Veeam Data Cloud for Microsoft 365

User Guide

September, 2024

> **NOTE**
>
> Read the End User Software License Agreement before using the accompanying software programs. Using any part of the software indicates that you accept the terms of the End User Software License Agreement.

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Contacting Veeam Software

At Veeam Software we value feedback from our customers. It is important not only to help you quickly with your technical issues, but it is our mission to listen to your input and build products that incorporate your suggestions.

Customer Support

Should you have a technical concern, suggestion or question, visit the Veeam Customer Support Portal to open a case, search our knowledge base, reference documentation, manage your license or obtain the latest product release.

Company Contacts

For the most up-to-date information about company contacts and office locations, visit the Veeam Contacts Webpage.

Online Support

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

- Full documentation set: veeam.com/documentation-guides-datasheets.html

- Veeam R&D Forums: forums.veeam.com

About This Document

This guide is intended for IT managers, virtual infrastructure administrators, and other personnel responsible for the product deployment and operation.

This document describes the features included in Veeam Data Cloud for Microsoft 365. It also provides usage examples and gives step-by-step instructions that will help you better understand how to use Veeam Data Cloud for Microsoft 365.

Intended Audience

The document is intended for backup administrators and other IT professionals who plan to use Veeam Data Cloud for Microsoft 365.

About Veeam Data Cloud for Microsoft 365

Veeam Data Cloud for Microsoft 365 is a BaaS (Backup as a Service) solution that allows you to back up and restore your Microsoft 365 data, including Microsoft Exchange, Microsoft SharePoint, Microsoft OneDrive for Business and Microsoft Teams data.

In This Section

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Security

This section lists fundamental security features of Veeam Data Cloud for Microsoft 365.

Certifications

Veeam holds numerous certifications, including ISO/IEC 27001, and is continuously investing, innovating, and adding to industry and regulatory credentials to help ensure your data is protected and secure. For more information, see Veeam Trust Center.

Data Sovereignty

Data is stored in a dedicated storage account in the region of your choice.

Redundant Storage

Utilizes Local Redundant Storage (LRS) by default, where three copies of customer data are stored on three separate disks within the primary Azure region.

Isolated Environment

Backup data is stored in a virtually air-gapped location, hosted by Veeam in Microsoft Azure. This environment is isolated and decoupled from both Microsoft 365 and customer infrastructure. Customers also benefit from the inherent data security provided by Microsoft Azure at the storage level.

Encryption

Utilizes 256-bit encryption for all data in-transit and at-rest.

Immutability

Offers service-level immutability capabilities on the primary backup. Once the data is backed up, it cannot be altered, tampered with, or deleted by users, including administrators or attackers.

Multi-Factor Authentication (MFA)

Utilizes Microsoft single sign-on with Multi-Factor Authentication.

Retention Period

Retention is set to 7 years by default, and can be customized to offer an unlimited time period.

Pen-tested

Regular penetration tests carried out by a 3rd party specialist provider.

Service Level Agreements (SLAs)

99.9% uptime — excluding planned outages.

Plans

Veeam Data Cloud for Microsoft 365 provides you with 3 plan options: Flex, Express and Premium. You can utilize multiple plan types within one tenancy of Veeam Data Cloud for Microsoft 365. You can purchase through authorized Veeam partners or in the Microsoft Azure Marketplace. For more information, see this Veeam webpage.

This section provides information on plans for Veeam Data Cloud for Microsoft 365.

> **NOTE**
>
> Keep in mind that plans and license models are available according to the following rules:
>
> - Flex plan can be used with both, Fixed License Model and Variable License Model.
> - Express and Premium plans can be used with Variable License Model.
>
> To learn more, see License Models.

Flex

Prioritizes control and flexibility. Supports Microsoft Exchange, SharePoint, OneDrive for Business and Teams. Offers comprehensive control and customization of backups and retention periods. Granular and bulk data recovery options. Data is stored separately from your Microsoft 365 tenant in the Azure location of your choice. Offers advanced security capabilities including granular Role Based Access Control.

Express

Prioritizes speed and scale. Powered by Veeam's integration with Microsoft 365 Backup Storage. Supports Microsoft Exchange, SharePoint and OneDrive for Business. Fast backup of initial Microsoft 365 tenant and other large datasets. Offers bulk restores at scale.

Premium

All features included in Flex and Express. Provides the strictest adherence to the 3-2-1 rule with multiple backup and restore options.

Mix and Match

Customers have the flexibility to mix and match licensing. For example, you can have the Premium plan for top users or a certain department or location, and Flex or Express plans for the remainder of your Microsoft 365 users.

License Models

Veeam Data Cloud for Microsoft 365 provides you with 2 license models: Variable License Model and Fixed License Model. You can purchase through authorized Veeam partners or in the Microsoft Azure Marketplace.

> **TIP**
>
> The Variable License Model is recommended. It provides the richest capabilities and automation and ensures the protection of all your Microsoft 365 data.

This section provides information on licenses and license models for Veeam Data Cloud for Microsoft 365.

License Model	User Management	Backup Management	Billing
Fixed License Model Available for Flex plan	Provides a fixed number of licenses. Administrators must manually add new users to backups within the UI. When customers need to add more licenses, they must go through another purchase process. When backing up SharePoint sites or Teams public channels, all users who have access must have a license.	Cannot manage backups (for example, create new backup jobs, edit, disable or delete existing backup jobs, edit retention periods, backup frequency), can only control the users and objects to be included based on your license count.	The monthly cost is a fixed amount.
Variable License Model Available for Flex, Express and Premium plan	Jobs can be defined with variable scope, with entire organizations backed up or backups created with pre-defined rules such as using AD groups. Can automatically add new users who join your Microsoft 365 organization to the backup based on the backup rules defined.	All objects that fit backup rules are backed up automatically. Administrators can manage backups (for example, create new backup jobs, edit, disable or delete existing backup jobs, edit retention periods, backup frequency).	Any additional users beyond the contract quantity are subject to overage charges.

Related Topics

- Viewing License Model Details

- Switching License Model

- Activating Subscription in Microsoft Azure Marketplace

Data Backup

This section describes backup concepts of Veeam Data Cloud for Microsoft 365.

Backup Applications

To back up Microsoft 365 data, Veeam Data Cloud uses Microsoft Entra ID (formerly Microsoft Azure Active Directory) applications.

The first Microsoft Entra application is created during the self-service onboarding process. You can either select to create the application automatically or manually:

- If you choose to automatically connect Veeam Data Cloud to your Microsoft 365 tenancy, Veeam Data Cloud creates a new application registration and grants the required permissions.

- If you choose to manually connect Veeam Data Cloud to your Microsoft 365 tenancy, you must manually grant the required permissions for the new or existing application registration. For more information on the required permissions, see Microsoft Entra Application Permissions.

You can also add a second Microsoft Entra application registration to increase the speed of your backup. For more information, see Adding Second App Registration.

Backup Retention

Veeam Data Cloud for Microsoft 365 uses the snapshot-based retention mechanism to store the backed-up data. With each backup job run, Veeam Data Cloud captures a snapshot or state of a backed-up item, and saves it to the backup location. The item state comprises a cumulative set of item versions created for the item in Microsoft 365. The item state belongs to a specific restore point.

Snapshot-based retention works in the following way:

1. During the initial backup of an item, Veeam Data Cloud creates the first restore point with the initial item state. The item state contains all versions of the item that exist in Microsoft 365 at the moment when the backup is created.

2. When a user modifies the item in Microsoft 365 once again, Microsoft 365 creates a new version for the item.

3. During a subsequent backup session, Veeam Data Cloud creates a new restore point with a new item state. The new item state cumulatively includes all versions of the item created by Microsoft 365, including those that are already contained in the first restore point.

4. After the retention period for the first restore point expires, Veeam Data Cloud removes the restore point from the backup location — that is, removes the item state. The item itself remains in the backup location.

   Veeam Data Cloud will repeat this operation for all subsequent restore points that contain newer states of the item until the retention period expires for the last restore point, and the last restore point is removed as well.

Retention is set to 7 years by default, and can be customized to offer an unlimited time period. To do this, contact Veeam Customer Support.

Planning and Preparation

Before you start the self-service onboarding process, make sure to check the required permissions and other prerequisites for Veeam Data Cloud for Microsoft 365.

In This Section

Learn about Microsoft Entra Application Permissions

Microsoft Entra Application Permissions

Veeam Data Cloud for Microsoft 365 uses Microsoft Entra applications to establish and maintain the connection between Veeam Data Cloud for Microsoft 365 and Microsoft 365 organizations, and perform backup and restore of the organization data.

In this section you can find a list of permissions for Microsoft Entra applications that are granted automatically by Veeam Data Cloud for Microsoft 365 when you add your organization during onboarding.

If you prefer to manually add your organization, make sure to manually grant all the listed permissions.

> **NOTE**
>
> For the user account that the Microsoft Entra application will use to log in to Microsoft 365, consider the following:
>
> - You must assign the required roles to this user account.
> - If you plan to back up public folder mailboxes, this user account must have a valid Exchange Online license and an active mailbox within the Microsoft 365 organization.

Required User Account Roles for Microsoft Entra Applications

The user account that the Microsoft Entra application uses to log in to Microsoft 365 must be assigned the following roles:

- *Global Administrator* — required for adding organizations, creating backup applications, and creating Microsoft Entra application for the Microsoft Azure service account.

- *ApplicationImpersonation* and *Global Administrator* or *Exchange Administrator* — required for data restore for Microsoft Exchange.

- *Global Administrator* or *SharePoint Administrator* — required for data restore for Microsoft SharePoint and Microsoft OneDrive for Business.

- *Global Administrator* or *Teams Administrator* — required for data restore for Microsoft Teams.

- *Owner* — required for backing up public folder mailboxes.

Backup and Restore Permissions

All the listed permissions are required for backup and restore operations.

> **NOTE**
>
> To restore data using Microsoft Entra application, make sure that you configure the Microsoft Entra application settings. For more information, see Configuring Microsoft Entra Application Settings.

API	Permission name	Permission type	Exchange Online	SharePoint Online and OneDrive for Business	Microsoft Teams	Description
Microsoft Graph	Directory.Read.All	Application	✔	✔	✔	Querying Microsoft Entra ID for organization properties, the list of users and groups and their properties.
	Group.Read.All	Application	✔	✔	✔	Querying Microsoft Entra ID for the list of groups and group sites.
	Group.ReadWrite.All	Application		✔	✔	Recreating in Microsoft Entra ID an associated group in case of a deleted team site restore.
	Sites.Read.All	Application		✔	✔	Querying Microsoft Entra ID for the list of sites and getting download URLs for files and their versions.
	TeamSettings.ReadWrite.All	Application			✔	Accessing archived teams.

ChannelMessage.Read.All	Application				✔	Accessing Microsoft Teams public channel messages.
ChannelMember.Read.All	Application				✔	Accessing Microsoft Teams private and shared channels.
Directory.Read.All	Delegated	✔	✔		✔	Querying Microsoft Entra ID for organization properties, the list of users and groups and their properties.
Group.ReadWrite.All	Delegated				✔	Recreating in Microsoft Entra ID an associated group in case of teams restore.
Sites.Read.All	Delegated		✔		✔	Accessing sites of the applications that are installed from the SharePoint store.
Directory.ReadWrite.All	Delegated				✔	Setting the preferred data location when creating a new Microsoft 365 group for a multi-geo tenant in case of teams restore.

	offline_access	Delegated	✔	✔	✔	Obtaining a refresh token from Microsoft Entra ID.
	ChannelMember.ReadWrite.All	Delegated			✔	Reading the current state and restoring Microsoft Teams private and shared channels.
	ChannelMessage.Read.All	Delegated			✔	Accessing Microsoft Teams user channel messages.
	Directory.ReadWrite.All	Application			✔	Setting the preferred data location when creating a new Microsoft 365 group for a multi-geo tenant in case of teams restore.
	Files.ReadWrite.All	Application			✔	Reading the current state and restoring files of Microsoft Teams shared channels.
	ChannelMember.ReadWrite.All	Application			✔	Reading the current state and restoring Microsoft Teams private and shared channels.
	Reports.Read.All	Application	✔	✔	✔	Reading all service usage reports.

	Reports.Read.All	Delegated	✔	✔	✔	Reading all usage reports.
	User.Read	Delegated	✔	✔	✔	Signing in and reading user profile.
	Sites.ReadWrite.All	Application		✔		Creating, reading, updating, and deleting documents and list items in all site collections.
Office 365 Exchange Online[1]	full_access_as_app	Application	✔		✔	Reading and restoring mailboxes content.

| | Exchange.ManageAsApp | Application | ✔ | | | Accessing Exchange Online PowerShell to do the following:

• Back up public folder and discovery search mailboxes.

• Determine object type for shared mailboxes as Shared Mailbox.

Note: This permission is required to back up public folders and discovery search mailboxes. This permission works along with the Global Reader role granted to the Microsoft Entra application. For more information, see Granting Global Reader Role to Microsoft Entra Application. |
| | EWS.AccessAsUser.All | Delegated | ✔ | | | Accessing mailboxes as the signed-in user (impersonation) through EWS. |

	full_access_as_user	Delegated	✔			Reading the current state and restoring mailboxes content. Note: This permission is only required for organizations located in legacy Microsoft Entra *Germany* region.
Office 365 SharePoint Online	Sites.FullControl.All	Application		✔	✔	Reading SharePoint sites and OneDrive accounts content.
	User.Read.All	Application		✔	✔	Reading OneDrive accounts (getting site IDs). Note: This permission is not used to back up Microsoft Teams data, but you must grant it along with SharePoint Online and OneDrive for Business permission to add a Microsoft 365 organization successfully.

	AllSites.FullControl	Delegated		✔	✔	Reading the current state and restoring SharePoint sites and OneDrive accounts content.
	User.ReadWrite.All	Delegated		✔		Reading and updating user profiles.

[1]You can check permissions for Office 365 Exchange Online API. For more information, see Checking Permissions for Office 365 Exchange Online API.

Granting Global Reader Role to Microsoft Entra Application

Veeam Data Cloud for Microsoft 365 supports backup of public folders and discovery search mailboxes in Microsoft 365 organizations. To back up these objects, Veeam Data Cloud for Microsoft 365 needs access to Exchange Online PowerShell. To access Exchange Online PowerShell, Microsoft Entra application requires the *Global Reader* role.

To grant the *Global Reader* role to the Microsoft Entra application, do the following:

1. Sign in to the Microsoft Entra admin center.

2. Go to **Identity** > **Roles & admins** > **Roles & admins**.

3. In the **Administrative roles** list, find the **Global Reader** role and click on it.

4. In the **Global Reader** window, click **Add assignments**. The **Add assignments** wizard runs.

5. In the **Select member(s)** section, click the link.

6. In the **Select a member** window, select the Microsoft Entra application in the list and click **Select**. The selected application will appear in the **Selected member(s)** list.

7. Click **Next** and then click **Assign** to finish working with the wizard.

Configuring Microsoft Entra Application Settings

For data restore using Microsoft Entra application, do the following to configure the application settings:

1. Sign in to the Microsoft Entra admin center.

2. Go to **Identity** > **Applications** > **App registrations**, and select an application.

3. Select **Authentication** > **Advanced settings** > **Allow public client flows** and set the *Enable the following mobile and desktop flows* option to **Yes**. For more information on application settings, see this Microsoft article.

    Keep in mind that this option is unavailable for legacy Microsoft Entra *Germany* region. In this region, you must register Microsoft Entra applications used for backup and restore as applications of the Public client/Native type.

4. Select **Authentication** > **Platform configurations** > **Add a platform** > **Configure platforms** > **Mobile and desktop applications** and specify a redirect URI for the application. For more information, see this Microsoft article.

    When creating a new Microsoft Entra application automatically, Veeam Data Cloud for Microsoft 365 specifies `http://localhost` as a redirect URI.

Checking Permissions for Office 365 Exchange Online API

To check Office 365 Exchange Online API permissions, do the following:

1. Sign in to the Microsoft Entra admin center.

2. Go to **Identity** > **Applications** > **App registrations,** and select an application.

3. Select **API permissions** > **Add a permission** > **APIs my organization uses**.

4. Select **Office 365 Exchange Online API** in the list, check its permissions and configure them if needed.

Backup Application Permissions

The following table lists permissions for Microsoft Entra applications that you can add as backup applications to speed up your SharePoint backups.

> **NOTE**
>
> Using multiple applications may impact the performance of your production SharePoint environment.

All listed permissions are of the *Application* type.

API	Permission Name	Exchange Online	SharePoint Online and OneDrive for Business	Microsoft Teams	Description
Microsoft Graph	Sites.Read.All		✔		Getting download URLs for files and their versions. Note: In the Microsoft Entra *China* region, the Sites.ReadWrite.All permission is used instead.
Office 365 SharePoint Online	Sites.FullControl.All		✔		Reading SharePoint sites and OneDrive accounts content.
	User.Read.All		✔		Reading OneDrive accounts (getting site IDs).

Self-Service Onboarding

The onboarding process takes only a few minutes to complete. This section outlines steps for both the Variable License Model and Fixed License Model. Additionally, if required, we can connect you with a member of our Customer Success team who will guide you through the entire process.

> **NOTE**
>
> The Veeam Data Cloud for Microsoft 365 welcome email and important system notifications are sent from the `no-reply@veeamdatacloud.com` email address. To ensure you receive all communications from Veeam Data Cloud for Microsoft 365, you must include `no-reply@veeamdatacloud.com` in your allowed, approved or safe senders list in your email client.

Variable License Model Onboarding Steps

To complete the self-service onboarding process, take the following steps:

1. In your welcome email from Veeam Data Cloud, click **Activate your account**.

   Alternatively, follow the https://login.veeam.com/ link and sign in with the Microsoft 365 Global Admin account that was invited to Veeam Data Cloud.

2. Read and accept *Terms of Use* and *Privacy Notice*. Click **I Agree**.

3. Enter your organization details and click **Next**.

4. Copy the generated code to connect to your Microsoft tenancy.

> **NOTE**
>
> To perform this step successfully, you must use the Microsoft 365 Global Admin account.

5. Click the https://microsoft.com/devicelogin link and paste or enter the code that you copied. Then click **Next**.

> **NOTE**
>
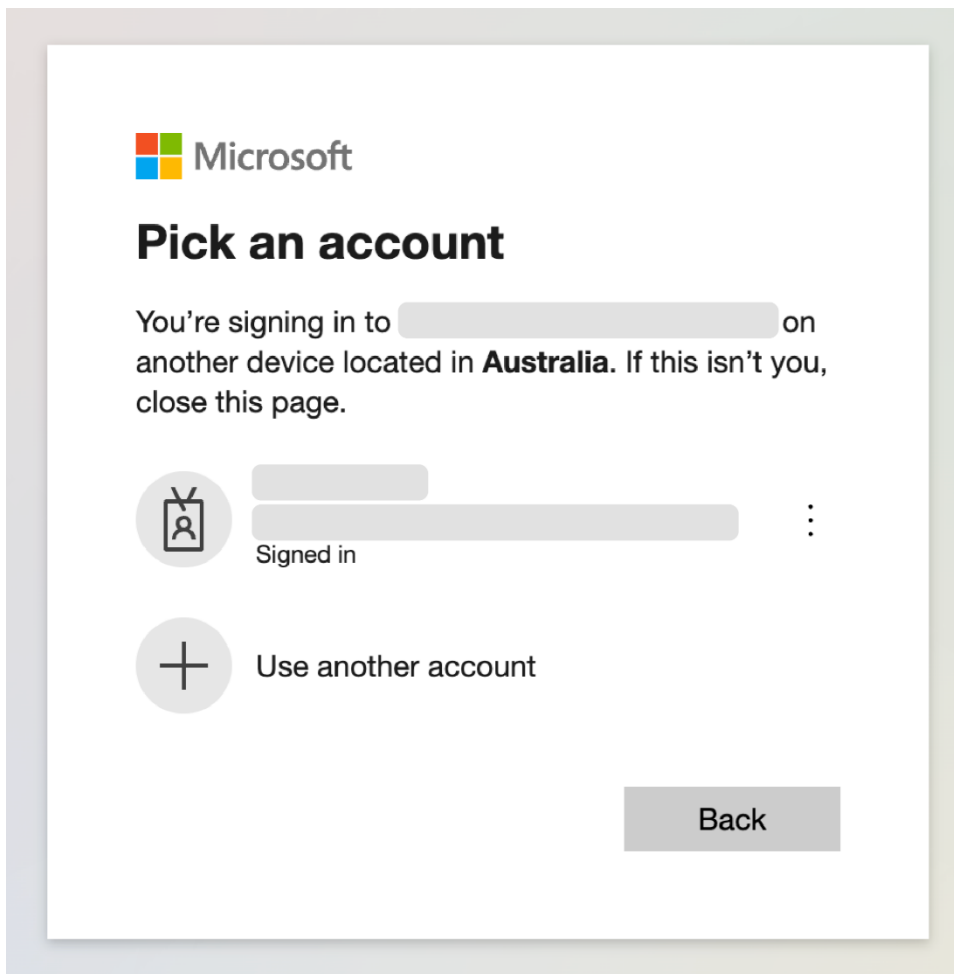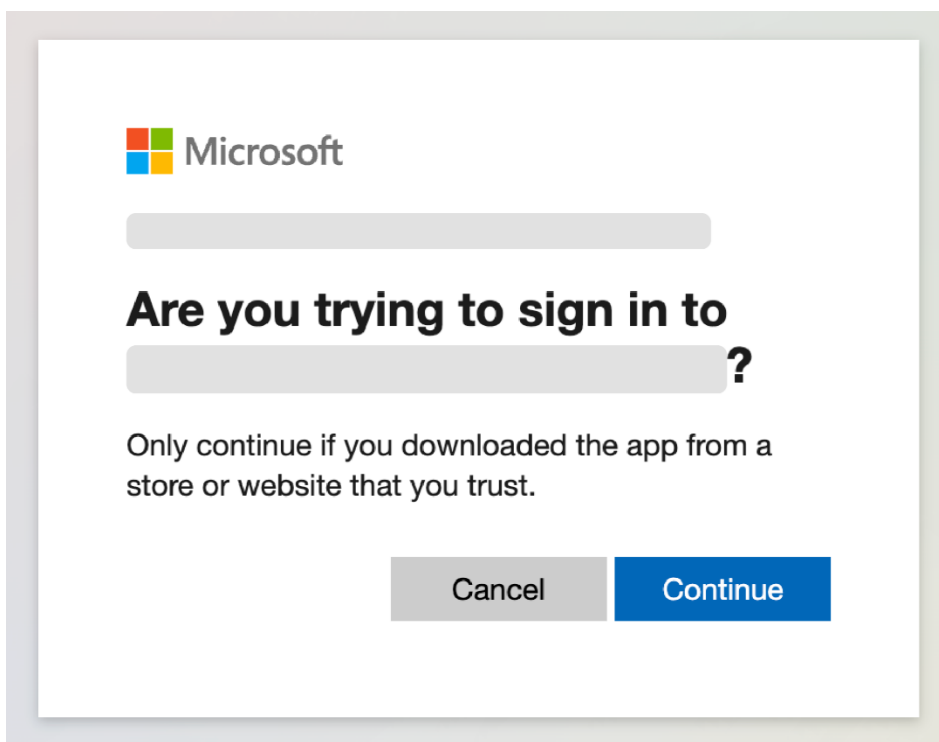> To perform this step successfully, you must use the Microsoft 365 Global Admin account.
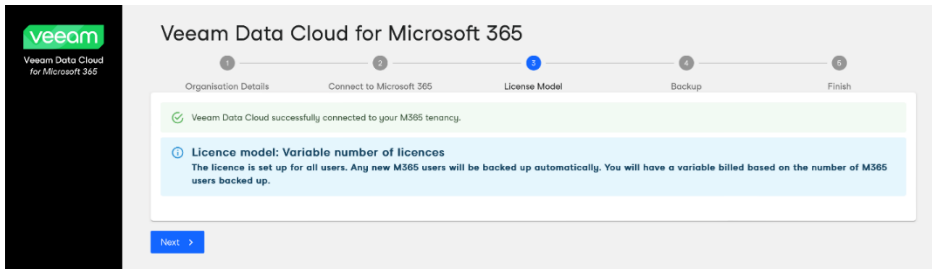
6. Select the Microsoft account under which you want to authenticate against Microsoft 365. The account must have the Microsoft 365 Global Admin permissions.
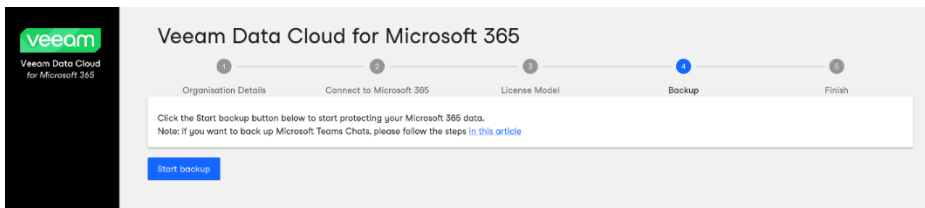

7. Click **Continue** and close the window.

8. Return to Veeam Data Cloud and click **Connect**.

9. Click **Next**.

10. Click **Start backup**.

You can adjust backup settings later after the onboarding process is completed. To learn more, see Editing Backup Jobs.

Fixed License Model Onboarding Steps

To complete the self-service onboarding process, take the following steps:

1. In your welcome email from Veeam Data Cloud, click **Activate your account**.

   Alternatively, follow the https://login.veeam.com/ link and sign in with the Microsoft 365 Global Admin account that was invited to Veeam Data Cloud.

2. Read and accept *Terms of Use* and *Privacy Notice*. Click **I Agree**.

3. Enter your organization details and click **Next**.

4. Copy the generated code to connect to your Microsoft tenancy.

> **NOTE**
>
> To perform this step successfully, you must use the Microsoft 365 Global Admin account.

5. Click the https://microsoft.com/devicelogin link and paste or enter the code that you copied. Then click **Next**.

> **NOTE**
>
> To perform this step successfully, you must use the Microsoft 365 Global Admin account.

6. Select the Microsoft account under which you want to authenticate against Microsoft 365. The account must have the Microsoft 365 Global Admin permissions.

7. Click **Continue** and close the window.

8. Return to Veeam Data Cloud and click **Connect**.

9. Add users to the backup schedule. To do this, do either of the following:

   o Click **Upload file** and select a .TXT file with one email address per line. This is the best option to bulk add users.

   o Click **Add User** and manually assign a license to a user.

   Once you have added the necessary users, click **Next**.
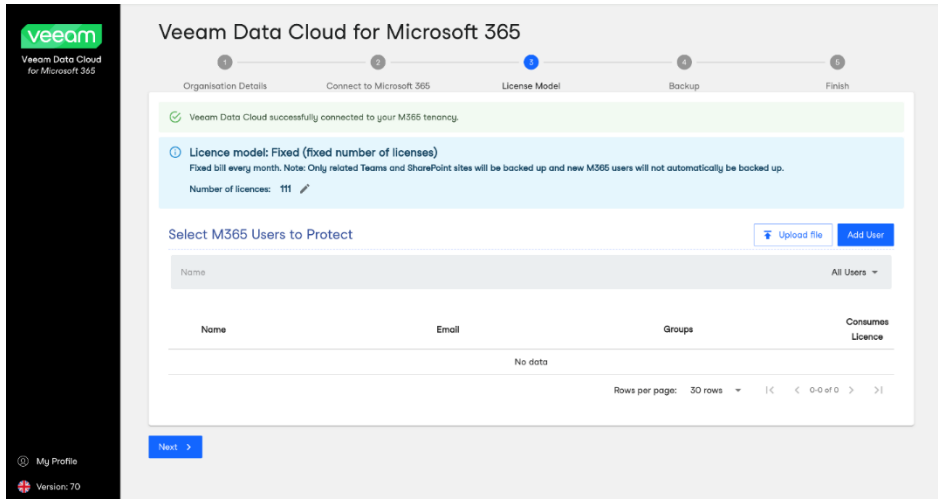
10. Click **Start backup** to start the backup process.
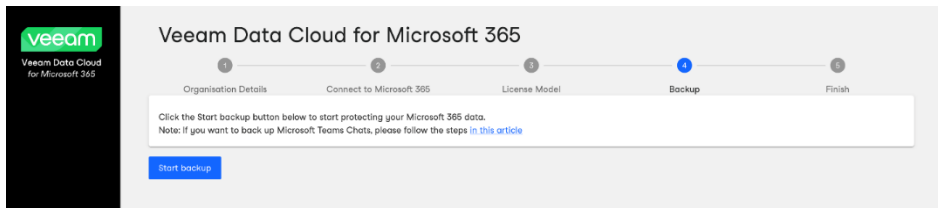
   You can adjust backup settings later after the onboarding process is completed. To learn more, see Editing Backup Jobs.

11. Click **Finish** to enter the app.
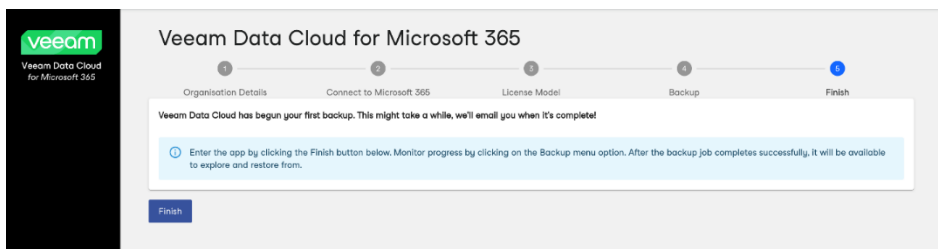
Performing Backup

This section provides information on how to back up your data with Veeam Data Cloud for Microsoft 365.

In This Section

- [Creating Flex Backup Policies](#)

- [Creating Express Backup Policies](#)

- [Editing Backup Jobs](#)

- [Editing Flex Backup Policies](#)

- [Editing Express Backup Policies](#)

- [Viewing Backup Logs](#)

- [Enabling Microsoft Teams Chat Backup](#)

Creating Flex Backup Policies

Users of the Variable License Model can create new backup policies in Veeam Data Cloud for Microsoft 365. To create backup policies, your organization must have this option enabled and the user should have Manage Backups permissions.

To create new backup policies, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365.

2. In the main menu, click **Backup Policies**.

3. In the upper-right corner, click **New Backup Policy**.
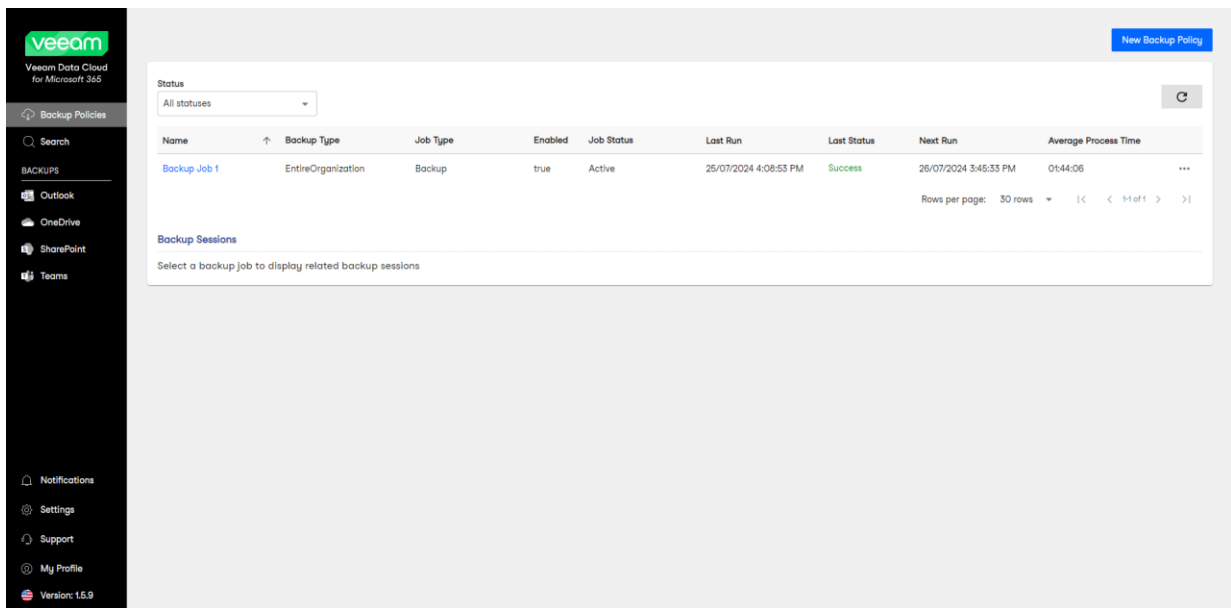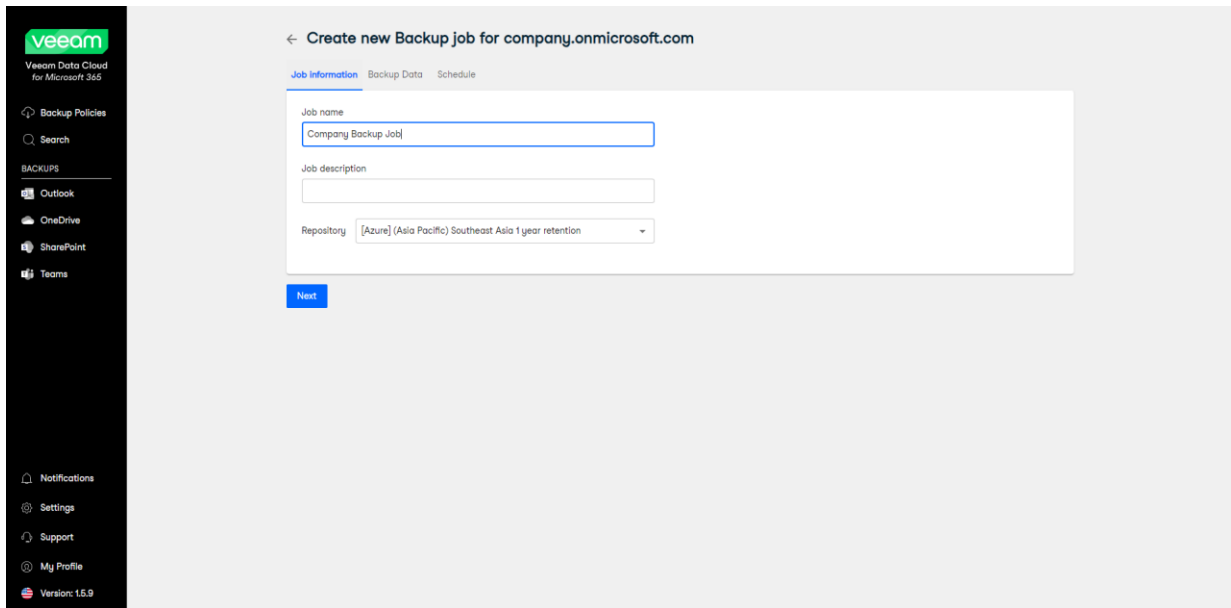
4. On the **Create new Backup Policy** page, do the following:

   a. Select **New Flex Policy (Veeam Backup Policy)**.

   b. Click **Next**.
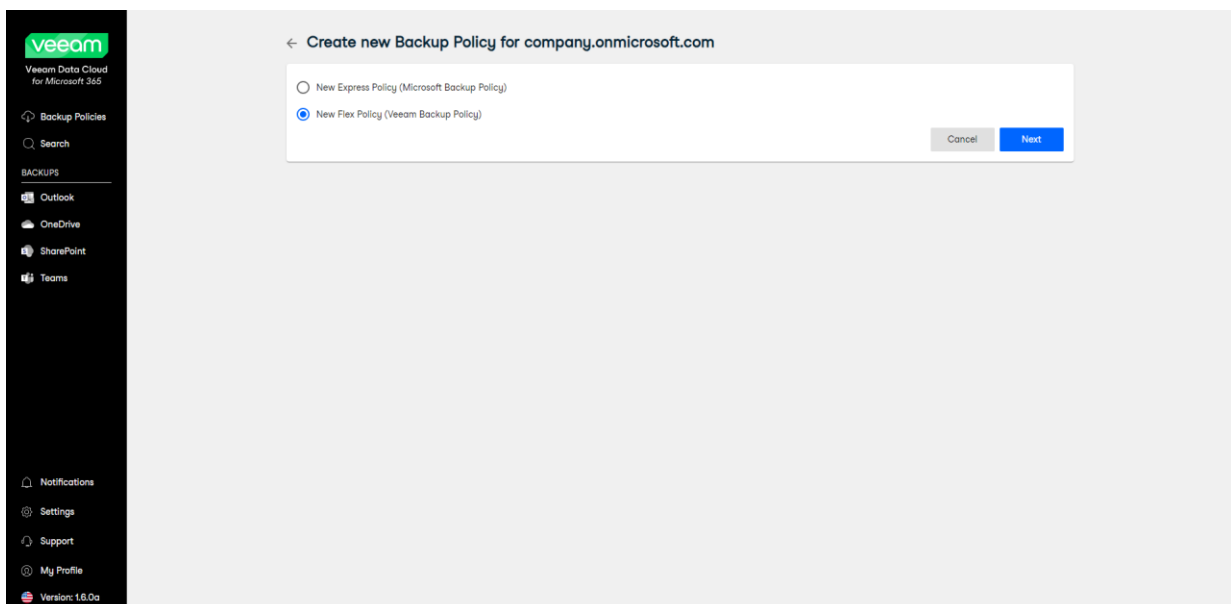
Note that the New Express Policy option is only available for organizations with an active Express or Premium Veeam Data Cloud for Microsoft 365 plan.

5. In the **Job information** tab, specify a name, description and repository for the backup policy.

   a. In the **Job name** field, specify a name of the new backup policy.

   b. [Optional] In the **Job description** field, provide a description for future reference.

   a. In the **Repository** section, use the default option. Veeam Data Cloud manages the storage.

   b. Click **Next** to continue.

6. In the **Backup Data** tab, select objects to back up.

   o Select **Back up entire organization** to back up all objects within your Microsoft organization.

   If you want to exclude specific objects from the backup policy, select the **Exclude some items from the backup** check box, click the *M365 Users*, *Groups*, *Sharepoint Sites* or *Teams* option and select specific objects to exclude.

For M365 Users, you can also use the **Upload file** button to upload a text file with one email address per line.
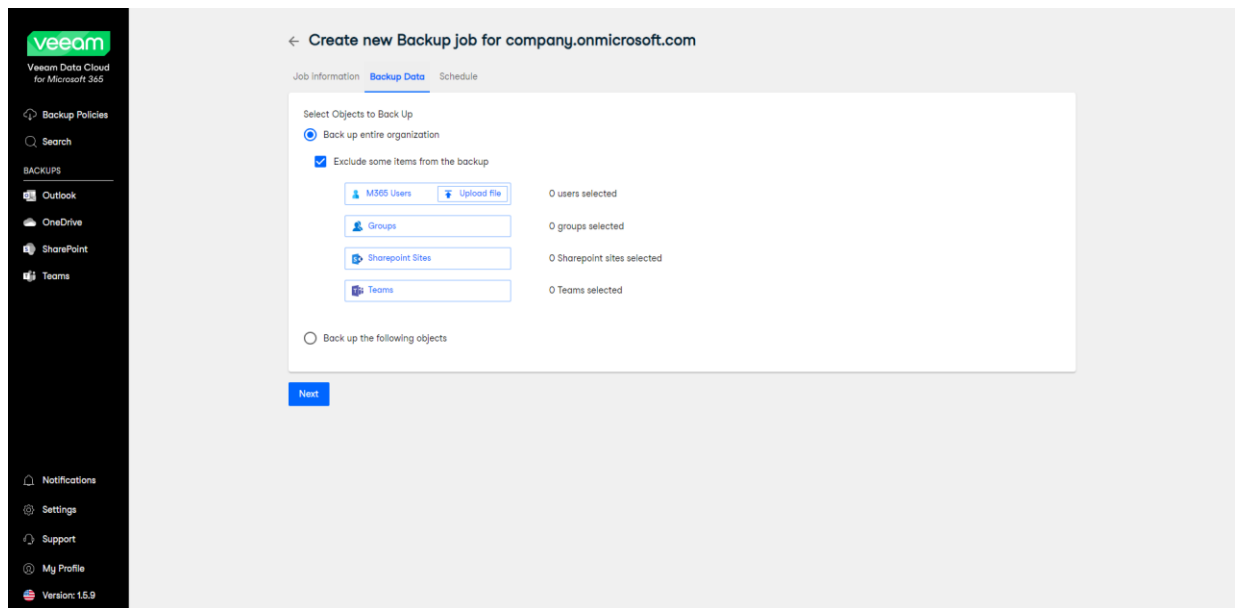
o Select **Back up the following objects** to back up specific objects within your Microsoft organization. Click the *M365 Users*, *Groups*, *Sharepoint Sites* or *Teams* option and select specific objects to back up.

For M365 Users, you can also use the **Upload file** button to upload a text file with one email address per line.

If you want to exclude specific objects from the backup policy, select the **Exclude some items from the backup** check box, click the *M365 Users*, *Groups*, *Sharepoint Sites* or *Teams* option and select specific objects to exclude.

For M365 Users, you can also use the **Upload file** button to upload a text file with one email address per line.
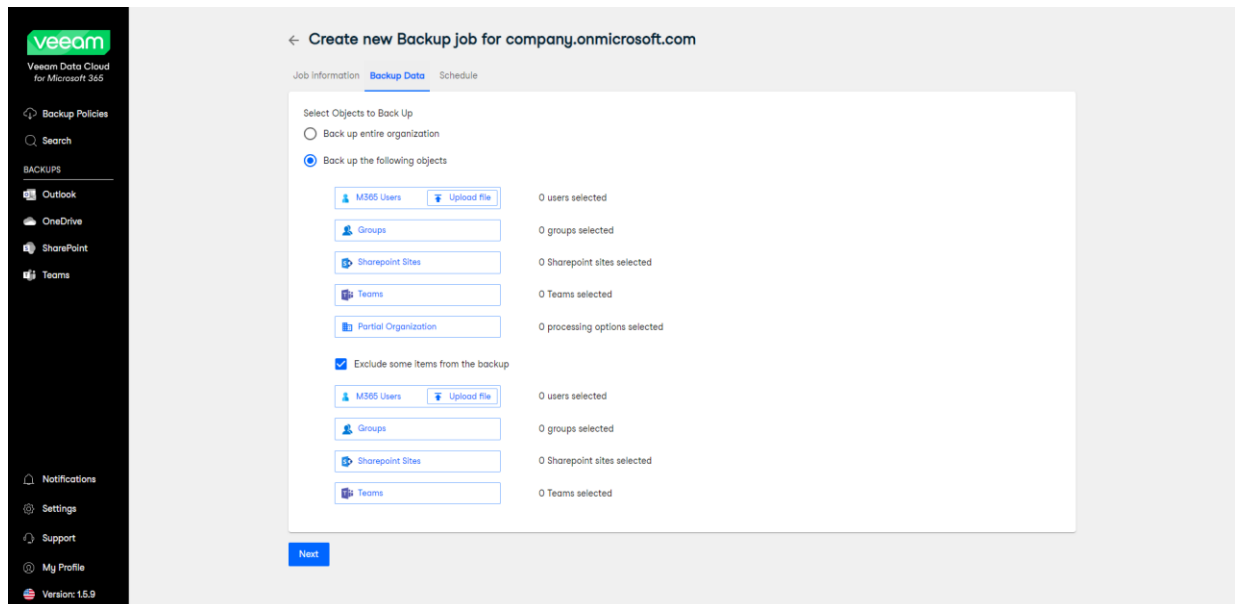
7. Click **Next** to continue.

8. In the **Schedule** tab, specify scheduling settings for the backup policy.

   a. Select the **Start job after created** check box if you want to start the created policy right after you complete working with the wizard.

b. In the **Advanced options** section, you can modify the backup policy schedule. By default, the backup job runs daily.
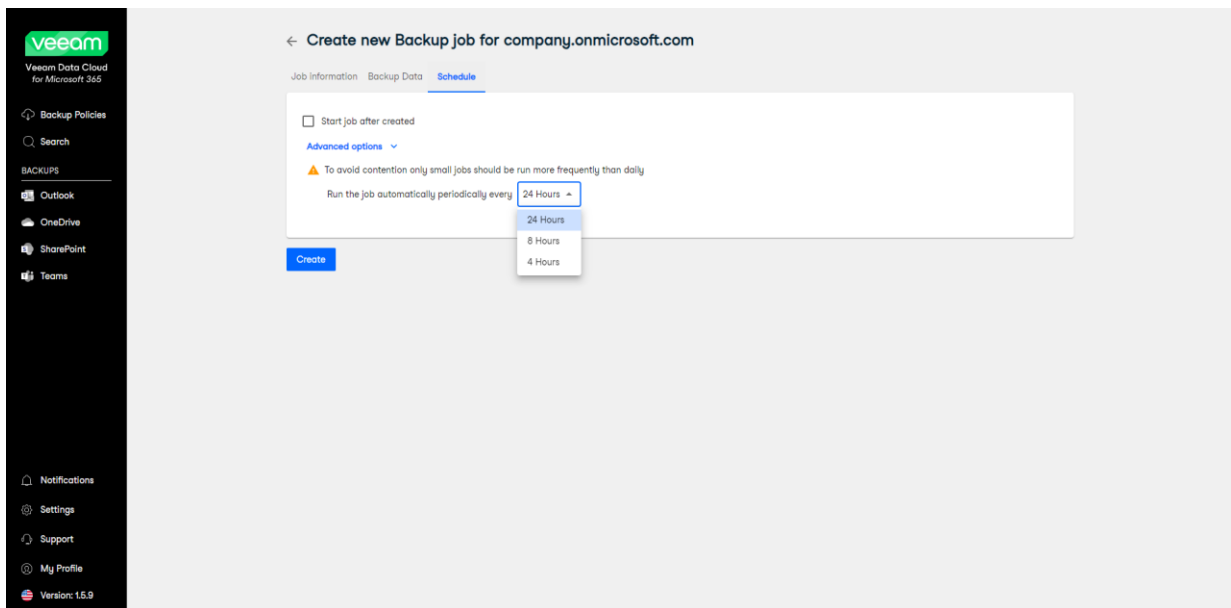
9. Click **Create** to complete the operation.

You can later edit the backup policy. To learn more, see Editing Flex Backup Policies.

Keep in mind that backup job editing with the Fixed License Model is different. To learn more, see Editing Backup Jobs.

Creating Express Backup Policies

To create backup policies, your organization must have this option enabled, and the user must have Manage Backups permissions. The Express policy option will only be enabled for users with an active Express or Premium Veeam Data Cloud for Microsoft 365 plan.

Consider the following:

- Veeam Data Cloud for Microsoft 365 supports the following types of Express backup policies:
    - Selected Items backup policy
    - Entire Organization backup policy
- You can only create one Express backup policy for each application (Outlook, OneDrive or SharePoint).

To create new backup policies, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365.
2. In the main menu, click **Backup Policies**.
3. In the upper-right corner, click **New Backup Policy**.
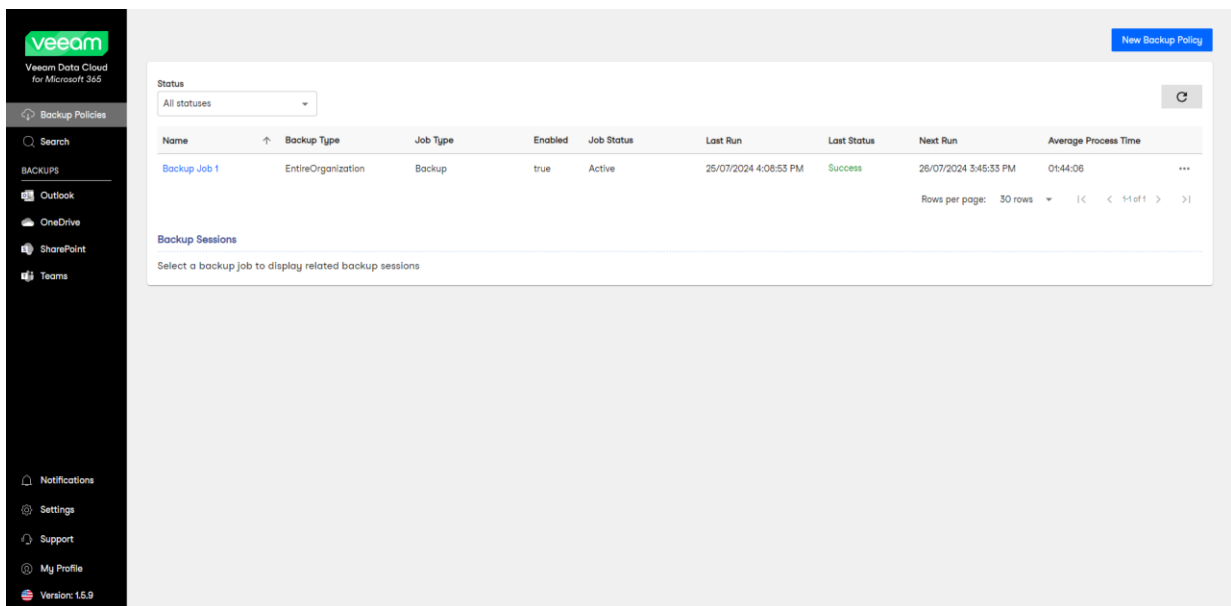
4. On the **Create new Backup Policy** page, do the following:
    a. Select **New Express Policy (Microsoft Backup Policy)**.

b. Click **Next**.
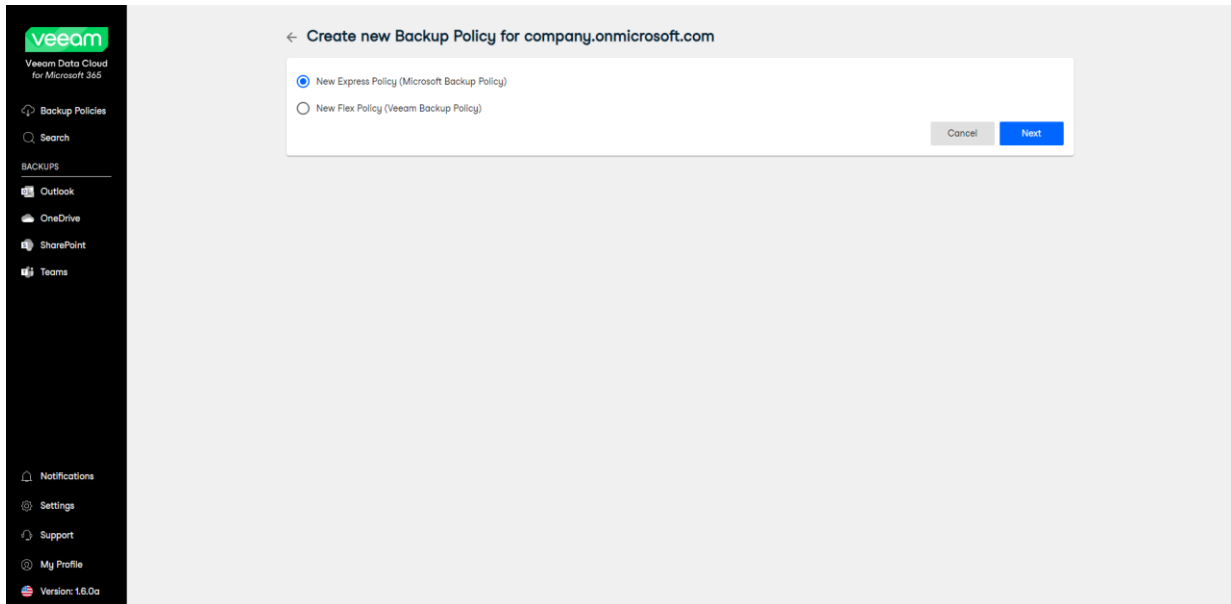
5. On the **Create new Backup Policy** page, do the following:

   a. Select the application whose items you want to back up: *Outlook*, *OneDrive* or *SharePoint*.

   Keep in mind that there can only be one Express backup policy for each type. If it already exists, Veeam Data Cloud for Microsoft 365 displays the following notification: *You already have a policy for Exchange/OneDrive/Sharepoint. Click Next below to edit it*. To learn more, see Editing Express Backup Policies.

   b. Click **Next**.
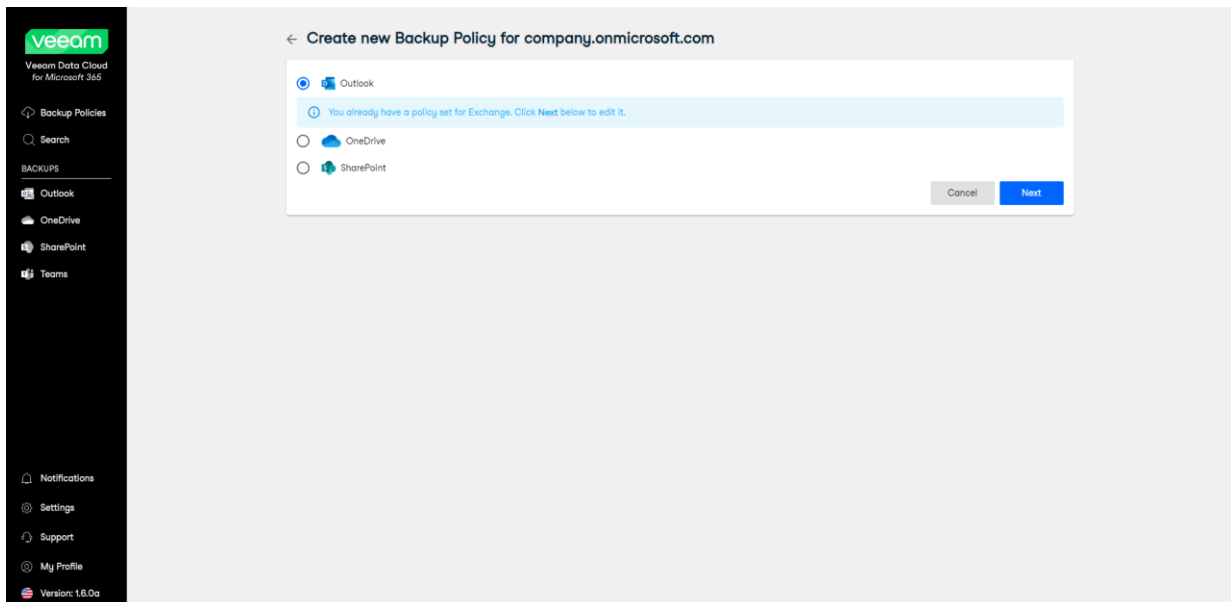
6. In the **Details** section, specify a name and description of the backup policy.

   a. In the **Name** field, specify a name for the new backup policy.

   b. [Optional] In the **Job description** field, provide a description for future reference.

7. In the **Setting** section, choose *Back up entire organization* or *Back up the following objects* option.
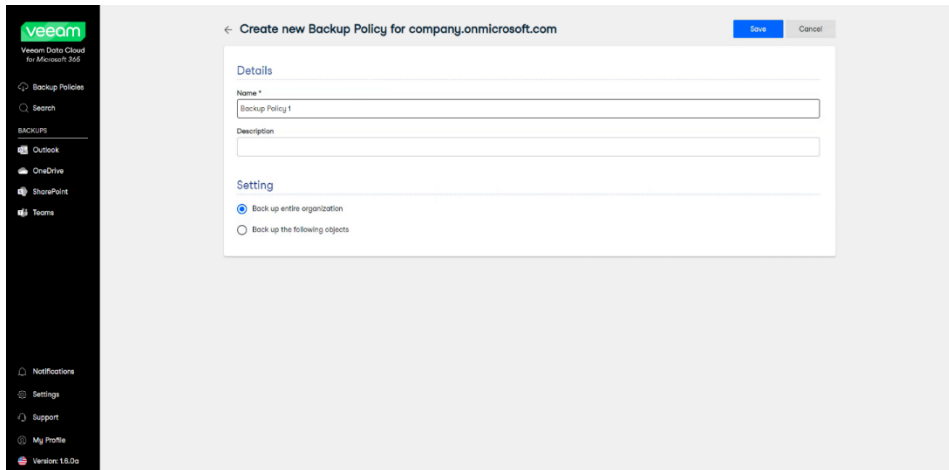
8. [For Selected items backup policies] In the **Setting** section, click *M365 Users* or *Groups* and select specific objects to back up.
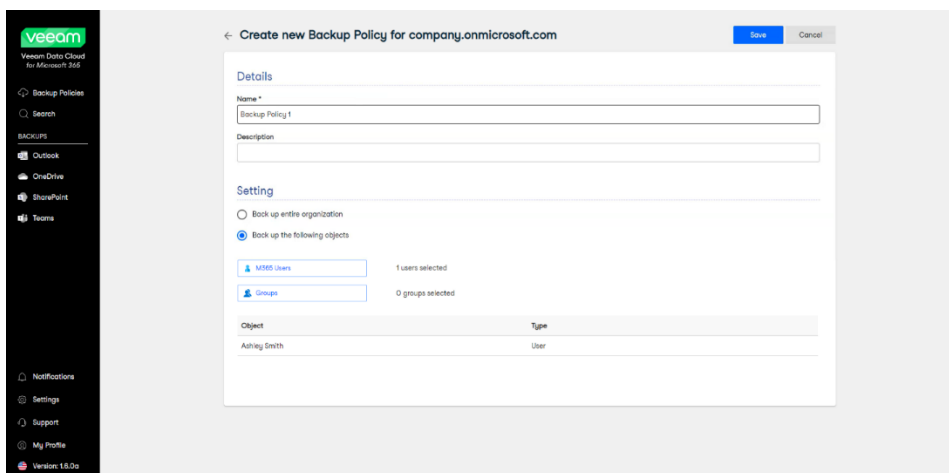
9. Click **Save** to complete the operation.

Editing Backup Jobs

Users of the Fixed License Model can add and remove users and objects to and from backup jobs created in Veeam Data Cloud for Microsoft 365.

Keep in mind that backup policy editing with the Variable License Model is different. To learn more, see Editing Flex Backup Policies.

Consider the following:

- If you do not have any backups in your organization yet, you may have no access to the **Backup Jobs** page.

- To manage backup jobs, your organization must have Manage Backups permissions.

To edit a backup job, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365.

2. In the main menu, click **Backup Jobs**.

3. From the list of backup jobs, select a backup job that you want to edit and click **Manage backup**.
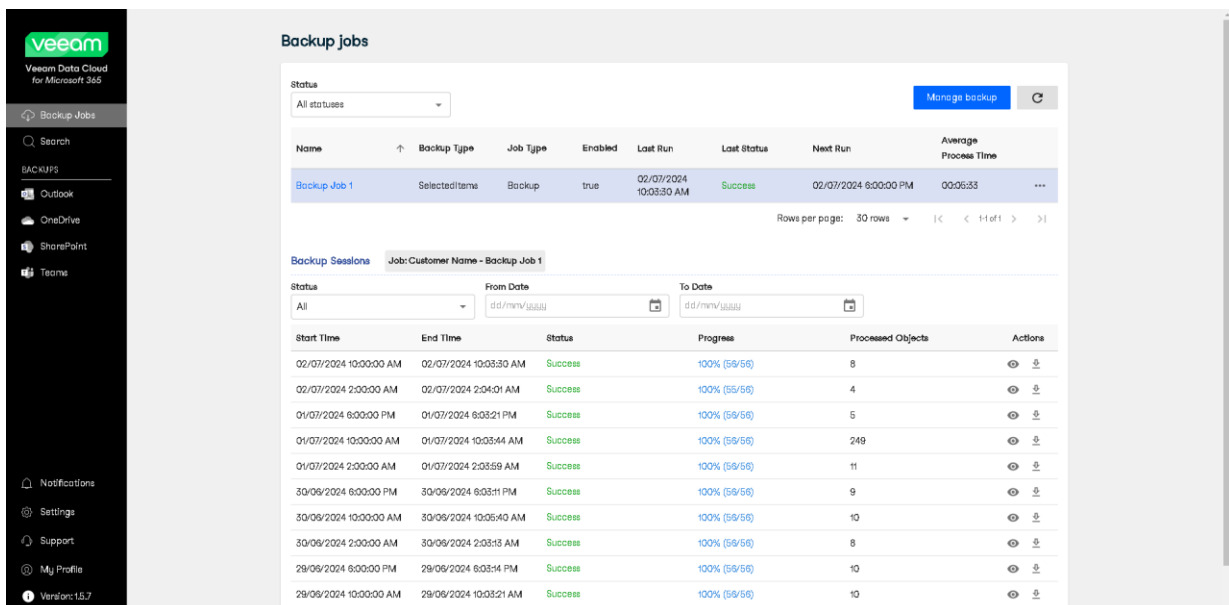
4. Follow instructions to add or remove objects within your backup jobs:

   o Adding Objects to Backup Job

   o Removing Groups and Users from Backup Job

Adding Objects to Backup Job

To add objects to a backup job, take the following steps:

1. To add Microsoft 365 users, do the following:

   a. In the **M365 Users and Groups** tab of the Manage Backup Items page, click **Add User**.

   b. In the **User selection** window, select check boxes next to user names to specify users to be backed up.

c. For each user that you selected, in the *Mailbox*, *Archive Mailbox*, *OneDrive*, and *Personal Site* columns, select what objects you want to back up.
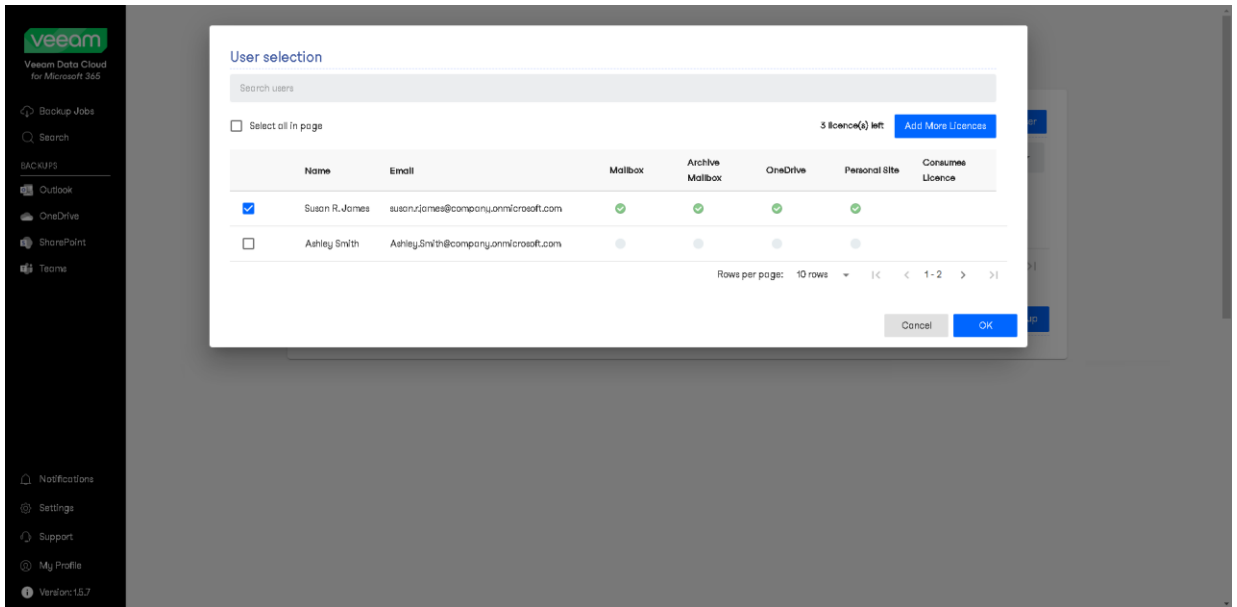
d. Click **OK** to confirm your selection.

2. To add Microsoft 365 groups, do the following:

a. In the **M365 Users and Groups** tab of the Manage Backup Items page, click **Add Group**.

b. In the **Select Groups** window, select the group you want to add.

Veeam Data Cloud searches within the cache to optimize performance. Use the **Search Microsoft 365 directly (slower but includes newly created Groups)** to search for objects recently added through the Microsoft 365 admin center.
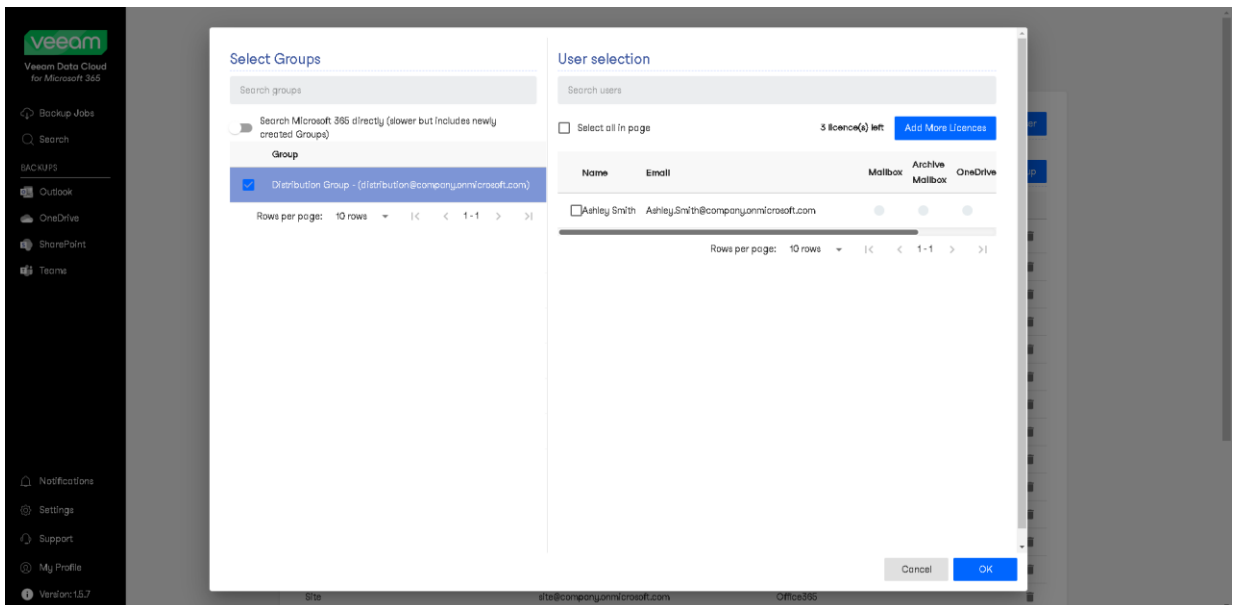
c. In the **User selection** window, select check boxes next to user names to specify users to be backed up.

d. For each user that you selected, in the *Mailbox*, *Archive Mailbox*, *OneDrive*, and *Personal Site* columns, select what objects you want to back up.
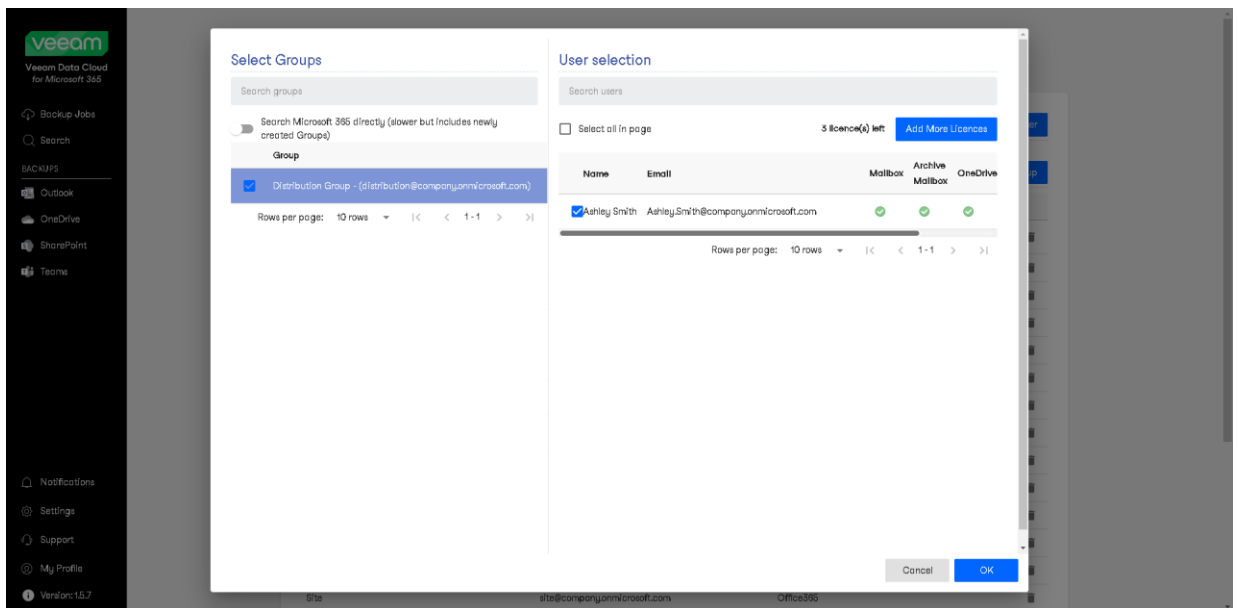
e. Click **OK** to confirm your selection.

3. Click **Next**.
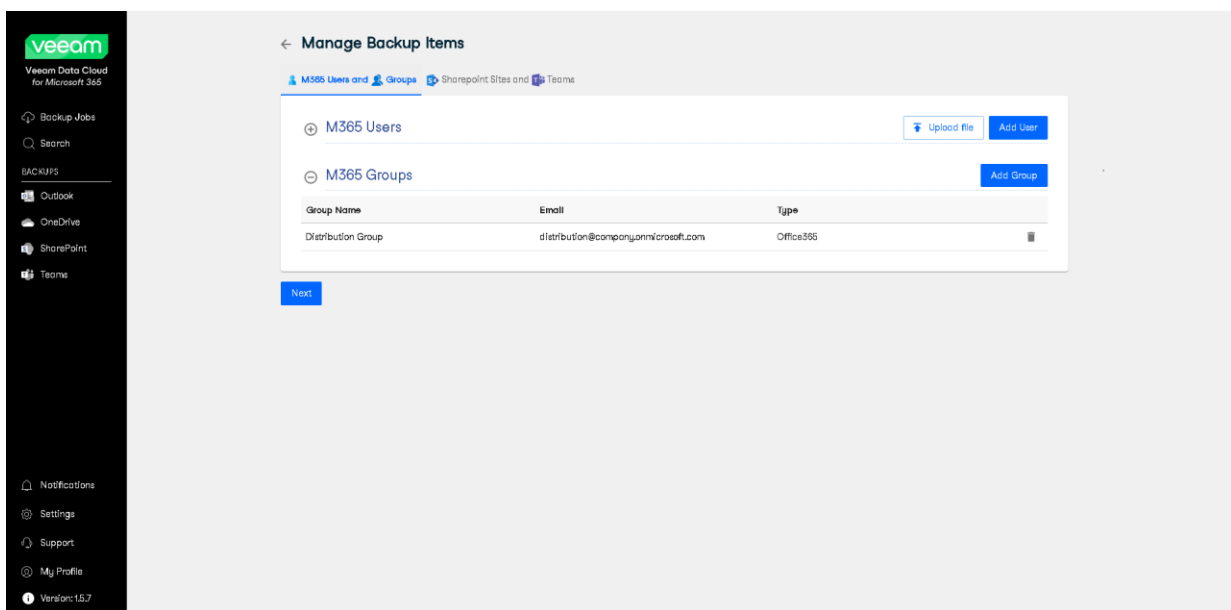
4. To add SharePoint sites, do the following:

   a. In the **Sharepoint Sites and Teams** tab, click **Sharepoint Sites**.
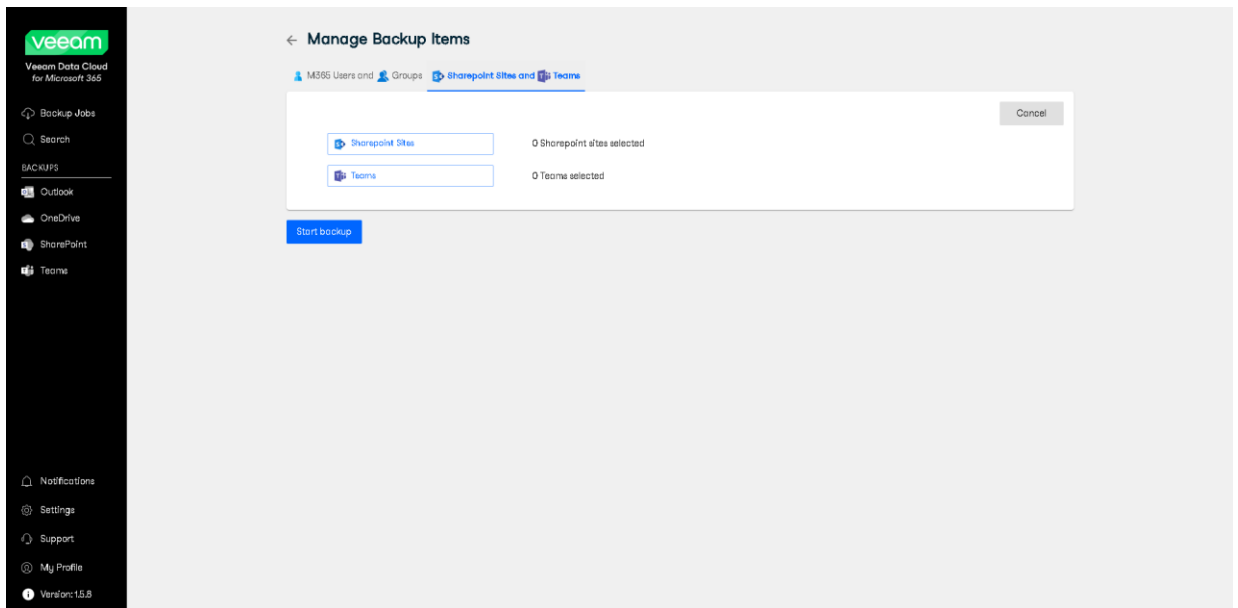
   b. In the **Site selection** window, use the search bar or the list of SharePoint sites to find specific sites. Select check boxes next to names of the sites that you want to back up.
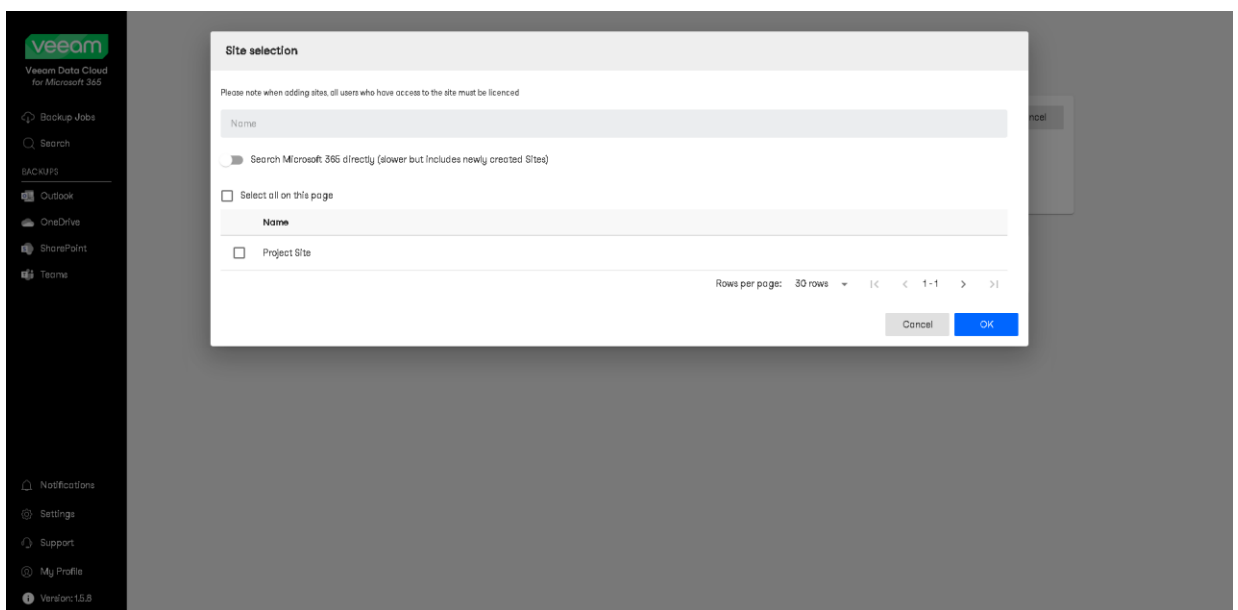
   c. Click **OK** to confirm your selection.

5. To add teams, do the following:

   a. In the **Sharepoint Sites and Teams** tab, click **Teams**.
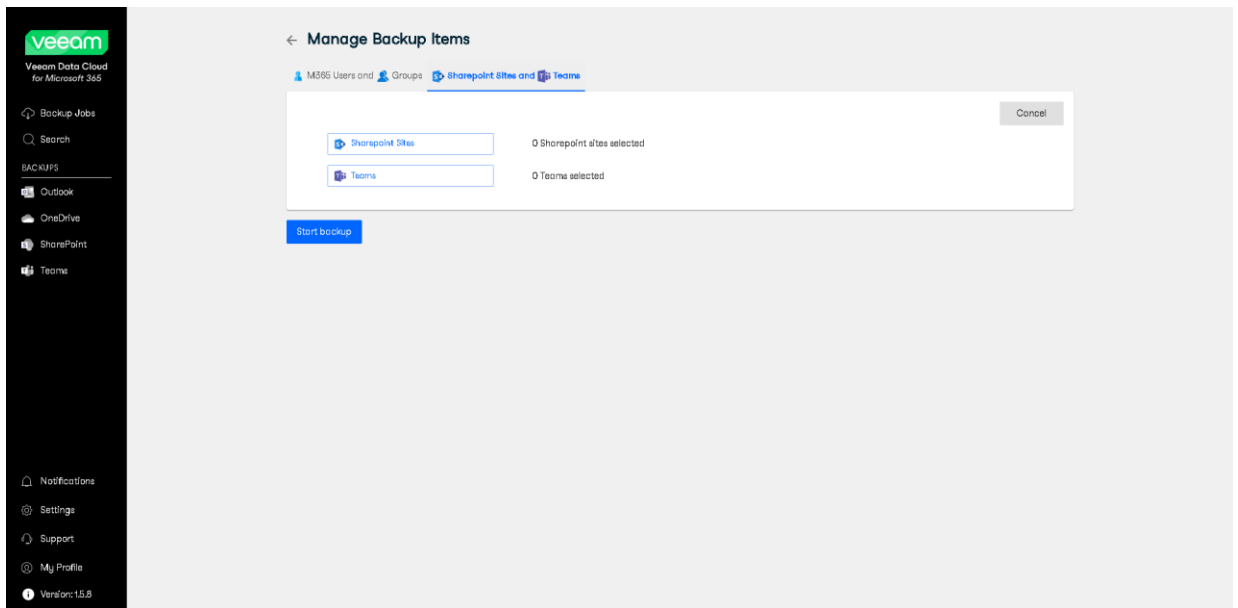
   b. In the **Team selection** window, use the search bar or the list of teams to find specific Microsoft 365 teams. Select check boxes next to names of teams that you want to back up.

   Veeam Data Cloud searches within the cache to optimize performance. Use the **Search Microsoft 365 directly (slower but includes newly created Groups)** to search for objects recently added through the Microsoft 365 admin center.
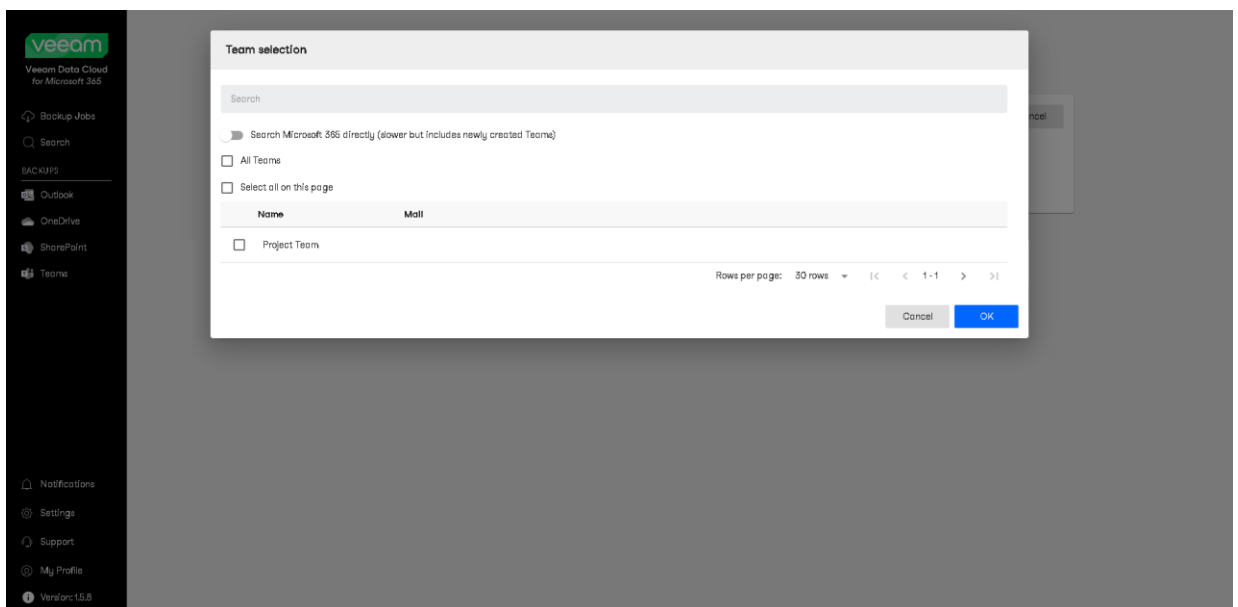
   c. Click **OK** to confirm your selection.

6. Click **Start backup** to finish the operation.
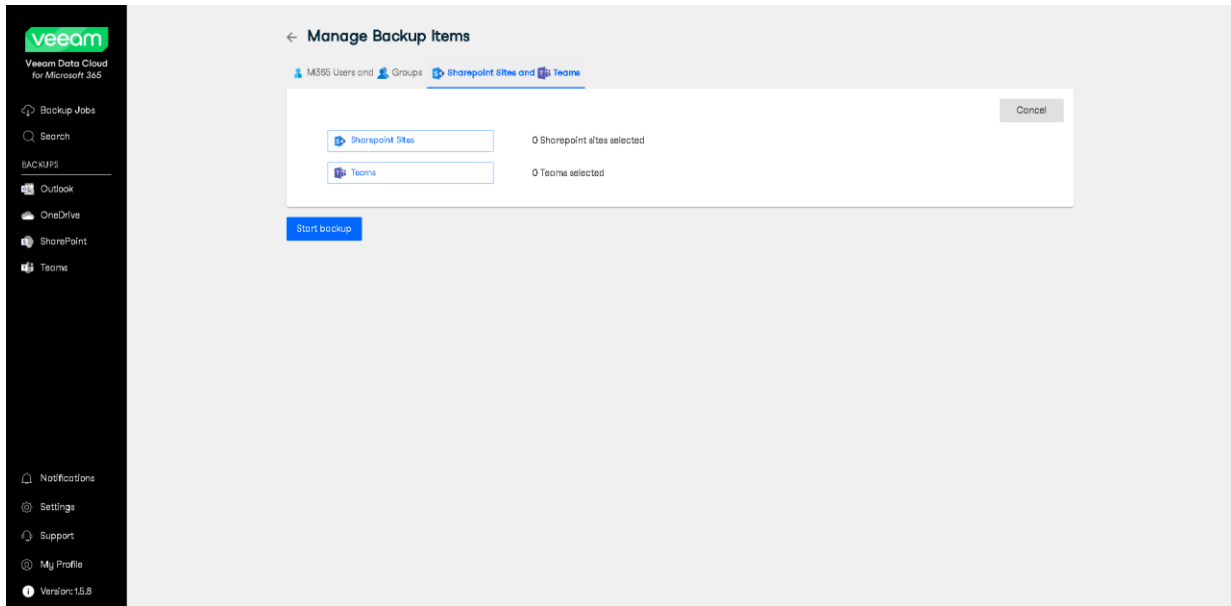
Removing Groups and Users from Backup Job

To remove Microsoft 365 users from a backup job, do the following:

1. Navigate to the **M365 Users and Groups** tab.

2. In the **M365 Users** window, select check boxes next to user names of users that you want to remove from the backup job.
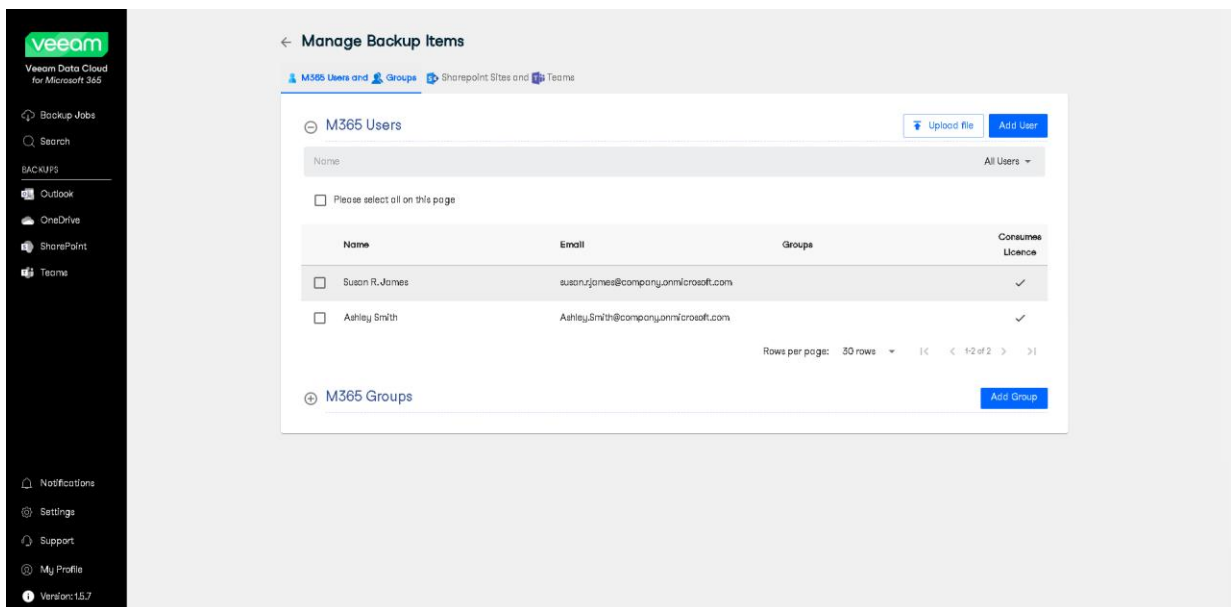
3. Click **Delete** to complete the operation.
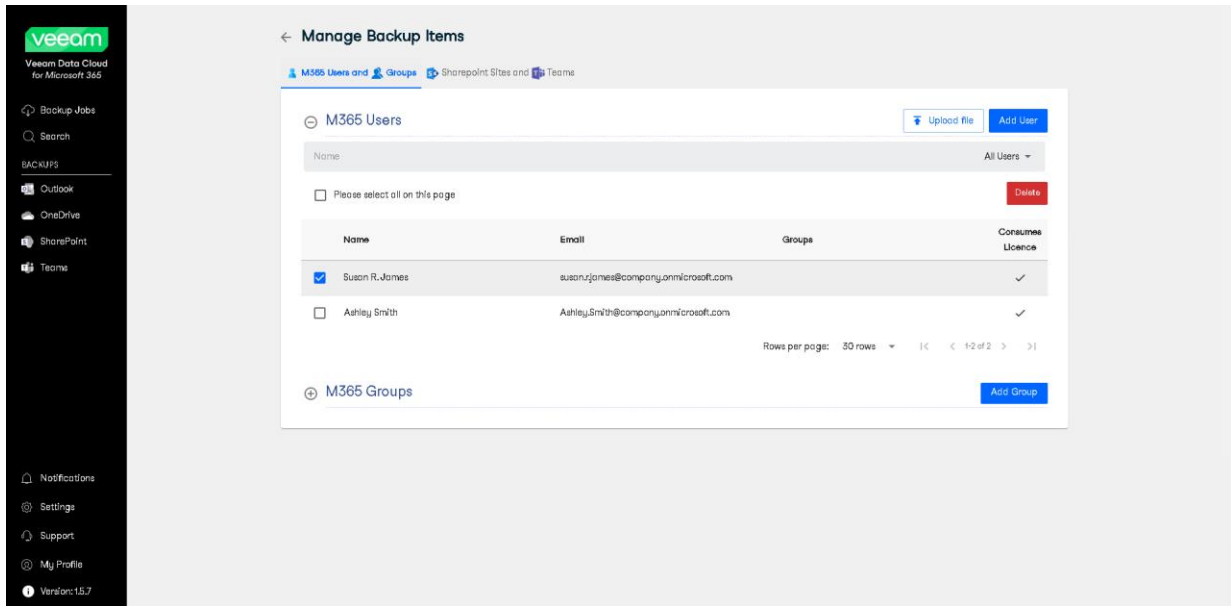
To remove Microsoft 365 groups from a backup job, do the following:

1. Navigate to the **M365 Users and Groups** tab.
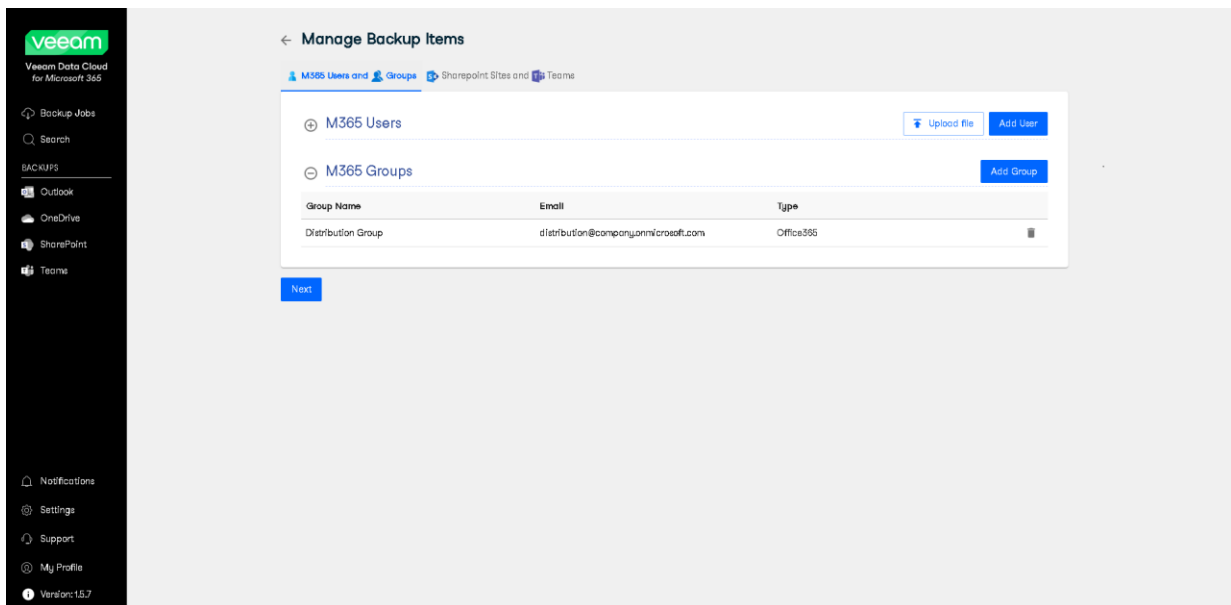
2. In the **M365 Groups** window, click the bin icon on the right to remove a group from the backup.
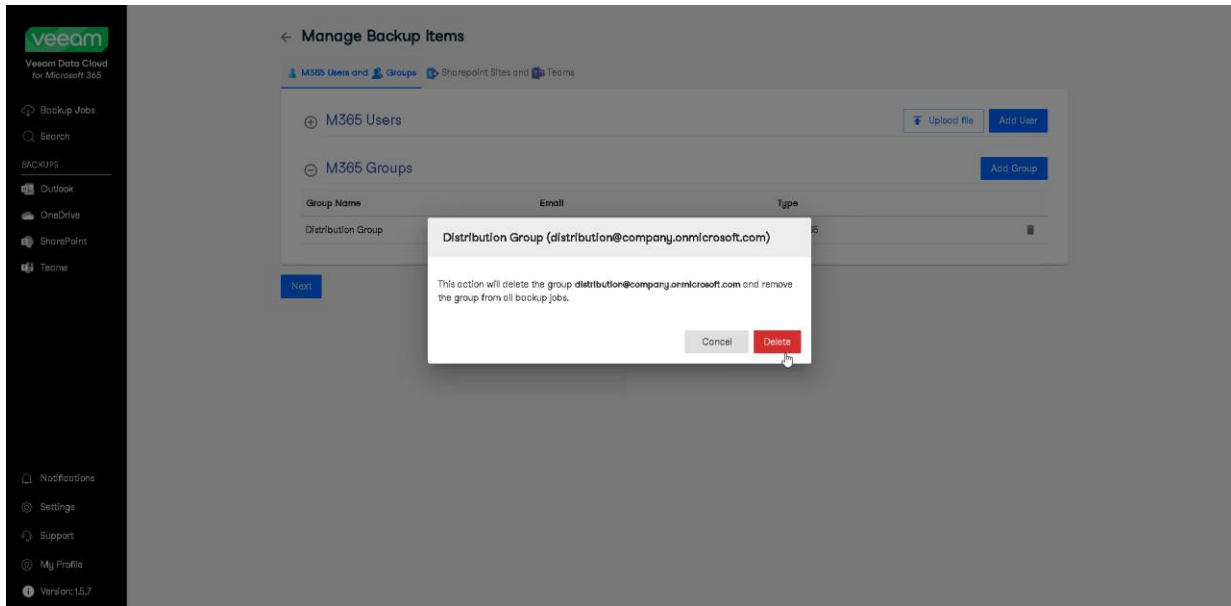
3. Click **Delete** to complete the operation.

Editing Flex Backup Policies

Users of the Variable License Model can add and remove users and objects to and from backup policies created in Veeam Data Cloud for Microsoft 365.

Consider the following:

- If you do not have any backups in your organization yet, you may have no access to the **Backup Policies** page.

- To manage backup policies, your organization must have Manage Backups permissions.

To edit a Flex backup policy, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365.

2. In the main menu, click **Backup Policies**.

3. In the list of your backup policies, select the one you want to edit and click the three-dot icon on the right. In the local menu, click **Edit**.

4. To rename the backup policy, do the following:

   a. Click the pen icon and edit the name of the backup policy.

b. Click **Save** to complete the operation.
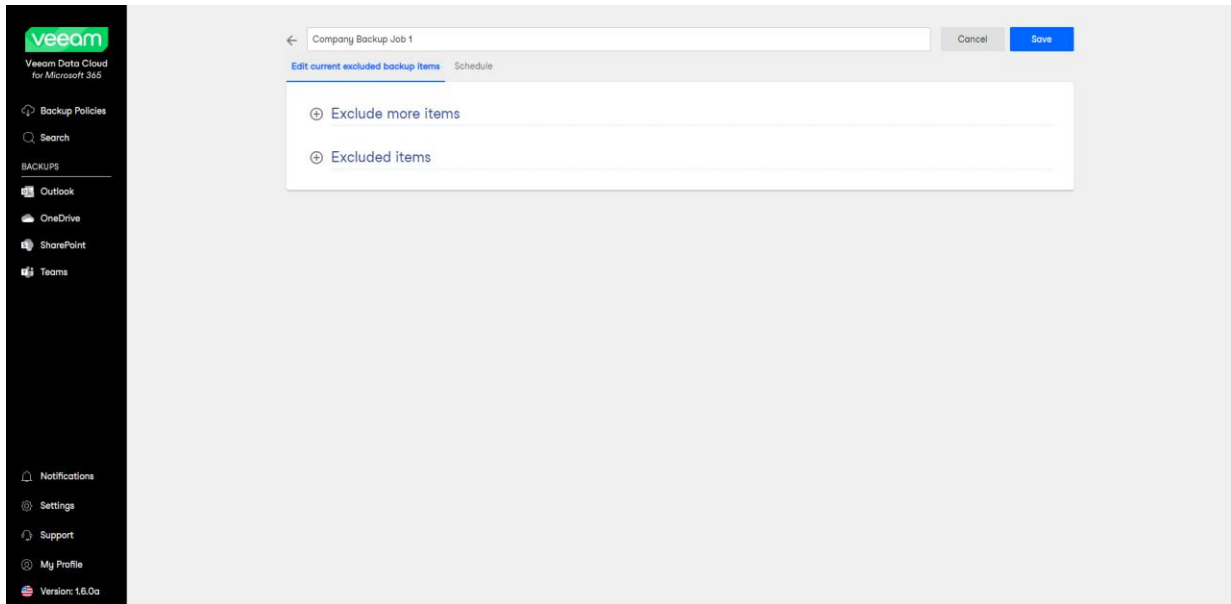
5. [For Selected items backup policies] In the **Edit current backup items** tab, specify what objects you want to include in the backup policy.

   o To add objects to the backup policy, do the following:

      i. In the **Add more items** section, click the *M365 Users, Groups, Sharepoint Sites* or *Teams* option and select specific objects to backup.

      For M365 Users, you can also use the **Upload file** button to upload a text file with one email address per line.

      ii. Click **Save** to complete the operation.

   o To remove objects from the backup policy, do the following:

      i. In the **Backup items** section, Veeam Data Cloud for Microsoft 365 lists items that are part of the backup policy. Select check boxes next to names of objects that you want to remove from the backup.

      ii. Click **Delete** to complete the operation.
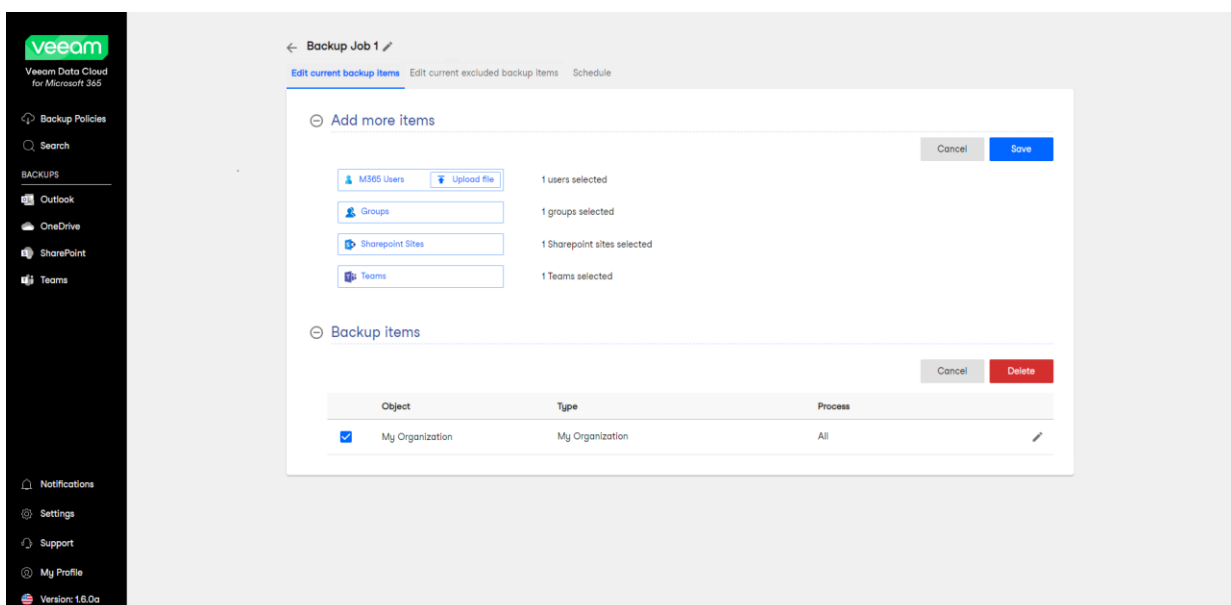
6. In the **Edit current excluded backup items** tab, select objects to be excluded from the backup policy.

   o To exclude objects from the backup policy, do the following:

      i. In the **Exclude more items** section, click the *M365 Users, Groups, Sharepoint Sites* or *Teams* option and select specific objects to exclude.

         For M365 Users, you can also use the **Upload file** button to upload a text file with one email address per line.

      ii. Click **Save** to complete the operation.

   o To remove objects from exclusion from the backup policy, do the following:

      i. In the **Excluded items** section, Veeam Data Cloud for Microsoft 365 lists items that are excluded from the backup policy. Select check boxes next to names of objects that you want to remove from exclusion.

      ii. Click **Delete** to complete the operation.
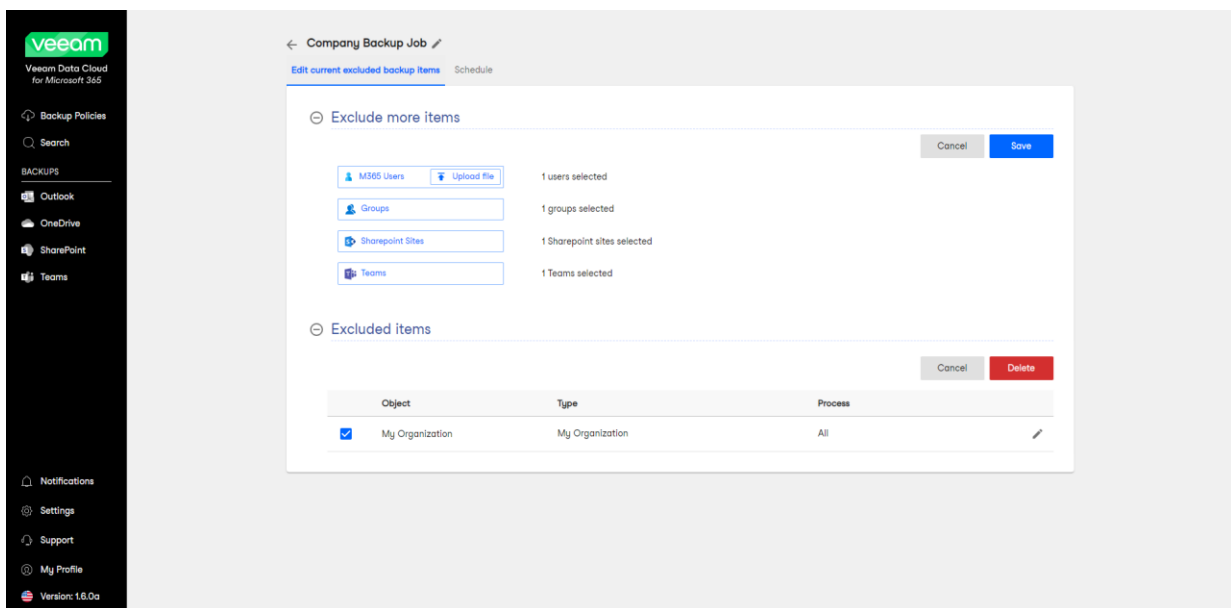
7. In the **Schedule** tab, specify scheduling settings for the backup policy.

   a. Select the **Modify schedule** check box if you want to start the created policy right after you complete working with the wizard.

   b. In the **Advanced options** section, you can modify the backup policy schedule. By default, the backup job runs daily.

c. Click **Save** to complete the operation.
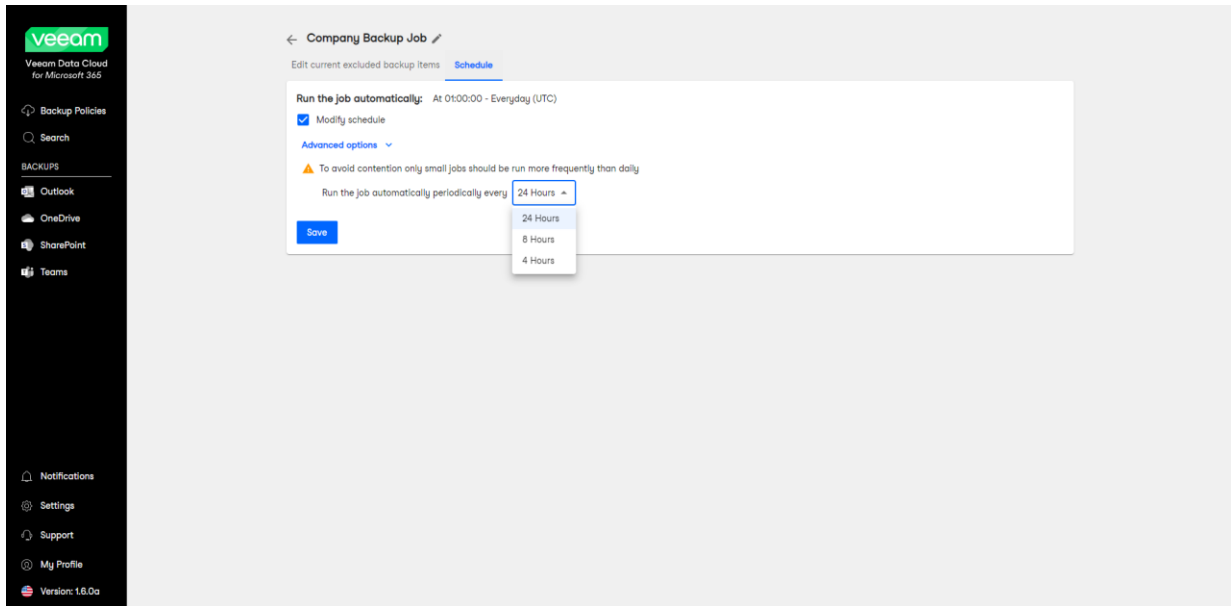
Editing Express Backup Policies

Users of the Variable License Model can add and remove users and objects to and from backup policies created in Veeam Data Cloud for Microsoft 365.

Consider the following:

- If you do not have any backups in your organization yet, you may have no access to the **Backup Policies** page.

- To manage backup policies, your organization must have Manage Backups permissions.

Veeam Data Cloud for Microsoft 365 supports the following types of Express backup policies: Selected Items backup policy and Entire Organization backup policy. You can edit items included in a Selected Items backup policy. An Entire Organization backup policy cannot be edited and should be deleted and replaced if you wish to switch to a selected objects backup.
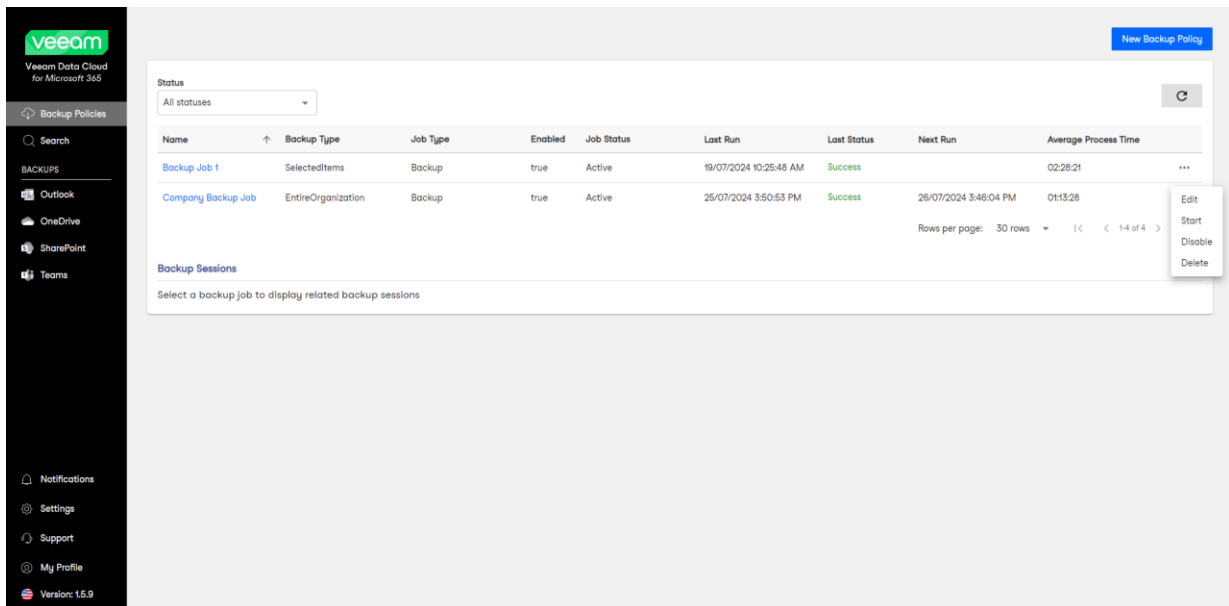
To edit an Express backup policy, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365.

2. In the main menu, click **Backup Policies**.

3. In the list of your backup policies, select the one you want to edit and click the three-dot icon on the right. In the local menu, click **Edit**.
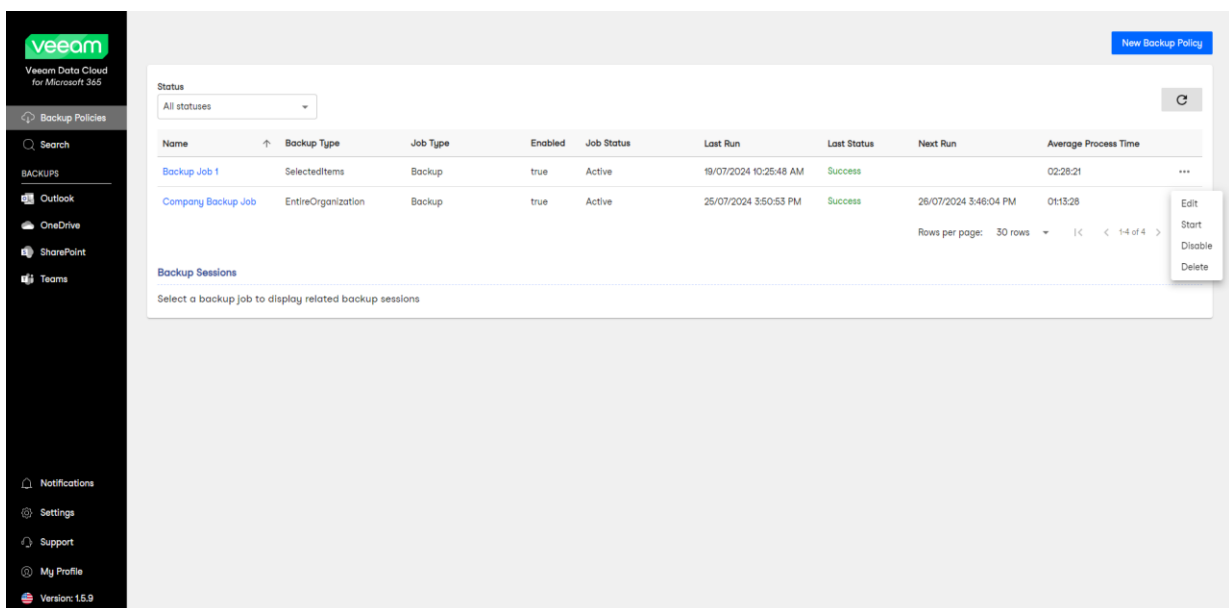
4. Follow instructions to add or remove objects within your backup jobs:

   o Adding Objects to Express Backup Policies

   o Removing Objects from Express Backup Policies

Adding Objects to Express Backup Policy

To add objects to an express backup policy, take the following steps:

1. In the **Add new items** tab, do the following:

    a. [For Outlook and OneDrive express backup policies] Click **M365 Users** or **Groups** and select objects to be backed up.
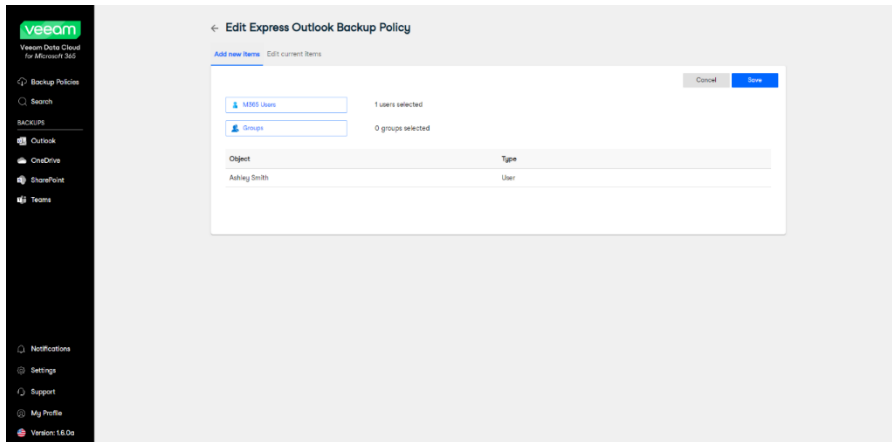

    b. [For SharePoint express backup policies] Click **Sharepoint Sites** and select objects to be backed up.
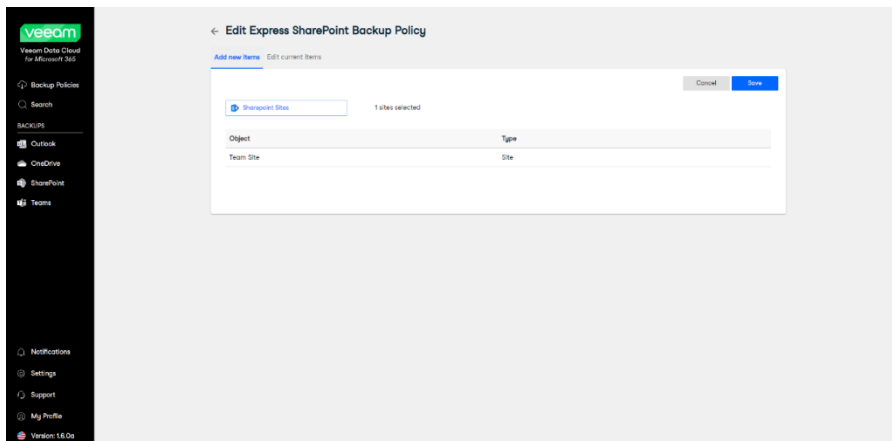
2. Click **Save** to complete the operation.

Removing Objects from Express Backup Policies

To remove objects from an express backup policy, take the following steps:

1. In the **Edit current items** tab, select check boxes next to user names to specify users to be removed from the backup.

2. Click **Delete** to complete the operation.
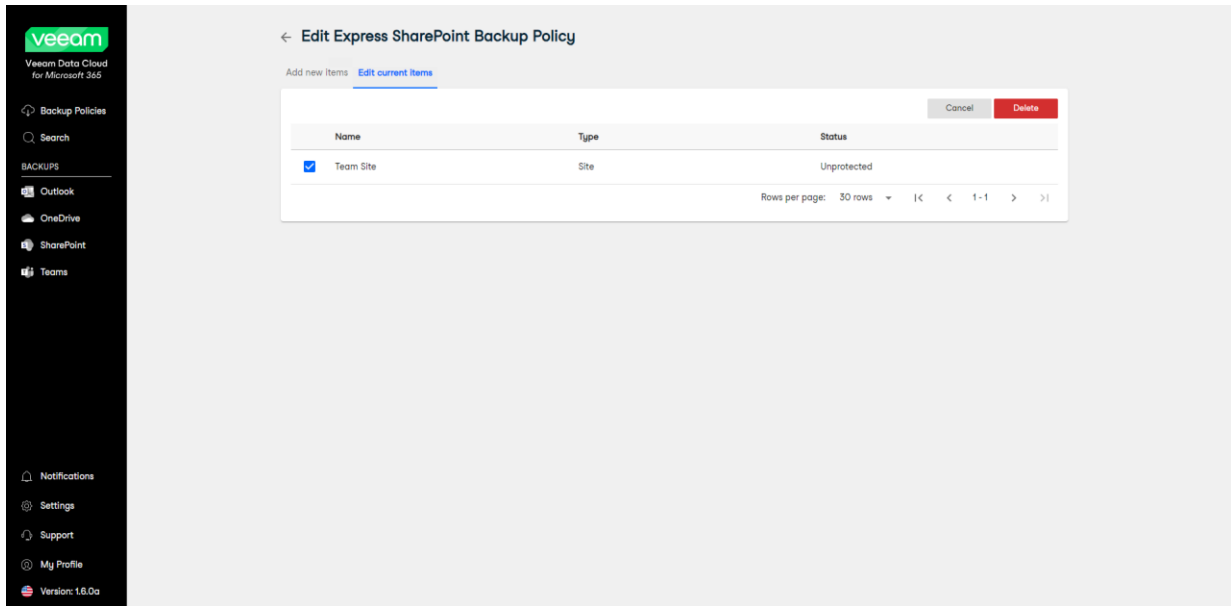
Viewing Backup Logs

Veeam Data Cloud for Microsoft 365 allows you to view and download backup logs with information about your backup jobs status, log messages and timestamps.

> **NOTE**
>
> When checking your backup logs you may see a similar warning:
>
> *Processing site <Name> (<SharePoint Address>) finished with warning: Failed to backup item: <Item that could not be backed up>, Item may have a virus reported by the virus scanner plug -in.*
>
> Microsoft has its own virus scanner for files that are uploaded to SharePoint, OneDrive and Teams and has determined that the file in question contains a virus. To learn more about the Microsoft virus scanner, see this Microsoft article.

To view backup logs, do the following:

1. In the main menu, click **Backup Jobs**.

2. If you have more than one backup job, click the name of the job under the **Name** field in the table.

   Veeam Data Cloud will display the list of backup sessions In the **Backup Sessions** section of the **Backup Jobs** page. Backup sessions will be listed in descending order from the most recent to the oldest.

3. Click the **View logs** button with an eye symbol in the **Actions** column next to the backup session whose logs you want to view. The **Session logs** drawer will appear on the right side of the screen.

   > **TIP**
   >
   > You can also download session logs to your computer. To do this, click the **Download logs** button in the **Actions** column. Veeam Data Cloud will export the logs to a .CSV file.

4. In the **Session logs** box, you can select which statuses you want to see by clicking on the **All statuses** drop-down menu. You can select to see *Running*, *Success*, *Warning*, or *Error* messages only.

   You can also filter session log records based on the text of a session log message. To do this, enter the text you want to find in the session log and press **[Enter]**.

5. To choose whether to see logs in local time or UTC, toggle the **Local time** switch.

6. If you want to see timestamps on the logs, select the **Show timestamps** check box.

7. If you want to create a local copy of the logs, you can export the logs to a .CSV file. To do this, click **Export to CSV**.

Enabling Microsoft Teams Chat Backup

To create Microsoft Teams chat backups, Veeam Data Cloud for Microsoft 365 needs access to Microsoft Teams Export APIs. You must authorize Veeam Data Cloud for Microsoft 365 to use the required APIs. Microsoft Teams groups, channels, and metadata are protected regardless of whether you enable Microsoft Teams chat backup or not.

Before You Begin

Before you configure the Microsoft Teams chat backup, consider the following:

- Backup of team chats using Microsoft Teams Export APIs is limited to backup of public channel posts.

- Microsoft Teams service is not supported for organizations in Microsoft Azure China and legacy Microsoft Azure Germany regions. For more information about Azure Germany, see this Microsoft article.

- Backup of team chats using Microsoft Teams Export APIs is not supported for Microsoft 365 organizations in Microsoft Azure China, legacy Germany, US Government GCC and US Government GCC High regions.

- You must have an active Microsoft Azure subscription (pay-as-you-go (PAYG) or cloud solution provider (CSP) monthly subscription). If you do not have an active subscription, create one as Microsoft invoices directly to your Microsoft Azure subscription. The cost to back up chats in Teams is calculated on a per tenant / per message basis, relative to the license model. With Veeam Data Cloud for Microsoft 365 supporting Model B, refer to the costs outlined in this Microsoft article. To estimate costs, you can also analyze Usage Reports in Microsoft 365 admin center.

    Veeam Data Cloud costs will remain the same, as it won't charge any additional cost.

Authorizing Access to Microsoft Teams Export APIs

To allow Veeam Data Cloud for Microsoft 365 to access Microsoft Teams Export APIs, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings.**

3. In the **Settings menu**, click **System**.

4. On the **System** page, open the **Microsoft 365** tab.

5. In the **Teams Backup** section, select **Set up Teams Chats**.
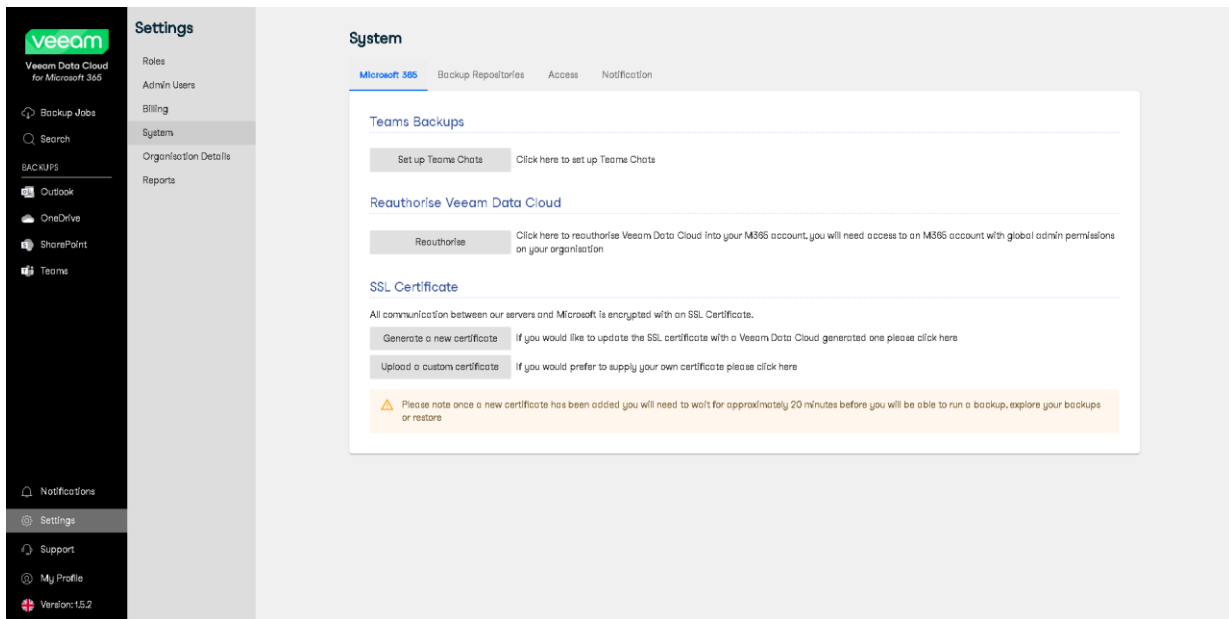
6. Select the **Backup Microsoft Teams Chats** check box and click **Next**.
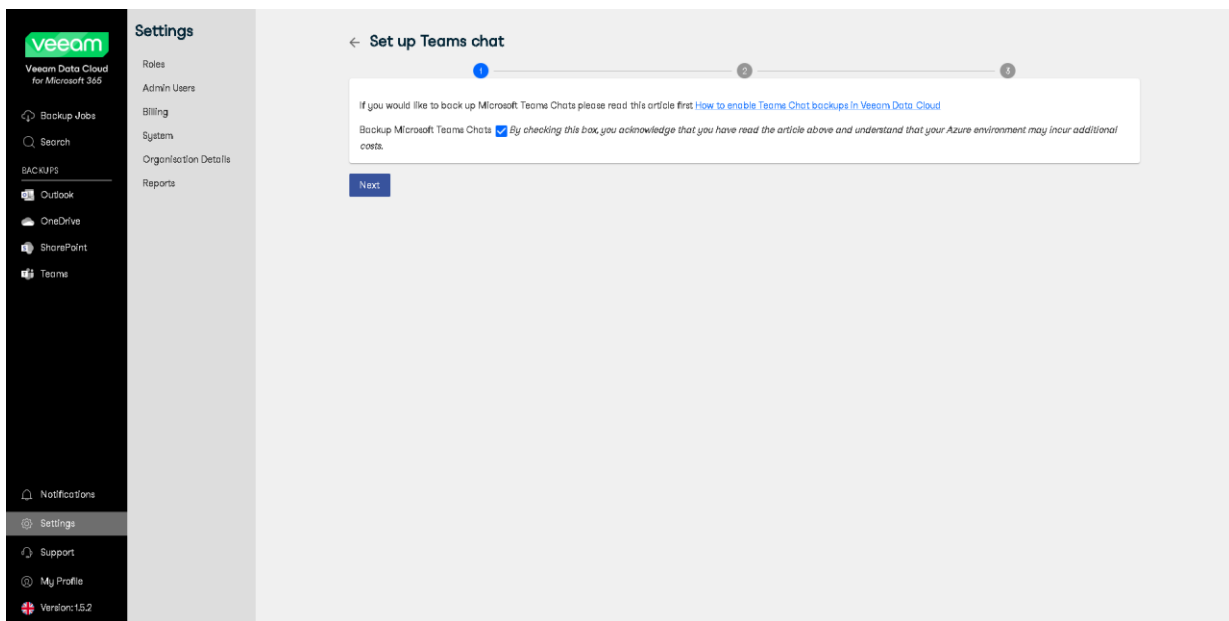
7. Authorize Veeam Data Cloud for Microsoft 365 to access requested APIs:

   a. Click **Copy code** to copy the authorization code.

   b. Follow the https://microsoft.com/devicelogin link.

   c. Paste the authorization code in a new tab that opens in your browser.

d. Select a Microsoft 365 Global Admin account to finish the next step.
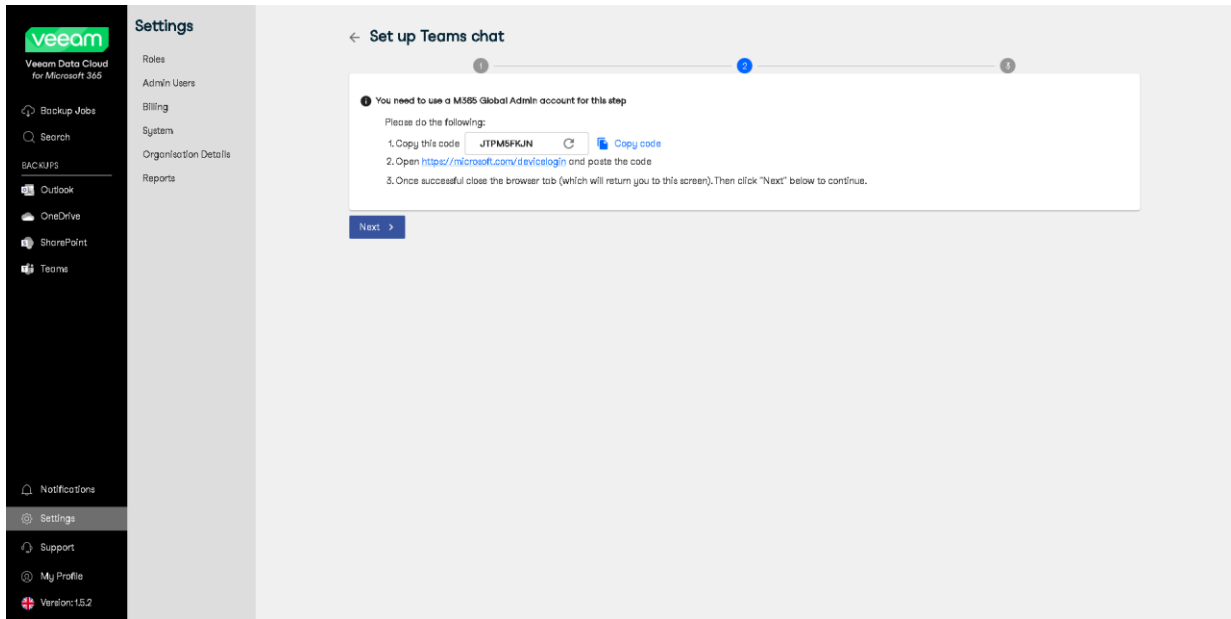
8. Select whether you want to enable the Microsoft Teams chat backup option automatically or manually.

Performing Restore

This section provides information on how to restore your data with Veeam Data Cloud for Microsoft 365.

Veeam Data Cloud for Microsoft 365 offers two data restore methods depending on the subscription plan:

- **Flex Restore**. This restore method is available to users of the Flex and Premium plans. The method is intended for flexible restore of the specified data — you can define where and how to restore your data.

- **Express Full Restore**. This restore method is available to users of the Express and Premium plans. The method is intended for quick restore of the specified data to its original location — you cannot change the restore settings, and Veeam Data Cloud replaces data in the original location with the data from the backup.

For more information on Veeam Data Cloud for Microsoft 365 plans, see Plans.

> **NOTE**
>
> Consider the following:
>
> - Data restore methods apply to Microsoft Outlook mailboxes, entire Microsoft OneDrives and Microsoft SharePoint sites. For other types of Outlook, OneDrive and SharePoint objects, you do not need to select the restore method.
> - Backup and restore of Microsoft Teams data is available to users of the Flex and Premium plans only. Users can restore Teams data flexibly and do not need to select the restore method.
> - Smaller restores may be quicker with Flex, benefits of Express are best realised with large restores.

In This Section

- Restoring Microsoft Outlook Data

- Restoring Microsoft OneDrive Data

- Restoring Microsoft SharePoint Data

- Restoring Microsoft Teams Data

- Performing Self-Service Restore

Restoring Microsoft Outlook Data

This section provides information on how to restore Microsoft Outlook data with Veeam Data Cloud for Microsoft 365.

In This Section

- [Restoring Outlook Mailboxes](#)
- [Restoring Outlook Folders](#)
- [Restoring Outlook Items](#)
- [Viewing Outlook Emails](#)
- [Comparing Outlook Emails with Production](#)

Restoring Outlook Mailboxes

Veeam Data Cloud for Microsoft 365 offers 2 restore methods for restore of Microsoft Outlook mailboxes: Flex Restore and Express Full Restore.

The restore method options available to you depend on what backup policy type covers the Microsoft 365 user whose data you restore. The backup policy type defines the plan of the backed-up user. To learn more about plans in Veeam Data Cloud for Microsoft 365, see Plans.

Flex Restore

To restore an entire Microsoft Outlook mailbox from the backup:

1. In the main menu, click **Outlook**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. By default, Veeam Data Cloud uses the latest available restore point for data restore. If you want to select another restore point, in the **Explore Outlook Backup as at** field, click the calendar icon and select the date and time when the necessary restore point was created.

3. On the **Outlook Backups** page, select the mailbox you want to restore.

4. Click **Restore Selected Mailbox**.
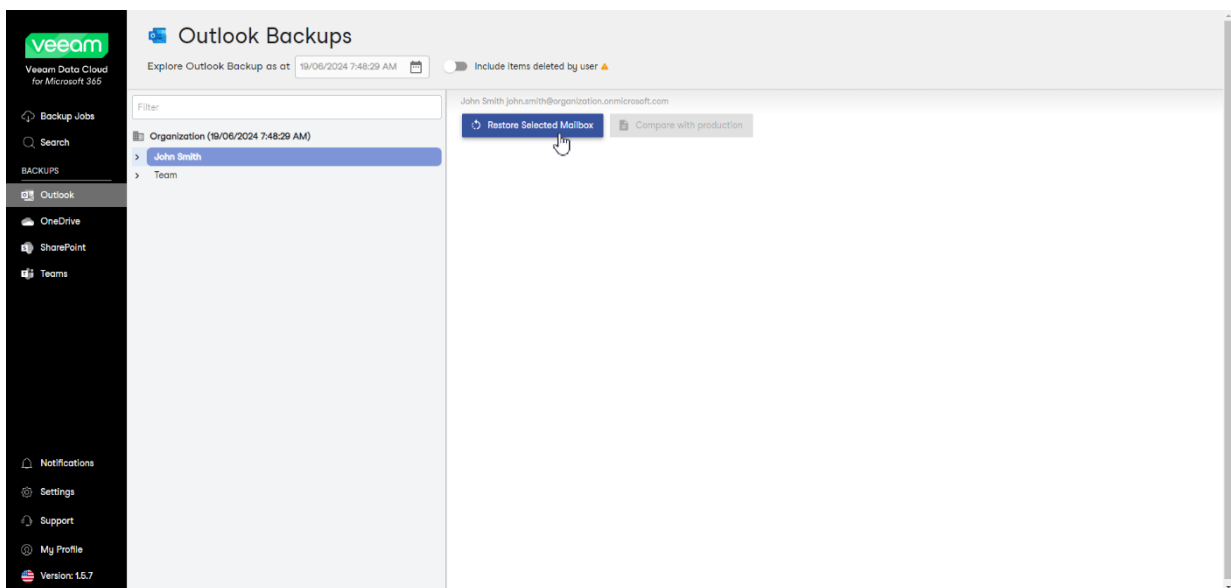
5. In the **Restore Mailbox** window, in the **Choose Restore Method** section, select **Flex Restore**.

6. In the **Choose Restore Location** section, select where to restore the mailbox. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore the mailbox to its original location.

   If you select this option, you can use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

- o **Other users mailbox**. Select this option if you want to restore the mailbox to another mailbox.

    If you select this option, in the **Mailbox** and **Folder** fields specify the address of the target mailbox and the target mailbox folder. You can also click **Advanced options** to display more options. For details, see the next step of the procedure.

- o **Local computer**. Select this option if you want to download the mailbox content to your computer. Use this option for mailboxes whose size does not exceed 1 GB. Veeam Data Cloud will save the mailbox content to a .PST file.

- o **Download in background**. Select this option if you want to download the mailbox content to your computer. Use this option for mailboxes whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the mailbox content to a .PST file.

7. [For restore to the original location or another mailbox] By default, when you restore a mailbox, Veeam Data Cloud restores the entire content of the mailbox from the backup. If you want to change the restore options, do the following:

    a. Click **Advanced options**.

    b. In the **Restore the following items** section, do the following:

        i. Select the **Changed items** check box if you want to restore items that have been changed.

        ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

    c. In the **Flag restored items** section, select the **Mark restored as unread** check box if you want to mark each restored item as unread.

    d. In the **Exclude the following mailbox folders** section, select check boxes next to the folders that you do not want to restore from the backup: *Drafts*, *Deleted Items*, *In-Place Hold Items* or *Litigation Hold Items*.

8. Start the restore process:

    - o Click **Restore** if you chose to restore data to the original location or another mailbox.

    - o Click **Download** if you chose to download data to the local computer or download data in the background.

# Express Full Restore

To restore an entire Microsoft Outlook mailbox from the backup:

1. In the main menu, click **Outlook**.

    > **NOTE**
    >
    > If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. On the **Outlook Backups** page, select the mailbox you want to restore.

3. Click **Restore Selected Mailbox**.

4. In the **Restore Mailbox** window, in the **Choose Restore Method** section, select **Express Full Restore** to quickly restore the specified data to its original location. Veeam Data Cloud will replace data in the original location with the data from the backup.

5. In the **Choose Restore Option** section, select the restore point from which you want to restore the mailbox. You can select one of the following options:

   o **Use the latest available restore point**. If you select this option, Veeam Data Cloud will restore data from the latest restore point of the backup.

   o **Use the restore point from**. If you select this option, you can select the date and time when the necessary restore point was created. Veeam Data Cloud will restore data from this restore point.

   Select the **Use express restore points only** check box if you want to select from the fastest available restore points created by Express backup policies.

6. Click **Express Full Restore** to start the restore process.

Restoring Outlook Folders

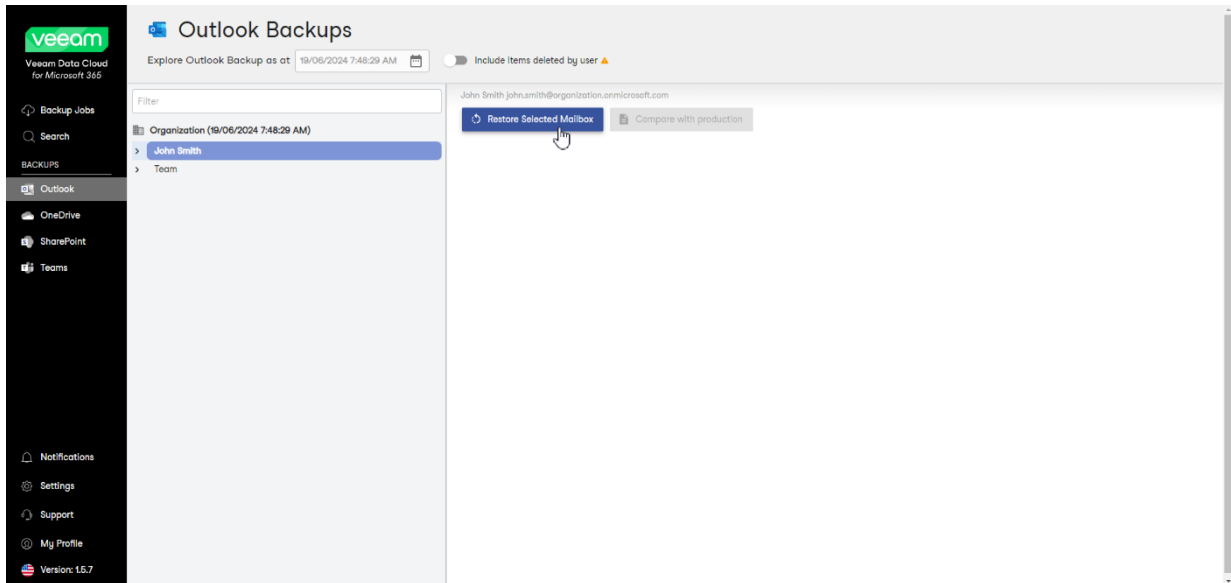To restore a specific folder within a mailbox:

1. In the main menu, click **Outlook**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. On the **Outlook Backups** page, expand the mailbox and select the folder you want to restore.

3. Click **Restore Selected Folder**.
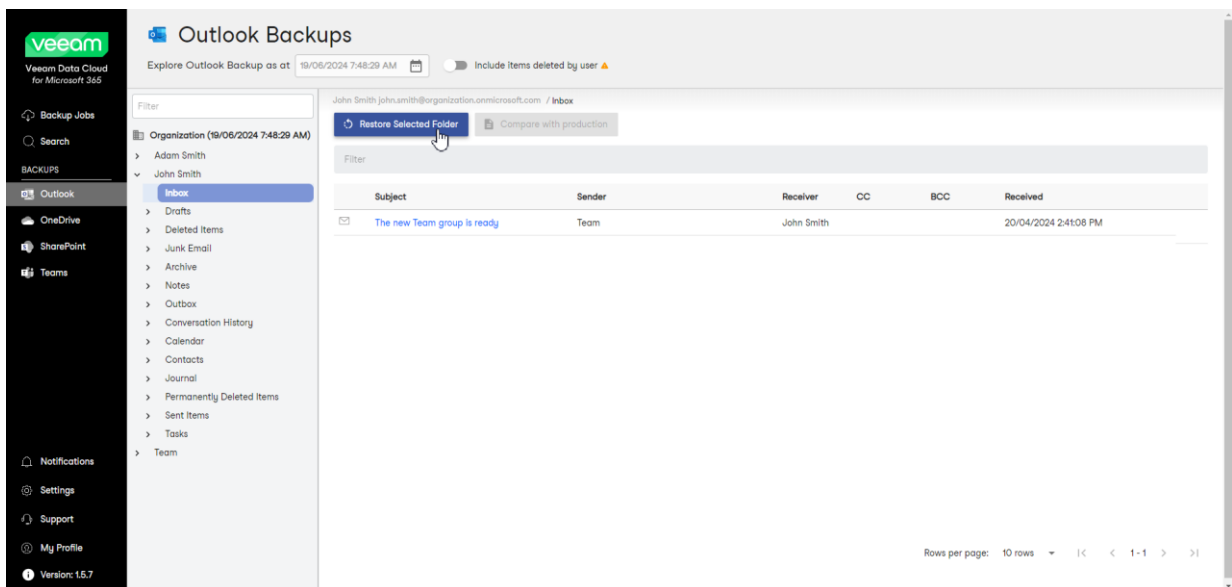
4. In the **Restore Mailbox Folder** window, check the name of the mailbox and folder you want to restore, and the time when the backup that contains the folder was created.

5. In the **Restore to** section, select where to restore the folder. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore the folder to its original location.

   If you select this option, you can use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

   o **Other users mailbox**. Select this option if you want to restore the folder to another mailbox.

   If you select this option, in the **Mailbox** and **Folder** fields specify the address of the target mailbox and the target mailbox folder. You can also click **Advanced options** to display more options. For details, see the next step of the procedure.

   o **Local computer**. Select this option if you want to download the folder content to your computer. Use this option for folders whose size does not exceed 1 GB. Veeam Data Cloud will save the folder content to a .PST file.

   o **Download in background**. Select this option if you want to download the folder content to your computer. Use this option for folders whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the folder content to a .PST file.

6. [For restore to the original location or another mailbox] If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have been changed.

      ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **Flag restored items** section, select the **Mark restored as unread** check box if you want to mark each restored item as unread.

7. Start the restore process:

   o Click **Restore** if you selected to restore data to the original location or another mailbox.

   o Click **Download** if you selected to download data to the local computer or download data in the background.

Restoring Outlook Items

To restore a specific item within a folder of a mailbox:

1. In the main menu, click **Outlook**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. On the **Outlook Backups** page, expand the mailbox that contains the folder with the item you want to restore.

3. Select the folder that contains the item you want to restore.

4. Select the necessary email in the list of items. To select multiple emails, press and hold the **[Ctrl]** key on the keyboard.

5. Click **Restore Selected Item**.
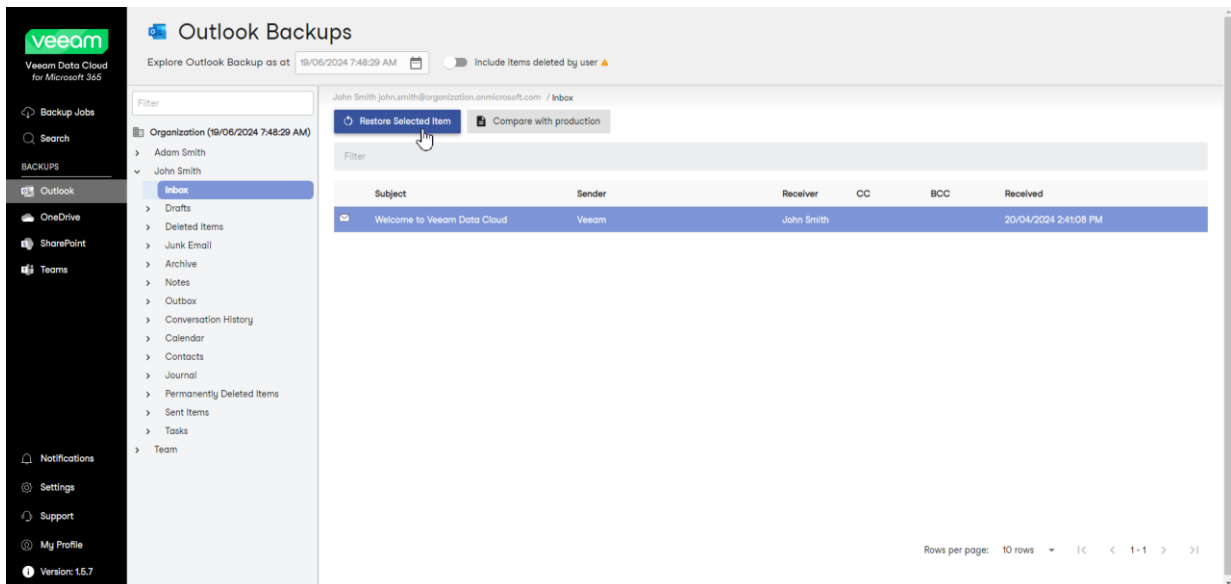
6. In the **Restore Mailbox Item** window, check the name of the item you want to restore and the time when the backup that contains the item was created.

7. In the **Restore to** section, select where to restore the item. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore the item to its original location.

     If you select this option, you can use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

   o **Other users mailbox**. Select this option if you want to restore the item to another mailbox.

     If you select this option, in the **Mailbox** and **Folder** fields specify the address of the target mailbox and the target mailbox folder. You can also click **Advanced options** to display more options. For details, see the next step of the procedure.

   o **Local computer**. Select this option if you want to download the item to your computer. Use this option for items whose total size does not exceed 1 GB. Veeam Data Cloud will save the item to an .MSG file. If you selected multiple items, Veeam Data Cloud will save them to a .PST file.

o **Download in background**. Select this option if you want to download the item to your computer. Use this option for items whose total size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the item to an .MSG file. If you selected multiple items, Veeam Data Cloud will save them to a .PST file.

8. If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have been changed.

      ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **Flag restored items** section, select the **Mark restored as unread** check box if you want to mark each restored item as unread.

9. Start the restore process:

   o Click **Restore** if you selected to restore data to the original location or another mailbox.

   o Click **Download** if you selected to download data to the local computer or download data in the background.

Viewing Outlook Emails

To view a single email within a specific folder of a mailbox:

1. In the main menu, click **Outlook**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. On the **Outlook Backups** page, expand the mailbox that contains the folder with the email you want to view.

3. Select the folder that contains the email you want to view.

4. Click the subject of the email you want to view.
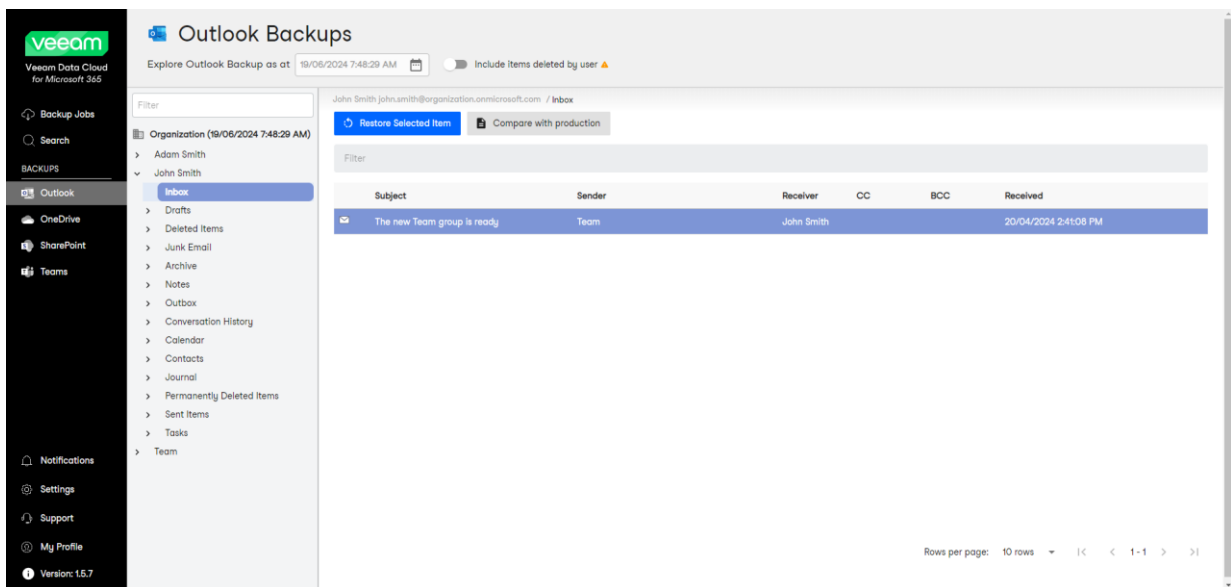
5. The email contents will open in a new frame. The following information is displayed:

   o **Sent** — date and time when the email was sent.

   o **Sender** — sender of the email.

   o **Receiver** — receiver of the email.

   o **CC** — contacts to whom a copy of the email was sent.

   o **Subject** — subject of the email.

o **Body** — body of the email.
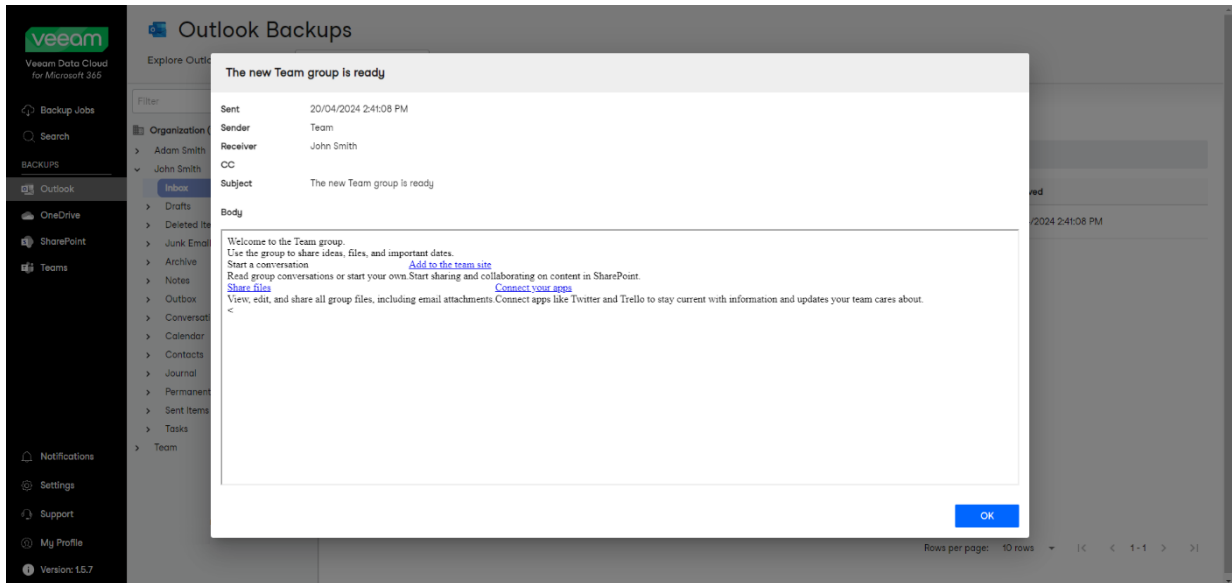
Comparing Outlook Emails with Production

Veeam Data Cloud for Microsoft 365 lets you compare backed-up Microsoft Outlook emails to their versions in the production environment. This operation may help you identify the necessary email and decide whether to restore it from the backup.

To compare an email with the production environment:

1. In the main menu, click **Outlook**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. On the **Outlook Backups** page, expand the mailbox that contains the folder with the email you want to compare.

3. Select the folder that contains the email you want to compare.

4. Select the necessary email in the list of items.

5. Click **Compare with production**.
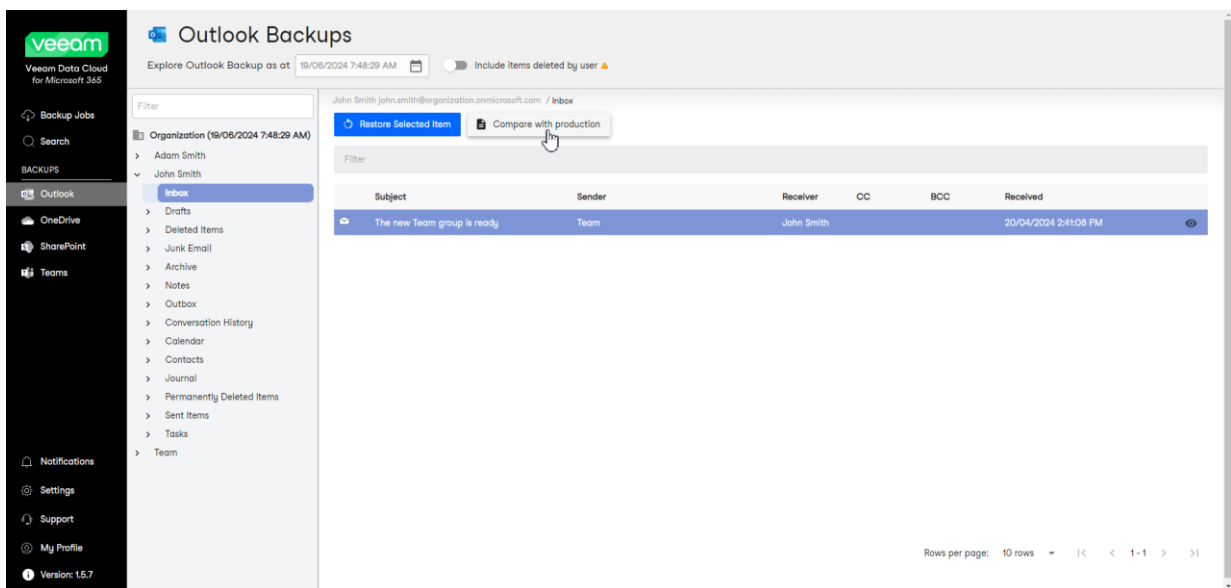
6. In the displayed window, compare properties of the email between the backup and production environment. Use the following table columns:

   o **Name** — name of the email property.

   o **Backup** — property value for the email in the backup.

   o **Production** — property value for the email in the production environment.

7. If you want to compare the email message body, click **View Body**.

Once you have completed comparing the backed-up email with the production environment, click **Close** in the compare window.

Restoring Microsoft OneDrive Data

This section provides information on how to restore Microsoft OneDrive data with Veeam Data Cloud for Microsoft 365.

In This Section

- Restoring Entire OneDrive
- Restoring OneDrive Folders
- Restoring OneDrive Documents

Restoring Entire OneDrive

Veeam Data Cloud for Microsoft 365 offers 2 restore methods for restore of entire OneDrive: Flex Restore and Express Full Restore.

The restore method options available to you depend on what backup policy type covers the Microsoft 365 user whose data you restore. The backup policy type defines the plan of the backed-up user. To learn more about plans in Veeam Data Cloud for Microsoft 365, see Plans.

Flex Restore

To restore an entire OneDrive from the backup:

1. In the main menu, click **OneDrive**.

2. On the **OneDrive Backups** page, select the user whose OneDrive you want to restore.

3. By default, Veeam Data Cloud uses the latest available restore point for data restore. If you want to select another restore point, in the **Explore OneDrive Backup as at** field, click the calendar icon and select the date and time when the necessary restore point was created.

4. Click **Restore Selected OneDrive**.
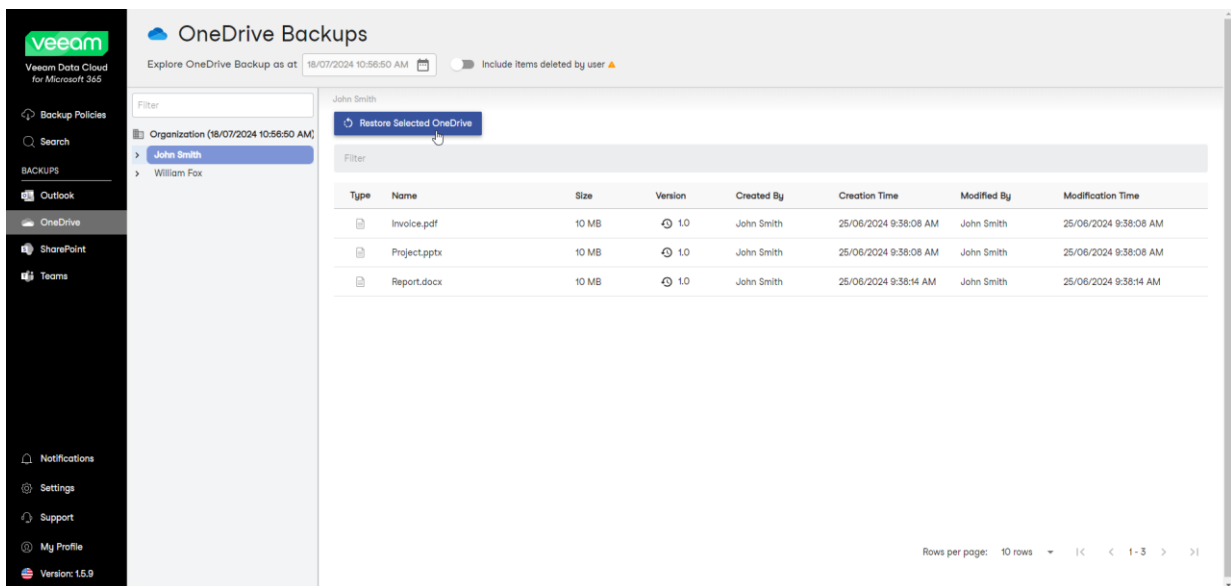
5. In the **Restore OneDrive** window, in the **Choose Restore Method** section, select **Flex Restore**.

6. In the **Choose Restore Location** section, select where to restore OneDrive. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore OneDrive to its original location.

   o **Other users OneDrive**. Select this option if you want to restore OneDrive to OneDrive of another Microsoft 365 user.

   If you select this option, do the following:

   i. In the **M365 Account** field, click **Change** and select the necessary user account in the **User selection** window.

ii. In the **Restore to** field, type the name of the folder where to restore OneDrive. Veeam Data Cloud will display the resulting path to the restore destination.

You can also use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

○ **Local computer**. Select this option if you want to download the OneDrive content to your computer. Use this option for OneDrive whose size does not exceed 1 GB. Veeam Data Cloud will save the OneDrive content to a .ZIP file.

○ **Download in background**. Select this option if you want to download the OneDrive content to your computer. Use this option for OneDrive whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the OneDrive content to a .ZIP file.

7. [For restore to OneDrive of another user account] If you want to specify advanced restore options, do the following:

a. Click **Advanced options**.

b. In the **Restore the following items** section, do the following:

i. Select the **Changed items** check box if you want to restore items that have been modified in the production environment.

ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items. If you select this check box, you can select one of the following options:

▪ **Overwrite**. Select this option to overwrite items in the production environment with the latest version of items in the backup.

▪ **Merge**. Select this option to merge the latest version of items in the backup into items in the production environment.

d. In the **Additional options** section, select the **Restore shared access** check box if you want to restore shared access permissions of the restored OneDrive content.

8. Start the restore process:

○ Click **Restore** if you chose to restore data to the original location or another user account.

○ Click **Download** if you chose to download data to the local computer or download data in the background.

Express Full Restore

To restore an entire OneDrive from the backup:

1. In the main menu, click **OneDrive**.

2. On the **OneDrive Backups** page, select the user whose OneDrive you want to restore.

3. Click **Restore Selected OneDrive**.

4. In the **Restore OneDrive** window, in the **Choose Restore Method** section, select **Express Full Restore** to quickly restore the specified data to its original location. Veeam Data Cloud will replace data in the original location with the data from the backup.

5. In the **Choose Restore Option** section, select the restore point from which you want to restore OneDrive. You can select one of the following options:

   o **Use the latest available restore point**. If you select this option, Veeam Data Cloud will restore data from the latest restore point of the backup.

   o **Use the restore point from**. If you select this option, you can select the date and time when the necessary restore point was created. Veeam Data Cloud will restore data from this restore point.

   Select the **Use express restore points only** check box if you want to select from the fastest available restore points created by Express backup policies.

6. Click **Express Full Restore** to start the restore process.

Restoring OneDrive Folders

To restore a specific OneDrive folder from the backup:

1. In the main menu, click **OneDrive**.

2. On the **OneDrive Backups** page, expand the user whose OneDrive folder want to restore.

3. Select the OneDrive folder you want to restore. To select multiple folders, press and hold the **[Ctrl]** key on the keyboard.

4. Click **Restore Selected Folder**.

5. In the **Restore OneDrive Folder** window, check the name of the user account and OneDrive folder you want to restore, and the time when the backup that contains the folder was created.

6. In the **Restore to** section, select where to restore the OneDrive folder. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore the OneDrive folder to its original location.

   o **Other users OneDrive**. Select this option if you want to restore the OneDrive folder to OneDrive of another Microsoft 365 user.

      If you select this option, do the following:

      i. In the **M365 Account** field, click **Change** and select the necessary user account in the **User selection** window.

      ii. In the **Restore to** field, type the name of the folder where to restore the OneDrive folder. Veeam Data Cloud will display the resulting path to the restore destination.

      You can also use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

   o **Local computer**. Select this option if you want to download the OneDrive folder to your computer. Use this option for OneDrive folders whose size does not exceed 1 GB. Veeam Data Cloud will save the OneDrive folder to a .ZIP file.

   o **Download in background**. Select this option if you want to download the OneDrive folder to your computer. Use this option for OneDrive folders whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the OneDrive folder to a .ZIP file.

7. [For restore to OneDrive of another user account] If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have been modified in the production environment.

      ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items. If you select this check box, you can select one of the following options:

- **Overwrite**. Select this option to overwrite items in the production environment with the latest version of items in the backup.

- **Merge**. Select this option to merge the latest version of items in the backup into items in the production environment.

d. In the **Additional options** section, select the **Restore shared access** check box if you want to restore shared access permissions of the restored OneDrive content.

8. Start the restore process:

o Click **Restore** if you selected to restore data to the original location or another user account.

o Click **Download** if you selected to download data to the local computer or download data in the background.

Restoring OneDrive Documents

To restore a specific OneDrive document from the backup:

1. In the main menu, click **OneDrive**.

2. On the **OneDrive Backups** page, expand the user whose document you want to restore.

3. Select the folder that contains the document you want to restore.

4. Select the necessary document in the list of items. To select multiple documents, press and hold the **[Ctrl]** key on the keyboard.

5. Click **Restore Selected Document**.

6. In the **Restore OneDrive Document** window, check the name of the user account, folder and document you want to restore, and the time when the backup that contains the document was created.

7. In the **Restore to** section, select where to restore the OneDrive document. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore the OneDrive document to its original location.

   o **Other users OneDrive**. Select this option if you want to restore the OneDrive document to OneDrive of another Microsoft 365 user.

      If you select this option, do the following:

      i. In the **M365 Account** field, click **Change** and select the necessary user account in the **User selection** window.

      ii. In the **Restore to** field, type the name of the folder where to restore the OneDrive document. Veeam Data Cloud will display the resulting path to the restore destination.

      You can also use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

   o **Local computer**. Select this option if you want to download the OneDrive document to your computer. Use this option for OneDrive documents whose size does not exceed 1 GB. Veeam Data Cloud will save the OneDrive document to a .ZIP file.

   o **Download in background**. Select this option if you want to download the OneDrive document to your computer. Use this option for OneDrive documents whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the OneDrive document to a .ZIP file.

8. [For restore to OneDrive of another user account] If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items. If you select this check box, you can select one of the following options:

      ▪ **Overwrite**. Select this option to overwrite items in the production environment with the latest version of items in the backup.

      ▪ **Merge**. Select this option to merge the latest version of items in the backup into items in the production environment.

9. Start the restore process:

   o Click **Restore** if you selected to restore data to the original location or another user account.

   o Click **Download** if you selected to download data to the local computer or download data in the background.

Restoring Microsoft SharePoint Data

This section provides information on how to restore Microsoft SharePoint data with Veeam Data Cloud for Microsoft 365.

In This Section

- Restoring SharePoint Sites
- Restoring SharePoint Folders
- Restoring SharePoint Libraries
- Restoring SharePoint Items

Restoring SharePoint Sites

Veeam Data Cloud for Microsoft 365 offers 2 restore methods for restore of SharePoint sites: Flex Restore and Express Full Restore.

The restore method options available to you depend on what backup policy type covers the Microsoft 365 user whose data you restore. The backup policy type defines the plan of the backed-up user. To learn more about plans in Veeam Data Cloud for Microsoft 365, see Plans.

Flex Restore

To restore an entire SharePoint site from the backup:

1. In the main menu, click **SharePoint**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **SharePoint** page.

2. By default, Veeam Data Cloud uses the latest available restore point for data restore. If you want to select another restore point, in the **Explore SharePoint Backup as at** field, click the calendar icon and select the date and time when the necessary restore point was created.

3. On the **SharePoint** page, select the site that you want to restore.

4. Click **Restore Selected Site**.

5. In the **Restore SharePoint Site** window, in the **Choose Restore Method** section, select **Flex Restore**.

6. In the **Choose Restore Location** section, select where to restore the site. You can select one of the following options:

   o **The following site alias**. Select this option if you want to restore the site content to another site within the same SharePoint instance.

   If you select this option, type the site alias. Veeam Data Cloud will display the resulting URL of the target site.

   o **Original Location**. Select this option if you want to restore the site to its original location.

7. If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have been modified in the production environment.

      ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items. If you select this check box, you can select one of the following options:

      ▪ **Overwrite**. Select this option to overwrite items in the production environment with the latest version of items in the backup.

- **Merge**. Select this option to merge the latest version of items in the backup into items in the production environment.

    d. In the **Additional options** section, do the following:

       i. Select the **Restore permissions** check box if you want to restore permissions of the document libraries and lists within the restored site. If you do not select this option, permissions for document libraries and lists that exist in the target location will be preserved. Permissions for document libraries and lists that do not exist in the target location will be inherited from their parent objects.

       ii. Select the **Restore List Views** check box if you want to restore list views of the restored site.

       iii. Select the **Restore Subsites** check box if you want to restore subsites of the restored site.

8. Click **Restore** to start the restore process.

Express Full Restore

To restore an entire SharePoint site from the backup:

1. In the main menu, click **SharePoint**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **SharePoint** page.

2. On the **SharePoint** page, select the site that you want to restore.

3. Click **Restore Selected Site**.

4. In the **Restore OneDrive** window, in the **Choose Restore Method** section, select **Express Full Restore** to quickly restore the specified data to its original location. Veeam Data Cloud will replace data in the original location with the data from the backup.

5. In the **Choose Restore Option** section, select the restore point from which you want to restore the site. You can select one of the following options:

   o **Use the latest available restore point**. If you select this option, Veeam Data Cloud will restore data from the latest restore point of the backup.

   o **Use the restore point from**. If you select this option, you can select the date and time when the necessary restore point was created. Veeam Data Cloud will restore data from this restore point.

   Select the **Use express restore points only** check box if you want to select from the fastest available restore points created by Express backup policies.

6. Click **Express Full Restore** to start the restore process.

Restoring SharePoint Folders

To restore a SharePoint folder from the backup:

1. In the main menu, click **SharePoint**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **SharePoint** page.

2. On the **SharePoint** page, expand the SharePoint site and library that contains the folder you want to restore. To select multiple folders, press and hold the **[Ctrl]** key on the keyboard.

3. Select the SharePoint folder you want to restore.

4. Click **Restore Selected Item**.

5. In the **Restore SharePoint Content** window, check the name of the folder you want to restore and the time when the backup that contains the folder was created.

6. In the **Restore to** section, select where to restore the SharePoint folder. You can select one of the following options:

   o **The following site alias**. Select this option if you want to restore the folder to another site within the same SharePoint instance.

   If you select this option, type the site alias. Veeam Data Cloud will display the resulting URL of the target site.

   You can click **Advanced options** to display more options. For details, see the next step of the procedure.

   o **Original Location**. Select this option if you want to restore the folder to its original location.

   > **NOTE**
   >
   > Options to download SharePoint folders are unavailable.

7. [For restore to another site] If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have been modified in the production environment.

      ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items. If you select this check box, you can select one of the following options:

      ▪ **Overwrite**. Select this option to overwrite items in the production environment with the latest version of items in the backup.

      ▪ **Merge**. Select this option to merge the latest version of items in the backup into items in the production environment.

8. Click **Restore** to start the restore process.

Restoring SharePoint Libraries

To restore a SharePoint library from the backup:

1. In the main menu, click **SharePoint**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **SharePoint** page.

2. On the **SharePoint** page, expand the SharePoint site that contains the library you want to restore.

3. Select the SharePoint library you want to restore.

4. Click **Restore Selected Item**.

5. In the **Restore SharePoint Content** window, check the name of the library you want to restore and the time when the backup that contains the library was created.

6. In the **Restore to** section, select where to restore the SharePoint library. You can select one of the following options:

   o **The following site alias**. Select this option if you want to restore the library to another site within the same SharePoint instance.

   If you select this option, type the site alias. Veeam Data Cloud will display the resulting URL of the target site.

   You can click **Advanced options** to display more options. For details, see the next step of the procedure.

   o **Original Location**. Select this option if you want to restore the library to its original location.

   o **Local computer**. Select this option if you want to download the library content to your computer. Use this option for libraries whose size does not exceed 1 GB. Veeam Data Cloud will save the library content to a .ZIP file.

   o **Download in background**. Select this option if you want to download the library content to your computer. Use this option for libraries whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the library content to a .ZIP file.

7. [For restore to another site] If you want to specify advanced restore options, do the following:

   a. Click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have been modified in the production environment.

      ii. Select the **Missing items** check box if you want to restore items that are missing in your target location. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items. If you select this check box, you can select one of the following options:

      ▪ **Overwrite**. Select this option to overwrite items in the production environment with the latest version of items in the backup.

- **Merge**. Select this option to merge the latest version of items in the backup into items in the production environment.

  d. In the **Additional options** section, select the **Restore List Views** check box if you want to restore list views of the restored library.

8. Start the restore process:

   o Click **Restore** if you selected to restore data to the original location or another site.

   o Click **Download** if you selected to download data to the local computer or download data in the background.

Restoring SharePoint Items

To restore a SharePoint item from the backup:

1. In the main menu, click **SharePoint**.

   > **NOTE**
   >
   > If your organization does not have any backups, you may not have access to the **SharePoint** page.

2. On the **SharePoint** page, browse to the library or folder that contains the item you want to restore.

3. Select the necessary item in the list of items. To select multiple items, press and hold the **[Ctrl]** key on the keyboard.

4. Click **Restore Selected Item**.

5. In the **Restore SharePoint Content** window, check the name of the item you want to restore and the time when the backup that contains the item was created.

6. In the **Restore to** section, select where to restore the SharePoint item. You can select one of the following options:

   o **The following site alias**. Select this option if you want to restore the item to another site within the same SharePoint instance.

   If you select this option, type the site alias. Veeam Data Cloud will display the resulting URL of the target site.

   o **Original Location**. Select this option if you want to restore the item to its original location.

   o **Local computer**. Select this option if you want to download the item to your computer. Use this option for items whose size does not exceed 1 GB. Veeam Data Cloud will save the item to a .ZIP file.

   o **Download in background**. Select this option if you want to download the item to your computer. Use this option for items whose size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the item to a .ZIP file.

7. Start the restore process:

   o Click **Restore** if you selected to restore data to the original location or another site.

   o Click **Download** if you selected to download data to the local computer or download data in the background.

Restoring Microsoft Teams Data

This section provides information on how to restore Microsoft Teams data with Veeam Data Cloud for Microsoft 365.

In This Section

- [Restoring Teams](#)
- [Restoring Channels](#)
- [Restoring Posts](#)
- [Restoring Files](#)
- [Restoring Tabs](#)

# Restoring Teams

To restore a Microsoft Teams team:

1. In the main menu, click **Teams**.

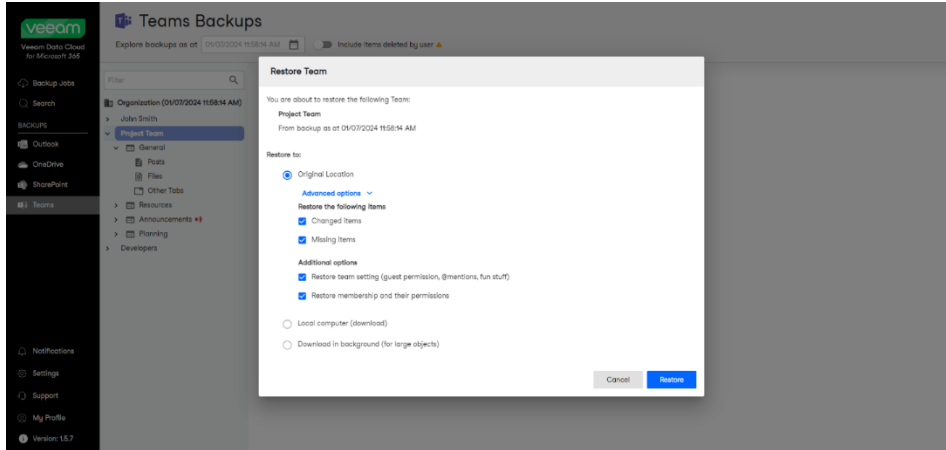   > **NOTE**
   >
   > Consider the following:
   >
   > - If your organization does not have any backups, you may not have access to the **Teams Backups** page.
   > - Backup and restore of Microsoft Teams data is available to users of the *Flex* and *Premium* plans only. Users can restore Teams data flexibly and do not need to select the restore method.

2. On the **Teams Backups** page, select the team you want to restore.

3. Click **Restore Selected Team**.
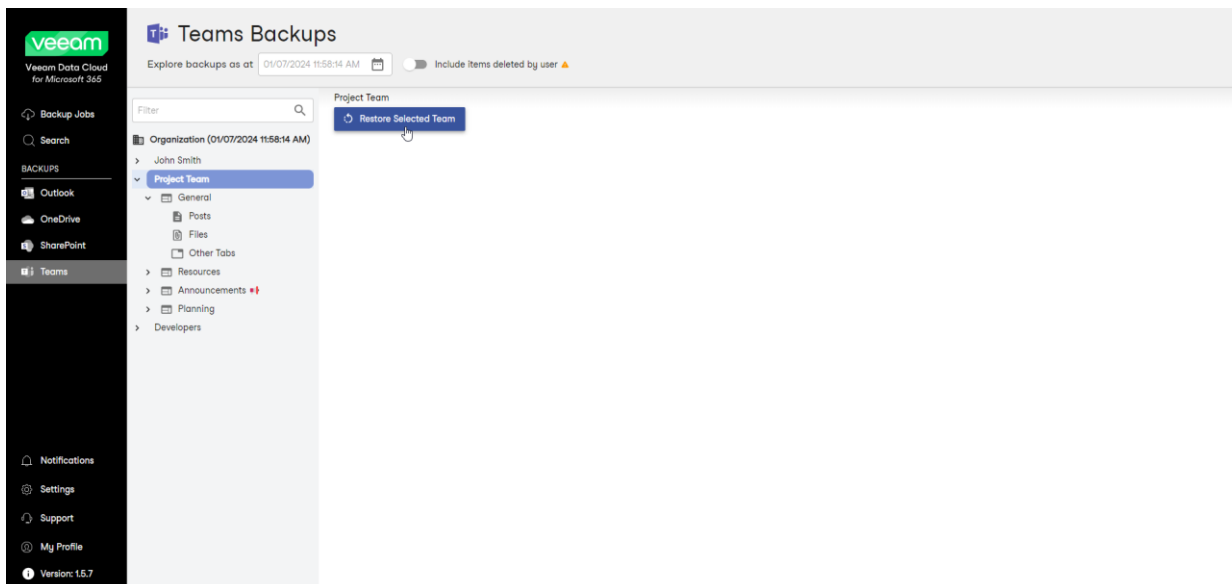
4. In the **Restore Team** window, check the name of the team you want to restore and the time when the backup was created.

5. In the **Restore to** section, check that the **Original Location** option is selected. You can restore teams to the original location only, other restore options are unavailable.

6. If you want to specify advanced restore options, do the following:

   a. In the **Restore to** section, click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have changed since the time when the backup was created. When you select this option, Veeam Data Cloud overwrites existing items in the original team.

      ii. Select the **Missing items** check box if you want to restore items that are missing in the original team. For example, some items were removed, and you want to restore them from the backup.

   c. In the **Additional options** section, do the following:

        i.   Select the **Restore team setting** check box if you want to replace the current team settings with team settings from the backup.

       ii.   Select the **Restore membership and their permissions** check box if you want to restore information about team members and their roles from the backup.

7.   Click **Restore** to restore the team according to the specified restore options.

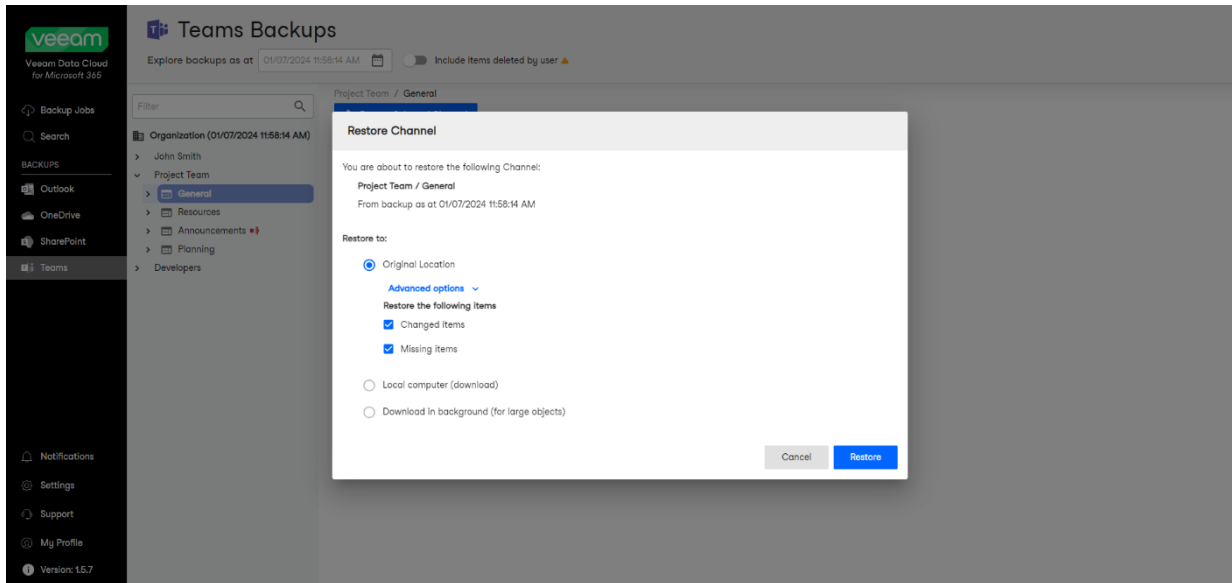# Restoring Channels

To restore a Microsoft Teams channel:

1. In the main menu, click **Teams**.
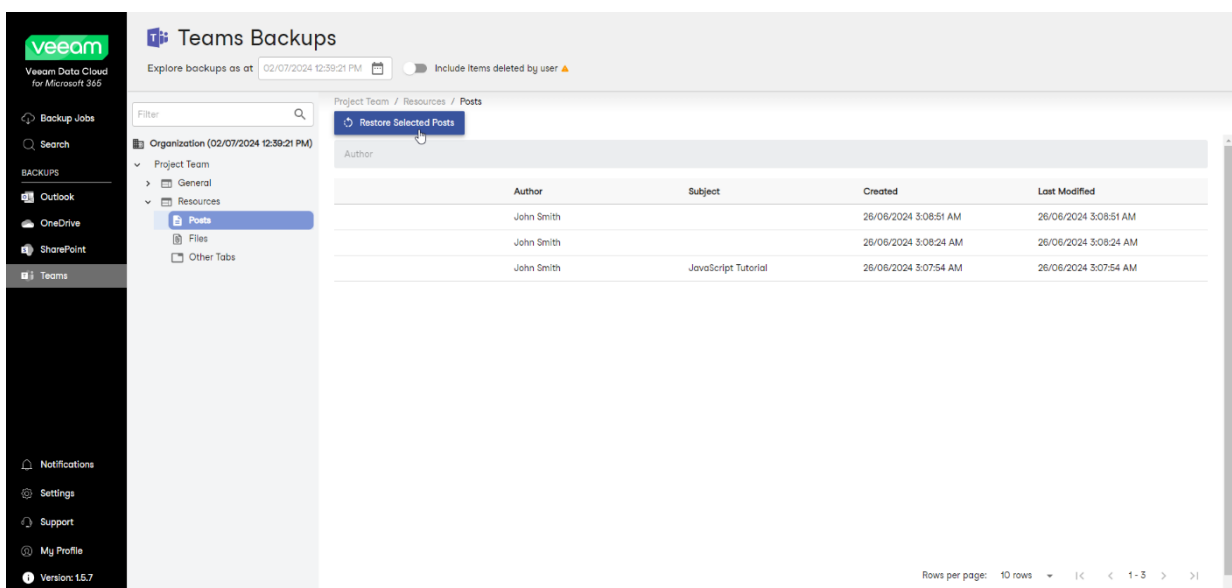
   > **NOTE**
   >
   > Consider the following:
   >
   > - If your organization does not have any backups, you may not have access to the **Teams Backups** page.
   > - Backup and restore of Microsoft Teams data is available to users of the *Flex* and *Premium* plans only. Users can restore Teams data flexibly and do not need to select the restore method.

2. On the **Teams Backups** page, expand the team whose channel you want to restore and select the necessary channel.

3. Click **Restore Selected Channel**.
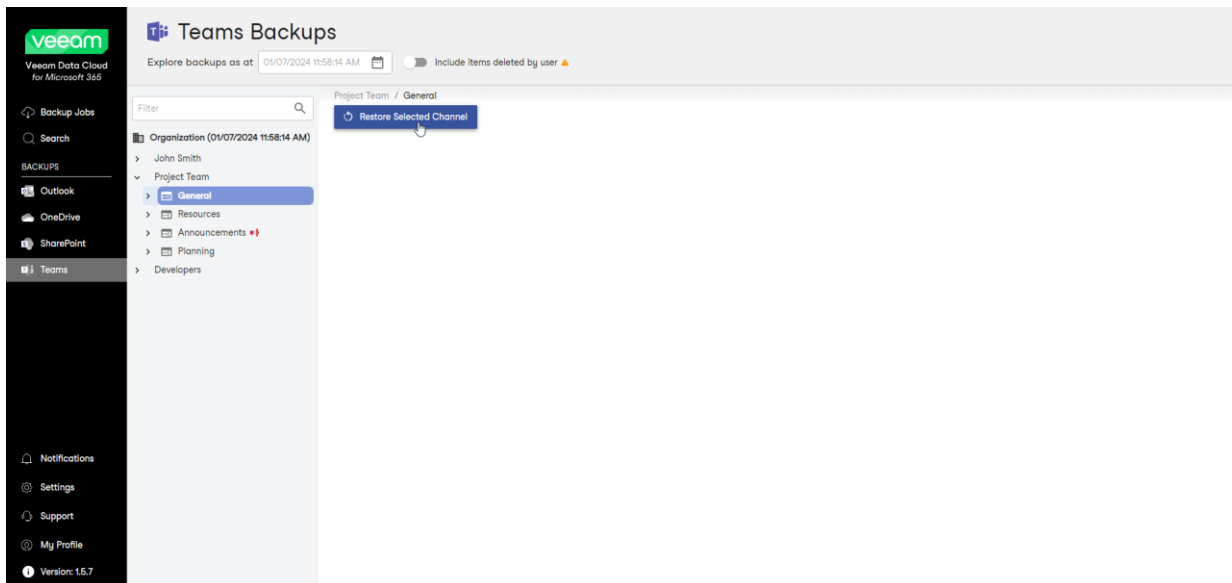
4. In the **Restore Channel** window, check the name of the team and channel you want to restore, and the time when the backup was created.

5. In the **Restore to** section, check that the **Original Location** option is selected. You can restore channels to the original location only, other restore options are unavailable.

6. If you want to specify advanced restore options, do the following:

   a. In the **Restore to** section, click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

   i. Select the **Changed items** check box if you want to restore items that have changed since the time when the backup was created. When you select this option, Veeam Data Cloud overwrites existing items in the original team.

   ii. Select the **Missing items** check box if you want to restore items that are missing in the original team. For example, some items were removed, and you want to restore them from the backup.

7. Click **Restore** to restore the channel according to the specified restore options.

Restoring Posts

You can use Veeam Data Cloud to restore posts of Microsoft Teams channels. The restore options differ depending on whether you want to restore all posts of a channel or specific posts.

- All posts of a channel can be either restored to the original channel or downloaded to a local computer.

- Specific posts can be downloaded to a local computer only.

Restoring All Posts

To restore all posts of a Microsoft Teams channel:

1. In the main menu, click **Teams**.

   > **NOTE**
   >
   > Consider the following:
   >
   > - If your organization does not have any backups, you may not have access to the **Teams Backups** page.
   > - Backup and restore of Microsoft Teams data is available to users of the *Flex* and *Premium* plans only. Users can restore Teams data flexibly and do not need to select the restore method.
   > - To be able to restore team posts, make sure that Microsoft Teams chat backup is enabled. For details, see Enabling Microsoft Teams Chat Backup.
   >
   >   If team chat backup is not enabled for the organization, the backup does not contain team posts, and no posts are available for restore when you select the **Posts** node on the **Teams Backups** page.

2. On the **Teams Backups** page, expand the team whose channel posts you want to restore.

3. Expand the channel whose posts you want to restore and select **Posts**.

4. Click **Restore Selected Posts**.

5. In the **Restore Posts** window, check the name of the team and channel whose posts you want to restore, and the time when the backup was created.

6. In the **Restore to** section, select where to restore posts. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore posts to the original channel. Veeam Data Cloud will create a new tab in the original channel and restore posts to this tab.

   o **Local computer**. Select this option if you want to download posts to your computer. Use this option for posts whose total size does not exceed 1 GB. Veeam Data Cloud will save the posts to a .ZIP file.

   o **Download in background**. Select this option if you want to download the item to your computer. Use this option for items whose total size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the posts to a .ZIP file.

7. Click **Restore** to restore the posts.

   > **TIP**
   >
   > If you selected the **Local computer** or **Download in background** option, click **Download** to start the download process.
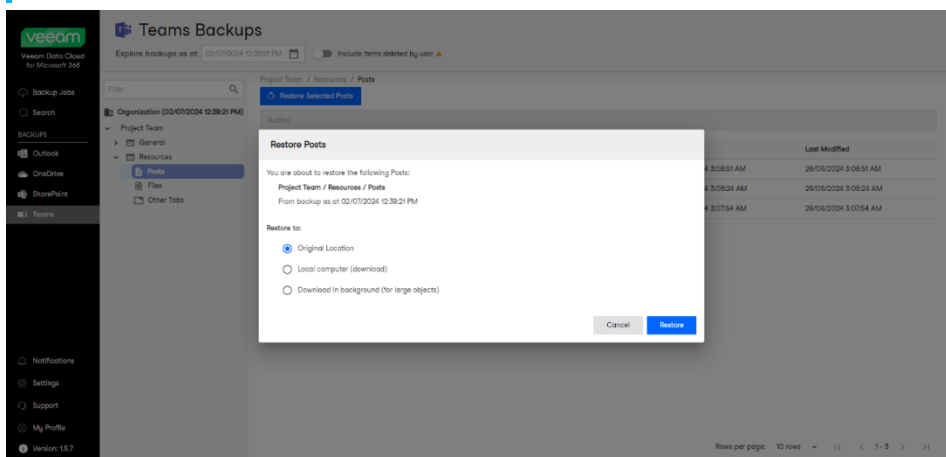
Restoring Specific Posts

To restore specific posts of a Microsoft Teams channel:

1. In the main menu, click **Teams**.

   > **NOTE**
   >
   > If you do not have any backups in your organization, you may not have access to the **Teams Backups** page.

2. On the **Teams Backups** page, expand the team whose channel posts you want to restore.

3. Expand the channel whose posts you want to restore and select **Posts**.

4. Select the necessary post in the list of items and click **Restore Selected Posts Item**. To select multiple posts, press and hold the **[Ctrl]** key on the keyboard.
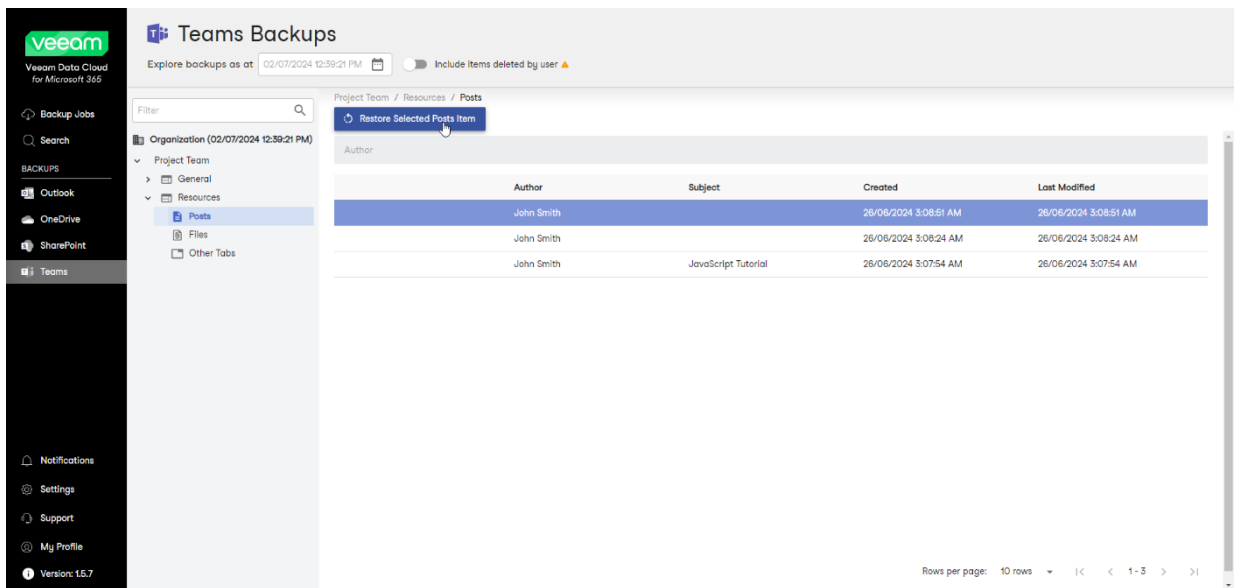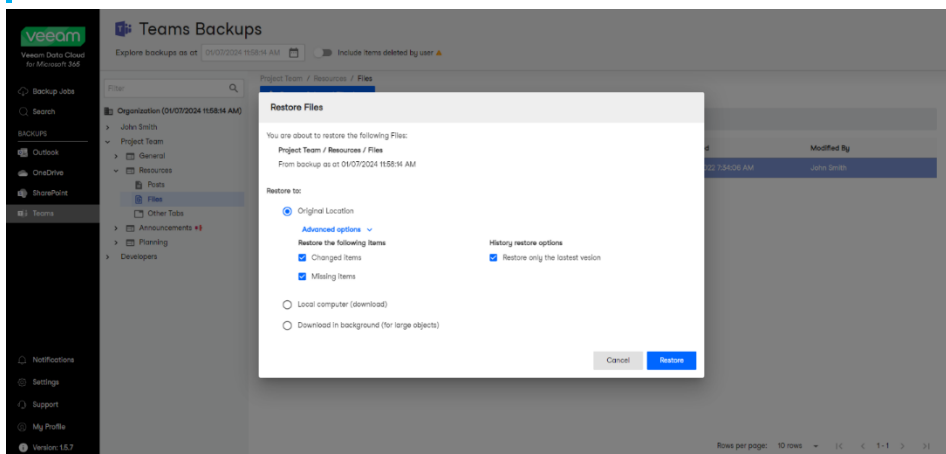

5. In the **Restore Post Item** window, check the name of the team, channel and post you want to restore, and the time when the backup was created.

6. In the **Restore to** section, select where to restore posts. You can select one of the following options:

   o **Local computer**. Select this option if you want to download posts to your computer. Use this option for posts whose total size does not exceed 1 GB. Veeam Data Cloud will save the posts to a .ZIP file.

   o **Download in background**. Select this option if you want to download the item to your computer. Use this option for items whose total size exceeds 1 GB or if the download process takes more than 3.5 minutes. Veeam Data Cloud will save the posts to a .ZIP file.

7. Click **Download** to start the download process.
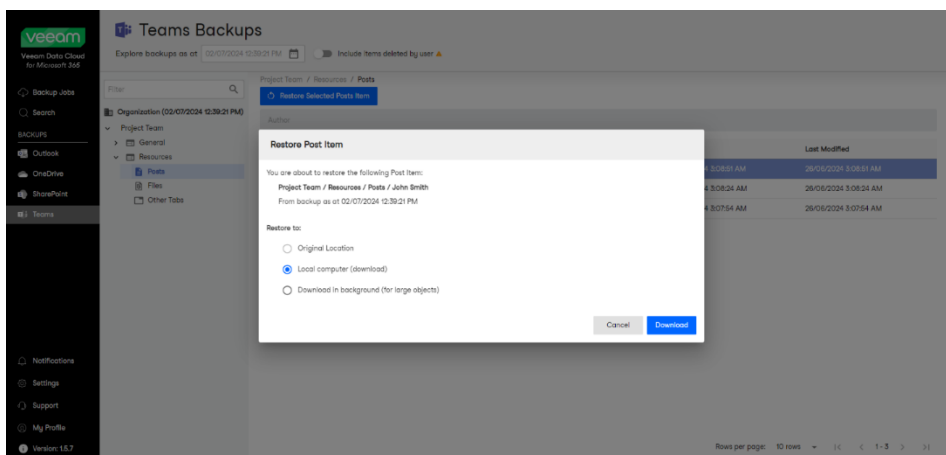
Restoring Files

You can use Veeam Data Cloud to restore files of Microsoft Teams channels. You can restore either all files of a channel or specific files.

Restoring All Files

To restore all files of a Microsoft Teams channel:

1. In the main menu, click **Teams**.

   > **NOTE**
   >
   > Consider the following:
   >
   > - If your organization does not have any backups, you may not have access to the **Teams Backups** page.
   > - Backup and restore of Microsoft Teams data is available to users of the *Flex* and *Premium* plans only. Users can restore Teams data flexibly and do not need to select the restore method.

2. On the **Teams Backups** page, expand the team whose channel files you want to restore.

3. Expand the channel whose files you want to restore and select **Files**.
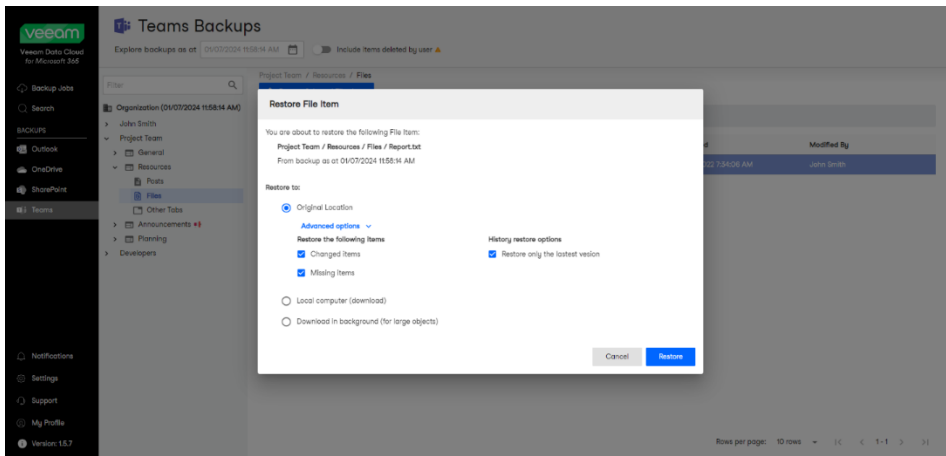
4. Click **Restore Selected Files**.
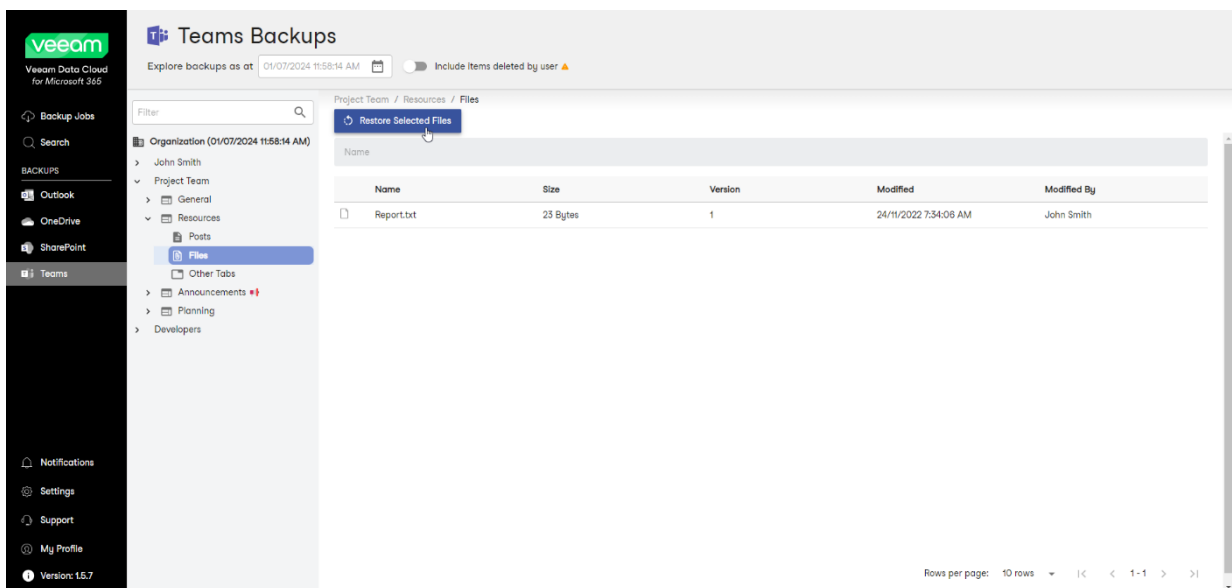
5. In the **Restore Files** window, check the name of the team and channel whose files you want to restore, and the time when the backup was created.

6. In the **Restore to** section, select where to restore files. You can select one of the following options:

   o **Original Location**. Select this option if you want to restore files to the original channel.

   o **Local computer**. Select this option if you want to download files to your computer. Use this option for files whose total size does not exceed 1 GB.

o **Download in background**. Select this option if you want to download the files to your computer. Use this option for files whose total size exceeds 1 GB or if the download process takes more than 3.5 minutes.

7. [For restore to the original location] If you want to specify advanced restore options, do the following:

   a. In the **Restore to** section, click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

      i. Select the **Changed items** check box if you want to restore items that have changed since the time when the backup was created. When you select this option, Veeam Data Cloud overwrites existing items in the original team.

      ii. Select the **Missing items** check box if you want to restore items that are missing in the original team. For example, some of the items were removed and you want to restore them from the backup.

   c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items.

8. Click **Restore** to restore the files according to the specified restore options.

   > **TIP**
   >
   > If you selected the **Local computer** or **Download in background** option, click **Download** to start the download process.

Restoring Specific Files

To restore specific files of a Microsoft Teams channel:

1. In the main menu, click **Teams**.

   > **NOTE**
   >
   > If you do not have any backups in your organization, you may not have access to the **Teams Backups** page.

2. On the **Teams Backups** page, expand the team whose channel files you want to restore.

3. Expand the channel whose files you want to restore and select **Files**.

4. Select the necessary file in the list of items and click **Restore Selected Files Item**. To select multiple files, press and hold the **[Ctrl]** key on the keyboard.
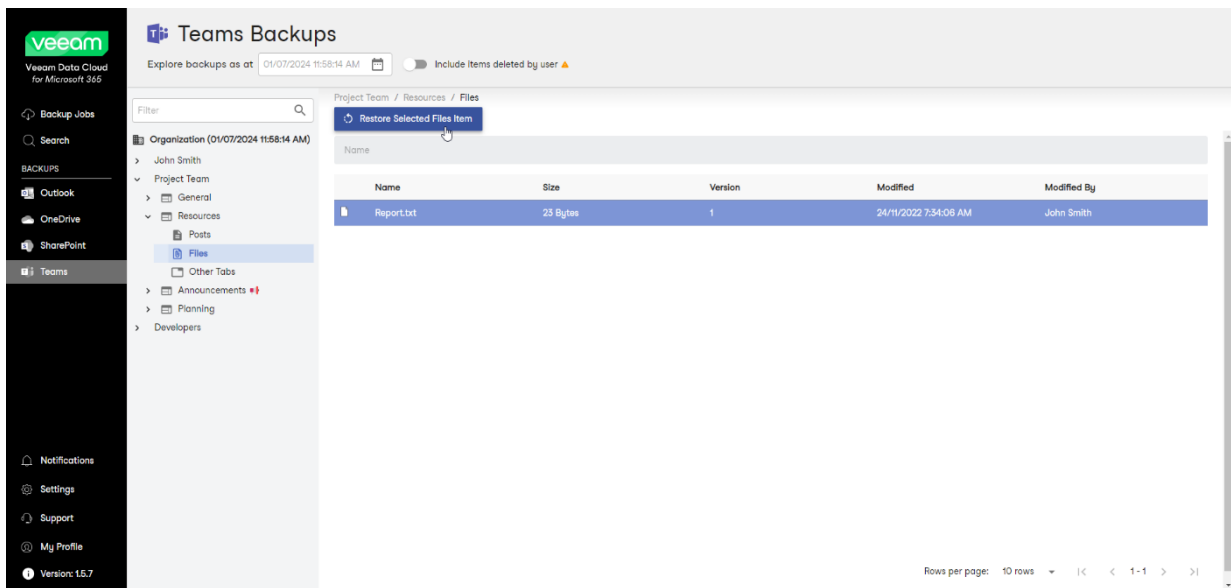
5. In the **Restore File Item** window, check the name of the team, channel and file you want to restore, and the time when the backup was created.

6. In the **Restore to** section, select where to restore files. You can select one of the following options:

    o **Original Location**. Select this option if you want to restore files to the original channel.

    o **Local computer**. Select this option if you want to download files to your computer. Use this option for files whose total size does not exceed 1 GB.

    o **Download in background**. Select this option if you want to download the files to your computer. Use this option for files whose total size exceeds 1 GB or if the download process takes more than 3.5 minutes.

7. [For restore to the original location] If you want to specify advanced restore options, do the following:

    a. In the **Restore to** section, click **Advanced options**.

    b. In the **Restore the following items** section, do the following:

        i. Select the **Changed items** check box if you want to restore items that have changed since the time when the backup was created. When you select this option, Veeam Data Cloud overwrites existing items in the original team.

        ii. Select the **Missing items** check box if you want to restore items that are missing in the original team. For example, some of the items were removed and you want to restore them from the backup.

    c. In the **History restore options** section, select the **Restore only the latest version** check box if you want to restore only the latest version of items.

8. Click **Restore** to restore the files according to the specified restore options.

TIP

If you selected the **Local computer** or **Download in background** option, click **Download** to start the download process.

Restoring Tabs

To restore a Microsoft Teams channel tab:

1. In the main menu, click **Teams**.

   > **NOTE**
   >
   > Consider the following:
   >
   > - If your organization does not have any backups, you may not have access to the **Teams Backups** page.
   > - Backup and restore of Microsoft Teams data is available to users of the *Flex* and *Premium* plans only. Users can restore Teams data flexibly and do not need to select the restore method.

2. On the **Teams Backups** page, expand the team whose channel tab you want to restore.

3. Expand the channel whose tab you want to restore and select **Other Tabs**.

4. Select the necessary tab in the list of items. To select multiple tabs, press and hold the **[Ctrl]** key on the keyboard.

5. Click **Restore Selected Tab Item**.
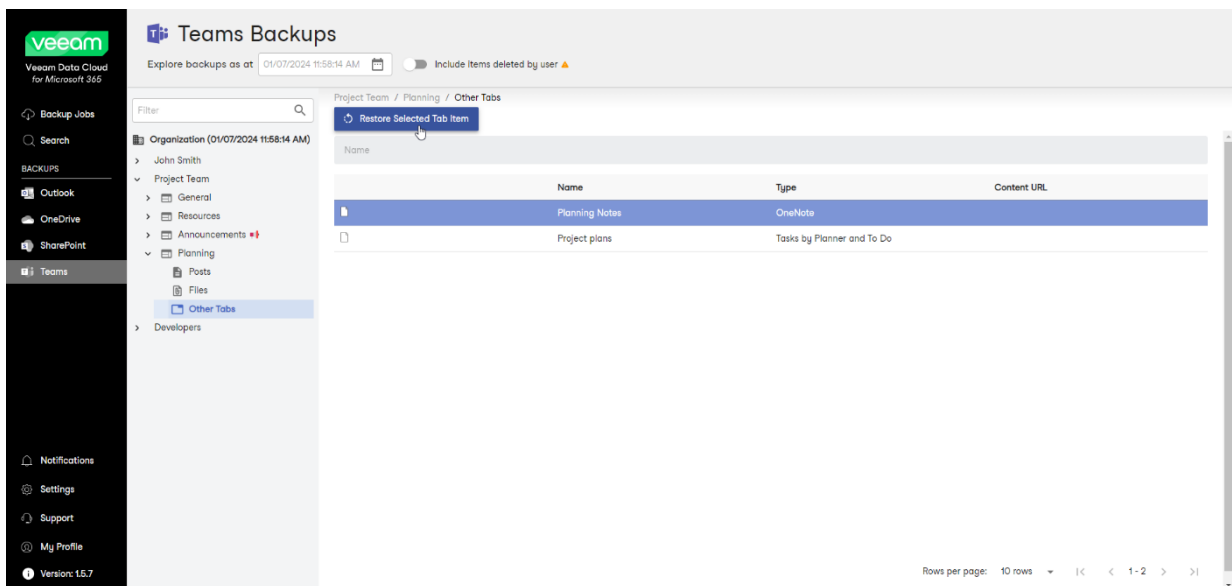
6. In the **Restore Tab Item** window, check the name of the team, channel and tab you want to restore, and the time when the backup was created.

7. In the **Restore to** section, check that the **Original Location** option is selected. You can restore channel tabs to their original location only, other restore options are unavailable.

8. If you want to specify advanced restore options, do the following:

   a. In the **Restore to** section, click **Advanced options**.

   b. In the **Restore the following items** section, do the following:

   i. Select the **Changed items** check box if you want to restore items that have changed since the time when the backup was created. When you select this option, Veeam Data Cloud overwrites existing items in the original team.

ii.   Select the **Missing items** check box if you want to restore items that are missing in the original team. For example, some of the items were removed and you want to restore them from the backup.

9.   Click **Restore** to restore the channel tab according to the specified restore options.
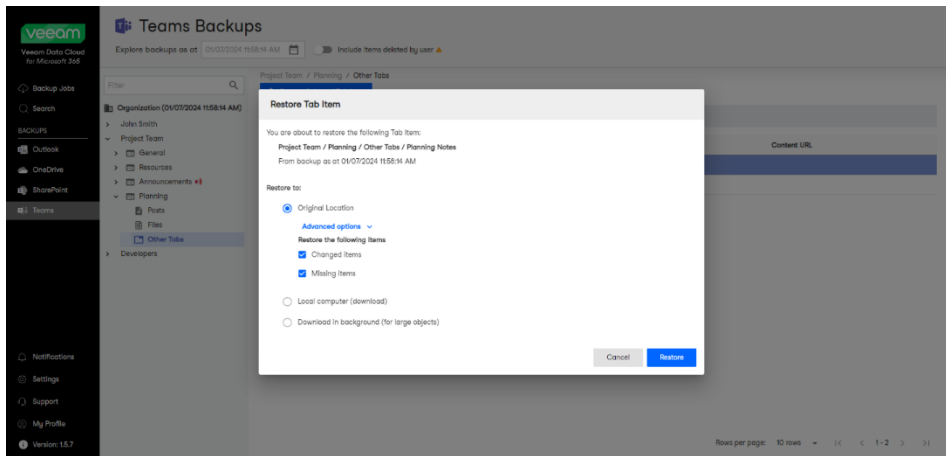
Performing Self-Service Restore

This section provides information on how to restore data with Veeam Data Cloud for Microsoft 365 for self-service users.

In This Section

- Restoring Outlook Emails
- Restoring OneDrive Files

Restoring Outlook Emails

Veeam Data Cloud for Microsoft 365 allows self-service users to restore Microsoft Outlook emails. This operation may be helpful, for example, if an email was accidentally deleted.

> **NOTE**
>
> Self-service users can only restore individual emails. To restore multiple emails at once, a mailbox folder or an entire mailbox, contact your IT team who will be able to assist.

To restore Outlook emails:

1. In Microsoft Outlook, check your **Inbox** folder to see if you can locate the email.

2. If you cannot find an email in your **Inbox** folder, check your **Deleted Items** folder to see if you can locate the email.

3. If the email is not in your **Deleted Items** folder, try to recover deleted items. To do this, click **Recover items deleted from this folder**.

4. Check your **Recoverable Items** folder to see if you can locate the email.

5. If you cannot locate the email in any of the previous locations, you can use Veeam Data Cloud to restore the email (providing a backup has been completed).

   Log in to Veeam Data Cloud.

6. In Veeam Data Cloud, click **Outlook** in the main menu to view your Outlook data from the latest backup.

7. If you want to look at backup data from a previous point in time, use the date picker at the top of the screen.

8. If you want to see items that may have been deleted, use the **Include items deleted by user** toggle switch.

9. Select a folder that contains the email you want to restore.

10. Locate the email you are looking for and select it. Selected emails are highlighted in blue.

11. You can click the email subject to preview content of the email. This enables you to be certain it is the email you want to restore. Click **OK** to close the preview.

12. With the required email selected, click **Restore Selected Item**.

13. The **Restore Mailbox Item** window will appear, providing you with the details of the email you are going to restore. If needed, you can also use the **Advanced options** toggle to display more options.

    Click **Restore** to start the restore process.

    The email will be restored to the same location in the original Outlook mailbox as it was found in the backup.

14. Veeam Data Cloud will display a notification that the restore process has started.

    You will also be able to view the notification of the restore process by clicking **Notifications** in the main menu.

15. Once the restore process is completed, you will be able to navigate back to your mailbox and check that the Outlook email has been restored.

Restoring OneDrive Files

Veeam Data Cloud for Microsoft 365 allows self-service users to restore Microsoft OneDrive files. This operation may be helpful, for example, if a file was accidentally deleted in OneDrive.

> **NOTE**
>
> Self-service users can only restore individual files. To restore multiple files at once, an entire directory or your entire OneDrive, contact your IT team who will be able to assist.

To restore OneDrive files:

1. In Microsoft OneDrive, check your **My files** and **Shared** folders to see if you can locate the file.

2. If you cannot find the file in **My files** or **Shared** folders, check your **Recycle bin** to see if you can locate the file.

3. If you cannot find the file in your **Recycle Bin**, check **Second-stage recycle bin** to see if you can locate the file.

   Click **Second-stage recycle bin**.

4. If you cannot locate the file in any of the previous locations, you can use Veeam Data Cloud to restore the file (providing a backup has been completed).

   Log in to Veeam Data Cloud.

5. In Veeam Data Cloud, click **OneDrive** in the main menu to view your OneDrive data from the latest backup.

6. If you want to look at backup data from a previous point in time, use the date picker at the top of the screen.

7. If you want to see items that may have been deleted, use the **Include items deleted by user** toggle switch.

8. Select a folder that contains the file you want to restore.

9. Locate the file you are looking for and select it. Selected files are highlighted in blue.

10. With the required file selected, click **Restore Selected Document**.

11. The **Restore OneDrive Document** window will appear, providing you with the details of the file you are going to restore. If needed, you can also use the **Advanced options** toggle to display more options.

    Click **Restore** to start the restore process.

    The file will be restored to the same location in the original OneDrive as it was found in the backup.

12. Veeam Data Cloud will display a notification that the restore process has started.

    You will also be able to view the notification of the restore process by clicking **Notifications** in the main menu.

13. Once the restore process is completed, you will be able to navigate back to your OneDrive and see the file has been restored.

Configuration

This section provides information on how to configure Veeam Data Cloud for Microsoft 365.

In This Section

- Activating Subscription in Microsoft Azure Marketplace

- Adding Admin Accounts

- Generating TLS Certificate

- Configuring Network Access Restrictions

- Adding Syslog Server

- Reauthorizing Veeam Data Cloud for Microsoft 365

- Viewing Licensed Users

- Viewing License Model Details

- Switching License Model

Activating Subscription in Microsoft Azure Marketplace

If you purchased a subscription to Veeam Data Cloud for Microsoft 365 through the Microsoft Azure Marketplace and did not complete the onboarding steps, you must activate your subscription to perform backups. To do this, perform the following steps:

1. Log in to the Microsoft Azure portal using an account with global administrator privileges.

2. In the search bar at the top center of the screen, search for `SaaS` and select the SaaS option from the search results.
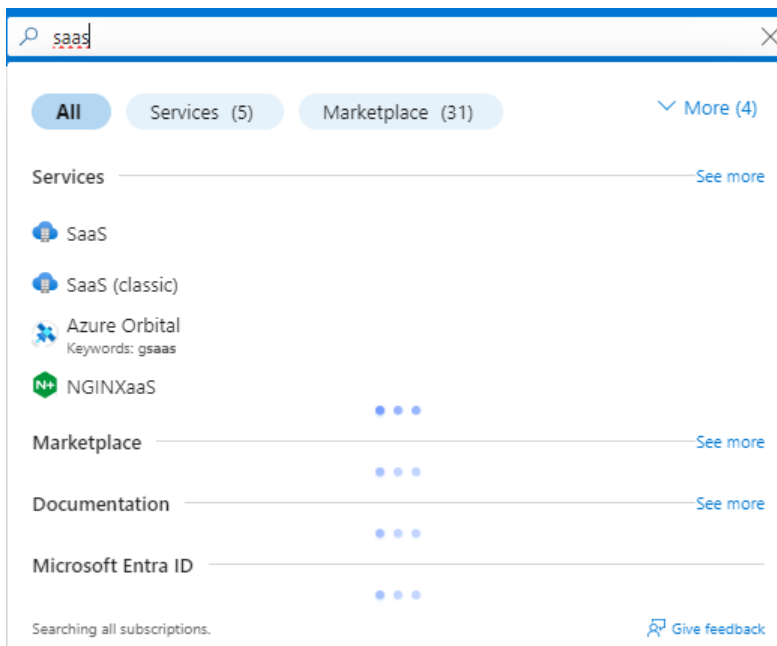
3. The portal displays a list of SaaS application subscriptions within your Azure account.

4. On the **Overview** page, select the subscription you created when you processed the original offer.
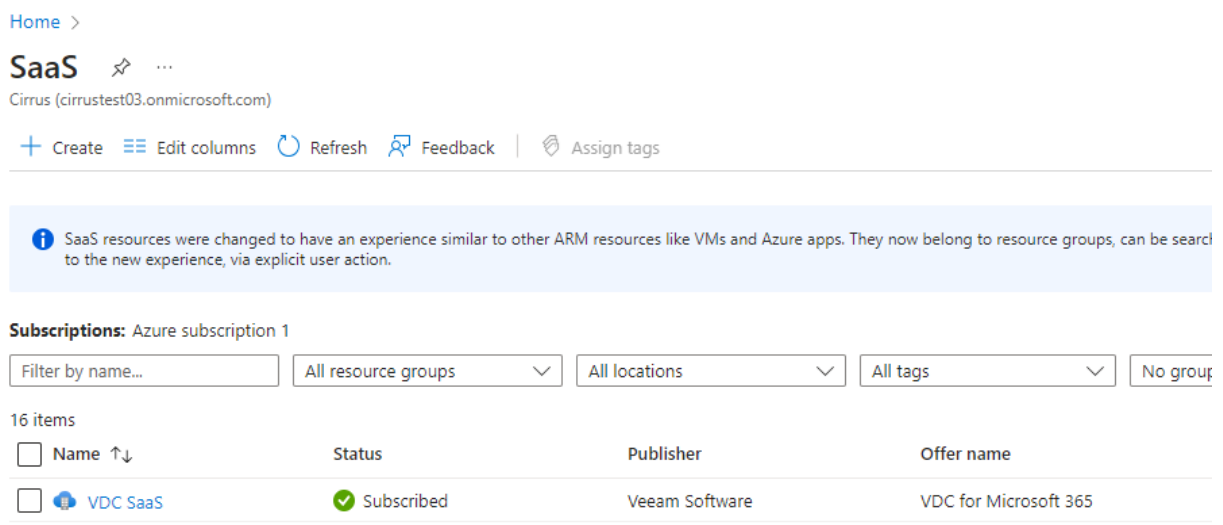
5. When the application loads, review and confirm your subscription and click the **Open SaaS Account on publisher's site** link.

6. The Veeam Data Cloud fulfillment page will open. Click **Click Here to Activate** to complete the activation of your subscription.

After you perform these steps, the Veeam Data Cloud environment opens and you can configure your backups. To learn more, see Self-Service Onboarding.

Adding Admin Accounts

If you want to create more user accounts in addition to the default admin account to Veeam Data Cloud, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **Admin Users**.

4. Click **Add User**.

5. Fill in the **Email**, **First name**, and **Last name** fields for the user you are adding.

6. Click the **Administrator** toggle to add the user with the administrator role.

7. Click **Save**.

Generating TLS Certificate

Veeam Data Cloud for Microsoft 365 uses a security certificate, also referred to as a TLS certificate, to encrypt data transmitted between your Microsoft 365 environment and the Veeam Data Cloud application. To maintain the continuous and secure encryption of your data during the transmission between your Microsoft 365 environment and Veeam Data Cloud, you may be required to reauthenticate your connection, similar to the initial setup process. If your TLS certificate has expired, your backup jobs will start failing with the following error message:

```
Error
AADSTS700027: Client assertion contains an invalid signature. [Reason - The key
used is expired., Thumbprint of key used by client: 'ID', ... ]
```

Veeam Data Cloud for Microsoft 365 allows you to either use an existing security certificate or generate a new certificate automatically.

To generate a new certificate with Veeam Data Cloud, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **System**.

4. Click **Generate a new certificate**.

5. Copy the code that Veeam Data Cloud for Microsoft 365 provides on the next screen.

6. Follow the https://microsoft.com/devicelogin, paste the code and follow the suggested steps.

7. Once the Microsoft steps have been completed, click **Generate** in Veeam Data Cloud for Microsoft 365.

Configuring Network Access Restrictions

To increase security and control over your data, you can restrict access to Veeam Data Cloud for Microsoft 365 within a specific IP range. By implementing this approach, you can ensure that only authorized users or devices with IP addresses falling within the defined range can access Veeam Data Cloud. This can be particularly valuable in scenarios where you want to limit access to specific locations, such as your corporate offices.

Configuring network access restrictions for Veeam Data Cloud for Microsoft 365 within a specified IP range not only safeguards your data in the event that an account in your tenancy is compromised, but also ensures its overall security.

To enable network restrictions, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **System**.

4. Click the toggle to enable the feature to restrict specific IP ranges.

5. Click **Add IP Range** and enter the required IP ranges.

> **NOTE**
>
> To activate this feature and provide direct access to Veeam Data Cloud for all users or offices, you will need to add multiple IP ranges.

If your IP range changes unexpectedly, preventing access to your Veeam Data Cloud for Microsoft 365 instance, you have the option to reach out to our support team for assistance in updating or temporarily removing the associated IP ranges. However, note that in such cases, we may require you to provide verification for security purposes.

Adding Syslog Server

Veeam Data Cloud for Microsoft 365 allows you to define a `syslog` server where you can receive Veeam Data Cloud user activity logs.

To add your syslog server, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **System**.

4. On the **System** page, open the **Access** tab.

5. In the **Logging** section, click **Add Syslog Server**.

   > **NOTE**
   >
   > To accept communications from Veeam Data Cloud, you must enable access to your syslog server from the `0.0.0.0` IP address. If you want to restrict access to your syslog server, contact Veeam Customer Support to receive the list of public IP addresses related to your tenant.
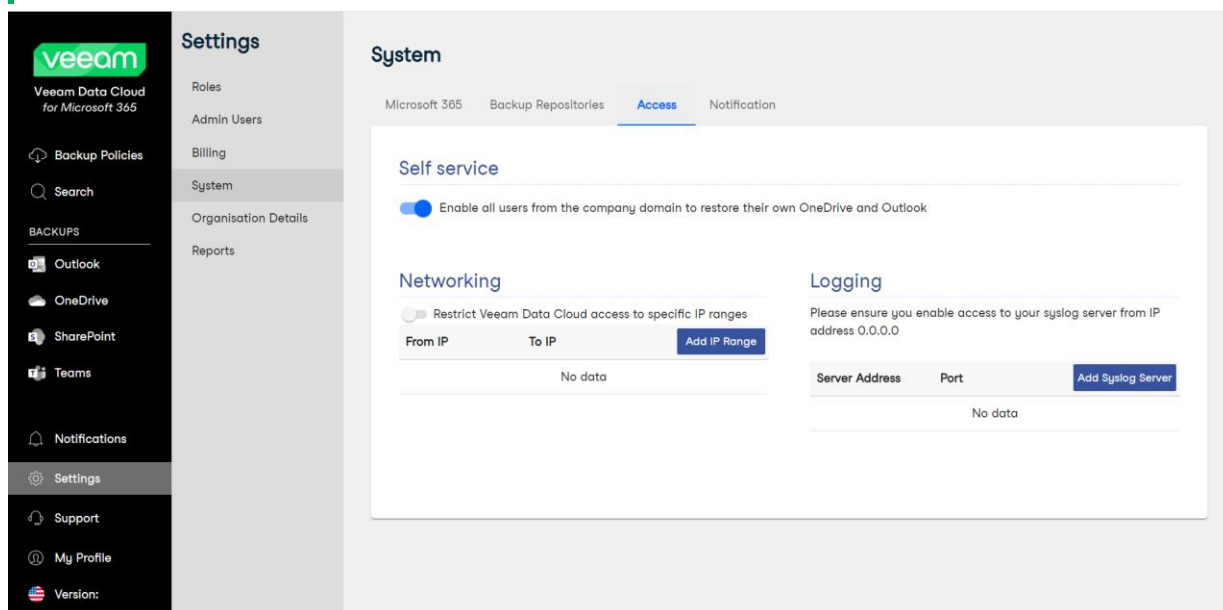
6. In **Add Syslog Server,** specify your syslog server address, port, protocol type, and whether you want to receive logs:

   a. In the **Server Address** field, type the IP address of the syslog server.

   b. In the **Port** field, type the port for the syslog server requests.

   c. From the **Protocol Type** drop-down list, select the protocol [over which Veeam Data Cloud will send logs] *UDP* or *TCP*.

   d. To receive the logs, toggle the **Send activity logs** switch (enabled by default).

e. Click **Add** to add your syslog server.
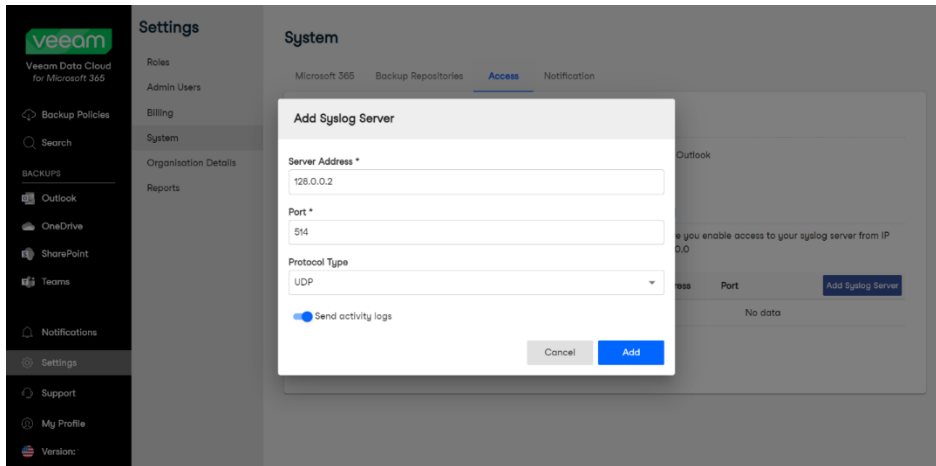
Log Data Details

The log records you receive in your syslog server contain information about all Veeam Data Cloud for Microsoft 365 user activities.

The log record format is specified by the RFC3164 protocol and the data is presented in the following way:

- IP address

- Date Time

- Format

- Severity

- Type

- Message

    - Action ID

    - User:email

    - Session Type

    - Related Object

    - Date Time

    - Object Details

The following example shows a log record for the creation of a restore session:

```
20.213.0.149    Jun 18 09:02:25      syslog    info    Action    RestoreOutlo
okItemsToLocal, User: Mary.Jones@COMPANY.ONMICROSOFT.COM, Session Type: vex, Ob
ject: Jack Smith / Inbox, Date: 6/18/2024 9:02:25 AM +00:00, Items:{"SessionDat
e":"2023-11-23T02:43:25.429Z","Option":{"Items":[{"Id":"LgAAAEYAAAAWAAAAAAAAJW
lMDRVs-1Om8ReIEAHypABAGyua_AmugtHrGBbcMwomlsAAAAAAQwAAAAAACVpTA0VbPtTpvEXiBAB8
qQBwBsrmvwJroLR6xgW3DMKJpbAAAAAAEMAABsrmvwJroLR6xgW3DMKJpbAAIYDZuFAABsrmvwJroLR
6xgW3DMKJpbAAIXZHpB"}]},"SessionType":"vet"}
```

Adding Second App Registration

Adding a second Microsoft Entra app registration as a backup application can speed up your SharePoint backups.

> **NOTE**
>
> To learn about the permissions required for a second app registration, see Backup Application Permissions.

To add a second app registration, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **System**.

4. On the **System** page, in the **Microsoft 365** tab, go to the **Add a Second App Registration** section and click **Authorise**.
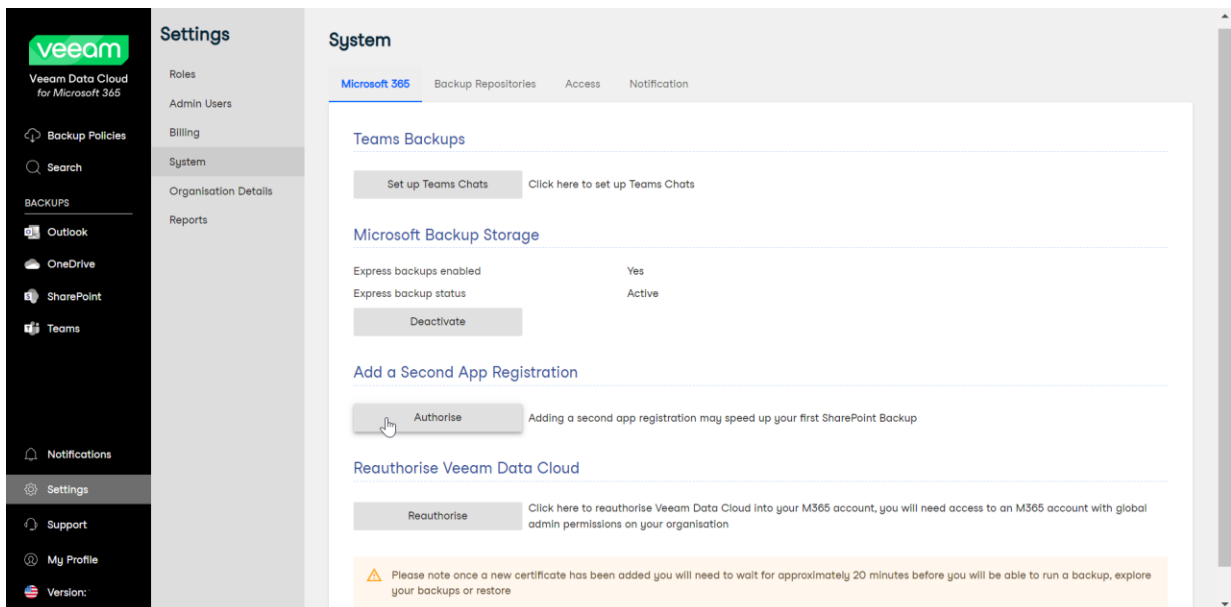
5. In the **Authorise** page, copy the generated code to connect to your Microsoft tenancy.

> **NOTE**
>
> To perform this step successfully, you must use the Microsoft 365 Global Admin account.
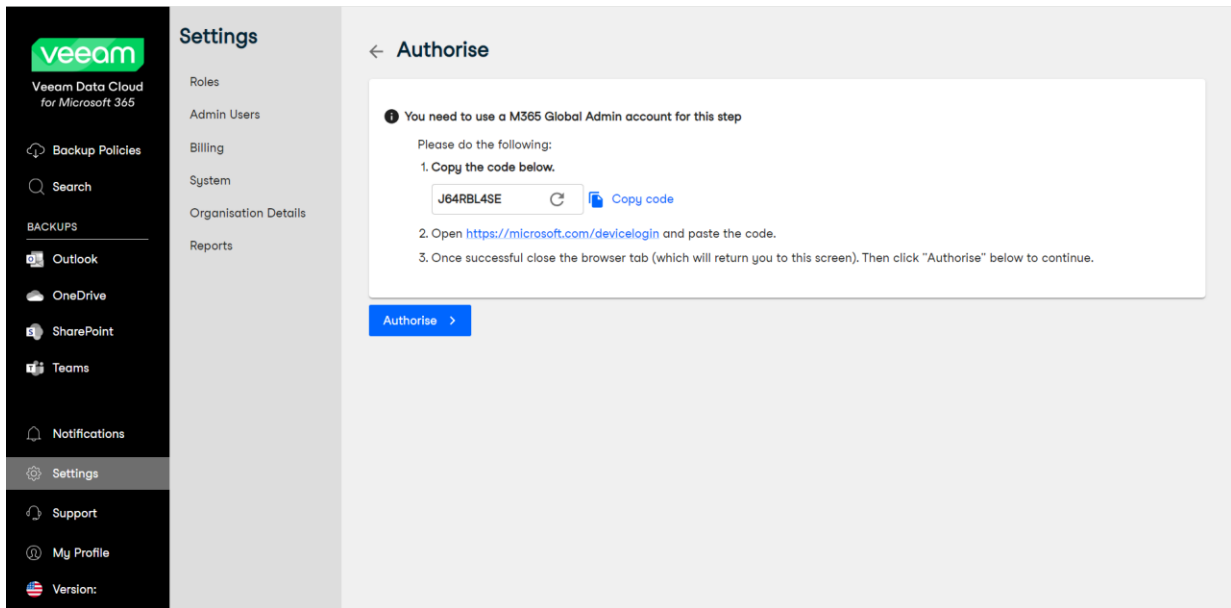
6. Click the https://microsoft.com/devicelogin link, paste the code you copied, and click **Next**.

7. Select the Microsoft account under which you want to authenticate against Microsoft 365. The account must have the Microsoft 365 Global Admin permissions.

8. Click **Continue** and close the window.

9. In Veeam Data Cloud, click **Authorise**.

Reauthorizing Veeam Data Cloud for Microsoft 365

You may need to reauthorize Veeam Data Cloud access to your Microsoft 365 tenant. This may be required in the following cases:

- If you have accidentally removed authorization for Veeam Data Cloud to access your Microsoft 365 data.

- If you see the following error message in your backup logs: *The identity of the calling application could not be established*.

To reauthorize Veeam Data Cloud, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **System**.

4. Click **Reauthorise**.

Viewing Licensed Users

You can check which accounts are currently using the Veeam Data Cloud license. To do this, follow these steps:

1. Once logged in to your account in the Veeam Data Cloud environment, click **Settings** in the main menu.

2. In the **Settings** menu, click **Billing**.

3. Click the **Licensed Users** tab.

In the table with your current Veeam Data Cloud licensed users, the following information is displayed:
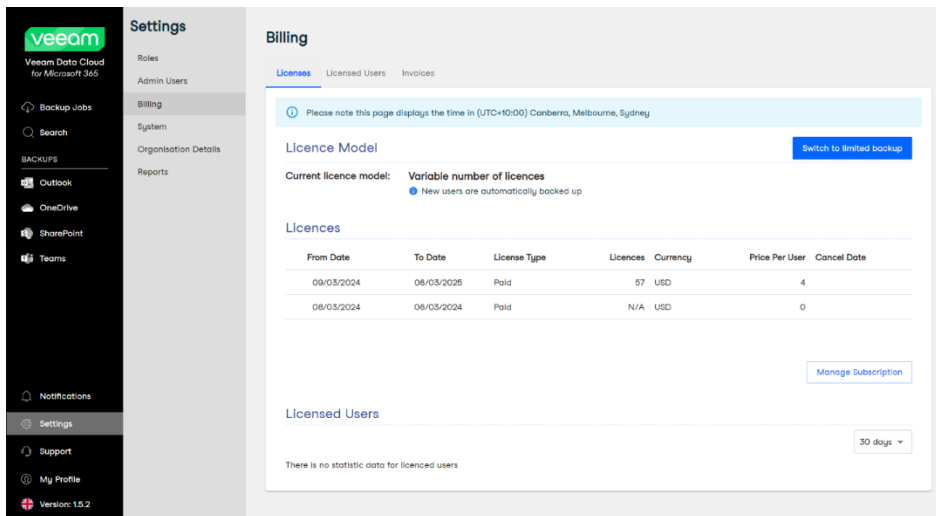
- **Name** — the email account that is licensed.

- **Licensed State** — the user's current state if they are licensed or not.

- **Last Backup Date** — the last date that anything associated with the account was backed up.

- **Is Backed Up** — defines whether the current data for the account is being backed up.

Viewing License Model Details

You can view information about the license model you use, licenses and licensed users.

To view license details, take the following steps:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **Billing**.

4. On the **Billing** page, open the **Licenses** tab.

Switching License Model

You can switch the license model during the onboarding period or anytime later.

> **NOTE**
>
> If this option is enabled for your account, you can see it in the Veeam Data Cloud for Microsoft 365 environment. If you cannot see this option and want to switch the license model, contact Veeam Customer Support.

To switch the license model, take the following steps:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **Billing**.

4. On the **Billing** page, open the **Licenses** tab.

5. Select your preferred license model:

   o **Switch to limited backup** for Fixed License Model

   After you switch from Variable License Model to Fixed License Model, you must select user accounts for backup. To learn more, see Editing Selected Items Backup Job. Veeam Data Cloud for Microsoft 365 will automatically create new backup jobs for these accounts. For more backup options, contact Veeam Customer Support.

o **Switch to full organisation backup** for Variable License Model

After you switch from Fixed License Model to Variable License Model, contact Veeam Customer Support to enable additional options for management of your backup jobs.

6. In the **Switch license model** window, click **Change Licence** to finish the license model switch.

Viewing Dashboard

The Veeam Data Cloud for Microsoft 365 dashboard contains built-in widgets that provide information on the state of your backups, users and licenses, as well as shortcuts to explore your backed-up data and an overview of user activity.

Accessing Dashboard

To access the Veeam Data Cloud for Microsoft 365 dashboard for the first time:

1. Log in to Veeam Data Cloud for Microsoft 365.

2. Complete the onboarding steps outlined in Self-Service Onboarding.

After that, the dashboard is the landing page every time you log in.

> **TIP**
>
> To return to the dashboard from a different page, click the Veeam Data Cloud for Microsoft 365 logo in the upper-left corner.

Required Permissions

To view the full dashboard display, users must have permissions assigned to their role. The required permissions are the following:

- *View Backup Jobs*. Required to view the **Backup Status**, **Backup Users**, and **Backup Retention** widgets.

- *View M365 License Information*. Required to view the **M365 License Activity**, **VDC Licenses**, and **M365 Storage Use (GB)** widgets.

- *View/Restore Outlook*. Required to view the Outlook backups shortcut.

- *View/Restore OneDrive*. Required to view the OneDrive backups shortcut.

- *View/Restore SharePoint*. Required to view the SharePoint backups shortcut.

- *View/Restore Teams*. Required to view the Teams backups shortcut.

- *View Veeam Data Cloud User Activity*. Required to view the **Recent User Activity** overview.

To grant the required permissions to the role assigned to a user, do the following:

1. Log in to Veeam Data Cloud with an administrator account.

2. In the main menu, click **Settings**.

3. In the **Roles** page, find the role you want to edit and toggle on the required permissions.

4. Click **Save changes**.

Dashboard Widgets

There are 6 widgets available on the dashboard:

- The **Backup Status** widget provides information about the date, time and status of your last backup. You can also see the total count of restore points from the last 6 months with data and the total storage used by all your backups each month.

- The **Backup Users** widget provides information about the total number of Microsoft 365 user accounts and whether they are protected or unprotected. Protected user accounts are accounts whose data was backed up at least once.

  If your organization has Microsoft Backup Storage (MBS) enabled, the widget will also contain information about Flex, Express and Premium accounts as part of the protected users.

- The **Backup Retention** widget provides information about your configured backup retention period and the dates of the current and oldest restore points.

- The **M365 License Activity** widget provides information about active and inactive users from your Microsoft 365 tenancy in the last *7*, *30* or *90* days. Active and inactive users both consume Microsoft 365 licenses, however, inactive users are users who have not used any Microsoft 365 apps during the specified period. You can also click **View Inactive Accounts** to see and export a list of inactive users.

- The **VDC Licenses** widget provides information about the number of user accounts that are protected or unprotected and the number of user accounts that either require or do not require a Veeam Data Cloud license.

  - *Protected*. The total number of Microsoft 365 user accounts whose data was backed up at least once.

  - *Licensed*. The total number of Veeam Data Cloud licenses consumed.

    If your organization has Microsoft Backup Storage (MBS) enabled, the widget will also contain information about Flex, Express and Premium licensed users.

  - *No license required*. The total number of protected user accounts that do not consume Veeam Data Cloud licenses.

  - *Unprotected*. The total number of user accounts whose data was not backed up.

  You can click **Manage Licenses** to manage your licenses. For more details, see Viewing License Model Details.

- The **M365 Storage Use (GB)** widget provides information about the top 5 highest storage users and the total size of used Microsoft 365 storage which includes the total storage of mailboxes, OneDrive for Business and SharePoint.
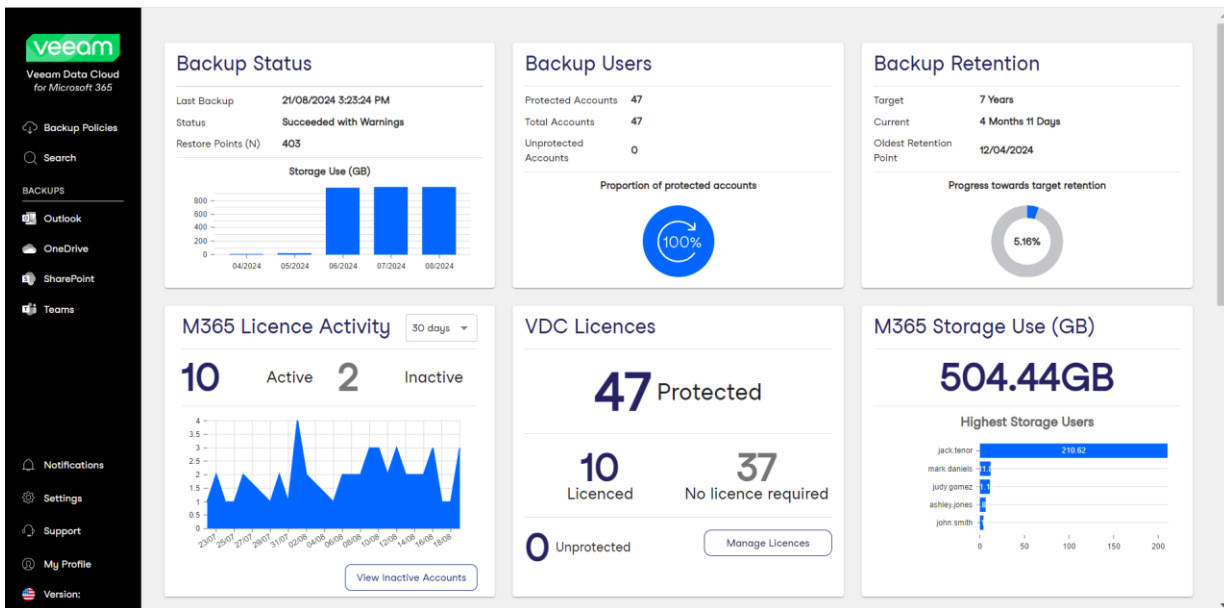
Backups Shortcuts

Veeam Data Cloud for Microsoft 365 allows you to explore your backups directly from the dashboard. To do this, click on a shortcut, and you will be able to view and restore your Outlook, OneDrive, SharePoint, and Teams backed-up data. For more information, see Performing Restore.
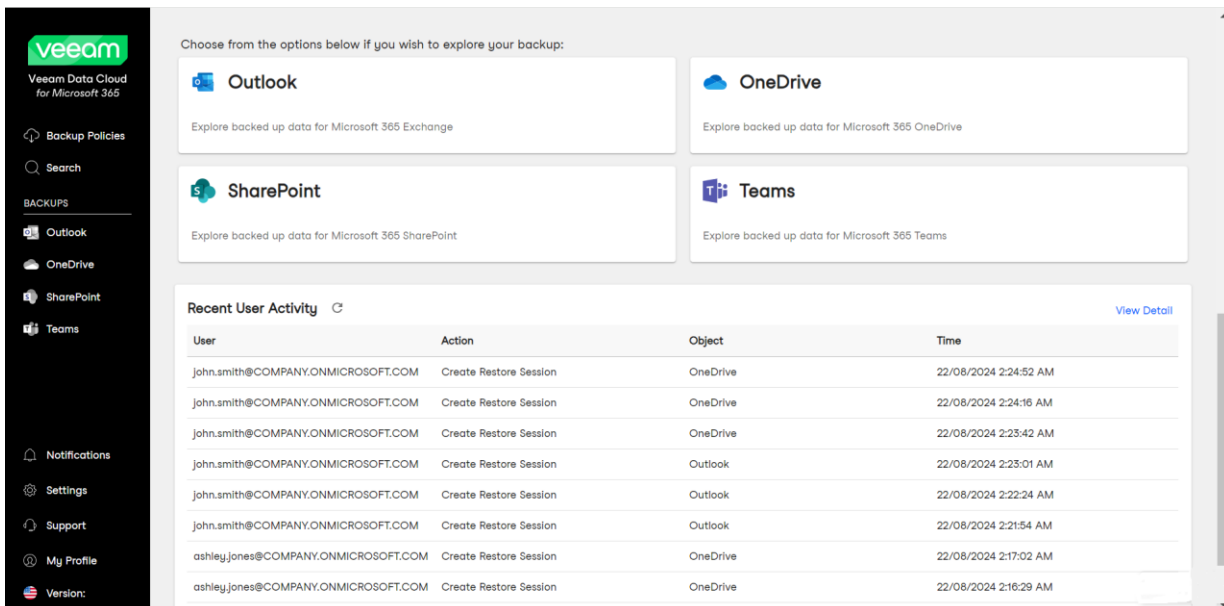
Recent User Activity

In the **Recent User Activity** overview, you can view information about the last 10 Veeam Data Cloud for Microsoft 365 users, the actions they took and the date and time of those actions.

In this section you can:

- Click the **Refresh** button to refresh the view with the latest information.

- Click **View Detail** for a full overview of Veeam Data Cloud for Microsoft 365 user activity. In **Veeam Data Cloud User Activity**, you can:

  - Filter the table by typing the name of a User or Object (Outlook, OneDrive, SharePoint, and so on). You can also filter by selecting the Date from the calendar, and selecting an Action from the drop-down list.

  - Click on a table row to view further details about a user's activity.

  - Click the **Refresh** button to refresh the view with the latest information.

  - Click **Export User Activity Logs** to download a .CSV file with user activity information. In the **Export user activities** pop-up window, select the month to export and click **OK**. The file is downloaded to your `Downloads` folder.

Searching for Objects in Backup

You can use Veeam Data Cloud for Microsoft 365 to search for items in a backup. The search mechanism allows you to find items matching specified search criteria.

To search for required items, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account or an account with viewing and restoring permissions and permissions to access backup for entire Sharepoint tenancy.

2. In the main menu, click **Search**.

3. From the **Search within** drop-down list, select the application whose items you want to find: *Outlook*, *OneDrive*, *SharePoint*, or *Teams*.
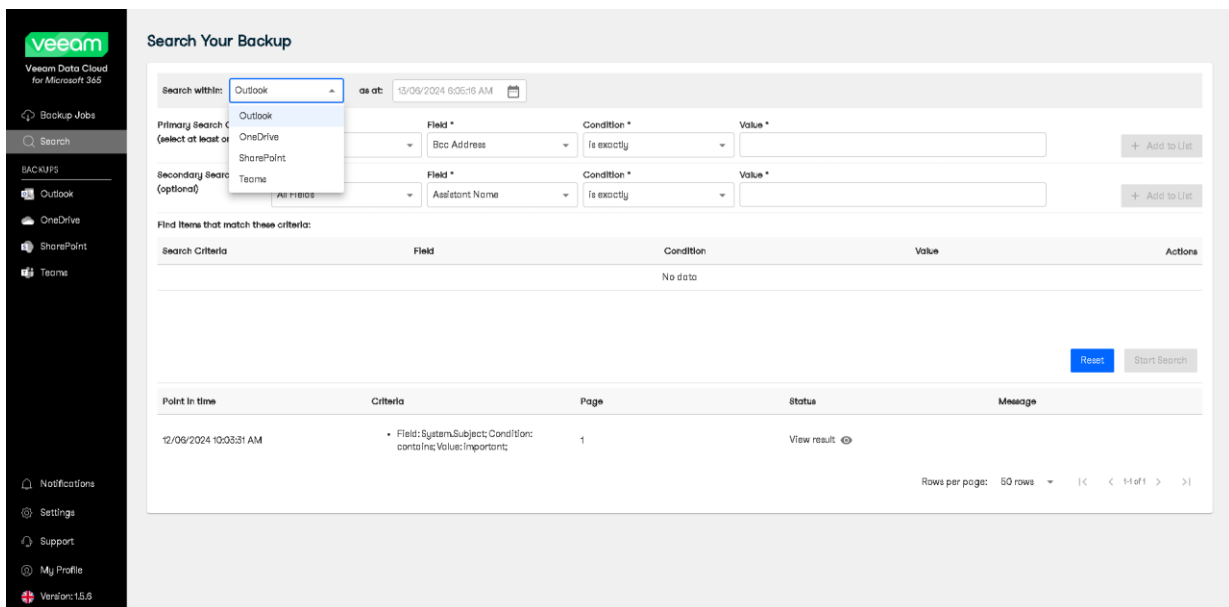
If the option to search within a specific application is enabled for your account, you can see it in the Veeam Data Cloud for Microsoft 365 environment. If you cannot see the application whose items you want to find, contact Veeam Customer Support.

4. In the `as at` field, select a restore point where you want to search for application items. The restore point defines the date and time when the backup was created.
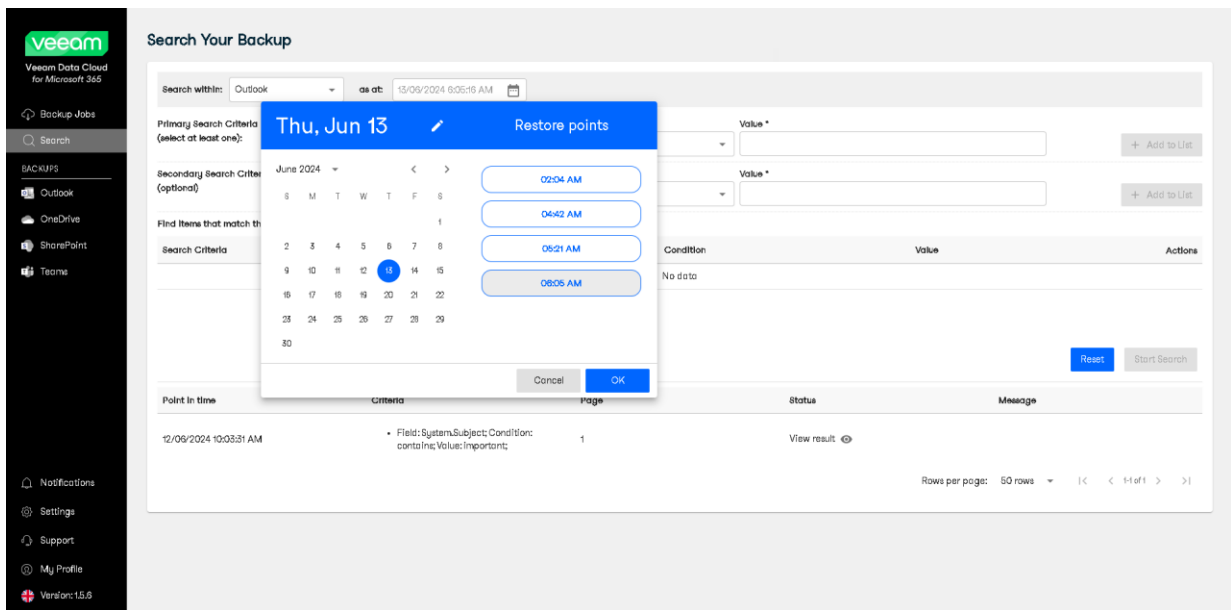
5. In the **Primary Search Criteria** section, specify search criteria:

   a. From the `Category`, `Field` and `Condition` drop-down lists, select values to form your search criteria.

   b. In the `Value` field, specify your search criteria or select a value from a drop-down list.
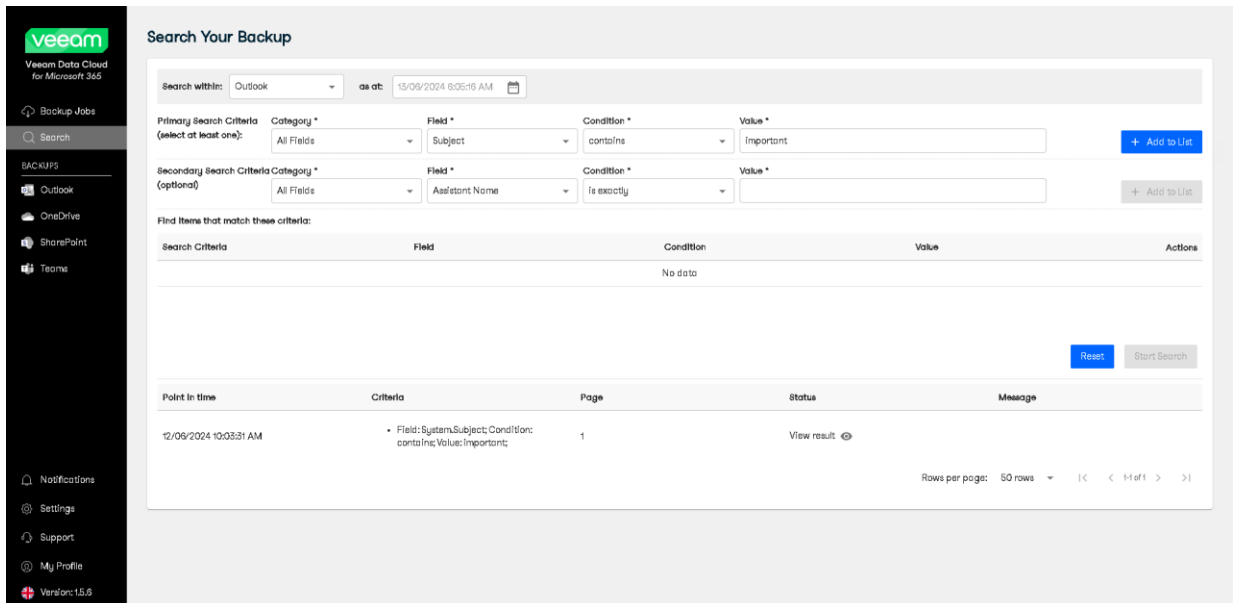
c. Click **Add to List**. The selected criteria will be listed in the **Find items that match these criteria** section.
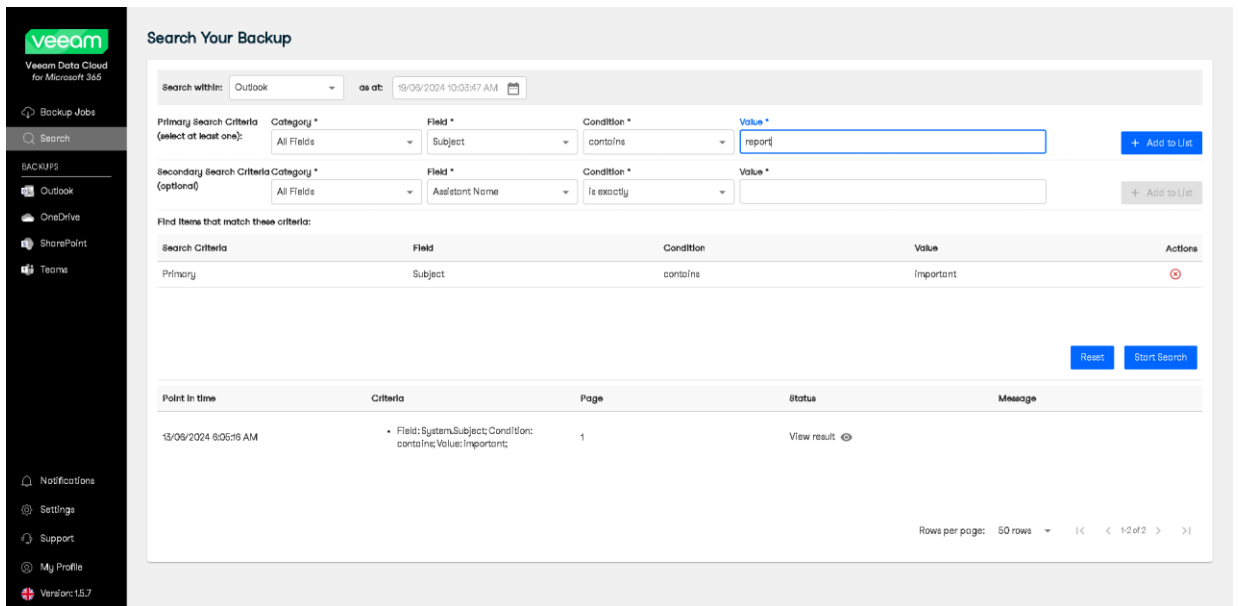
6. [For Outlook, OneDrive or Sharepoint] [Optional] In the **Secondary Search Criteria** section, you can specify more search criteria:

a. From the **Category, Field** and **Condition** drop-down lists, select values to form your search criteria.

b. In the **Value** field, specify your search criteria or select a value from a drop-down list.

c. Click **Add to List**. The selected criteria will be listed in the **Find items that match these criteria** section.
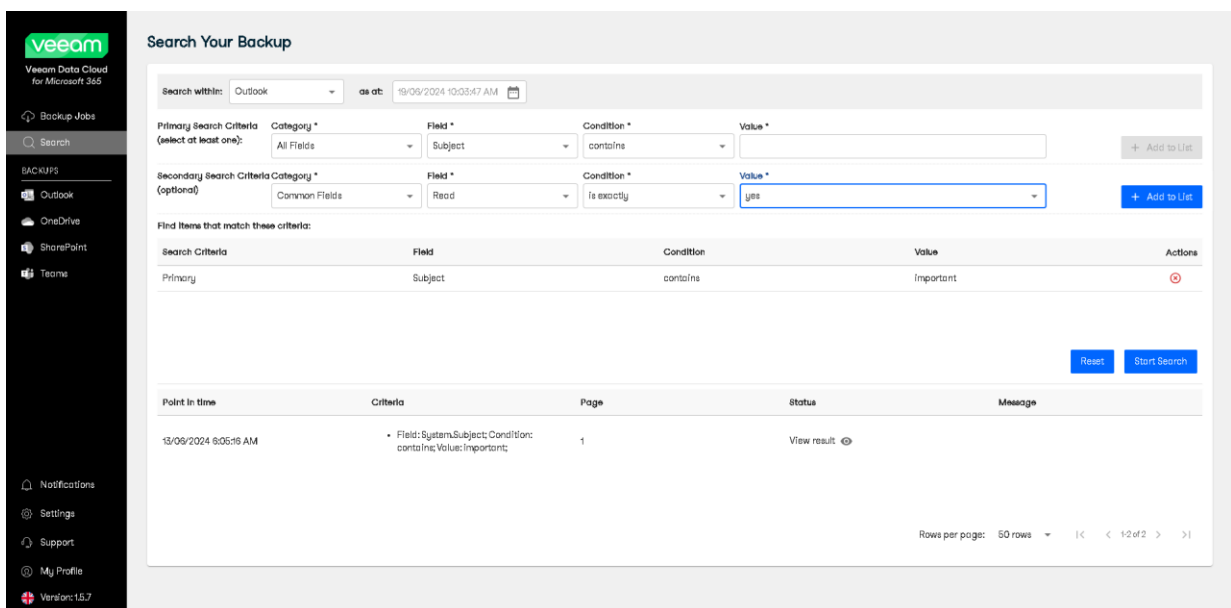
> **NOTE**
>
> Primary search criteria are common fields for the specified object type. Secondary search criteria are less commonly used fields for the specified object type. You can specify multiple primary and multiple secondary criteria for each search. Veeam Data Cloud for Microsoft 365 links them as with the OR logical operator.

> **TIP**
>
> You can adjust your search criteria at any time.
>
> - To remove a single criterion, click the red cross **Remove** icon.
> - To clear all the search criteria, click **Reset**.

7. Click **Start Search** to search for required items.

   The search will display the *In queue* status, then the *Processing* status, and then the *View result* status.
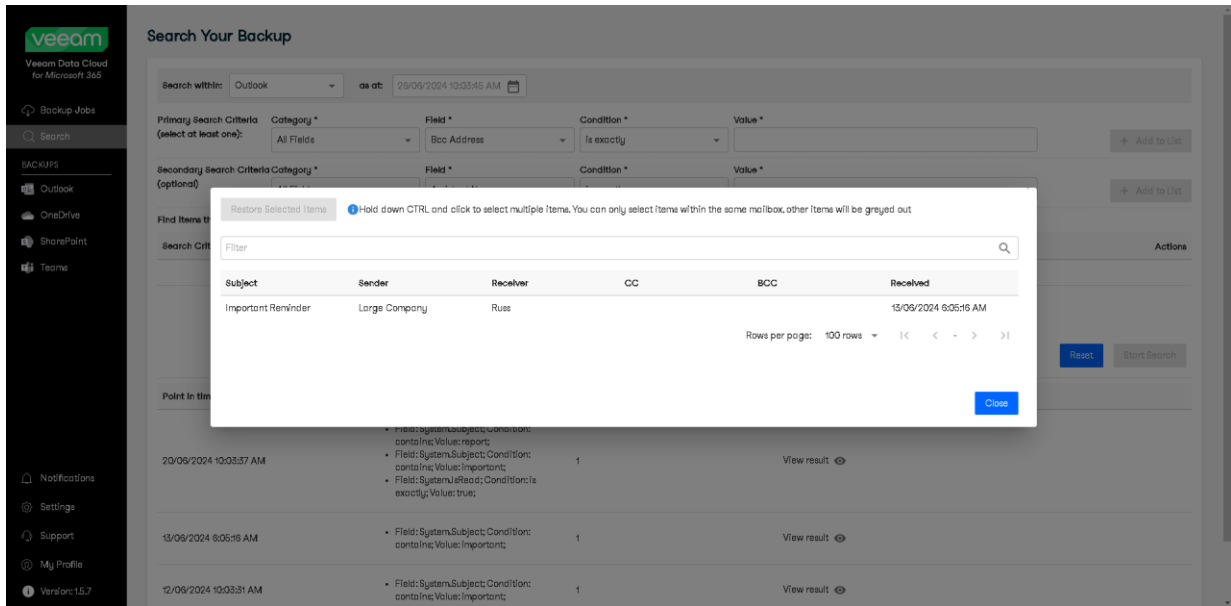
8. When the **Status** changes to *View result*, you can view found items.

9. In the search results view, click items you want to select for restore.


10. Click **Restore Selected Items** to restore selected items.
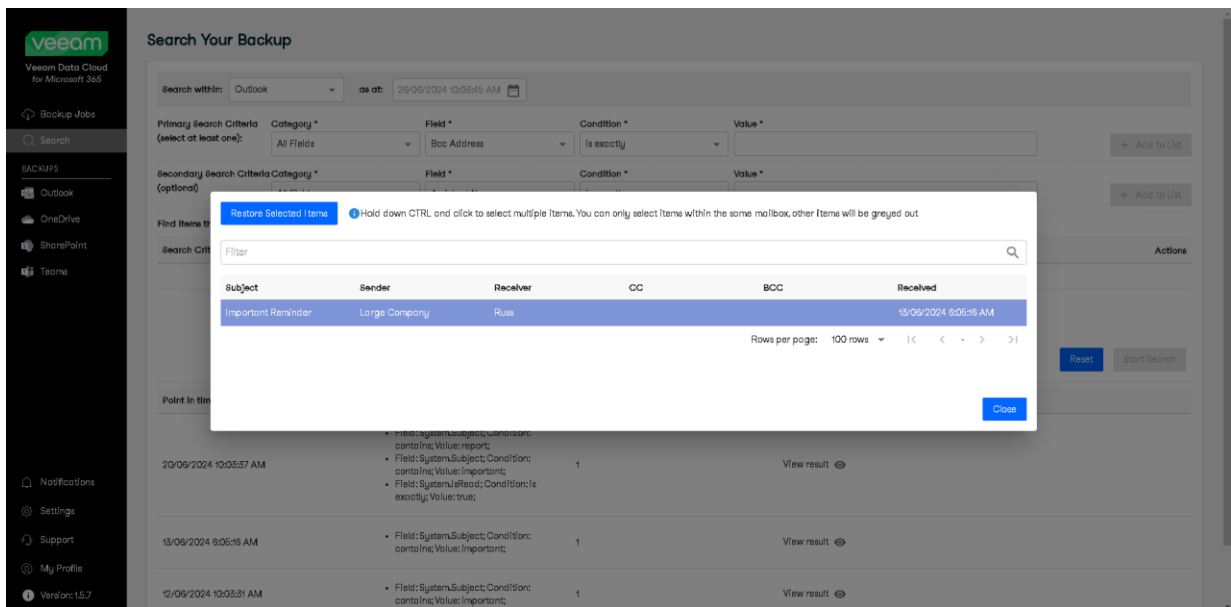
Generating Reports

You can generate reports on Veeam Data Cloud for Microsoft 365 usage. To do this, perform the following steps:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account or an account with a permission to view reports.

2. In the main menu, click **Settings**.

3. In the **Settings** menu, click **Reports**.

4. From the **Report type** drop-down list, select one of the following options:

   o **Mailbox Protection Report**

   o **User Protection Report**

   o **Monthly Backup Report**
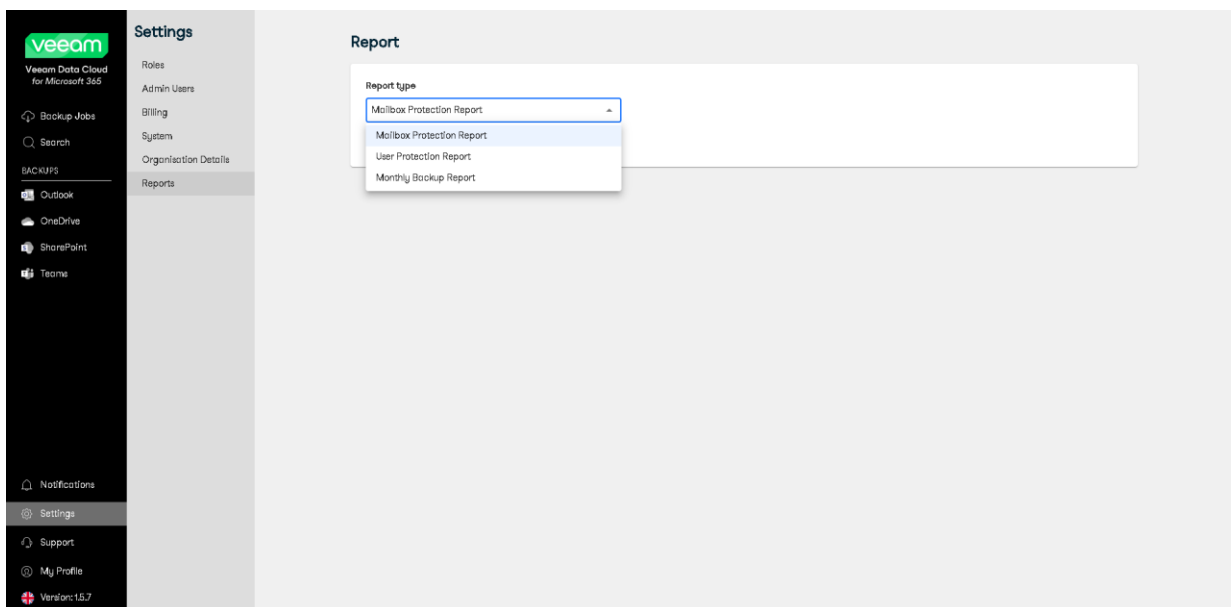
[For monthly backup report] Select the month for which you want the report to be generated.
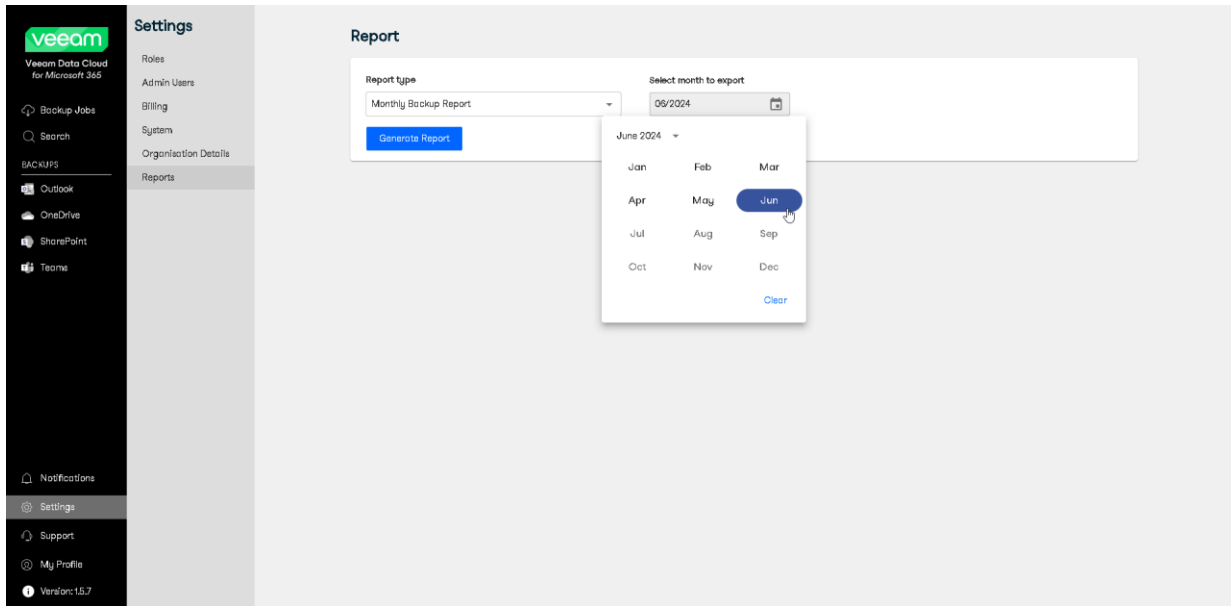
5.   Click **Generate Report**. Veeam Data Cloud for Microsoft 365 will generate the report in the CSV format.

   o   For **Mailbox Protection Report** and **User Protection Report**, Veeam Data Cloud for Microsoft 365 will display the *The report is being generated and you will be notified once it is complete* message. Also, the **Notifications** node header will show a red dot when the report is finished.
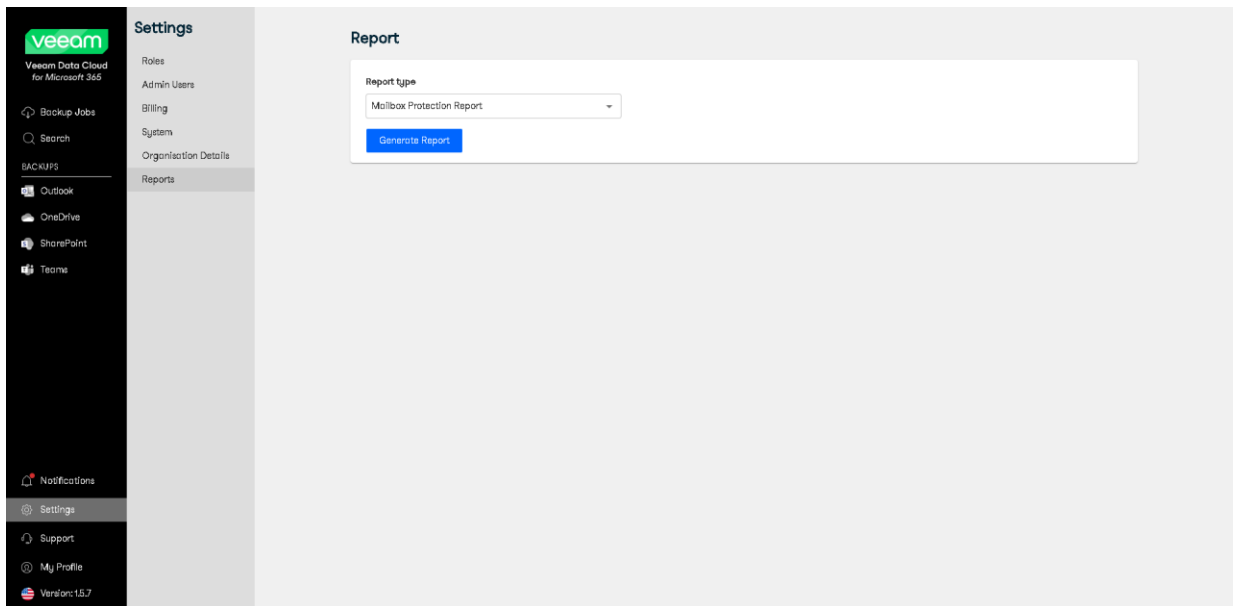
In the **Notifications** section, click **View more events in your activity log** to view the report.
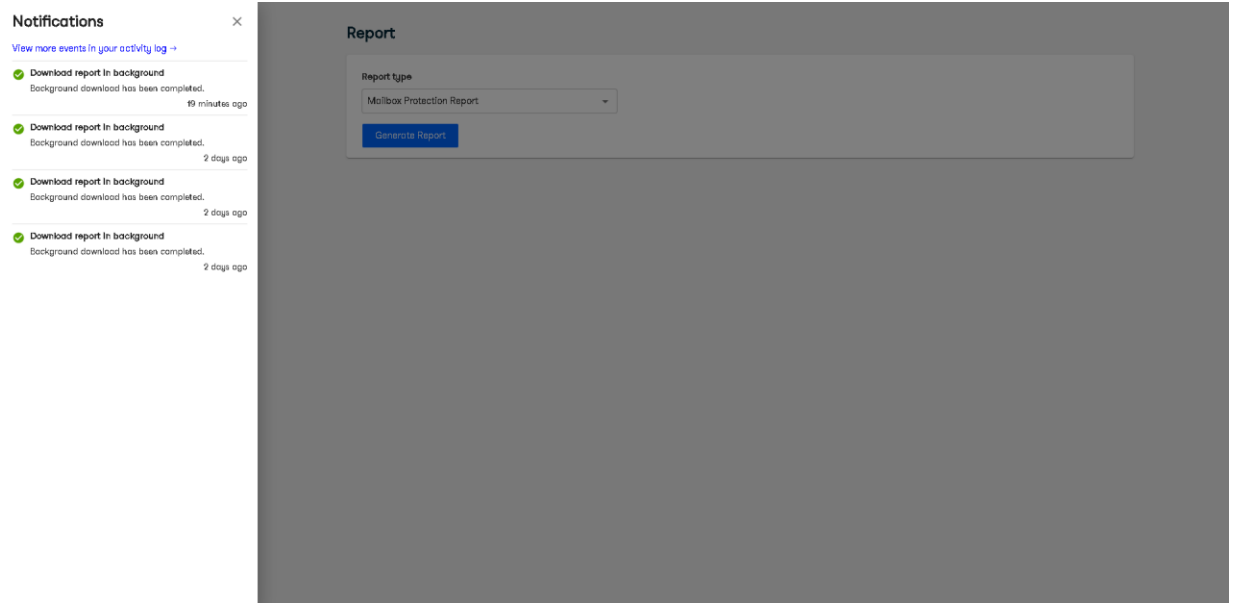
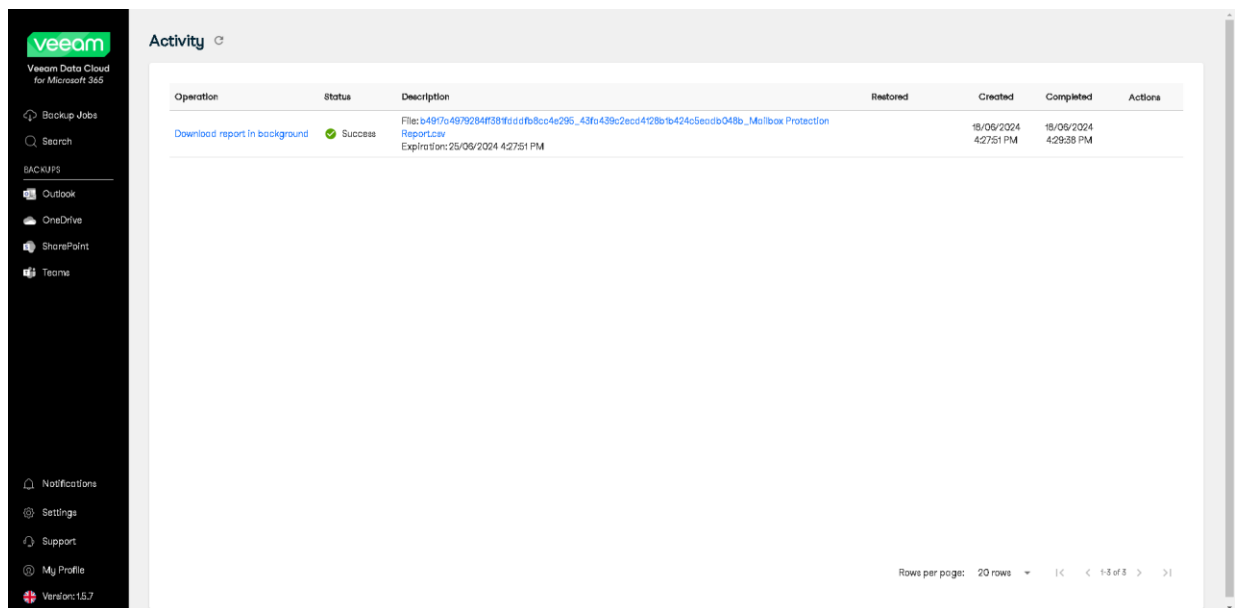Then you can download the report from the **Activity** log by clicking the file name.

o **Monthly Backup Report** is saved to your browser download location.

Report Counters

Veeam Data Cloud for Microsoft 365 displays the following counters in reports:

- **Mailbox Protection Report**

  o The **Mailbox** counter shows the mailbox name.

  o The **E-mail** counter shows the email address of the user.

  o The **Organization** counter shows the name of the company or organization in Veeam Data Cloud for Microsoft 365.

  o The **Protection Status** counter shows with the *Protected* or *Unprotected* status.

o The **Last Backup Date** counter shows the date when the latest backup file was created by the user.

- **User Protection Report**

    o The **Username** counter shows the name of the Veeam Data Cloud for Microsoft 365 user.

    o The **E-mail** counter shows the email address of the Veeam Data Cloud for Microsoft 365 user.

    o The **Organization** counter shows the name of the company or organization in the Veeam Data Cloud for Microsoft 365.

    o The **Protection Status** counter shows with the *Protected* or *Unprotected* status.

    o The **Last Backup Date** counter shows the date when the latest backup file was created by the user.

- **Monthly Backup Report**

    o The **Number of object backed up** counter shows the number of objects backed up within the selected month.

    o The **Amount of data backed up (GB)** counter shows the capacity of the backup file created within the selected month.

    o The **Job name** counter shows the name of the backup job.

    o The **Last status** counter shows the final status of the last run of the backup job.

    o The **Last restore point** counter shows the date and time when the latest backup file was created. The counter uses the following format: DD/MM/YYYY HH:MM:SS AM/PM, for example, 18/06/2024 08:03:40 AM.

    o The **Number of successes, Number of failures** and **Number of warnings** counters show how many backup jobs were processed with the *Success*, *Failed* and *Warning* statuses.

Troubleshooting

This section contains knowledge base articles that may help you troubleshoot issues when using Veeam Data Cloud for Microsoft 365.

In This Section

- Cannot See SharePoint, Teams or Other Users Data

- Outlook: Failed To Find Group Owner Account

- OneDrive: OneDrive Was Not Found

- SharePoint: Personal Site Was Not Found

- Teams: Failed To Find Team MailboxOwner Account

Cannot See SharePoint, Teams or Other Users Data

Issue

You are unable to explore and restore your SharePoint, Teams, or other users backups.

Summary

When logged in to Veeam Data Cloud, you are unable to see SharePoint or Teams under the restore menu.

Cause

The role assigned to your account is missing the required permissions.

Resolution

To edit the role's permissions, complete the following steps:

1. Log in to Veeam Data Cloud with your administrator account.

2. Navigate to **Settings** > **Roles**.

3. Find the role you want to edit and toggle on the **Access other users backups**, **View/Restore SharePoint** or **View/Restore Teams** permissions to your desired configuration.

4. Click **Save changes**.

> **NOTE**
>
> You may need to log out and then log in back to your account for the changes to take effect.

Help And Support

If you have followed the steps outlined above, and the issue recurs in the next backup cycle, or you need help with performing these changes, you can contact Veeam Customer Support.

Outlook: Failed To Find Group Owner Account

Issue

While backing up a mailbox, the job is completed successfully, but your Veeam Data Cloud backup logs say that the job has completed with a warning: *Failed to find group owner account*.

Summary

When you review your completed Veeam Data Cloud backup that includes Microsoft Exchange items, you may see the following warning message in the backup session logs:

```
Warning
Processing mailbox <Name> completed with warning: Failed to find group owner ac
count
```

Cause

Veeam Data Cloud is unable to impersonate Microsoft 365 groups (mail-enabled and security groups) that do not have an owner assigned. This is a known Veeam and Microsoft issue.

Resolution

Assign an owner to each of the Microsoft 365 groups that you want to back up. For information on how to do this, see this Microsoft article.

Help And Support

If you have followed the steps outlined above, and the issue recurs in the next backup cycle, or you need help with performing these changes, you can contact Veeam Customer Support.

References

For information on how to check your backup session logs, see Viewing Backup Logs.

OneDrive: OneDrive Was Not Found

Issue

While backing up OneDrive items, the job is completed successfully, but your Veeam Data Cloud backup logs say that the job has completed with a warning: *OneDrive was not found*.

Summary

When checking your Veeam Data Cloud backup session logs, you may see the following warning:

```
Warning
Processing OneDrive <Name> completed with warning: OneDrive was not found (ID:
<ID>, name: <Name>)
```

Cause

Veeam attempts to process Exchange, OneDrive, SharePoint and Teams for each user. This particular warning lets you know that the end-user Microsoft license does not include a OneDrive account.

Resolution

If you are on the Variable license model, you can exclude certain items from backup. For information on how to do this, see Editing Backup Jobs. This is optional: the warning will have no effect on your backups, and you can safely ignore it.

If you are on the Fixed license model, you cannot edit backup jobs because they are configured automatically. You may safely ignore the warning on your backups because all relevant data will continue to be captured correctly.

Help And Support

If you have followed the steps outlined above, and the issue recurs in the next backup cycle, or you need help with performing these changes, you can contact Veeam Customer Support.

References

For information on how to check your backup session logs, see Viewing Backup Logs.

SharePoint: Personal Site Was Not Found

Issue

While backing up SharePoint sites, the job is completed successfully, but your Veeam Data Cloud backup logs say that the job has completed with a warning: *Personal site was not found*.

Summary

When checking your Veeam Data Cloud backup session logs, you may see the following warning:

```
Warning
Processing site <Name> () finished with warning: Personal site was not found (I
D: <ID>, name: <Name>)
```

Cause

Veeam attempts to process Exchange, OneDrive, SharePoint and Teams for each user. This particular warning lets you know that the end-user Microsoft license does not include a SharePoint site.

Resolution

If you are on the Variable license model, you can exclude certain items from backup. For information on how to do this, see Editing Backup Jobs. This is optional: the warning will have no effect on your backups, you can safely ignore it.

If you are on a Fixed license model, you cannot edit backup jobs because they are configured automatically. You may safely ignore the warning on your backups because all relevant data will continue to be captured correctly.

Help And Support

If you have followed the steps outlined above, and the issue recurs in the next backup cycle, or you need help with performing these changes, you can contact Veeam Customer Support.

References

For information on how to check your backup session logs, see Viewing Backup Logs.

Teams: Failed To Find Team MailboxOwner Account

Issue

While backing up a mailbox, the job is completed successfully, but your Veeam Data Cloud backup logs say that the job has completed with an error: *Failed to find group owner account.*

Summary

A team you are trying to back up does not have an owner attached, and you see the following error message in your Veeam Data Cloud backup session logs:

```
Error
Failed to process team: <Team Name>. Failed to find Team mailbox owner account.
```

Cause

Veeam Data Cloud uses impersonation to back up items in Microsoft 365. Without an owner, Veeam Data Cloud is unable to impersonate Microsoft 365 teams. If no owner is assigned, it is seen as an orphaned group.

Resolution

Assign an owner to each of the Microsoft 365 teams you want to back up. For information on how to do this, see this Microsoft article.

Alternatively, if it is not necessary to back up some teams, you can exclude them from the backup. For more information, see Editing Backup Jobs.

Help And Support

If you have followed the steps outlined above, and the issue recurs in the next backup cycle, or you need help with performing these changes, you can contact Veeam Customer Support.

References

For information on how to check your backup session logs, see Viewing Backup Logs.

Viewing Status

You can view the status of Veeam Data Cloud for Microsoft 365 services. To do this, open this Veeam webpage in your web browser.

The status page displays information on availability of the following services:

- Microsoft single sign-on authentication service for Veeam Data Cloud UI Portal

- Microsoft Exchange, Microsoft SharePoint, Microsoft OneDrive for Business and Microsoft Teams backup services in each of the supported Microsoft Azure regions: APJ, EMEA and AMER

For each service, the following statuses are available: *Operational*, *Degraded Performance*, *Portal Outage*, *Major Outage* and *Maintenance*.

Getting Support

If you require assistance, you can access online help at Veeam Help Center or contact Veeam Customer Support.