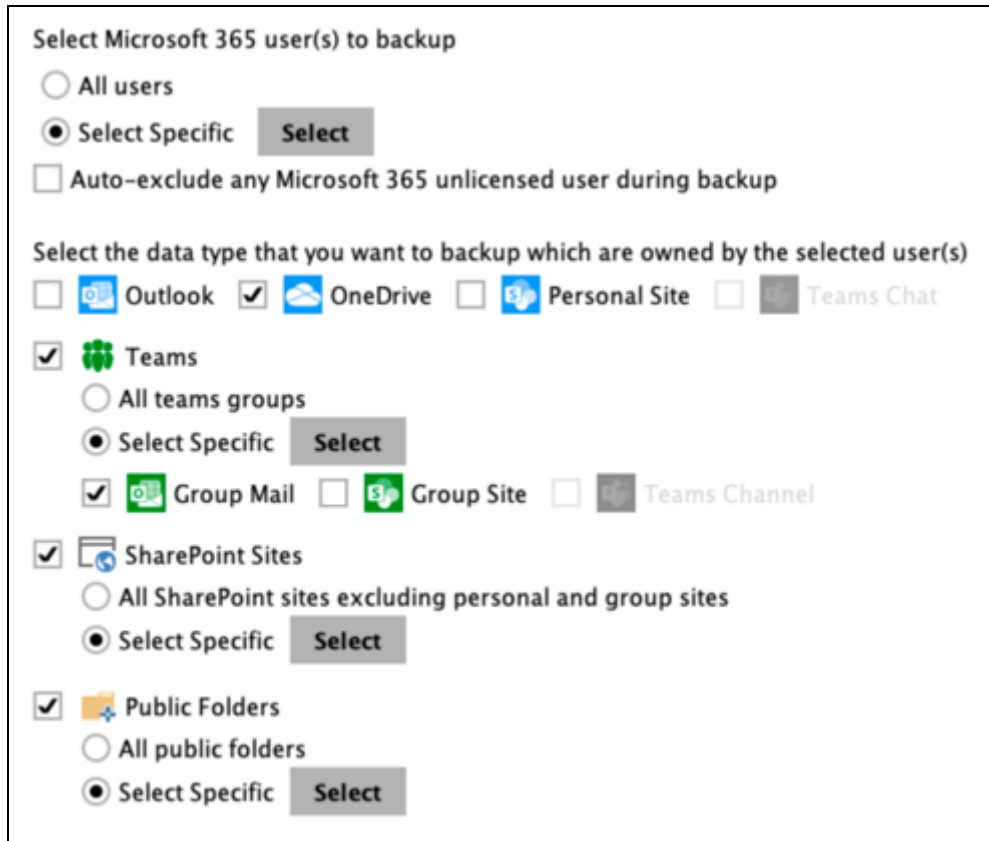
☐ Select Specific Select

Selective folders

When not all folders are selected for backup and files and/or folders are subsequently un-selected from the backup source. The backup job will not pick up the changes of the de-selected files and/or folders, they will not be moved the Retention Area but remain in the Data Area. In the long run this could result in a build-up of data in the backup destinations(s).

DSC is highly recommended to perform to synchronize de-selected files and/folders in the backup source with the backup destination(s). This will ensure that there will be no data build up on the backup destination(s).

Below is the sample screenshot of the backup source with selective folders.



Select Microsoft 365 user(s) to backup

☐ All users

☒ Select Specific **Select**

☐ Auto-exclude any Microsoft 365 unlicensed user during backup

Select the data type that you want to backup which are owned by the selected user(s)

☐ Outlook ☒ OneDrive ☐ Personal Site ☐ Teams Chat

☒ Teams

☐ All teams groups

☒ Select Specific **Select**

☒ Group Mail ☐ Group Site ☐ Teams Channel

☒ SharePoint Sites

☐ All SharePoint sites excluding personal and group sites

☒ Select Specific **Select**

☒ Public Folders

☐ All public folders

☒ Select Specific **Select**

On the sample backup log, it shows that DSC is enabled and runs for the first time.

Type	Log	Time
i	Start data integrity check on backup set "Client Run Office 365 Backup Set(1642662320945)", "AhsayCBS(1642663373104)"	20/01/2022 15:34:42
i	Start processing data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "AhsayCBS"	20/01/2022 15:34:42
i	Download valid index files from backup job "null" to "/Users/admin/temp/1642662320945/OBS@1642663373104/i..."	20/01/2022 15:34:45
i	Skipped to run Data Integrity Check for backup set "Client Run Office 365 Backup Set" in destination "AhsayCBS" because...	20/01/2022 15:34:45
i	Data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "AhsayCBS" is completed	20/01/2022 15:34:46
i	Finished data integrity check on backup set "Client Run Office 365 Backup Set(1642662320945)", "AhsayCBS(1642662320945)"	20/01/2022 15:34:46
i	Completed data integrity check on backup set "Client Run Office 365 Backup Set(1642662320945)", "AhsayCBS(1642662320945)"	20/01/2022 15:34:46
i	Start running pre-commands	20/01/2022 15:34:46
i	Finished running pre-commands	20/01/2022 15:34:46
i	Downloading server file list (Office 365)...	20/01/2022 15:34:46
i	Download valid index files from backup job "null" to "/Users/admin/temp/1642662320945/OBS@1642663373104/i..."	20/01/2022 15:34:46
i	Downloading server file list (Office 365)... Completed	20/01/2022 15:34:46
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	20/01/2022 15:34:47
i	Run Office 365 Data Synchronization Check (1st time)	20/01/2022 15:34:56
i	[New Directory]... Office 365	20/01/2022 15:34:57
i	[New Directory]... Office 365/Site Collections	20/01/2022 15:34:57
i	[New Directory]... Office 365/Users	20/01/2022 15:34:58

On the sample backup log, it shows the countdown until the next DSC which is in five (5) days.

Type	Log	Time
i	Start [AhsayOBM v9.1.0.0]	26/01/2022 10:35:26
i	Saving encrypted backup set encryption keys to server...	26/01/2022 10:35:27
i	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disa...	26/01/2022 10:35:28
i	Using Temporary Directory /Users/admin/temp/1642662320945/OBS@1642663373104	26/01/2022 10:35:28
i	Start running pre-commands	26/01/2022 10:35:50
i	Finished running pre-commands	26/01/2022 10:35:50
i	Downloading server file list (Office 365)...	26/01/2022 10:35:50
i	Download valid index files from backup job "2022-01-26-10-31-10" to "/Users/admin/temp/1642662320945/OBS..."	26/01/2022 10:35:50
i	Download valid index files from backup job "2022-01-26-10-31-10" to "/Users/admin/temp/1642662320945/OBS..."	26/01/2022 10:35:51
i	Download valid index files from backup job "2022-01-26-10-31-10" to "/Users/admin/temp/1642662320945/OBS..."	26/01/2022 10:35:52
i	Downloading server file list (Office 365)... Completed	26/01/2022 10:35:52
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	26/01/2022 10:35:53
i	Office 365 Data Synchronization Check will be run after 5 day(s)	26/01/2022 10:36:03
i	Downloading server file list (i...@...com)...	26/01/2022 10:36:06
i	Downloading server file list (i...@...com)... Completed	26/01/2022 10:36:06
i	Reading backup source from i...@...com...	26/01/2022 10:36:07
i	Backup E-mail Account: i...@...com	26/01/2022 10:36:07

On the sample backup log, it shows the countdown is done and DSC is running.

Type	Log	Time
i	Recalculated statistics of backup set= "Client Run Office 365 Backup Set" destination= "AhsayCBS". Data area compr...	26/01/2022 10:26:33
i	The statistics of backup set= "Client Run Office 365 Backup Set" destination= "AhsayCBS" is correct.	26/01/2022 10:26:35
i	Data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "AhsayCBS" is completed	26/01/2022 10:26:38
i	Finished data integrity check on backup set "Client Run Office 365 Backup Set(1642662320945)", "AhsayCBS(1642662320945)"	26/01/2022 10:26:38
i	Completed data integrity check on backup set "Client Run Office 365 Backup Set(1642662320945)", "AhsayCBS(1642662320945)"	26/01/2022 10:26:38
i	Start running pre-commands	26/01/2022 10:26:38
i	Finished running pre-commands	26/01/2022 10:26:38
i	Downloading server file list (Office 365)...	26/01/2022 10:26:38
i	Download valid index files from backup job "2022-01-20-15-34-03" to "/Users/admin/temp/1642662320945/OBS..."	26/01/2022 10:26:39
i	Download valid index files from backup job "2022-01-20-15-34-03" to "/Users/admin/temp/1642662320945/OBS..."	26/01/2022 10:26:39
i	Download valid index files from backup job "2022-01-20-15-34-03" to "/Users/admin/temp/1642662320945/OBS..."	26/01/2022 10:26:39
i	Downloading server file list (Office 365)... Completed	26/01/2022 10:26:39
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	26/01/2022 10:26:41
i	Run Office 365 Data Synchronization Check	26/01/2022 10:26:49
i	Downloading server file list (i...@...com)...	26/01/2022 10:26:53
i	Downloading server file list (i...@...com)... Completed	26/01/2022 10:26:53
i	Reading backup source from i...@...com...	26/01/2022 10:26:54
i	Backup E-mail Account: i...@...com	26/01/2022 10:26:54

On the sample backup log, it shows that DSC is disabled.

Type	Log	Time
i	Start [AhsayOBM v9.1.0.0]	26/01/2022 10:31:29
i	Saving encrypted backup set encryption keys to server...	26/01/2022 10:31:29
i	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Delta: disa...	26/01/2022 10:31:30
i	Using Temporary Directory /Users/admin/temp/1642662320945/OBS@1642663373104	26/01/2022 10:31:30
i	Start running pre-commands	26/01/2022 10:31:52
i	Finished running pre-commands	26/01/2022 10:31:52
i	Downloading server file list (Office 365)...	26/01/2022 10:31:52
i	Download valid index files from backup job "2022-01-26-10-25-47" to "/Users/admin/temp/1642662320945/OBS...	26/01/2022 10:31:52
i	Download valid index files from backup job "2022-01-26-10-25-47" to "/Users/admin/temp/1642662320945/OBS...	26/01/2022 10:31:53
i	Download valid index files from backup job "2022-01-26-10-25-47" to "/Users/admin/temp/1642662320945/OBS...	26/01/2022 10:31:53
i	Downloading server file list (Office 365)... Completed	26/01/2022 10:31:53
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	26/01/2022 10:31:54
i	Office 365 Data Synchronization Check is disabled (Debug option - Office365.DSCInterval = -1)	26/01/2022 10:32:03
i	Downloading server file list (com)...	26/01/2022 10:32:07
i	Downloading server file list (com)... Completed	26/01/2022 10:32:07
i	Reading backup source from com...	26/01/2022 10:32:08
i	Backup E-mail Account: com	26/01/2022 10:32:08

Appendix F: Setting the Data Synchronization Check (DSC)

Data Synchronization Check (DSC) is enabled by default and will run every 60 days.

Assumption: AhsayOBM Installation path is `/Users/admin/Applications/AhsayOBM.app`

To disable the DSC, follow the instructions below:

1. Make sure there are no active backup or restore job running.
2. Close AhsayOBM UI.
3. Stop the Ahsay Online Backup Manager services and check if the scheduler service has stopped running using the command highlighted in red.

```
#sudo /Applications/AhsayOBM.app/bin/StopScheduler.sh

Password:

#ps -ef|grep java
#501 5721 5705 0 9:02PM ttys000 0:00.00 grep java
```

4. Using the terminal, go to AhsayOBM installation path. Use the command highlighted in red.

```
#cd /Applications/AhsayOBM.app
```

5. Open the **cb.opt** file using the command highlighted in red. Enter the password for logging in to your Mac when prompted.

```
#sudo vim cb.opt

#Password:
```

6. The following scripts will show.

```
#Print out default values of new backup set to a XML file
# Location: [WORKING_DIR]\DefaultBkupsetProfile.xml
com.ahsay.obc.core.action.GetUserPolicyCmd.debug=

# Print out debug messages for restore/decrypt
# Location: [WORKING_DIR]\DownloadFileSetTree.log
com.ahsay.obc.core.rset.file.DownloadFileSetTree.debug=

# Print out the decrypt list from OBS to restore to a XML file
# Location:
[RESTORE_DESTINATION]\DownloadFileSetTree_[RESTORE_JOB_ID].xml
com.ahsay.obc.core.rset.file.DownloadFileSetTree.SaveXML=
```

7. Press **I** to be able to insert a new line and add this line, `Office365.DSCInterval=-1`.
A value of `-1` indicates DSC is disabled.

```
Office365.DSCInterval=-1
-- INSERT --
```

Press **Esc + :wq!** to save the changes made.

8. To check if the new line is added, use the commands highlighted in red.


```
#cat cb.opt
```

9. Start the Ahsay Online Backup Manager services and check if the scheduler service is running using the command highlighted in red.

```
#sudo /Applications/AhsayOBM.app/bin/Scheduler.sh
```

Password:

```
#ps -ef|grep java
```

```
0 5735 1 0 9:05PM ttys000 0:02.07
/Applications/AhsayOBM.app/jvm/bin /java -Xms128m -Xmx768m -
Djava.library.path=. -cp ../cbs.jar cbs
/Applications/AhsayOBM.app 501 5741 5705 0 9:05PM ttys000
0:00.00 grep java
```

To check if the DSC is enabled, follow the instructions below:

1. Using the terminal, go to AhsayOBM installation path. Use the command highlighted in red.

```
#cd /Applications/AhsayOBM.app
```

2. Open the **cb.opt** file using the command highlighted in red.

```
#cat cb.opt
```

3. Look for this line, *Office365.DSCInterval=xx*.

Note:

If **xx** is a positive value this indicates the DSC is enabled and represents the interval number of days until the next run of DSC.

-OR-

If the interval value is not -1.

To adjust the interval number of days, follow the instructions below:

1. Make sure there are no active backup or restore job running.
2. Close AhsayOBM UI.
3. Stop the Ahsay Online Backup Manager services and check if the scheduler service has stopped running using the command highlighted in red.

```
#sudo /Applications/AhsayOBM.app/bin/StopScheduler.sh

Password:

#ps -ef|grep java
#501 5721 5705 0 9:02PM ttys000 0:00.00 grep java
```

4. Using the terminal, go to AhsayOBM installation path. Use the command highlighted in red.

```
#cd /Applications/AhsayOBM.app
```

5. Open the **cb.opt** file using the command highlighted in red. Enter the password for logging in to your Mac when prompted.

```
#sudo vim cb.opt

#Password:
```

6. The following scripts will show.

```
#Print out default values of new backup set to a XML file
# Location: [WORKING_DIR]\DefaultBkupsetProfile.xml
com.ahsay.obc.core.action.GetUserPolicyCmd.debug=

# Print out debug messages for restore/decrypt
# Location: [WORKING_DIR]\DownloadFileSetTree.log
com.ahsay.obc.core.rset.file.DownloadFileSetTree.debug=

# Print out the decrypt list from OBS to restore to a XML file
# Location:
[RESTORE_DESTINATION]\DownloadFileSetTree_[RESTORE_JOB_ID].xml
com.ahsay.obc.core.rset.file.DownloadFileSetTree.SaveXML=

Office365.DSCInterval=60
```

7. Change the interval number by pressing I.

For example:

Current interval: *Office365.DSCInterval=60*

```
Office365.DSCInterval=60
-- INSERT --
```

Updated interval: *Office365.DSCInterval=10*

```
Office365.DSCInterval=-10
-- INSERT --
```

Explanation:

On the current interval, the number of days is 60. While, the updated interval, the number of days is reduced to 10.

WARNING!

If the interval value is 0, *Office365.DSCInterval=0*, then the DSC will run for every backup job.

Press **Esc + :wq!** to save the changes made.

8. To check if the new line is added, use the commands highlighted in red.

```
#cat cb.opt
```

9. Start the Ahsay Online Backup Manager services and check if the scheduler service is running using the command highlighted in red.

```
#sudo /Applications/AhsayOBM.app/bin/Scheduler.sh
```

Password:

```
#ps -ef|grep java
```

```
0 5735 1 0 9:05PM ttys000 0:02.07
/Applications/AhsayOBM.app/jvm/bin /java -Xms128m -Xmx768m -
Djava.library.path=. -cp ../cbs.jar cbs
/Applications/AhsayOBM.app 501 5741 5705 0 9:05PM ttys000
0:00.00 grep java
```

Appendix G: How to Increase the Number of Concurrent Backup Threads

Assumption: AhsayOBM Installation path is `/Users/admin/Applications/AhsayOBM.app`

To increase the number of concurrent backup threads, follow the instructions below:

1. Make sure there are no active backup or restore job running.
2. Close AhsayOBM UI.
3. Stop the Ahsay Online Backup Manager services and check if the scheduler service has stopped running using the command highlighted in red.

```
#sudo /Applications/AhsayOBM.app/bin/StopScheduler.sh

Password:

#ps -ef|grep java
#501 5721 5705 0 9:02PM ttys000 0:00.00 grep java
```

4. Using the terminal, go to AhsayOBM installation path. Use the command highlighted in red.

```
#cd /Applications/AhsayOBM.app
```

5. Open the **afc.opt** file using the command highlighted in red. Enter the password for logging in to your Mac when prompted.

```
#sudo vim afc.opt

#Password:
```

6. The following scripts will show.

```
#com.ahsay.afc.adt.Queue.debug=

#com.ahsay.afc.adt.Queue.info=

#com.ahsay.afc.bfs.AccessManager.debug=
```

7. Press **I** to be able to insert a new line and add this line,
`obx.core.backup.file.BackupResourceManager.maxConcurrentSubCmd=xx`.
A **xx** value indicates the number of threads. Minimum thread is 1.

```
obx.core.backup.file.BackupResourceManager.maxConcurrentSubCmd=8
-- INSERT --
```

NOTE

Increasing the number of concurrent backup threads does not guarantee that the overall backup speed will be faster since there will be an increased chance of throttling by Microsoft 365.

Press **Esc + :wq!** to save the changes made.

8. To check if the new line is added, use the commands highlighted in red.

```
#cat afc.opt
```

9. Start the Ahsay Online Backup Manager services and check if the scheduler service is running using the command highlighted in red.

```
#sudo /Applications/AhsayOBM.app/bin/Scheduler.sh
```

Password:

```
#ps -ef|grep java
```

```
0 5735 1 0 9:05PM ttys000 0:02.07
```

```
/Applications/AhsayOBM.app/jvm/bin /java -Xms128m -Xmx768m -
```

```
Djava.library.path=. -cp ../cbs.jar cbs
```

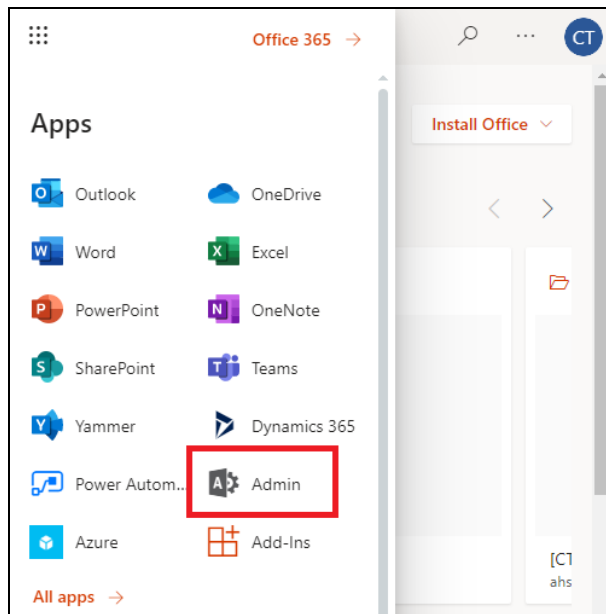
```
/Applications/AhsayOBM.app 501 5741 5705 0 9:05PM ttys000
```

```
0:00.00 grep java
```

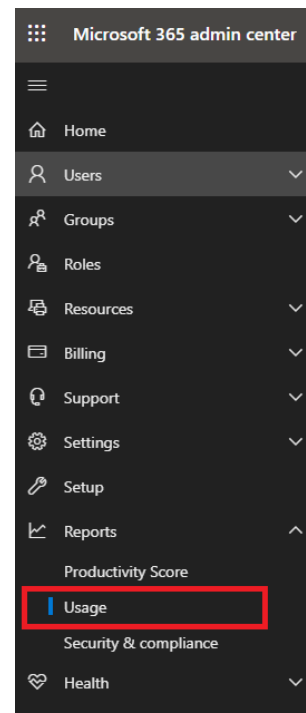
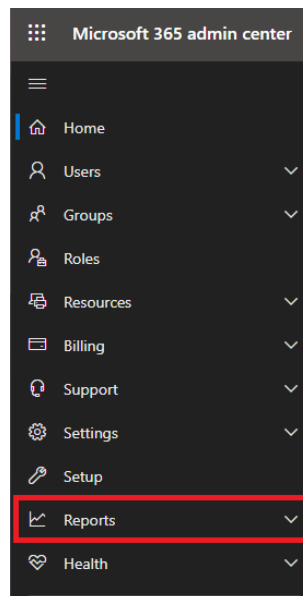
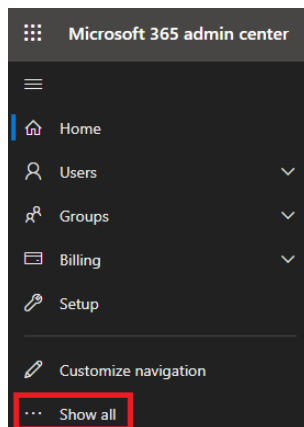
Appendix H: How to view Item count and Storage used in Microsoft 365 Admin Center

To view the item count and storage size of Microsoft 365 user account based on the usage for Exchange (Outlook), OneDrive, and SharePoint, follow the instructions below:

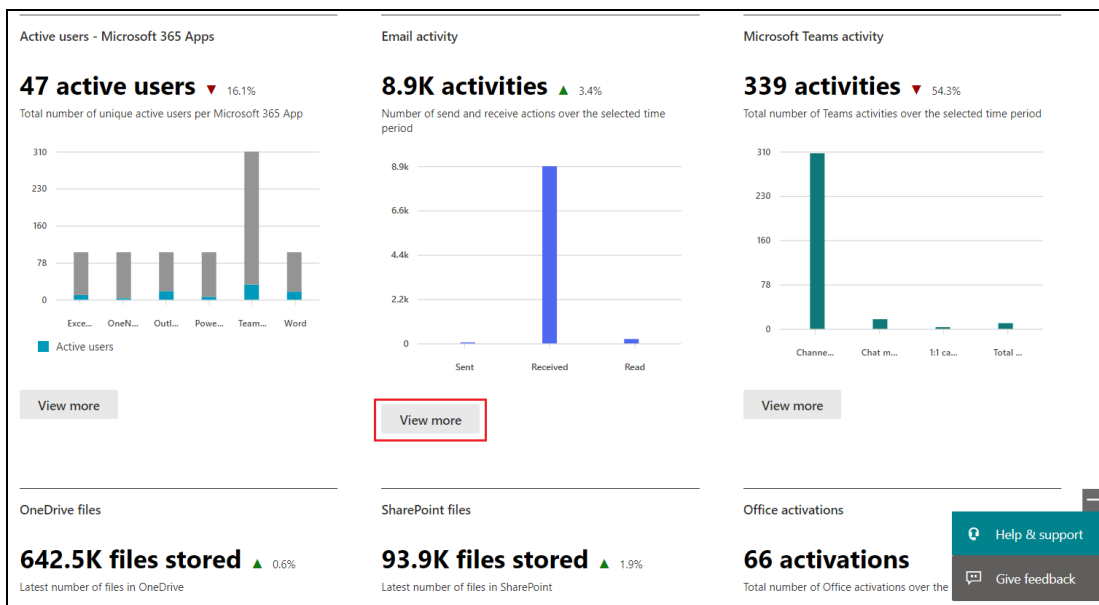
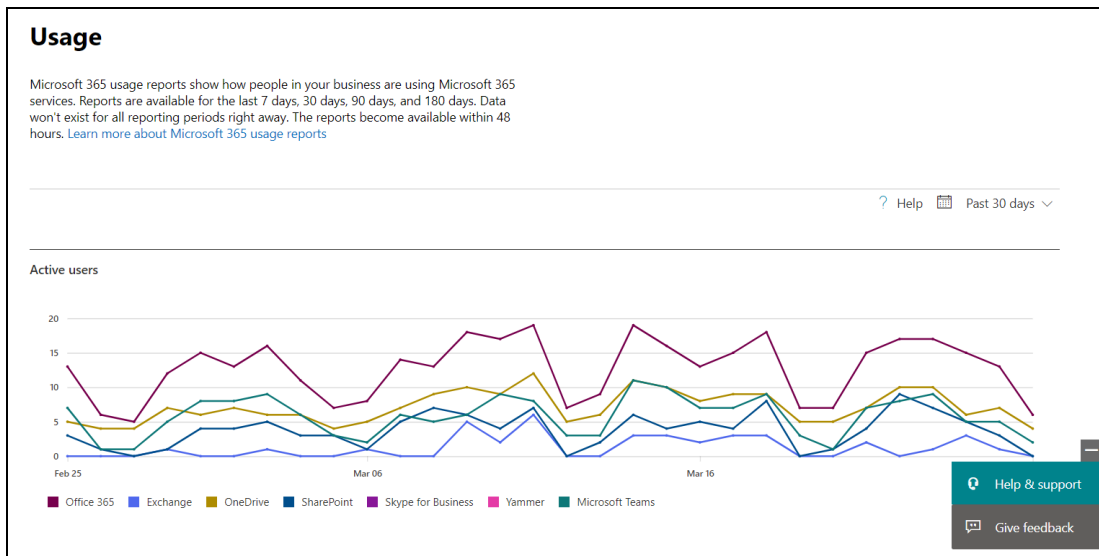
1. Log in to the Microsoft 365 (<https://login.microsoft.com>).
2. Go to Microsoft 365 admin center.



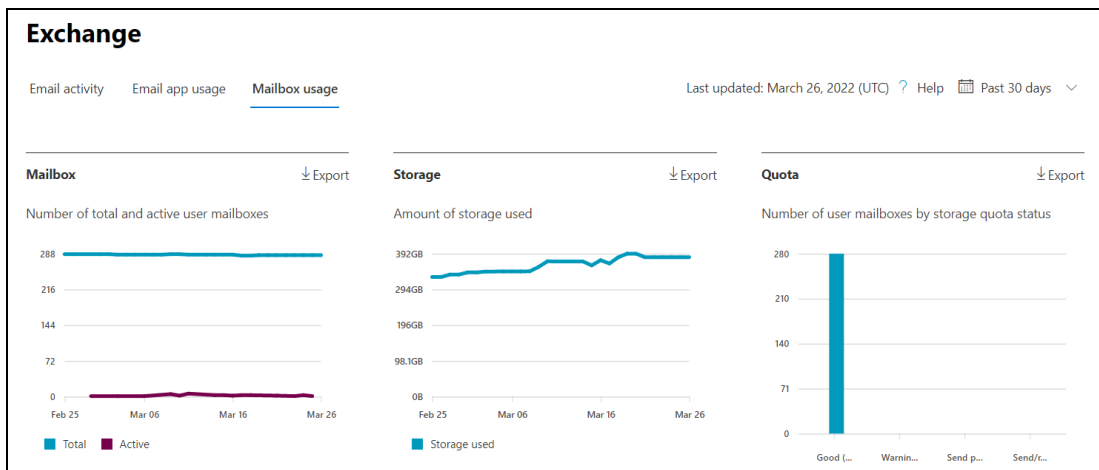
3. On the Microsoft 365 admin center, click **Show all** then click the dropdown arrow for the **Reports** and select **Usage**.



4. On the Usage screen, scroll down and click the **View more** button of the usage report that you want to view.



- For **Exchange**, click the **View More** button under Email activity, then go to **Mailbox usage**.



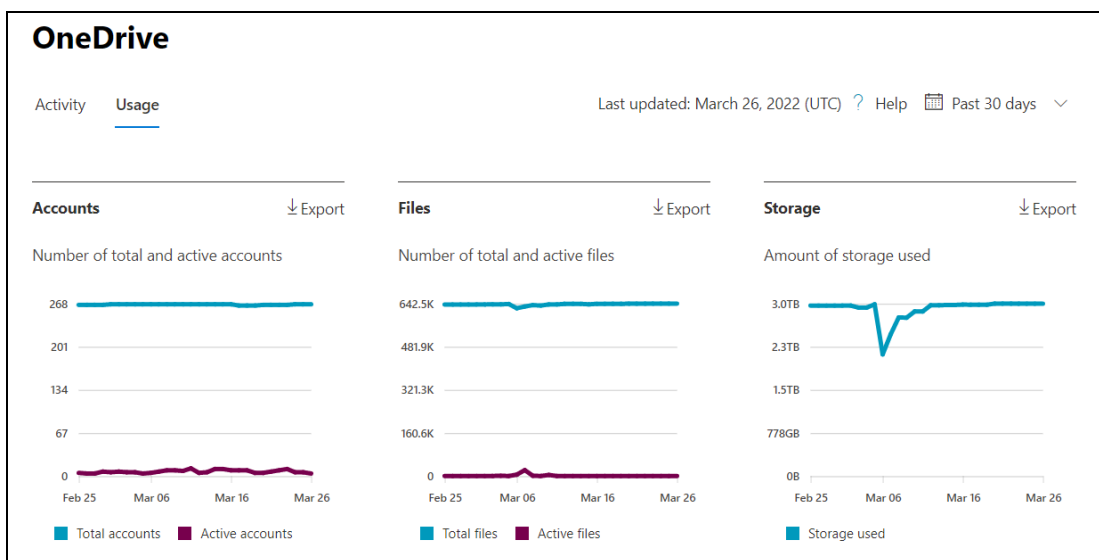
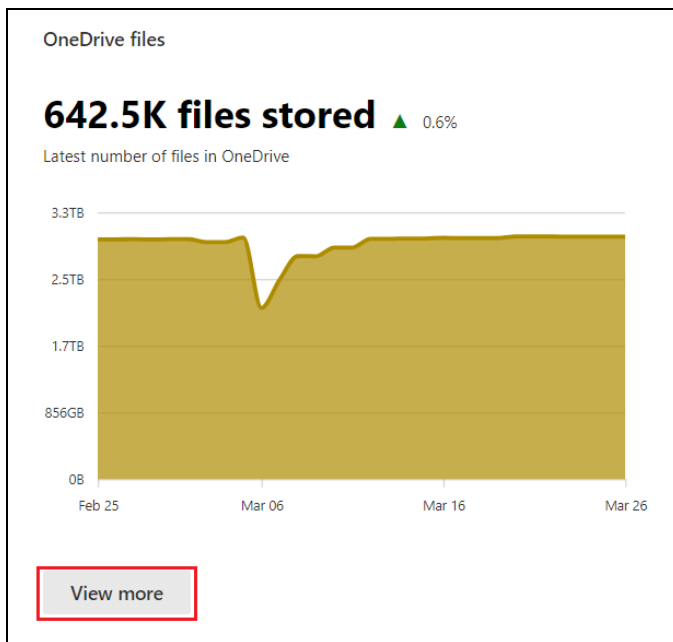
Highlighted columns are, Item count and Storage used (MB).

- ▶ **Item count** – number of mailbox items in Outlook per Microsoft 365 user account
- ▶ **Storage used (MB)** – storage used in MB size per Microsoft 365 user account

▾ Export 100 items ≡

Username	Last activity date (UTC)	Item count	Storage used (MB)	Quota status	Choose columns
77BCCEF29FED415CCE6EE1A4	Monday, June 21, 2021	475,649	102,546	Send/receive prohibited	
7A10DF8D137F05534BD71831	Wednesday, June 3, 2020	527,107	89,129	Good (under limits)	
AC36F8AE27523BD6C341A64	Monday, March 21, 2022	307,861	41,178	Good (under limits)	
B513F4513C300EFEF647FED5I	Wednesday, March 16, 2022	12,992	35,368	Good (under limits)	
5252D747F199691DED822726	Tuesday, July 20, 2021	140,807	13,039	Good (under limits)	

6. For **OneDrive**, click the **View More** button under OneDrive files.



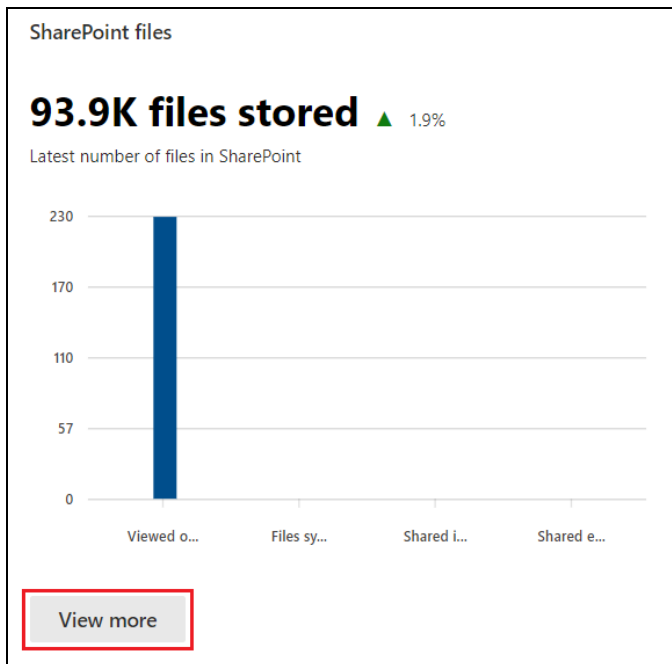
Highlighted columns are, Files and Storage used (MB).

- **Files** – number of files in OneDrive per Microsoft 365 user account
- **Storage used (MB)** – storage used in MB size per Microsoft 365 user account

Export 100 items

URL	Owner principal name	Last activity date (UTC)	Files	Active files	Storage used (MB)
85020A16D191961B6FF5F9F9E	EF2D97C6B7E96131AB26327C		0	0	2
133C6F634EDAED8B325F34A	87BACCAFAFB7D267C6F7609	Tuesday, March 22, 2022	5	1	150
F1814962EA16EFFDDC1DED21	E3CFB36D2C508888C216EF88		0	0	2
B83A4C6013BFA395AAB499E	A6520A6D09563C278DFBEAD	Wednesday, March 3, 2021	15	0	6
3450D92B766F9ABDFD6CA6I	047D65F02E3C4F1EDE485753	Thursday, September 2, 2021	79	0	273

7. For **SharePoint**, click the **View More** button under SharePoint files then go to **Site usage**.



Highlighted columns are, Files and Storage used (MB).

- 🔵 **Files** – number of files in SharePoint per Microsoft 365 user account
- 🔵 **Storage used (MB)** – storage used in MB size per Microsoft 365 user account

↓ Export 100 items

Site URL	Site owner principal name	Last activity date (UTC)	Files	Active files	Storage used (MB)
16FC1EE1C5429C0F8C15B3755	96AD427D7FE68D15DB7F588	Monday, August 23, 2021	5	0	7
CE7B0A965F638C81E6671EAF	C8B2E1F841035CC5FC00A185		0	0	1
41BB097EBEE82DFF51FE5ED	582B9460FC5A6EF1EF9258FF	Thursday, December 31, 2020	7	0	2
E177BDB6FAEA3150B8209D9	1F4F38D749F4E4E5C4D1DC95		3	0	1
9EBCCBA92231CB1E9ADED3	0B489CE34CCFBED77FA199F4	Tuesday, August 24, 2021	36	0	13

Appendix I: Re-Authentication of Microsoft 365 Backup Set

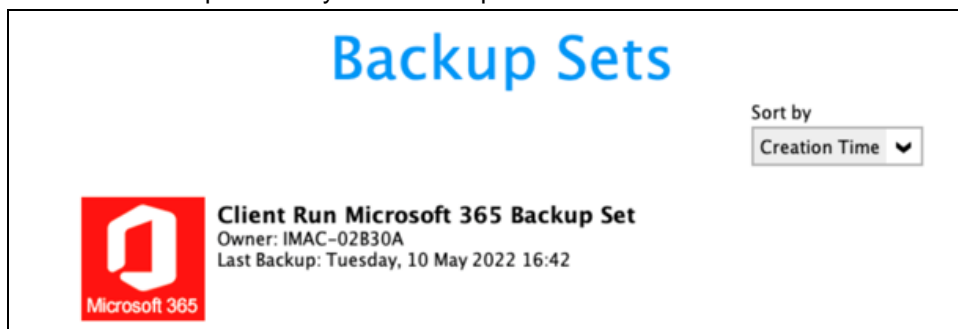
Existing backup sets are suggested to use Modern Authentication. This will ensure that moving forward, there will be no backup and restore issues to be encountered once Microsoft implements its product roadmap for Modern Authentication. This only needs to be done once per Microsoft 365 user account.

To update the backup settings, follow the instructions below:

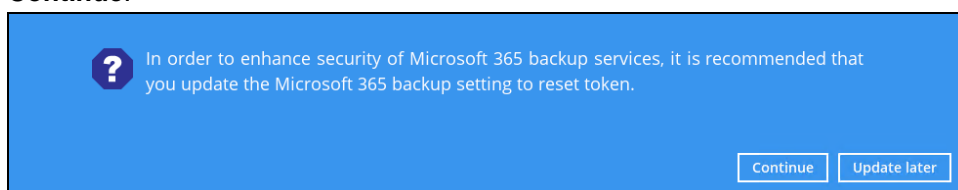
1. Log out all Microsoft 365 account on the default browser before starting the update of backup set.
2. In the AhsayOBM main interface, click **Backup Sets**.



3. Select the backup set that you want to update.



4. If the backup set is using Basic Authentication, this pop up message will be displayed. Click **Continue**.



If the backup set is using Modern or Hybrid Authentication, click **Change settings**.

The screenshot shows the 'Client Run Microsoft 365 Backup Set' configuration window. The left sidebar has tabs for 'General', 'Source', 'Backup Schedule', and 'Destination'. The 'General' tab is selected. The main area shows the 'General' settings for the backup set. The 'Name' field is 'Client Run Microsoft 365 Backup Set' and the 'Owner' is 'IMAC-02B30A'. Under the 'Microsoft 365' section, the 'Username' field is empty. There is a checkbox for 'Access the Internet through proxy' which is unchecked. A 'Change settings' button is located below the checkbox. At the bottom of the window, there is a blue bar with a 'Delete this backup set' link and 'Save', 'Cancel', and 'Help' buttons.

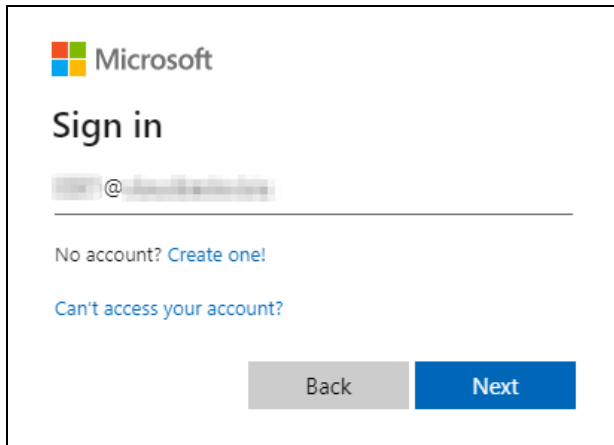
Click **Next** to proceed with the authentication process.

The screenshot shows the 'Client Run Microsoft 365 Backup Set' configuration window, now on the 'Microsoft 365' tab. The 'Backup scope' section has two radio buttons: 'Entire organization' (selected) and 'This Microsoft 365 user only'. The 'Region' dropdown menu is set to 'Global'. There is a checkbox for 'Access the Internet through proxy' which is unchecked. At the bottom of the window, there is a blue bar with a 'Delete this backup set' link and 'Next', 'Cancel', and 'Help' buttons.

5. Click **Authorize**.

The screenshot shows a blue dialog box with the following text: 'Click [Authorize] and in the pop-up browser window, sign in your Microsoft account and authorize the backup application (if necessary), copy and paste the authorization code to the textbox and hit [OK] to complete the authentication.' At the bottom right, there are 'Authorize' and 'Cancel' buttons.

6. Sign in to your Microsoft account.



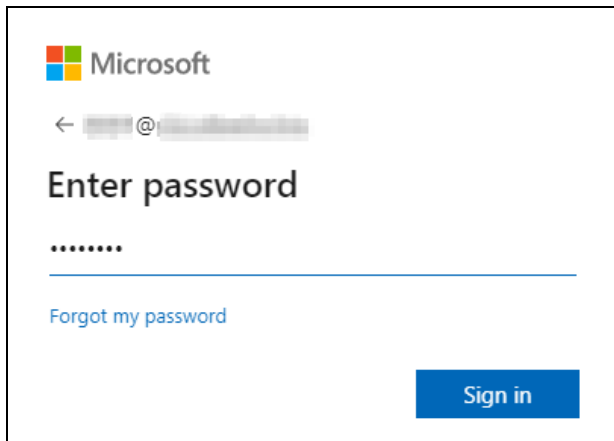
Microsoft

Sign in

No account? [Create one!](#)

[Can't access your account?](#)

[Back](#) [Next](#)



Microsoft

←

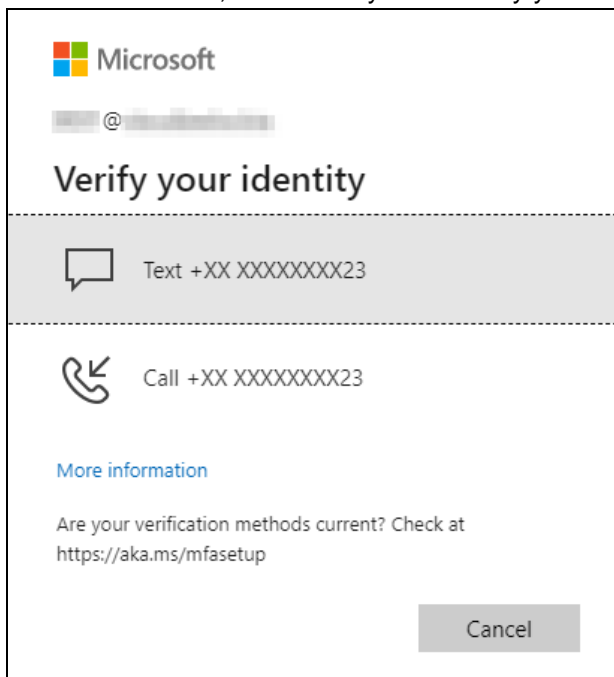
Enter password

.....

[Forgot my password](#)


[Sign in](#)


If MFA is enforced, select how you will verify your identity.



Microsoft

Verify your identity

 Text +XX XXXXXXXX23

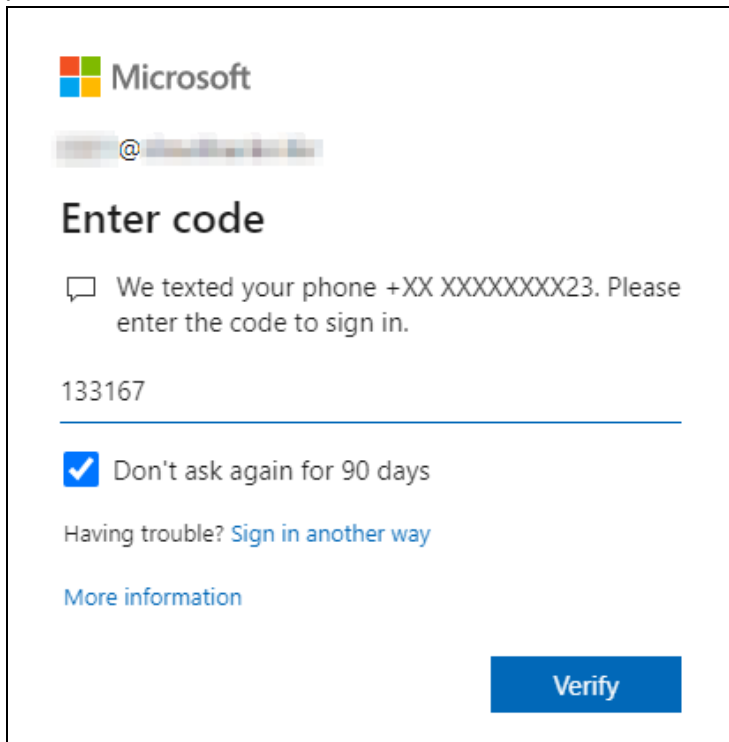
 Call +XX XXXXXXXX23

[More information](#)

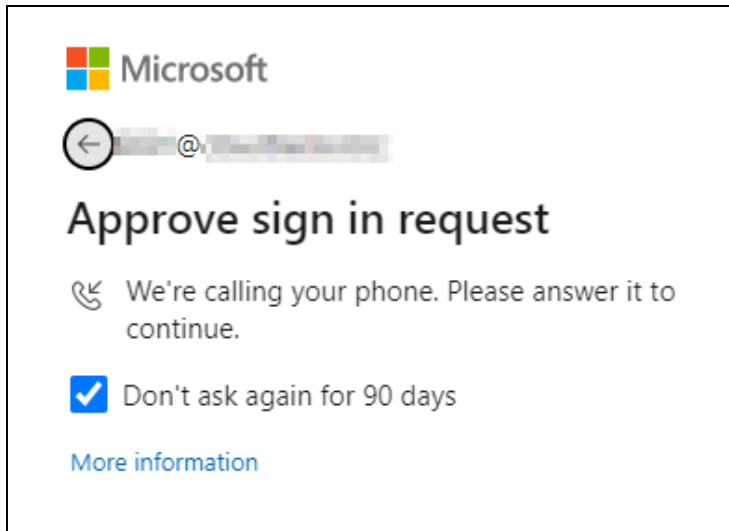
Are your verification methods current? Check at <https://aka.ms/mfasetup>

[Cancel](#)

If **Text** is selected, enter the code that was sent to your mobile number and click **Verify** to proceed.



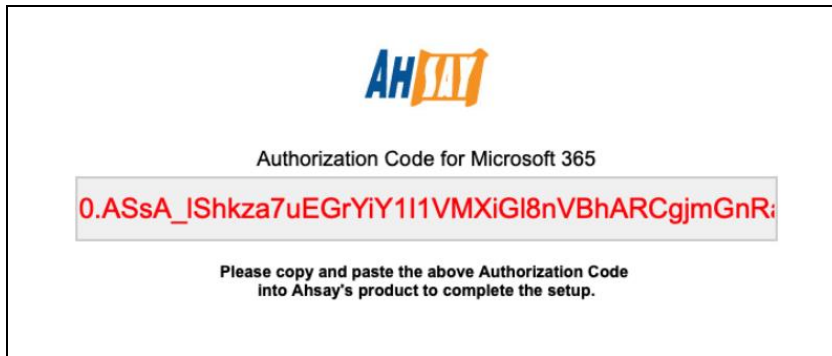
If **Call** is selected, answer the call and follow the instructions to verify your identity.



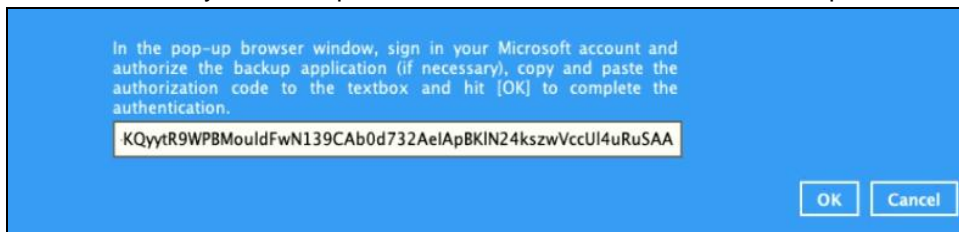
NOTE

Verification will only be required if the MFA status of a Microsoft 365 account is enforced.

7. Copy the authorization code.



8. Go back to AhsayOBM and paste the authorization code. Click **OK** to proceed.



9. Click **Save** to finish the update.

