

# **Ahsay Online Backup Manager v9**

## **Microsoft 365 Backup & Restore Guide for Windows**

Ahsay Systems Corporation Limited

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# 1 Overview

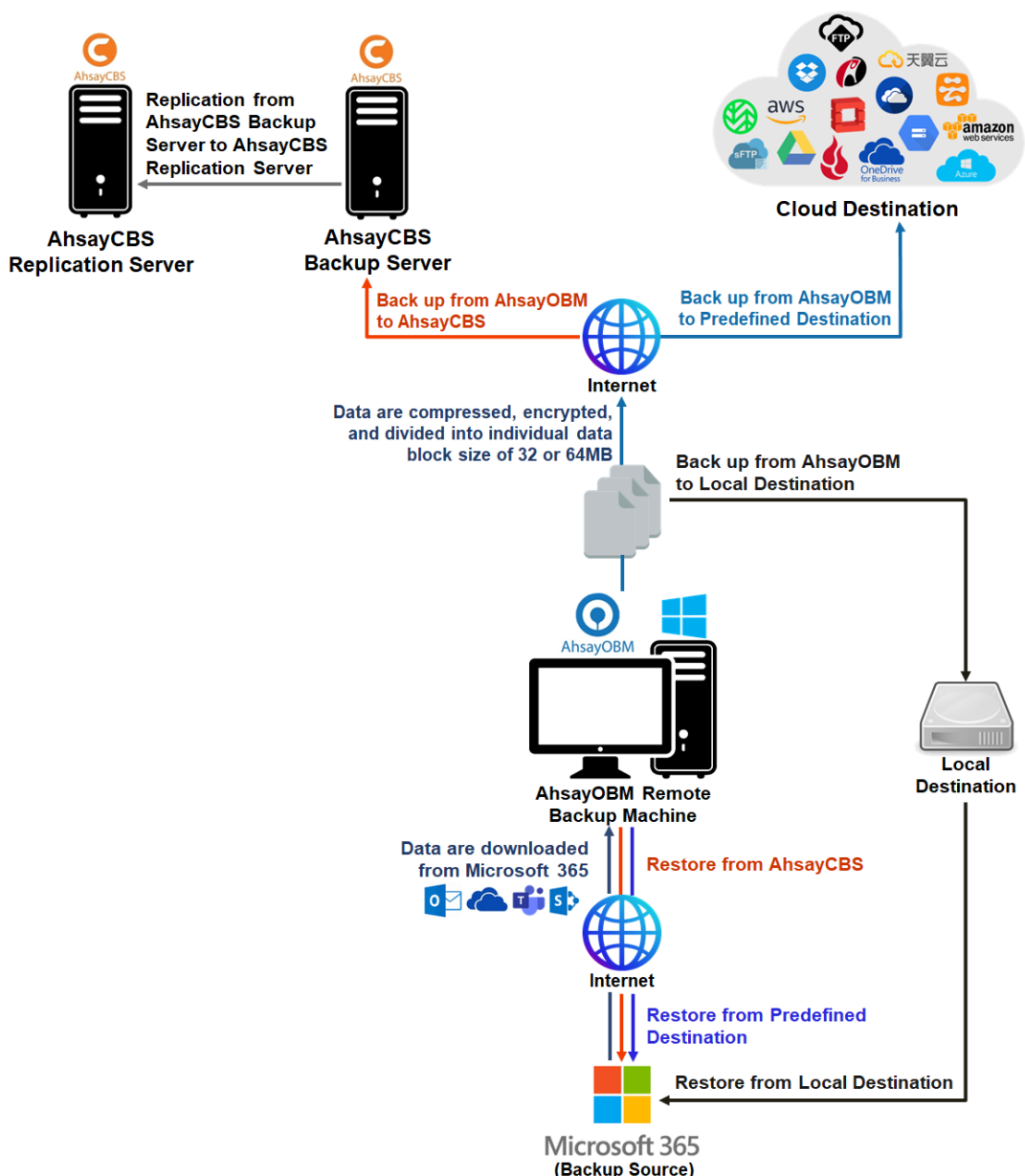
## 1.1 What is this software?

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, Personal Site, Teams, Public Folders 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

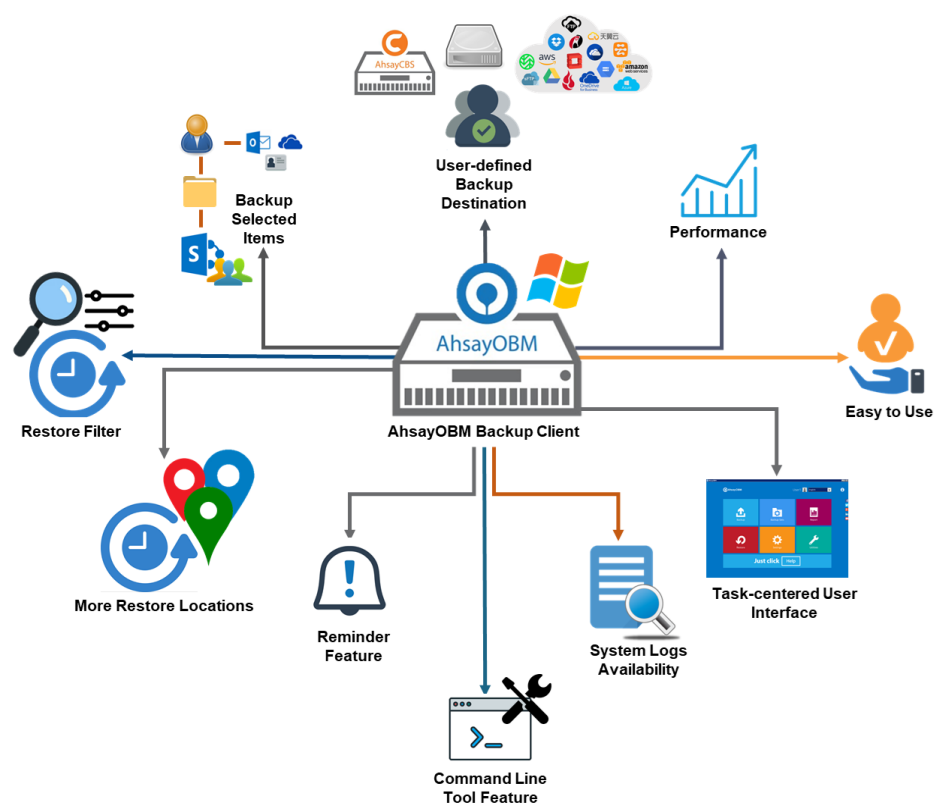
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Microsoft 365 service, AhsayOBM and AhsayCBS.

In this user guide, we will focus on the end-to-end backup and restore process of 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 that 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 has more control on the hardware which affects the overall backup and restore performance.

The Change Key API has significantly improved backup performance for backup jobs, which means backup sets with a large number of Microsoft 365 accounts for 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.

## Command Line Tool

Agent-based backup solution has a feature that allows user to configure a pre and/or post-backup command which can be an operating system level command, script or batch file, or third-party utilities that will run before and/or after a backup job.

## Reminder Feature

With the agent-based backup, a reminder feature is provided which will display a backup confirmation dialog box that will prompt user to run a backup job during machine log off, restart or shut down when enabled.

## More Restore Locations

Agent-based backup offers you three (3) restore locations such as the local machine, original location (or the cloud storage where your backed up files are located) 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.

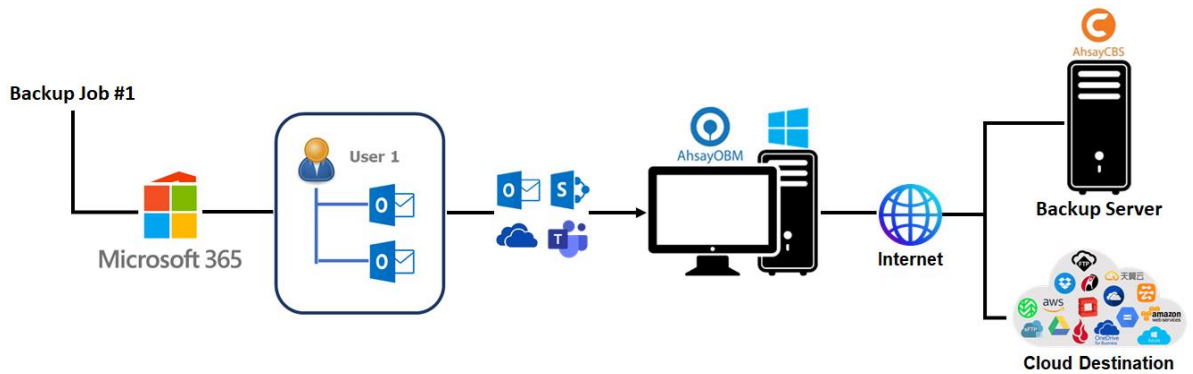
## Fast and Efficient

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.

- ❶ **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.

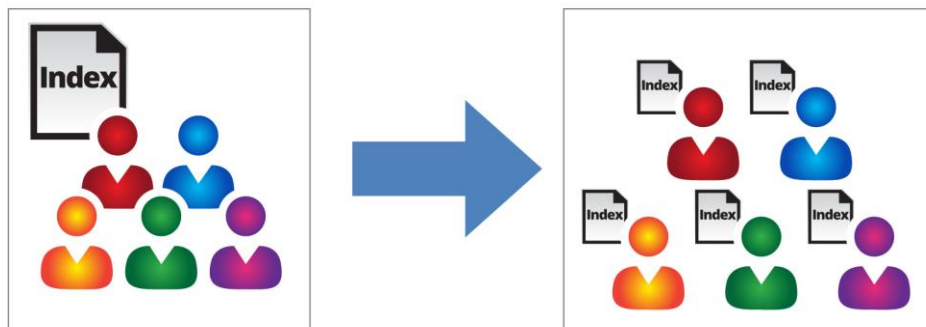
Backup job uses a maximum of 4 concurrent threads.



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

- **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.

- **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.

- Flexible backup options:
  - Only select the required users, specific site collection or items for backup.
- 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.

- ❶ **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.
- ❷ **Encryption Key Recovery** – a last resort 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.

















- ❶ Create/ update/ delete backup set
- ❷ Restore backup set
- ❸ Configure user settings
- ❹ Configure backup settings
- ❺ View and download backup and restore reports
- ❻ Monitor backup and restore live activities
- ❼ 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.

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



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

The following table summarizes the differences in backup options available between a Run on Server and Run on Client Microsoft 365 backup set, and the tool to use (web console or client agent) 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	✓	✗
Others	✓	✓
<b>To Run a Backup</b>	AhsayOBM / AhsayACB	AhsayCBS User Web Console only
<b>To Run a Restore</b>	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.

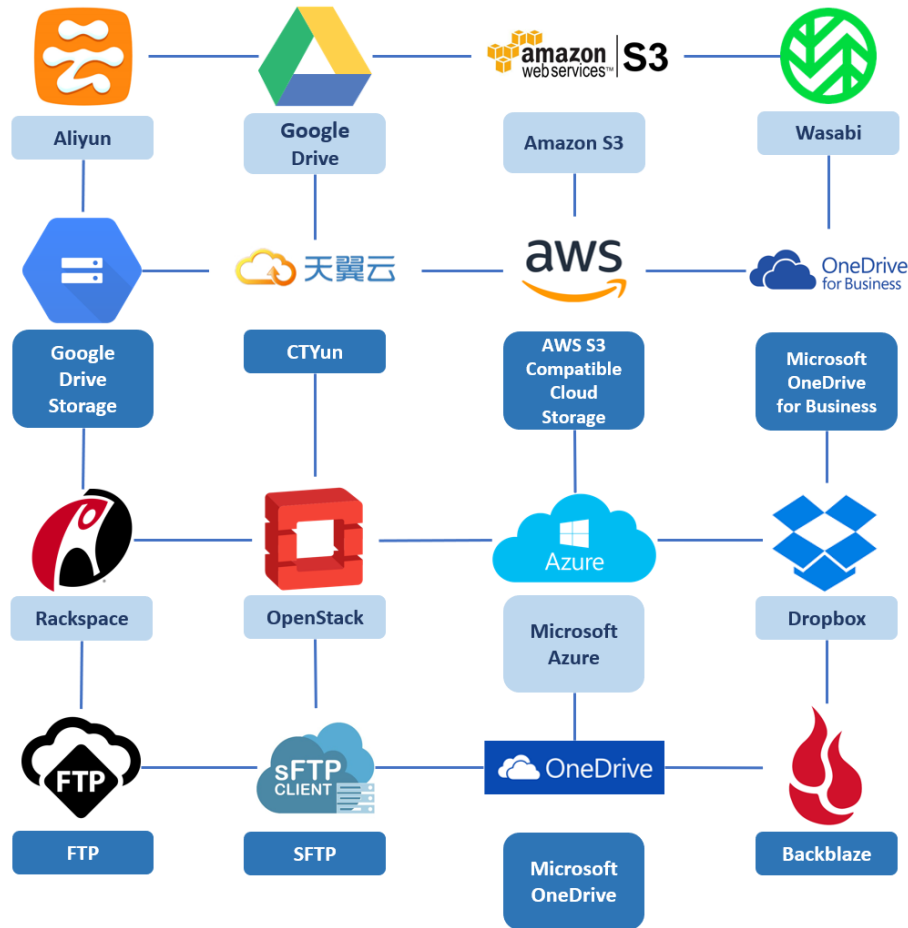
### Let's take a look at some of Microsoft 365 backup capabilities and limitations

- ❶ 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
- ❷ 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
- ❸ 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](#).
- ❹ 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.
- ❺ End users do not have control over what were backed up and what can be restored.
- ❻ End users have no direct access to their backup data of their Microsoft 365 domains/accounts.

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

- ❶ 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.
- ❷ 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.
- ❸ 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.

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

#### **Configuring an Automated Backup**

Configure backup schedule for automated backup

### **Part 3: Restoring Microsoft 365 Backup**

#### **Restoring a Backup Set using AhsayOBM**

Restore a backup using the 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 Antivirus Exclusion Requirement

To optimize performance of AhsayOBM on Windows, and to avoid conflict with your antivirus software, refer to the following Wiki article the list of processes and directory paths that should be added to all antivirus software white-list / exclusion list:

[FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows](#)

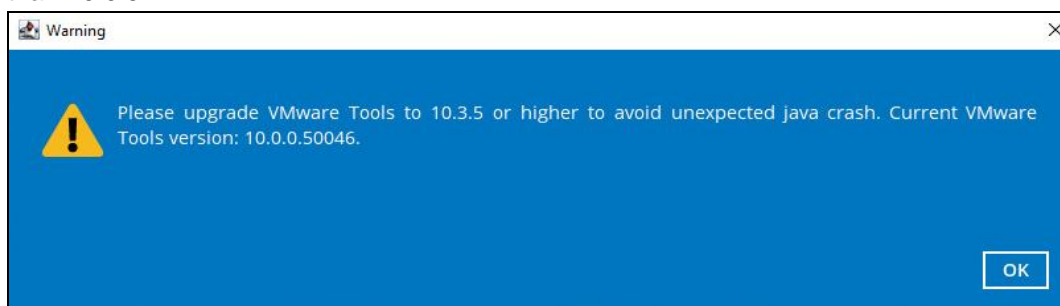
#### NOTE

The bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, and 2019 during installation / upgrade via installer or upgrade via AUA.

### 2.5 Upgrade VMware Tools Requirement

To avoid unexpected java crash, if the Windows machine is a guest VM hosted on a VMware Host then it is highly recommended that the VMware tools version installed on the guest VM must be 10.0.5 or above.

Below is the warning message that will be displayed if the version of the VMware Tools is less than 10.0.5.



#### NOTE

For more information about the upgrade of VMware Tools, refer to this article, [ISSUE: AhsayOBM / ACB crash when performing backup or restore on a VMware virtual machine with VMware Tools pre-10.3.5 installed.](#)

## 2.6 Add-on Module Requirement

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' tab in the AhsayOBM interface. Under the 'Add-on Modules' section, the 'Microsoft 365 Backup' module is selected with a checkmark. A red box highlights the 'Microsoft 365 Backup' entry, and a red arrow points to the 'Quota value' field, which is set to 5. Other modules like 'Microsoft Exchange Server', 'MySQL Database Server', 'Lotus Domino', 'Windows System Backup', 'VMware', 'Microsoft Exchange Mailbox', 'NAS - QNAP', 'Mobile (max. 10)', 'Volume Shadow Copy', 'OpenDirect / Granular Restore', 'MariaDB Database Server', 'Microsoft SQL Server', 'Oracle Database Server', 'Lotus Notes', 'Windows System State Backup', 'Hyper-V', 'ShadowProtect System Backup', 'NAS - Synology', 'Continuous Data Protection', 'In-File Delta (Only apply to v8 or before)', and 'Deduplication' are also listed.

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 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](#).

## 2.7 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.

## 2.8 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](#)

## 2.9 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 and for backup or restore.

## 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 AhsayOBM License Requirements

AhsayOBM licenses are calculated on a per device basis:

To backup users with one (1) backup client computer

**Example:** If one AhsayOBM is installed then, one AhsayOBM license is required.

To backup 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) backup sets to backed-up across three (3) backup client computers, then 3 AhsayOBM licenses are required.



## 2.12 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 Status

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 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](#)

### Restore Requirement

When restoring data of Microsoft 365 user, the account which the data will be restored to requires valid license(s):

- Requires Exchange License

Example: Exchange Online Plan and Microsoft 365 E3 are required when restoring Outlook's / Public Folder's items.

- Requires SharePoint License

Example: SharePoint Online Plan and Microsoft 365 E3 are required when restoring OneDrive's / Personal Site's items.

## 2.13 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. 2.13.1](#).

- **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. 2.13.2](#).

- 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. 2.13.3](#).

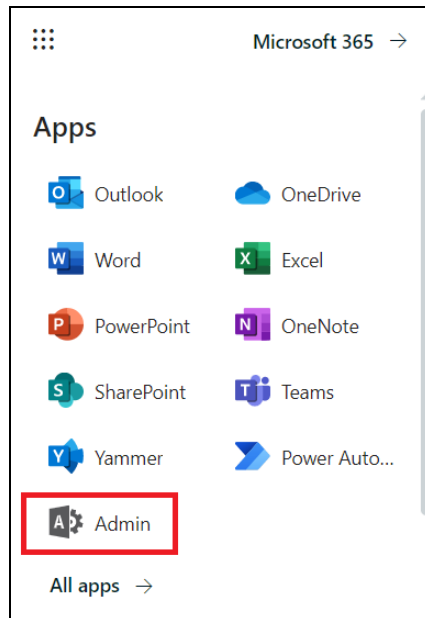
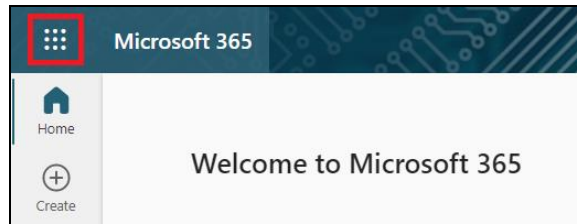
- ApplicationImpersonation
- Legal Hold
- Mailbox Import Export
- Mailbox Search
- Public Folders

Otherwise, proceed to grant all necessary permissions to the Microsoft user account as shown in the following chapters [2.13.1](#), [2.13.2](#), [2.13.3](#), [2.13.4](#), and [2.13.5](#).

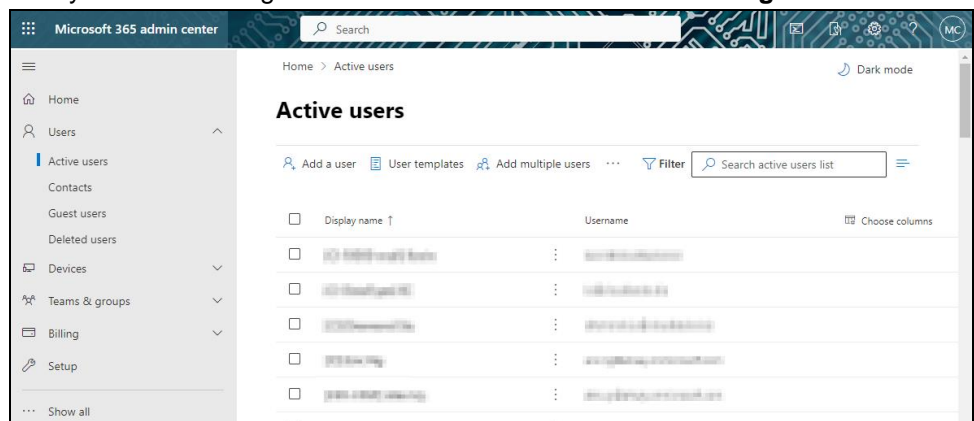
### 2.13.1 Assigning Global Admin Role to Accounts

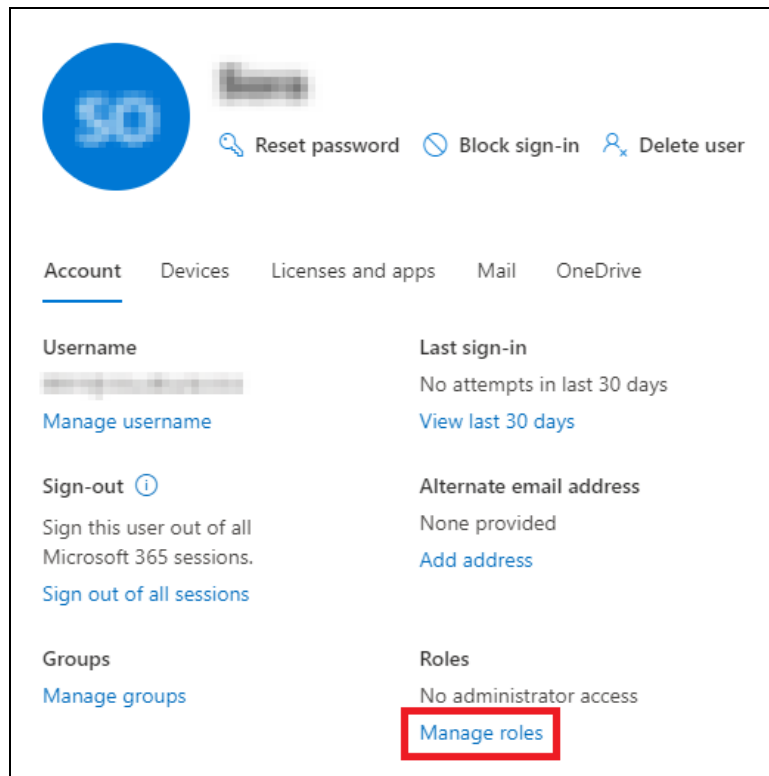
To assign the Global Admin role to accounts, follow the steps below:

- 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 Name]

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

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

**Username**  
[User Name]  
[Manage username](#)

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

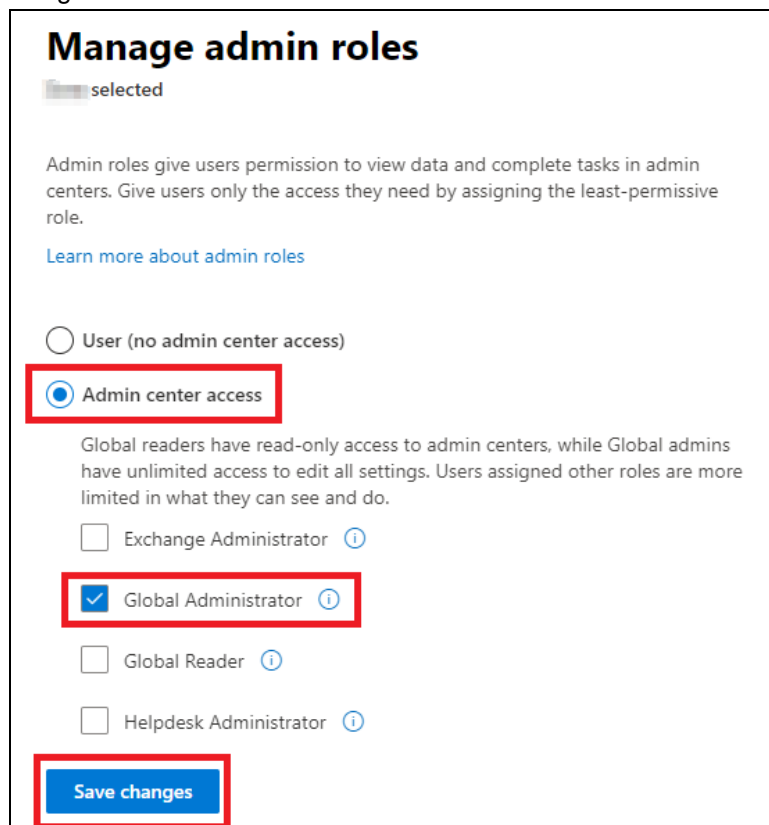
**Sign-out** ⓘ  
Sign this user out of all Microsoft 365 sessions.  
[Sign out of all sessions](#)

**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 Name] 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 ⓘ

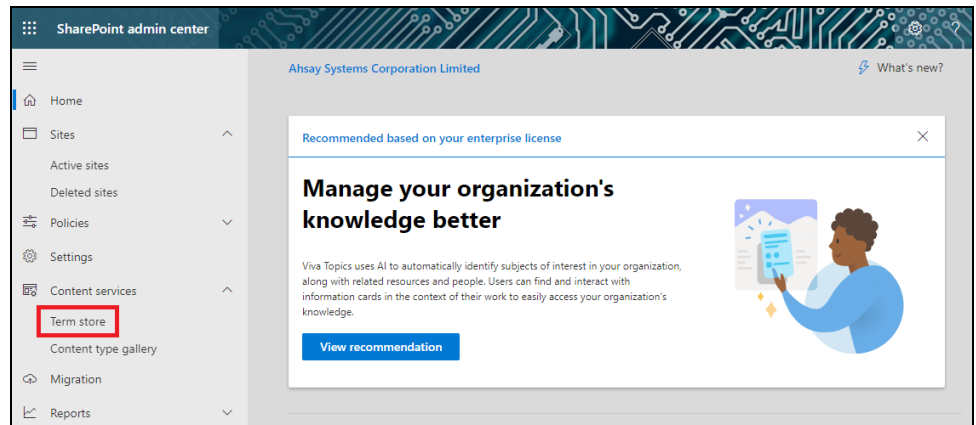
☐ Helpdesk Administrator ⓘ

[Save changes](#)

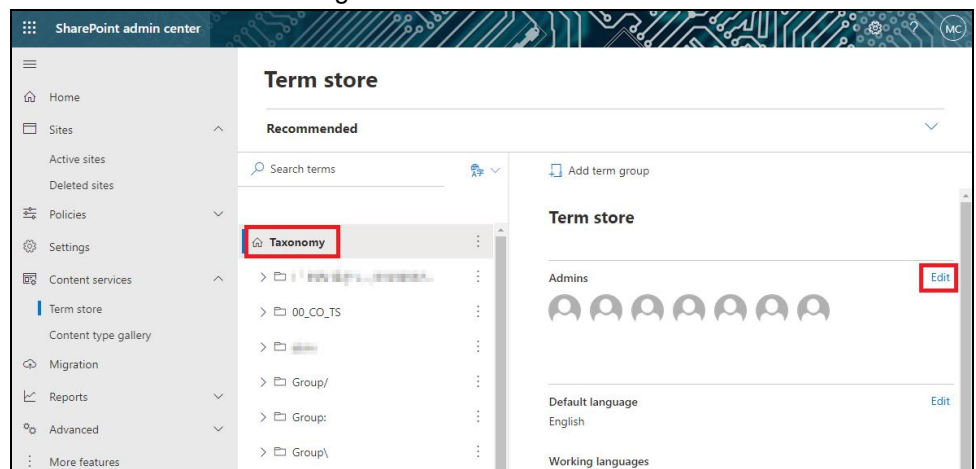
### 2.13.2 Granting Term Store Administrator Role

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

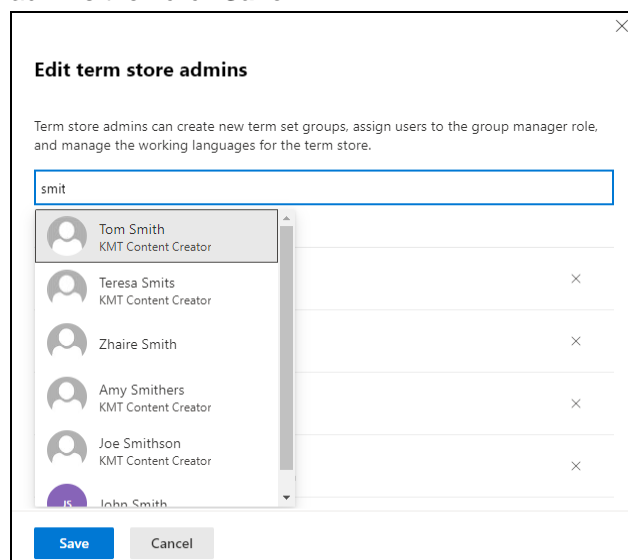
- i. In the SharePoint admin center, under **Content services**, click **Term store**.



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



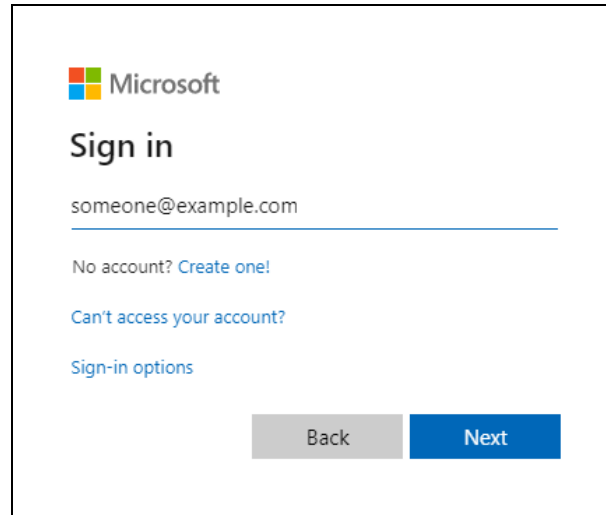
- iii. The “Edit term store admins” panel appears. Enter the names or email addresses of the Microsoft 365 user who you want to add as term store admins then click **Save**.



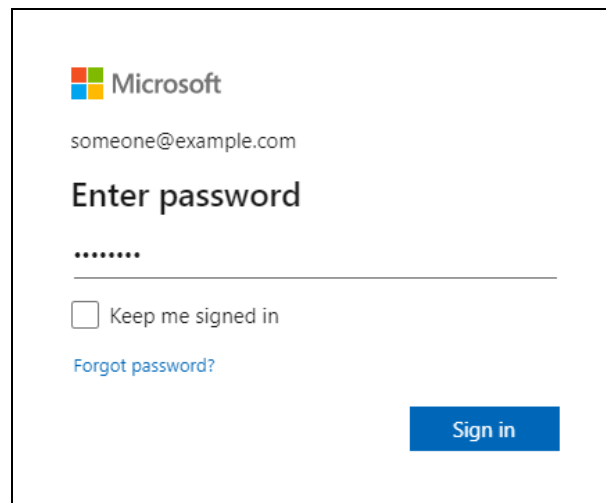
### 2.13.3 Granting Permission Discovery Management Group

This permission allows users added under the **Permissions** section of the **Discovery Management** group (refer to [Ch. 2.13.4](#) 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.

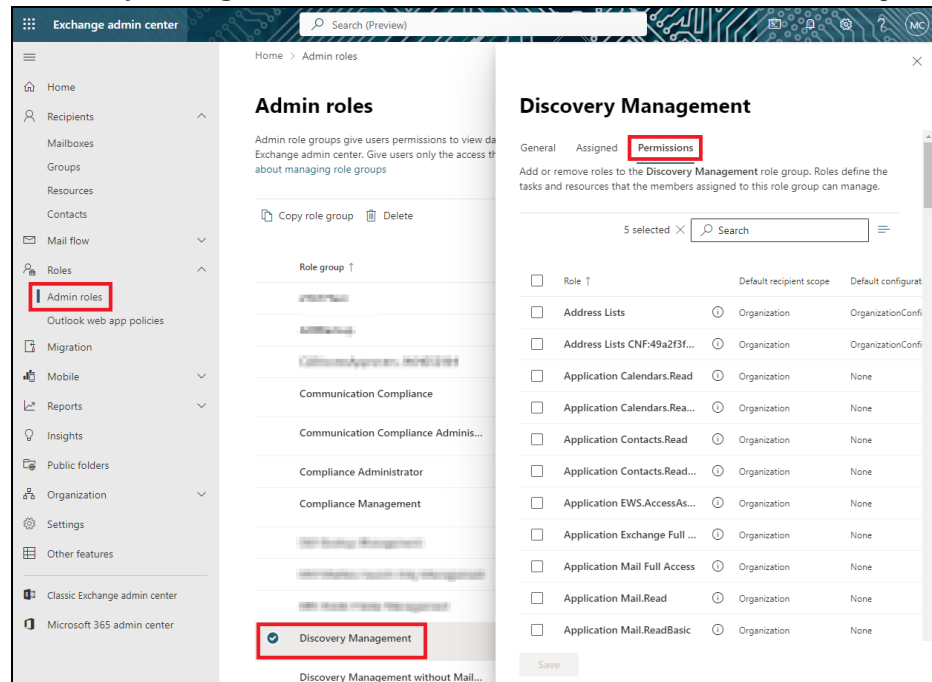


The image shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "someone@example.com". Below the input field are three links: "No account? Create one!", "Can't access your account?", and "Sign-in options". At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



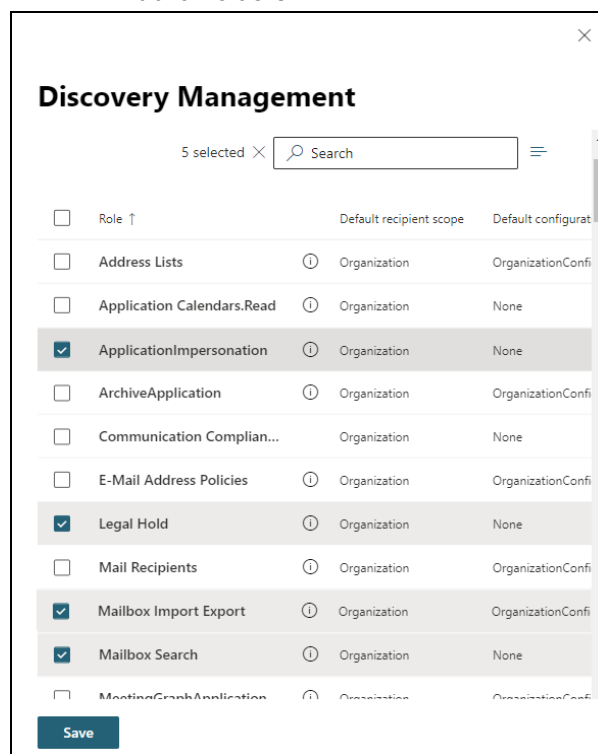
The image shows the Microsoft "Enter password" page. At the top is the Microsoft logo. Below it is the text "Enter password". A text input field contains a masked password "\*\*\*\*\*". Below the input field is a checkbox labeled "Keep me signed in". Below the checkbox is a link "Forgot password?". At the bottom right is a blue "Sign in" button.

- 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

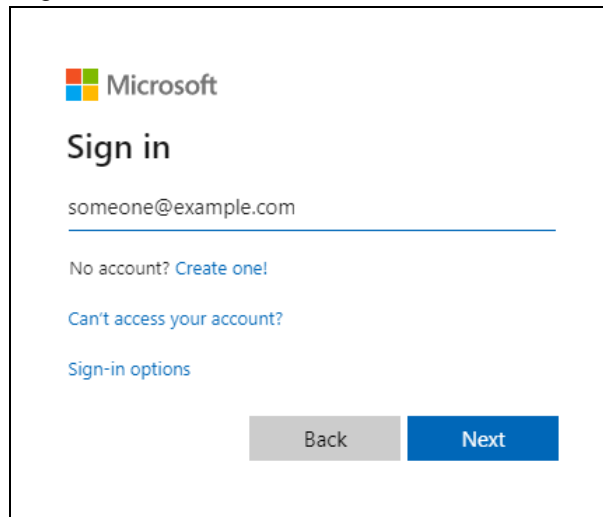


- v. Click **Save** to confirm and click **X** to exit the setting.



## 2.13.4 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

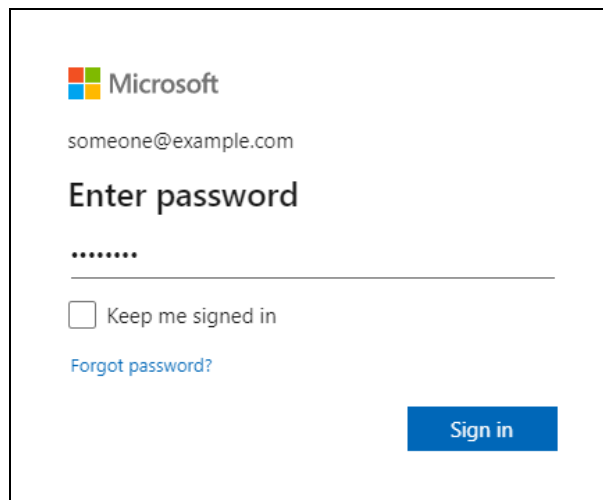
someone@example.com

No account? [Create one!](#)

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

[Sign-in options](#)

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



Microsoft

someone@example.com

### Enter password

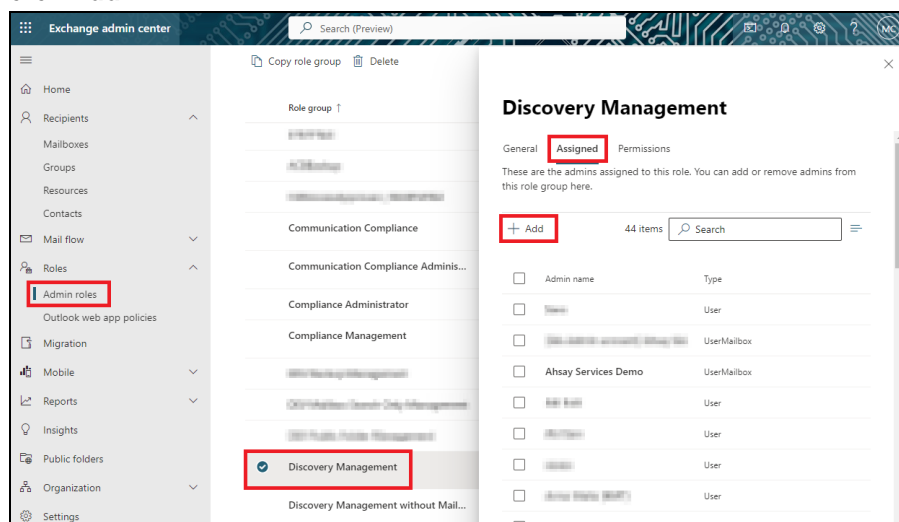
.....

☐ Keep me signed in

[Forgot password?](#)

[Sign in](#)

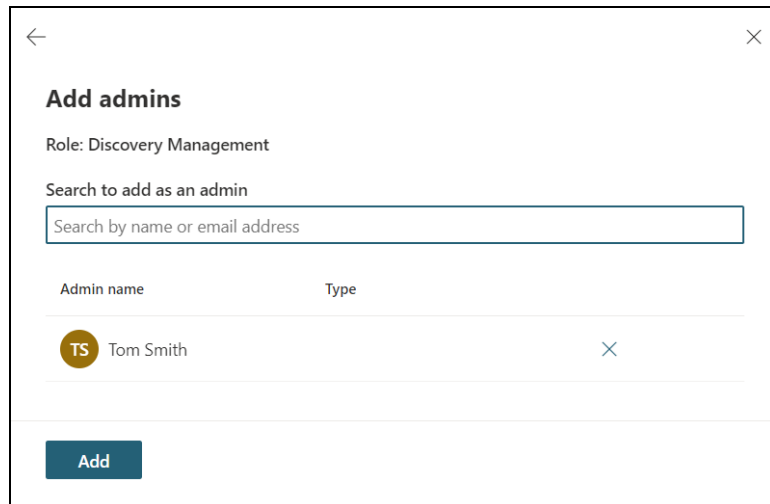
- iii. Select **Admin roles** which is under Roles on the left, then click on **Discovery Management** in the middle. Click **Assigned** on the right, then click **Add**.



The screenshot shows the Exchange admin center interface. On the left, the 'Roles' section is expanded, and 'Admin roles' is selected. In the center, the 'Discovery Management' role group is selected. On the right, the 'Assigned' tab is active, showing a list of users assigned to this role. The 'Add' button is highlighted.

Admin name	Type
[User]	User
[UserMailbox]	UserMailbox
Ahsay Services Demo	UserMailbox
[User]	User
[User]	User
[User]	User
[User]	User
[User]	User
[User]	User
[UserMailbox]	UserMailbox

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

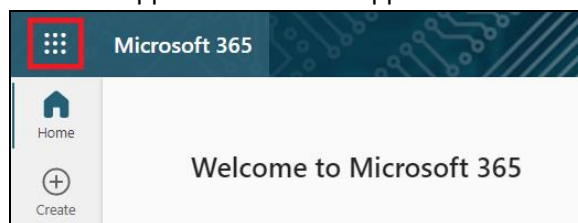


### 2.13.5 Granting Permission to restore all share link types to alternate location in Microsoft 365

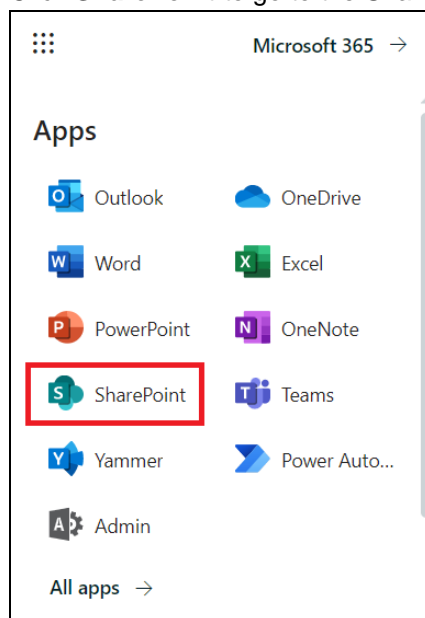
To successfully restore all share link types to alternate location of the same organization in Microsoft 365, follow the settings below:

- Allowing anonymous users to access application pages

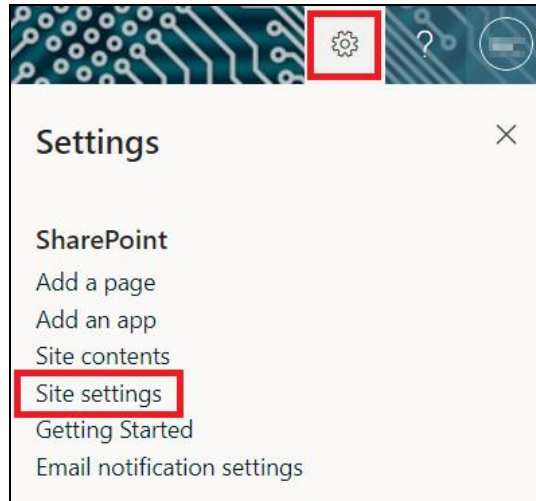
- i. Click the App launcher in the upper left side.



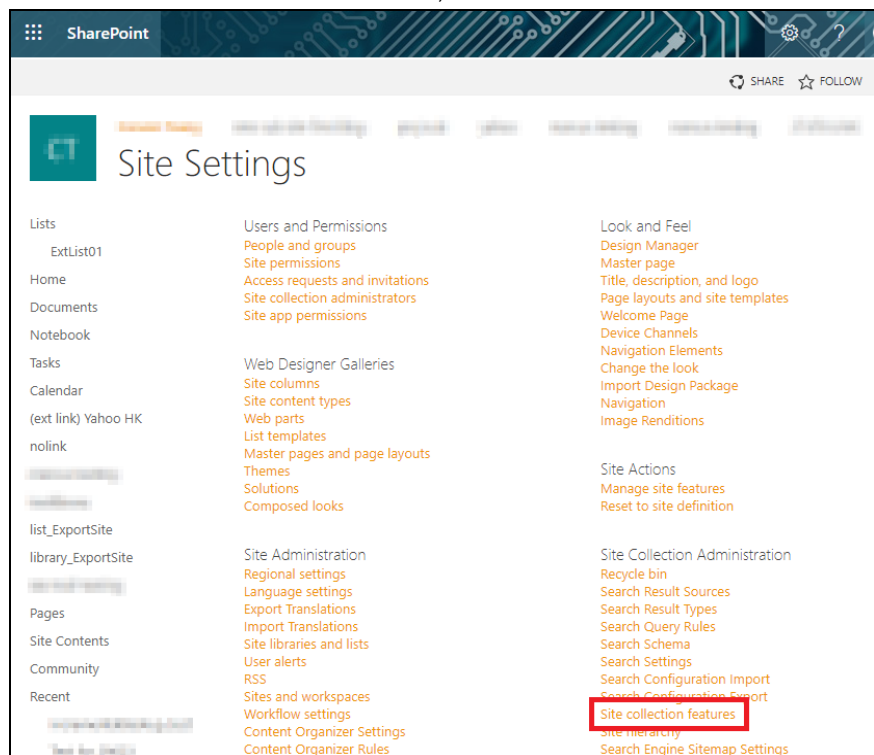
- ii. Click **SharePoint** to go to the SharePoint page.



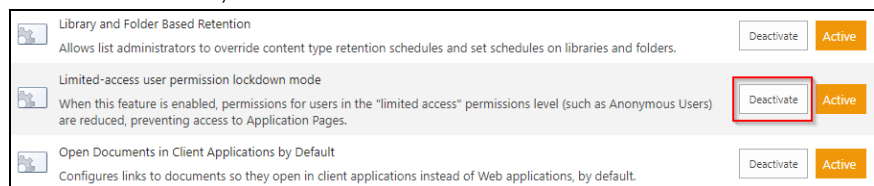
- iii. Click **Settings > Site Settings**.



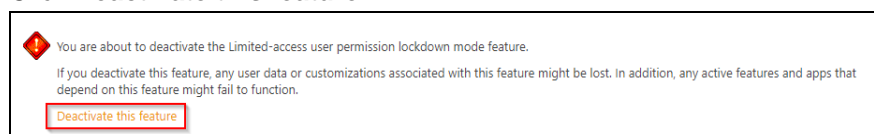
- iv. Under Site Collection Administration, click **Site collection features**.



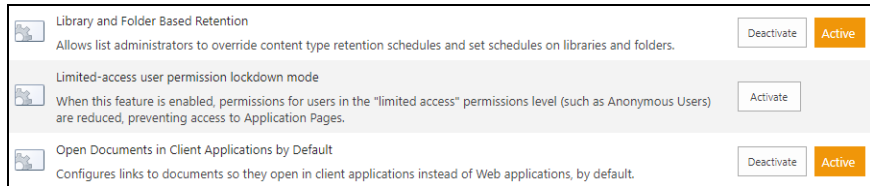
- v. Scroll down and look for “**Limited-Access user permission lockdown mode**”, click the **Deactivate** button.



- vi. Click **Deactivate this feature**.

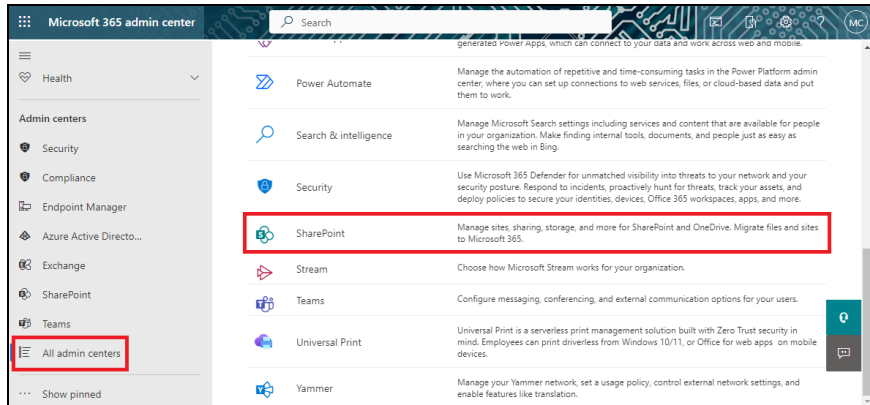


Once deactivated, the Deactivate button will no longer be available.

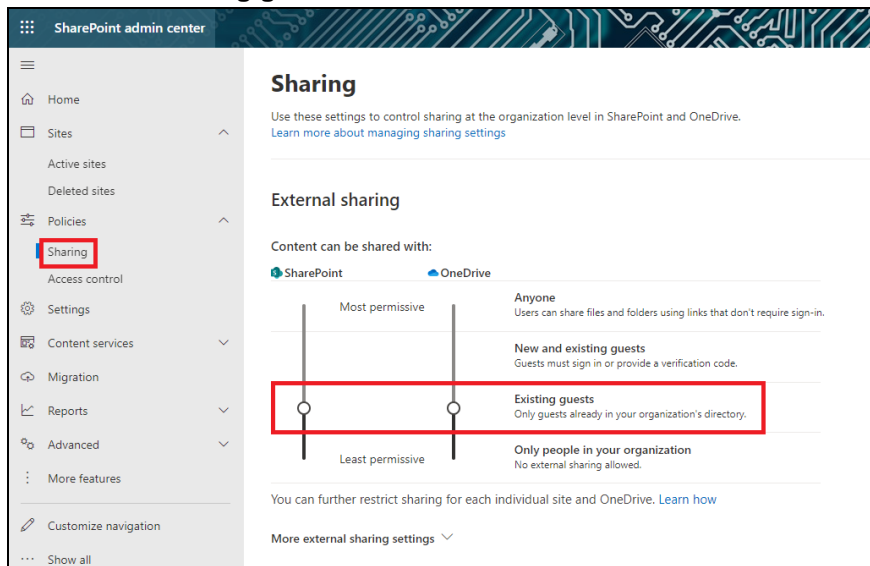


⦿ Allowing sharing to external users

- 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**.



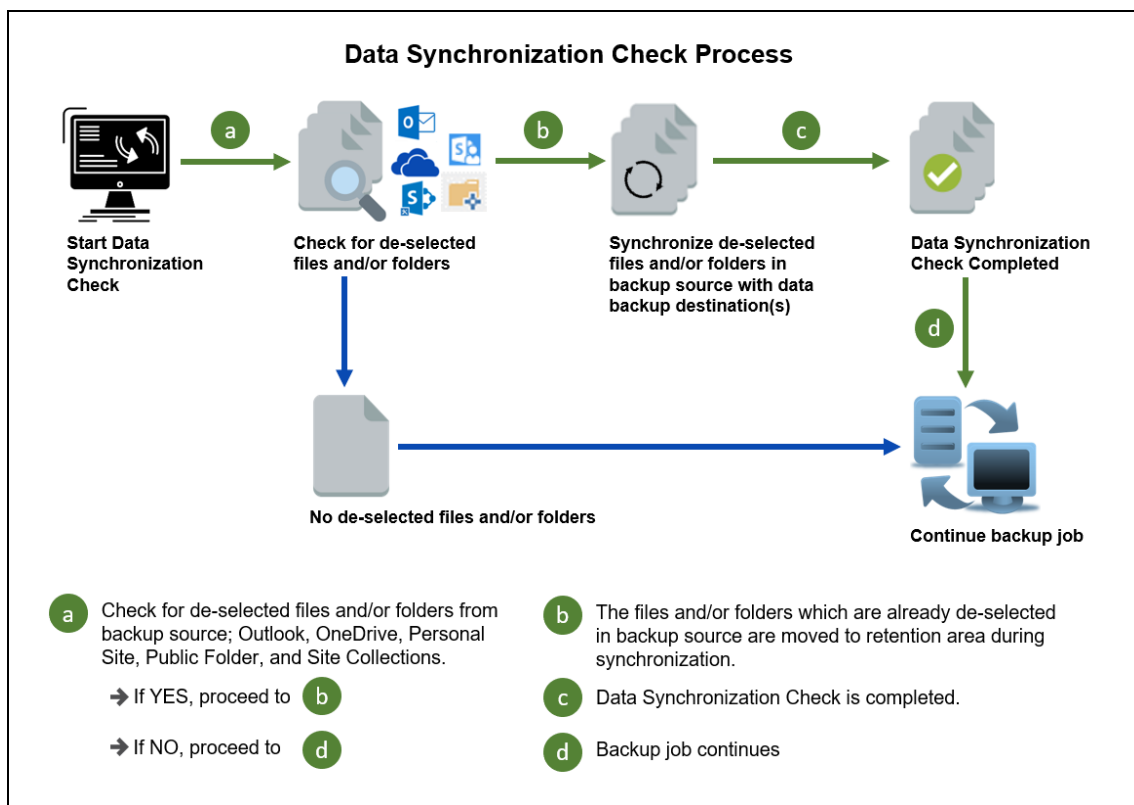
## 2.14 Data Synchronization Check (DSC) Setup

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 source(s) 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
<b>Backup time</b>	<p>Since DSC is enabled, it will only run on the set interval. For example, the default number of interval is 60 days.</p> <p>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).</p>	<p>As DSC is disabled, the backup time will not be affected.</p>
<b>Storage</b>	<p>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.</p>	<p>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).</p>



#### NOTE

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

## 2.15 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.

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 or above, 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:

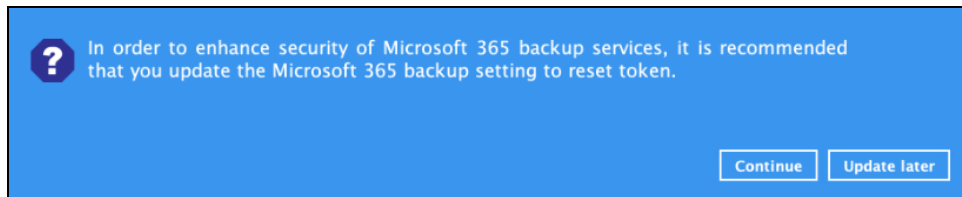
- ⦿ The first method is the Microsoft 365 account used for the backup set is assigned the Global Admin.
- ⦿ The second method is the Microsoft 365 account used for the backup set is an ordinary account. When changing the settings of the backup set, the user can ask a Microsoft 365 Global Admin to grant 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:

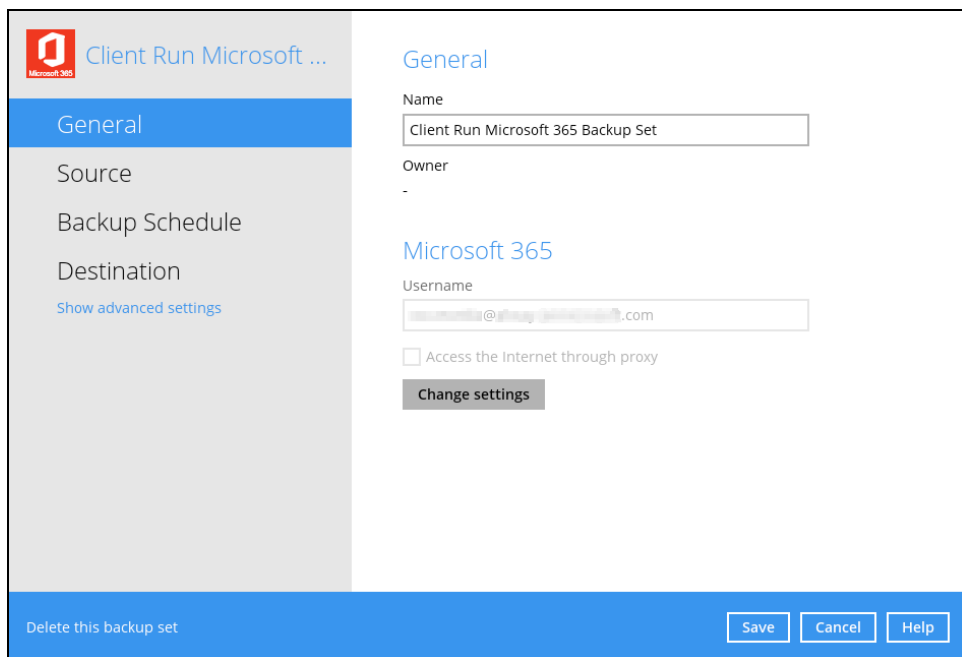
#### ⦿ Basic Authentication

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.















## 2.16 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 backup or restore from an Outlook mailbox.

 Folder Level			
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	✓
<b>Note</b> 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.			

Below are the items that you can backup 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>  <p>Teams Chat / Channel</p> </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 backup 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	 <sup>1</sup>	Import Spreadsheets	
Issue Tracking		Links	
Look and Feel		Manage Site Features	
Newsfeed		Permissions and Management	 <sup>2</sup>
Picture and Libraries		Report Libraries	
Site Collection Features		Site Page	
Survey		Version History	 <sup>2</sup>
Wiki / Page Libraries			
Notes			
<sup>1</sup>	For the General Settings, only the List Name can be restored.		
<sup>2</sup>	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 backup 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 backup 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	

## 2.17 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
 <b>Outlook</b> with or without attachments (applies to User mailbox, Room mailbox, Shared mailbox, Equipment mailbox)	150 MB
 <b>Public Folders</b> with or without attachments	150 MB
 <b>OneDrive</b>	8 GB
 <b>Personal Site</b>	8 GB
 <b>Site Collections</b>	8 GB

## 2.18 Limitations

### 2.18.1 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 new 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

		<p>selected for backup.</p> <p>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.</p> <p>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.</p>
<b>This Microsoft 365 user only</b>	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

☒  Tom Smith (tom.smith@lebshama.com)

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

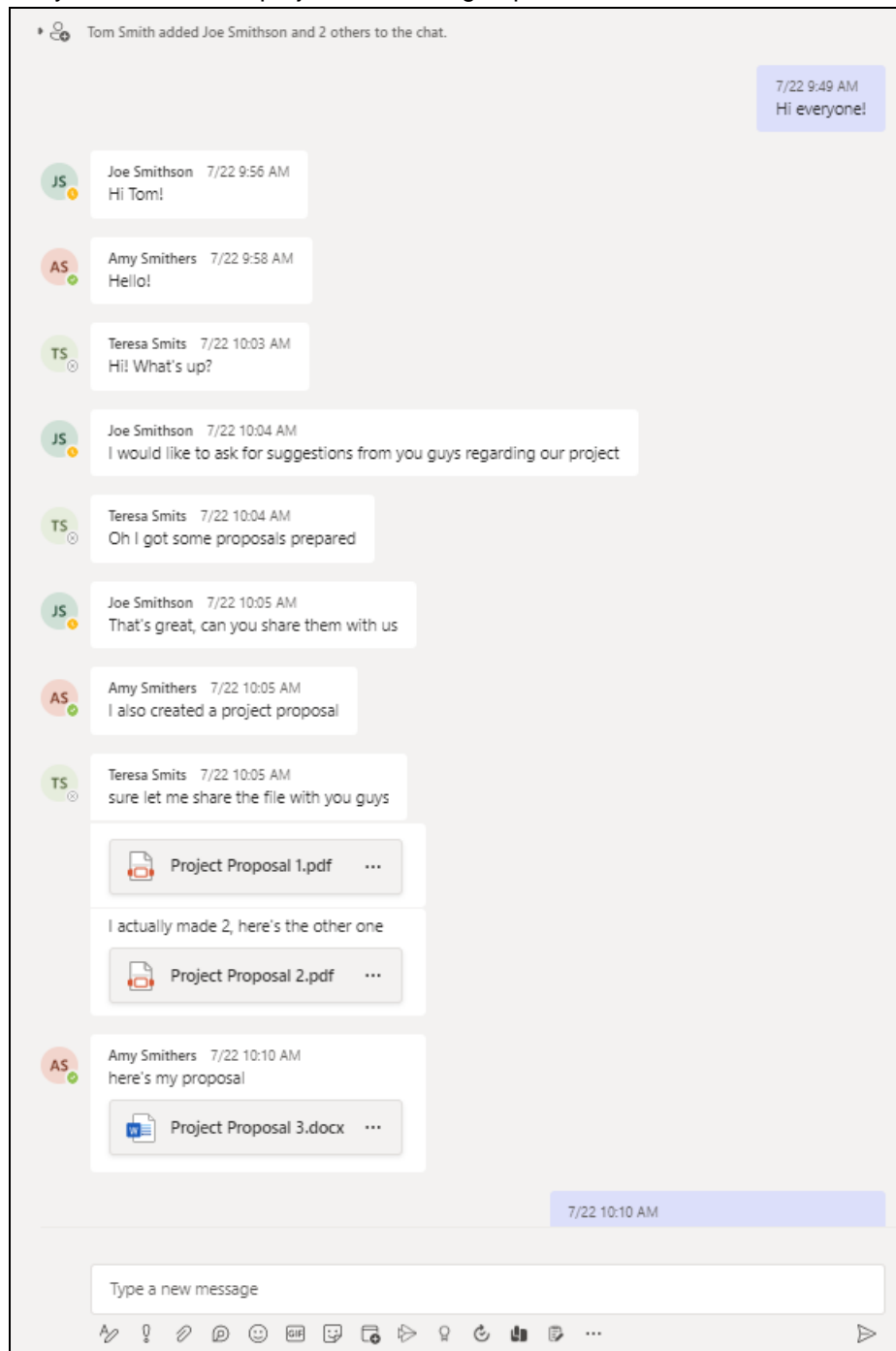
Select the data type that you want to backup which are owned by the selected user(s)

☐  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.



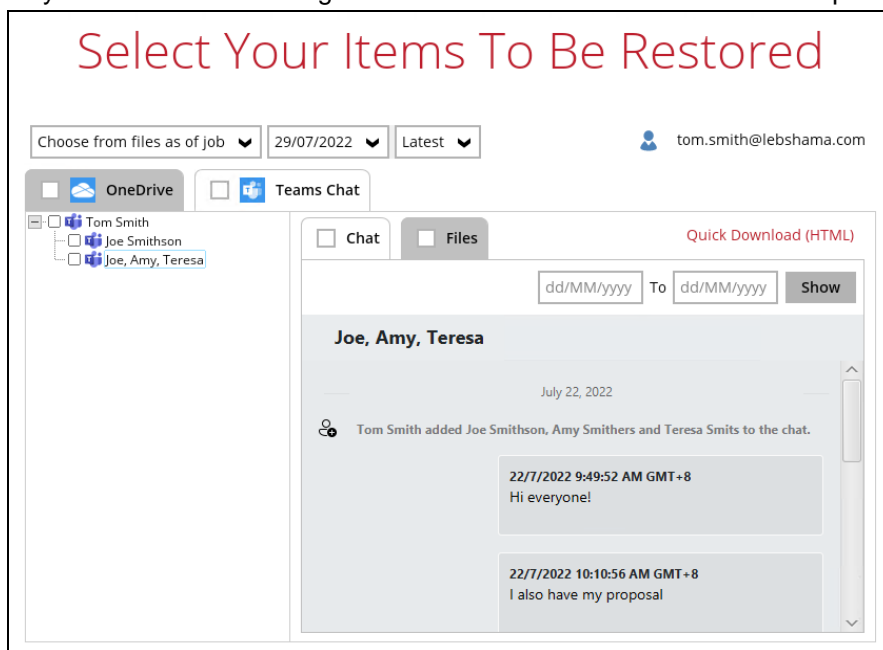
If you create a Backup Set and select only Tom; it will include only messages sent by Tom for the 1:1 group chat where Tom is included.

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

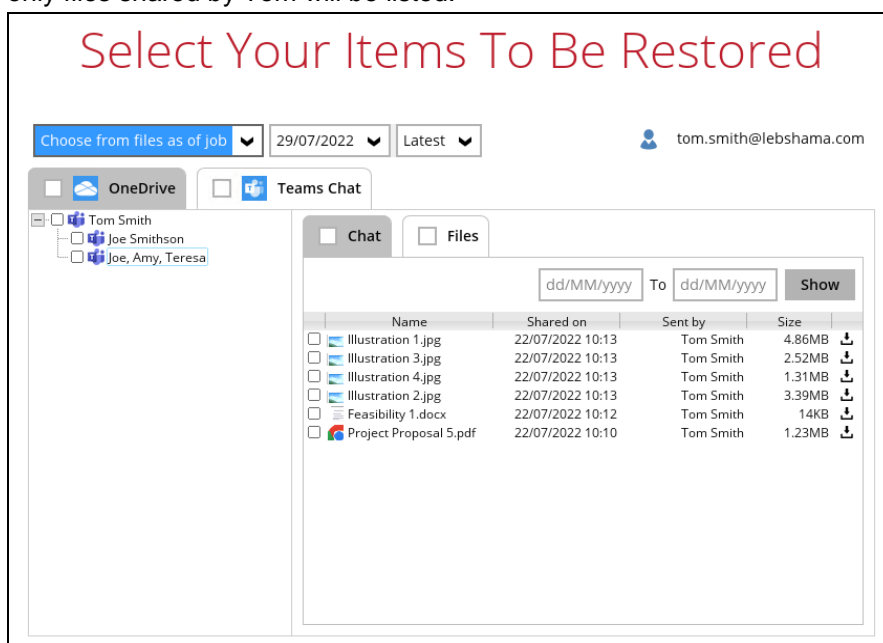
There will be Warnings after backup that items were not backed up when not all the users involved in the conversation are selected for backup. This is a sample of the warning that can be viewed from the backup report “*Messages from users joe.smithson@lebhama.com in Chat “Joe SmithsonTom Smith,” will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

⚠	Messages for users "joe.smithson@lebhama.com" in Chat "Joe SmithsonTom Smith," will skip to backup cause users a...	29/07/2022 08:41:31
⚠	Messages for users "joe.smithson@lebhama.com,amy.smithers@lebhama.com,teresa.smits@lebhama.com" in Chat...	29/07/2022 08:41:32
⚠	Red Messages for users "joe.smithson@lebhama.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

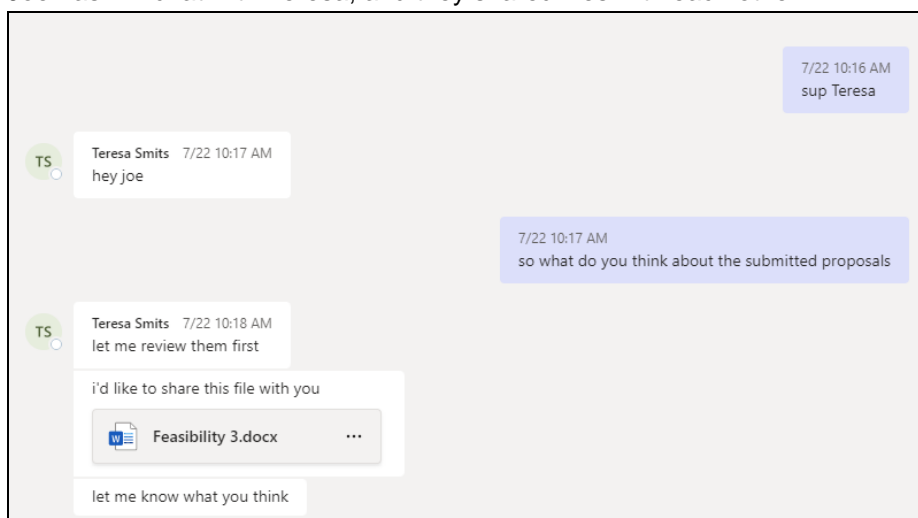
**Select Specific Source**  
☒ Sort by alphabetical order ☐ Sort by User Group  
  
**Uncheck All Current Items**  
☒  Joe Smithson (joe.smithson@lebshama.com)  
☒  Tom Smith (tom.smith@lebshama.com)

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

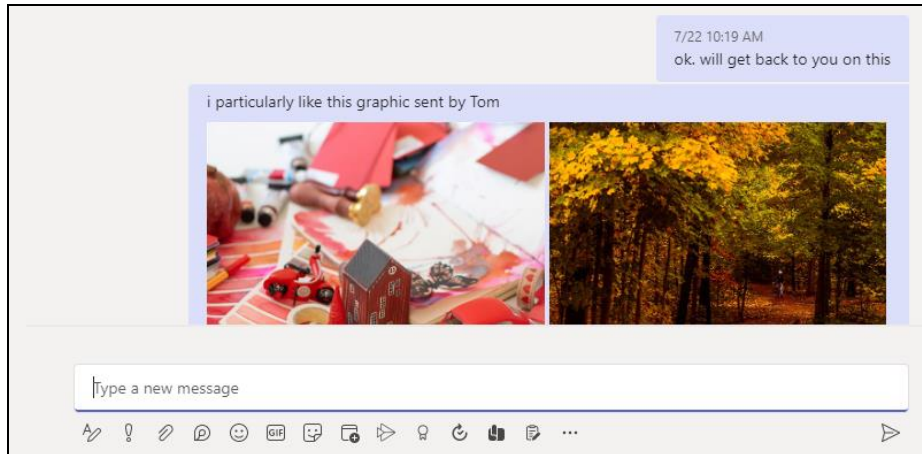
Select the data type that you want to backup which are owned by the selected user(s)  
☐  Outlook ☒  OneDrive ☐  Personal Site ☒  Teams Chat

Scenario:

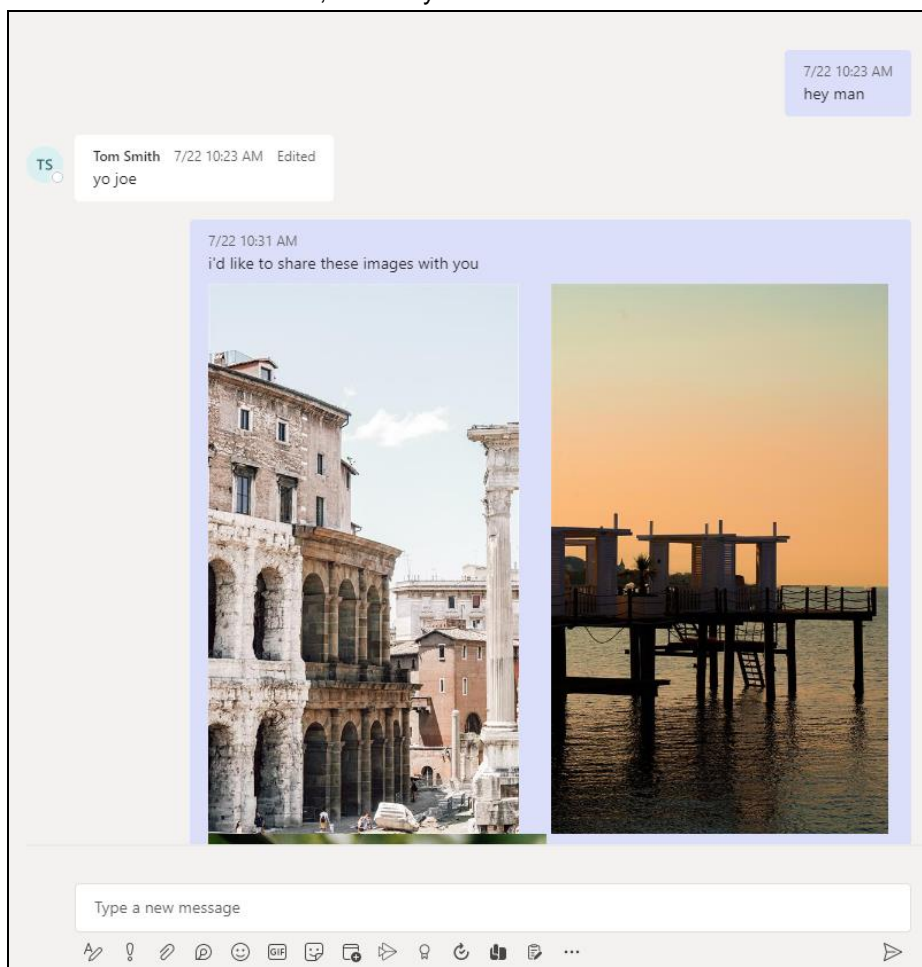
Joe has 1:1 chat with Teresa, and they shared files with each other.







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



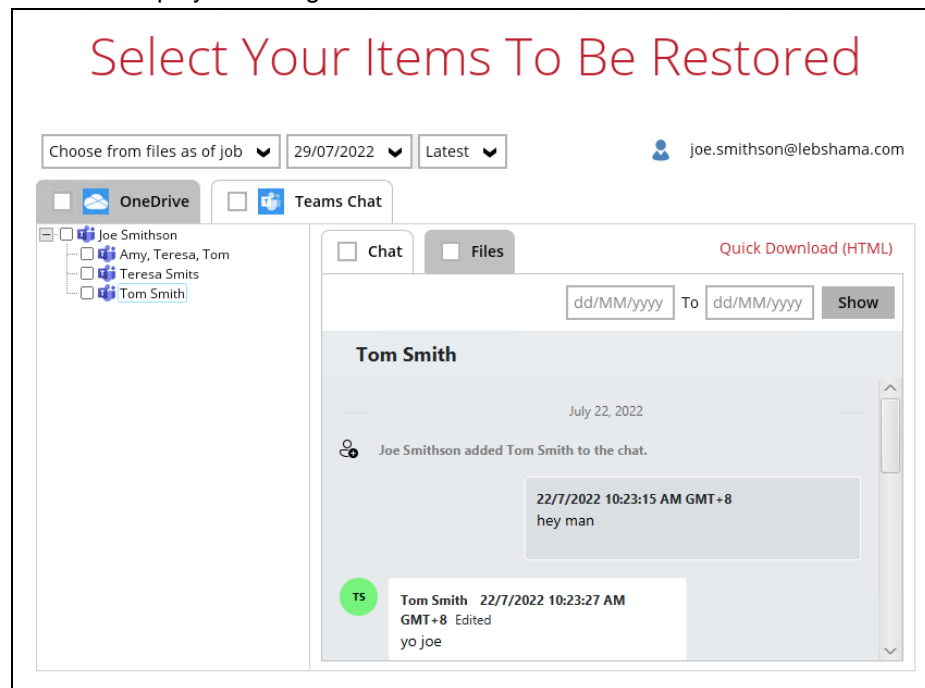
If you create a Backup Set and select only Joe and Tom, it will include Joe's chat message with Tom, and files shared by Joe and Tom. It will not include Teresa's chat message and file attachments.

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@lebsham.com* in Chat “Joe SmithsonTeresa Smits,” will skip to backup cause users are not selected”.

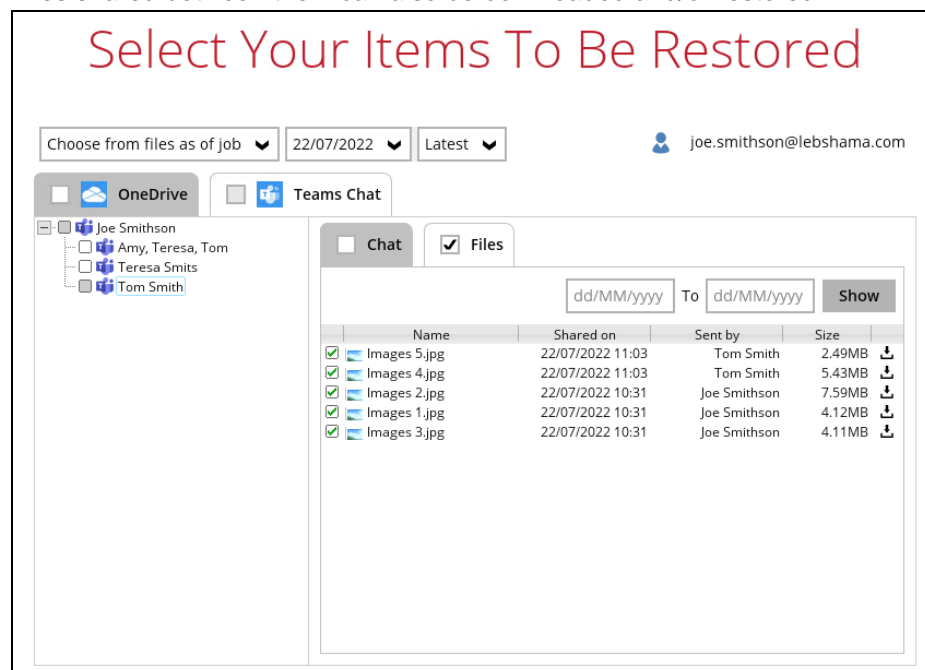
⚠	Messages for users "teresa.smits@lebsham.com" in Chat "Joe SmithsonTeresa Smits, " will skip to backup cause u...	29/07/2022 08:10:35
ℹ	[Update Attribute]... 100% of "Office 365/Chats/19:3acba344-4934-473c-9e0d-8bf58f7d346c_85e51e41-6260-4834-...	29/07/2022 08:10:35
ℹ	[Messages for users "teresa.smits@lebsham.com" 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.

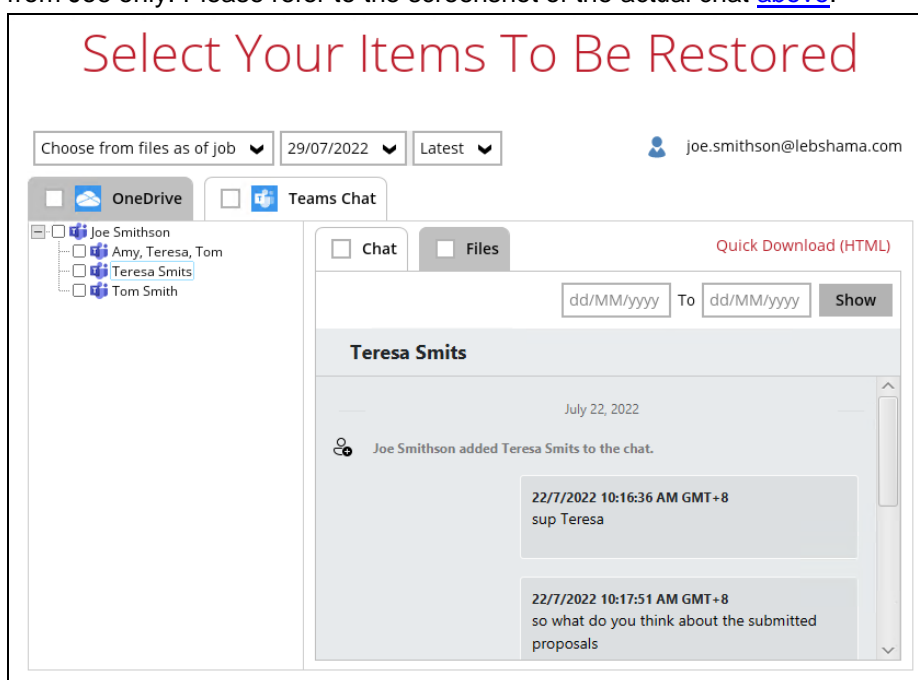
The chat displays messages from Joe and Tom.



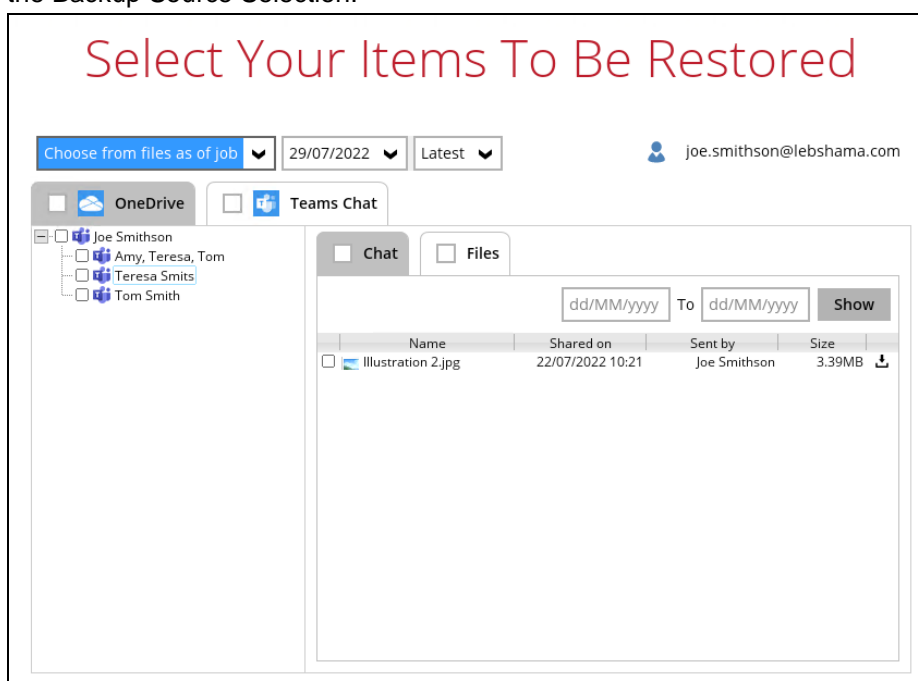
Files shared between them can also be downloaded and/or restored.



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

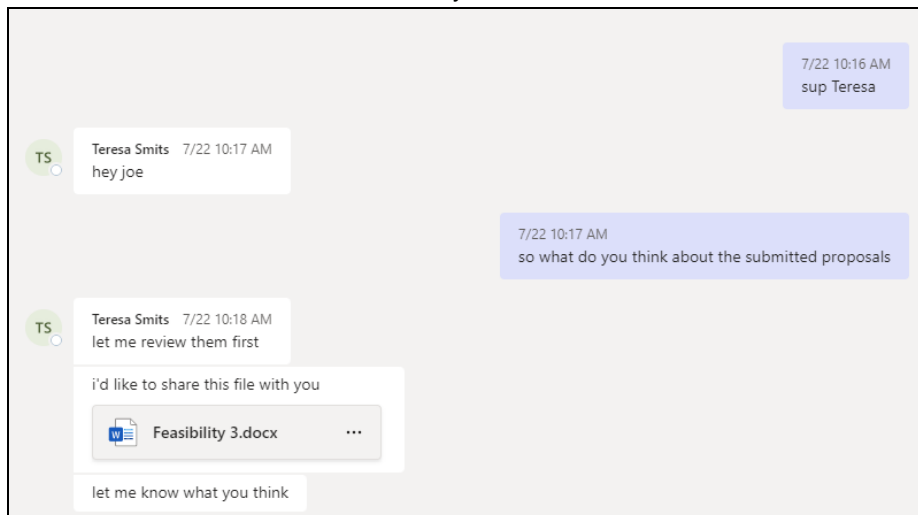
**Select Specific Source**  
☒ Sort by alphabetical order ☐ Sort by User Group  
  
**Uncheck All Current Items**  
☒  Joe Smithson (joe.smithson@lebshama.com)  
☒  Tom Smith (tom.smith@lebshama.com)

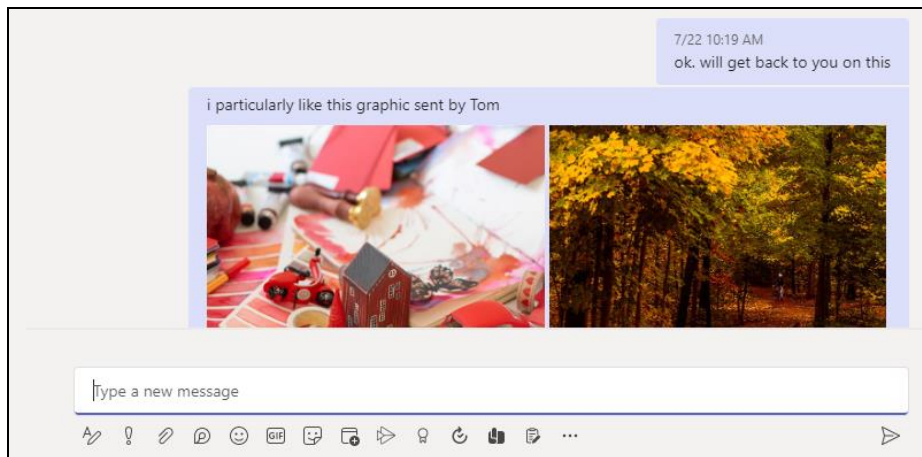
- Data type: Teams Chat

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

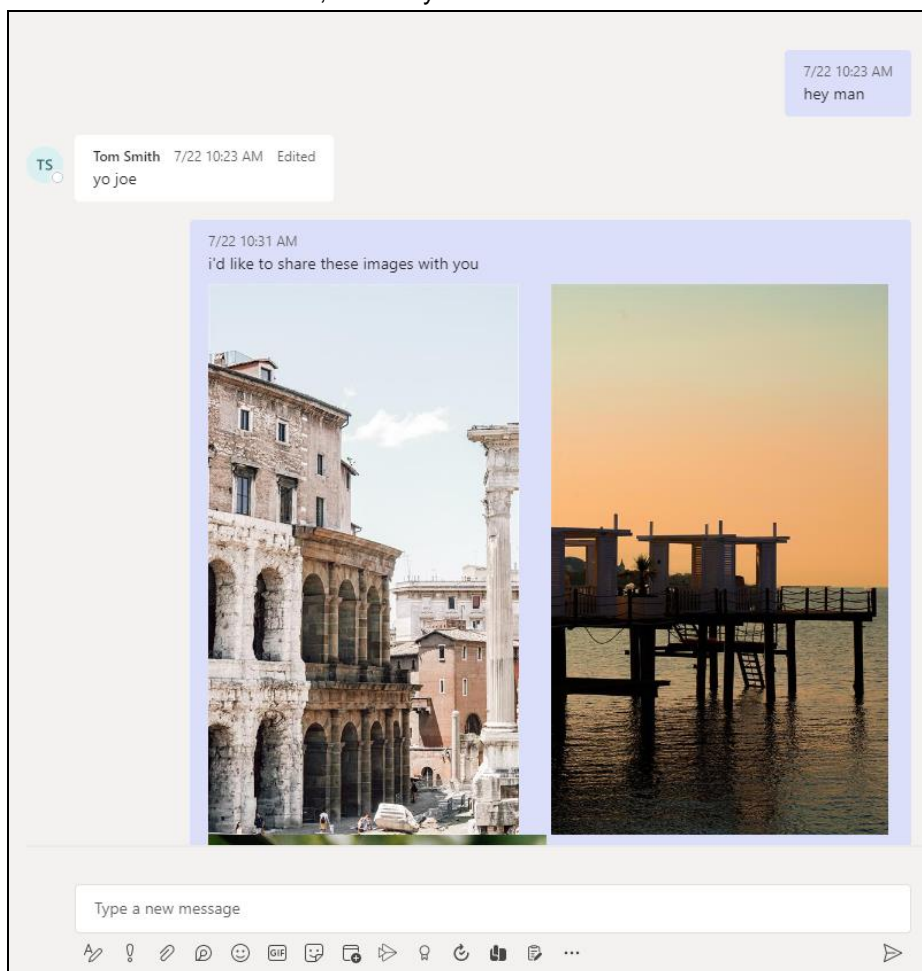
Scenario:

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.

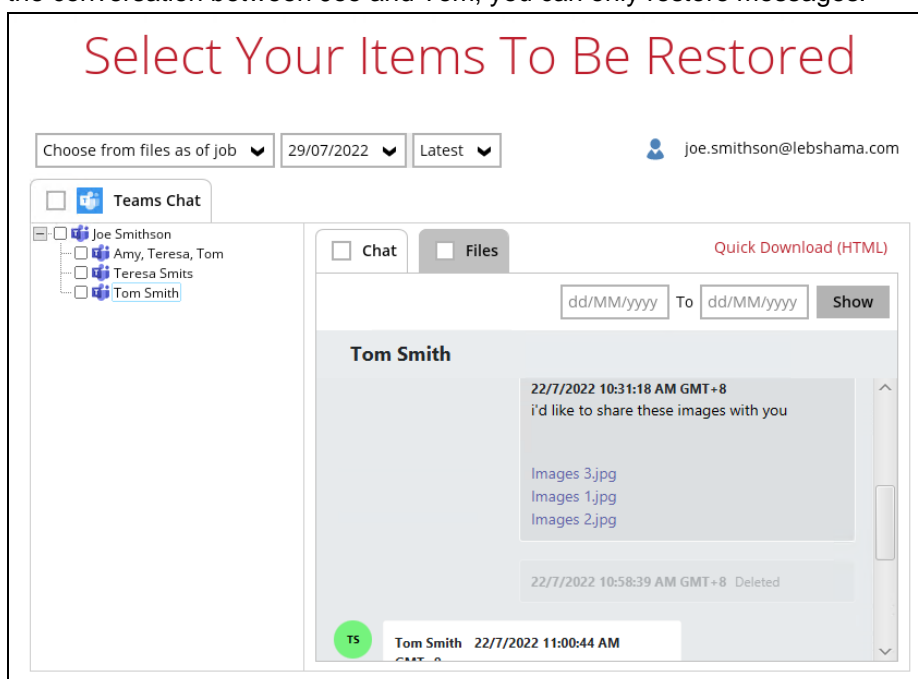


If you create a Backup Set, and select only Joe and Tom, it will include Joe's chat message with Tom. It will not include Teresa's messages as Teresa is not selected. It will also not include any files attached as OneDrive is not selected.

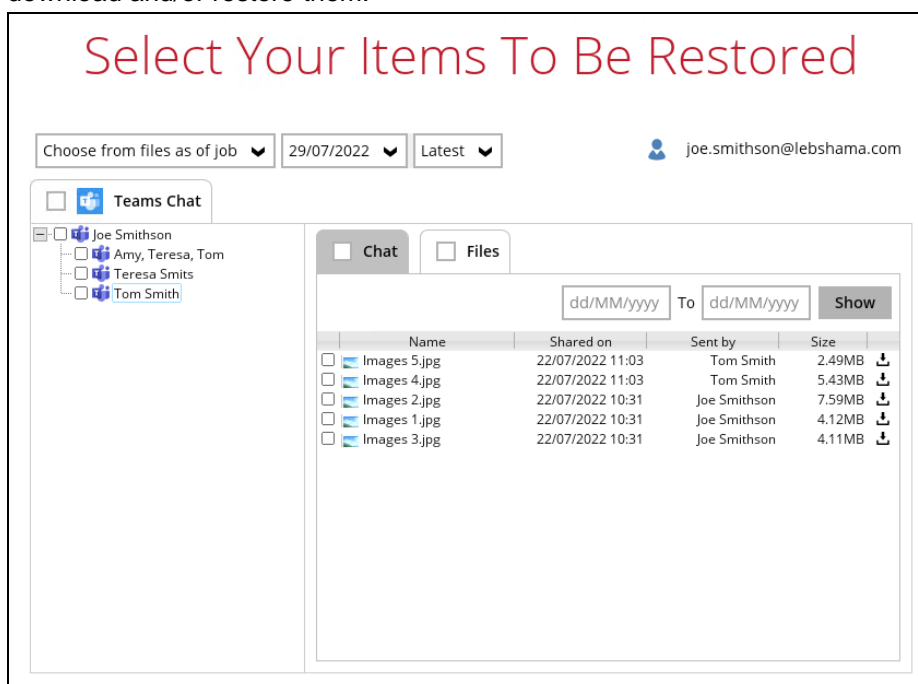
There will be Warnings after backup that items were not backed up when not all the users involved in the conversation are selected for backup. This is a sample of the warning that can be viewed from the backup report “Messages from users *teresa.smits@lebshama.com* in Chat “Joe SmithsonTeresa Smits,” 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-8bf58f7d346c_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

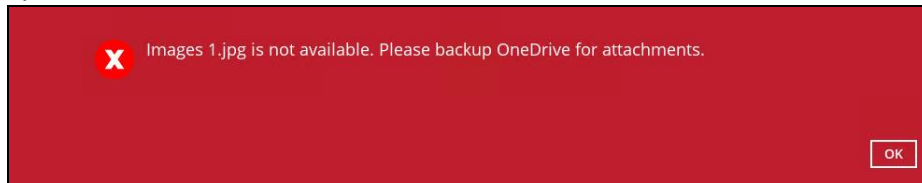
When you Restore from this Backup Set to choose from Joe’s list of chats, and open the conversation between Joe and Tom, you can only restore messages.



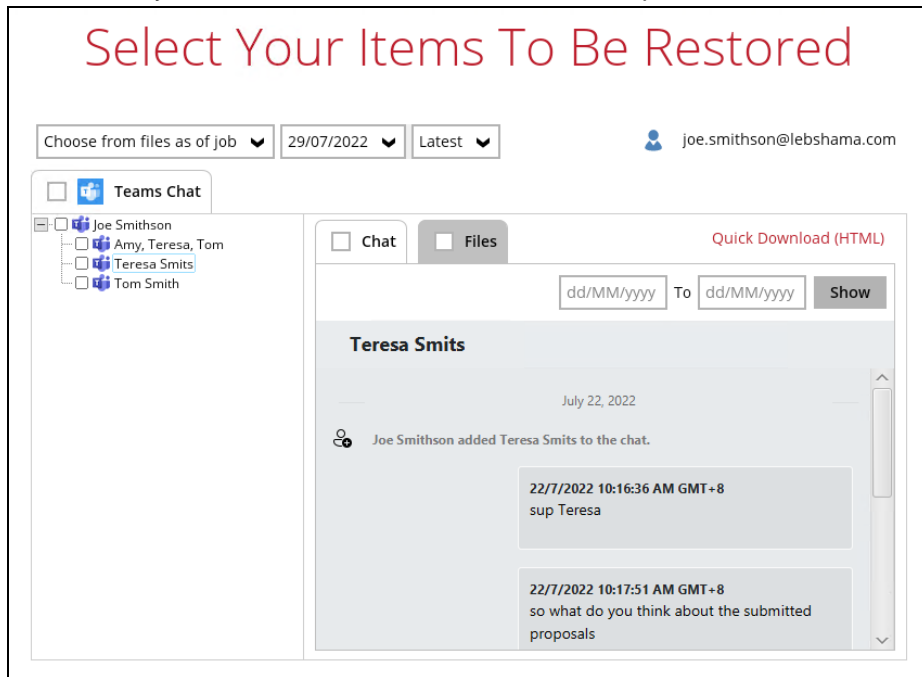
Files that they shared with each other will be listed under the Files tab, but you cannot download and/or restore them.



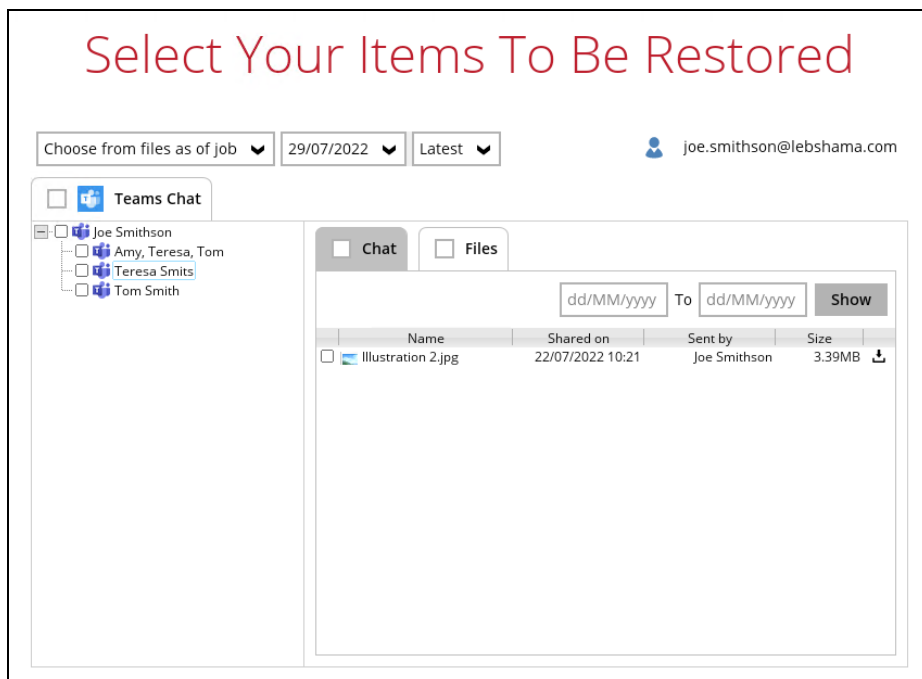
And when you click on the download button, this error message will appear because OneDrive is not a selected Data Type, which means the shared file was not backed up since file attachments are saved in OneDrive.



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.

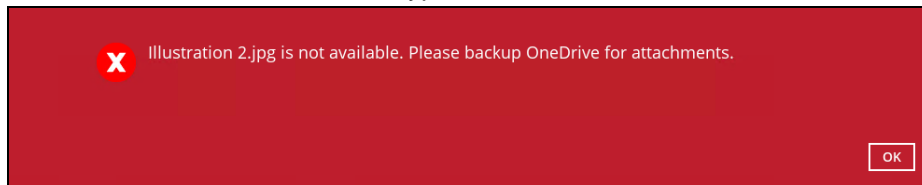


Only files shared by Joe will be listed under the Files tab, but it will not be available for download and/or restore.





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

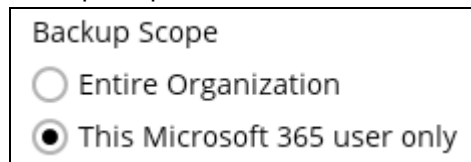


#### Example No. 4

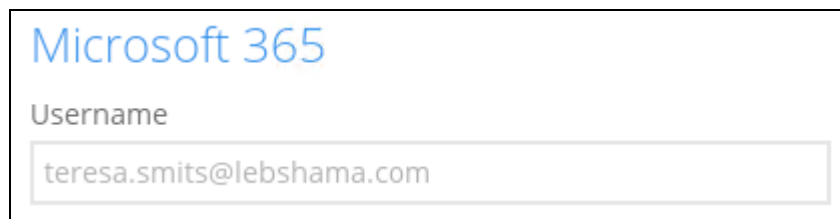
You are required to backup Microsoft 365 user: Teresa.

Selection:

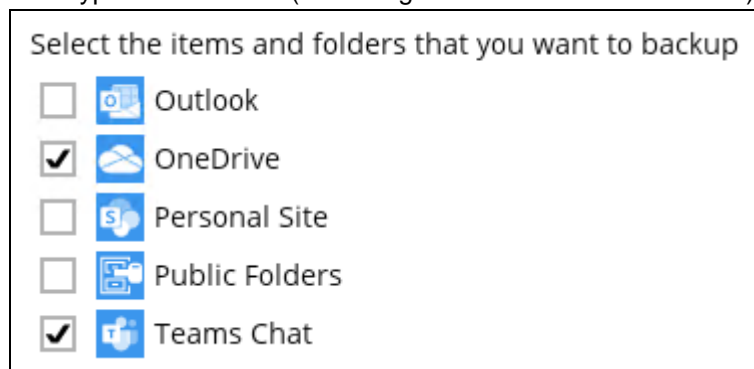
- Backup Scope: This Microsoft 365 user only

A dialog box titled "Backup Scope" with two radio button options: "Entire Organization" and "This Microsoft 365 user only". The "This Microsoft 365 user only" option is selected.

- Microsoft 365 user: Teresa

A dialog box titled "Microsoft 365" with a "Username" label and a text input field containing "teresa.smits@lebshama.com".

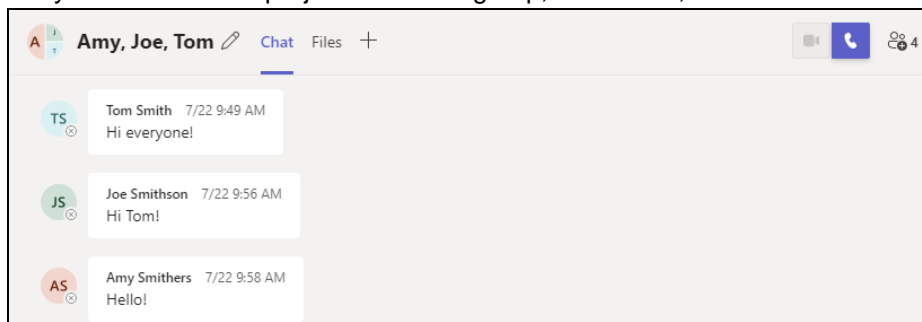
- Data type: Teams Chat (assuming no Outlook or Personal Site) and OneDrive

A dialog box titled "Select the items and folders that you want to backup" with a list of items and checkboxes: Outlook (unchecked), OneDrive (checked), Personal Site (unchecked), Public Folders (unchecked), and Teams Chat (checked).

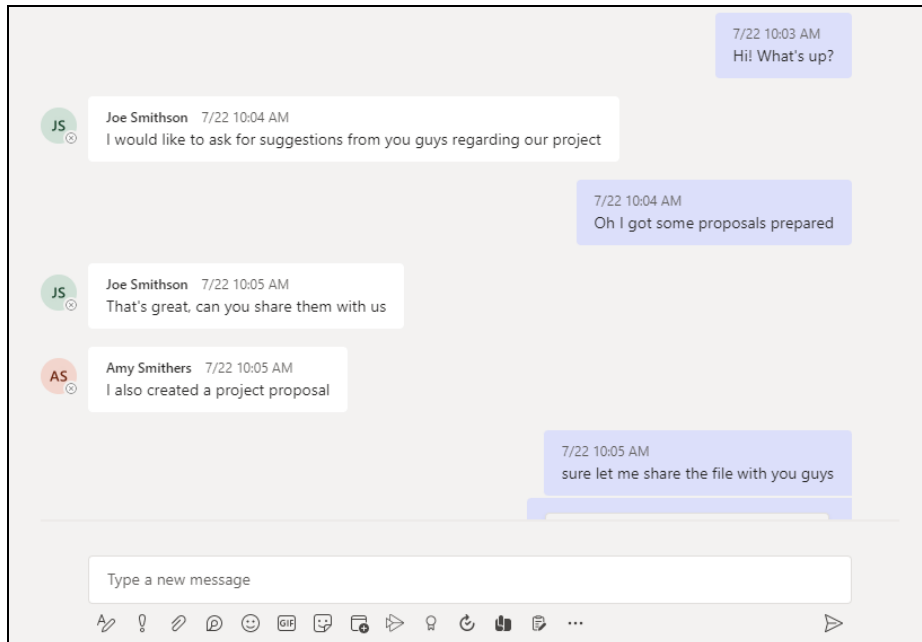
Scenario:

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

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



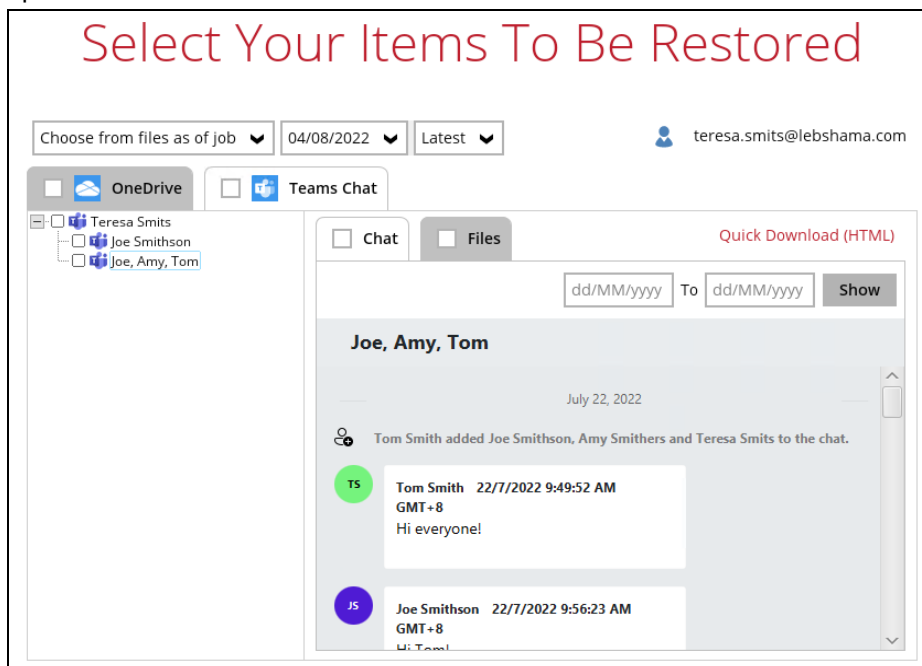




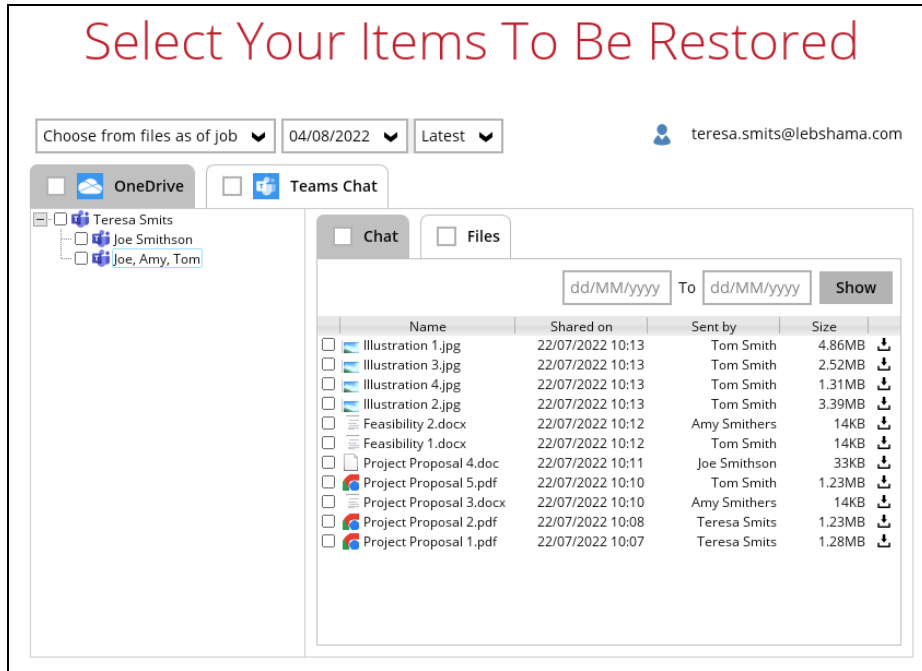
If you create a Backup Set, it will include all messages sent by Teresa as well as messages from the other users for the 1:1 group chat where Teresa is included.

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

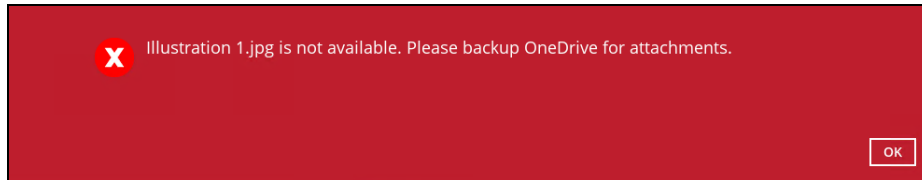
When you Restore from this Backup Set to choose this group Teams Chat you will see all the messages in the chat. Please refer to the screenshot of the actual conversation above, as you can see all the messages from all the users were backed up.



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

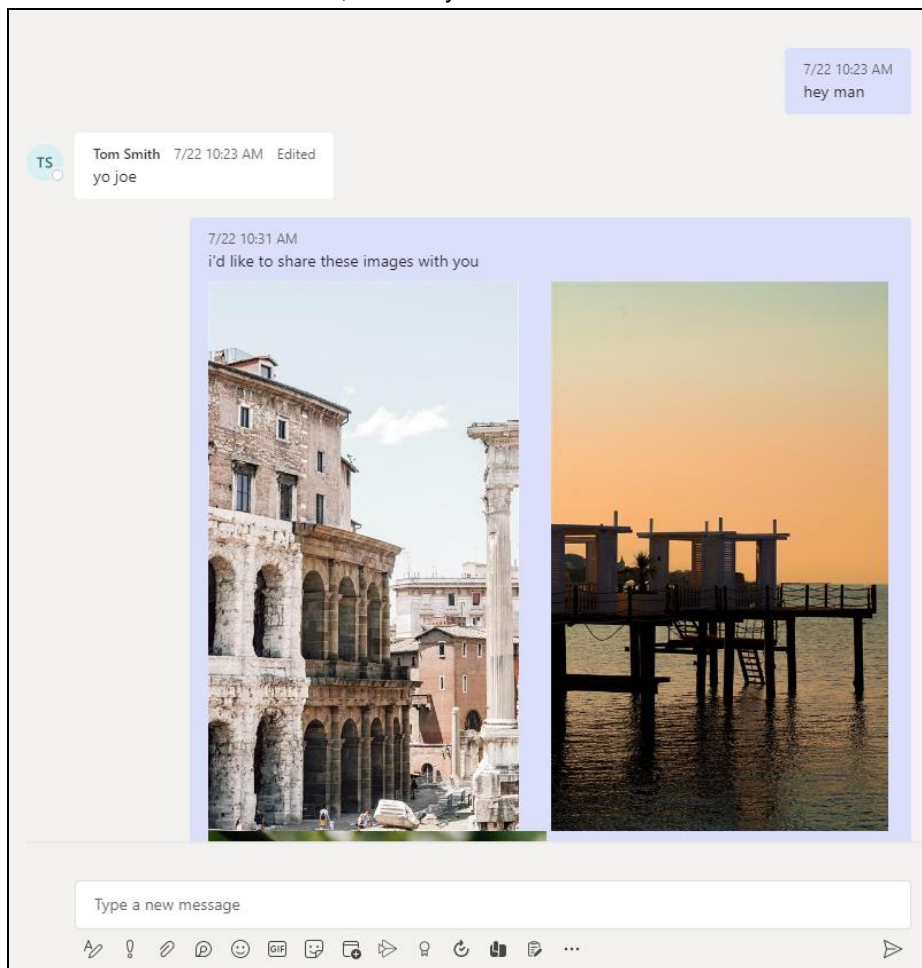
- Data type: Teams Chat

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

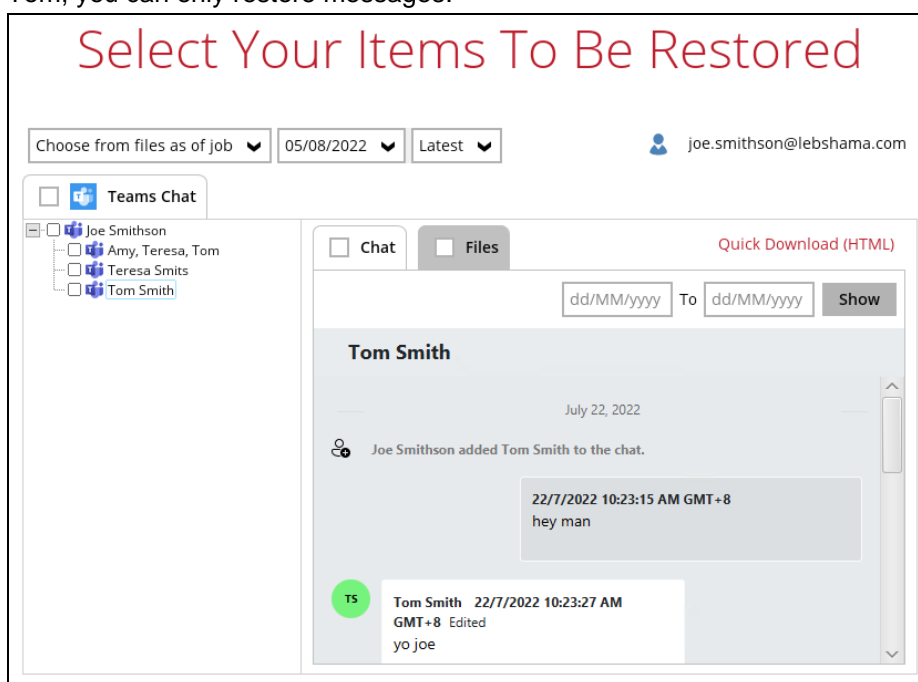
Scenario:

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

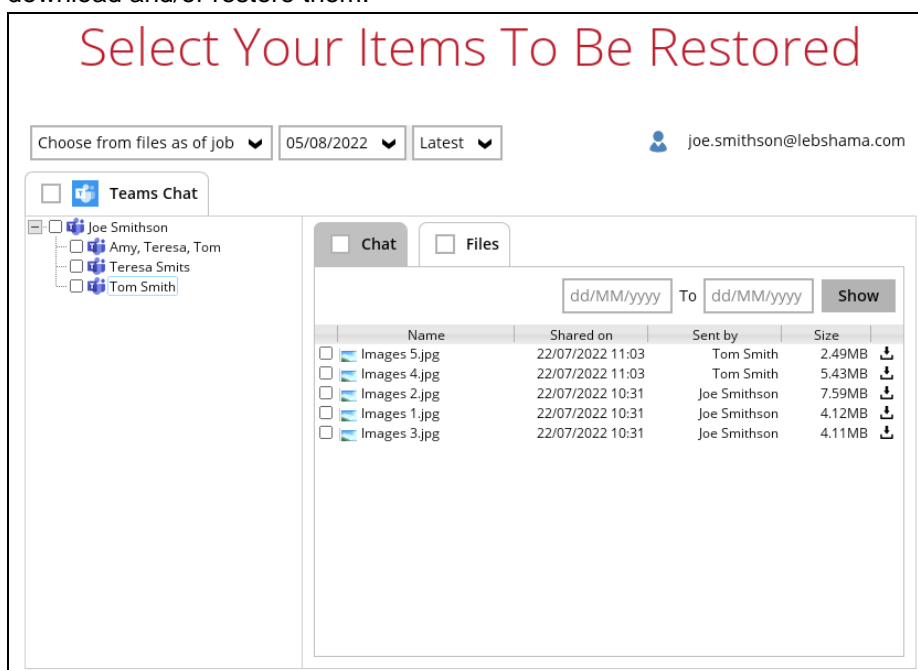


If you create a Backup Set, it will include Joe's chat message with Tom. But it will not include any files attached as OneDrive is not selected.

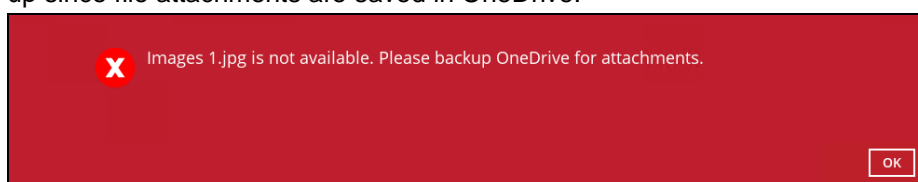
When you Restore from this Backup Set and open the conversation between Joe and Tom, you can only restore messages.



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

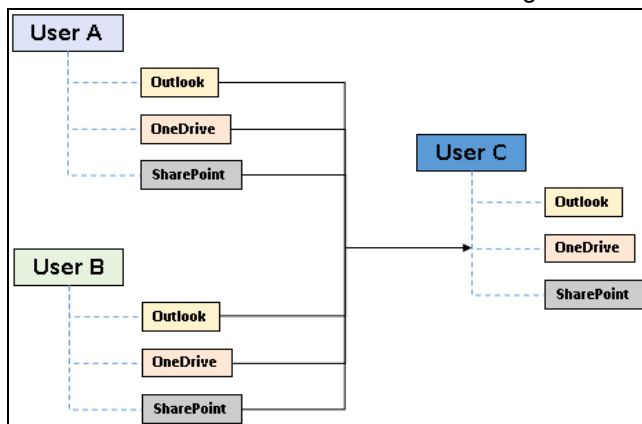
- Only administrator account or user account with administrative authority can restore backup items to an alternate location.
- If you are trying to restore item(s) from one user to an alternate location user, AhsayOBM will restore the item(s) to their respective destination folder(s) with the same name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

## 2.18.2 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 <sup>1, 2</sup>	1 TB plus 10 GB per license purchased	1 TB plus 10 GB per license purchased <sup>3</sup>	1 TB <sup>3</sup>
Max storage per site collection <sup>4</sup>	25 TB	25 TB	25 TB <sup>5</sup>
Site collections per organization	1 million <sup>6</sup>	1 million <sup>6</sup>	1 million
Number of users	Up to 300	1- 500,000 <sup>7</sup>	1- 500,000 <sup>7</sup>

- 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.

## 2.19 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.

### ❶ 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.

### ❷ Performance Recommendations

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

- ❶ Enable schedule backup jobs when system activity is low to achieve the best possible performance.
- ❷ 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.

### ❸ 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.

### ❹ Backup Destination

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

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

### ❺ Log in to 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.

### ❻ 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 which are created, the number of files which are updated/deleted, and new users may be added etc. schedule.



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 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 of large numbers of Microsoft 365 users](#).

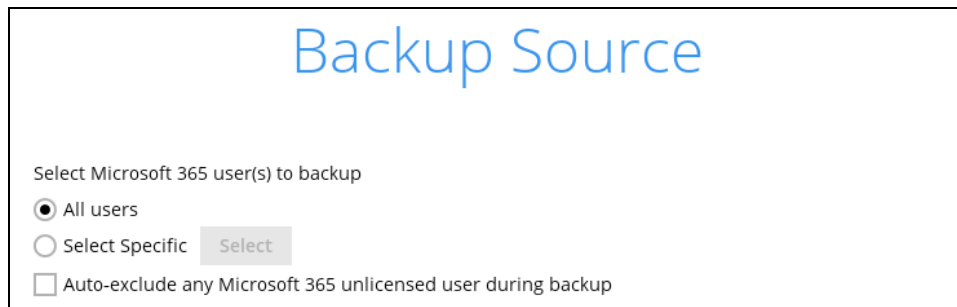
#### • **Concurrent Backup Thread**

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.

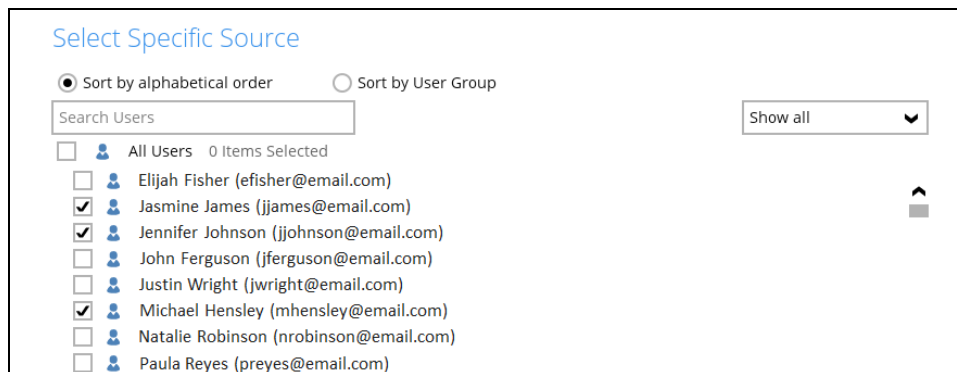
## i Backup Source

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 365 user.

### All Microsoft 365 users



### Selective Microsoft 365 user



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
<b>Backup Set Maintenance</b>	The Admin does not need to manage the backup set, i.e. to select or unselect use when a Microsoft 365 user account was added or removed, the changes are automatically updated in the backup source.	<p>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.</p> <p>If a Microsoft 365 user account is removed from the domain and the admin forgets to 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,</p>

		<a href="#">Appendix D: Example Scenario for Backup Set Maintenance</a>
<b>Microsoft 365 License</b>	<p>The backup user account must have additional Microsoft 365 license modules assigned to cover any increase in 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, <a href="#">Appendix A: Example Scenarios for Microsoft 365 License Requirement and Usage</a></p>	This will allow the admin to easily control or manage the number of license modules used for the backup set.
<b>Backup Time</b>	All Microsoft 365 user accounts will be backed up. This means the initial full backup job will take longer, any subsequent incremental backup will take longer.	Only selective Microsoft 365 user accounts will be backed up. This will mean the initial full backup job will be faster, any subsequent incremental backup will be faster.
<b>Storage</b>	As all Microsoft 365 user accounts are backed up, more storage will be required.	As only selective Microsoft 365 user accounts will be backed up, the backup set will require relatively less storage.
<b>Data Synchronization Check</b>	As all Microsoft 365 user accounts are selected for backup, regular DSC may not be required.	<p>As only selective files and/or folders are selected for backup, DSC is highly recommended to synchronize de-selected files and/or folders in the backup source with the backup destination(s).</p> <p>To know more about the DSC, please refer to <a href="#">Appendix E: Example Scenario for Data Synchronization Check (DSC) with sample backup reports</a></p>

### 3 Creating a Microsoft 365 Backup Set

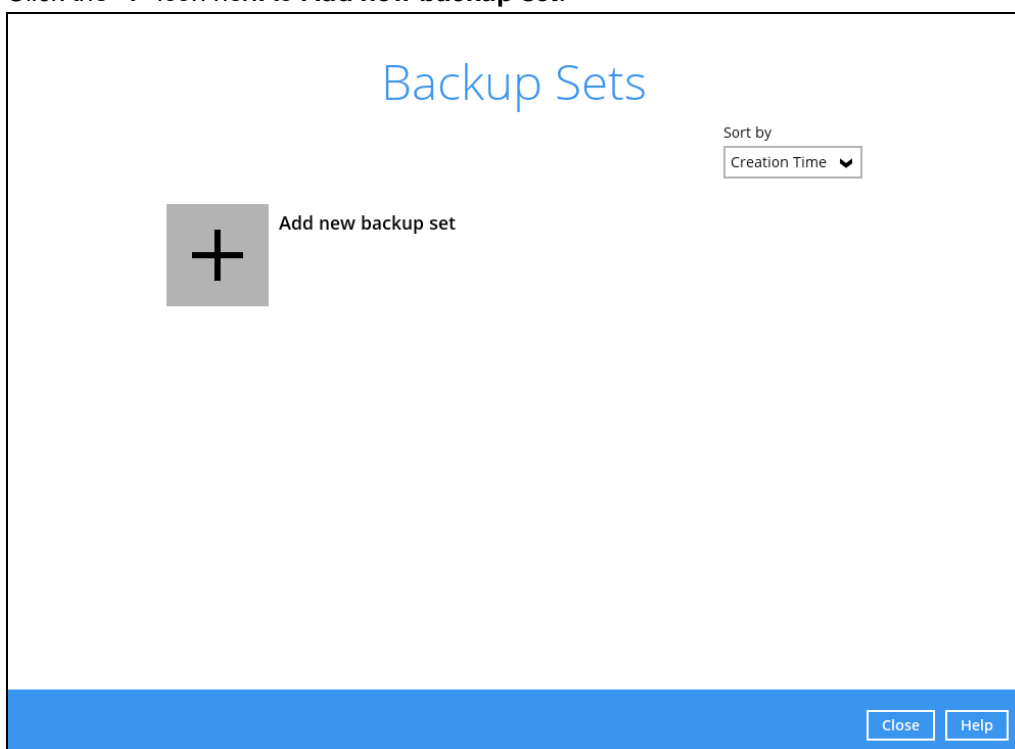
1. Log in to AhsayOBM.

For instructions on how to do this please refer to [Chapter 8](#) of the AhsayOBM v9 Quick Start Guide for Windows.

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

- MS Windows System Backup
- MS Windows System Backup
- MS Hyper-V Backup
- MySQL Backup
- MariaDB Backup
- Microsoft 365 Backup**
- Oracle Database Server Backup
- ShadowProtect System 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?](#)

Back

Next



←

## Enter password

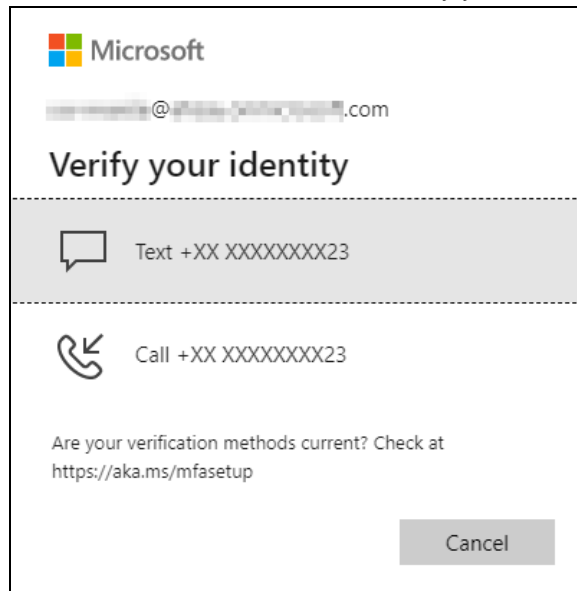
••••••••



[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

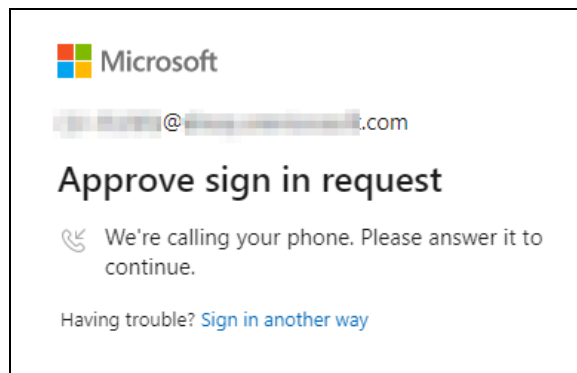
 Text +XX XXXXXXXXX23

 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

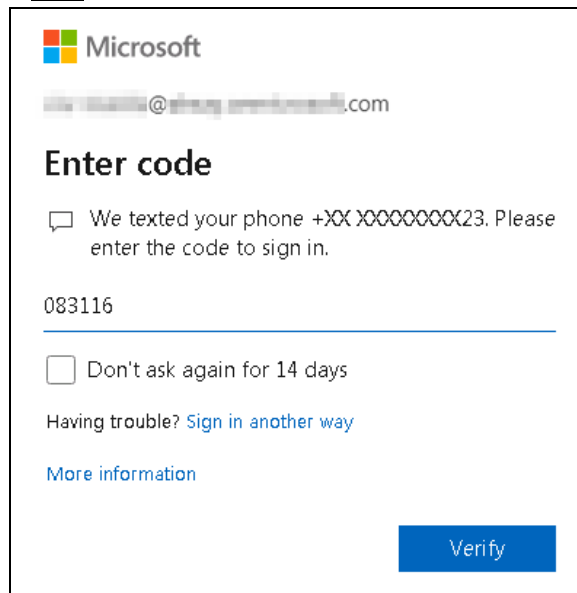
blurred\_email@blurred\_domain.com

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

Copy the authorization code.



#### Authorization Code for Microsoft 365

0.ASSA\_IShkza7uEGrYiY1I1VMXr6-cOjcE8ZFpMZUa8Z

Please copy and paste the above Authorization Code into Ahsay's product to complete the setup.

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

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.

32cmWkjCrmpTk7Nx4u7gFmpwigul6mEJueYlhqT9ojjCoh8j7wiOZc43IAA

OK

Cancel

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

## 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

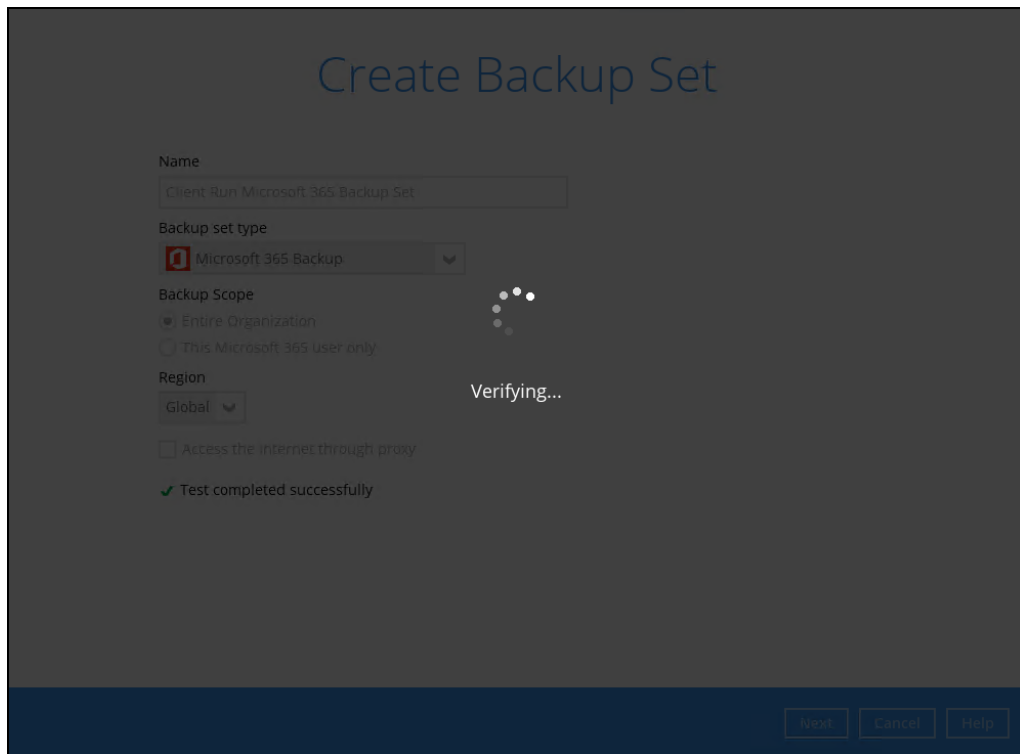
✓ Test completed successfully

Next

Cancel

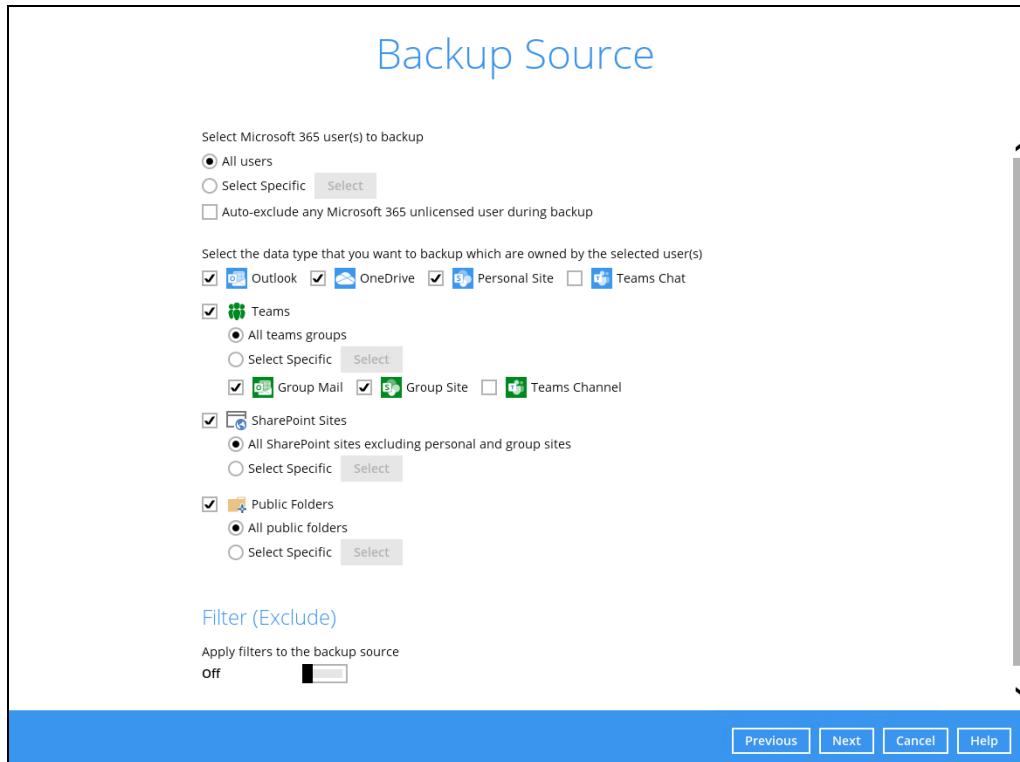
Help





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.



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

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

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

Selected only

Uncheck All Current Items

☒ 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

Searching 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)
- ☐  Superdax (superdax@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 a checkbox and "0 Items Selected". Below it, there are several site URLs, each with a checkbox and a folder icon: "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".

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 a checkbox and "0 Items Selected". Below it, there are several public folder names, each with a checkbox and a folder icon: "GSA\_Pub\_001", "GSA\_Pub\_002", "GSO\_Pub\_001", "GSO\_Pub\_002", and "GSU\_Pub\_001".

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 a checkbox and "0 Items Selected". Below it, there are several public folder names, each with a checkbox and a folder icon: "GSA\_Pub\_001", "GSA\_Pub\_002", "GSO\_Pub\_001", "GSO\_Pub\_002", and "GSU\_Pub\_001".

If This Microsoft 365 User Only is selected, this will be 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 a checkbox and "0 Items Selected". Below it, there are several public folder names, each with a checkbox and a folder icon: "GSA\_Pub\_001", "GSA\_Pub\_002", "GSO\_Pub\_001", "GSO\_Pub\_002", and "GSU\_Pub\_001".

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

Filter-1

Match folder names by

☒ Simple comparison


ends with




☐ Regular expression (UNIX-style)

☐ Standard Folder in Mailbox

Existing patterns to match





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:

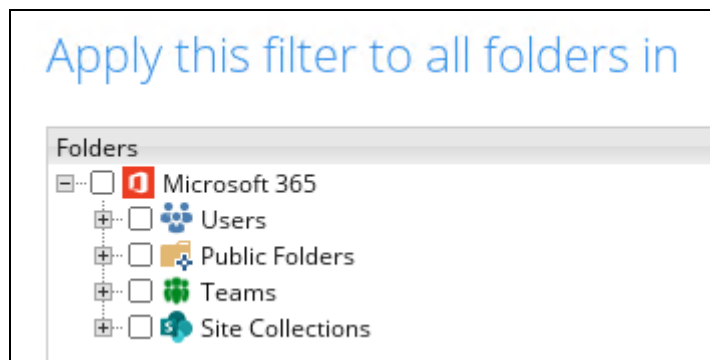
- Simple comparison – there are three choices:
  - starts with, folders that begins with the pattern will be selected
  - contains, folders that contain the pattern will be selected
  - ends with, folders that ends with the pattern will be selected
- Regular expression (UNIX-style) or
- Standard Folder 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**

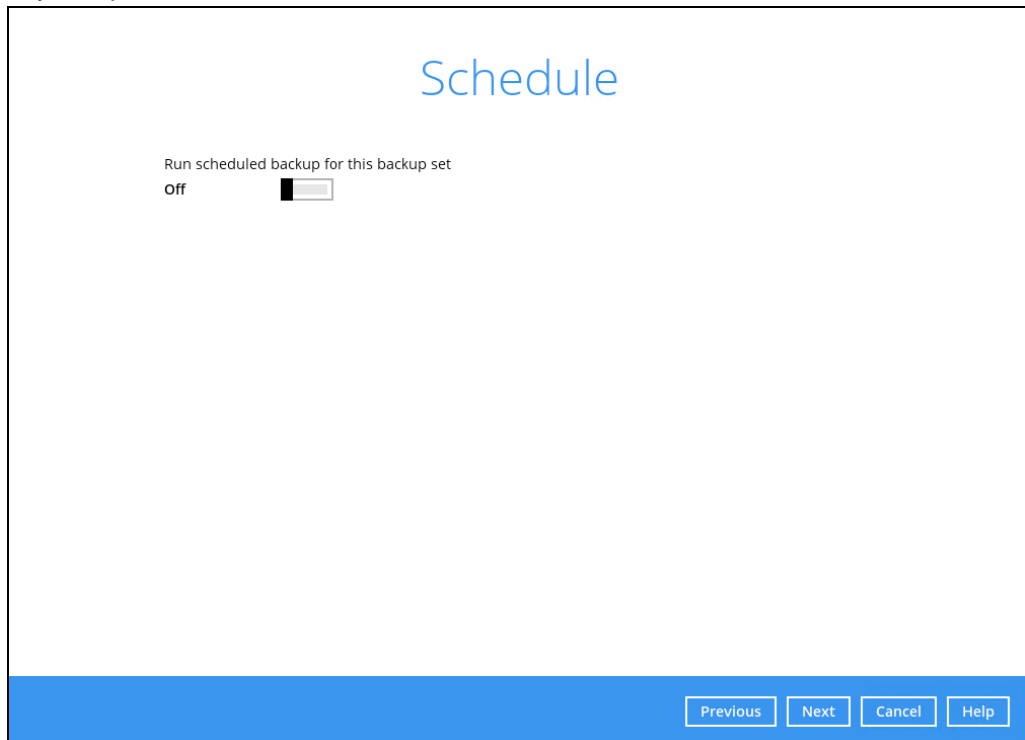
Existing patterns to match is only available for Simple comparison and Regular expression.

- ⦿ 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.



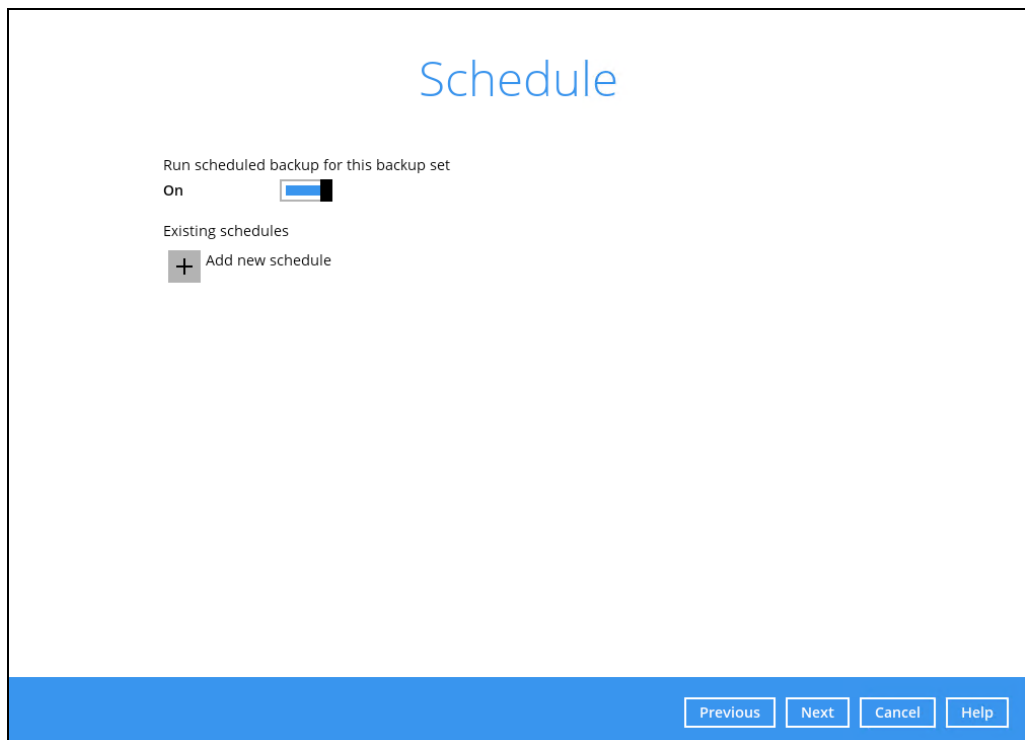
Click **Next** to continue.

8. In the Schedule window, configure a backup schedule for backup job to run automatically at your specified time interval.



The screenshot shows a window titled "Schedule". Inside, there is a section "Run scheduled backup for this backup set" with a toggle switch currently set to "Off". At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

Slide the on/off button to turn on this feature, then click **Add new schedule** to add a new schedule.



The screenshot shows the same "Schedule" window, but the toggle switch for "Run scheduled backup for this backup set" is now set to "On". Below this, there is a section "Existing schedules" with a button labeled "+ Add new schedule". The "Previous", "Next", "Cancel", and "Help" buttons remain at the bottom right.



New Backup Schedule

Name  
Daily-1

Type  
Daily

Start backup  
at 17:06  
at  
every backup completed

☐ Run Retention Policy after backup

OK Cancel Help

Previous Next Cancel Help

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.

New Backup Schedule

Name  
Daily-1

Type  
Daily

Start backup  
at 10 : 49

Stop  
until full backup completed

☒ Run Retention Policy after backup

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

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 23 : 00

Stop  
until full backup completed

☒ Run Retention Policy after backup

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

New Backup Schedule

Name  
Monthly-1

Type  
Monthly

Backup on the following day every month  
☒ Day Last  
☐ Last Sunday

Start backup at  
20 : 00 on the selected days

Stop  
until full backup completed

☒ Run Retention Policy after backup

- **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  
23 : 59

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

1 minute  
2 minutes  
3 minutes  
4 minutes  
5 minutes  
6 minutes  
10 minutes  
12 minutes

30 minutes  
1 hour  
2 hours  
3 hours  
4 hours  
6 hours  
8 hours  
12 hours

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-2

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 schedule every 4 hours Monday - Friday during business hours

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

- **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.

- **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.

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

Schedule

Run scheduled backup for this backup set

On ☐

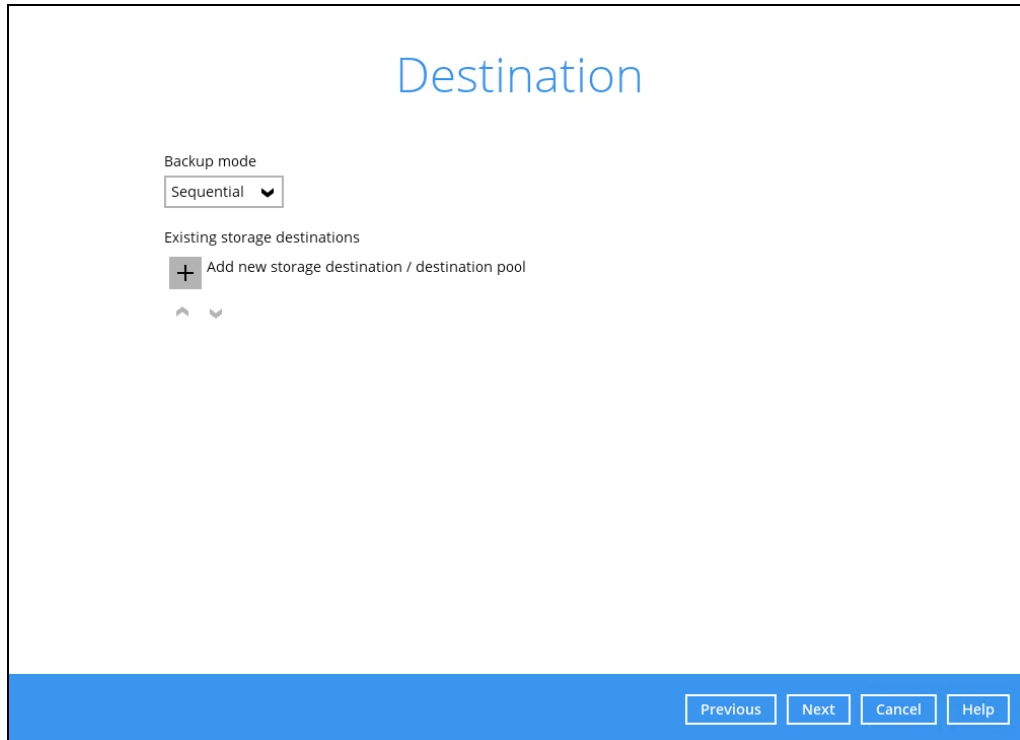
Existing schedules

- Daily-1**  
Daily (Everyday at 10:49)
- Weekly-1**  
Weekly - Saturday (Every week at 23:00)
- Monthly-1**  
Monthly - The Last Day (Every month at 20:00)
- Custom-1**  
Custom (12/31/2022 at 23:59)

Add

Previous Next Cancel Help

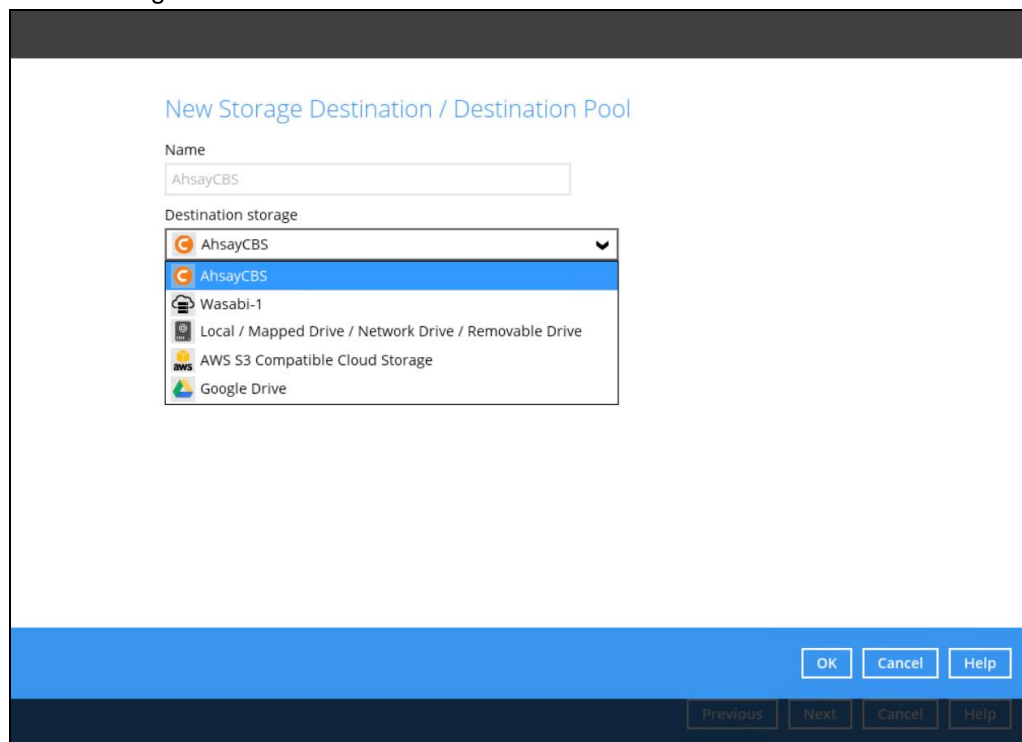
9. In the Destination window, select a backup destination where the backup data will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



**NOTE**

For more details on Backup Destination, refer to the following Wiki article for details:  
[FAQ: Frequently Asked Questions on Backup Destination](#)

Select storage destination.



You can choose a storage combination of the Local/Mapped Drive/Network 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 / Network 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 / Network Drive / Removable Drive

Path (Input local / network address or click [Change])  
\\[redacted]\\Users\\Administrator\\Documents\\Sample: Change

☐ This share requires access credentials

Test

OK Cancel Help

Previous Next Cancel Help

If **This share required access credentials** checkbox is ticked, enter the username and password.

New Storage Destination / Destination Pool

Name  
Local-1

Destination storage  
Local / Mapped Drive / Network Drive / Removable Drive

Path (Input local / network address or click [Change])  
\\[redacted]\\Users\\Administrator\\Documents\\Sample: Change

☒ This share requires access credentials

User name (e.g. domain\\username)  
Administrator

Password  
[masked]

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 / Network Drive / Removable Drive

Path (Input local / network address or click [Change])  
\\[redacted]Users\Administrator\Documents\SampleS Change

☒ This share requires access credentials

User name (e.g. domain\username)  
Administrator

Password  
\*\*\*\*\*

Testing access to destination...

OK Cancel Help

**Test completed successfully** shows when the validation is done.

New Storage Destination / Destination Pool

Name  
Local-1

Destination storage  
Local / Mapped Drive / Network Drive / Removable Drive

Path (Input local / network address or click [Change])  
\\[redacted]Users\Administrator\Documents\SampleS Change

☒ This share requires access credentials

User name (e.g. domain\username)  
Administrator

Password  
\*\*\*\*\*

Test completed successfully

OK Cancel Help

- If you have chosen **AWS S3 Compatible Cloud Storage**, select it from the destination storage.

The screenshot shows a web form titled "New Storage Destination / Destination Pool". The form contains the following fields and options:

- Name:** A text input field containing "AWSCompatible-1".
- Destination storage:** A dropdown menu with "AWS S3 Compatible Cloud Storage" selected.
- Host:** An empty text input field.
- Port:** An empty text input field.
- Access Key ID:** An empty text input field.
- Secret Access Key:** An empty text input field.
- Bucket Name (please create this bucket manually first):** An empty text input field.
- Connect with SSL/TLS:** An unchecked checkbox.
- Access the Internet through proxy:** An unchecked checkbox.
- Test:** A button.

At the bottom right, there are buttons for "OK", "Cancel", and "Help". At the very bottom, there are buttons for "Previous", "Next", "Cancel", and "Help".

Enter the required details.

The screenshot shows the same web form as above, but with the following details entered:

- Name:** "AWSCompatible-1"
- Destination storage:** "AWS S3 Compatible Cloud Storage"
- Host:** "s3.us-west-1.wasabisys.com"
- Port:** "443"
- Access Key ID:** "N8QKJZ39ELC9C3CINBW"
- Secret Access Key:** "••••••"
- Bucket Name (please create this bucket manually first):** "kmtmanila"
- Connect with SSL/TLS:** A checked checkbox.
- Access the Internet through proxy:** An unchecked checkbox.
- Test:** A button.

The bottom navigation buttons ("OK", "Cancel", "Help" and "Previous", "Next", "Cancel", "Help") are also visible.



Click **Test** to validate the account.

New Storage Destination / Destination Pool

Name  
AWSCompatible-1

Destination storage  
AWS S3 Compatible Cloud Storage

Host  
s3.us-west-1.wasabisys.com

Port  
443

Access Key ID  
N8QKJZ39ELCJ9C3CINBW

Secret Access Key  
\*\*\*\*\*

Bucket Name (please create this bucket manually first)  
kmtmanila

☒ Connect with SSL/TLS

☐ Access the Internet through proxy

Testing access to destination...

OK Cancel Help

Previous Next Cancel Help

**Test completed successfully** shows when the validation is done. Click **OK** to proceed.

New Storage Destination / Destination Pool

Name  
AWSCompatible-1

Destination storage  
AWS S3 Compatible Cloud Storage

Host  
s3.us-west-1.wasabisys.com

Port  
443

Access Key ID  
N8QKJZ39ELCJ9C3CINBW

Secret Access Key  
\*\*\*\*\*

Bucket Name (please create this bucket manually first)  
kmtmanila

☒ Connect with SSL/TLS

☐ Access the Internet through proxy

Test completed successfully

OK Cancel Help

Previous Next Cancel 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 ^ v icon to alter the order. Click **Next** to proceed.

Destination

Backup mode  
Sequential ▼

Existing storage destinations

- AhsayCBS  
Host: 10.3.121.17:80
- Local-1  
C:\backup
- GoogleDrive-1  
Google Account: [redacted]

Add

^ v

Previous Next Cancel Help

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

Encryption

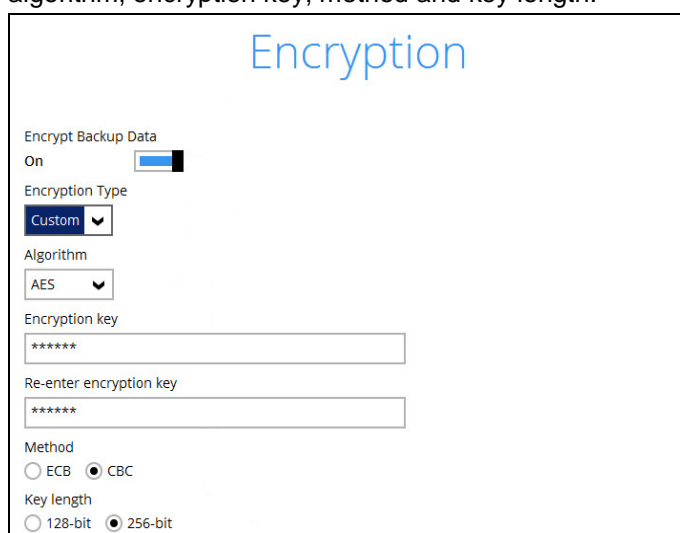
Encrypt Backup Data  
On

Encryption Type  
Default ▼  
Default  
User password  
Custom

Previous Next Cancel 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 set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.

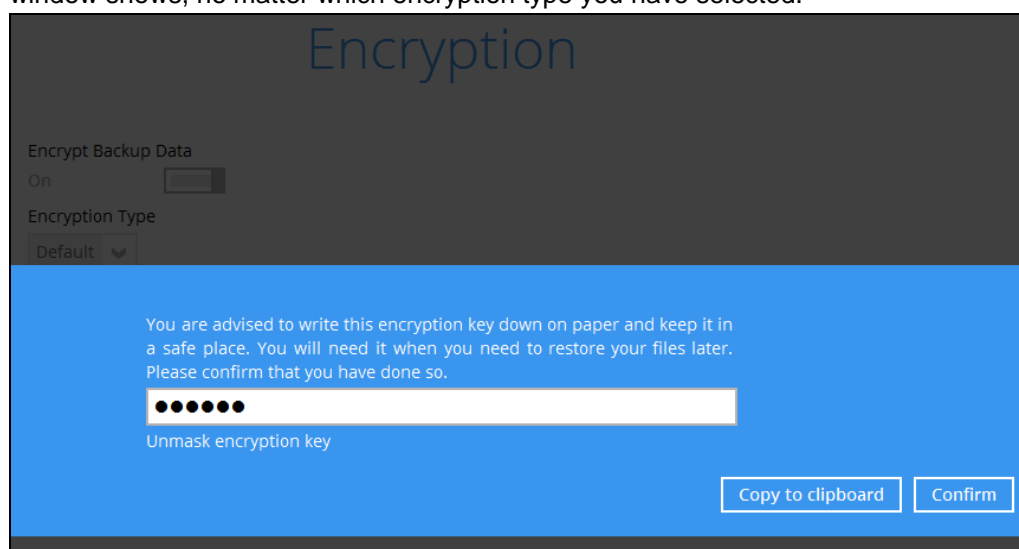


**NOTE**

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?](#)

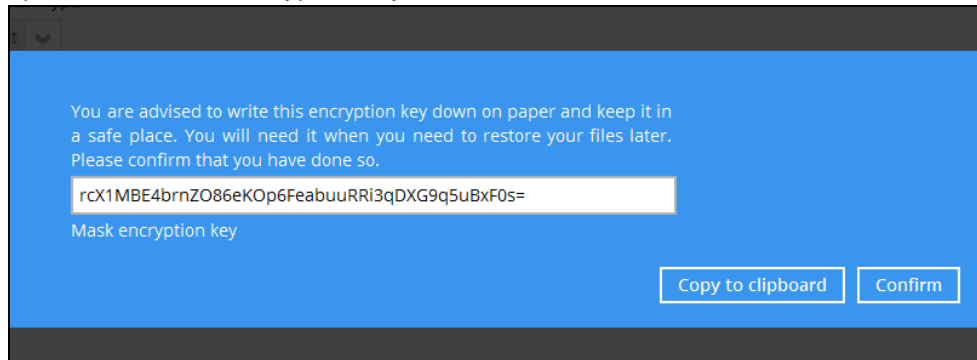
Click **Next** when you are done setting.

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



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

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



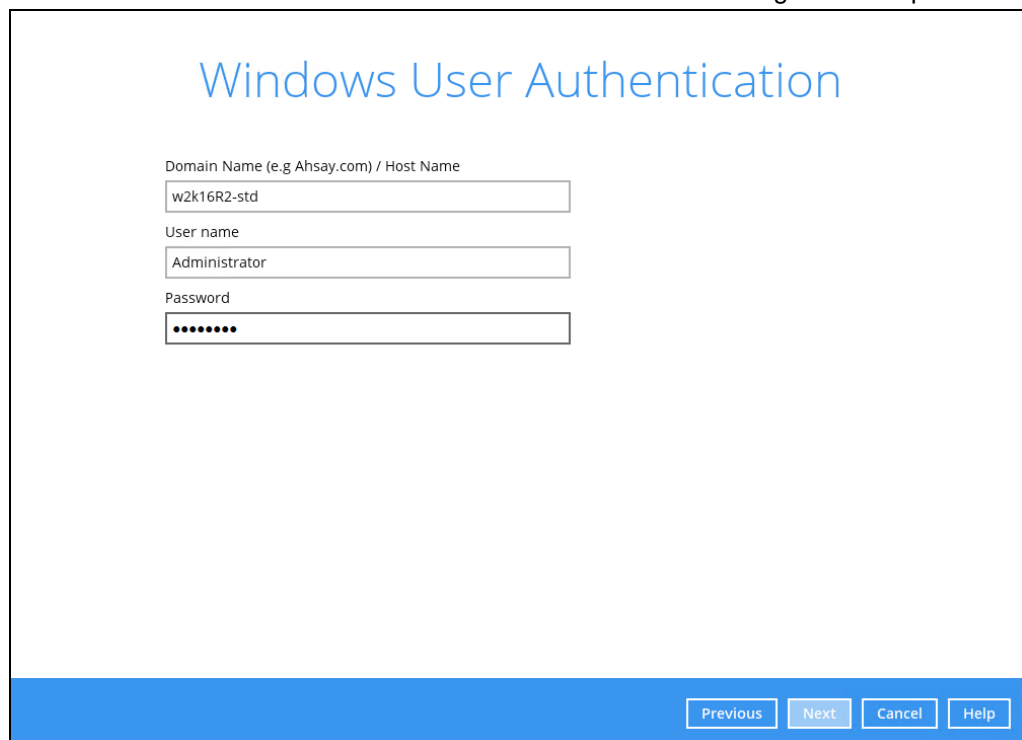
You are advised to write this encryption key down on paper and keep it in a safe place. You will need it when you need to restore your files later. Please confirm that you have done so.

rcX1MBE4brnZO86eKOp6FeabuuRRi3qDXG9q5uBxF0s=

Mask encryption key

Copy to clipboard Confirm

- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
  - **Confirm** – Click to exit this pop-up window and proceed to the next step.
12. If you have enabled the scheduled backup option, you will be prompted to enter the **User Name** and **Password** of the Windows account that will be running the backup.



## Windows User Authentication

Domain Name (e.g Ahsay.com) / Host Name

w2k16R2-std

User name

Administrator

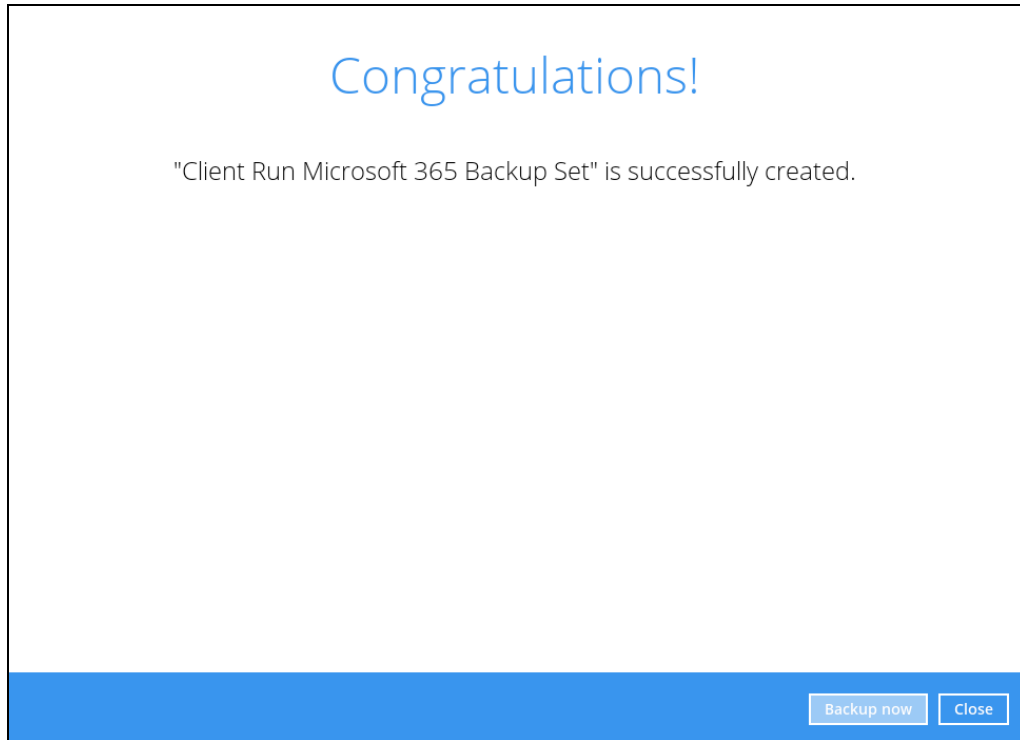
Password

••••••••

Previous Next Cancel Help

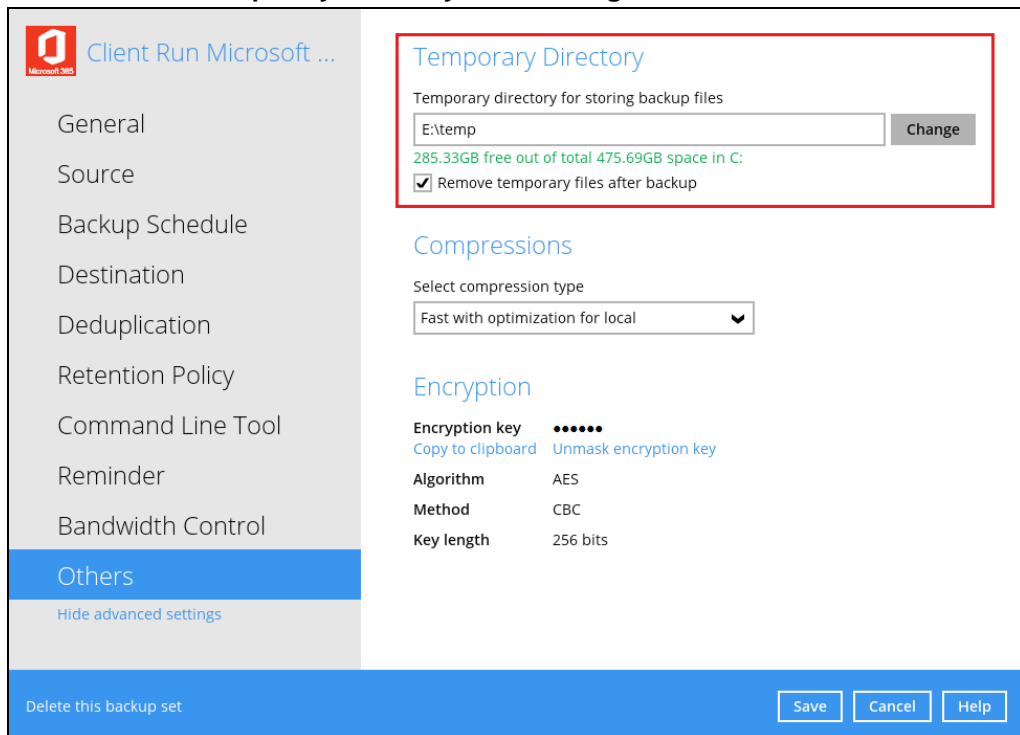
Click **Next** to create the backup set.

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 Drive C.

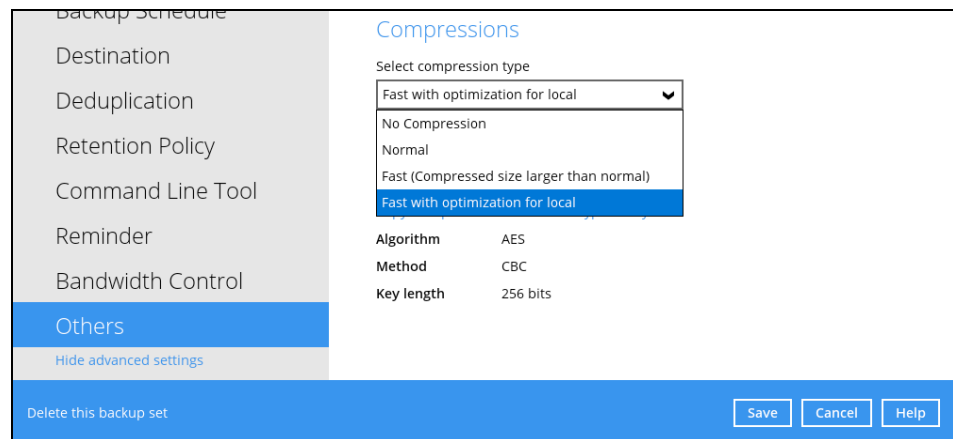
Go to **Others > Temporary Directory**. Click **Change** to browse for another location.



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 12](#) of the AhsayOBM v9 Quick Start Guide for Windows.

To start a backup, follow the steps below:

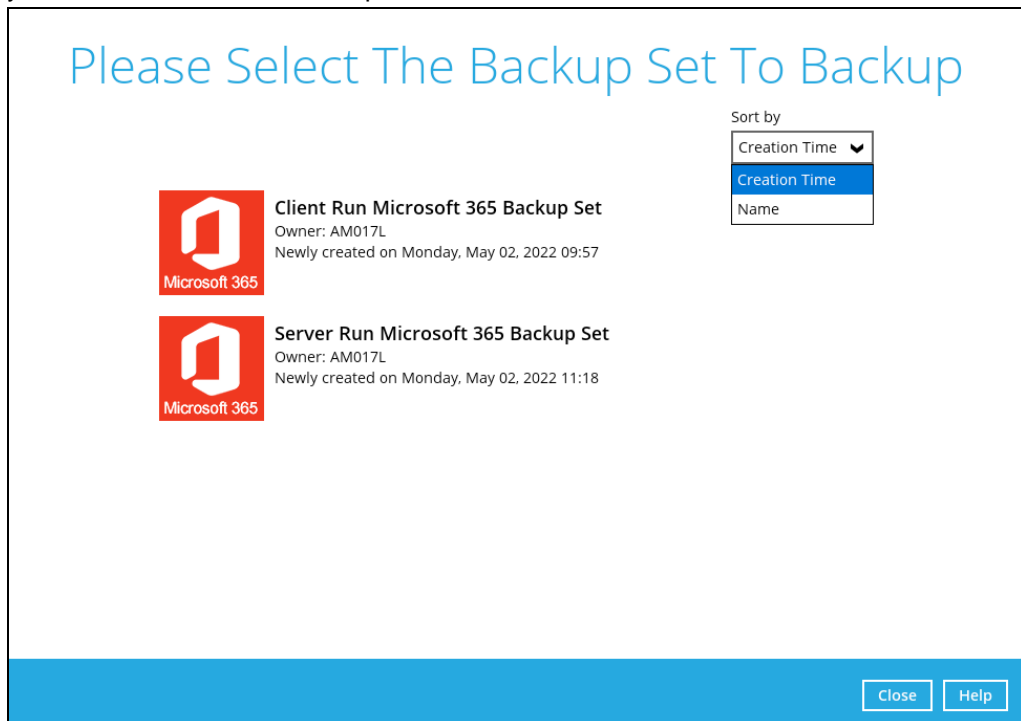
1. Log in to AhsayOBM.

For instructions on how to do this please refer to [Chapter 8](#) of the AhsayOBM v9 Quick Start Guide for Windows.

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 for.



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


## Choose Your Backup Options

 Client Run Microsoft 365 Backup Set

Backup set type  
Microsoft 365  
[Show advanced option](#)




[Previous](#) [Backup](#) [Cancel](#) [Help](#)

## Choose Your Backup Options

 Client Run Microsoft 365 Backup Set

Backup set type  
Microsoft 365

Destinations

- ☒  AhsayCBS (Host: 10.3.121.17:80)
- ☒  Local-1
- ☒  GoogleDrive-1

Migrate Data

- ☐ Migrate existing data to latest version

Retention Policy

- ☐ Run Retention Policy after backup

[Hide advanced option](#)

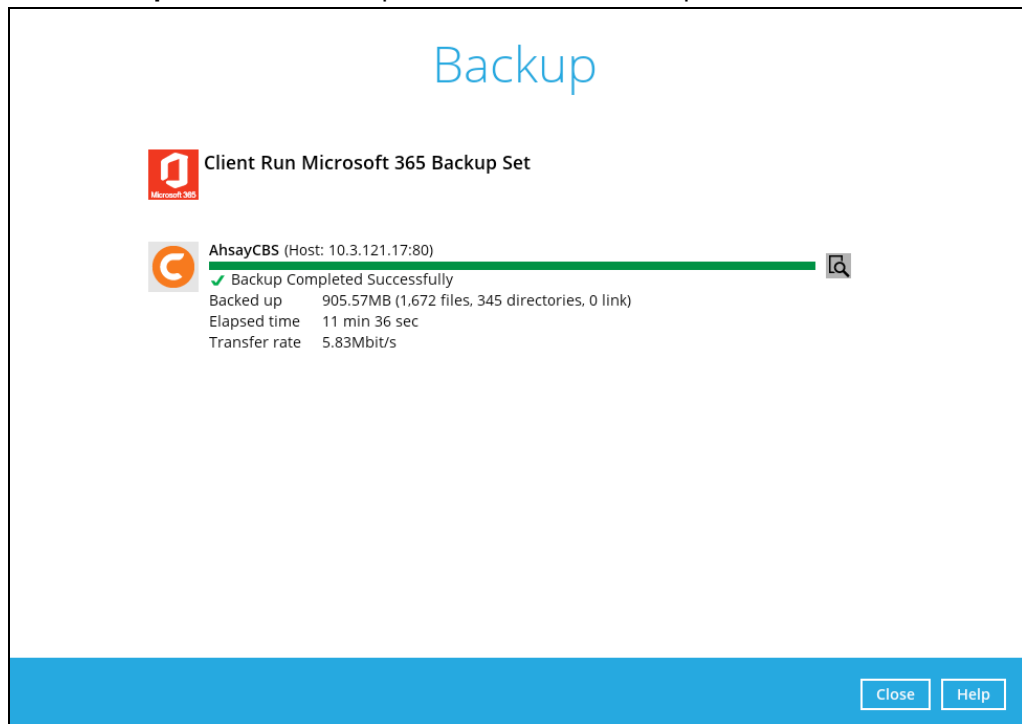
[Previous](#) [Backup](#) [Cancel](#) [Help](#)

#### NOTE

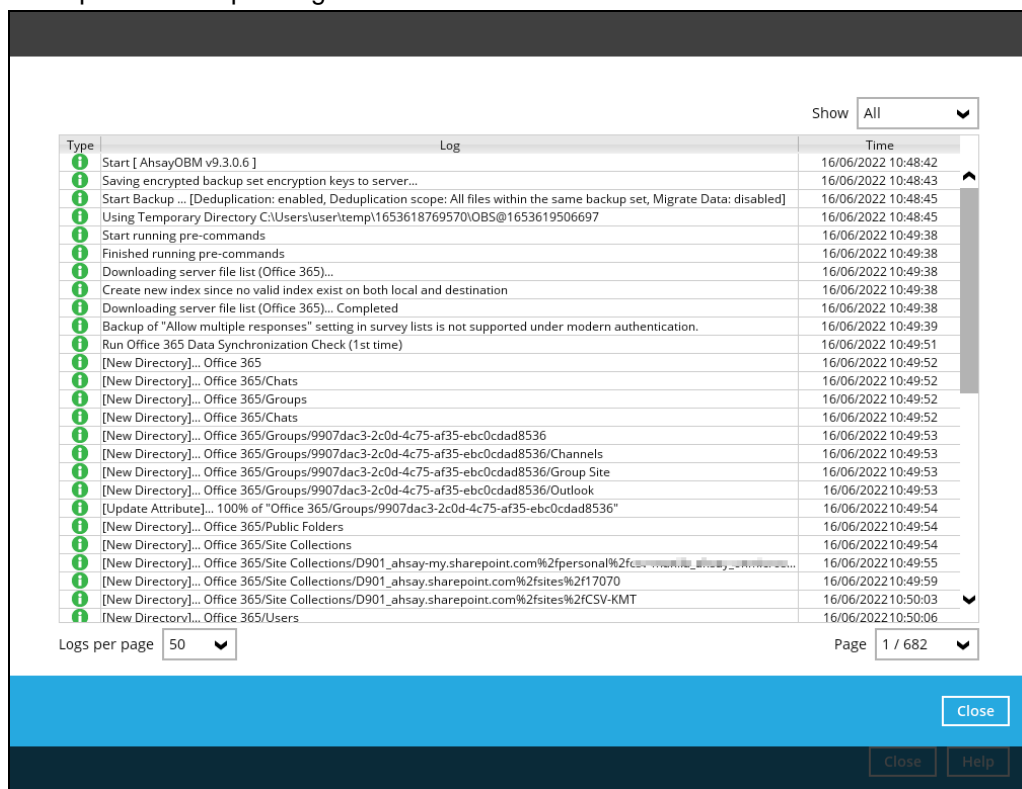
The **Migrate Data** option will only be displayed if Deduplication is enabled for the backup set. When the Migrate Data option is enabled, the existing data will be migrated to the latest version during a backup job. Backup job(s) for backup sets with Migrate Data enabled may take longer to finish.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



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

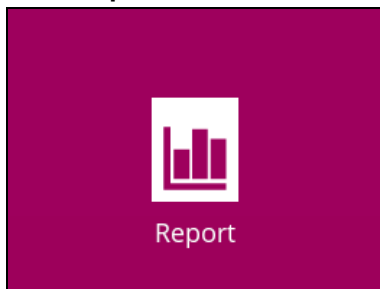


6. Check the log of your back up by clicking this icon . It will show you the log of your backup with corresponding date and time.



## 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

From    To

Backup set	Destination	Completion	Status
 Client Run Mic...	 AhsayCBS	Today 11:46	Completed
 default-backu...	 AhsayCBS	Today 09:33	Completed

No. of records per page  Page

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

# Report

Backup

Restore

Usage

## Backup Report

From

27 May 2022

To

27 Jun 2022

Go

Backup set	Destination	Completion	Status
Client Run Microsoft 365 Backup Set	AhsayCBS	05/27/2022 10:48	Today 10:48 - 11:46 (SGT)
<div> <div>Status</div> <div>Completed successfully</div> </div>			
New files *	1914 [511.1MB/915.2MB (44%)]		
Updated files *	0		
Attributes Changed Files *	3 [0B/0B (100%)]		
Moved files *	0		
Deleted files *	0		
Dedupe Saving	17.3M/807M [2.1%]		
* Unit = No of files [Total zipped size / Total unzipped size (compression ratio)]			
View log			

default-backu...

AhsayCBS

Today 09:33

Completed

No. of records per page

50

Page

1 / 1

Close

Help

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

# Report

Backup

Restore

Usage

## Backup Report

Backup set

Client Run Microsoft 365 Backup Set

Destination

AhsayCBS

Log

05/27/2022 10:48

Show

All

Type	Log	Time
[i]	Start [ AhsayOBM v9.3.0.6 ]	05/27/2022 10:48:42
[i]	Saving encrypted backup set encryption keys to server...	05/27/2022 10:48:43
[i]	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Data: disabled]	05/27/2022 10:48:45
[i]	Using Temporary Directory C:\Users\user\temp\1653618769570\OBS@1653619506697	05/27/2022 10:48:45
[i]	Start running pre-commands	05/27/2022 10:49:38
[i]	Finished running pre-commands	05/27/2022 10:49:38
[i]	Downloading server file list (Office 365)...	05/27/2022 10:49:38
[i]	Create new index since no valid index exist on both local and destination	05/27/2022 10:49:38
[i]	Downloading server file list (Office 365)... Completed	05/27/2022 10:49:38
[i]	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	05/27/2022 10:49:39
[i]	Run Office 365 Data Synchronization Check (1st time)	05/27/2022 10:49:51
[i]	[New Directory]... Office 365	05/27/2022 10:49:52
[i]	[New Directory]... Office 365/Chats	05/27/2022 10:49:52
[i]	[New Directory]... Office 365/Groups	05/27/2022 10:49:52
[i]	[New Directory]... Office 365/Chats	05/27/2022 10:49:52
[i]	[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536	05/27/2022 10:49:53
[i]	[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536/Channels	05/27/2022 10:49:53
[i]	[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536/Group Site	05/27/2022 10:49:53
[i]	[New Directory]... Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536/Outlook	05/27/2022 10:49:53
[i]	[Update Attribute]... 100% of "Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536"	05/27/2022 10:49:54
[i]	[New Directory]... Office 365/Public Folders	05/27/2022 10:49:54
[i]	[New Directory]... Office 365/Site Collections	05/27/2022 10:49:55
[i]	[New Directory]... Office 365/Site Collections/D901_ahsay-my.sharepoint.com%2fpersonal%2f...	05/27/2022 10:49:55
[i]	[New Directory]... Office 365/Site Collections/D901_ahsay.sharepoint.com%2fsites%2f17070...	05/27/2022 10:49:59

Logs per page

50

Page

1 / 682

Close

Close

Help

You can also search for backup reports from a specific period of date. For example, we have the **From** date which is, **1 Jan 2022** and the **To** date which is, **10 Jan 2022**. Click the **Go** button to generate the available reports.

From	To					
01 ▼	Jan ▼	2022 ▼	10 ▼	Jan ▼	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.

## Report

- Backup
- Restore
- Usage

### Backup Report

From	To					
01 ▼	Jan ▼	2022 ▼	10 ▼	Jan ▼	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.

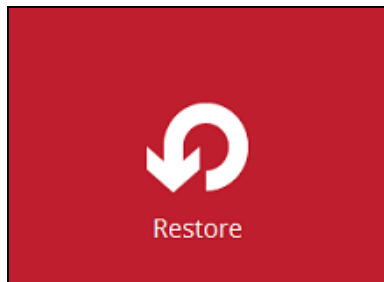
In case you also want to know how to restore a Microsoft 365 backup using the AhsayCBS Web Console, please refer to this guide: [AhsayCBS v9 Run on Server \(Agentless\) Microsoft 365 Backup & Restore Guide](#).

To restore items, follow the steps below:

1. Log in to AhsayOBM.

For instructions on how to do this please refer to [Chapter 8](#) of the AhsayOBM v9 Quick Start Guide for Windows.

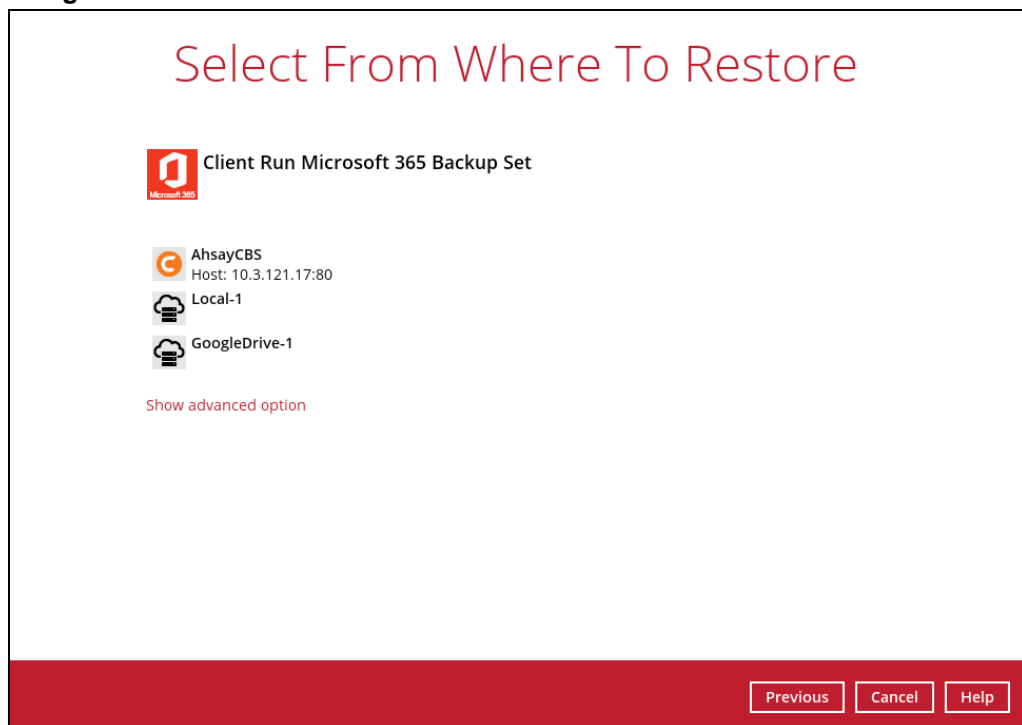
2. Click the **Restore** icon on the main interface of AhsayOBM.



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



4. Select the backup destination that you would like to restore backed up items from. In our screenshot below, we have three (3) options namely, **AhsayCBS**, **Local-1** and **GoogleDrive-1**.





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 where AhsayOBM is running, 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.

Select Your Data To Be Restored

☐ Users ☒ Teams ☐ SharePoint Sites ☐ Public Folders

Search Groups

 Apexmobile (apexmobile@email.com)


 Signalbooks (signalbooks@email.com)


- ▶ Select the site to be restored.

Select Your Data To Be Restored

☐ Users ☐ Teams ☒ SharePoint Sites ☐ Public Folders

Search Sites

 ahsay.sharepoint.com/sites/AxelVideos


 ahsay.sharepoint.com/sites/IskoExplorers


- ▶ Select the folder to be restored.

Select Your Data To Be Restored




☐ Users ☐ Teams ☐ SharePoint Sites ☒ Public Folders

Search Public Folders

 GSA\_Pub\_001


 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 or from all files.

Choose from files as of job  05/02/2022  Latest 

Choose from files as of job

Choose from ALL files

OneDrive  Personal

Outlook

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: 09/06/2022 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

mm-dd-yyyy To mm-dd-yyyy Show

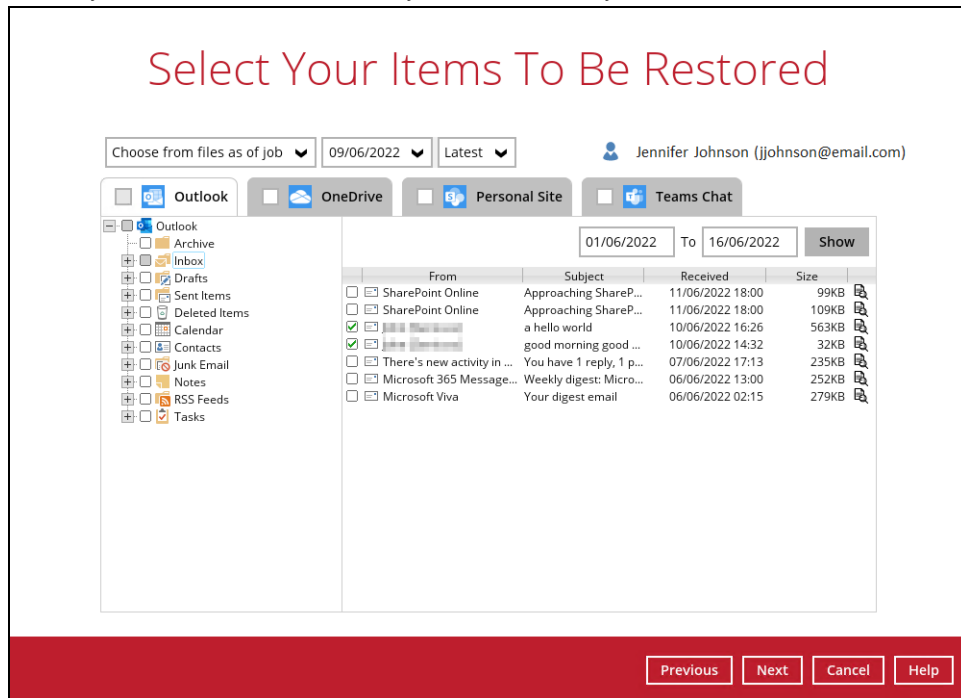
Name	Date modified	Size
------	---------------	------

Previous Next Cancel Help

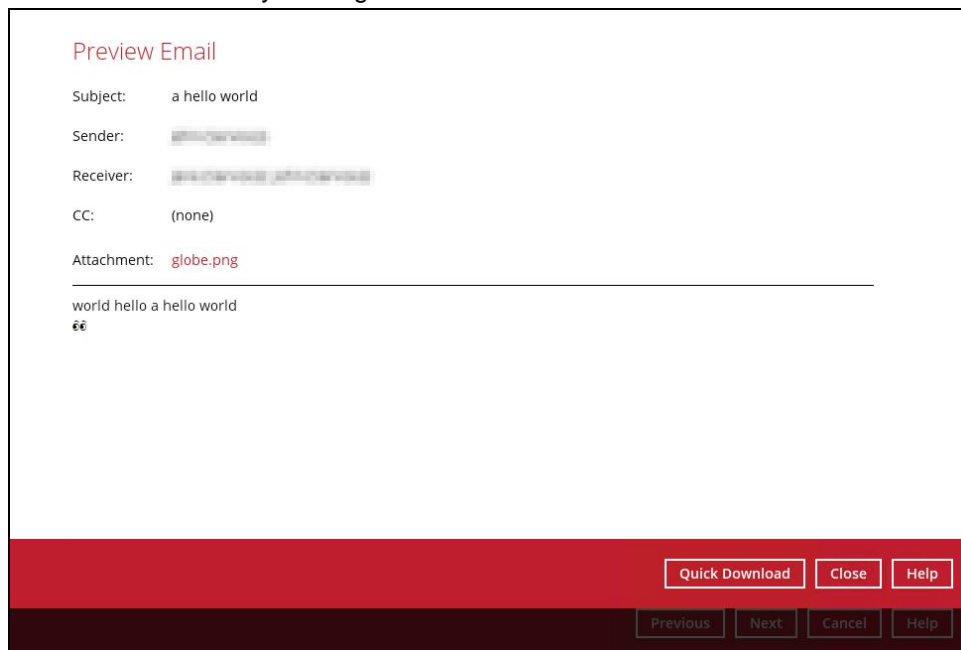
Items can be filtered according to received date. Set the From and To dates of the items then click the **Show** button.

			01/06/2022	To	16/06/2022	Show
	From	Subject	Received	Size		
<input type="checkbox"/>	SharePoint Online	Approaching ShareP...	11/06/2022 18:00	99KB		
<input type="checkbox"/>	SharePoint Online	Approaching ShareP...	11/06/2022 18:00	109KB		
<input type="checkbox"/>		a hello world	10/06/2022 16:26	563KB		
<input type="checkbox"/>		good morning good ...	10/06/2022 14:32	32KB		
<input type="checkbox"/>	There's new activity in ...	You have 1 reply, 1 p...	07/06/2022 17:13	235KB		
<input type="checkbox"/>	Microsoft 365 Message...	Weekly digest: Micro...	06/06/2022 13:00	252KB		
<input type="checkbox"/>	Microsoft Viva	Your digest email	06/06/2022 02:15	279KB		

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.



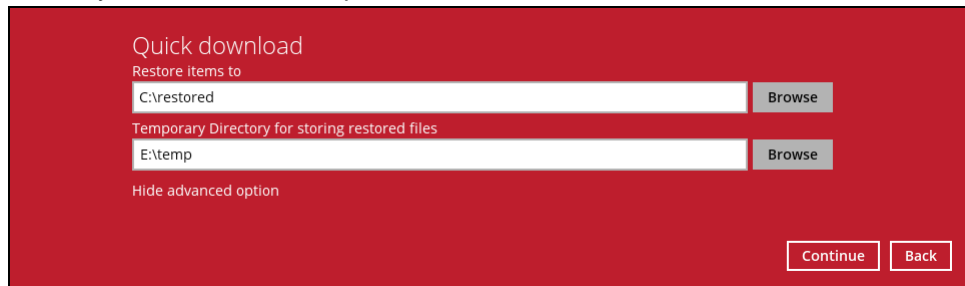
To do this click the  button. In the Preview Email window you can restore and download the email by clicking **Quick Download**.



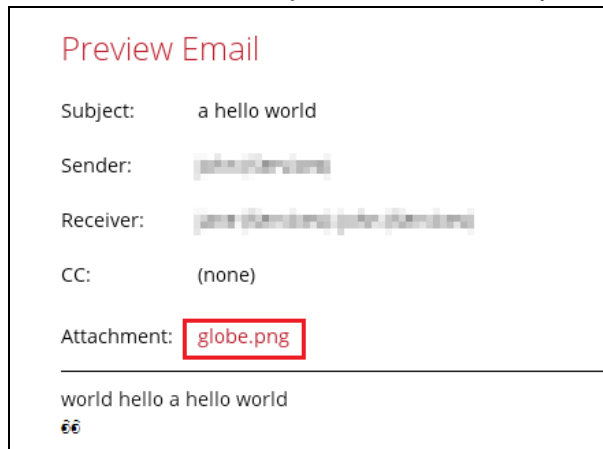
Click **Browse** to select the path where the email will be restored.



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



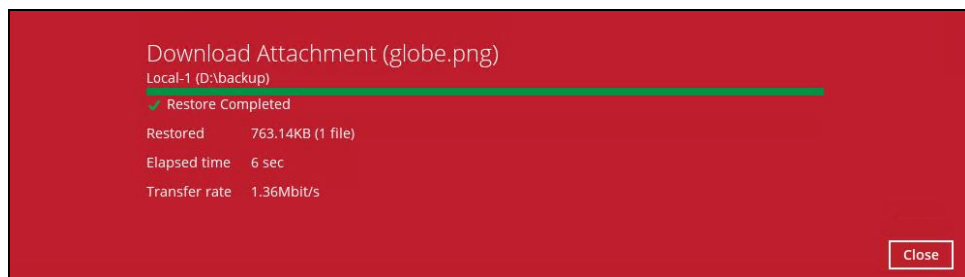
You can also download just the attachment by clicking on the attachment itself.



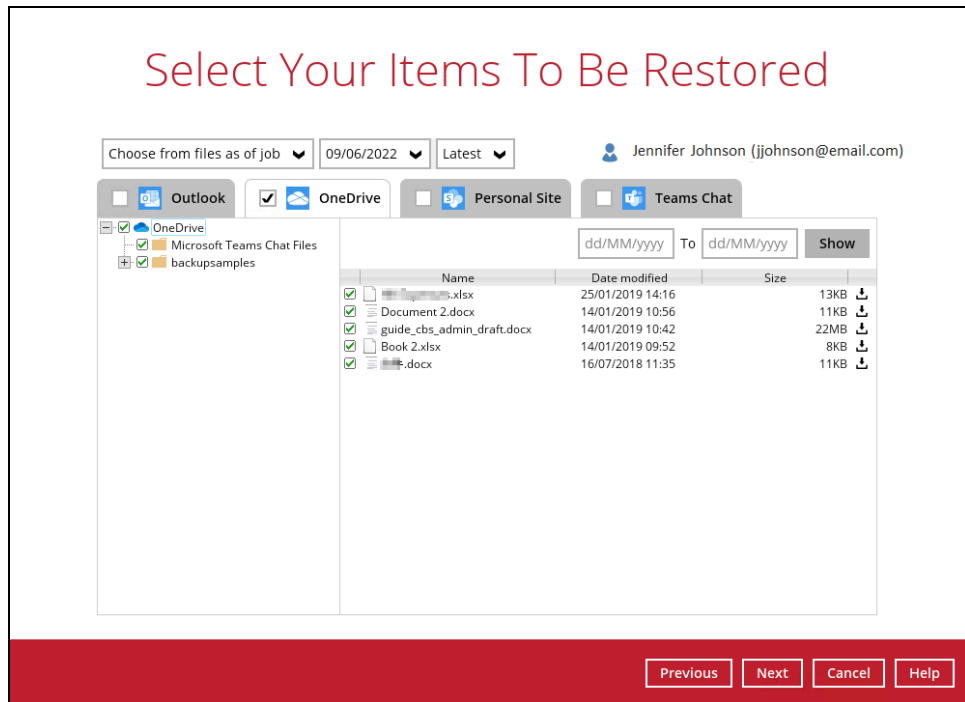
Click **Browse** to select the path where the attachment will be restored. Click **Show advanced option** if you want to change the path of the temporary directory. Click **Continue** to proceed.



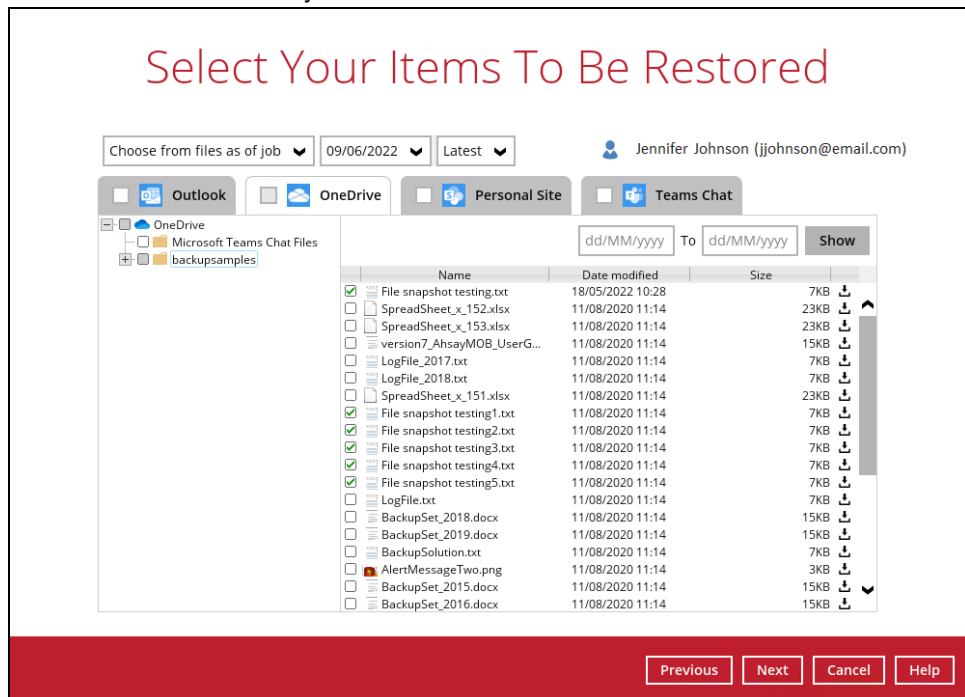
Click **Close** once done.




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

C:\restored

Browse

Show advanced option

Continue

Back

Quick Download

AhsayCBS (Host: 10.3.121.17:80)

Restore Completed

Restored

11.67KB (2 files)

Elapsed time

1 min 1 sec

Transfer rate

88bit/s

Close

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

09/06/2022

Latest

Jennifer Johnson (jjohnson@email.com)

Outlook

OneDrive

☒ Personal Site

☐ Teams Chat

Personal Site

Lists and Libraries

Form Templates

Social

Style Library

Subsites

mm-dd-yyyy

To

mm-dd-yyyy

Show

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

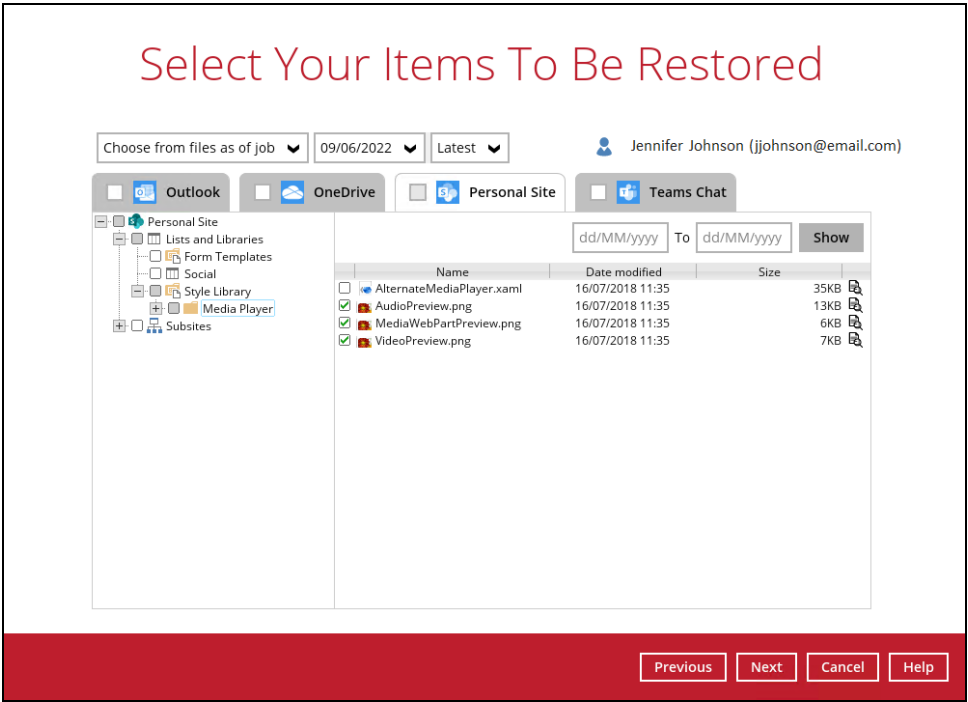
Previous

Next

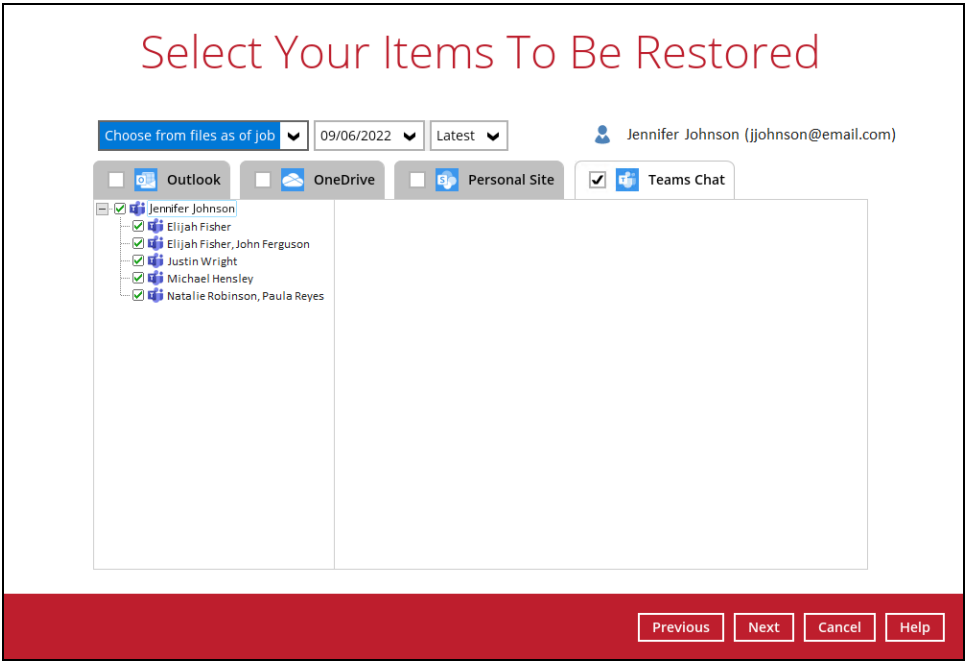
Cancel

Help

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.

Select Your Items To Be Restored

Choose from files as of Job 09/06/2022 Latest Jennifer Johnson (jjohnson@email.com)

Outlook OneDrive Personal Site Teams Chat

Jennifer Johnson

- ☐ Elijah Fisher
- ☐ Elijah Fisher, John Ferguson
- ☒ Justin Wright
- ☐ Michael Hensley
- ☐ Natalie Robinson, Paula Reyes

Chat Files Quick Download (HTML)

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

30/4/2021 2:48:14 PM GMT+8  
ok..so i'll just edit the picture

30/4/2021 2:54:53 PM GMT+8  
noted

Previous Next Cancel Help

#### 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.

Quick download

Restore items to

C:\restored Browse

Show advanced option

Continue Back

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: 09/06/2022 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: 09/06/2022 Latest Apexmobile (apexmobile@email.com)

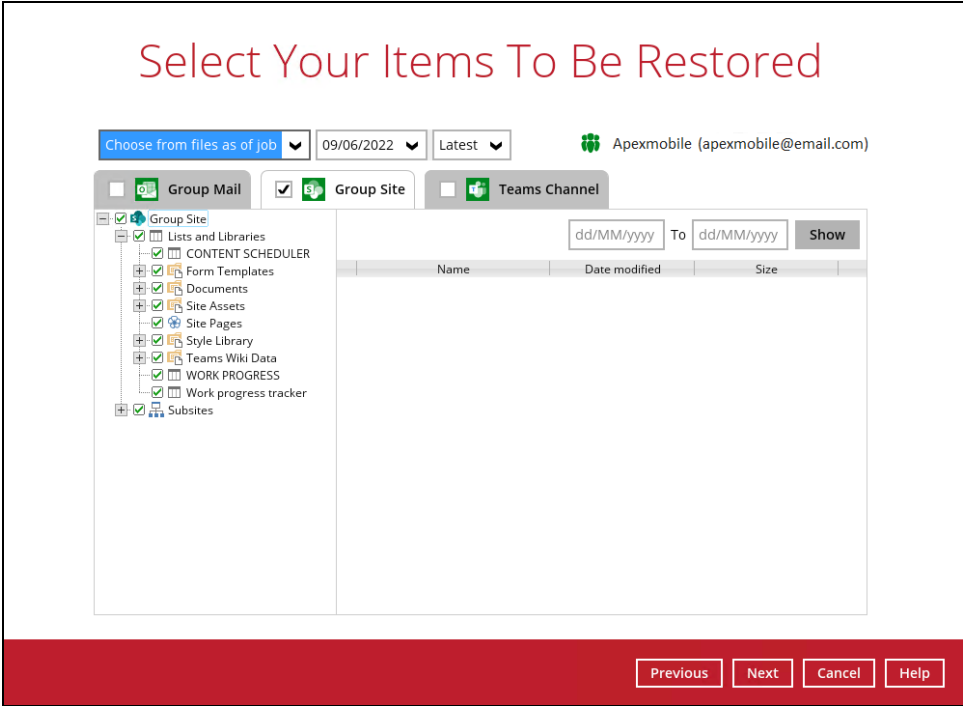
☐ Group Mail ☐ Group Site ☐ Teams Channel

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

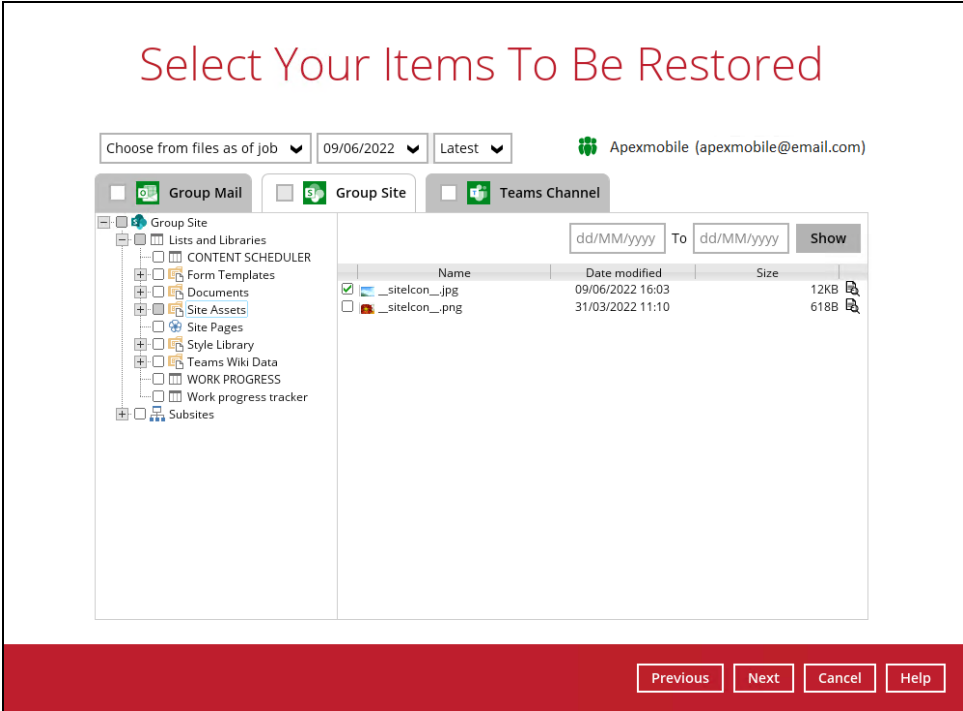
From	Subject	Received	Size
<input checked="" type="checkbox"/> Jasmine James	Comments on task "...	27/05/2022 10:36	38KB
<input checked="" type="checkbox"/> Jasmine James	Comments on task "...	27/05/2022 10:35	38KB
<input checked="" type="checkbox"/> Jasmine James	RE: Comments on ta...	19/04/2022 10:51	44KB
<input checked="" type="checkbox"/> Jasmine James	Comments on task "...	19/04/2022 10:51	36KB
<input checked="" type="checkbox"/> Jasmine James	Comments on task "...	12/01/2022 17:00	39KB
<input checked="" type="checkbox"/> Jasmine James	Comments on task "...	29/12/2021 15:14	39KB
<input type="checkbox"/> Jasmine James	RE: Comments on ta...	29/12/2021 14:29	45KB
<input type="checkbox"/> Jasmine James	Comments on task "...	29/12/2021 14:26	39KB
<input type="checkbox"/> Jasmine James	RE: Comments on ta...	29/12/2021 14:14	44KB
<input type="checkbox"/> Jasmine James	Comments on task "...	29/12/2021 14:12	38KB
<input type="checkbox"/> Jasmine James	RE: Comments on ta...	29/12/2021 13:51	52KB
<input type="checkbox"/> Jasmine James	Comments on task "...	29/12/2021 13:50	45KB
<input type="checkbox"/> Jasmine James	Comments on task "...	14/12/2021 15:07	40KB
<input type="checkbox"/> Jasmine James	RE: Comments on ta...	10/12/2021 14:21	43KB
<input type="checkbox"/> Jasmine James	Comments on task "...	10/12/2021 14:21	38KB
<input type="checkbox"/> Jasmine James	Comments on task "...	08/12/2021 14:47	39KB
<input type="checkbox"/> Michael Hensley	The new KMT group ...	07/12/2021 16:54	29KB

Previous Next Cancel Help

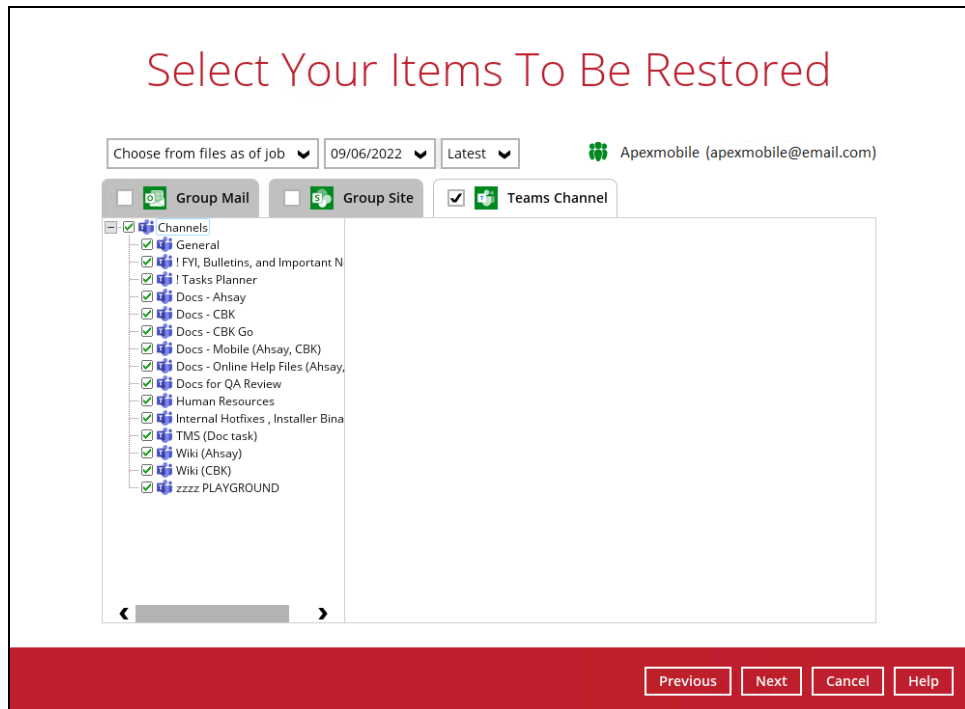
If the checkbox beside Group Site is ticked, then all the items under Group Site will be restored.



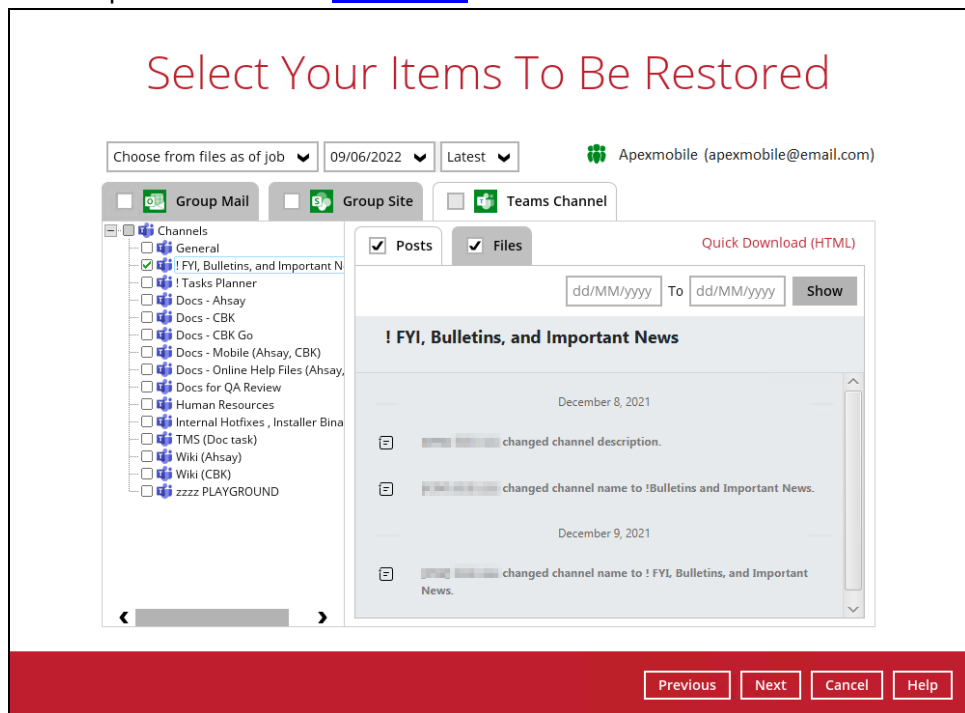
Specific items can be selected to be restored. There is a preview function that will let you see the content so you can check if you want to restore the item. For instructions on how to use the preview function please refer to the [instructions](#) discussed above.



If the checkbox beside Teams Channel is ticked, then all the items under Teams Channel 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. For instructions on how to use the download function please refer to the [instructions](#) discussed above.

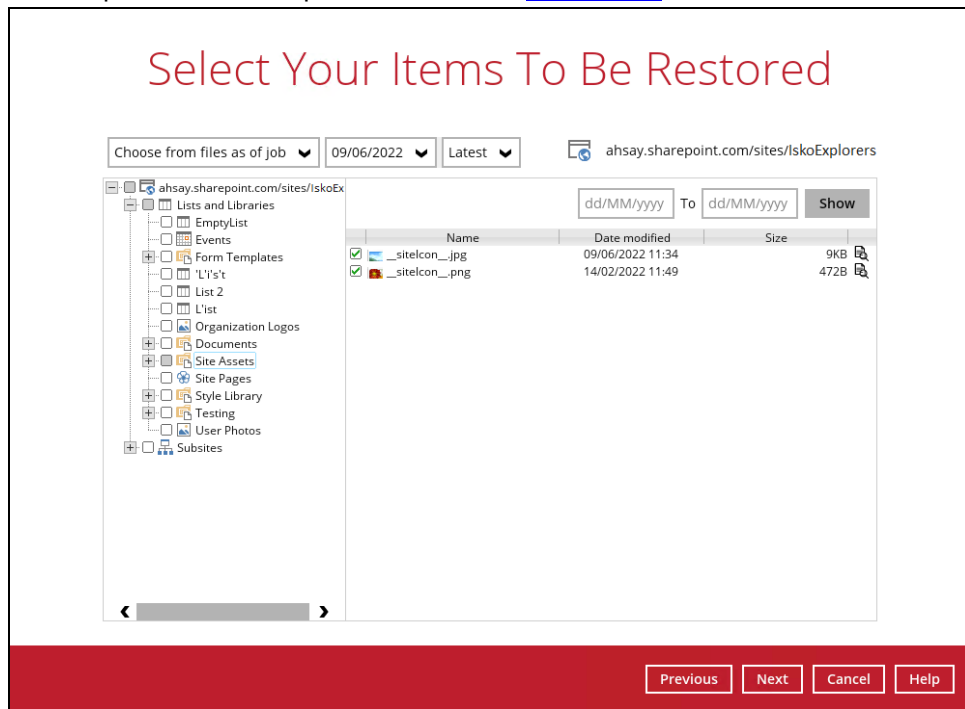


#### NOTE

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.

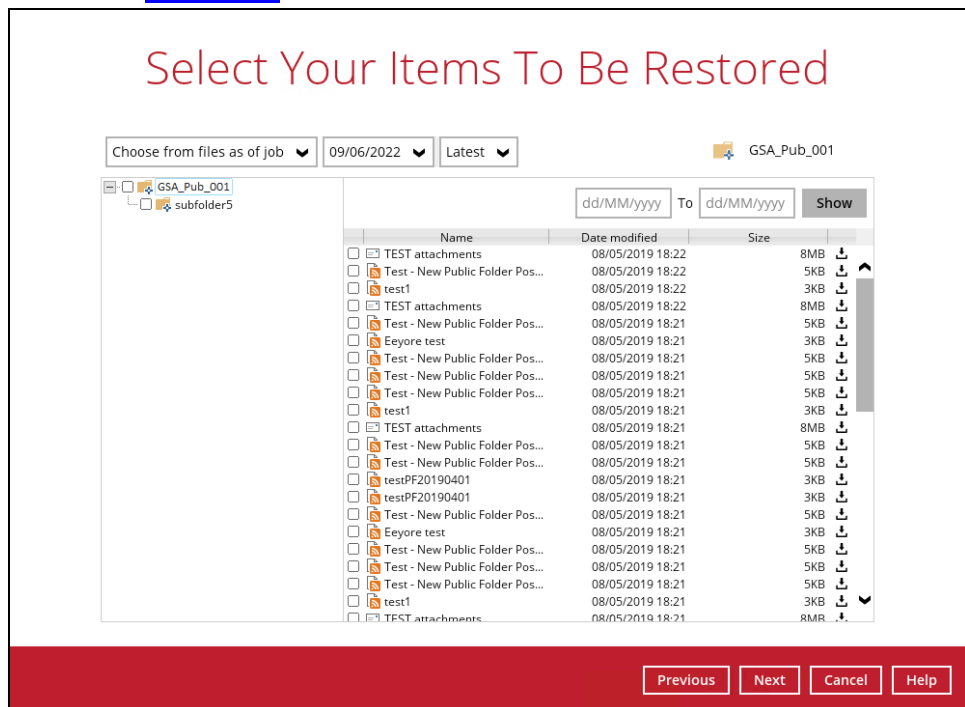
## SharePoint Sites

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.

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

Previous Next Cancel Help

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](#).

Restore Method

Restore items to Microsoft 365 ▼

Restore items to Microsoft 365

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**

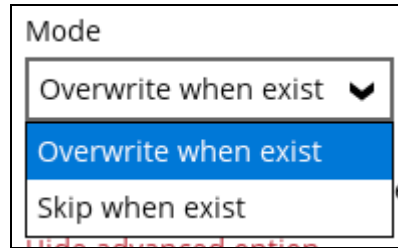
To restore to Original, select **Original**.

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

Mode  
Overwrite when exist ▼

☐ Verify checksum of in-file delta files during restore

• **Mode**



The screenshot shows a dropdown menu titled 'Mode'. The menu is open, displaying three options: 'Overwrite when exist' (which is highlighted in blue), 'Overwrite when exist', and 'Skip when exist'. Below the menu, there is a red text link that says '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.

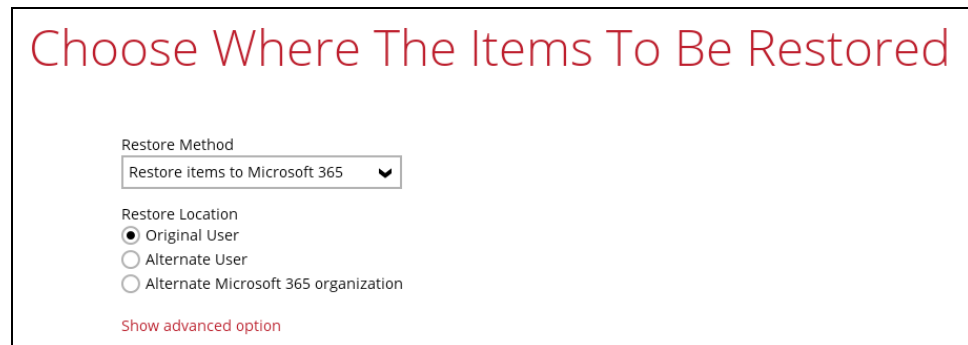
• **Verify checksum of in-file delta files during restore**

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.

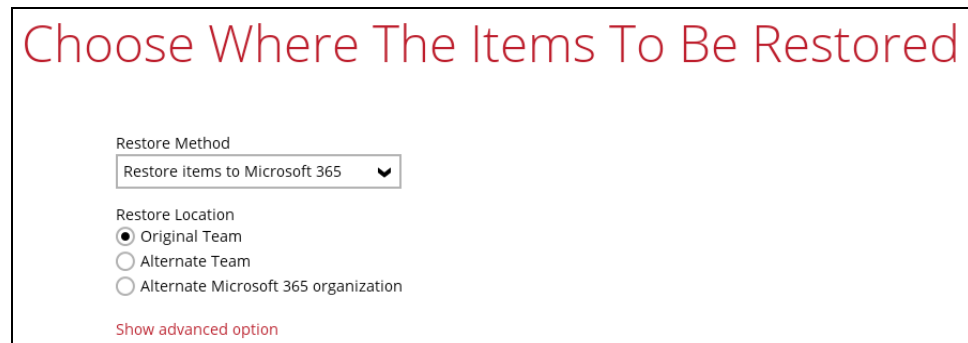
Here are examples for the different data types:

**Users**



The screenshot shows a dialog box titled 'Choose Where The Items To Be Restored'. It contains a 'Restore Method' dropdown menu with 'Restore items to Microsoft 365' selected. Below it, there are three radio button options for 'Restore Location': 'Original User' (which is selected), 'Alternate User', and 'Alternate Microsoft 365 organization'. At the bottom, there is a red text link that says 'Show advanced option'.

**Teams**



The screenshot shows a dialog box titled 'Choose Where The Items To Be Restored'. It contains a 'Restore Method' dropdown menu with 'Restore items to Microsoft 365' selected. Below it, there are three radio button options for 'Restore Location': 'Original Team' (which is selected), 'Alternate Team', and 'Alternate Microsoft 365 organization'. At the bottom, there is a red text link that says '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/team/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


Search Users


 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)


 Dappertrain (dappertrain@email.com)


 Nuttermeet (nuttermeet@email.com)


 Signalbooks (signalbooks@email.com)


 Webstergu (webstergu@email.com)

 Basekix (basekix@email.com)

 Flexidev (flexidev@email.com)


 Repaza (repaza@email.com)


 Superdox (superdox@email.com)


 Zoedoe (zoedoe@email.com)


## SharePoint Sites


### Choose Site


 ahsay.sharepoint.com


 ahsay.sharepoint.com/sites/CenturyCorp


 ahsay.sharepoint.com/sites/EscapeRoom


 ahsay.sharepoint.com/sites/IskoExplorers


 ahsay.sharepoint.com/sites/ProductiveWebs

 ahsay.sharepoint.com/sites/AxelVideos

 ahsay.sharepoint.com/sites/DecemberAdvisor

 ahsay.sharepoint.com/sites/GoWakeUp

 ahsay.sharepoint.com/sites/PeanutInc

 ahsay.sharepoint.com/sites/YoshiMochi

## Public Folder

### Choose Public Folder

 GSA\_Pub\_001

 GSO\_Pub\_001

 GSU\_Pub\_001

 JSA\_Pub\_001

 GSA\_Pub\_002

 GSO\_Pub\_002

 GSU\_Pub\_002

 JSA\_Pub\_002

### • Alternate Microsoft 365 organization

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

Restore Location

☐ Original User

☐ Alternate User

☒ Alternate Microsoft 365 organization

Region

Global

▼

☐ 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.

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.











Click **Next** to proceed.

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

Here are examples for the different data types.











#### Users

Choose User

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


#### Teams


Choose Team


 BlueBulls (bluebulls@email.com)	 FreeThinkers (freethinkers@email.com)
 FullSpectrum (fullspectrum@email.com)	 GeckoChuckers (geckochuckers@email.com)
 LuckyStrings (luckystings@email.com)	 MuffinBlazers (muffinblazers@email.com)
 NightSonic (nightsonic@email.com)	 RelayRacers (relayracers@email.com)
 Shockwave (shockwave@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/BananaFactory

 ahsay.sharepoint.com/sites/LittleBeetle

 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

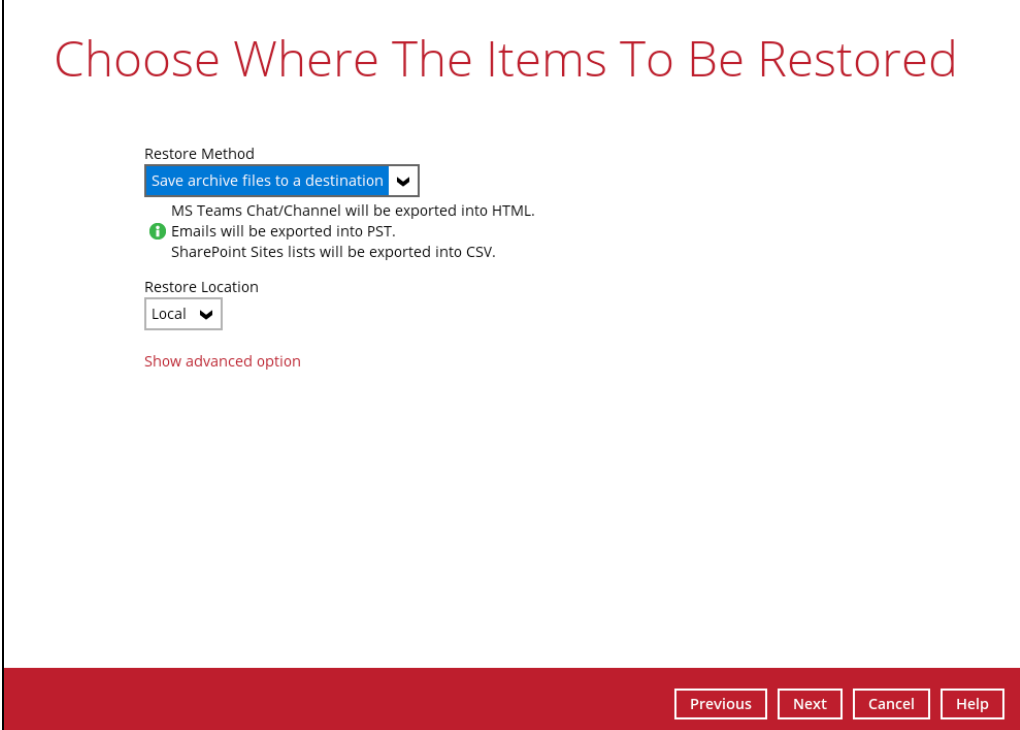
If Save archive files to a destination is selected, there are three options for the restore location:

- ▶ [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 ▼

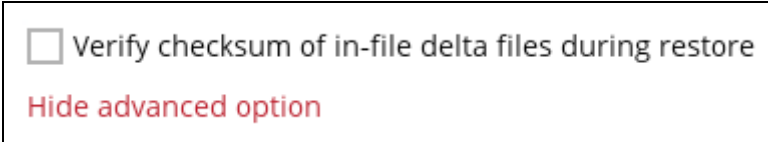
MS Teams Chat/Channel will be exported into HTML.  
Emails will be exported into PST.  
SharePoint Sites lists will be exported into CSV.

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.

Restore Location

Local

Local

OneDrive of Original Microsoft 365 organization

OneDrive of Alternate Microsoft 365 organization

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.

Notification

☐ Send notification message to email address(es) (separated by ',')

☐ Send notification message 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.

☒ Send notification message to email address(es) (separated by ',')

sample@email.com, test@email.com, trial@email.com

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

Microsoft 365 data has been restored to OneDrive

Inbox x

<[redacted]@[redacted]>

16:44 (35 minutes ago)

☆ ↶ ⋮

to me ▾

This is to notify that [redacted] has successfully restored Microsoft 365 data to OneDrive of [redacted] as requested.

You may find data from below link

[Restore@2022-06-10-16-43-47.zip](#)

Or by accessing OneDrive and locate the "Restore" folder.

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

Click **Next** to proceed.

Select the user.

## Choose User

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

### **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.

Restore Location

Local

▼

Local  
OneDrive of Original Microsoft 365 organization  
**OneDrive of Alternate Microsoft 365 organization**

To configure notification settings please see instructions [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.

xzQkUm\_Uac5l7Su2pg2aiXj4xwnB2p9kLjyPBGUYsQTfU3y4vj9bw\_THfMIAA

OK
Cancel

Click **Next** to proceed.

Select the user from the alternate Microsoft 365 organization.

## Choose User

<ul style="list-style-type: none"> <li> Arata Teo (ateo@email.com)</li> <li> Edvin Sitaram (esitaram@email.com)</li> <li> Lia Helene (lhelene@email.com)</li> <li> Kalyana Kazimir (kkazimir@email.com)</li> <li> Silke Josef (sjosef@email.com)</li> </ul>	<ul style="list-style-type: none"> <li> Christina Hans (chans@email.com)</li> <li> Florentia Folcher (ffolcher@email.com)</li> <li> Llew Yannig (lyannig@email.com)</li> <li> Reshma Adrian (radrian@email.com)</li> <li> Tristan Jaak (tjaak@email.com)</li> </ul>
---	---

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
- ▶ restore method is Save archive files to a destination and restore location is either:
  - ⦿ OneDrive of Original Microsoft 365 organization
  - ⦿ OneDrive of Alternate Microsoft 365 organization

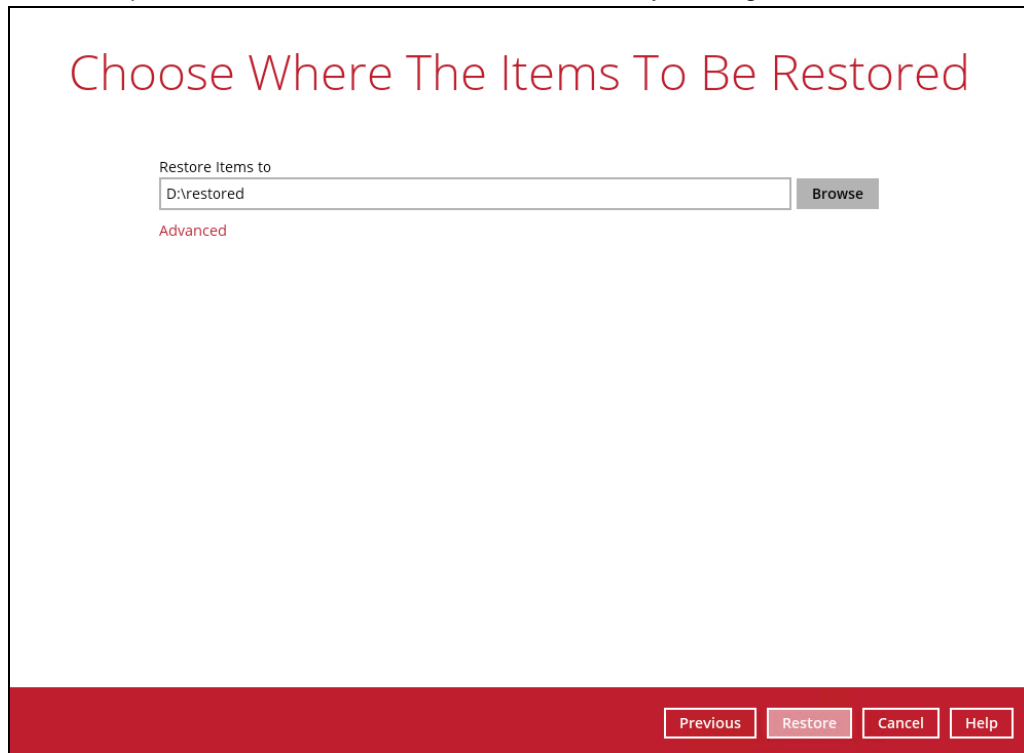
Select the path by clicking the **Browse** button.

## Temporary Directory

Temporary directory for storing restore files

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.



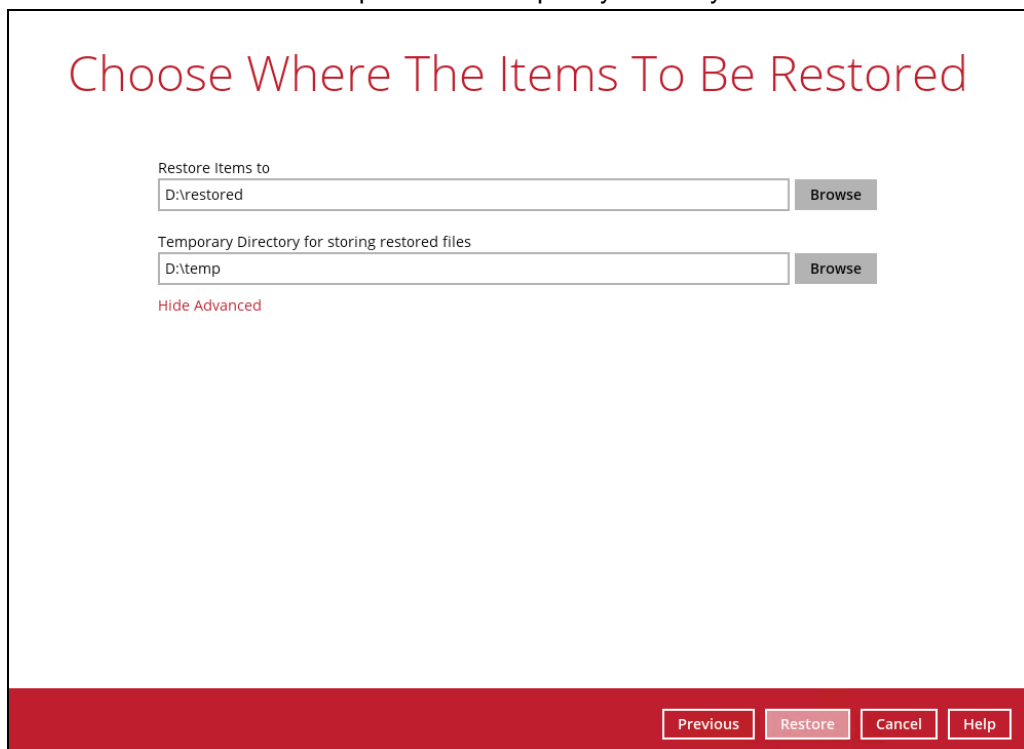
Choose Where The Items To Be Restored

Restore Items to  
D:\restored **Browse**

[Advanced](#)

**Previous** **Restore** **Cancel** **Help**

Click **Advanced** to select the path of the temporary directory.



Choose Where The Items To Be Restored

Restore Items to  
D:\restored **Browse**

Temporary Directory for storing restored files  
D:\temp **Browse**

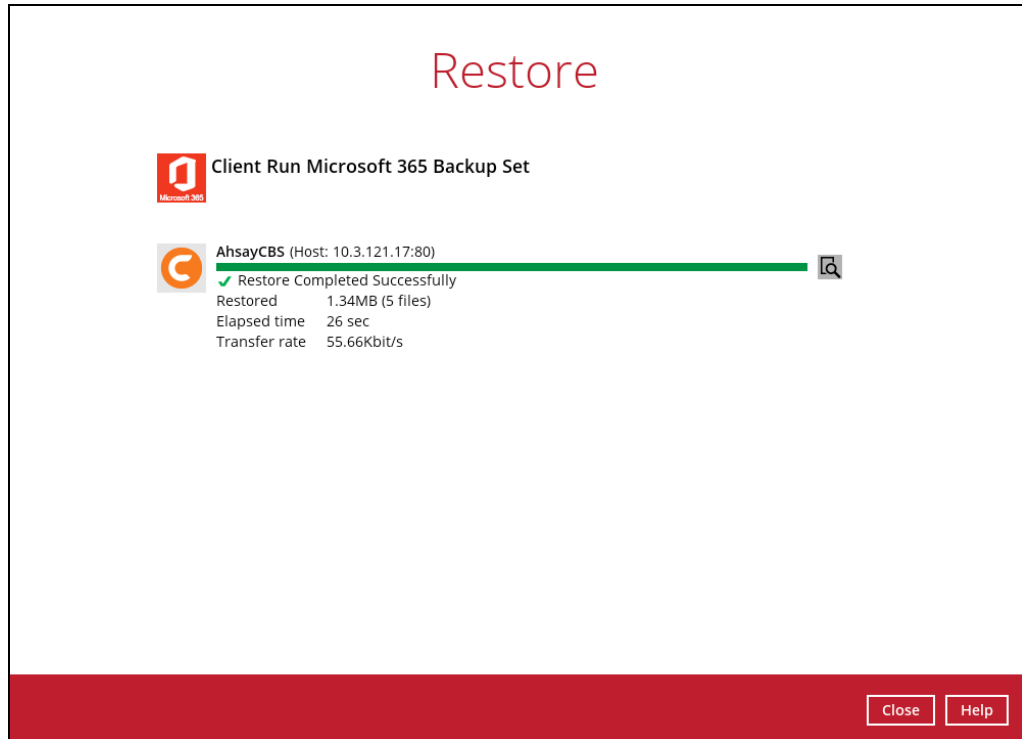
[Hide Advanced](#)


**Previous** **Restore** **Cancel** **Help**

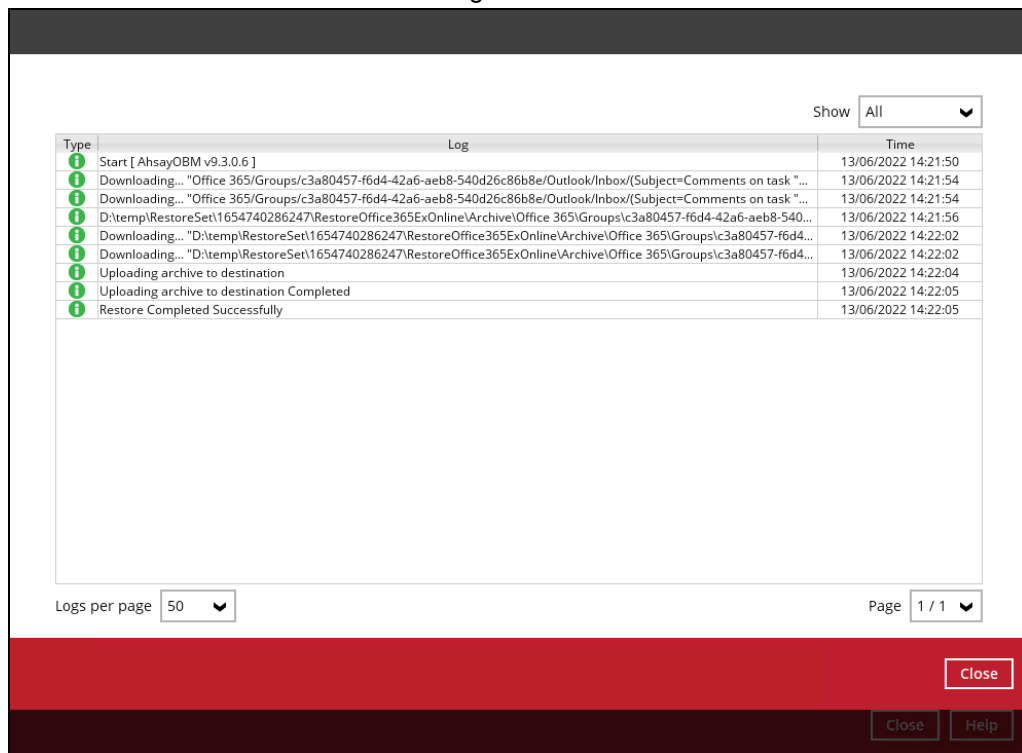
Then click the **Restore** button to start the restoration process.



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



Click the  to show the restoration log.



## 6 Contacting Ahsay

### 6.1 Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the Partner Portal:

<https://www.ahsay.com/partners/>

Also use the Ahsay Wikipedia 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](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:

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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-office365.com
Backup Set B	user01@company-office365.com
Backup Set C	user01@company-office365.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-office365.com
	user02@company-office365.com
Backup Set B	user01@company-office365.com
Backup Set C	user02@company-office365.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-office365.com
	user02@company-office365.com
	user03@company-office365.com
Backup Set B	user01@company-office365.com
	user02@company-office365.com
Backup Set C	user03@company-office365.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, one (1) Ahsay Microsoft 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyoffice365.sharepoint.com/Finance
Backup Set B	companyoffice365.sharepoint.com/Finance
Backup Set C	companyoffice365.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	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
	companyoffice365.sharepoint.com/Engineering
Backup Set B	companyoffice365.sharepoint.com/Finance
Backup Set C	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
	companyoffice365.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, 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"><li>○ microsoftword01.docx</li><li>○ powerpointpresentation01.pptx</li><li>○ spreadsheet01.xls</li><li>○ notepad01.txt</li><li>○ picture01.jpg</li><li>○ picture02.jpg</li></ul>
Backup Set B	Folder01 <ul style="list-style-type: none"><li>○ microsoftword01.docx</li><li>○ powerpointpresentation01.pptx</li><li>○ spreadsheet01.xls</li><li>○ notepad01.txt</li><li>○ picture01.jpg</li><li>○ picture02.jpg</li></ul>
	Folder02
	Folder03
Backup Set C	Folder01 <ul style="list-style-type: none"><li>○ microsoftword01.docx</li><li>○ powerpointpresentation01.pptx</li><li>○ spreadsheet01.xls</li><li>○ notepad01.txt</li><li>○ picture01.jpg</li><li>○ picture02.jpg</li></ul>
	Folder02
	Folder03 <ul style="list-style-type: none"><li>○ microsoftword02.docx</li><li>○ powerpointpresentation02.pptx</li><li>○ spreadsheet02.xls</li><li>○ notepad02.txt</li><li>○ picture05.jpg</li><li>○ picture06.jpg</li></ul>

**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-office365.com
Backup Set B	user01 @company-office365.com
	user02 @company-office365.com
	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam
Backup Set C	user01 @company-office365.com
	user02 @company-office365.com
	Folder01 <ul style="list-style-type: none"> <li>○ microsoftword01.docx</li> <li>○ powerpointpresentation01.pptx</li> <li>○ spreadsheet01.xls</li> <li>○ notepad01.txt</li> <li>○ picture01.jpg</li> <li>○ picture02.jpg</li> </ul>
Backup Set D	user01 @company-office365.com
	user02 @company-office365.com
	user03 @company-office365.com
	Folder01 <ul style="list-style-type: none"> <li>○ microsoftword01.docx</li> <li>○ powerpointpresentation01.pptx</li> <li>○ spreadsheet01.xls</li> <li>○ notepad01.txt</li> <li>○ picture01.jpg</li> <li>○ picture02.jpg</li> </ul>
	companyoffice365.sharepoint.com/Finance
	companyoffice365.sharepoint.com/SupportTeam

## Scenario No. 5: Backing up Microsoft 365 User Accounts and Shared 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-office365.com
	user02@company-office365.com
	user03@company-office365.com
	sharedmailbox01@test-office365.com
	sharedmailbox02@test-office365.com
	sharedmailbox03@test-office365.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. russlabc@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

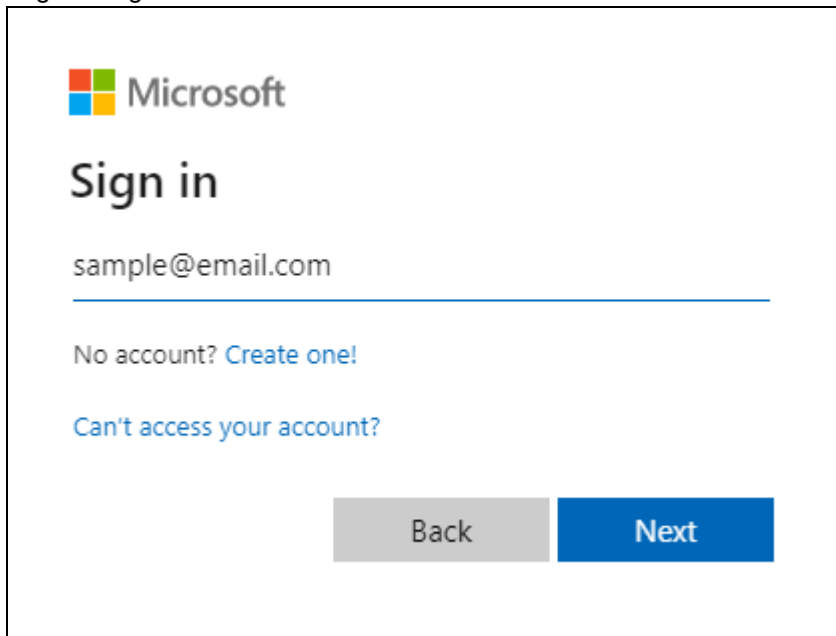


## Appendix C: Setting Multi-factor Authentication (MFA) in Microsoft 365 Admin Center

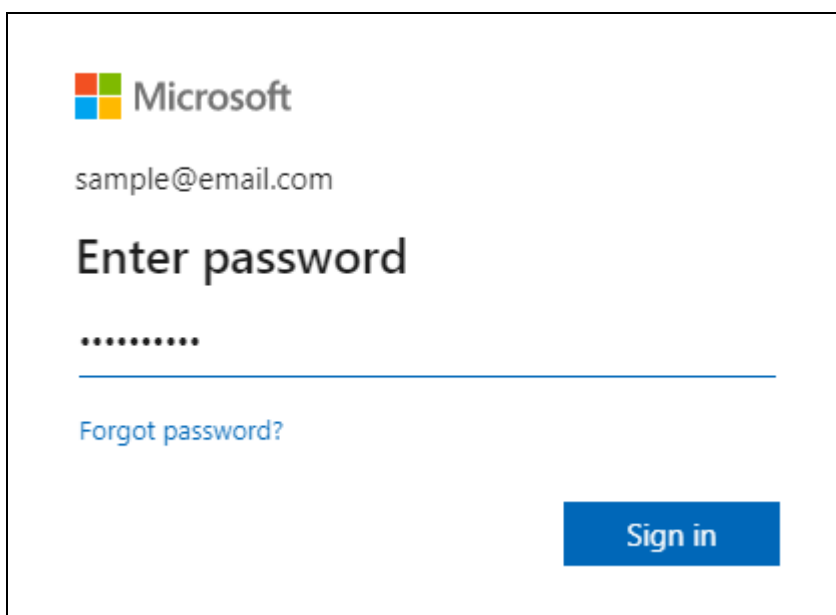
What is Multi-factor Authentication (MFA)? It is an authentication method wherein the user will be granted an access only after successfully presenting two or more evidence or proof of personal information or identification. It also adds a second layer of security to users upon logging in.

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

1. Login using a Microsoft 365 Administrator credentials.

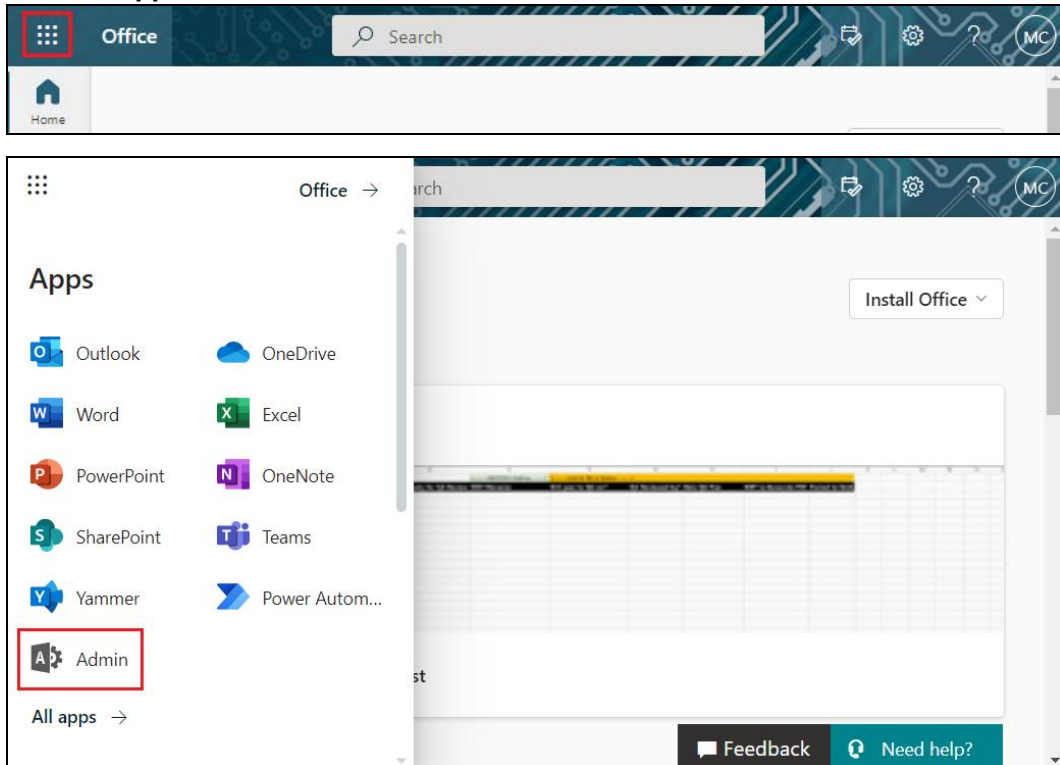


The image shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. Underneath, there is a text input field containing "sample@email.com". Below the input field, there are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom right, there are two buttons: a grey "Back" button and a blue "Next" button.

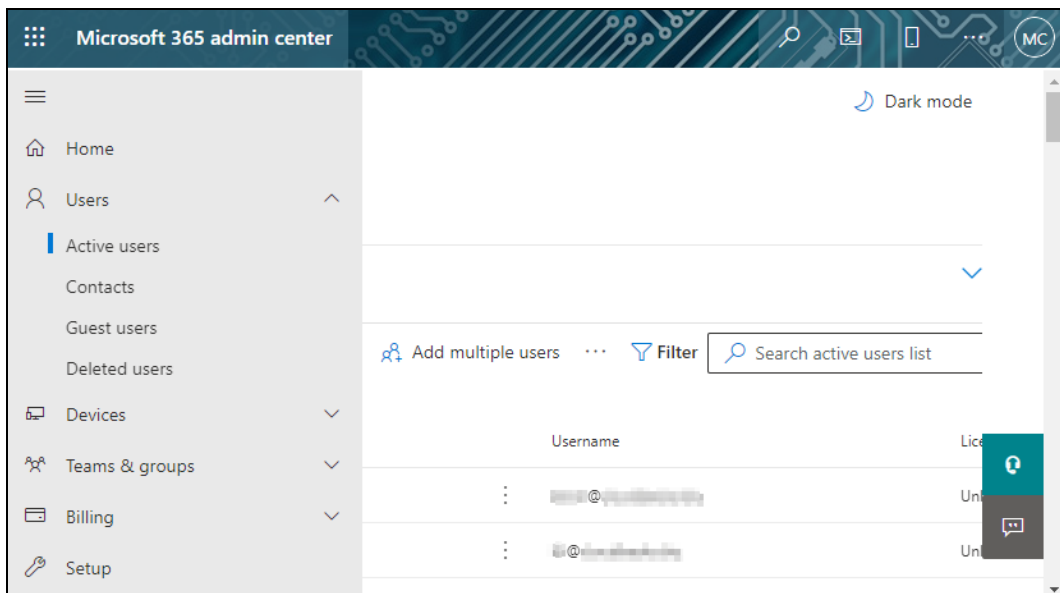


The image shows the Microsoft Enter password page. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. Underneath, there is a text input field containing "sample@email.com" and a password field with eight dots. Below the password field, there is a link: "[Forgot password?](#)". At the bottom right, there is a blue "Sign in" button.

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



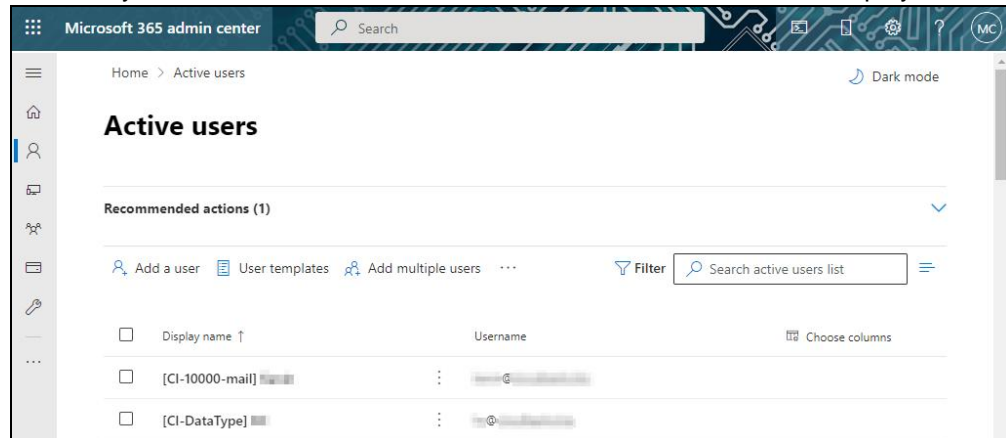
3. Go to **Users** and select **Active users** from the list.



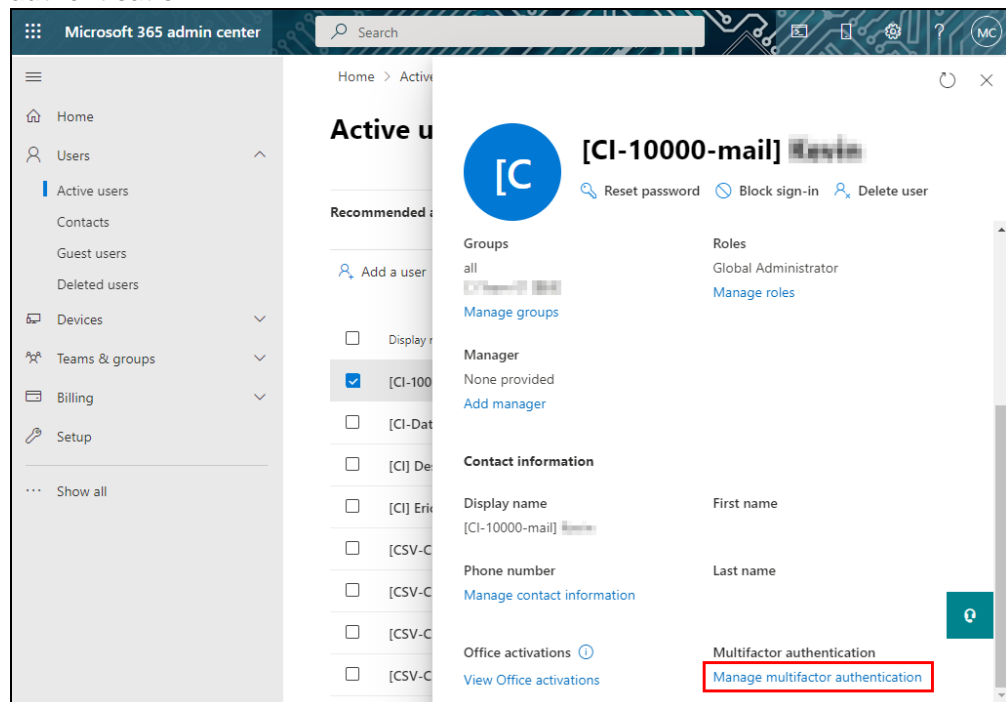
4. There are two ways to go to the MFA screen, below are the steps for the two options.

First option:

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

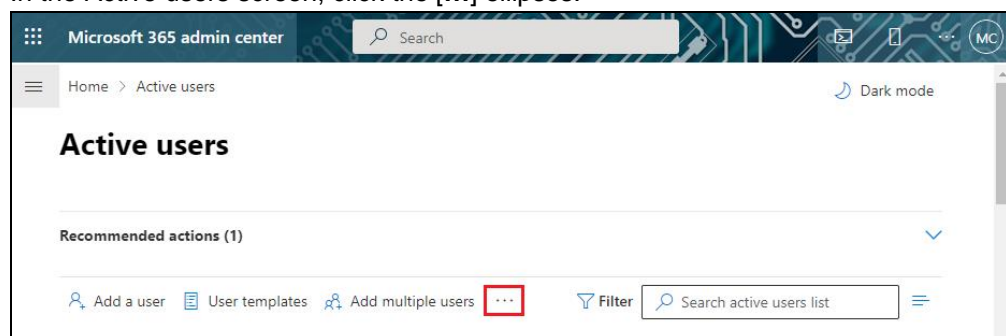


- In the lower part of the user's information screen, look for the **Manage multifactor authentication** link.

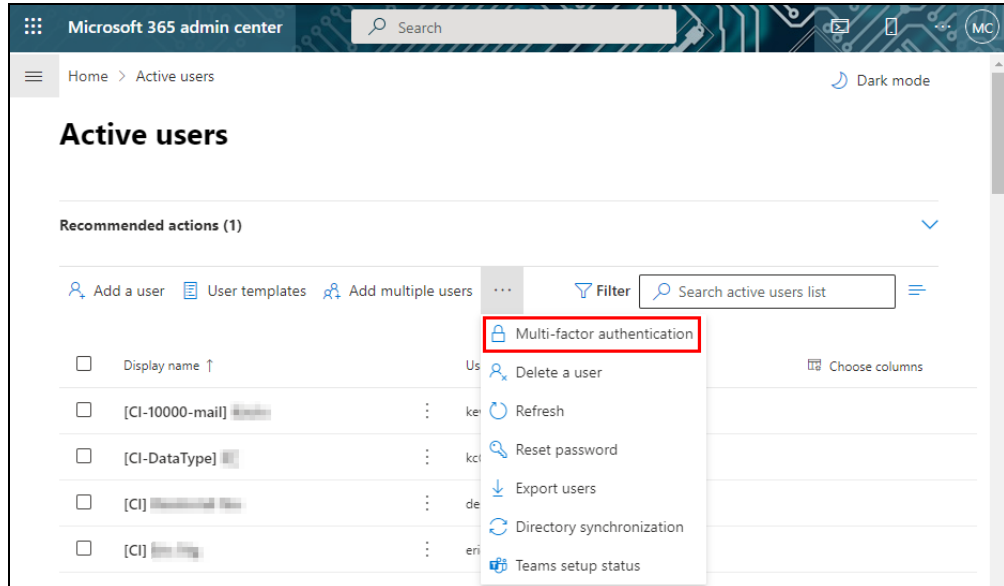


Second option:

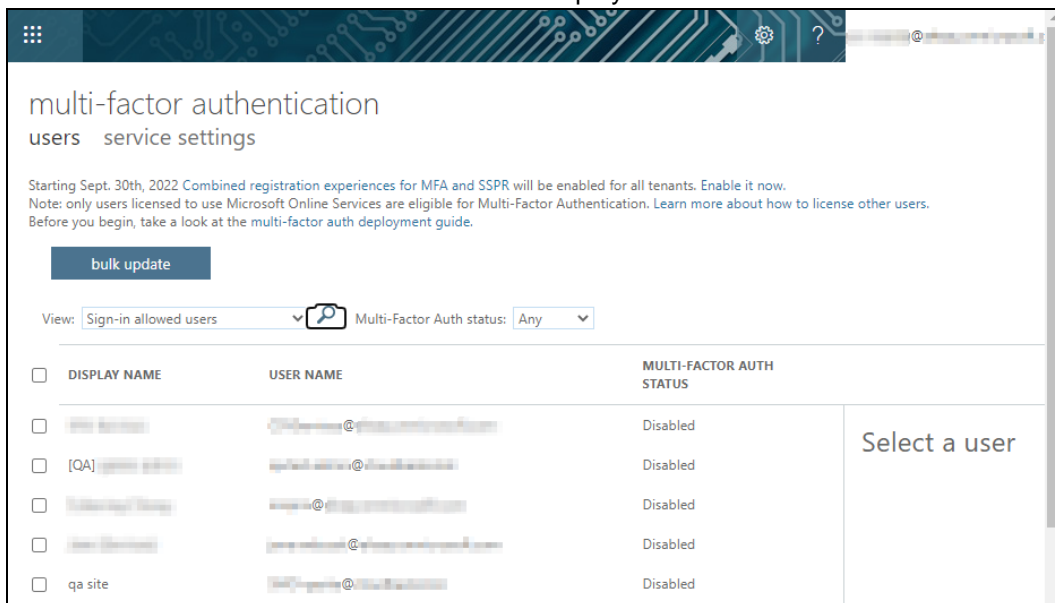
- In the Active users screen, click the [...] ellipses.



- Select **Multi-factor authentication** from the list.



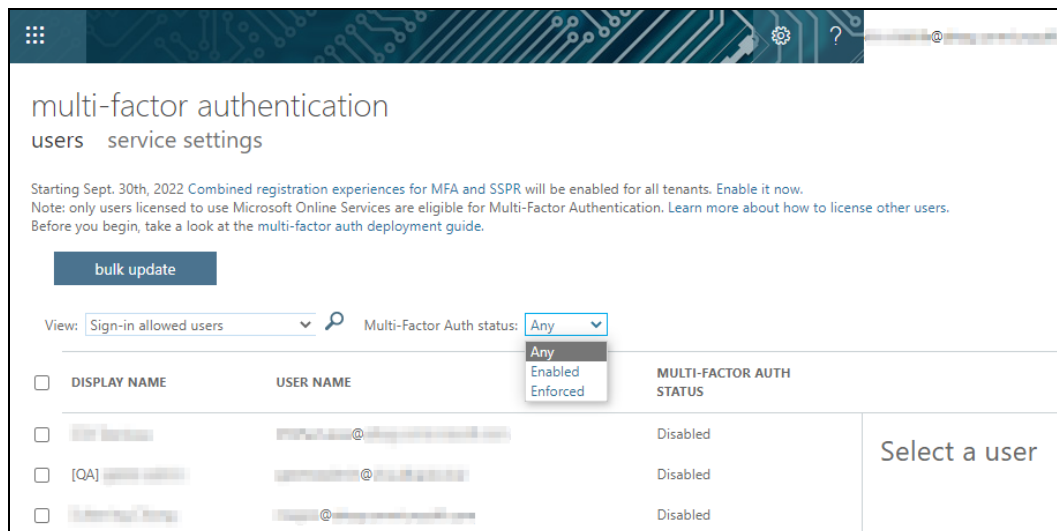
5. The multi-factor authentication screen will be displayed.



#### NOTE

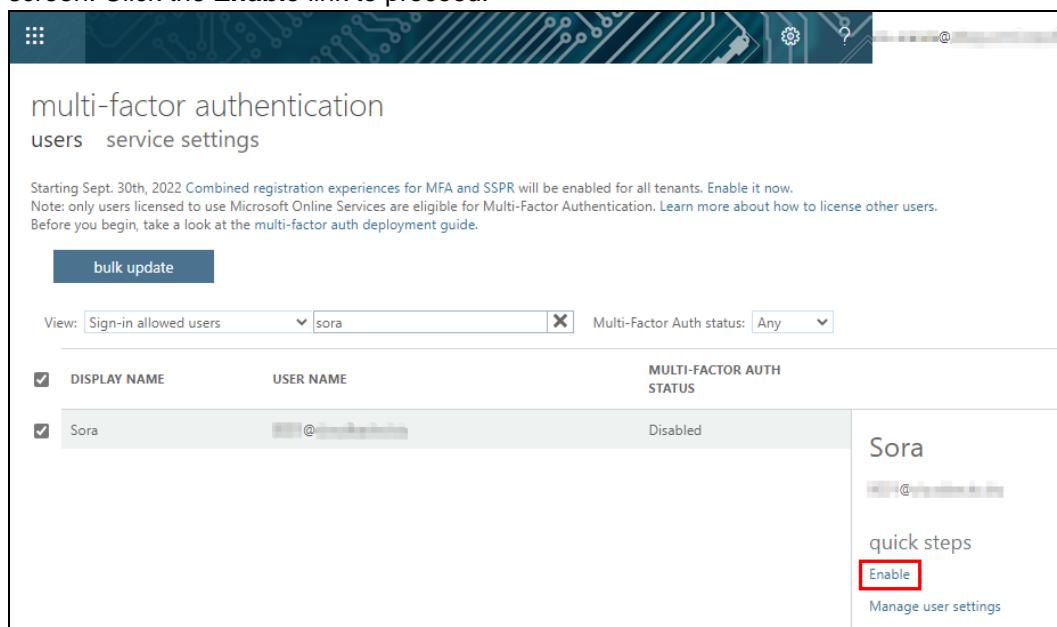
The two (2) options will go to the same screen.

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**.

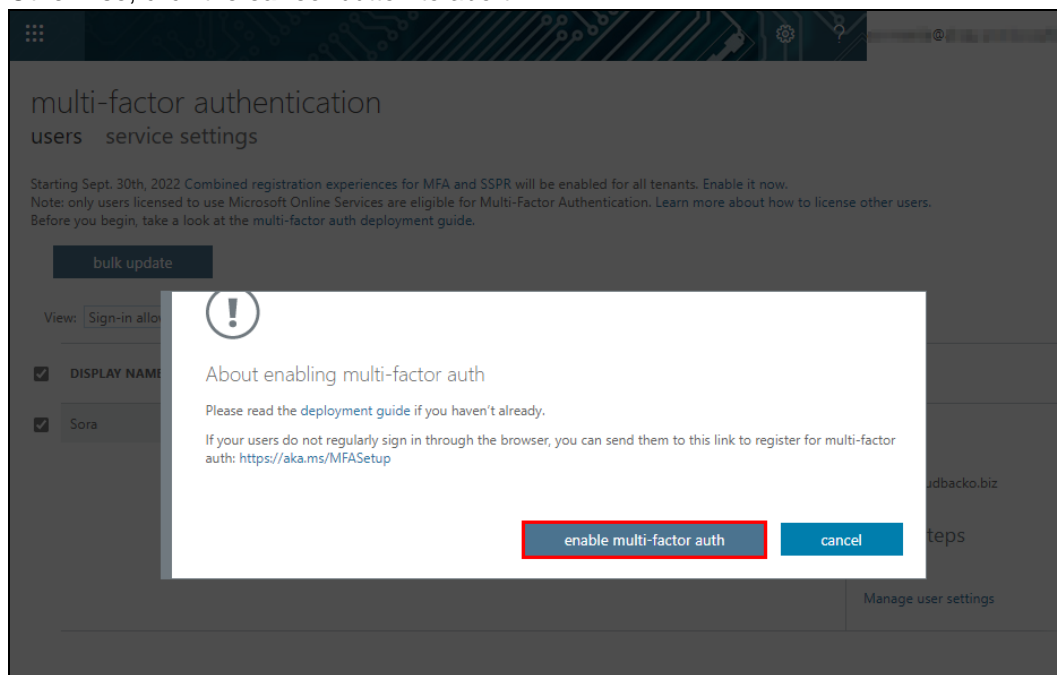


- Disabled – This status refers to the users who are not yet enrolled in the MFA. This is the default status.
- Enabled – This status refers to the users who are enrolled in the MFA, but changes have not yet taken effect.
- Enforced – This status refers to the users who are enrolled in the MFA has completed the registration process.

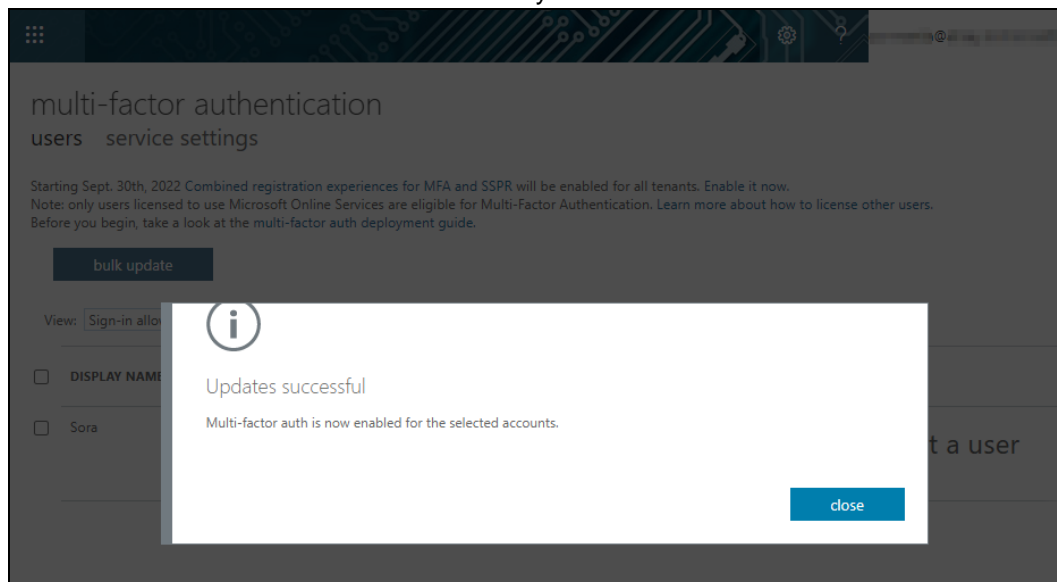
7. Upon selecting a user, a link to enable the MFA will be available on the right side of the screen. Click the **Enable** link to proceed.



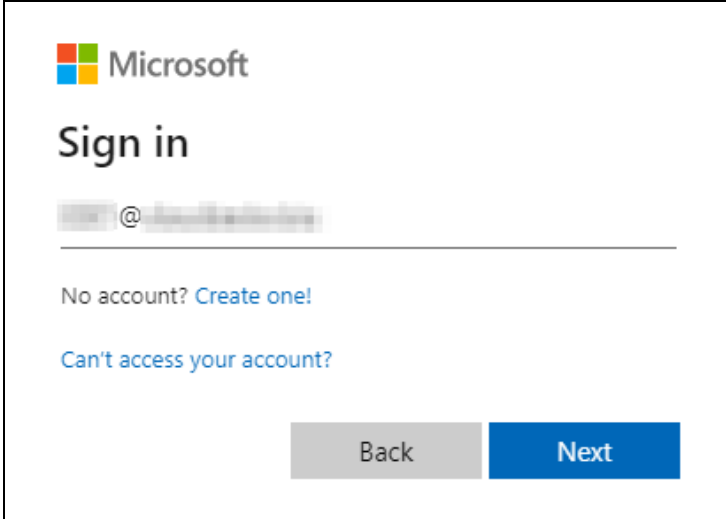
8. A warning message will be displayed. Click the **enable multi-factor auth** button to proceed. Otherwise, click the **cancel** button to abort.



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.



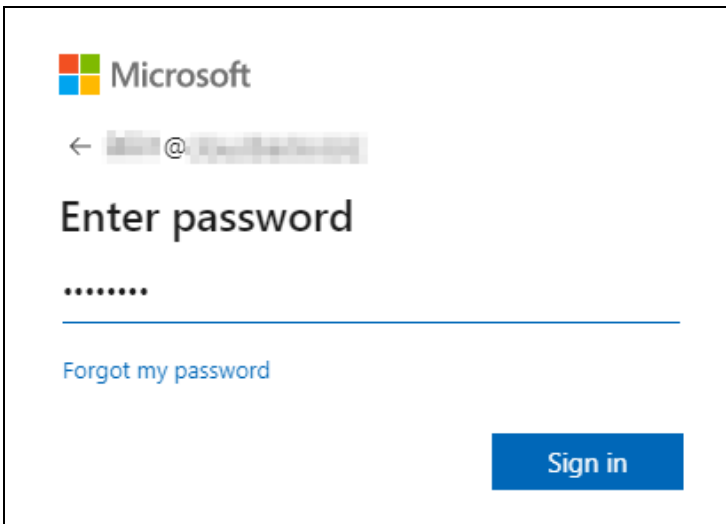
Microsoft

## Sign in

No account? [Create one!](#)

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

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



Microsoft

←

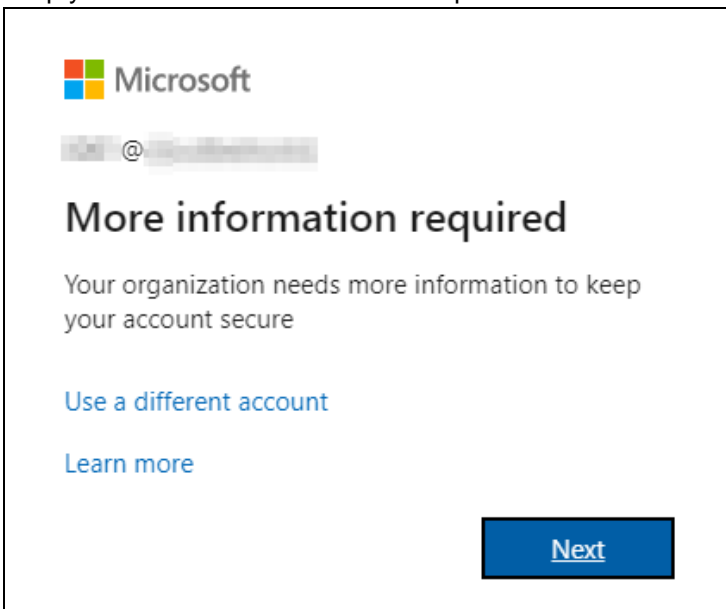
## Enter password

.....

[Forgot my password](#)

[Sign in](#)

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.



Microsoft

## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

[Next](#)

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.

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- 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.

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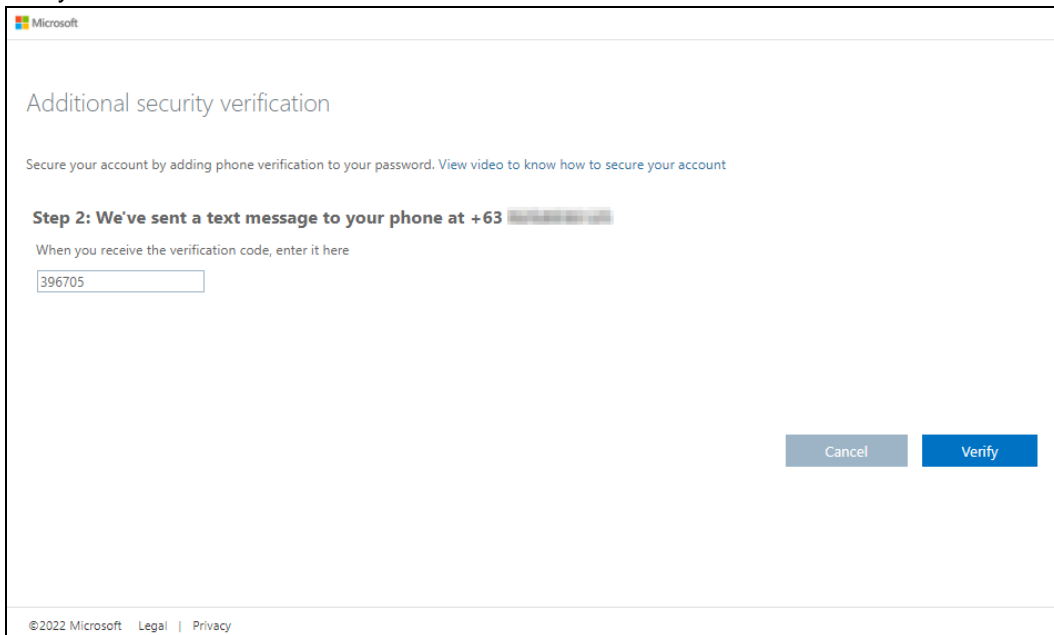
- Office phone – enter a valid office phone number.

The screenshot shows the 'Additional security verification' page on a Microsoft account. The header includes the Microsoft logo and the title 'Additional security verification'. Below the header, a sub-header reads 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main section is titled 'Step 1: How should we contact you?'. It features a dropdown menu with 'Office phone' selected, followed by a 'Select your country or region' dropdown, a text input field for the phone number, and an 'Extension' text input field. A blue 'Next' button is positioned on the right side. At the bottom, a small box contains the text: 'Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply.' The footer shows '©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 'Additional security verification' page on a Microsoft account, specifically for the mobile app option. The header includes the Microsoft logo and the title 'Additional security verification'. Below the header, a sub-header reads 'Secure your account by adding phone verification to your password. View video to know how to secure your account'. The main section is titled 'Step 1: How should we contact you?'. It features a dropdown menu with 'Mobile app' selected. Below this, a section titled 'How do you want to use the mobile app?' contains two radio button options: 'Receive notifications for verification' and 'Use verification code'. A note states: 'To use these verification methods, you must set up the Microsoft Authenticator app.' Below the note is a blue 'Set up' button and the text 'Please configure the mobile app.' A greyed-out 'Next' button is on the right. The footer shows '©2022 Microsoft Legal | Privacy'.

13. If you have selected the first option which is the **Authentication phone** with method **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.



Microsoft

### Additional security verification

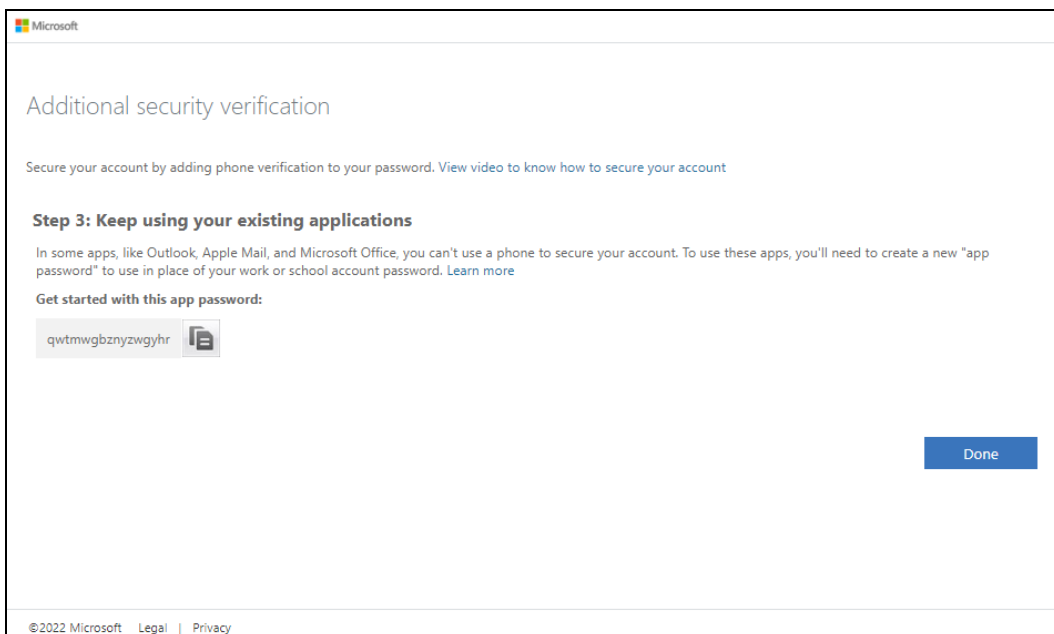
Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 2: We've sent a text message to your phone at +63 [REDACTED]**

When you receive the verification code, enter it here

[Cancel](#) [Verify](#)

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Microsoft


### Additional security verification

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

**Step 3: Keep using your existing applications**

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](#)

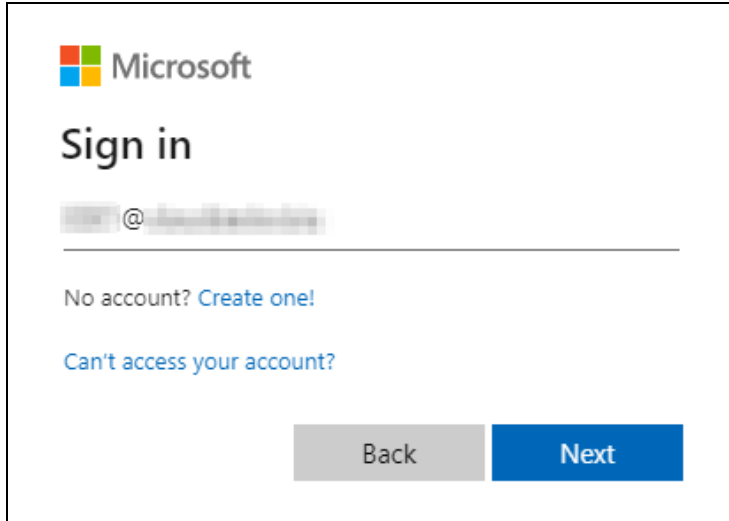
**Get started with this app password:**



[Done](#)

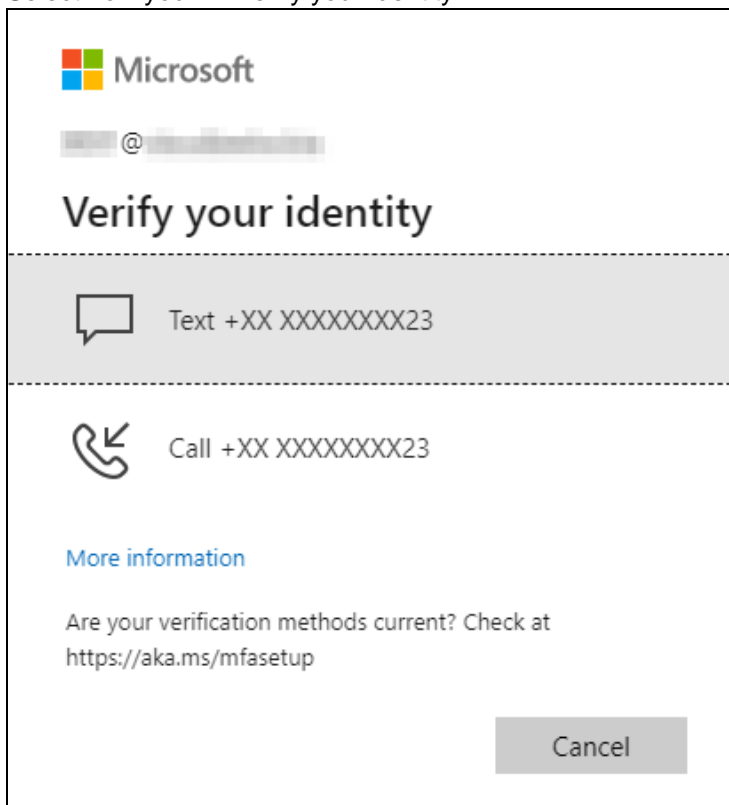
©2022 Microsoft | [Legal](#) | [Privacy](#)

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



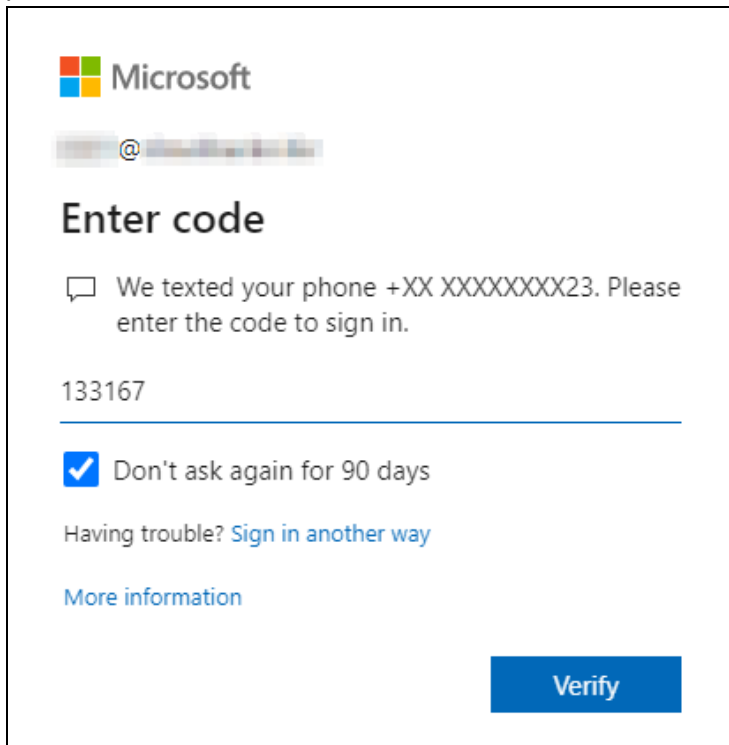
The screenshot shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the heading "Sign in". There is a text input field containing an email address with the domain "@example.com". Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)".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

15. Select how you will verify your identity.



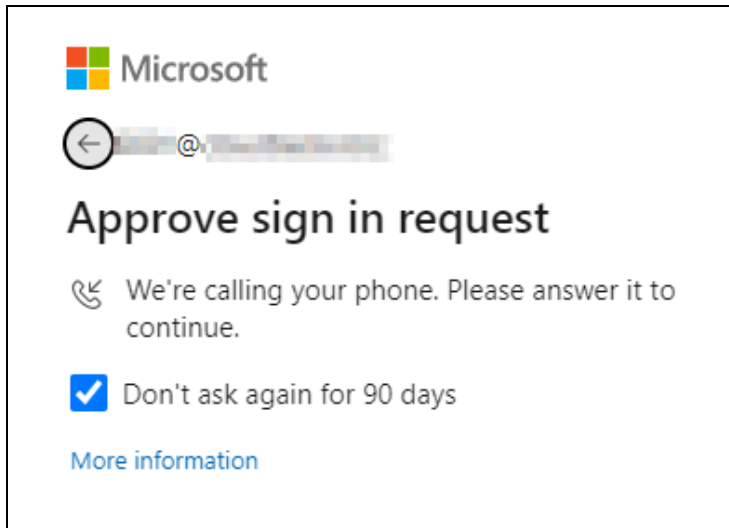
The screenshot shows the Microsoft "Verify your identity" screen. At the top is the Microsoft logo. Below it is the heading "Verify your identity". There is a text input field containing an email address with the domain "@example.com". Below the heading, there are two options for verification, each with an icon and a text label: a speech bubble icon with "Text +XX XXXXXXXXX23" and a telephone handset icon with "Call +XX XXXXXXXXX23". Below these options is a link: "[More information](#)". At the bottom, there is a paragraph of 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.



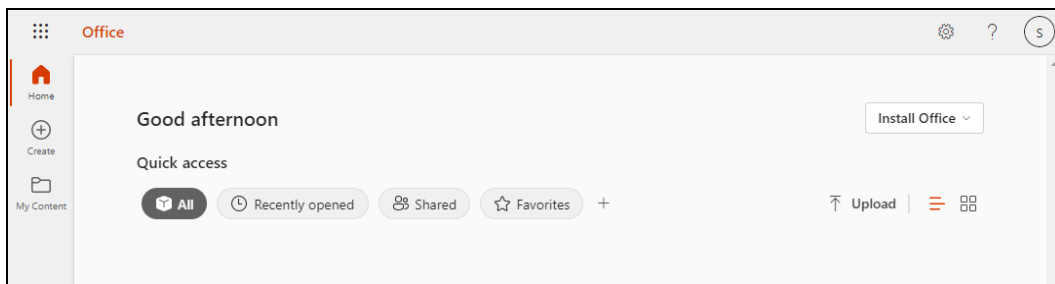
The image shows a Microsoft login screen. At the top is the Microsoft logo. Below it is a blurred email address followed by an '@' symbol. The main heading is 'Enter code'. Below this, a message says: 'We texted your phone +XX XXXXXXXXX23. Please enter the code to sign in.' There is a text input field 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](#)' and another 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 preceded by a back arrow icon. The main heading is 'Approve sign in request'. Below this, a message with a phone icon 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 the link '[More information](#)'.

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

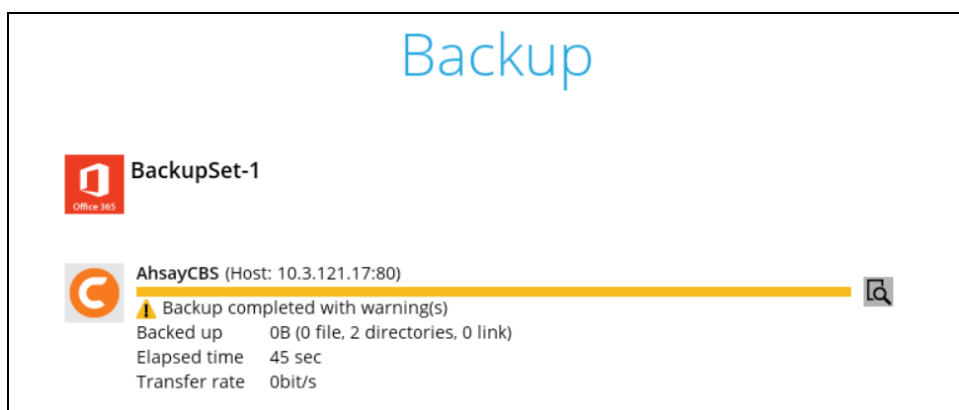


## Appendix D: Example Scenario for Backup Set Maintenance

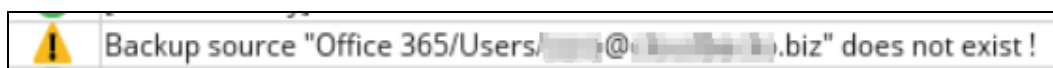
### Scenario: Microsoft 365 user account does not exist warning message

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 v9.0.3.17 ]	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 reports

### Selection of all folders vs selective folders

all folders		selective folders
 <b>Users</b>		 <b>Users</b>
<input checked="" type="checkbox"/>  Outlook		<input checked="" type="checkbox"/>  Outlook
<input checked="" type="checkbox"/>  OneDrive		<input checked="" type="checkbox"/>  OneDrive
<input checked="" type="checkbox"/>  Personal Site		<input checked="" type="checkbox"/>  Personal Site
<input checked="" type="checkbox"/>  Teams Chat		<input type="checkbox"/>  Teams Chat
<input checked="" type="checkbox"/>  Teams		<input checked="" type="checkbox"/>  Teams
<input checked="" type="checkbox"/>  Group Mail		<input checked="" type="checkbox"/>  Group Mail
<input checked="" type="checkbox"/>  Group Site		<input type="checkbox"/>  Group Site
<input checked="" type="checkbox"/>  Teams Channel		<input checked="" type="checkbox"/>  Teams Channel
<input checked="" type="checkbox"/>  SharePoint Sites		<input checked="" type="checkbox"/>  SharePoint Sites
<input checked="" type="checkbox"/>  Public Folders		<input type="checkbox"/>  Public 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 account. 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 moved 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 folders are subsequently un-selected from the backup source. The backup job will not pick up the changes of the de-selected folders, they will not be moved to 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 destination(s).

DSC is highly recommended to synchronize de-selected folders in the backup source with the backup destination. 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 [ AhsayOBM v9.3.0.1 ]	09/06/2022 10:32:15
i	Saving encrypted backup set encryption keys to server...	09/06/2022 10:32:15
i	Start Backup ... [Deduplication: enabled, Deduplication scope: All files within the same backup set, Migrate Data: disabled]	09/06/2022 10:32:17
i	Using Temporary Directory C:\Users\Administrator\temp\1654740286247\Local@1654741831461	09/06/2022 10:32:17
i	Create new index since no valid job available in destination	09/06/2022 11:08:13
i	Start running pre-commands	09/06/2022 11:08:13
i	Finished running pre-commands	09/06/2022 11:08:13
i	Downloading server file list (Office 365)...	09/06/2022 11:08:13
i	Create new index since no valid job available in destination	09/06/2022 11:08:13
i	Downloading server file list (Office 365)... Completed	09/06/2022 11:08:13
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	09/06/2022 11:08:14
i	Run Office 365 Data Synchronization Check (1st time)	09/06/2022 11:18:43
i	[New Directory]... Office 365	09/06/2022 11:24:50
i	[New Directory]... Office 365/Chats	09/06/2022 11:24:50
i	[New Directory]... Office 365/Groups	09/06/2022 11:24:50

On the sample backup log, it shows the countdown until the next DSC which is in two (2) days.

Type	Log	Time
i	Existing statistics of backup set= "Client Run Office 365 Backup Set" destination= "Local-1": Data area compressed size: 3...	01/25/2022 15:03:49
i	Recalculated statistics of backup set= "Client Run Office 365 Backup Set" destination= "Local-1": Data area compressed si...	01/25/2022 15:03:49
i	The statistics of backup set= "Client Run Office 365 Backup Set" destination= "Local-1" is correct.	01/25/2022 15:03:49
i	Data integrity check on backup set= "Client Run Office 365 Backup Set" destination= "Local-1" is completed	01/25/2022 15:03:53
i	Finished data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(163714124522...	01/25/2022 15:03:53
i	Completed data integrity check on backup set "Client Run Office 365 Backup Set(1637138089824)", "Local-1(1637141245...	01/25/2022 15:03:53
i	Start running pre-commands	01/25/2022 15:03:53
i	Finished running pre-commands	01/25/2022 15:03:53
i	Downloading server file list (Office 365)...	01/25/2022 15:03:53
i	Download valid index files from backup job "2022-01-25-14-51-13" to "C:\Users\admin\obm\temp\1637138089824\Local...	01/25/2022 15:03:53
i	Download valid index files from backup job "2022-01-25-14-51-13" to "C:\Users\admin\obm\temp\1637138089824\Local...	01/25/2022 15:03:53
i	Download valid index files from backup job "2022-01-25-14-51-13" to "C:\Users\admin\obm\temp\1637138089824\Local...	01/25/2022 15:03:53
i	Downloading server file list (Office 365)... Completed	01/25/2022 15:03:53
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	01/25/2022 15:03:54
i	Office 365 Data Synchronization Check will be run after 2 day(s)	01/25/2022 15:04:03
i	Downloading server file list ( )...	01/25/2022 15:04:06
i	Downloading server file list ( )... Completed	01/25/2022 15:04:06
i	Reading backup source from ( )...	01/25/2022 15:04:07

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

Type	Log	Time
i	Downloading server file list (Office 365)... Completed	16/06/2022 14:58:10
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	16/06/2022 14:58:11
i	Run Office 365 Data Synchronization Check	16/06/2022 14:58:25
i	[New Directory]... Office 365/Chats	16/06/2022 14:58:25
i	[Update Attribute]... 100% of "Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536"	16/06/2022 14:58:26
i	[Update Attribute]... 100% of "Office 365/Groups/c3a80457-f6d4-42a6-aeb8-540d26c86b8e"	16/06/2022 14:58:26
i	[New Directory]... Office 365/Groups	16/06/2022 14:58:26
i	[Update Attribute]... 100% of "Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536"	16/06/2022 14:58:27

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

Type	Log	Time
i	Download valid index files from backup job "2022-06-09-16-34-15" to "C:\Users\Administrator\temp\1654740286247\Loc...	16/06/2022 14:35:23
i	Download valid index files from backup job "2022-06-09-16-34-15" to "C:\Users\Administrator\temp\1654740286247\Loc...	16/06/2022 14:35:23
i	Download valid index files from backup job "2022-06-09-16-34-15" to "C:\Users\Administrator\temp\1654740286247\Loc...	16/06/2022 14:35:23
i	Download valid index files from backup job "2022-06-09-16-34-15" to "C:\Users\Administrator\temp\1654740286247\Loc...	16/06/2022 14:35:23
i	Download valid index files from backup job "2022-06-09-16-34-15" to "C:\Users\Administrator\temp\1654740286247\Loc...	16/06/2022 14:35:23
i	Downloading server file list (Office 365)... Completed	16/06/2022 14:35:23
i	Backup of "Allow multiple responses" setting in survey lists is not supported under modern authentication.	16/06/2022 14:35:24
i	Office 365 Data Synchronization Check is disabled (Debug option - Office365.DSCInterval = -1)	16/06/2022 14:35:38
i	[New Directory]... Office 365/Chats	16/06/2022 14:35:38
i	[Update Attribute]... 100% of "Office 365/Groups/9907dac3-2c0d-4c75-af35-ebc0cdad8536"	16/06/2022 14:35:39
i	[New Directory]... Office 365/Groups	16/06/2022 14:35:40

## 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 **C:\Program Files\AhsayOBM**

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
4. Go to C:\Program Files\AhsayOBM\ folder.
5. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
6. Add this line, *Office365.DSCInterval=-1*  
A value of **-1** indicates DSC is disabled.
7. Start the Ahsay Online Backup Manager services

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

1. Go to C:\Program Files\AhsayOBM\ folder.
2. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
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/restore job running.
2. Close AhsayOBM UI.
3. Stop the Ahsay Online Backup Manager services
4. Go to C:\Program Files\AhsayOBM\ folder.
5. Open **cb.opt** file using a text editor such as Notepad or Notepad++.
6. Change the interval number.

For example:

Current interval: *Office365.DSCInterval=60*

Updated interval: *Office365.DSCInterval=10*

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.

7. Start the Ahsay Online Backup Manager services

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

Assumption: AhsayOBM Installation path is **C:\Program Files\AhsayOBM**

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
4. Go to C:\Program Files\AhsayOBM\ folder.
5. Open **afc.opt** file using a text editor such as Notepad or Notepad++.
6. Add this parameter,  
*obx.core.backup.file.BackupResourceManager.maxConcurrentSubCmd=xx*

A *xx* value indicates the number of threads. Minimum thread is 1.

### NOTE

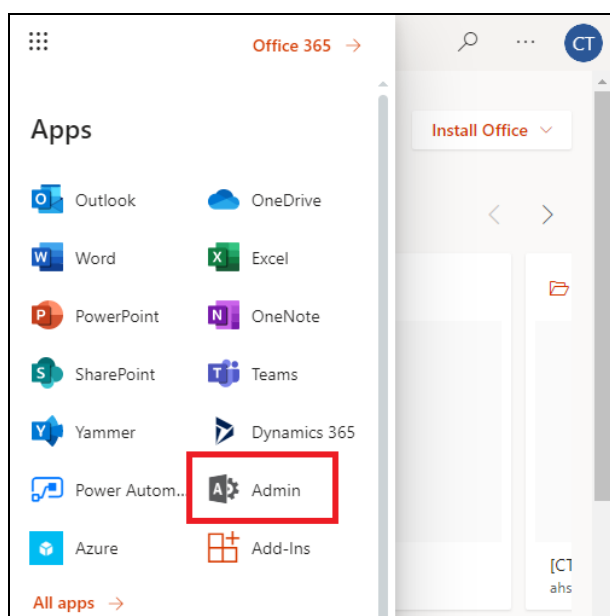
Increasing the number of concurrent backup threads does not guarantee that the overall backup speed will be faster since there will be an increased chance of throttling by Microsoft 365.

7. Start the Ahsay Online Backup Manager services.

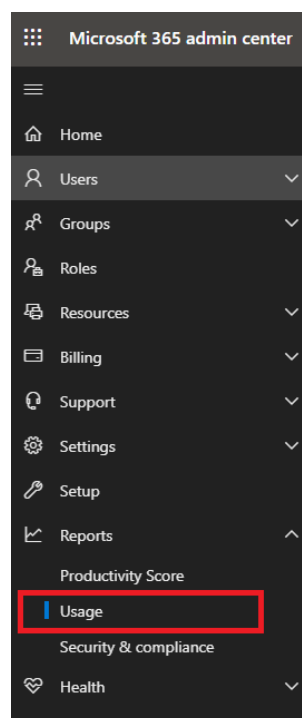
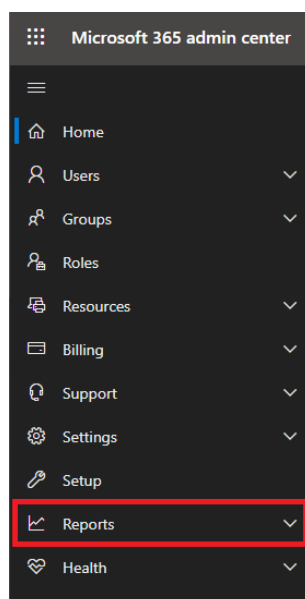
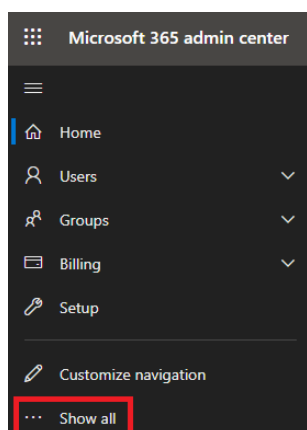
## Appendix H: How to view Item count and Storage used in Microsoft 365 Admin Center

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:

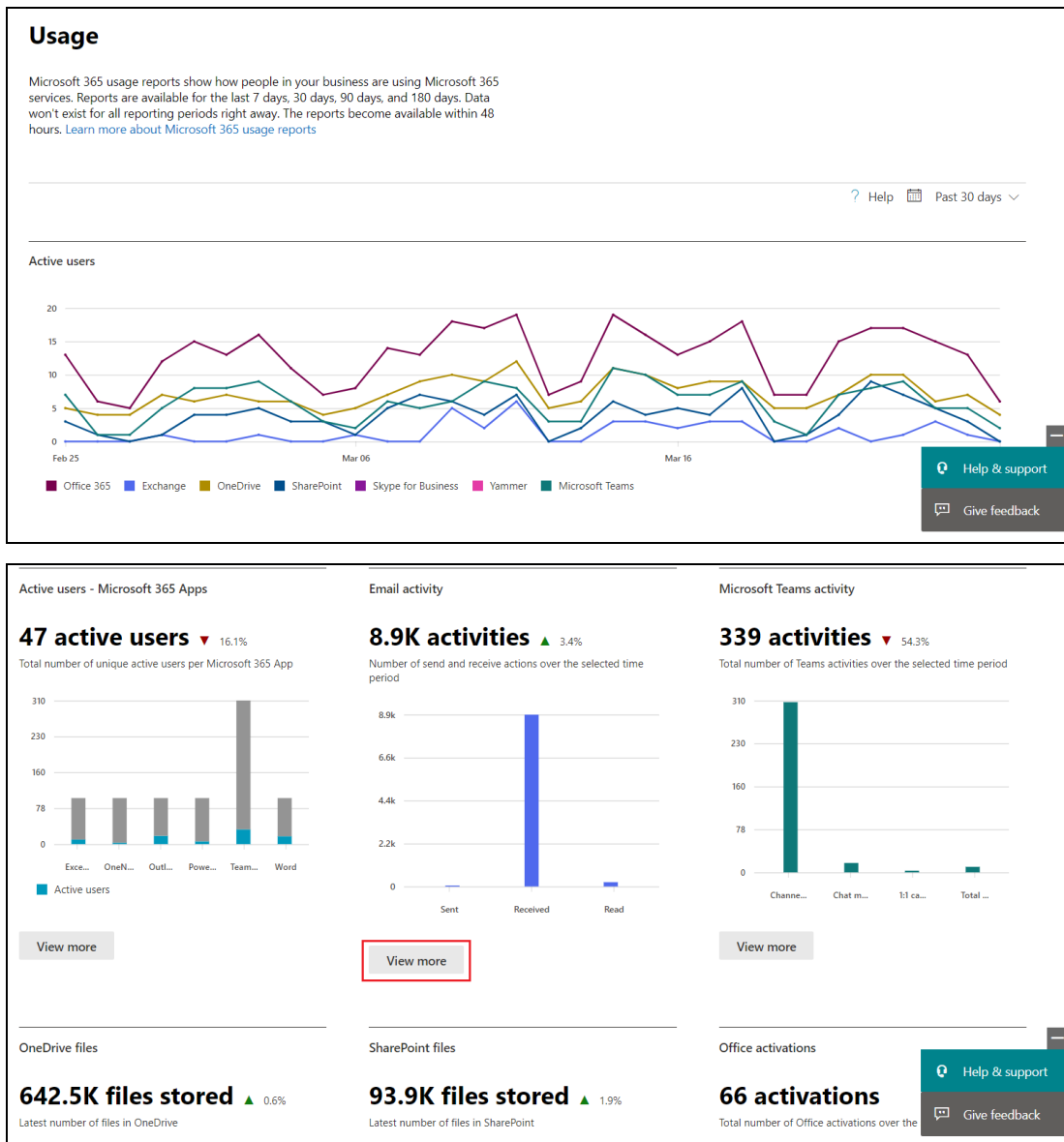
1. Login to the Microsoft 365 (<https://login.microsoft.com>).
2. Go to Microsoft 365 admin center.



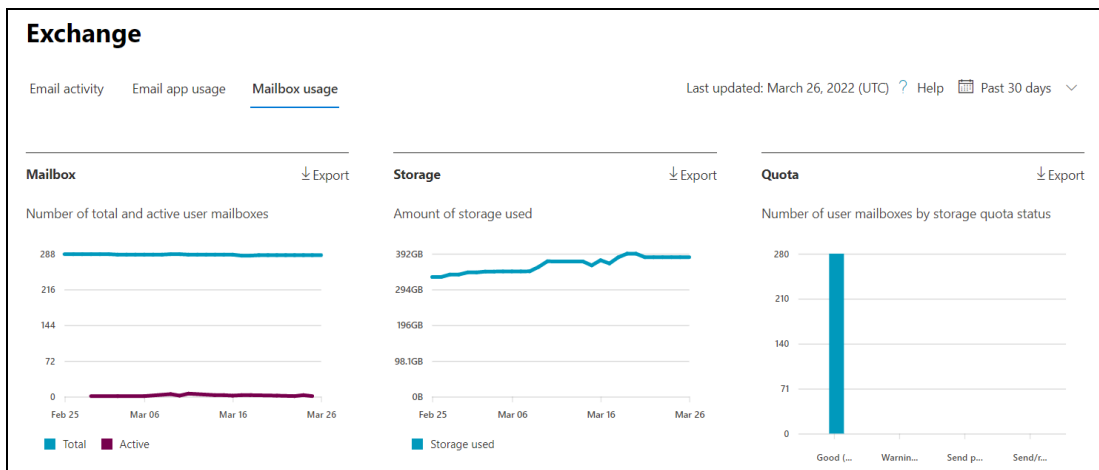
3. On the Microsoft 365 admin center, click **Show all** then click the dropdown arrow for the **Reports** and select **Usage**.



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**.



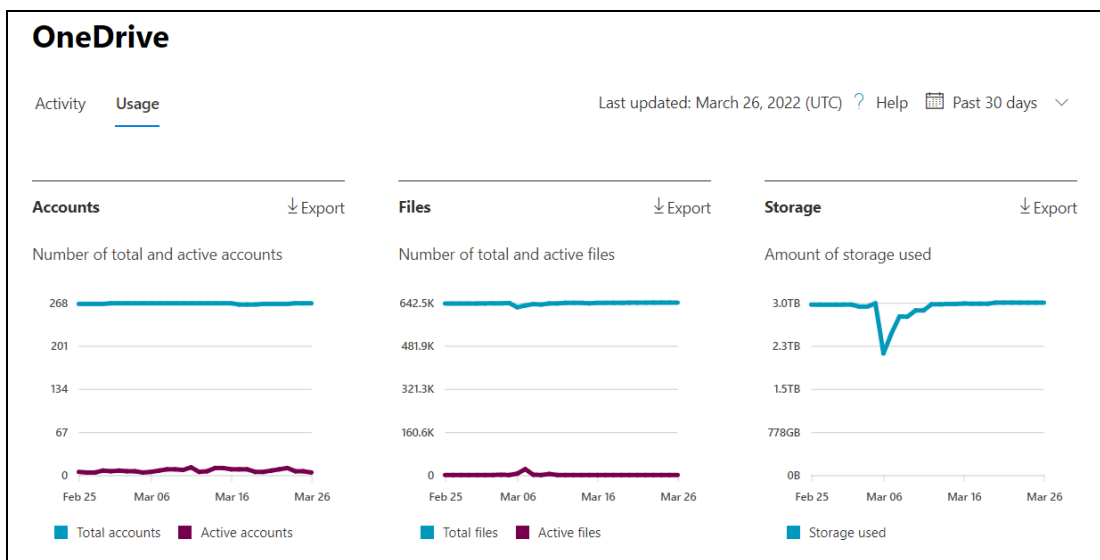
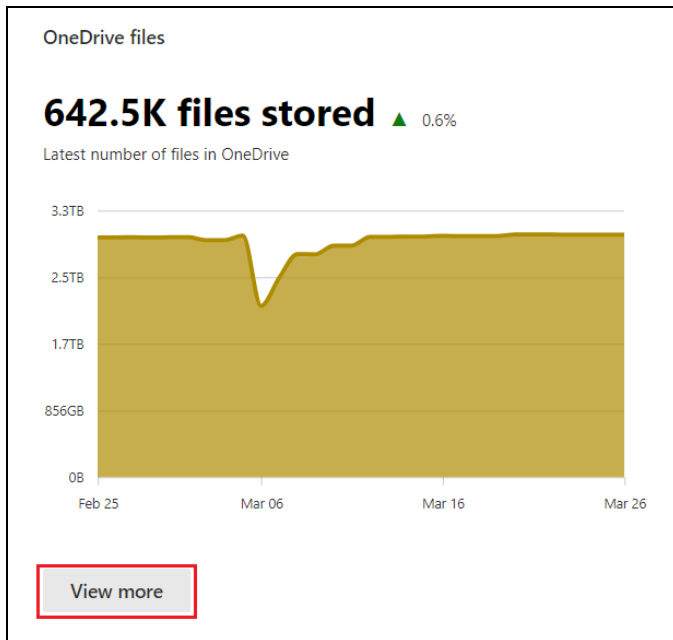
Highlighted columns are, Item count and Storage used (MB).

- ▶ **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.



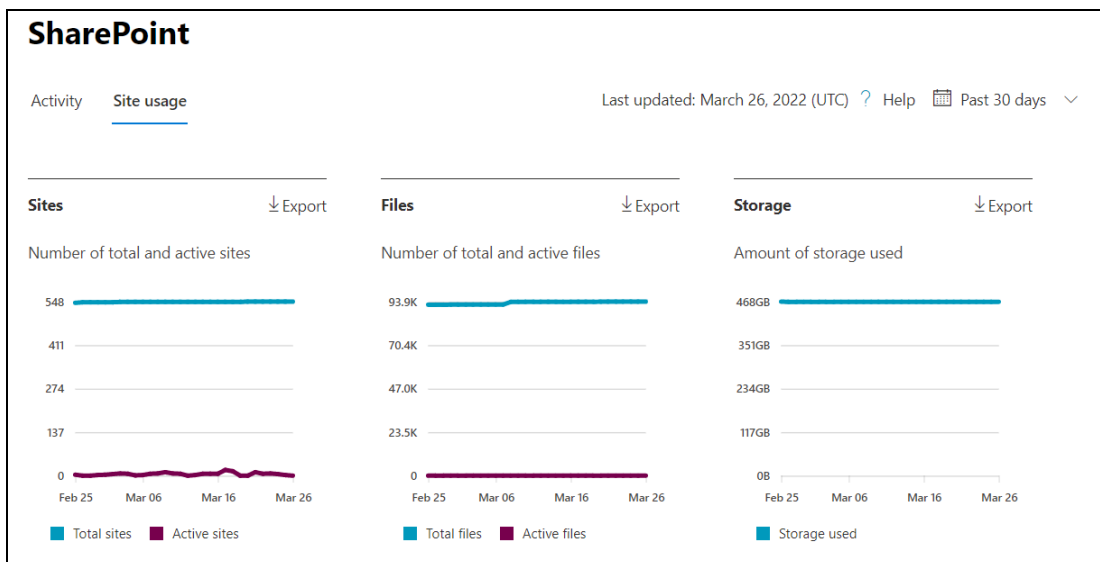
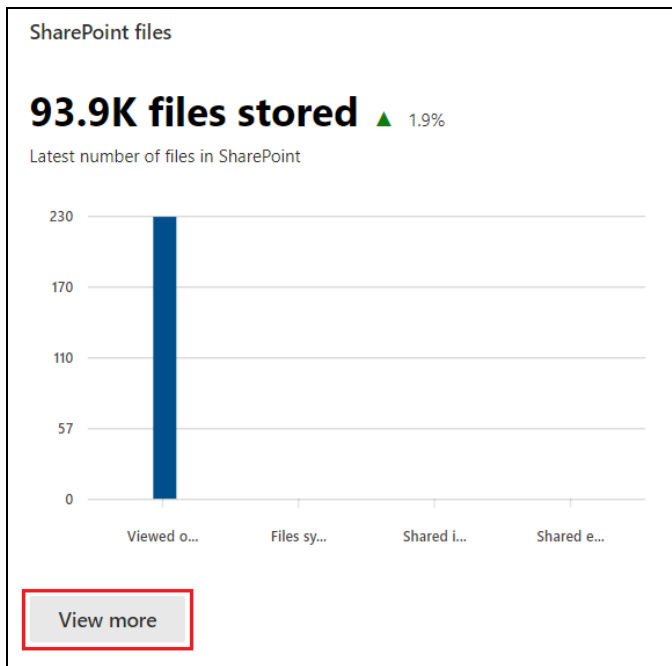
Highlighted columns are, Files and Storage used (MB).

- 🔵 **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)
85020A16D191961B6FF5F9F96	EF2D97C6B7E96131AB26327C		0	0	2
133C6F634EDAED8B325F34A	87BACCAFAFB7D267C6F7609	Tuesday, March 22, 2022	5	1	150
F1814962EA16EFFDDC1DED21	E3CFB36D2C50888C216EF8B		0	0	2
B83A4C6013BFA395AAB499E	A6520A6D09563C27BDFBEAD	Wednesday, March 3, 2021	15	0	6
3450D92B766F9ABDFD6CA61	047D65F02E3C4F1EDE4B5753	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
CE7B0A965F638CB1E6671EAF	C8B2E1F841035CC5FC00A185		0	0	1
41BB097EBEE82DFF51FE5ED	5B2B9460FC5A6EF1EF9258FF	Thursday, December 31, 2020	7	0	2
E177BDB6FAEA3150B8209D9	1F4F38D749F4E4E5C4D1DC95		3	0	1
9EBCCBA92231CB1E9ADED3	0B489CE34CCFBED77FA199F4	Tuesday, August 24, 2021	36	0	13

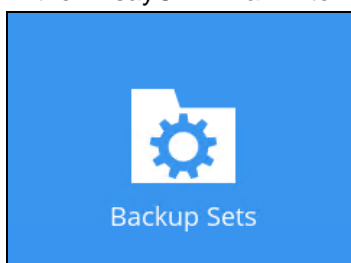


## Appendix I: Re-Authentication of Microsoft 365 Backup Set

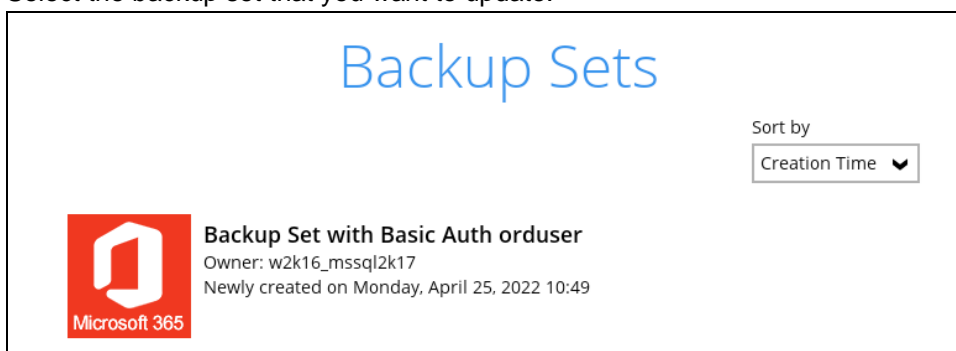
Existing backup sets are suggested to be updated to use Modern Authentication. This will ensure that moving forward there will be no backup and restore issues to be encountered once Microsoft implements its product roadmap for Modern Authentication. This only needs to be done once per Microsoft 365 user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

To update the backup settings, follow the instructions below:

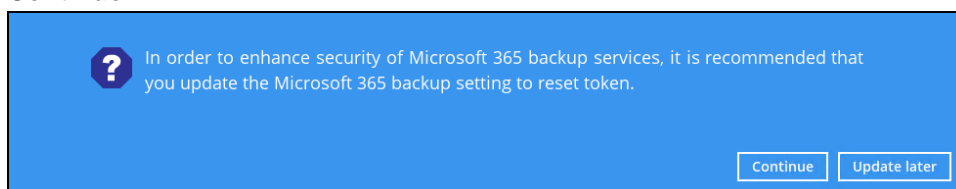
1. Log out all Microsoft 365 account on the default browser before starting the update of backup set.
2. In the AhsayOBM main interface, click **Backup Sets**.



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**.

Backup Set with Hybrid Auth

**General**

Source

Backup Schedule

Destination

Show advanced settings

**General**

Name  
Backup Set with Hybrid Auth

Owner  
w2k16\_mssql2k17

**Microsoft 365**

Username  
[Email Address]@[Domain]

☐ Access the Internet through proxy

**Change settings**

**Windows User Authentication**

Domain Name (e.g. Ahsay.com) / Host Name  
AM017L

User name  
user

Password  
[Password]

Delete this backup set

Save Cancel Help

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

Microsoft 365

Backup scope

☐ Entire organization

☐ This Microsoft 365 user only

Region

Global

☐ Access the Internet through proxy

Next Cancel Help

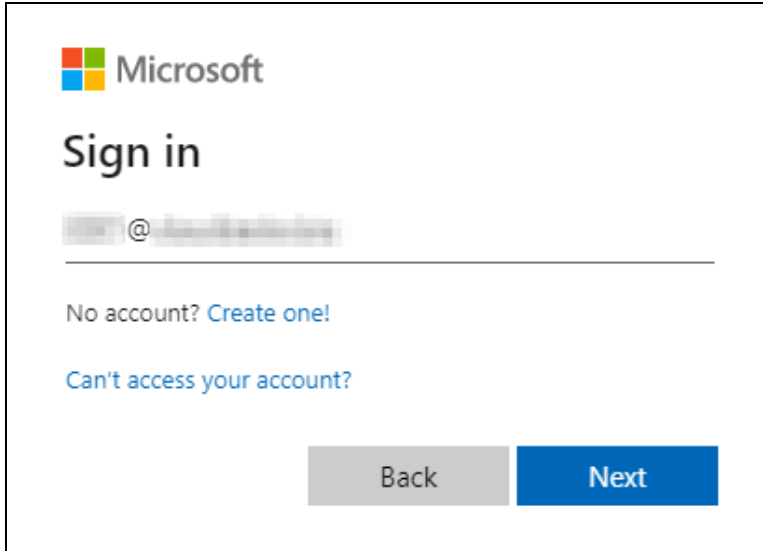
Delete this backup set

5. 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

6. Sign in to your account.



Microsoft

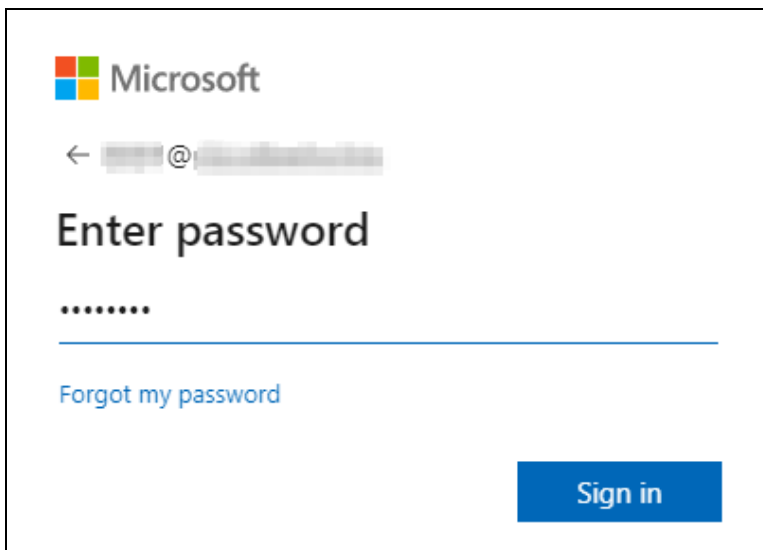
## Sign in

---

No account? [Create one!](#)

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

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



Microsoft

[←](#)

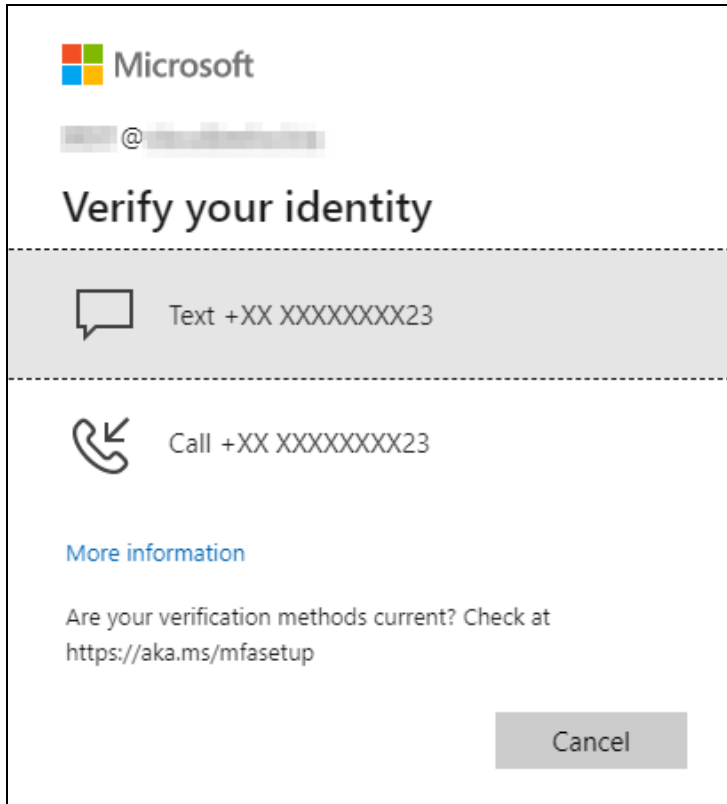
## Enter password

---

[Forgot my password](#)

[Sign in](#)


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




Microsoft

@

## Verify your identity

 Text +XX XXXXXXXXX23

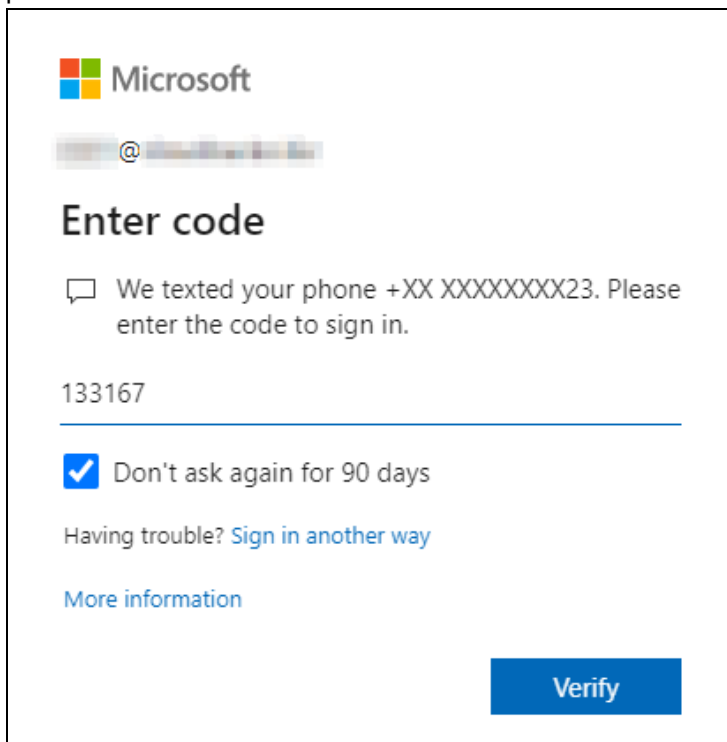
 Call +XX XXXXXXXXX23

[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.



Microsoft

@

## Enter code

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

133167

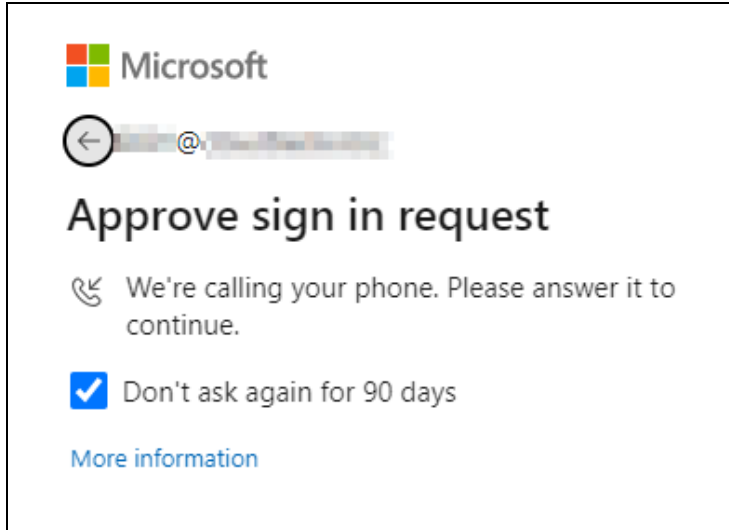
☒ Don't ask again for 90 days

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

[More information](#)

Verify

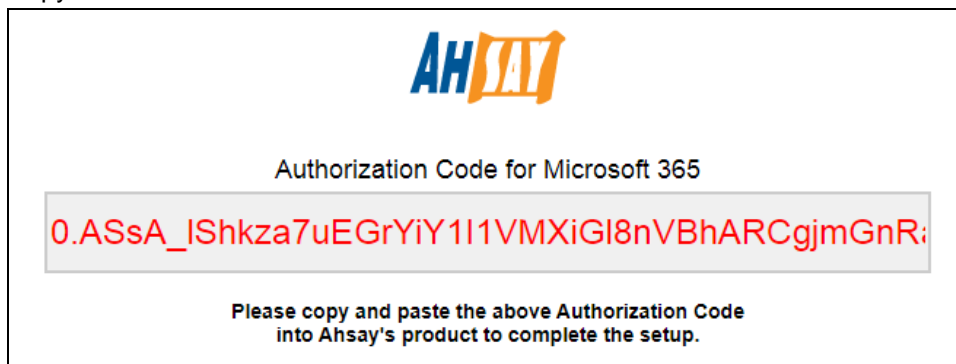
If Call is selected, answer the call and follow the instructions to verify your identity.



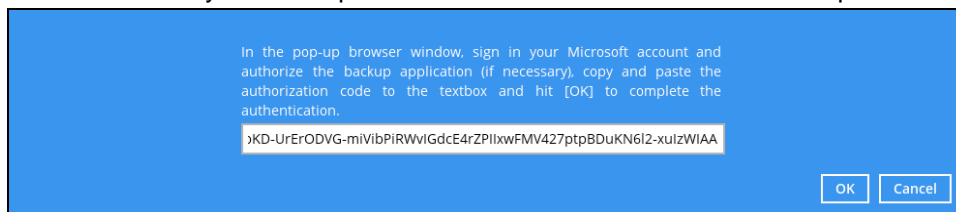
**NOTE**

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.

**Backup Set with Hybrid Auth**

**General**

Source

Backup Schedule

Destination

[Show advanced settings](#)

**General**

Name  
Backup Set with Hybrid Auth

Owner  
w2k16\_mssql2k17

**Microsoft 365**

Username  
[Redacted]

☐ Access the Internet through proxy

**Change settings**

**Windows User Authentication**

Domain Name (e.g. Ahsay.com) / Host Name  
AM017L

User name  
user

Password  
[Redacted]

Delete this backup set

**Save** **Cancel** **Help**