



# Veeam Data Cloud for Microsoft 365

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User Guide

November, 2024

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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](http://veeam.com/documentation-guides-datasheets.html)
- Veeam R&D Forums: [forums.veeam.com](http://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

- [Security](#)
- [Plans](#)
- [Licensing](#)
- [Data Backup](#)

# 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.

# Licensing

Veeam Data Cloud for Microsoft 365 licensing is determined by the user accounts for which you perform backups. Each protected user account consumes one Veeam Data Cloud for Microsoft 365 license.

Veeam Data Cloud for Microsoft 365 licenses are consumed by the following objects related to a user account:

- **Microsoft Exchange Online mailboxes** – each Microsoft Exchange Online mailbox requires one Veeam Data Cloud for Microsoft 365 license unit.
- **Microsoft OneDrive for Business account** – each OneDrive for Business account consumes one Veeam Data Cloud for Microsoft 365 license unit.
- **Microsoft SharePoint Online personal sites** – a personal SharePoint site of a licensed user consumes one Veeam Data Cloud for Microsoft 365 license unit.

For users under the Flex plan, a Veeam Data Cloud for Microsoft 365 license unit covers a user mailbox, OneDrive for Business account and SharePoint personal site for which at least one restore point has been created within the last 31 days. For example, if the mailbox and personal site of the same user were backed up in the last 31 days, one Veeam Data Cloud for Microsoft 365 license will be consumed. If an object was not backed up for 31 days, its license is automatically revoked and will not count towards total license count.

## NOTE

When you plan the number of Veeam Data Cloud for Microsoft 365 licenses you require, consider the following:

- All users in your Microsoft 365 subscription that are members of a backed-up team or have access to a backed-up team, communication, collaboration and other non-personal SharePoint sites must be licensed.
- If you back up only Microsoft Teams objects or non-personal SharePoint sites, the licenses are not consumed by Veeam Data Cloud for Microsoft 365. You must purchase enough licenses to cover all users who have access to these Microsoft Teams objects or non-personal SharePoint sites.

The following objects do not consume a Veeam Data Cloud for Microsoft 365 license:

- **Microsoft Teams objects** – these objects do not consume a Veeam Data Cloud for Microsoft 365 license.
- **Group and non-personal SharePoint sites** – these sites do not consume a Veeam Data Cloud for Microsoft 365 license.
- **Shared mailboxes, resource mailboxes, group mailboxes and public folder mailboxes** – these mailboxes do not consume Veeam Data Cloud for Microsoft 365 licenses if such mailboxes do not have a Microsoft 365 license assigned. If such mailboxes do have a Microsoft 365 license assigned, then they will consume a Veeam Data Cloud for Microsoft 365 license.
- **External SharePoint users** – an external SharePoint user is a user from outside your Microsoft 365 subscription who has access to one or more sites, files or folders. External authenticated users are limited to basic collaboration tasks, and external anonymous users can edit or view specific documents if they have specific permissions.
- **Guest Microsoft Teams users** – a guest Teams user is a user from outside your Microsoft 365 subscription who has access to a backed-up team.

# 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
<b>Fixed License Model</b>  Available for Flex plan	<p>Provides a fixed number of licenses.</p> <p>Administrators must manually add new users to backups within the UI.</p> <p>When customers need to add more licenses, they must go through another purchase process.</p> <p>When backing up SharePoint sites or Teams public channels, all users who have access must have a license.</p>	<p>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.</p>	<p>The monthly cost is a fixed amount.</p>
<b>Variable License Model</b>  Available for Flex, Express and Premium plan	<p>Jobs can be defined with variable scope, with entire organizations backed up or backups created with pre-defined rules such as using AD groups.</p> <p>Can automatically add new users who join your Microsoft 365 organization to the backup based on the backup rules defined.</p>	<p>All objects that fit backup rules are backed up automatically.</p> <p>Administrators can manage backups (for example, create new backup jobs, edit, disable or delete existing backup jobs, backup frequency).</p>	<p>Any additional users beyond the contract quantity are subject to overage charges.</p>

## 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 SharePoint 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](#).

## Backup and Restore of Public Folders

Veeam Data Cloud for Microsoft 365 supports backup and restore of public folders.

To back up and restore public folders, you must grant the following roles and permissions during onboarding:

- The M365 Global Admin account that you use for onboarding must have the *Owner* role at the root level of the public folder hierarchy. For more information, see [Granting Owner Role in PowerShell](#).
- The M365 Global Admin account that you use for onboarding must have a valid Exchange Online license and an active mailbox within the Microsoft 365 organization.
- To back up public folders and discovery search mailboxes in Microsoft 365 organizations, Veeam Data Cloud for Microsoft 365 needs access to Exchange Online PowerShell. To access Exchange Online PowerShell, the Microsoft Entra application must have the *Exchange.ManageAsApp* permission and the *Global Reader* role. For information on how to grant the Global Reader role, see [Granting Global Reader Role to Microsoft Entra Application](#).

Consider the following limitations:

- Backup and restore of public folders requires the Variable License Model.
- Veeam Data Cloud for Microsoft 365 only backs up and restores public folders located under the `IPM_SUBTREE` folder.
- When backing up public mailboxes, only select the root public mailbox. Any child folders of the selected public mailbox will be backed up as well.
- Veeam Data Cloud for Microsoft 365 does not back up permissions for sharing mailbox folders and calendar.

To back up public folders, select the public folders that are listed as M365 users when you create a backup policy. For more information, see [Performing Backup](#).

To restore public folders, explore your Outlook backups, select the public folder mailbox and restore it. For more information, see [Restoring Outlook Mailboxes](#).

# Backup Object Types

Veeam Data Cloud for Microsoft 365 allows you to select what types of objects to include in the backup and exclude from the backup, depending on your plan. Objects of each type consist of a set of child objects. You can specify processing and exclusion options - that is, select what child objects of a specific object to include in the backup and what to exclude from the backup.

For the Flex plan, the following object types and their child objects are available for backup:

- **Organization** – consists of all objects within your Microsoft 365 organization. The objects you can exclude from the backup are:
  - M365 Users and their child objects: *Mailbox, Archive Mailbox, OneDrive, Personal Site*
  - Groups and their child objects: members with *Mailbox, Archive Mailbox, OneDrive* and *Sites*, and *Group Mailbox* and *Group Site* for Microsoft 365 groups
  - SharePoint Sites
  - Teams
  - Teams chats (if backup of Teams chats is enabled)
- **M365 Users** – consists of users, shared mailboxes, public mailboxes and discovery search mailboxes. The child objects you can process/exclude from the backup are: *Mailbox, Archive Mailbox, OneDrive* and *Personal Site*.
- **Groups** – consists of Microsoft 365 groups, dynamic Entra ID groups, security groups and distribution groups. The child objects you can process/exclude from the backup are: members with *Mailbox, Archive Mailbox, OneDrive* and *Sites*. For Microsoft 365 groups, *Group Mailbox* and *Group Site* are also available.
- **SharePoint Sites** – consists of Microsoft SharePoint sites and subsites. You can either select the root site, which automatically selects all its subsites, or any of its subsites.
- **Teams** – consists of Microsoft Teams teams. *Channels, Tabs, Files* and *Membership* are always processed. If you have [enabled Teams chats backup](#), you also have the option to process/exclude *Teams chats*.
- **Partial Organization** – consists of all objects within your Microsoft 365 organization. You can select processing options by service: *Mailbox, Archive Mailbox, OneDrive, Sites, Teams* and *Teams chats* (if backup of Teams chats is enabled). You can then exclude the *M365 Users, Groups, SharePoint Sites* and *Teams* objects and their child objects from the partial organization backup.

You can select which objects and their child objects to process and exclude from a backup when you [create new backup policies](#) and when you [edit existing backup policies](#). For example, when you select to back up a M365 user, you can select to process their *Mailbox*, *Archive Mailbox* and *OneDrive*, and not process their *Personal Site* in the backup.

Name	User name	Type	Mailbox	Archive Mailbox	OneDrive	Personal Site
Ashley Daniels	ashley.daniels@company.onmicrosoft.com	User	✓	✓	✓	✓
Mary Jones	mary.jones@company.onmicrosoft.com	User	✗	✗	✗	✗
John Adams	john.adams@company.onmicrosoft.com	User	✗	✗	✗	✗
Diego Garcia	diego.garcia@company.onmicrosoft.com	User	✗	✗	✗	✗
Alice Wong	alice.wong@company.onmicrosoft.com	User	✗	✗	✗	✗
Pat Jones	pat.jones@company.onmicrosoft.com	User	✗	✗	✗	✗
Olive Martinez	olive.martinez@company.onmicrosoft.com	User	✗	✗	✗	✗
Emma Smith	emma.smith@company.onmicrosoft.com	User	✗	✗	✗	✗

Consider the following:

- To back up user mailboxes, make sure that a mailbox has a valid Microsoft 365 license.
- To back up SharePoint and OneDrive for Business objects, make sure that a user account has a valid Microsoft 365 license with a SharePoint plan enabled.
- To back up public folder mailboxes, first check the considerations listed in [Backup and Restore of Public Folders](#).
- Veeam Data Cloud for Microsoft 365 does not back up permissions for sharing mailbox folders and Calendar.
- Veeam Data Cloud for Microsoft 365 does not support backup of dynamic distribution groups. Members of dynamic distribution groups cannot be resolved.
- When you perform backup of SharePoint data, Veeam Data Cloud for Microsoft 365 does not back up the following objects:
  - External SharePoint lists. For more information, see [this Microsoft article](#).
  - SharePoint folder attachments
  - SharePoint site collection recycle bin
  - SharePoint sites created by Microsoft Loop
- To create Microsoft Teams chats 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. To learn how to do that, see [Enabling Microsoft Teams Chat Backup](#).
- Veeam Data Cloud for Microsoft 365 does not back up the *TeamsMessagesData* folder.

# 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

[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 Application

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 Microsoft Entra application for the Microsoft Azure service account, creating backup applications, reauthorizing Veeam Data Cloud.
- *Owner* – required for backing up public folder mailboxes.

## Required Permissions for Microsoft Entra Application

## 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.

**NOTE**

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.

**NOTE**

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.

**NOTE**

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.

**NOTE**

	Sites.ReadWrite.All	Application		✓		Creating, reading, updating, and deleting documents and list items in all site collections.
Office 365 Exchange Online <sup>1</sup>	full_access_as_app	Application	✓		✓	Reading and restoring mailboxes content.

**NOTE**

Exchange.ManageAsApp	Application	✓		Accessing Exchange Online PowerShell to do the following: <ul style="list-style-type: none"><li>• Back up public folder and discovery search mailboxes.</li><li>• Determine object type for shared mailboxes as Shared Mailbox.</li></ul> <p>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 <a href="#">Granting Global Reader Role to Microsoft Entra Application</a>.</p>
EWS.AccessAsUser.All	Delegated	✓		Accessing mailboxes as the signed-in user (impersonation) through EWS.

**NOTE**

	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 <i>Germany</i> region.
<b>Office 365 SharePoint Online</b>	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.

**NOTE**

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

<sup>1</sup>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		✓		<p>Getting download URLs for files and their versions.</p> <p>Note: In the Microsoft Entra <i>China</i> region, the Sites.ReadWrite.All permission is used instead.</p>
Office 365 SharePoint Online	Sites.FullControl.All		✓		Reading SharePoint sites and OneDrive accounts content.
	User.Read.All		✓		Reading OneDrive accounts (getting site IDs).

# Granting Owner Role in PowerShell

To grant the *Owner* role to the M365 Global Admin account that the Microsoft Entra application uses to log in to Microsoft 365, do the following:

1. Connect to Exchange Online PowerShell. For more information, see [this Microsoft article](#).
2. Use the following example to grant the role:

```
$folders = get-publicfolder "\\" -recurse
foreach($folder in $folders)
{
    Add-PublicFolderClientPermission -Identity $folder.identity -user <user_ac
    count> -AccessRights Owner
}
```

# 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](mailto: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](mailto:no-reply@veeamdatacloud.com) in your allowed, approved or safe senders list in your email client.

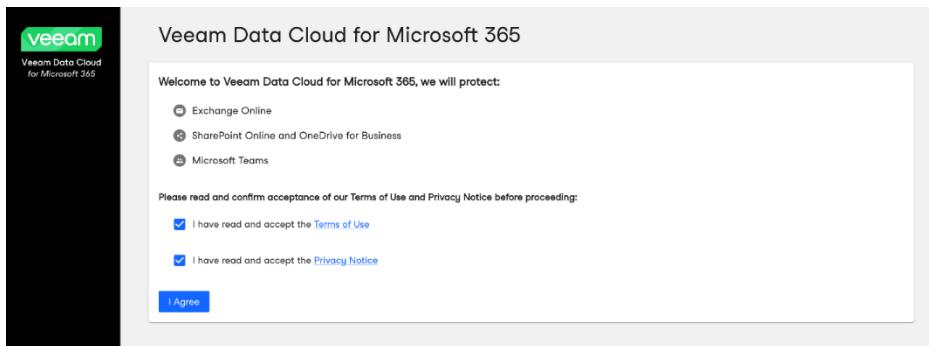
## Variable License Model Onboarding Steps

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

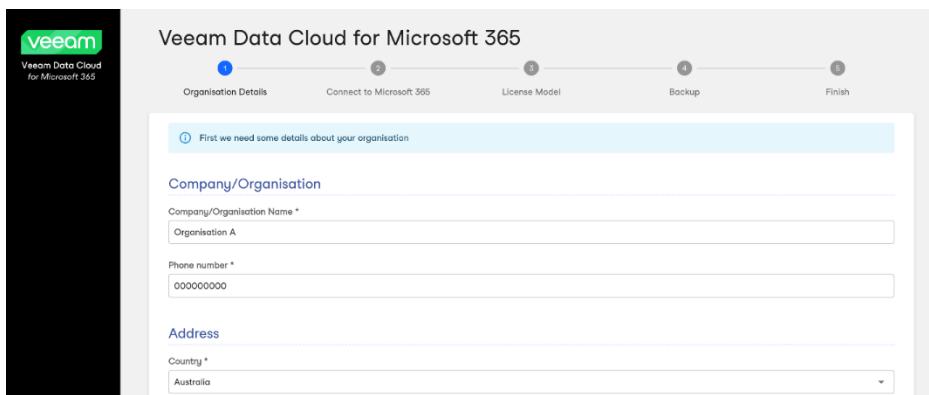
1. In your welcome email from Veeam Data Cloud, click **Activate your account**.

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**.



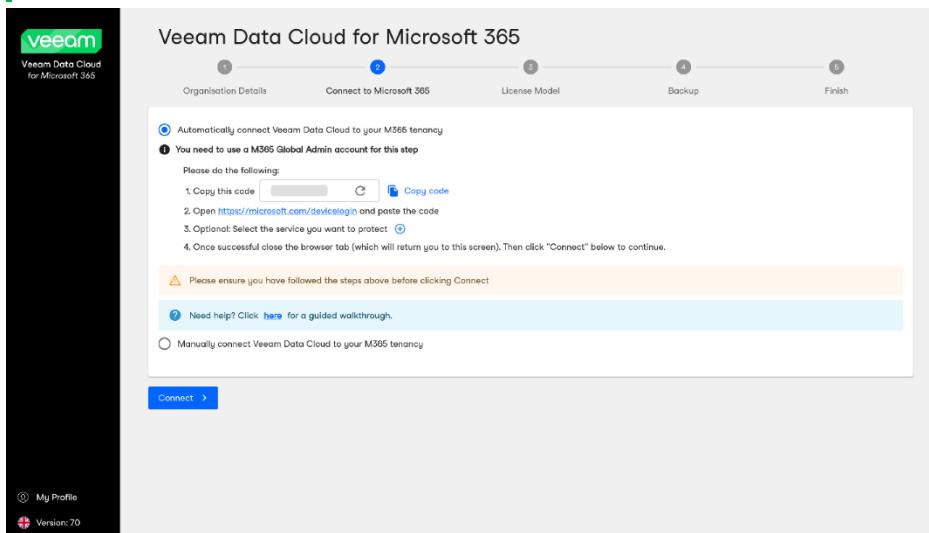
3. Enter your organization details and click **Next**.



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

## NOTE

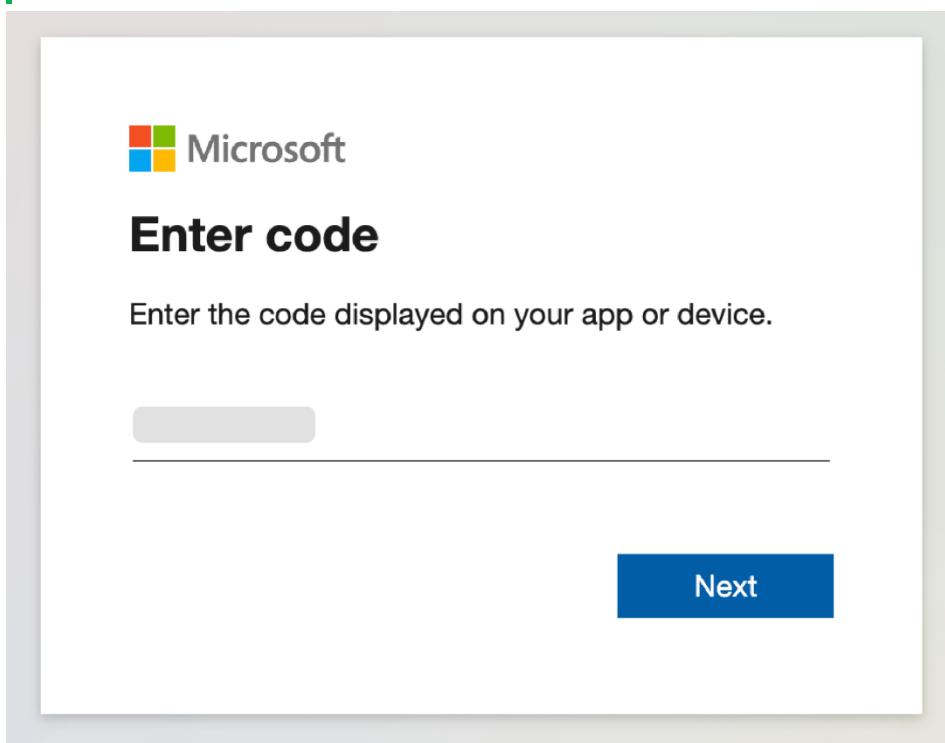
To perform this step successfully, you must use the Microsoft 365 Global Admin account.



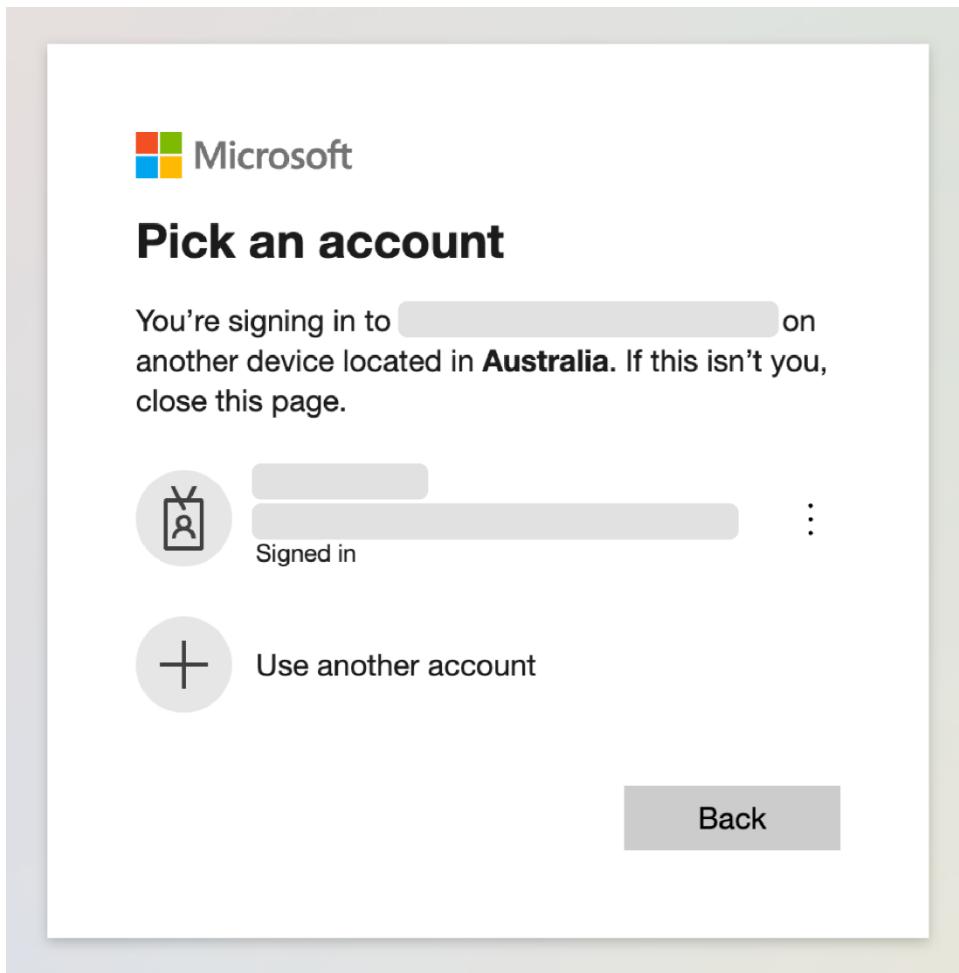
5. Click the <https://microsoft.com/devicelogin> link and paste or enter the code that you copied. Then click **Next**.

## NOTE

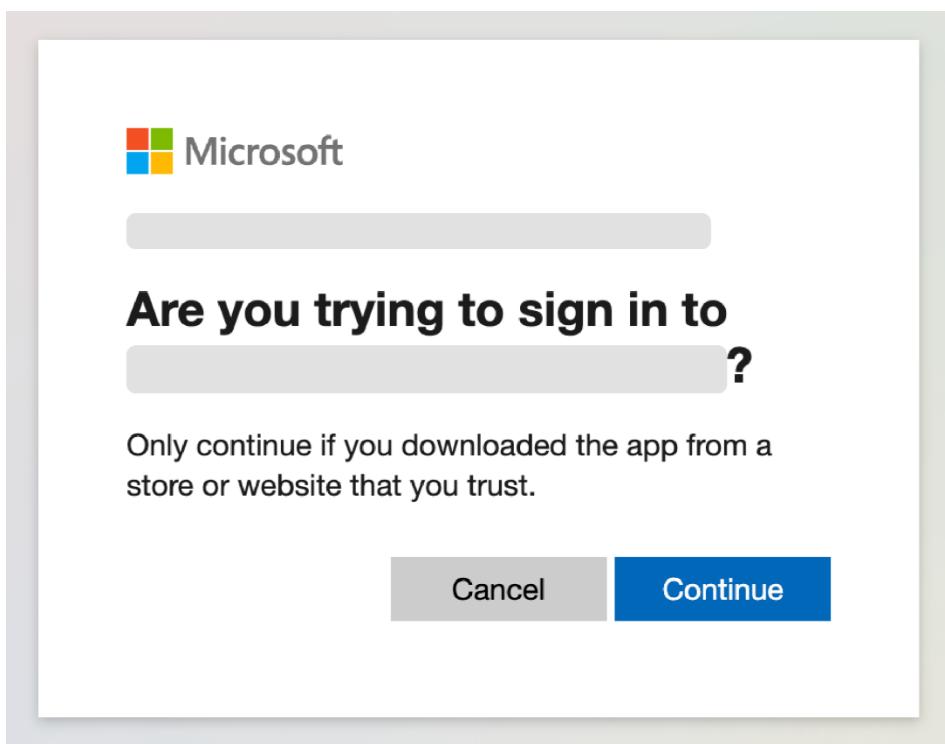
To perform this step successfully, you must use the Microsoft 365 Global Admin account.



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

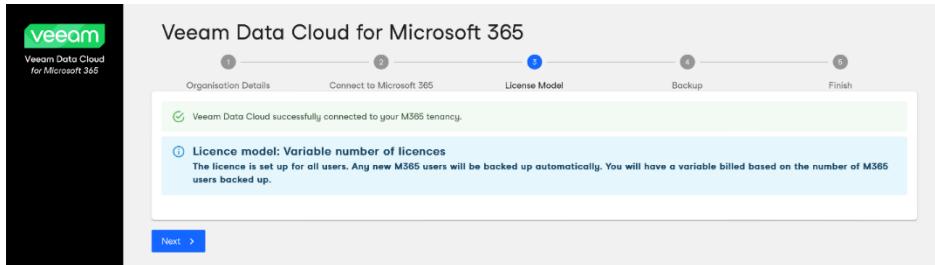


7. Click **Continue** and close the window.

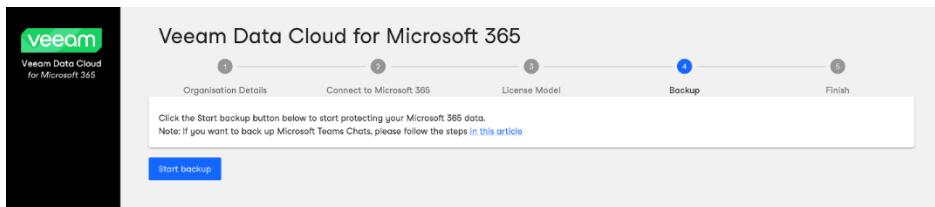


8. Return to Veeam Data Cloud and click **Connect**.

9. Click **Next**.



10. Click **Start backup**.



You can adjust backup settings later after the onboarding process is completed. To learn more, see [Editing Flex Backup Policies](#).

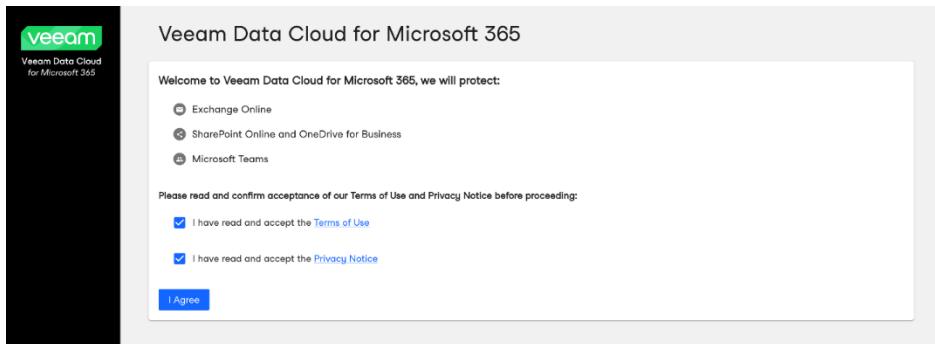
## Fixed License Model Onboarding Steps

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

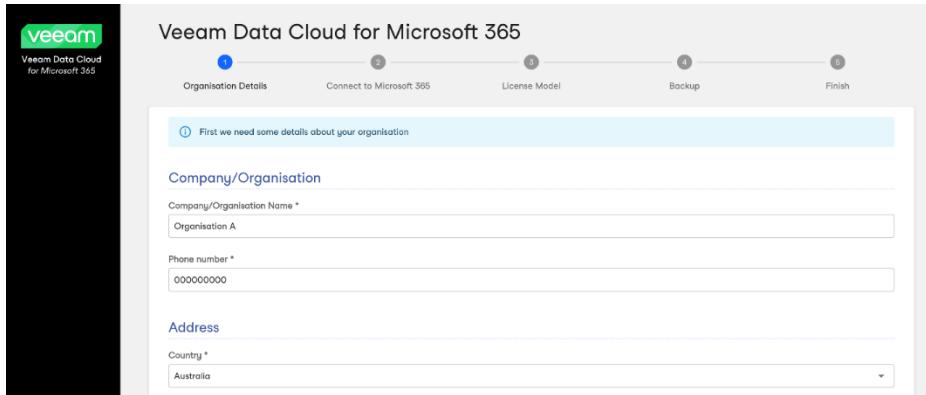
1. In your welcome email from Veeam Data Cloud, click **Activate your account**.

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**.



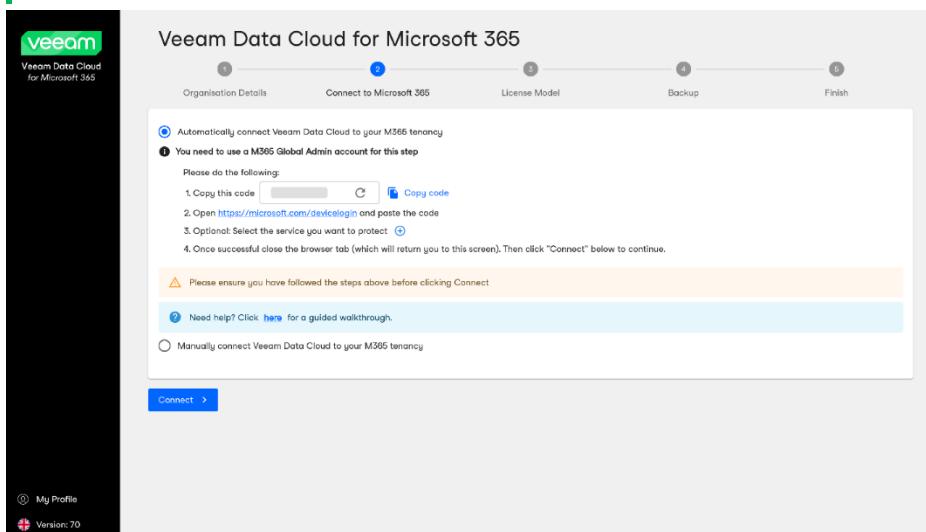
3. Enter your organization details and click **Next**.



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

#### NOTE

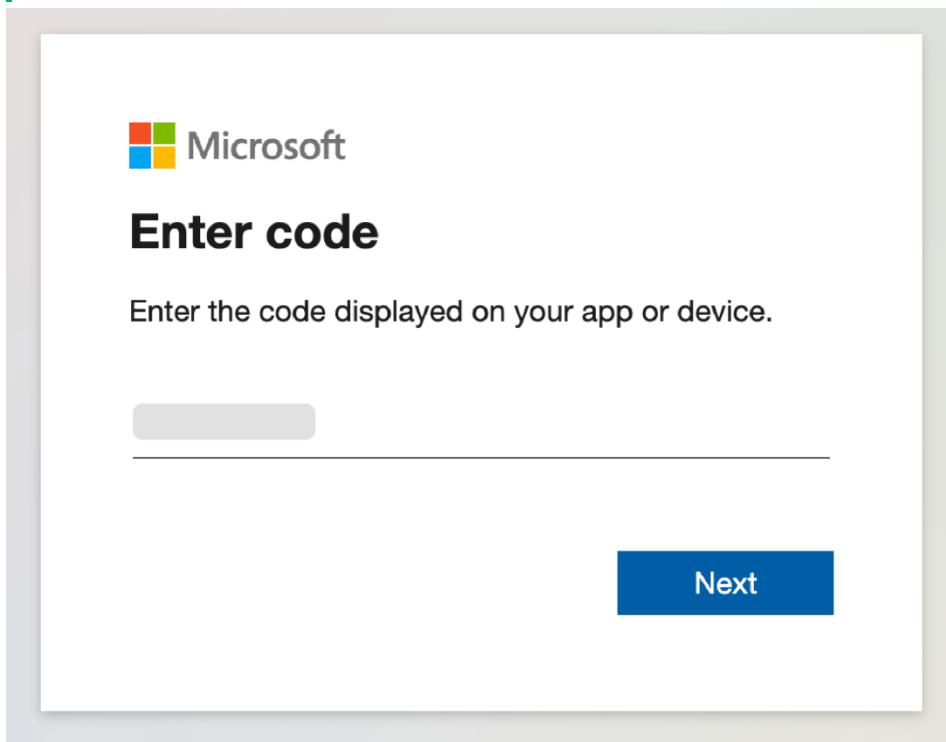
To perform this step successfully, you must use the Microsoft 365 Global Admin account.



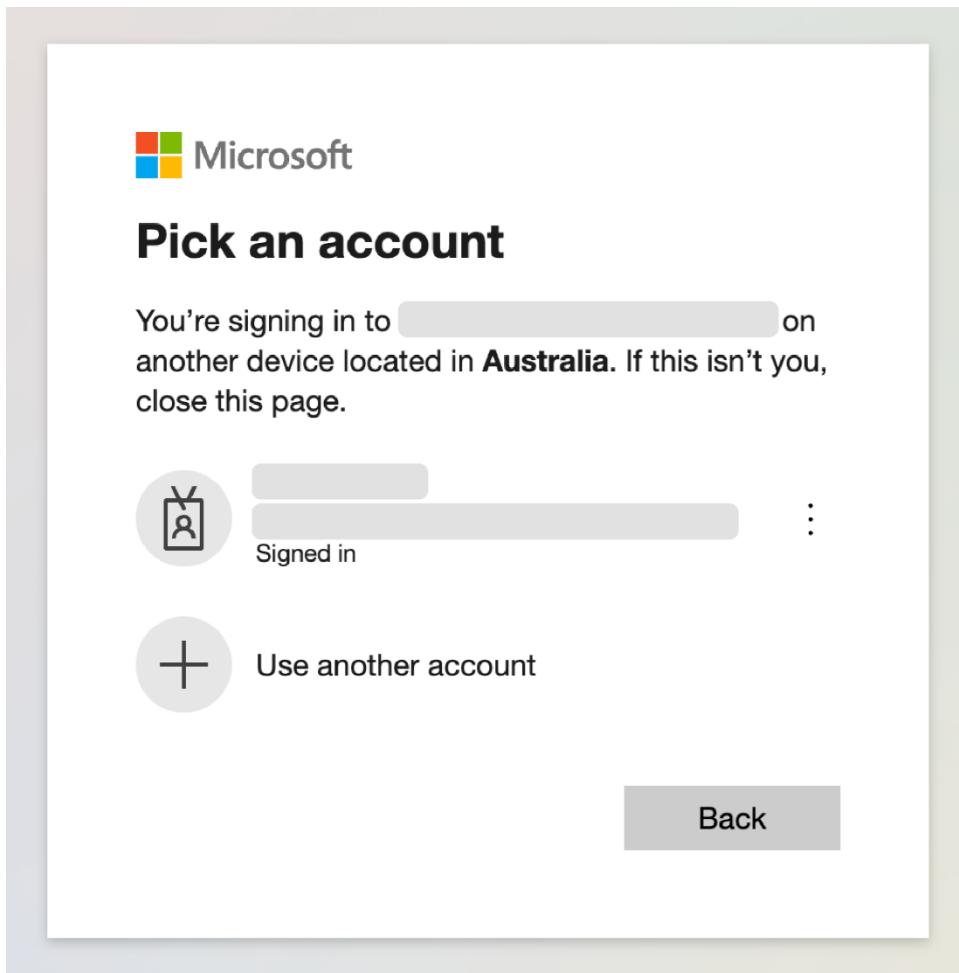
5. Click the <https://microsoft.com/devicelogin> link and paste or enter the code that you copied. Then click **Next**.

**NOTE**

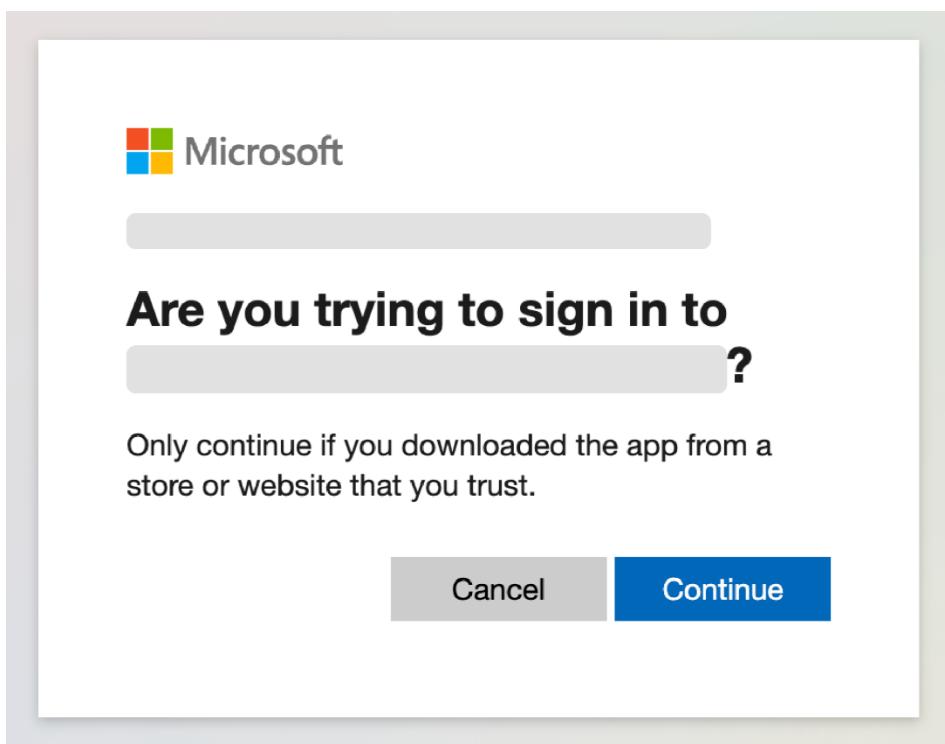
To perform this step successfully, you must use the Microsoft 365 Global Admin account.



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

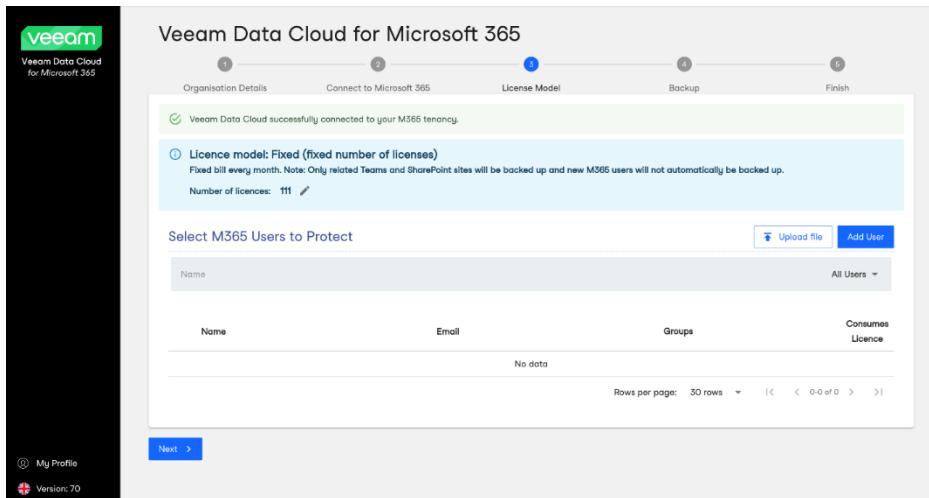


7. Click **Continue** and close the window.

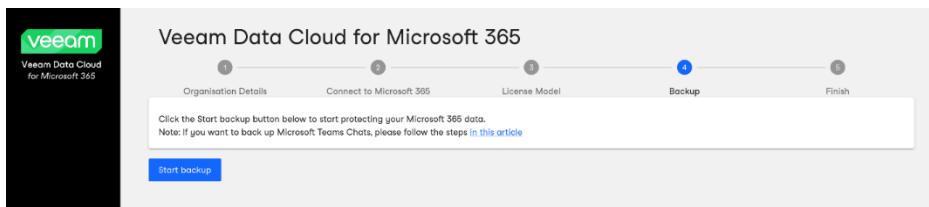


8. Return to Veeam Data Cloud and click **Connect**.
9. Add users to the backup schedule. To do this, do either of the following:
  - o Click **Upload file** and select a .TXT file with one email address per line. This is the best option to bulk add users.
  - o Click **Add User** and manually assign a license to a user.

Once you have added the necessary users, click **Next**.

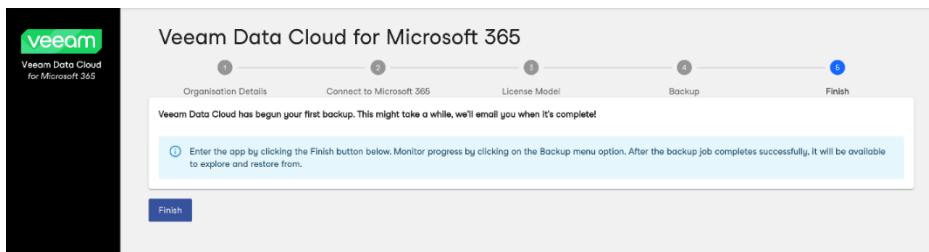


10. Click **Start backup** to start the backup process.



You can adjust backup settings later after the onboarding process is completed. To learn more, see [Editing Flex Backup Policies](#).

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



# 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 **Dashboard** in the main menu.

## 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 in your organization 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 the number of 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 accounts that are protected or unprotected and the number of accounts that either require or do not require a Veeam Data Cloud license.
  - *Protected*. The total number of accounts whose data was backed up at least once.
  - *Licensed*. The total number of Veeam Data Cloud licenses consumed.

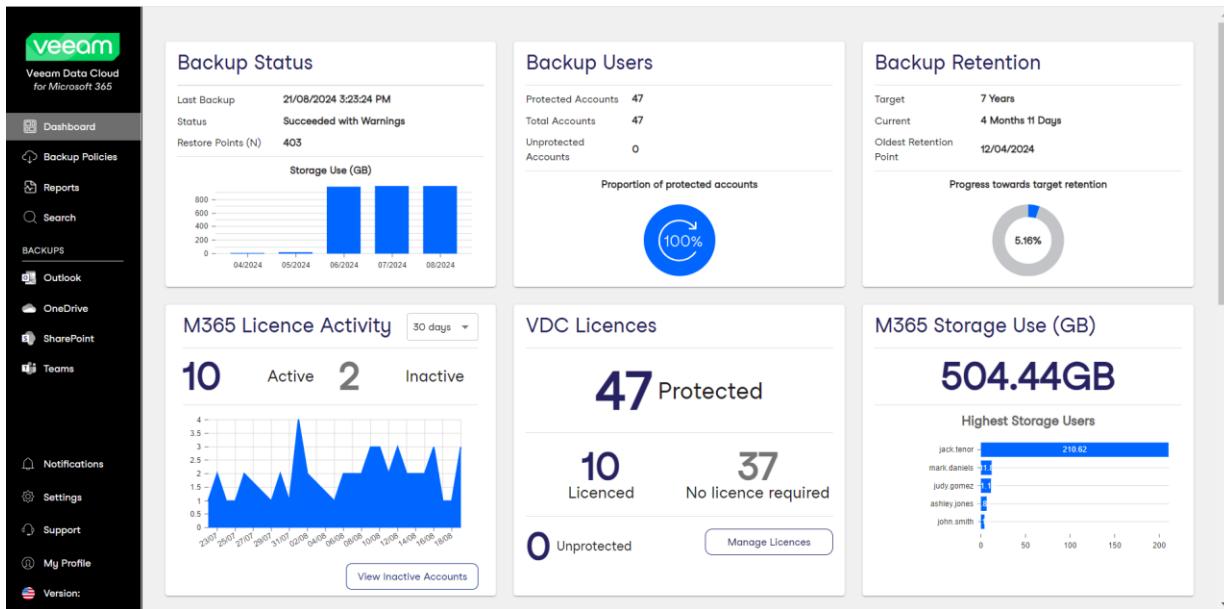
If your organization has Microsoft Backup Storage (MBS) enabled, the widget will also contain information about the number of Flex, Express and Premium licenses.
  - *No license required*. The total number of protected accounts that do not consume Veeam Data Cloud licenses.
  - *Unprotected*. The total number of accounts whose data was not backed up.

#### NOTE

If shared mailboxes and resource, group and public folder mailboxes have a Microsoft 365 license assigned, then they will consume a Veeam Data Cloud for Microsoft 365 license. They will be added to the number of protected and licensed accounts in the VDC Licenses widget. These objects are not counted as users so the numbers may differ between widgets. For example, you have **25** active Microsoft 365 user accounts in the M365 License Activity widget. These user accounts are protected and consume Veeam Data Cloud for Microsoft 365 licenses. You also have a shared mailbox with a Microsoft 365 license, so the number of protected and licensed accounts in the VDC Licenses widget is **26**.

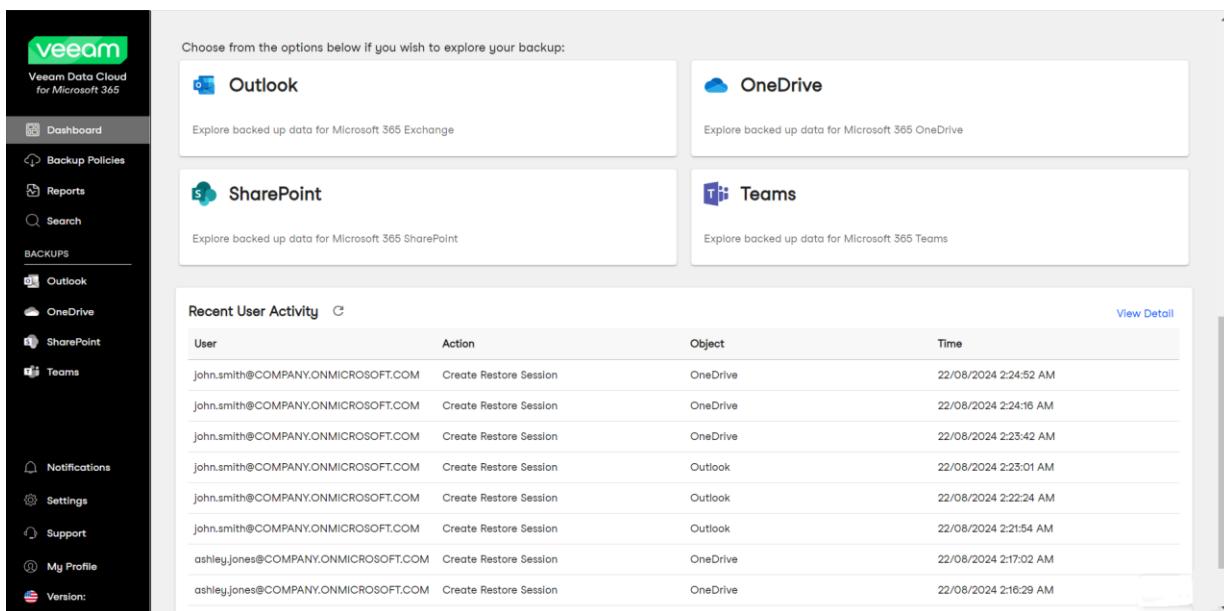
You can click **Manage Licenses** to manage your licenses. For more details, see [Viewing License Model Details](#).

- 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.



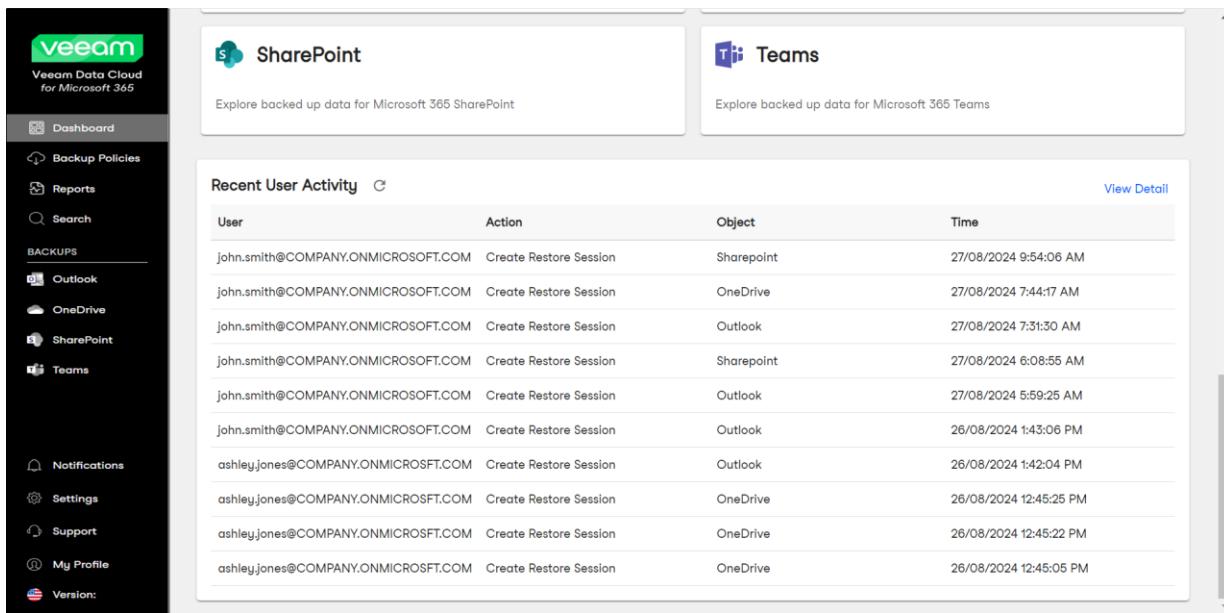
## Backups Shortcuts

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

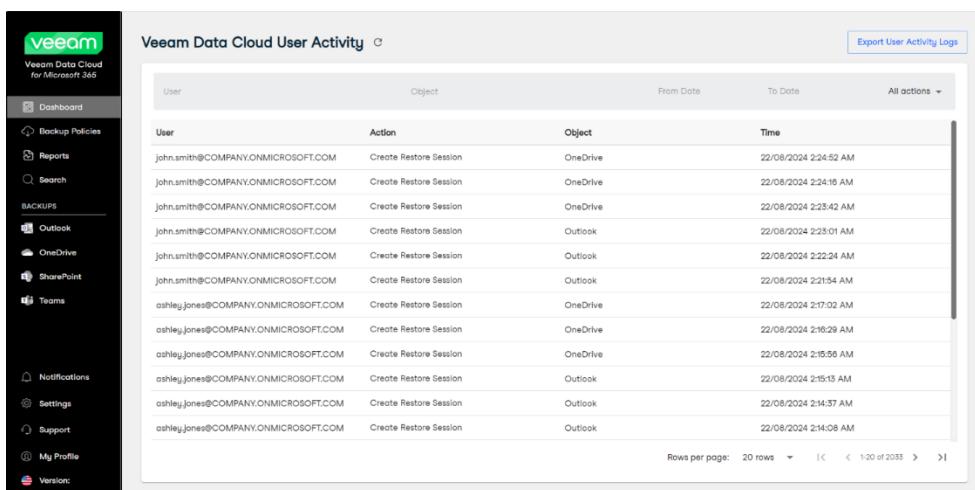
In the **Recent User Activity** overview, you can view information about the last 10 Veeam Data Cloud for Microsoft 365 users, the actions they took and the date and time of those actions.



User	Action	Object	Time
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Sharepoint	27/08/2024 9:54:06 AM
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	27/08/2024 7:44:17 AM
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	27/08/2024 7:31:30 AM
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Sharepoint	27/08/2024 6:08:55 AM
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	27/08/2024 5:59:25 AM
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	26/08/2024 1:43:06 PM
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	26/08/2024 1:42:04 PM
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	26/08/2024 12:45:25 PM
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	26/08/2024 12:45:22 PM
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	26/08/2024 12:45:05 PM

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.



User	Action	Object	From Date	To Date	All actions
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	22/08/2024 2:24:52 AM		
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	22/08/2024 2:24:16 AM		
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	22/08/2024 2:23:42 AM		
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	22/08/2024 2:23:01 AM		
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	22/08/2024 2:22:24 AM		
john.smith@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	22/08/2024 2:21:54 AM		
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	22/08/2024 2:17:02 AM		
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	22/08/2024 2:16:29 AM		
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	OneDrive	22/08/2024 2:15:56 AM		
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	22/08/2024 2:15:13 AM		
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	22/08/2024 2:14:37 AM		
ashley.jones@COMPANY.ONMICROSOFT.COM	Create Restore Session	Outlook	22/08/2024 2:14:08 AM		

# Performing Backup

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

## In This Section

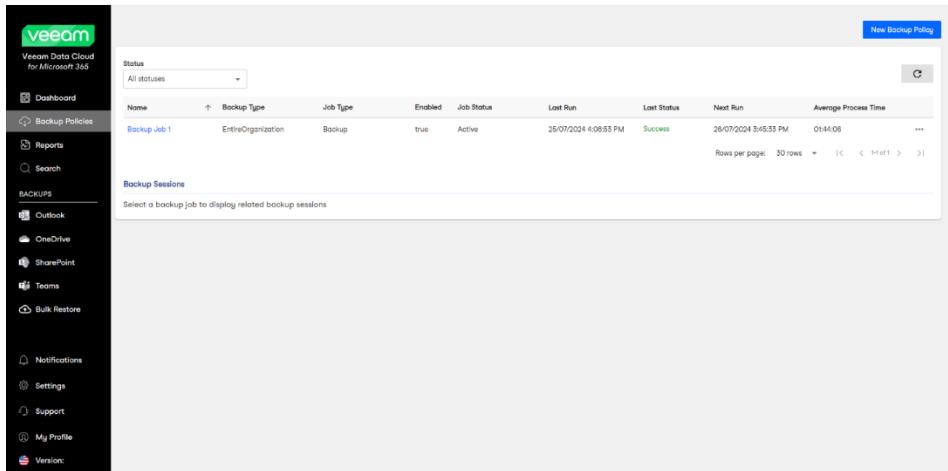
- [Creating Flex Backup Policies](#)
- [Creating Express Backup Policies](#)
- [Editing Flex Backup Policies](#)
- [Editing Express Backup Policies](#)
- [Viewing Backup Logs](#)
- [Enabling Microsoft Teams Chat Backup](#)

# 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.

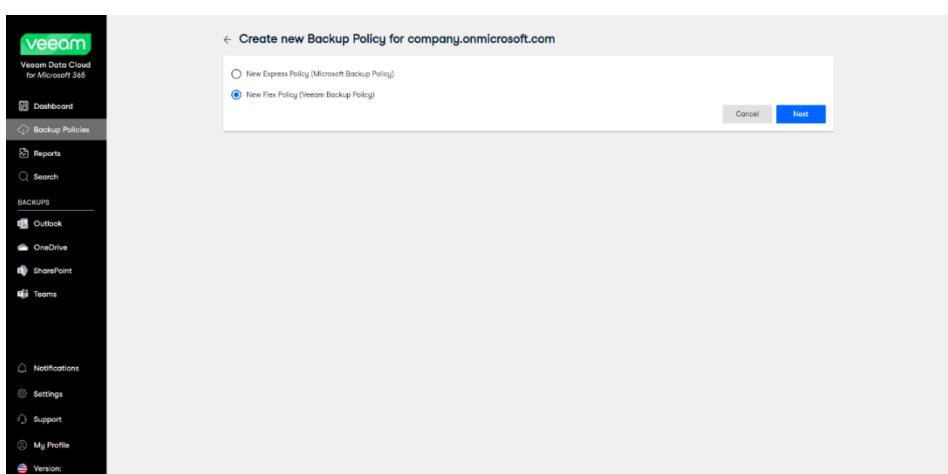
To create new backup policies, do the following:

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 **Policy information** tab, specify a name, description and repository for the backup policy.
  - a. In the **Policy name** field, specify a name of the new backup policy.
  - b. [Optional] In the **Policy description** field, provide a description for future reference.

- In the **Repository** section, use the default option. Veeam Data Cloud manages the storage.
- Click **Next** to continue.

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

- Select **Back up entire organization** to back up all objects within your Microsoft organization. When the backup policy runs, it will back up the entire content of the organization and the list of items to back up will be automatically updated. For example, if some mailboxes were added or deleted from the organization between backup policy runs, the backup policy will reflect those changes.

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

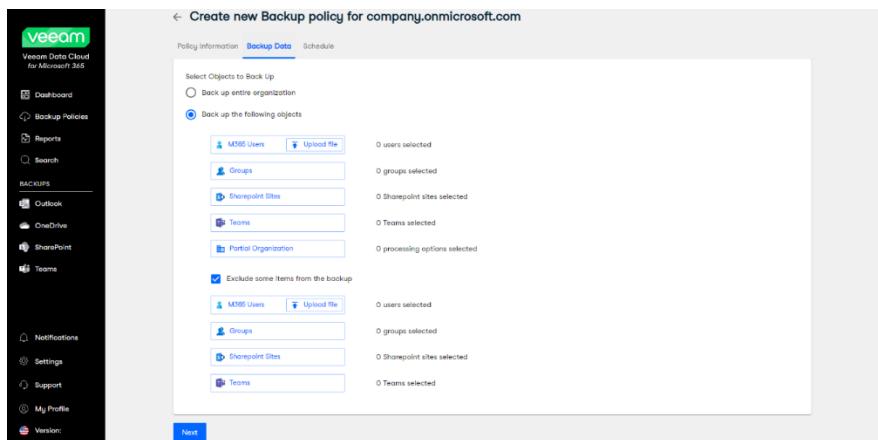
If you selected **M365 Users**, you can also use the **Upload file** button to upload a text file with one email address per line.

- Select **Back up the following objects** to back up specific objects within your Microsoft organization. Then do the following:

- Click **M365 Users** and select users to back up. You can also use the **Upload file** button to upload a text file with one email address per line.
- Click **Groups** and select groups to back up.
- Click **Sharepoint Sites** and select sites to back up. If you select the root SharePoint site, the list of sites to back up will be automatically updated when the backup policy runs. For example, if some subsites were added or deleted between backup policy runs, the backup policy will reflect those changes.
- Click **Teams** and select teams to back up.
- Click **Partial Organization** and select from the following processing options: *Mailbox, Archive Mailbox, One Drive, Sites, Teams, Teams Chats* (if **enabled**). When a partial organization backup policy runs, it will check the entire content of the partial organization and the list of items to back up will be automatically updated. For example, if some mailboxes were added or deleted from the partial organization between backup policy runs, the backup policy will reflect those changes.

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

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

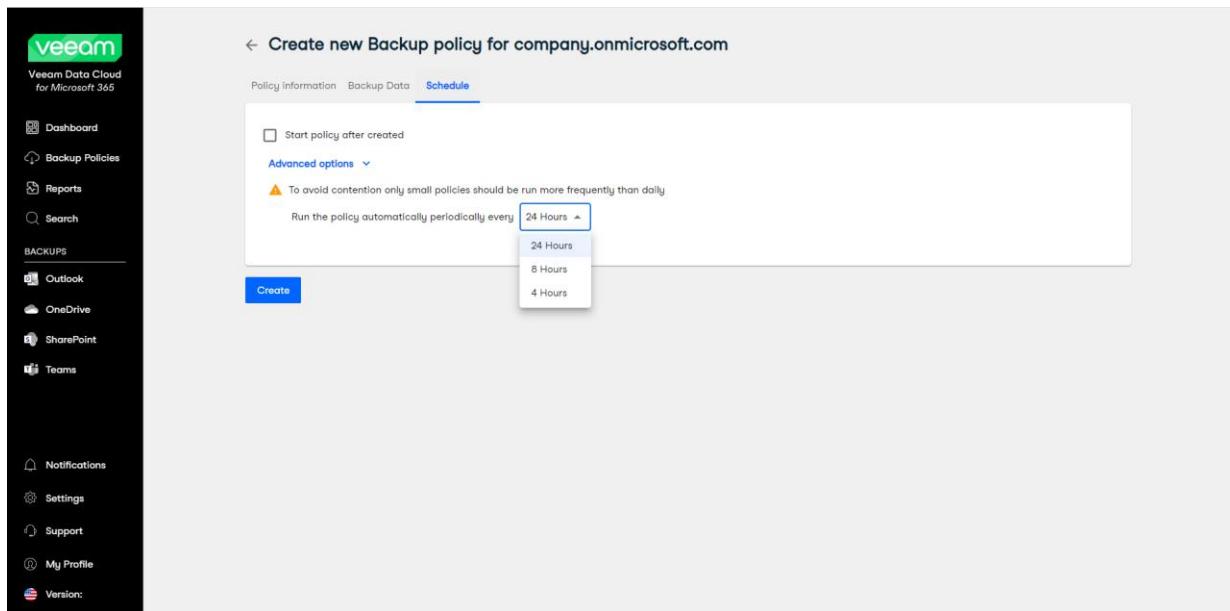


- Click **Next** to continue.

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

- Select the **Start policy 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 policy runs daily.



9. Click **Create** to complete the operation.

You can later edit the backup policy. To learn more, see [Editing Flex Backup Policies](#).

#### TIP

During your initial full backup, Microsoft may be throttling your traffic due to the high load of Microsoft Exchange data. To mitigate this, you can temporarily disable Microsoft Exchange throttling in the Microsoft 365 admin center. For detailed instructions on how to disable Microsoft throttling, see [this Veeam KB article](#).

# Creating Express Backup Policies

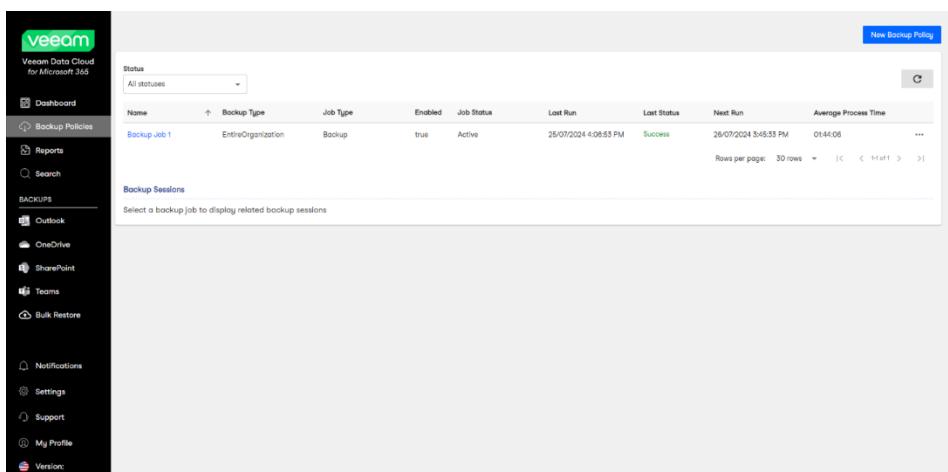
To create backup policies, your organization must have this option enabled, and the user must have Manage Backups permissions. The Express policy option will only be enabled for users with an active Express or Premium Veeam Data Cloud for Microsoft 365 plan.

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).

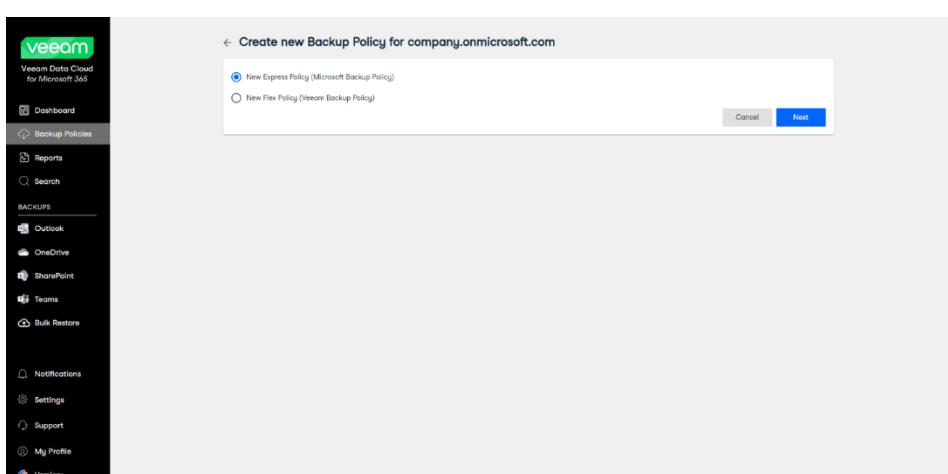
To create new backup policies, do the following:

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**.



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar contains navigation links for Dashboard, Reports, Search, BACKUPS (Outlook, OneDrive, SharePoint, Teams, Bulk Restore), Notifications, Settings, Support, My Profile, and Version. The main content area shows a table of backup jobs. The table has columns: Name, Backup Type, Job Type, Enabled, Job Status, Last Run, Last Status, Next Run, and Average Process Time. One job is listed: 'Backup Job 1' (Backup Type: EntireOrganization, Job Type: Backup, Enabled: true, Job Status: Active, Last Run: 26/07/2024 4:08:55 PM, Last Status: Success, Next Run: 26/07/2024 8:45:55 PM, Average Process Time: 01:44:08). Below the table is a section titled 'Backup Sessions' with the sub-instruction 'Select a backup job to displaying related backup sessions'. A 'New Backup Policy' button is located in the top right corner of the main content area.

4. On the **Create new Backup Policy** page, do the following:
  - a. Select **New Express Policy (Microsoft Backup Policy)**.
  - b. Click **Next**.



The screenshot shows the 'Create new Backup Policy' dialog box. The left sidebar is identical to the previous screenshot. The dialog box has a title 'Create new Backup Policy for company.onmicrosoft.com'. It contains two radio buttons: 'New Express Policy (Microsoft Backup Policy)' (selected) and 'New Flex Policy (Veeam Backup Policy)'. At the bottom right are 'Cancel' and 'Next' buttons, with 'Next' being highlighted.

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

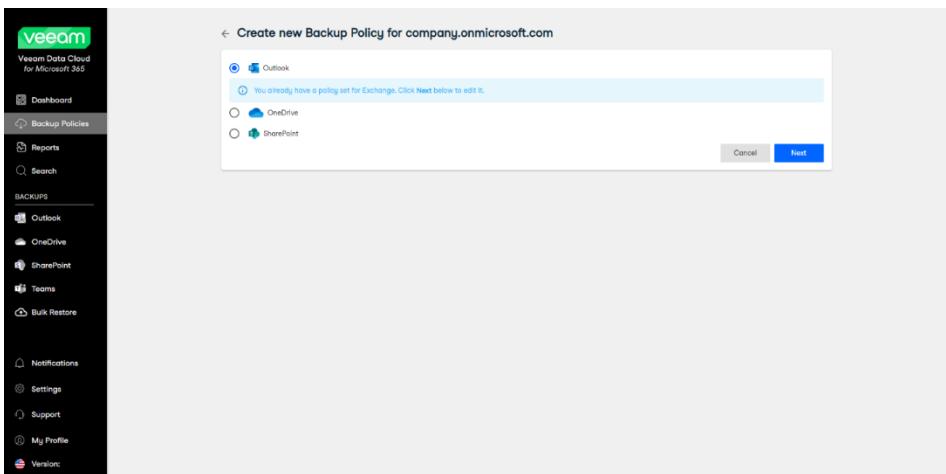
- Select the application whose items you want to back up: **Outlook, OneDrive or SharePoint**.

Keep in mind that there can only be one Express backup policy for each application type. If the backup policy already exists when you try to create a new one, Veeam Data Cloud for Microsoft 365 will offer you to edit the existing backup policy. Veeam Data Cloud will display the following message: *You already have a policy for Exchange/OneDrive/SharePoint. Click Next below to edit it.* You can then proceed with editing the existing backup policy.

If the existing backup policy is disabled when you try to create a new one, Veeam Data Cloud for Microsoft 365 will instruct you to enable the existing backup policy. Veeam Data Cloud will display the following message: *Your Exchange/OneDrive/SharePoint backup policy is currently disabled. You will need to enable it before you can edit it.* Once you enable the backup policy, you can proceed with editing it.

To learn more, see [Editing Express Backup Policies](#).

- Click **Next**.

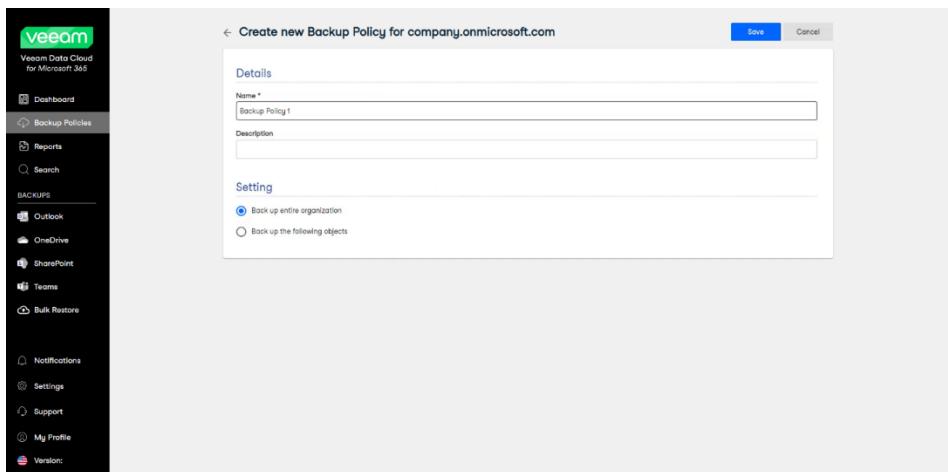


6. In the **Details** section, specify a name and description of the backup policy.

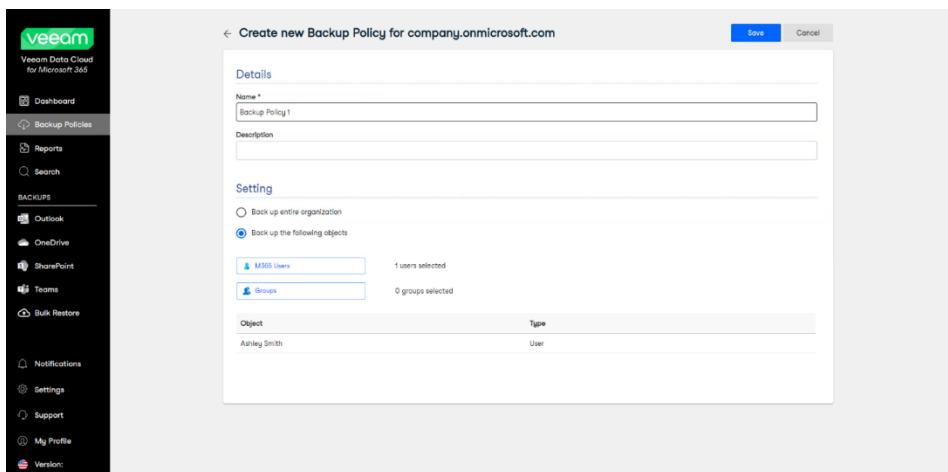
- In the **Name** field, specify a name for the new backup policy.
- [Optional] In the **Description** field, provide a description for future reference.

7. In the **Setting** section, choose **Back up entire organization** or **Back up the following objects**.

If you back up the entire organization, when the backup policy runs, it checks the entire content of the organization and the list of items to back up are automatically updated. For example, if some mailboxes were added or deleted from the organization between backup policy runs, the backup policy reflects those changes.



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.

#### TIP

During your initial full backup, Microsoft may be throttling your traffic due to the high load of Microsoft Exchange data. To mitigate this, you can temporarily disable Microsoft Exchange throttling in the Microsoft 365 admin center. For detailed instructions on how to disable Microsoft throttling, see [this Veeam KB article](#).

# Editing Flex Backup Policies

## Variable License Model

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.

Keep in mind that backup policy editing with the Fixed License Model is different. To learn more, see [Fixed License Model](#).

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.

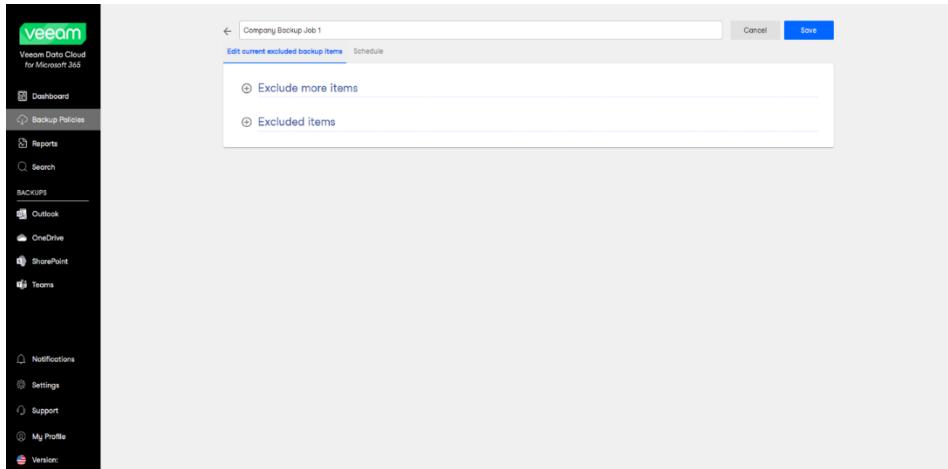
To edit a Flex backup policy, do the following:

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, click the menu next to the policy you want to edit and select **Edit**.

Name	Backup Type	Job Type	Enabled	Job Status	Last Run	Last Status	Next Run	Average Process Time
Backup Job 1	SelectedItems	Backup	true	Active	19/07/2024 10:25:48 AM	Success		02:28:21
Composing Backup Job	EntireOrganization	Backup	true	Active	25/07/2024 3:50:53 PM	Success	26/07/2024 5:48:04 PM	01:13:28

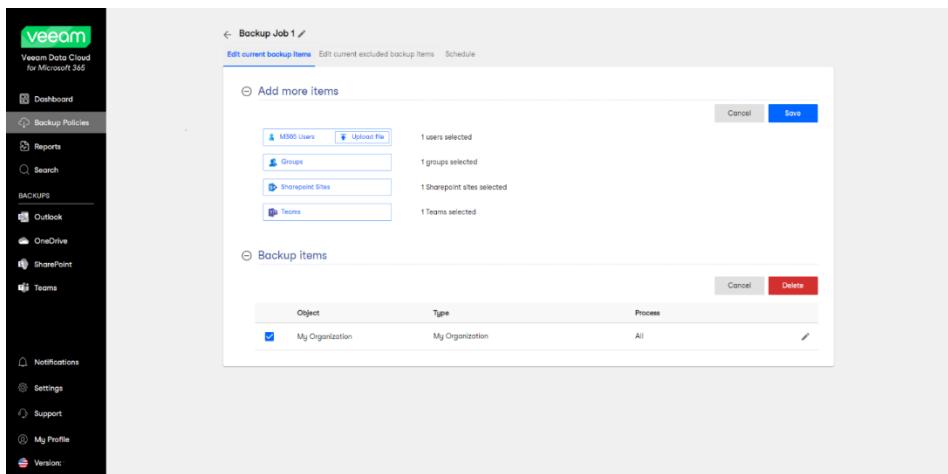
4. To rename the backup policy, do the following:
  - a. Click the pen icon and edit the name of the backup policy.

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 **M365 Users, Groups, Sharepoint Sites, Teams or Partial Organization** and select specific objects to backup.  
If you selected **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 **M365 Users, Groups, Sharepoint Sites or Teams** and select specific objects to exclude.

If you selected **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.

The screenshot shows the 'Company Backup Job' configuration screen. On the left is a sidebar with navigation links: Dashboard, Backup Policies (selected), Reports, Search, BACKUPS (Outlook, OneDrive, SharePoint, Teams), Notifications, Settings, Support, My Profile, and Version. The main content area has tabs: 'Edit current backup items', 'Edit current excluded backup items' (selected), and 'Schedule'. The 'Edit current excluded backup items' tab shows two sections: 'Exclude more items' and 'Excluded items'. In 'Exclude more items', there are four buttons: 'M365 Users' (selected), 'Upload file', 'Groups' (1 group selected), 'Sharepoint Sites' (1 SharePoint site selected), and 'Teams' (1 Team selected). In 'Excluded items', there is a table with one row: 'Object' (My Organization), 'Type' (My Organization), and 'Process' (All). Buttons for 'Cancel' and 'Delete' are at the bottom of the table.

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 policy runs daily.
- c. Click **Save** to complete the operation.

The screenshot shows the 'Company Backup Job' configuration screen with the 'Schedule' tab selected. The sidebar and navigation links are the same as in the previous screenshot. The 'Schedule' tab has a section 'Run the policy automatically: At 01:30:00 - Everyday (UTC)' with a checked 'Modify schedule' checkbox. Below it is an 'Advanced options' dropdown with a warning message: 'To avoid contention only small policies should be run more frequently than daily'. A dropdown menu 'Run the policy automatically periodically every' shows '24 Hours' (selected), '8 Hours', and '4 Hours'. A 'Save' button is at the bottom left of the schedule section.

# Fixed License Model

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

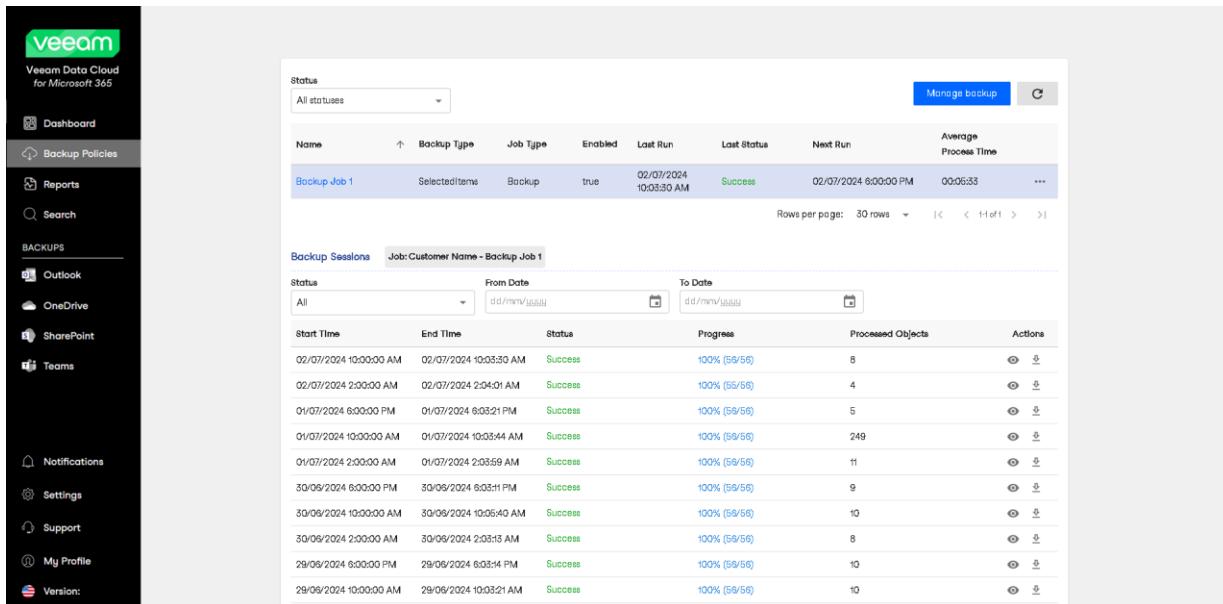
Keep in mind that backup policy editing with the Variable License Model is different. To learn more, see [Variable License Model](#).

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 edit existing 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. From the list of backup policies, select a backup policy that you want to edit and click **Manage backup**.



Name	Backup Type	Job Type	Enabled	Last Run	Last Status	Next Run	Average Process Time
Backup Job 1	SelectedItems	Backup	true	02/07/2024 10:03:50 AM	Success	02/07/2024 6:00:00 PM	00:06:53

Start Time	End Time	Status	Progress	Processed Objects	Actions
02/07/2024 10:00:00 AM	02/07/2024 10:03:50 AM	Success	100% (56/56)	8	<a href="#">Edit</a> <a href="#">Delete</a>
02/07/2024 2:00:00 AM	02/07/2024 2:04:01 AM	Success	100% (55/56)	4	<a href="#">Edit</a> <a href="#">Delete</a>
01/07/2024 8:00:00 PM	01/07/2024 8:03:21 PM	Success	100% (56/56)	5	<a href="#">Edit</a> <a href="#">Delete</a>
01/07/2024 10:00:00 AM	01/07/2024 10:03:44 AM	Success	100% (56/56)	249	<a href="#">Edit</a> <a href="#">Delete</a>
01/07/2024 2:00:00 AM	01/07/2024 2:03:59 AM	Success	100% (56/56)	11	<a href="#">Edit</a> <a href="#">Delete</a>
29/09/2024 6:00:00 PM	29/09/2024 6:03:51 PM	Success	100% (56/56)	9	<a href="#">Edit</a> <a href="#">Delete</a>
30/09/2024 10:00:00 AM	30/09/2024 10:05:40 AM	Success	100% (56/56)	10	<a href="#">Edit</a> <a href="#">Delete</a>
30/09/2024 2:00:00 AM	30/09/2024 2:03:15 AM	Success	100% (56/56)	8	<a href="#">Edit</a> <a href="#">Delete</a>
29/09/2024 8:00:00 PM	29/09/2024 8:03:54 PM	Success	100% (56/56)	10	<a href="#">Edit</a> <a href="#">Delete</a>
29/09/2024 10:00:00 AM	29/09/2024 10:03:21 AM	Success	100% (56/56)	10	<a href="#">Edit</a> <a href="#">Delete</a>

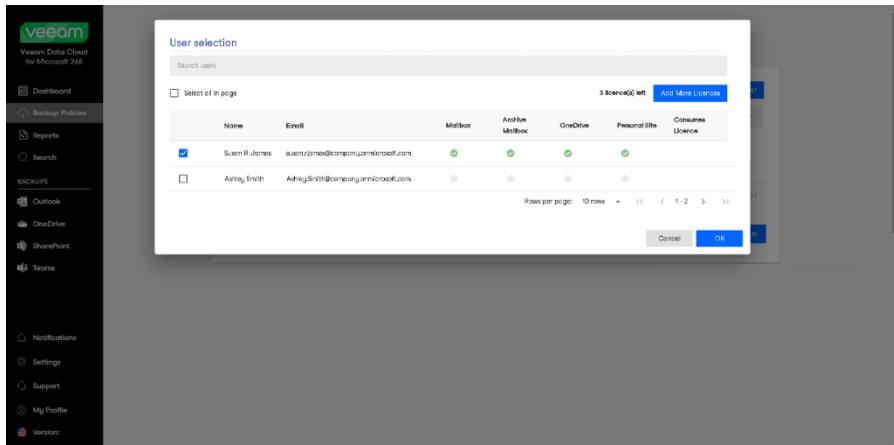
4. Follow instructions to add or remove objects within your backup policies:
  - [Adding Objects to Backup Policy](#)
  - [Removing Groups and Users from Backup Policy](#)

## Adding Objects to Backup Policy

To add objects to a backup policy, 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.

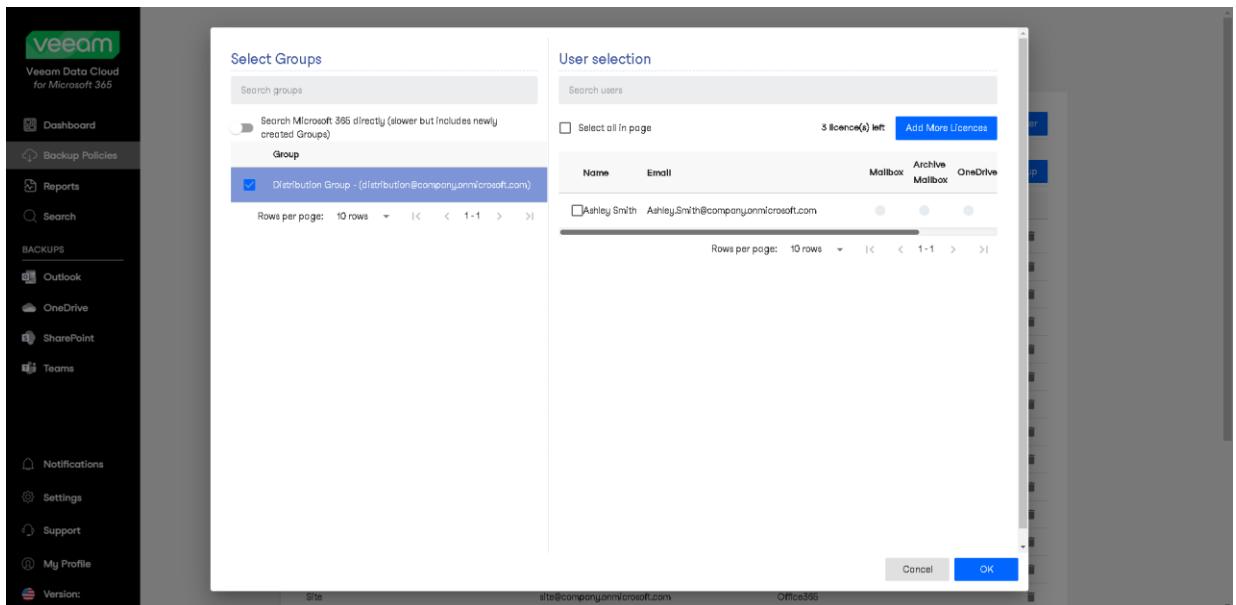


d. Click **OK** to confirm your selection.

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

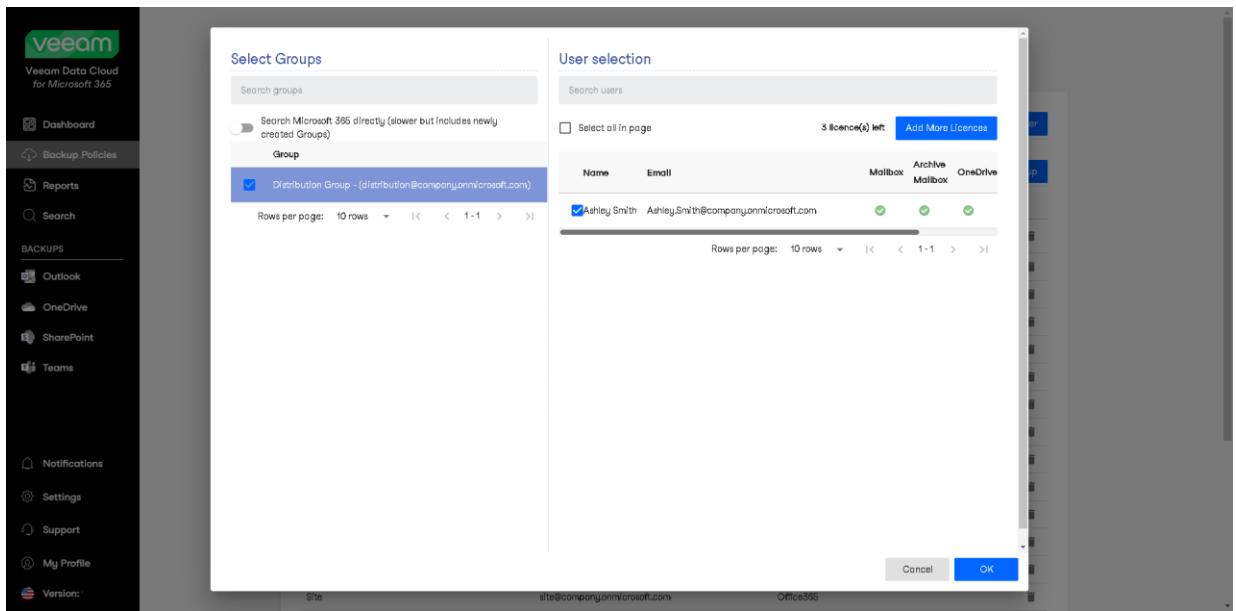
- In the **M365 Users and Groups** tab of the Manage Backup Items page, click **Add Group**.
- In the **Select Groups** window, select the group you want to add.

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.



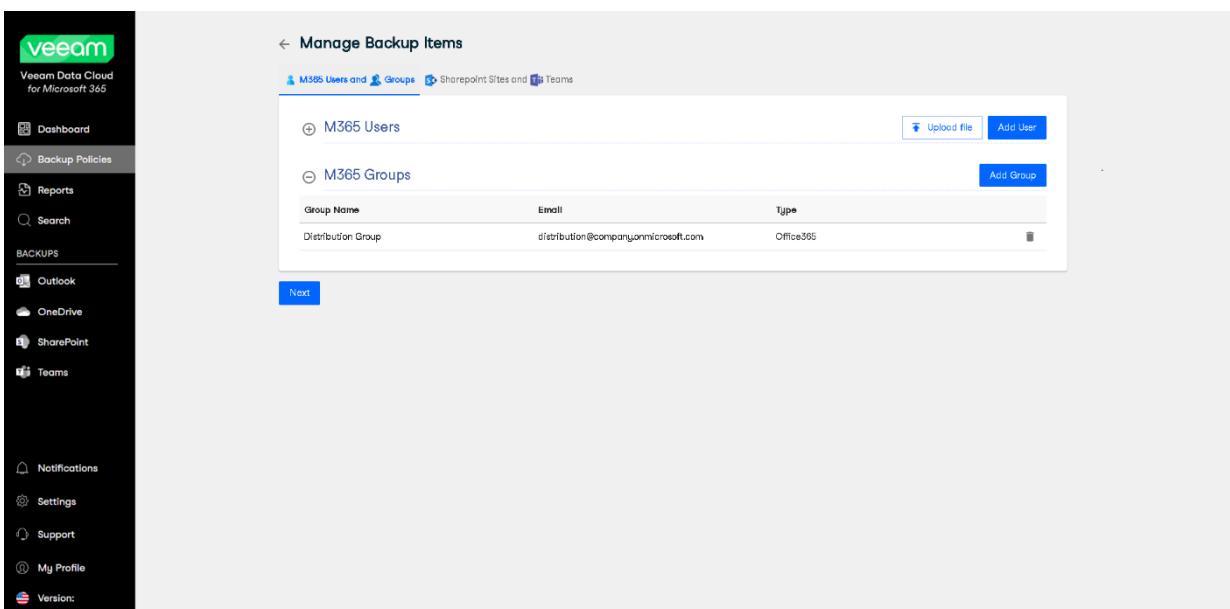
c. In the **User selection** window, select check boxes next to user names to specify users to be backed up.

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.



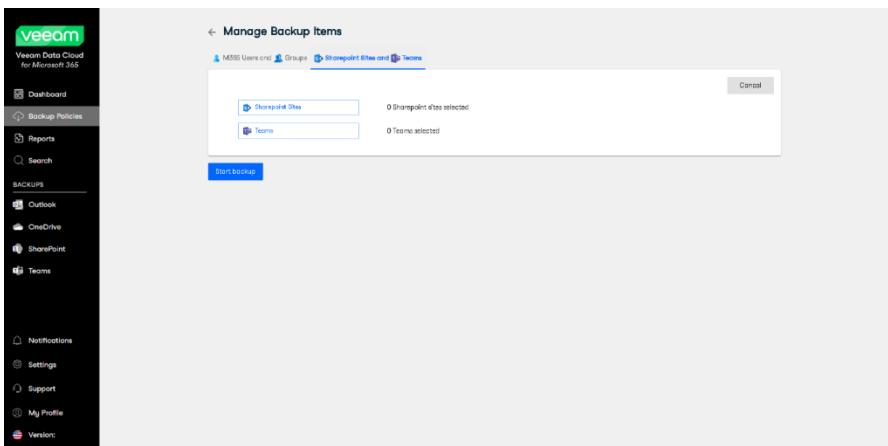
e. Click **OK** to confirm your selection.

3. Click **Next**.

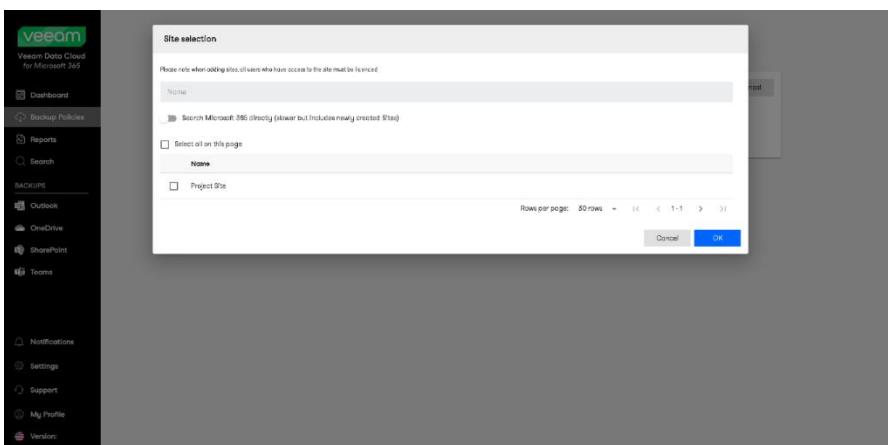


4. To add SharePoint sites, do the following:

- In the **Sharepoint Sites and Teams** tab, click **Sharepoint Sites**.



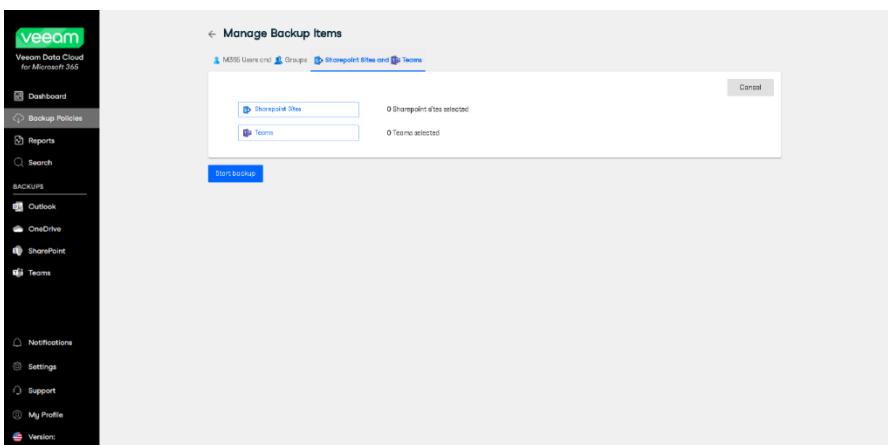
- In the **Site selection** window, use the search bar or the list of SharePoint sites to find specific sites. Select check boxes next to names of the sites that you want to back up. If you select a root SharePoint site, the list of sites to back up will be automatically updated when the backup policy runs. For example, if some subsites were added or deleted between backup policy runs, the backup policy will reflect those changes.



- Click **OK** to confirm your selection.

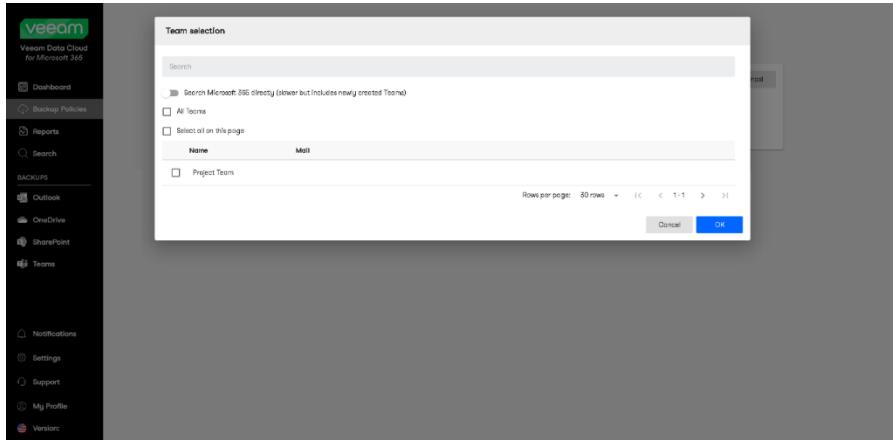
5. To add teams, do the following:

- In the **Sharepoint Sites and Teams** tab, click **Teams**.



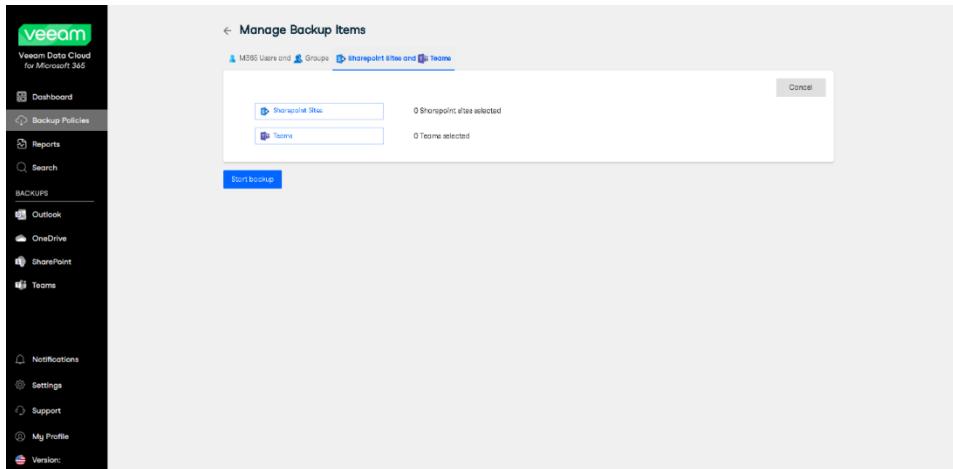
b. In the **Team selection** window, use the search bar or the list of teams to find specific Microsoft 365 teams. Select check boxes next to names of teams that you want to back up.

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 Policy

To remove Microsoft 365 users from a backup policy, 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 policy.

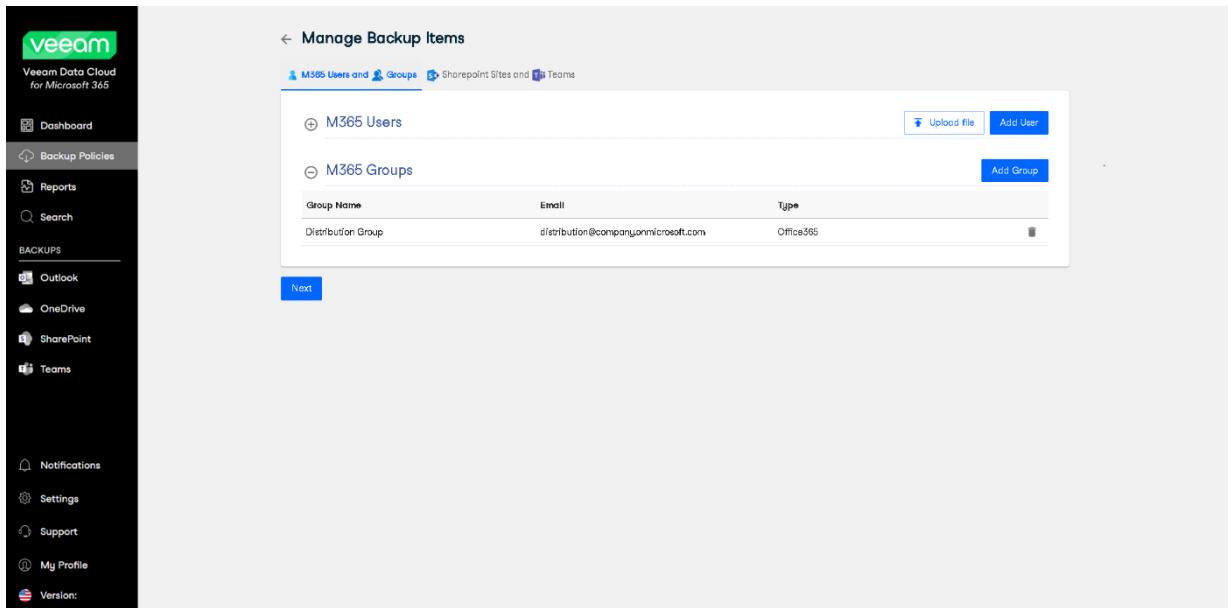
Name	Email	Groups	Consumes Licence
<input type="checkbox"/> Susan R. James	susan.r.james@company.onmicrosoft.com	✓	
<input type="checkbox"/> Ashley Smith	Ashley.Smith@company.onmicrosoft.com	✓	

3. Click **Delete** to complete the operation.

Name	Email	Groups	Consumes Licence
<input checked="" type="checkbox"/> Susan R. James	susan.r.james@company.onmicrosoft.com	✓	
<input type="checkbox"/> Ashley Smith	Ashley.Smith@company.onmicrosoft.com	✓	

To remove Microsoft 365 groups from a backup policy, do the following:

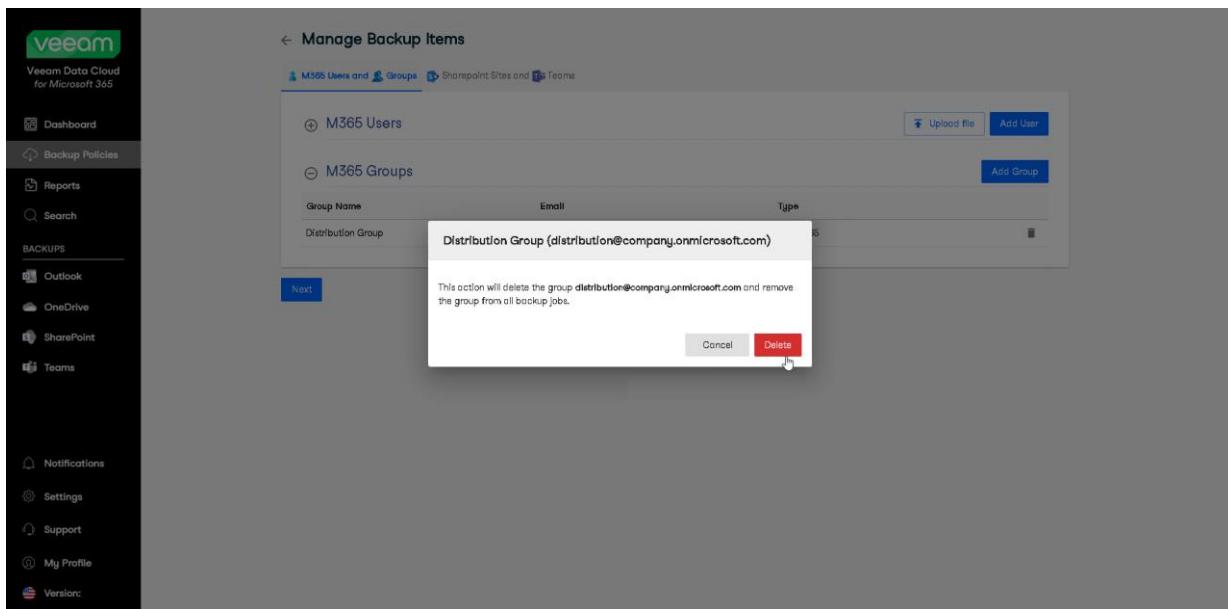
1. Navigate to the **M365 Users and Groups** tab.



The screenshot shows the 'Manage Backup Items' interface. The 'M365 Groups' tab is active. A table displays a single group entry:

Group Name	Email	Type
Distribution Group	distribution@company.onmicrosoft.com	Office365

2. In the **M365 Groups** window, click the bin icon on the right to remove a group from the backup.



A confirmation dialog box is displayed, asking for confirmation to delete the group. The message in the box is:

This action will delete the group distribution@company.onmicrosoft.com and remove the group from all backup jobs.

Cancel   **Delete**

3. Click **Delete** 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:

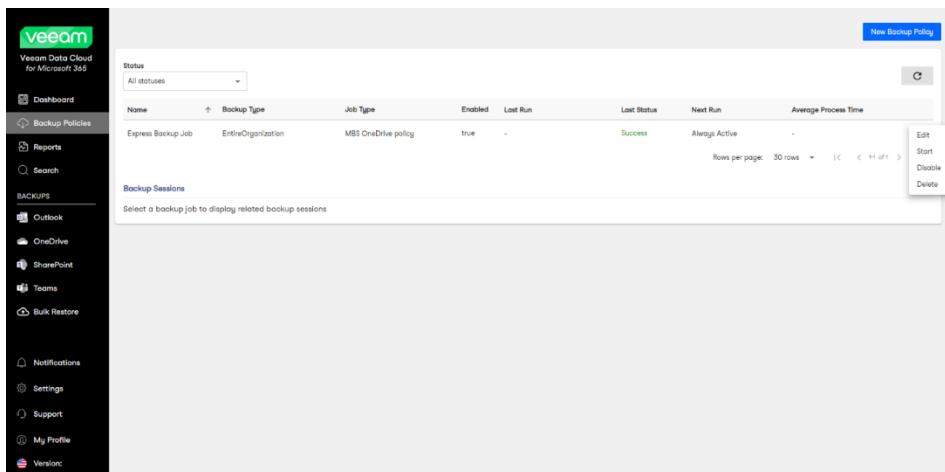
- If you do not have any backups in your organization yet, you may have no access to the **Backup Policies** page.
- To manage backup policies, your organization must have Manage Backups permissions.
- Veeam Data Cloud for Microsoft 365 supports the following types of Express backup policies:
  - Entire Organization backup policy
  - Selected Items backup policy

If you back up the entire organization, when the backup policy runs, it checks the entire content of the organization and the list of items to back up are automatically updated. For example, if some mailboxes were added or deleted from the organization between backup policy runs, the backup policy reflects those changes. For this reason, you cannot edit items in an entire organization backup policy. You can only edit the name and description of the backup policy. If you want to be able to add or remove items, you must delete the entire organization backup policy and create a selected items backup policy.

In contrast, a selected items backup policy only backs up the items you specify. New items are not automatically added between backup policy runs. You need to keep track of what you want to back up and edit the list of objects added to such policies. You can also edit the name and description of the backup policy.

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, click the menu next to the policy you want to edit and select **Edit**.



Name	Backup Type	Job Type	Enabled	Last Run	Last Status	Next Run	Average Process Time
Express Backup Job	EntireOrganization	MBS OneDrive policy	true	-	Success	Always Active	-

4. Edit the name and the description of the backup policy.
5. For selected items backup policy, follow instructions to add or remove objects within your backup policies:
  - [Adding Objects to Express Backup Policies](#)
  - [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 **Setting items to back up** section, 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. If you select a root SharePoint site, the list of sites to back up will be automatically updated when the backup policy runs. For example, if some subsites were added or deleted between backup policy runs, the backup policy will reflect those changes.

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 **Setting items to back up** section, select check boxes next to objects to specify what to remove 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 policies 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:

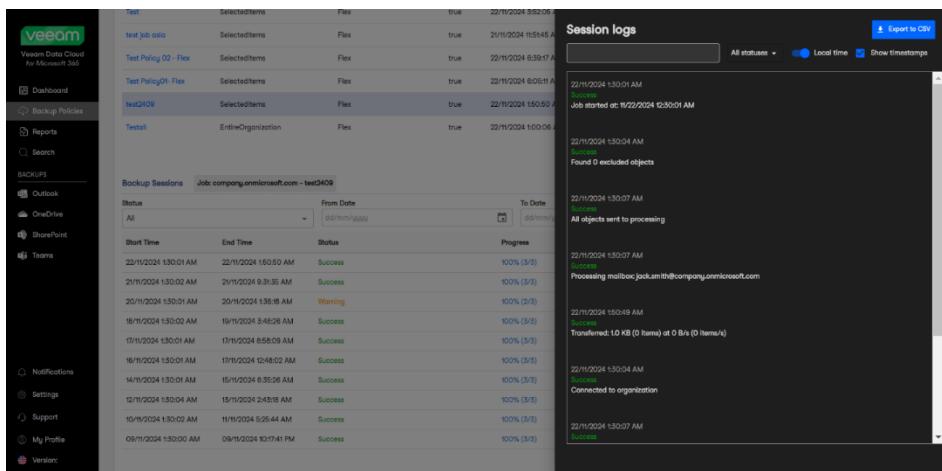
1. In the main menu, click **Backup Policies**.
2. If you have more than one backup policy, click the name of the policy under the **Name** field in the table. Veeam Data Cloud will display the list of backup sessions in the **Backup Sessions** section of the **Backup Policies** page. Backup sessions 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**.



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. On the left, a sidebar lists various services: Dashboard, Backup Policies, Reports, Search, BACKUP3, Outlook, OneDrive, SharePoint, and Teams. The 'Backup Policies' section is currently selected. The main area displays a table of backup sessions for a job named 'company.onmicrosoft.com - test2409'. The table includes columns for Test, SelectedItems, Flex, true, and a timestamp. The 'SelectedItems' column for the first row is highlighted. Below the table, a 'Session logs' pane is open, showing a list of log entries. The first entry is 'Job started at: 1/22/2024 1:30:01 AM' with a status of 'Success'. The last entry is 'Success' with the message 'All objects sent to processing'.

# 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.

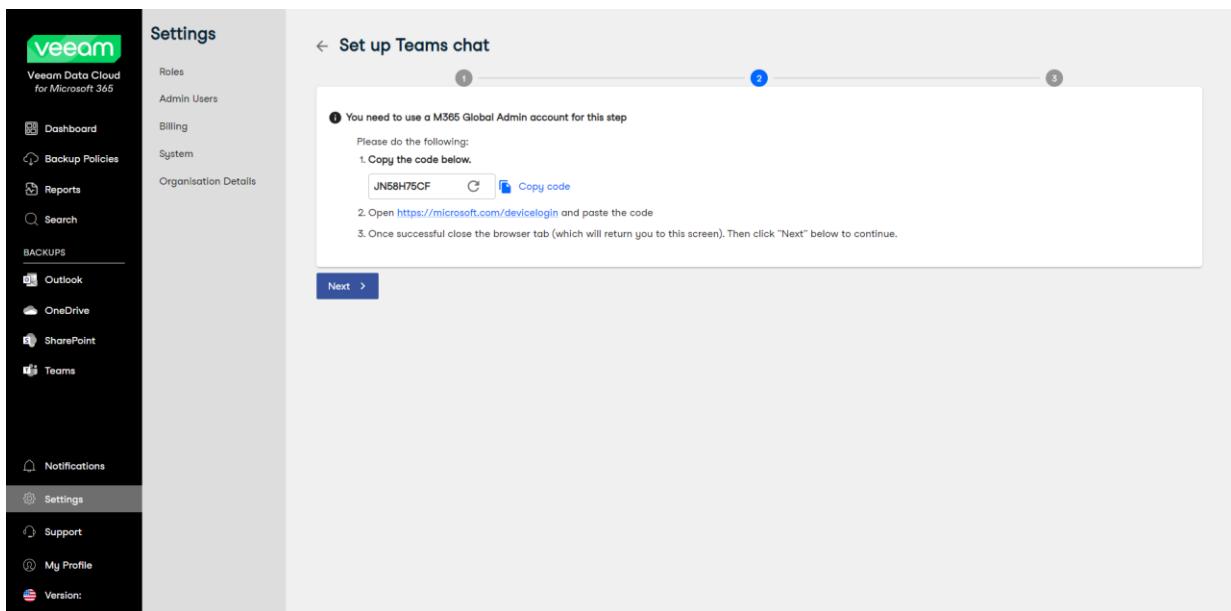
5. In the **Teams Backup** section, select **Set up Teams Chats**.

6. Select the **Backup Microsoft Teams Chats** check box and click **Next**.

7. Authorize Veeam Data Cloud for Microsoft 365 to access requested APIs:

- Click **Copy code** to copy the authorization code.
- Follow the <https://microsoft.com/devicelogin> link.
- 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.



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar is titled 'Settings' and includes options like 'Dashboard', 'Backup Policies', 'Reports', 'Search', 'BACKUPS' (with sub-options for 'Outlook', 'OneDrive', 'SharePoint', and 'Teams'), 'Notifications', 'Support', 'My Profile', and 'Version'. The 'Teams' option is highlighted. The main content area is titled 'Set up Teams chat' and displays a step-by-step guide. Step 1: 'You need to use a M365 Global Admin account for this step' with a 'Copy code' button. Step 2: 'Open <https://microsoft.com/devicelogin> and paste the code' with a 'Copy code' button. Step 3: 'Once successful close the browser tab (which will return you to this screen). Then click "Next" below to continue.' A 'Next >' button is at the bottom.

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 Bulk Restore](#)
- [Obtaining Downloaded Items](#)
- [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

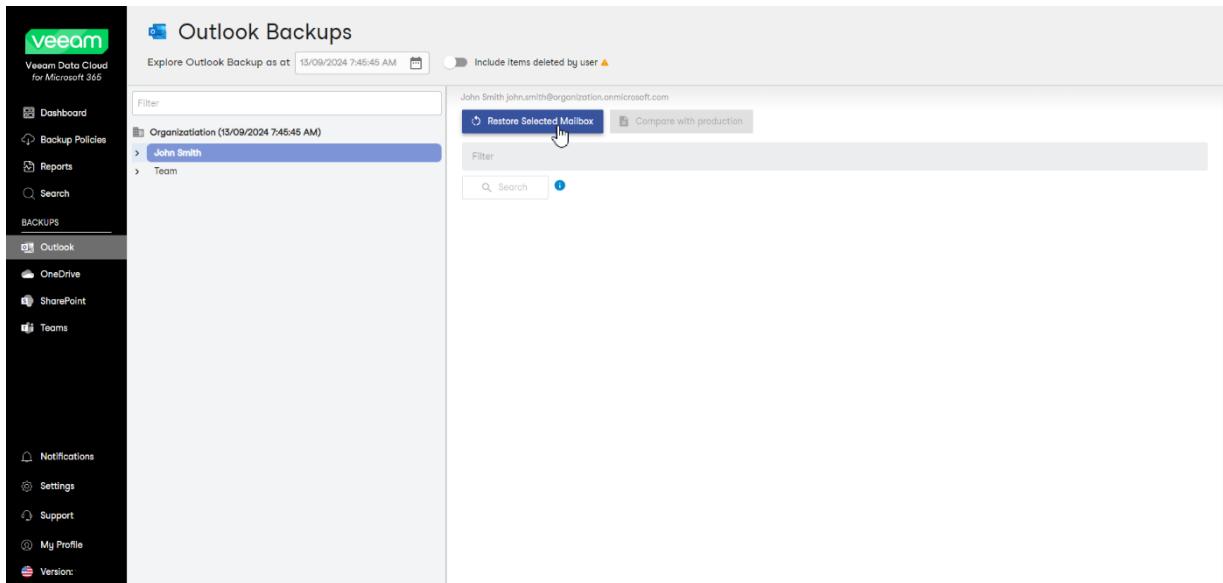
To restore an entire Microsoft Outlook mailbox from the backup:

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

### NOTE

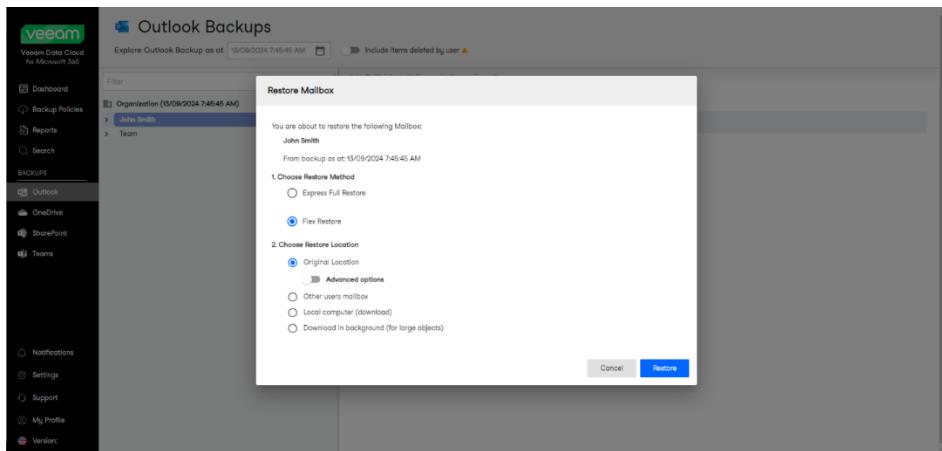
If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

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:
  - **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.

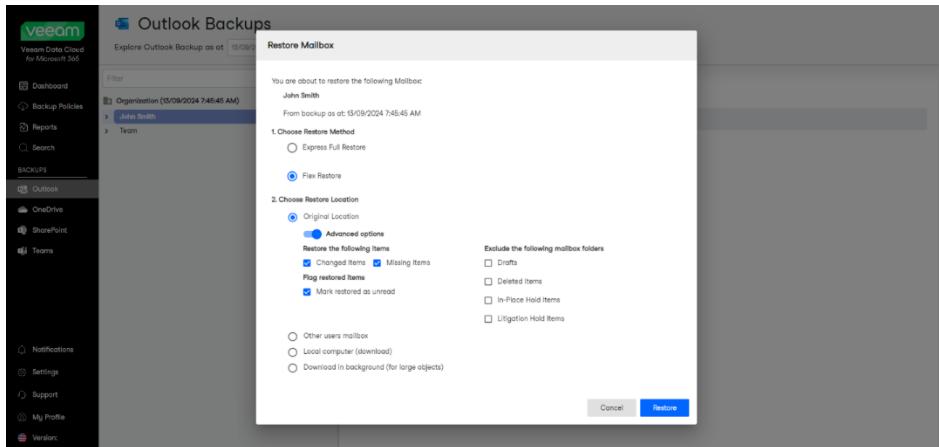
- **Other users mailbox.** Select this option if you want to restore the mailbox to another mailbox. If you select this option, in the **Mailbox** and **Folder** fields specify the address of the target mailbox and the target mailbox folder. You can also click **Advanced options** to display more options. For details, see the next step of the procedure.
- **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.
- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



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:

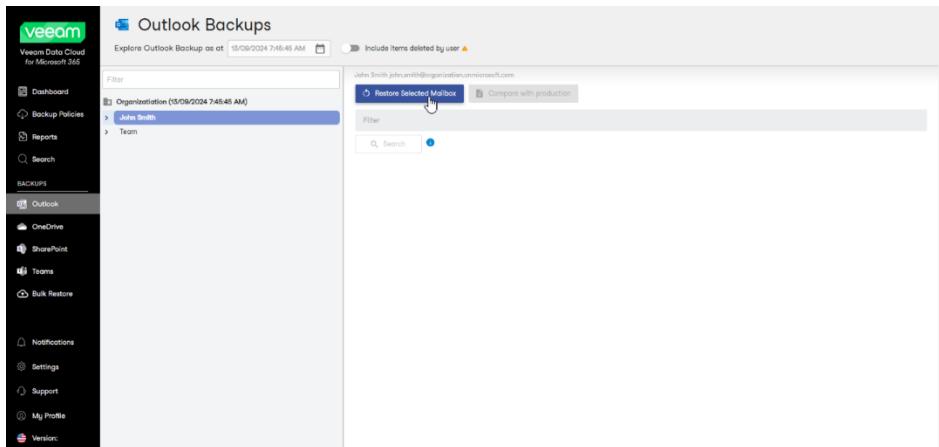
1. In the main menu, click **Outlook**.

**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.

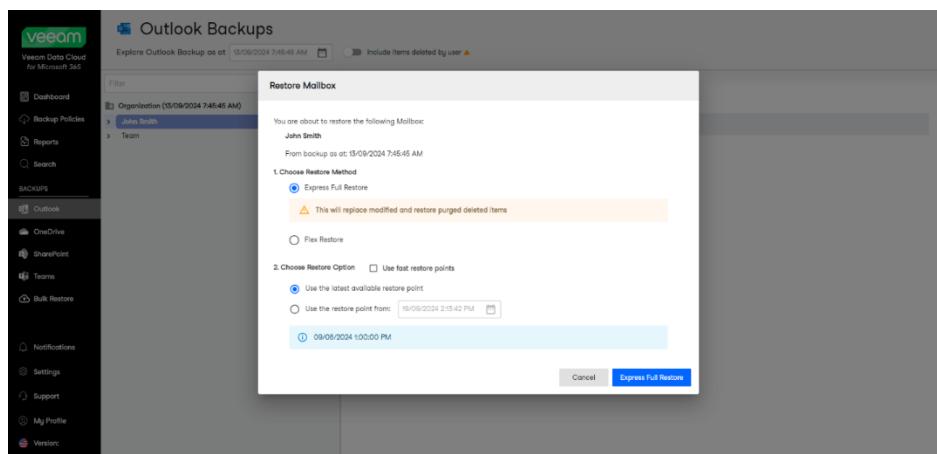
3. Click **Restore Selected Mailbox**.



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.

- 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:
  - 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.
  - 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 fast restore points** check box if you want to select from the fastest available restore points created by Express backup policies.



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

# Restoring Outlook Folders

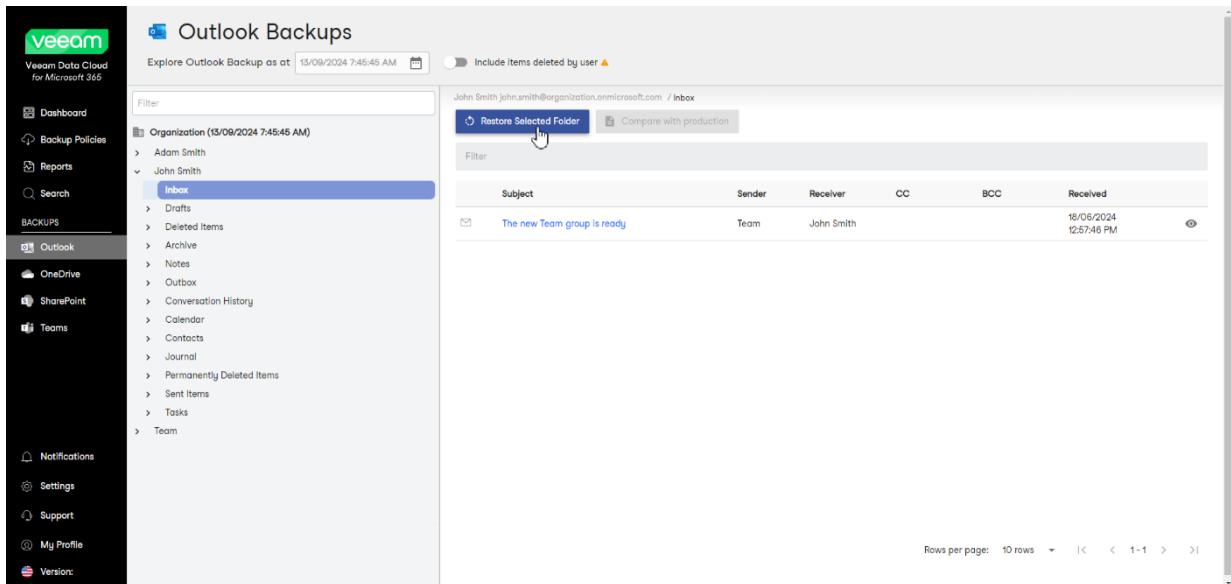
To restore a specific folder within a mailbox:

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

## NOTE

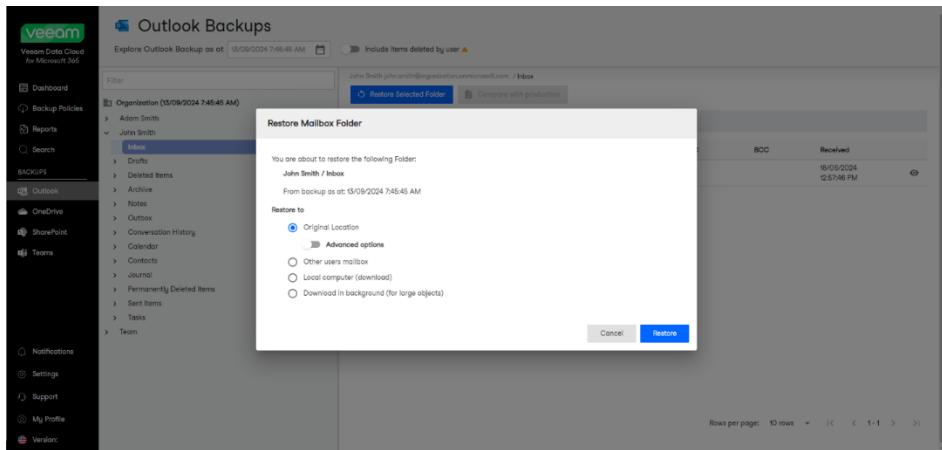
If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

2. On the **Outlook Backups** page, expand the mailbox and select the folder you want to restore.
3. Click **Restore Selected Folder**.

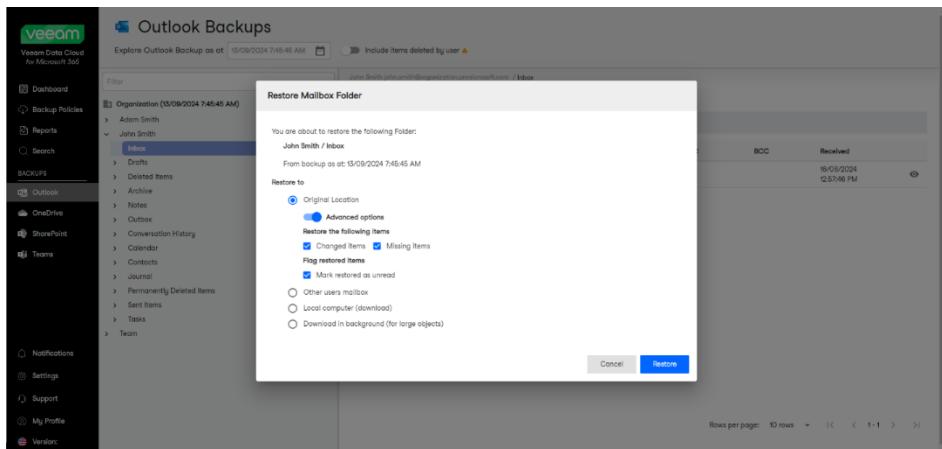


4. In the **Restore Mailbox Folder** window, check the name of the mailbox and folder you want to restore, and the time when the backup that contains the folder was created.
5. In the **Restore to** section, select where to restore the folder. You can select one of the following options:
  - **Original 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.
  - **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.
  - **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.

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



6. [For restore to the original location or another mailbox] If you want to specify advanced restore options, do the following:
  - Click **Advanced options**.
  - In the **Restore the following items** section, do the following:
    - Select the **Changed items** check box if you want to restore items that have been changed.
    - 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.
  - 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:
  - Click **Restore** if you selected to restore data to the original location or another mailbox.
  - Click **Download** if you selected to download data to the local computer or download data in the background.

# Restoring Outlook Items

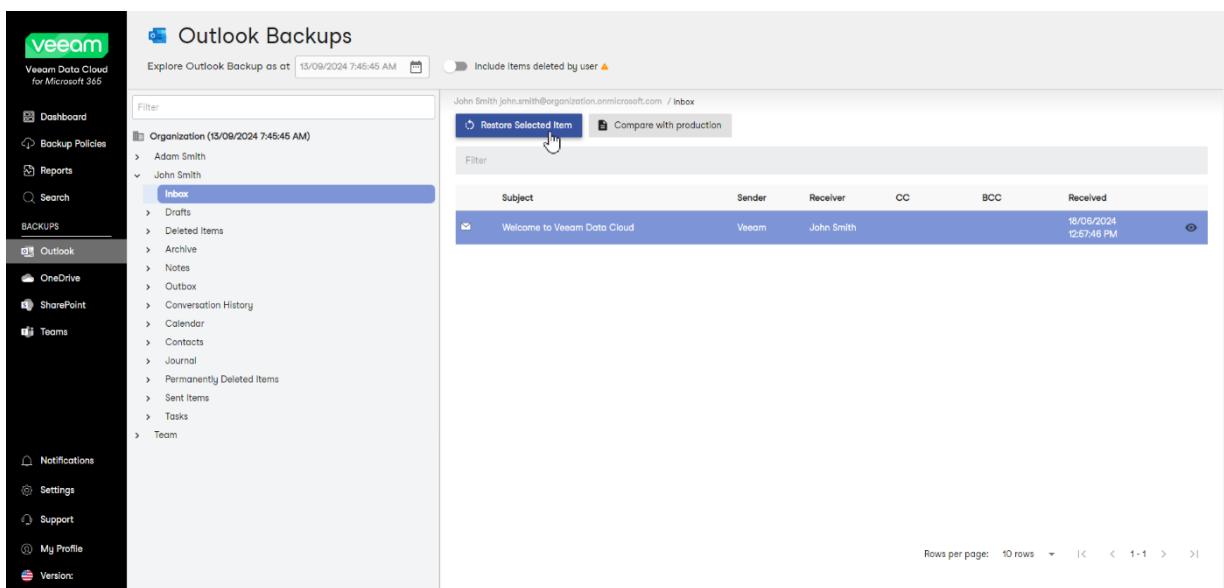
To restore a specific item within a folder of a mailbox:

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

## NOTE

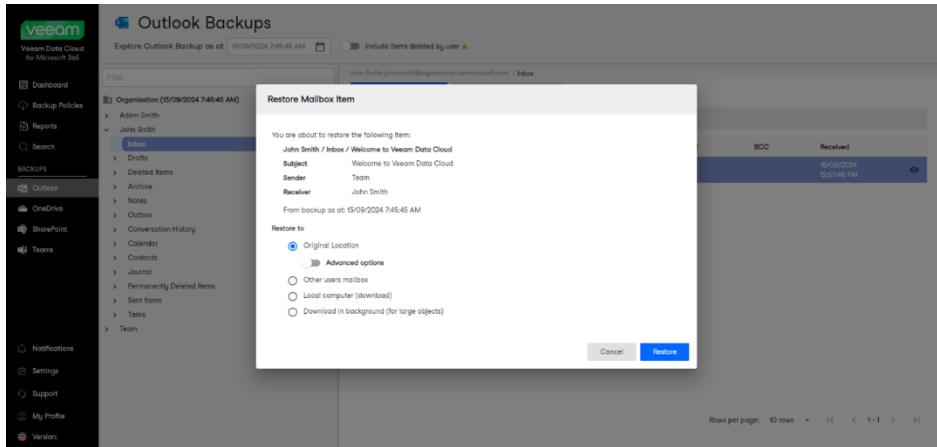
If your organization does not have any backups, you may not have access to the **Outlook Backups** page.

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**.



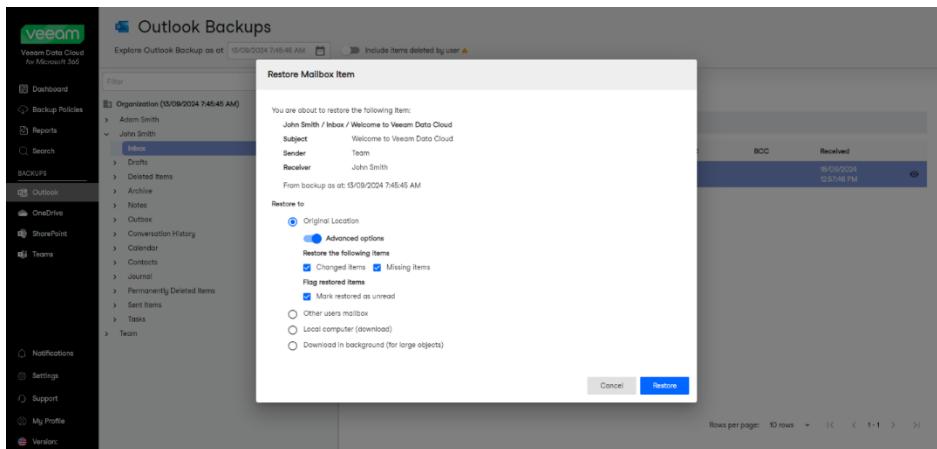
6. In the **Restore Mailbox Item** window, check the name of the item you want to restore and the time when the backup that contains the item was created.
7. In the **Restore to** section, select where to restore the item. You can select one of the following options:
  - **Original Location.** Select 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.
  - **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.
  - **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.

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



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

- Click **Advanced options**.
- In the **Restore the following items** section, do the following:
  - Select the **Changed items** check box if you want to restore items that have been changed.
  - 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.
- 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:

- Click **Restore** if you selected to restore data to the original location or another mailbox.
- Click **Download** if you selected to download data to the local computer or download data in the background.

# Viewing Outlook Emails

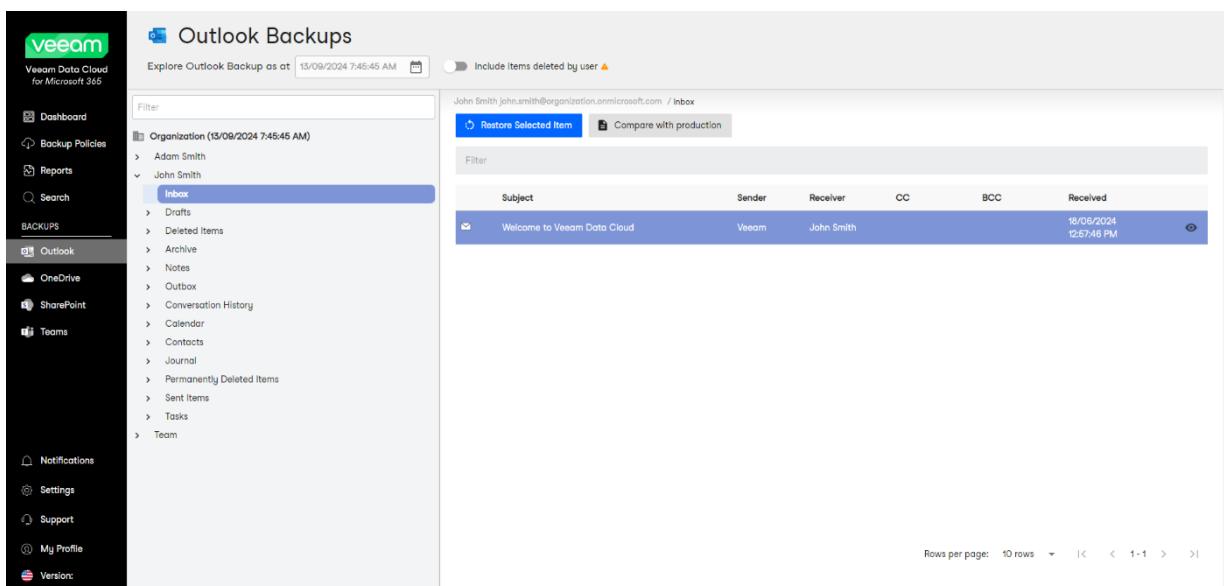
To view a single email within a specific folder of a mailbox:

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. Alternatively, you can click the eye icon to view the email.

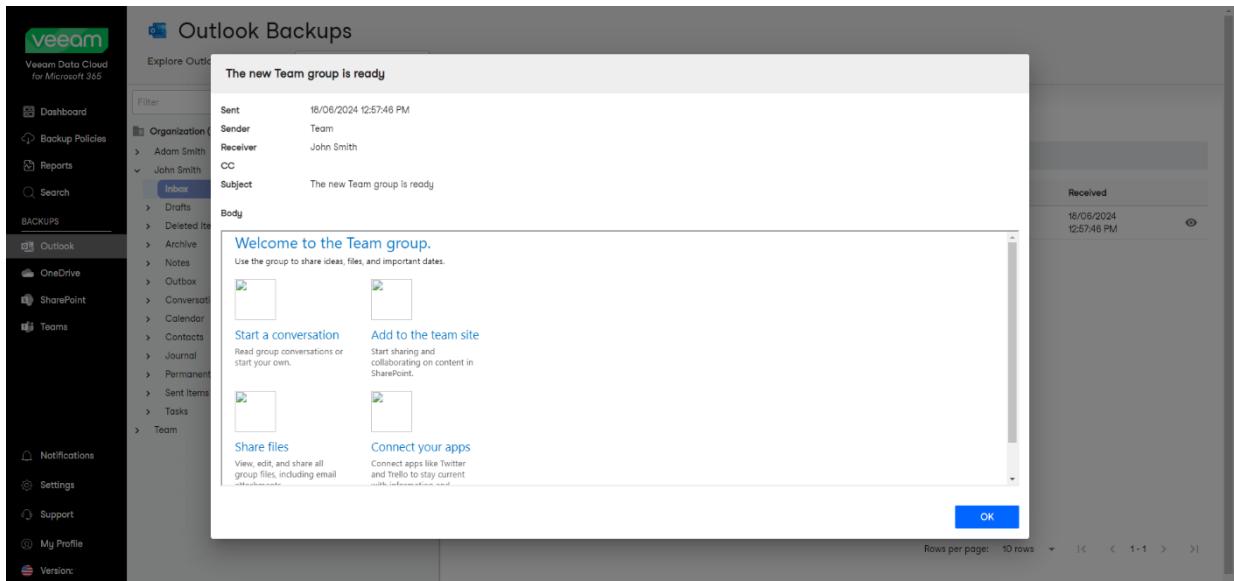


Subject	Sender	Receiver	CC	BCC	Received
Welcome to Veeam Data Cloud	Veeam	John Smith			18/09/2024 12:57:46 PM

5. The email contents will open in a new frame. The following information is displayed:

- **Sent** – date and time when the email was sent.
- **Sender** – sender of the email.
- **Receiver** – receiver of the email.
- **CC** – contacts to whom a copy of the email was sent.
- **Subject** – subject of the email.

- **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.

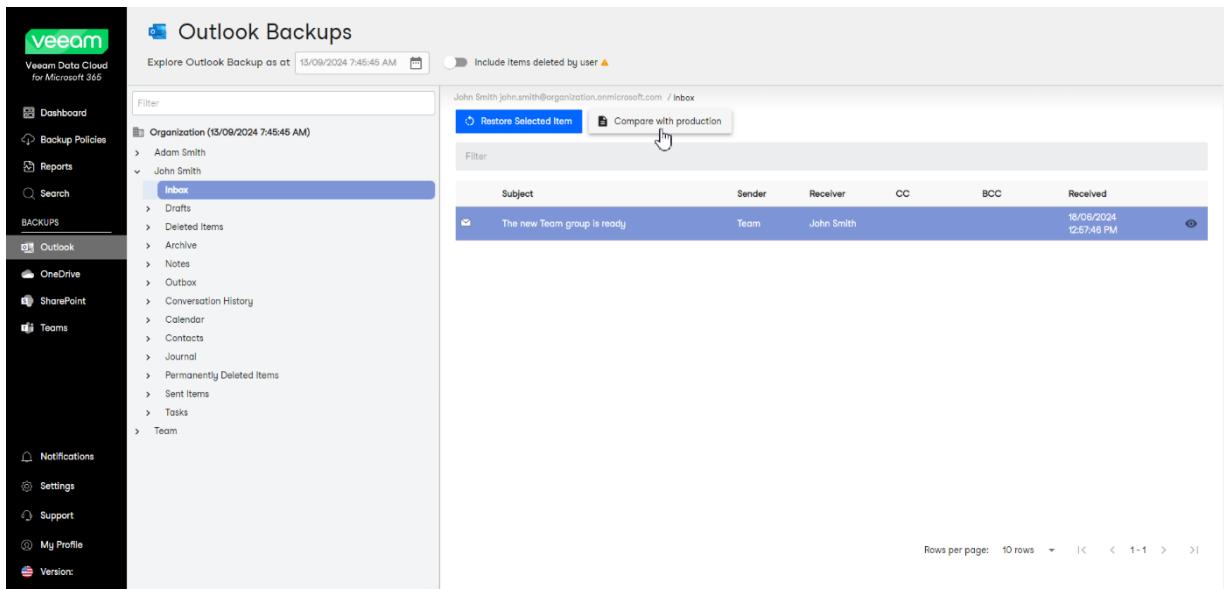
To compare an email with the production environment:

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.

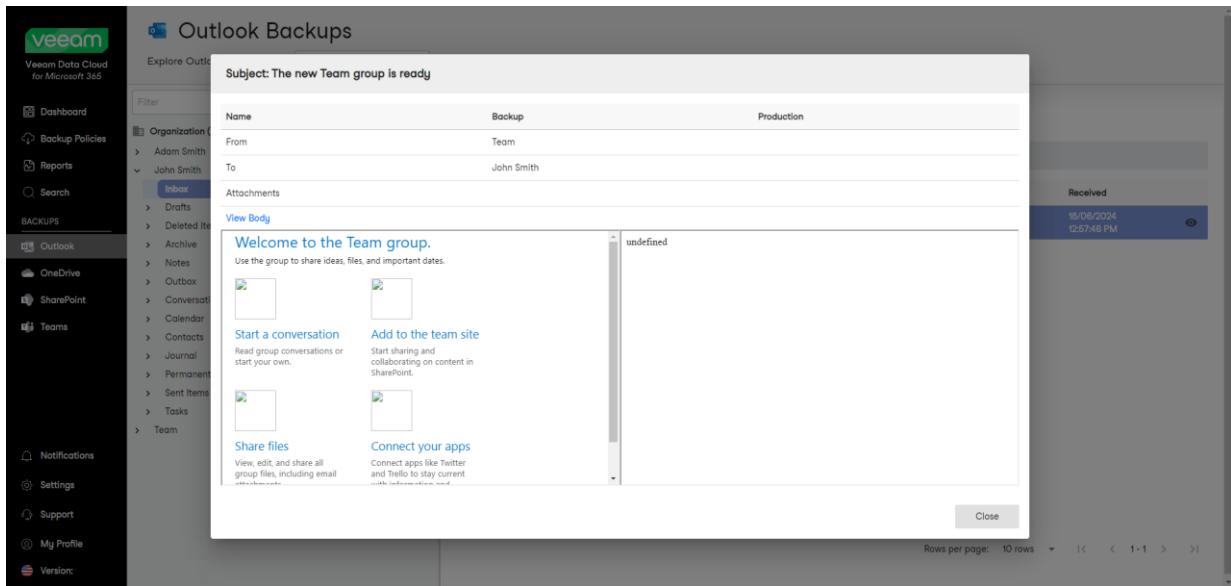
2. On the **Outlook Backups** page, expand the mailbox that contains the folder with the email you want to compare.
3. Select the folder that contains the email you want to compare.
4. Select the necessary email in the list of items.
5. Click **Compare with production**.



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

- **Name** – name of the email property.
- **Backup** – property value for the email in the backup.
- **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

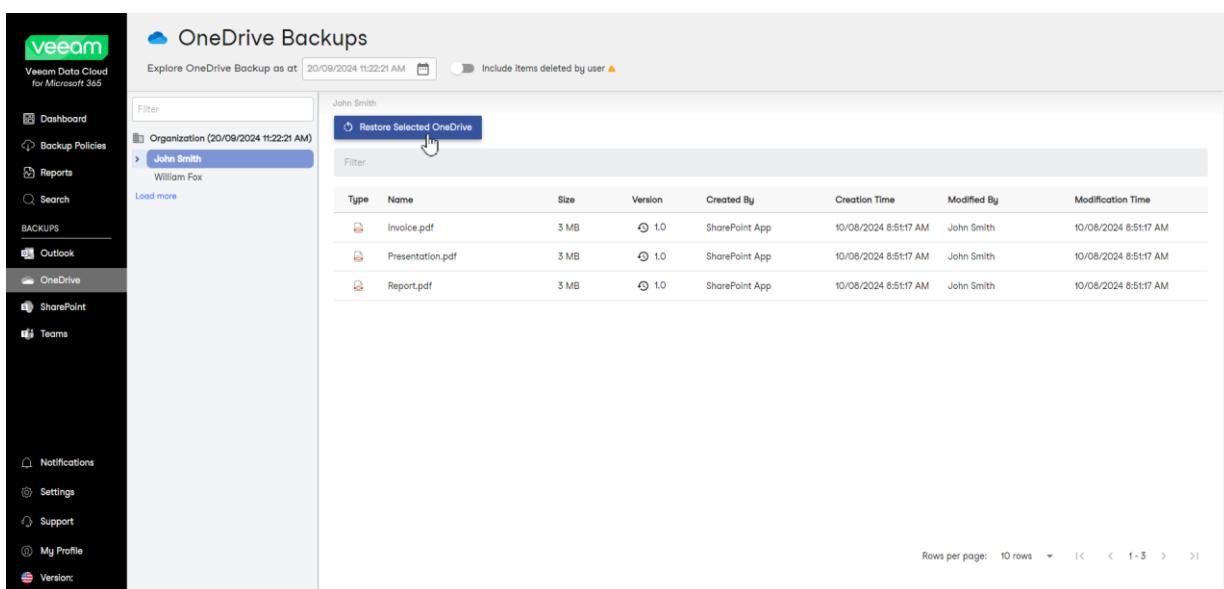
Veeam Data Cloud for Microsoft 365 offers 2 restore methods for restore of entire OneDrive: Flex Restore and Express Full Restore.

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**.



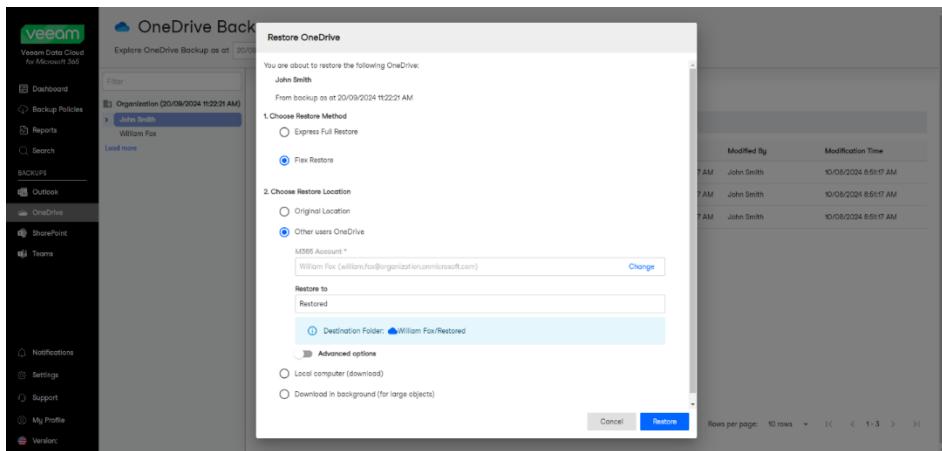
Type	Name	Size	Version	Created By	Creation Time	Modified By	Modification Time
PDF	Invoice.pdf	3 MB	1.0	SharePoint App	10/08/2024 8:51:17 AM	John Smith	10/08/2024 8:51:17 AM
PDF	Presentation.pdf	3 MB	1.0	SharePoint App	10/08/2024 8:51:17 AM	John Smith	10/08/2024 8:51:17 AM
PDF	Report.pdf	3 MB	1.0	SharePoint App	10/08/2024 8:51:17 AM	John Smith	10/08/2024 8:51:17 AM

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

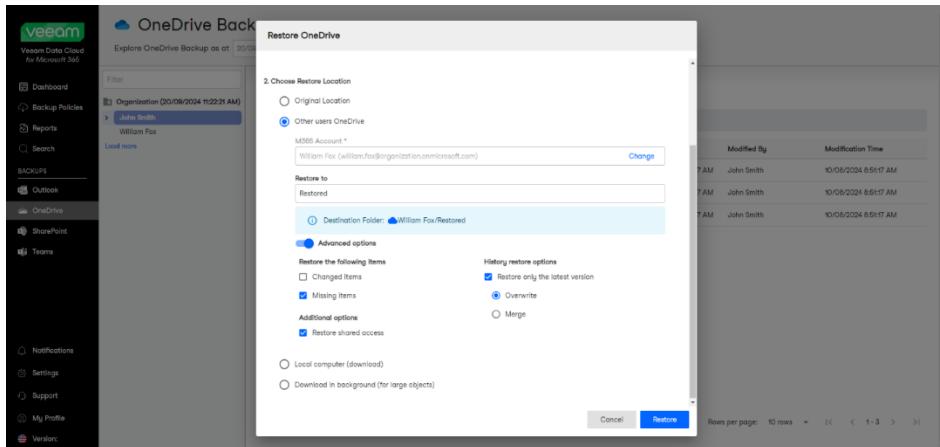
- **Local computer.** Select this option if you want to download the OneDrive content to your computer. Use this option for OneDrive whose size does not exceed 1 GB. Veeam Data Cloud will save the OneDrive content to a .ZIP file.
- **Download in background.** Select this option if you want to download 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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



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.



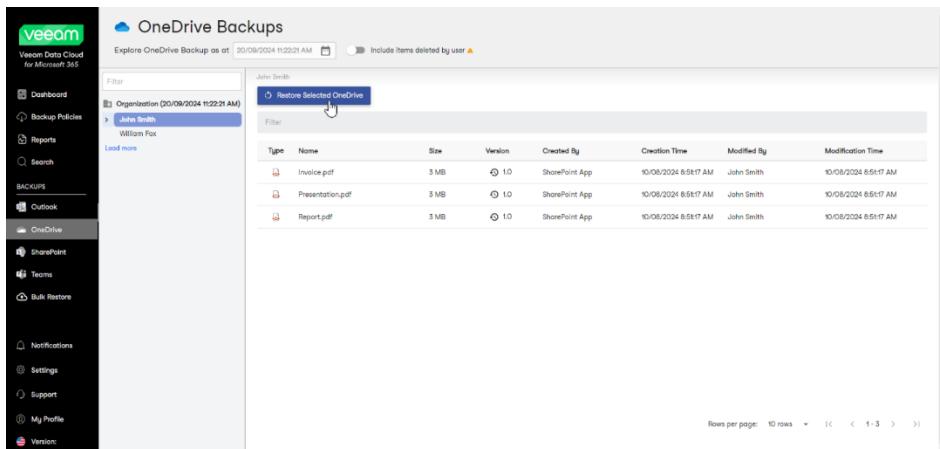
8. Start the restore process:

- o Click **Restore** if you chose to restore data to the original location or another user account.
- 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 OneDrive from the backup:

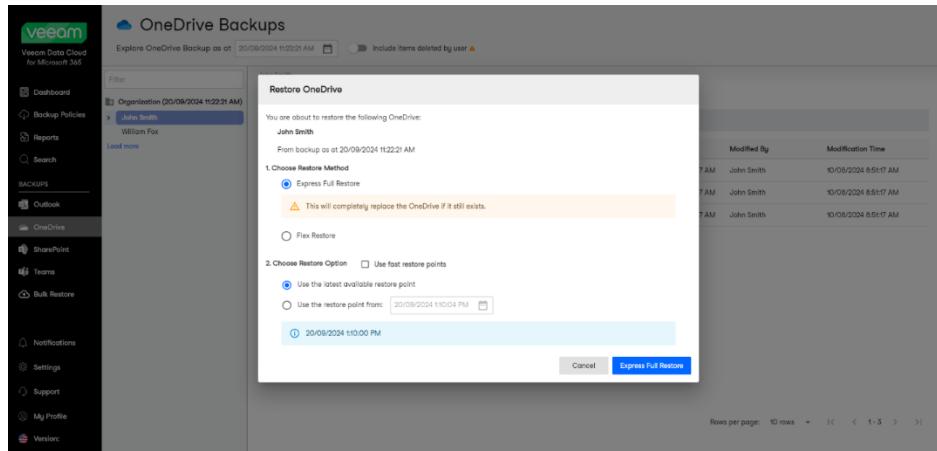
1. In the main menu, click **OneDrive**.
2. On the **OneDrive Backups** page, select the user whose OneDrive you want to restore.
3. Click **Restore Selected OneDrive**.



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.

- **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 fast restore points** check box if you want to select from the fastest available restore points created by Express backup policies.

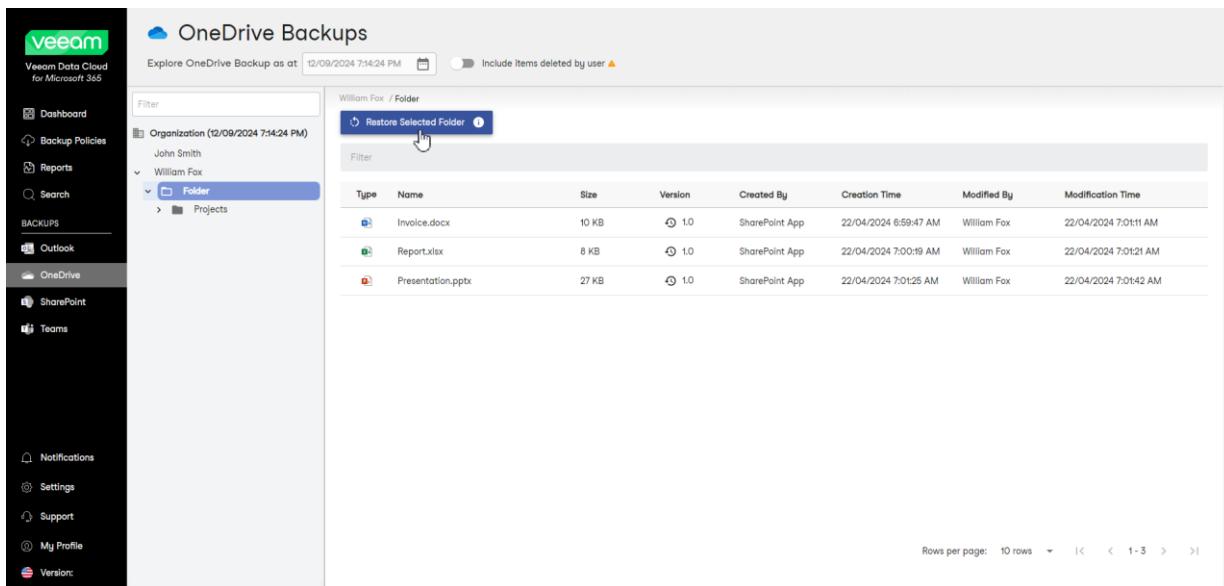


6. Click **Express Full Restore** to start the restore process.

# 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**.



Type	Name	Size	Version	Created By	Creation Time	Modified By	Modification Time
Word Document	Invoice.docx	10 KB	1.0	SharePoint App	22/04/2024 6:59:47 AM	William Fox	22/04/2024 7:01:11 AM
Excel Workbook	Report.xlsx	8 KB	1.0	SharePoint App	22/04/2024 7:00:19 AM	William Fox	22/04/2024 7:01:21 AM
PPT Presentation	Presentation.pptx	27 KB	1.0	SharePoint App	22/04/2024 7:01:25 AM	William Fox	22/04/2024 7:01:42 AM

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:

- **Original Location.** Select this option if you want to restore the OneDrive folder to its original location.
- **Other users OneDrive.** Select this option if you want to restore the OneDrive folder to OneDrive of another Microsoft 365 user.

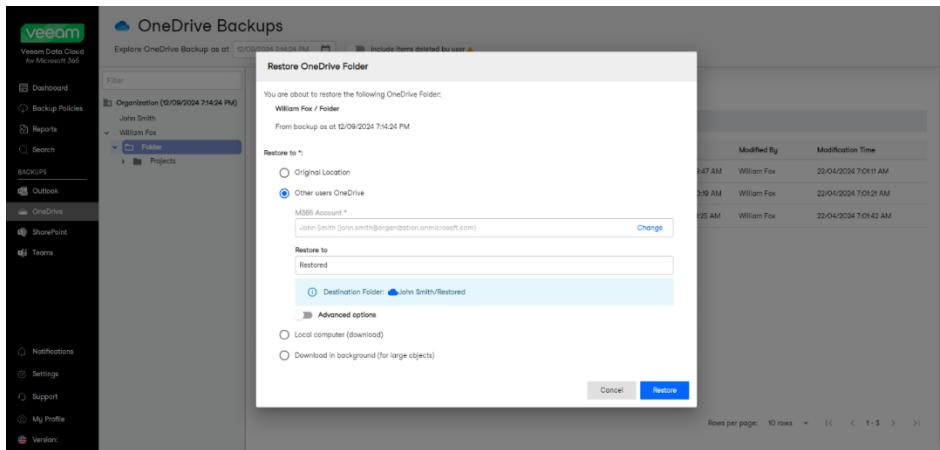
If you select this option, do the following:

- 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.

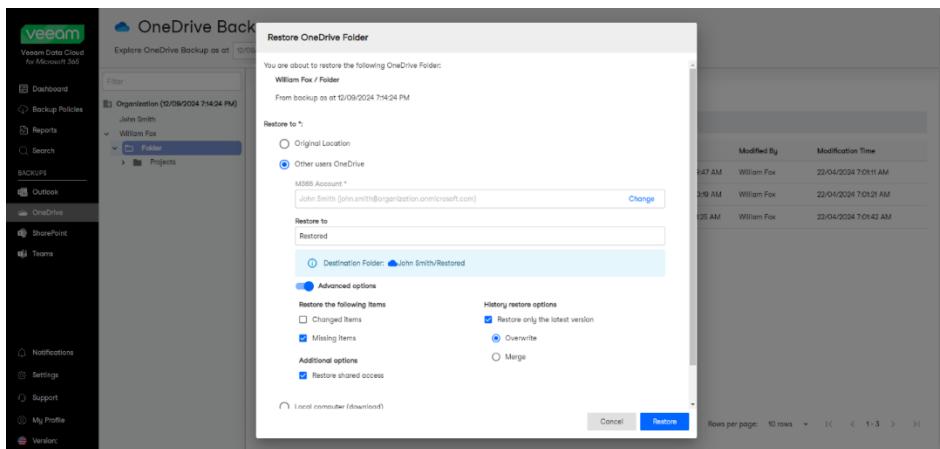
You can also use the **Advanced options** toggle to display more options. For details, see the next step of the procedure.

- **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.

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



- [For restore to OneDrive of another user account] If you want to specify advanced restore options, do the following:
  - Click **Advanced options**.
  - In the **Restore the following items** section, do the following:
    - Select the **Changed items** check box if you want to restore items that have been modified in the production environment.
    - 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.
  - 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.
  - 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.



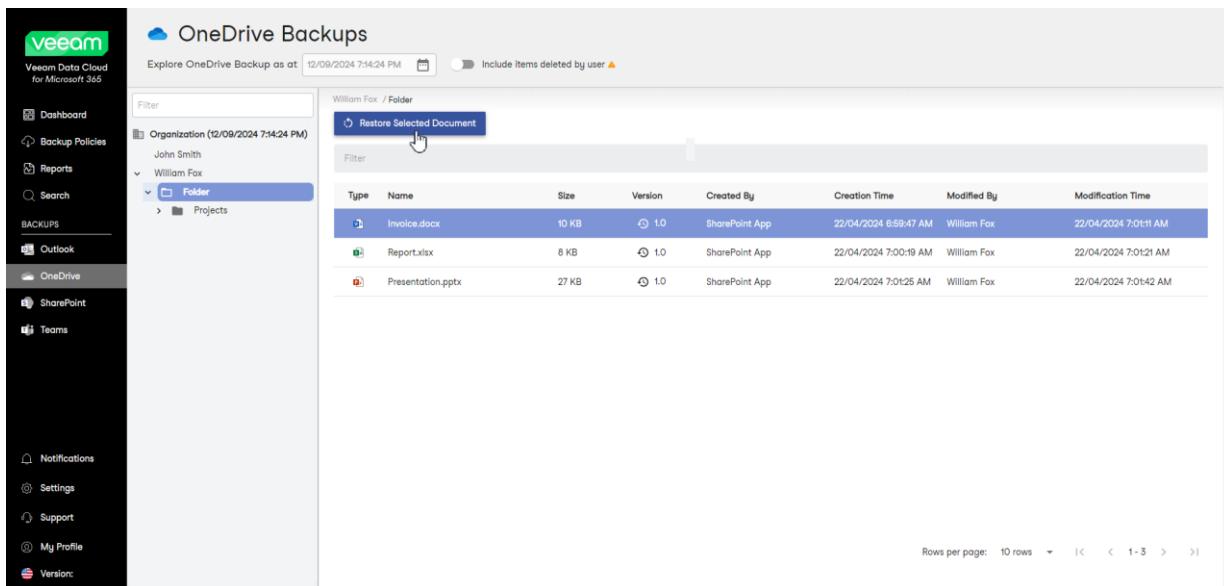
8. Start the restore process:

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



Type	Name	Size	Version	Created By	Creation Time	Modified By	Modification Time
Word Document	Invoice.docx	10 KB	1.0	SharePoint App	22/04/2024 6:59:47 AM	William Fox	22/04/2024 7:01:11 AM
Excel Workbook	Report.xlsx	8 KB	1.0	SharePoint App	22/04/2024 7:00:19 AM	William Fox	22/04/2024 7:01:21 AM
PPT Presentation	Presentation.pptx	27 KB	1.0	SharePoint App	22/04/2024 7:01:25 AM	William Fox	22/04/2024 7:01:42 AM

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:

- **Original Location.** Select this option if you want to restore the OneDrive document to its original location.
- **Other users OneDrive.** Select this option if you want to restore the OneDrive document to OneDrive of another Microsoft 365 user.

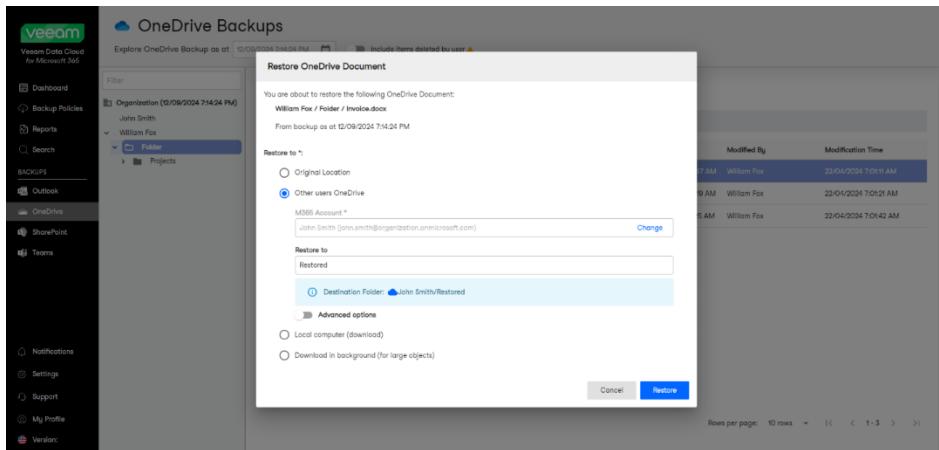
If you select this option, do the following:

- 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.

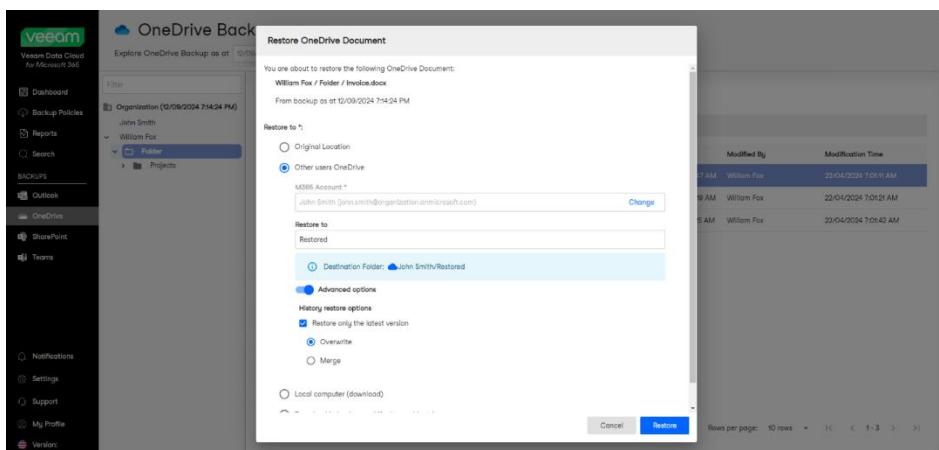
- **Local computer.** Select this option if you want to download the OneDrive document to your computer. Use this option for OneDrive documents whose size does not exceed 1 GB. Veeam Data Cloud will save the OneDrive document to a .ZIP file.

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



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

- Click **Advanced options**.
- 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:

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

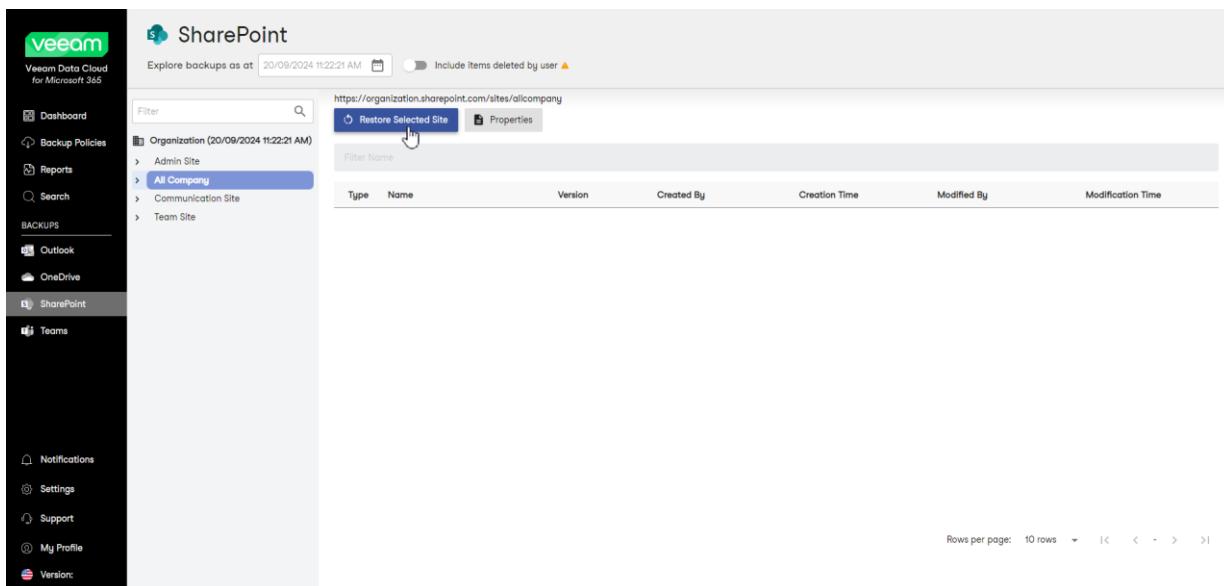
To restore an entire SharePoint site from the backup:

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.

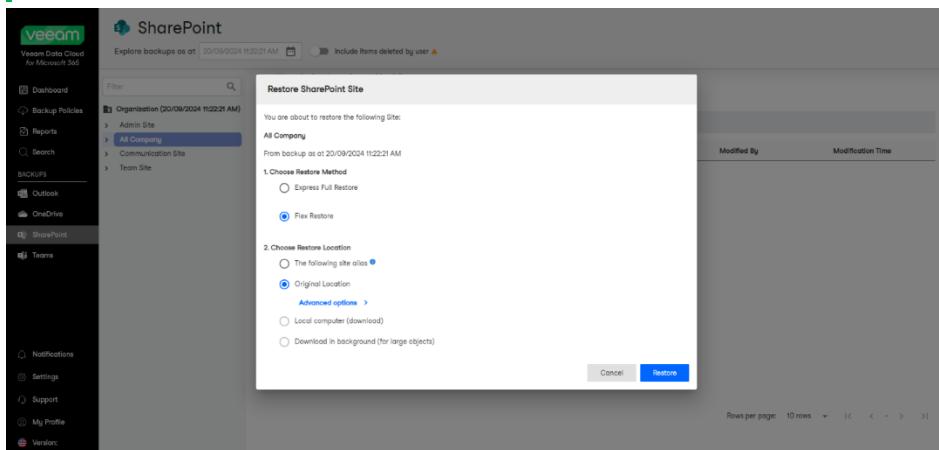
2. By default, Veeam Data Cloud uses the latest available restore point for data restore. If you want to select another restore point, in the **Explore SharePoint Backup as at** field, click the calendar icon and select the date and time when the necessary restore point was created.
3. On the **SharePoint** 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:
  - **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.
  - **Original Location.** Select this option if you want to restore the site to its original location.

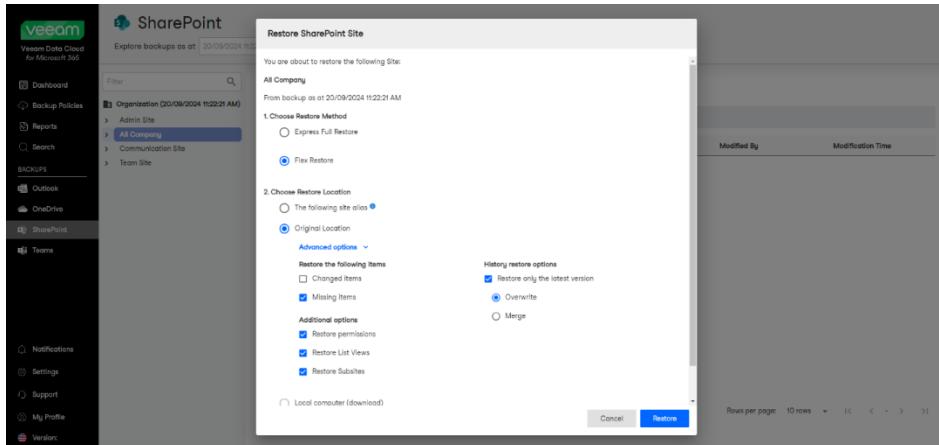
## NOTE

Options to download SharePoint sites are unavailable.



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

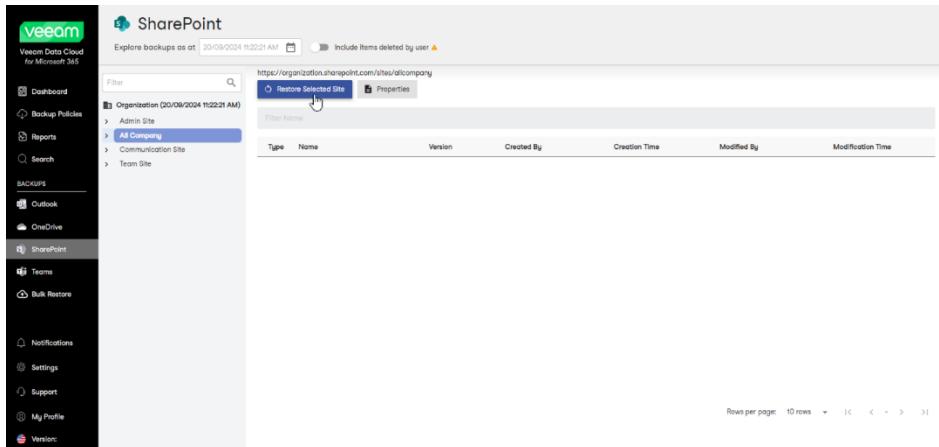
To restore an entire SharePoint site from the backup:

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.

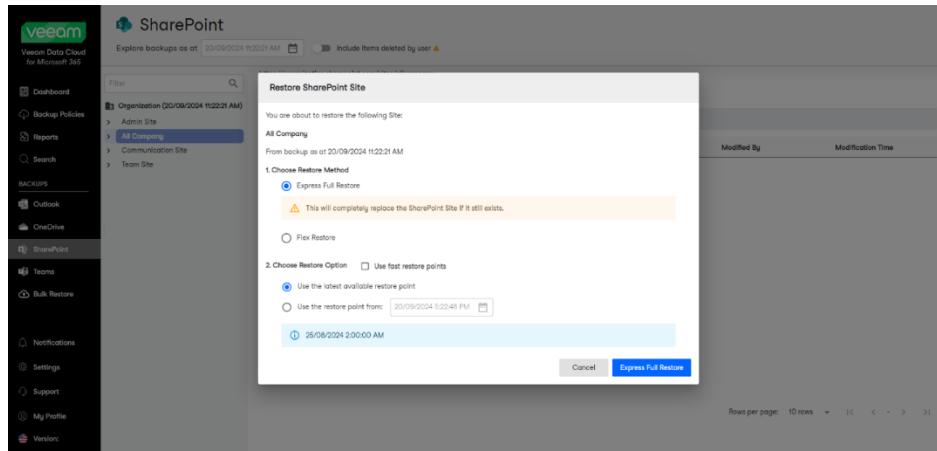
2. On the **SharePoint** page, select the site that you want to restore.
3. Click **Restore Selected Site**.



4. In the **Restore SharePoint Site** 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.

- **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 fast restore points** 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

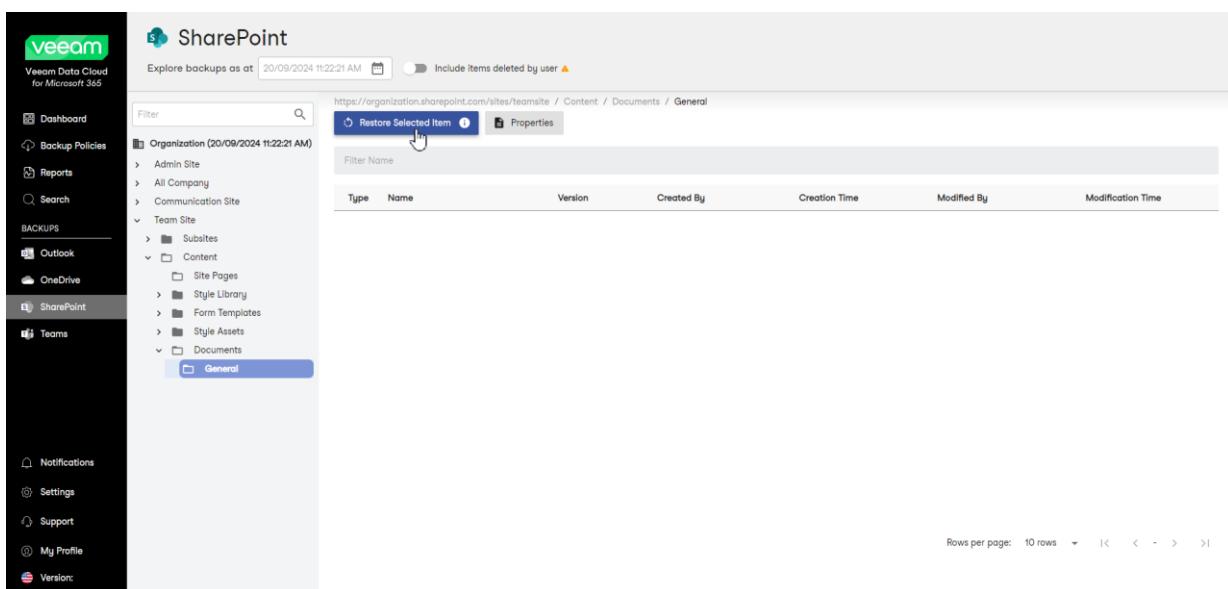
To restore a SharePoint folder from the backup:

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.

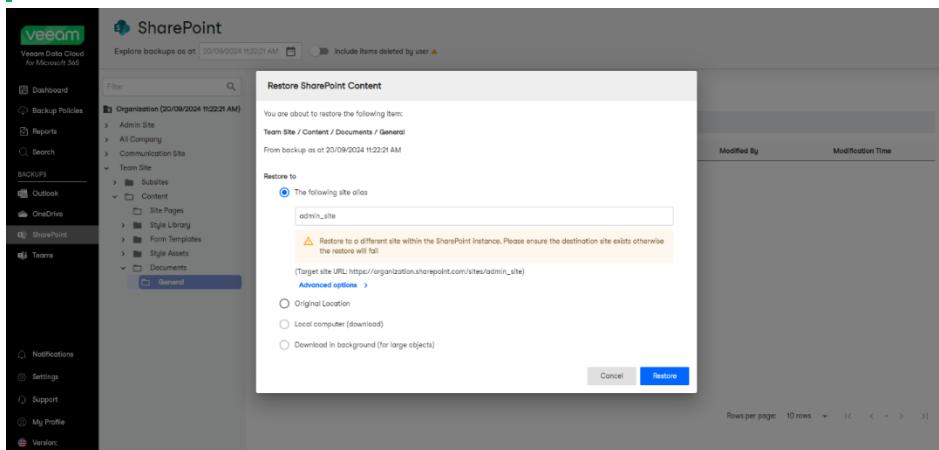
2. On the **SharePoint** page, expand the SharePoint site and library that contains the folder you want to restore. To select multiple folders, press and hold the **[Ctrl]** key on the keyboard.
3. Select the SharePoint folder you want to restore.
4. Click **Restore Selected Item**.



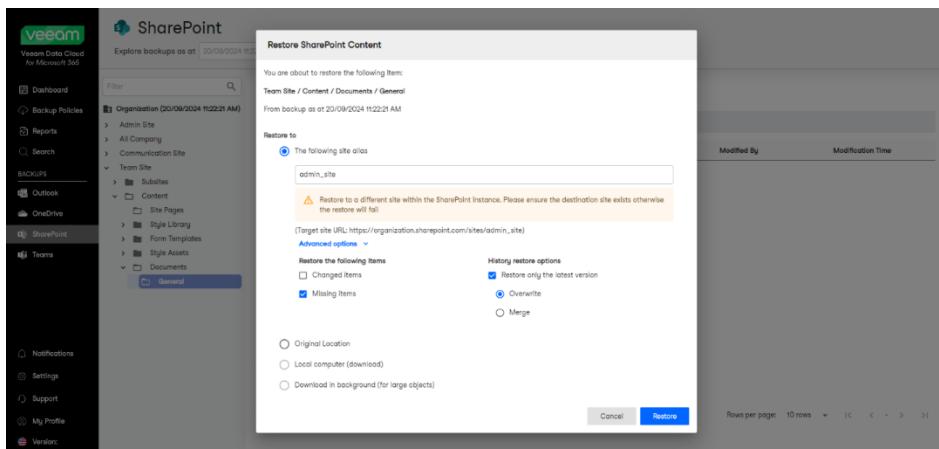
5. In the **Restore SharePoint Content** window, check the name of the folder you want to restore and the time when the backup that contains the folder was created.
6. In the **Restore to** section, select where to restore the SharePoint folder. You can select one of the following options:
  - **The 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.
  - **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

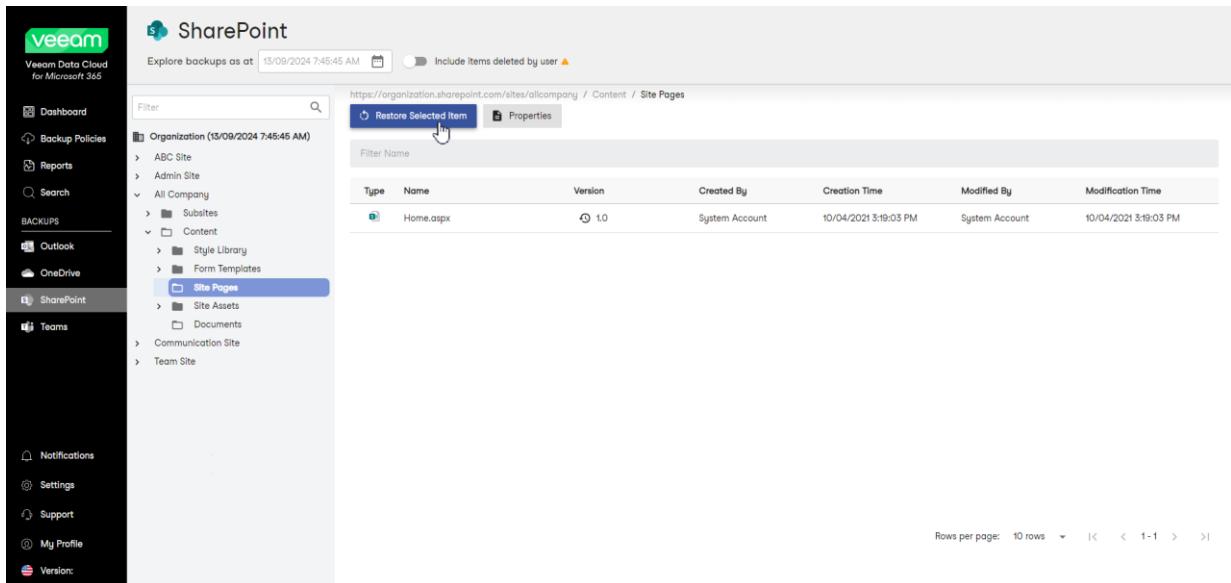
To restore a SharePoint library from the backup:

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

## NOTE

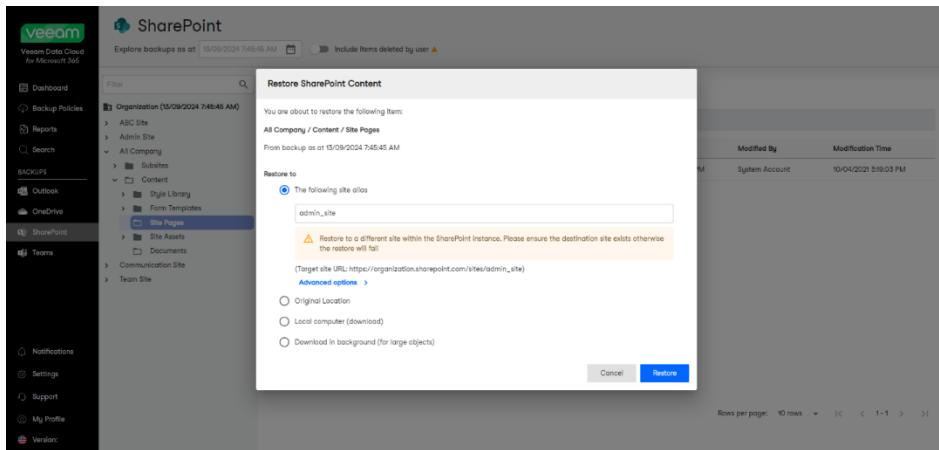
If your organization does not have any backups, you may not have access to the **SharePoint** page.

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**.



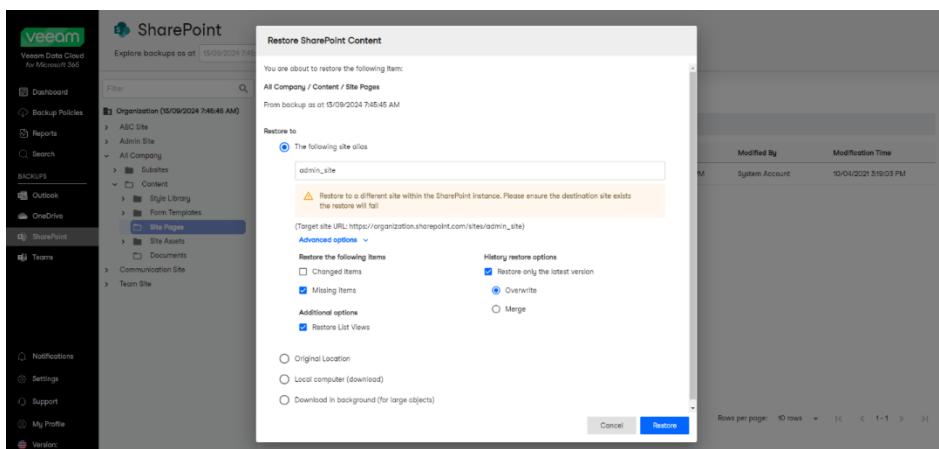
5. In the **Restore SharePoint Content** window, check the name of the library you want to restore and the time when the backup that contains the library was created.
6. In the **Restore to** section, select where to restore the SharePoint library. You can select one of the following options:
  - **The 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.
  - **Original Location.** Select this option if you want to restore the library to its original location.
  - **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.

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



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

- Click **Advanced options**.
- In the **Restore the following items** section, do the following:
  - Select the **Changed items** check box if you want to restore items that have been modified in the production environment.
  - 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.
- 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.
- 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:

- Click **Restore** if you selected to restore data to the original location or another site.
- Click **Download** if you selected to download data to the local computer or download data in the background.

# Restoring SharePoint Items

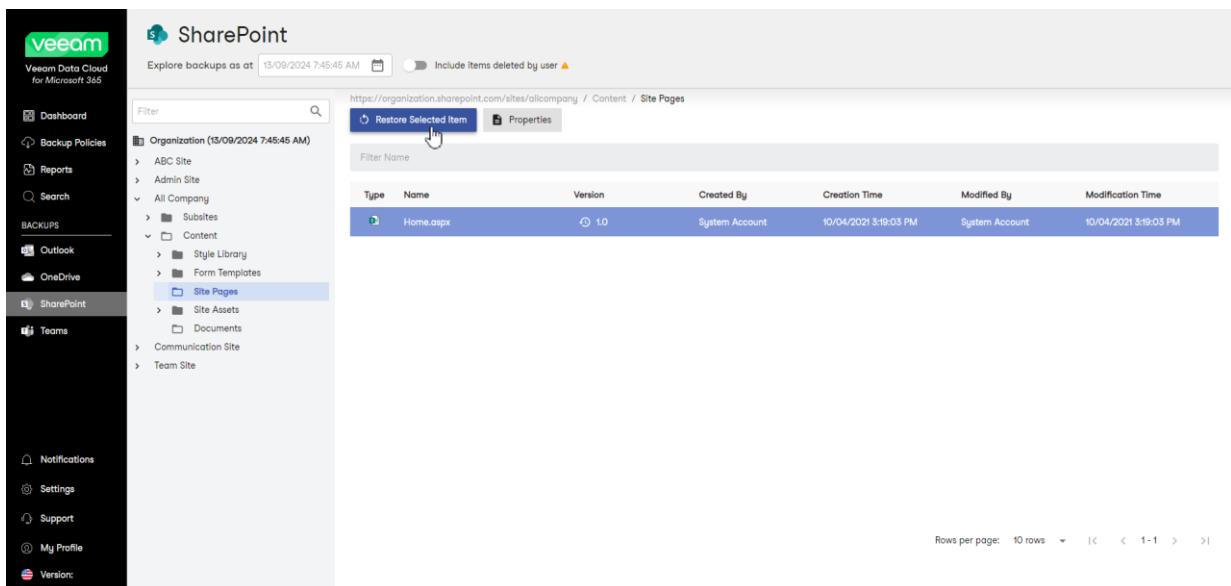
To restore a SharePoint item from the backup:

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.

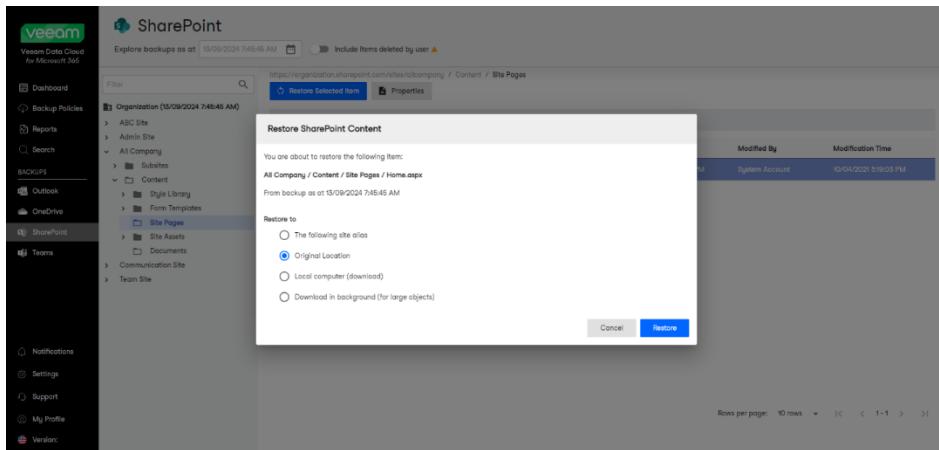
2. On the **SharePoint** page, browse to the library or folder that contains the item you want to restore.
3. Select the necessary item in the list of items. To select multiple items, press and hold the **[Ctrl]** key on the keyboard.
4. Click **Restore Selected Item**.



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar has a dark theme with white icons and text. It includes links for Dashboard, Backup Policies, Reports, Search, BACKUPS (with Outlook and OneDrive), SharePoint (selected), Teams, Notifications, Settings, Support, My Profile, and Version. The main content area has a light gray background. At the top, it says 'SharePoint' with a blue icon, 'Explore backups as of 13/09/2024 7:45:45 AM' with a calendar icon, and a checkbox for 'Include items deleted by user' with a warning icon. Below this is a search bar with a magnifying glass icon. The main list shows a hierarchy: Organization (13/09/2024 7:45:45 AM) > ABC Site > Admin Site > All Company > Subsites > Content > Style Library > Form Templates > Site Pages (selected) > Site Assets > Documents > Communication Site > Team Site. A 'Restore Selected Item' button is highlighted with a blue background and white text. To its right is a 'Properties' button. Below the list is a table with columns: Type, Name, Version, Created By, Creation Time, Modified By, and Modification Time. One row is shown: Type is 'Page', Name is 'Home.aspx', Version is '1.0', Created By is 'System Account', Creation Time is '10/04/2021 3:19:05 PM', Modified By is 'System Account', and Modification Time is '10/04/2021 3:19:05 PM'. At the bottom of the table are buttons for 'Rows per page' (10 rows), navigation arrows, and page numbers (1-1).

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

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).



## 7. Start the restore process:

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

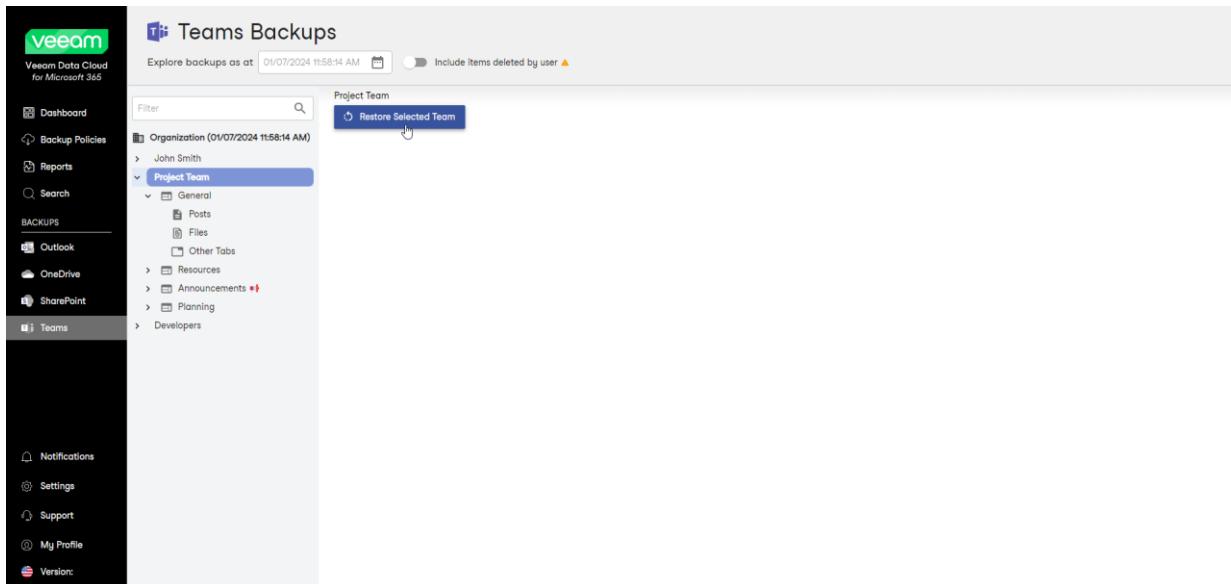
1. In the main menu, click **Teams**.

## 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.

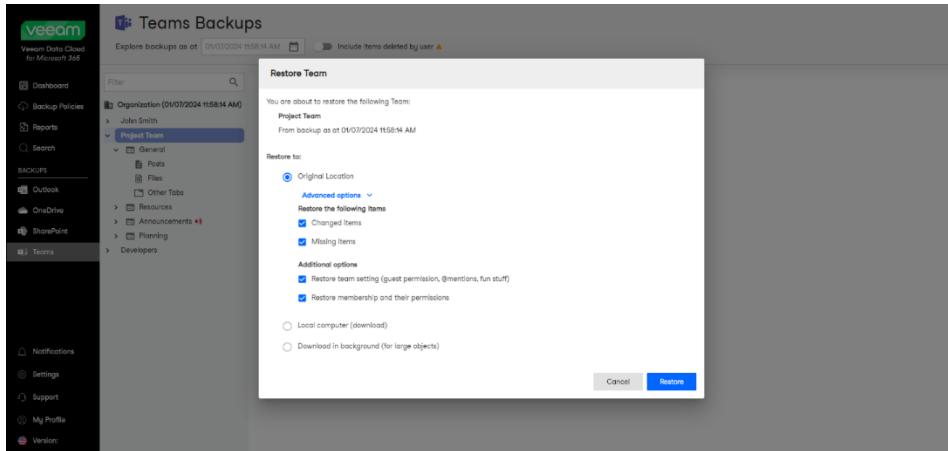
2. On the **Teams Backups** page, select the team you want to restore.
3. Click **Restore Selected Team**.



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:

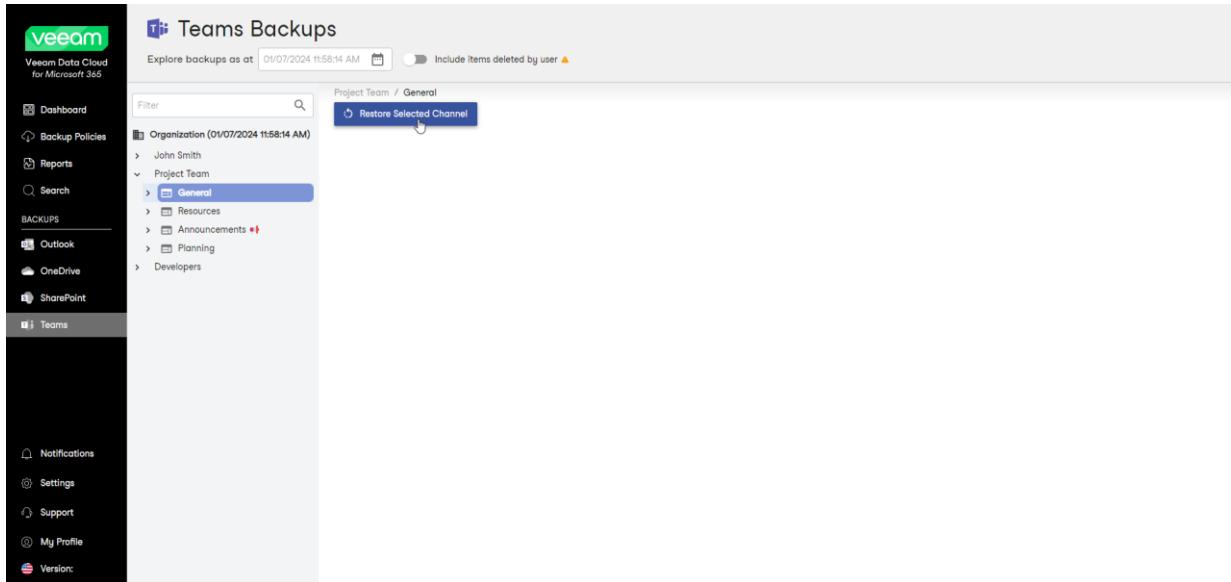
1. In the main menu, click **Teams**.

## NOTE

Consider the following:

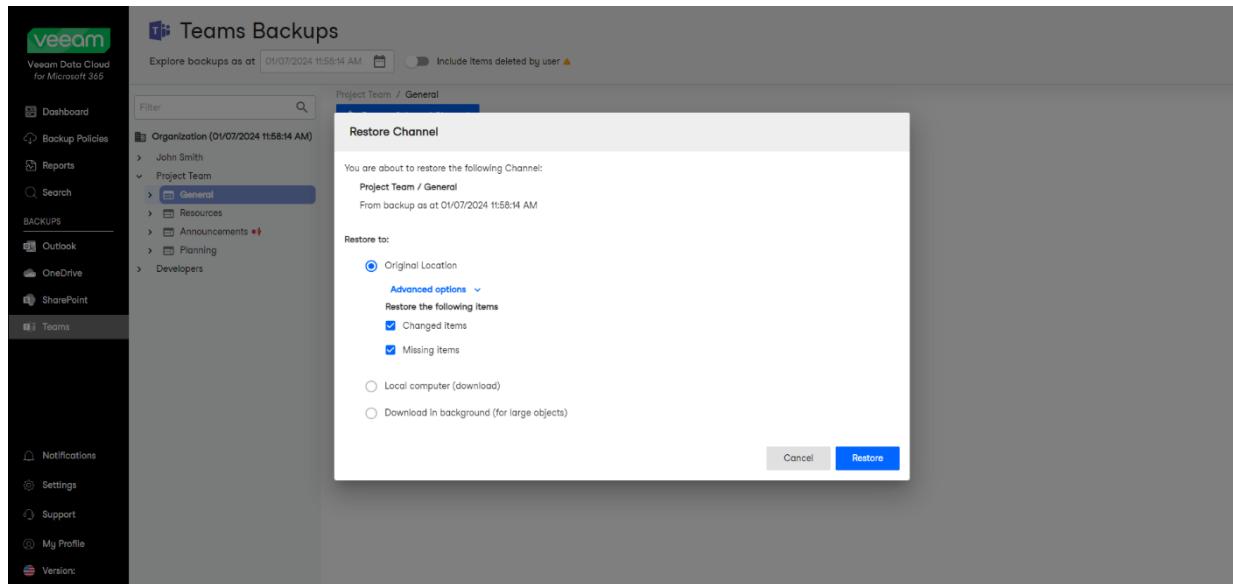
- If your organization does not have any backups, you may not have access to the **Teams Backups** page.
- Backup and restore of Microsoft Teams data is available to users of the *Flex* and *Premium* plans only. Users can restore Teams data flexibly and do not need to select the restore method.

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**.

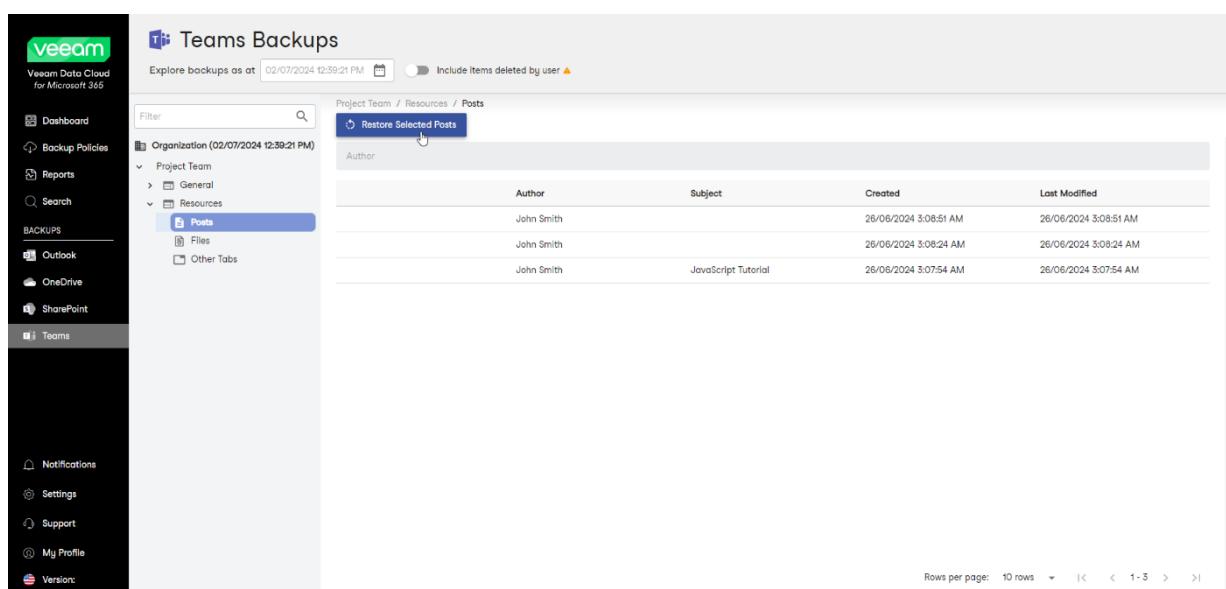
### NOTE

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**.



Author	Subject	Created	Last Modified
John Smith		26/06/2024 3:08:51 AM	26/06/2024 3:08:51 AM
John Smith		26/06/2024 3:08:24 AM	26/06/2024 3:08:24 AM
John Smith	JavaScript Tutorial	26/06/2024 3:07:54 AM	26/06/2024 3:07:54 AM

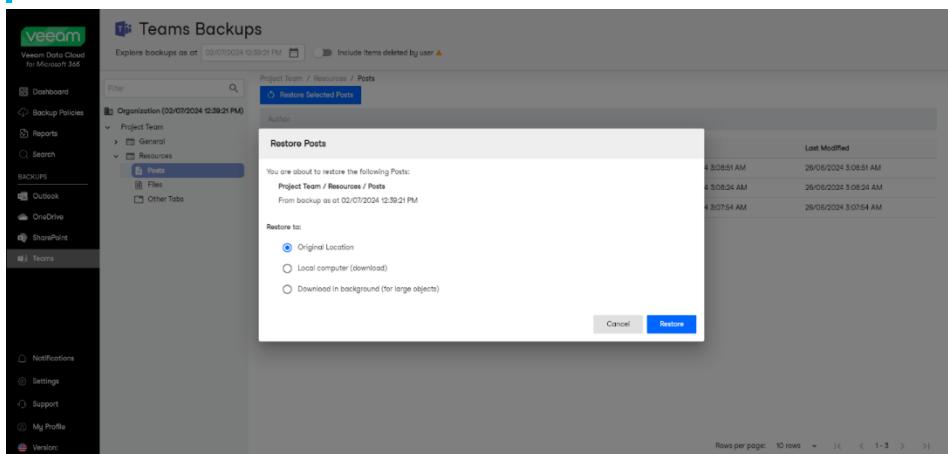
5. In the **Restore Posts** window, check the name of the team and channel whose posts you want to restore, and the time when the backup was created.

- In the **Restore to** section, select where to restore posts. You can select one of the following options:
  - 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.
  - 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.
  - 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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).

- 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:

- 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.

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

The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. On the left is a sidebar with various options like Dashboard, Backup Policies, Reports, Search, BACKUPS (Outlook, OneDrive, SharePoint), and Teams. The Teams section is currently selected. The main area is titled 'Teams Backups' and shows a list of posts under 'Organization (02/07/2024 12:59:21 PM)'. The 'Posts' section is selected. A table lists posts with columns for Author, Subject, Created, and Last Modified. The 'Restore Selected Posts Item' button is highlighted with a cursor. At the bottom, there are pagination controls and a 'Rows per page' dropdown set to 10 rows.

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:
  - **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.
  - **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.

The screenshot shows the 'Restore Post Item' dialog box. It displays the following information:
 

- You are about to restore the following Post item:** Project Team / Resources / Posts / John Smith
- From backup as of:** 02/07/2024 12:59:21 PM
- Last Modified:** 26/06/2024 3:08:51 AM, 26/06/2024 3:08:24 AM, 26/06/2024 3:07:54 AM
- Restore to:**
  - Original Location
  - Local computer (download)
  - Download in background (for large objects)

 The 'Download' button is highlighted with a cursor.

# 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:

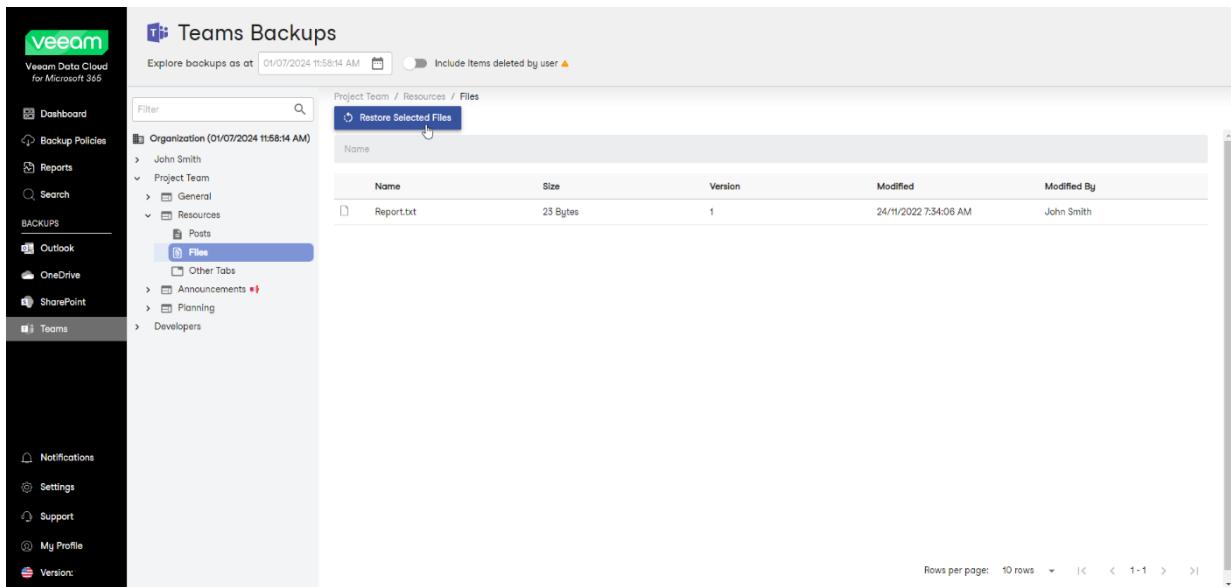
1. In the main menu, click **Teams**.

### 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**.



Name	Size	Version	Modified	Modified By
Report.txt	25 Bytes	1	24/11/2022 7:34:08 AM	John Smith

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

- **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. For more information on how to get the downloaded data, see [Obtaining Downloaded Items](#).

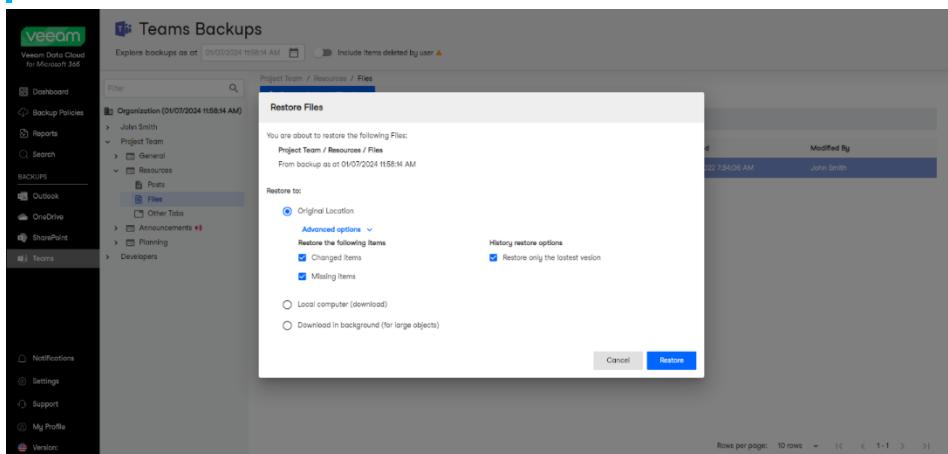
7. [For restore to the original location] If you want to specify advanced restore options, do the following:

- In the **Restore to** section, click **Advanced options**.
- In the **Restore the following items** section, do the following:
  - 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.
  - 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.
- 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:

- 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.

- On the **Teams Backups** page, expand the team whose channel files you want to restore.
- Expand the channel whose files you want to restore and select **Files**.

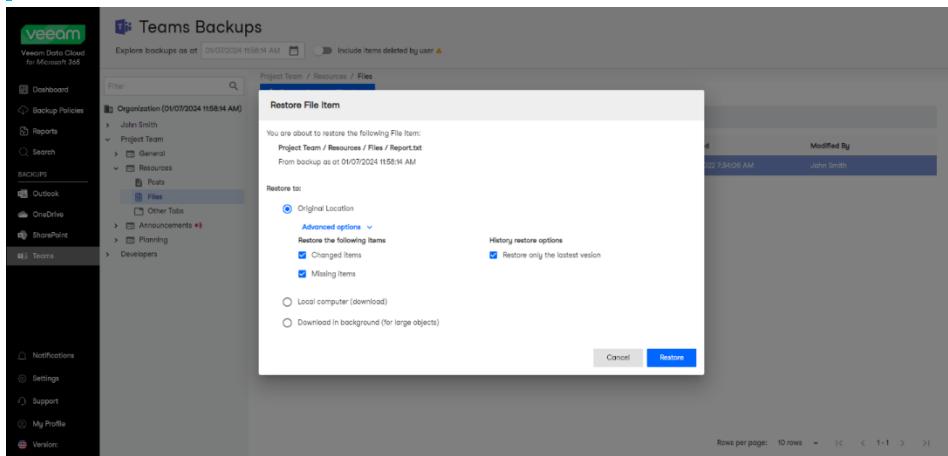
4. Select the necessary file in the list of items and click **Restore Selected Files Item**. To select multiple files, press and hold the **[Ctrl]** key on the keyboard.

Name	Size	Version	Modified	Modified By
Report.txt	25 Bytes	1	24/11/2022 7:34:08 AM	John Smith

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

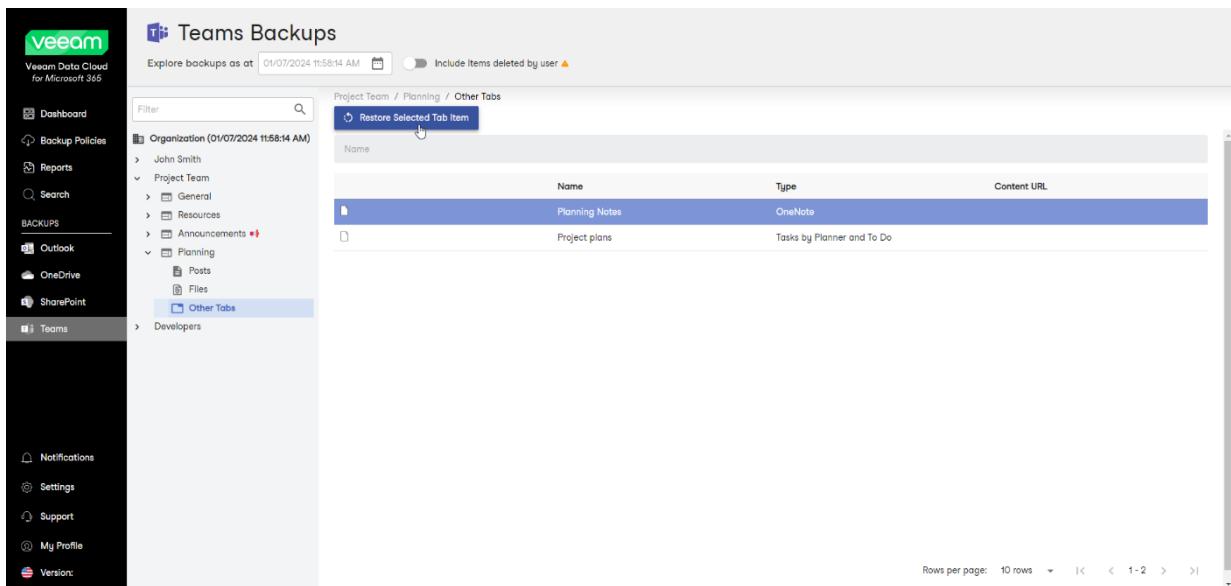
1. In the main menu, click **Teams**.

## 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**.



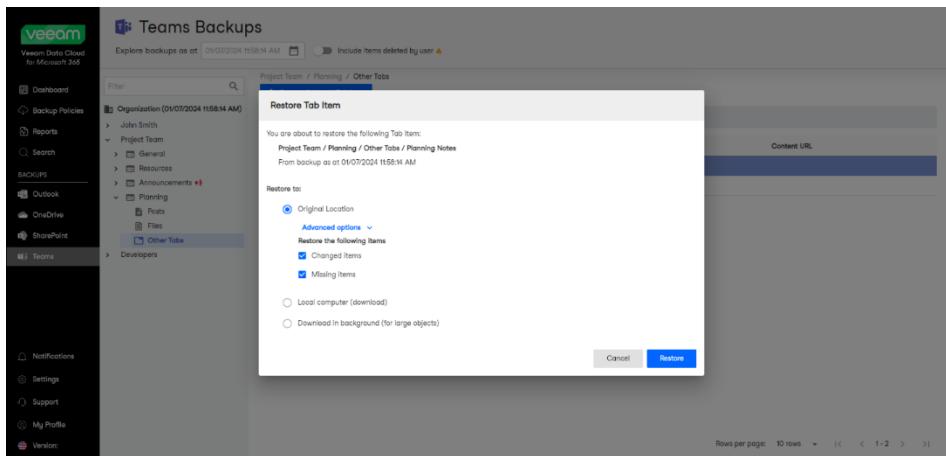
The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar has a 'Teams' section selected. The main area is titled 'Teams Backups' and shows a list of items under 'Organization (01/07/2024 11:58:14 AM)'. The 'Planning' channel is expanded, and the 'Other Tabs' section is selected. A tooltip for the 'Restore Selected Tab Item' button is displayed. The table below lists two items: 'Planning Notes' (OneNote) and 'Project plans' (Tasks by Planner and To Do).

Name	Type	Content URL
Planning Notes	OneNote	
Project plans	Tasks by Planner and To Do	

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 Bulk Restore

Veeam Data Cloud for Microsoft 365 offers bulk restore for users under the Express plan. When you perform bulk restore, Veeam Data Cloud replaces the data in the original location with the data from the backup. Bulk restore is a quick way to restore data of multiple users, groups or sites at once in a disaster recovery scenario.

To bulk restore your items:

1. In the main menu, click **Bulk Restore**.

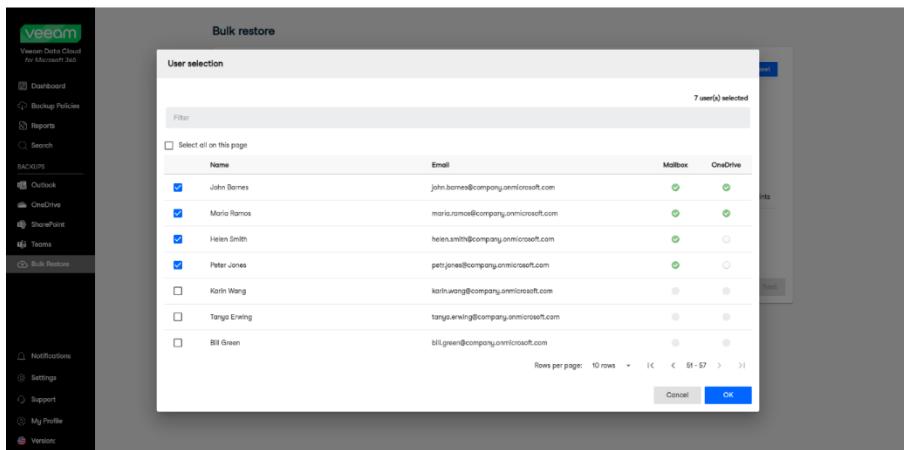
## NOTE

The **Bulk Restore** button is only visible to users under the Express plan and with the **Bulk Restore** permission assigned to their role.

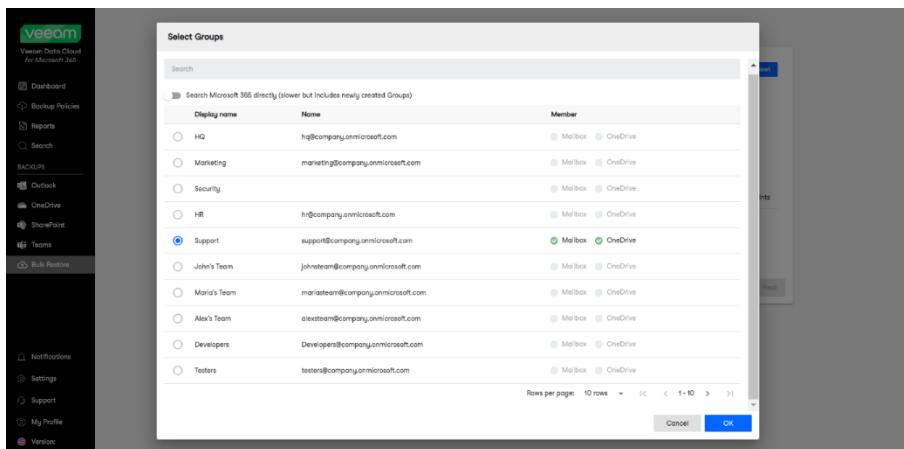
2. On the **Bulk restore** page, do the following:

- a. Click **M365 Users** and select the users to restore. For each selected user, specify whether to restore their mailbox and OneDrive. Then click **OK**.

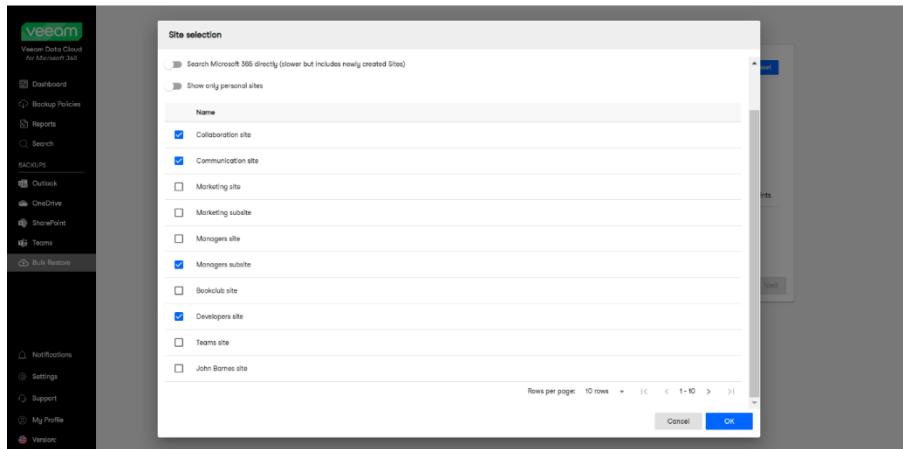
You can also use the **Upload file** button to upload a text file with one email address per line.



- b. Click **Groups** and select a group to restore. For the selected group, specify whether to restore the group members mailbox and OneDrive. Then click **OK**.



c. Click **Sharepoint Sites** and select the sites to restore. You can click the **Show only personal sites** toggle to only list personal sites.



3. In the **Restore point** section, select the restore point from which you want to bulk restore the items. You can select one of the following options:

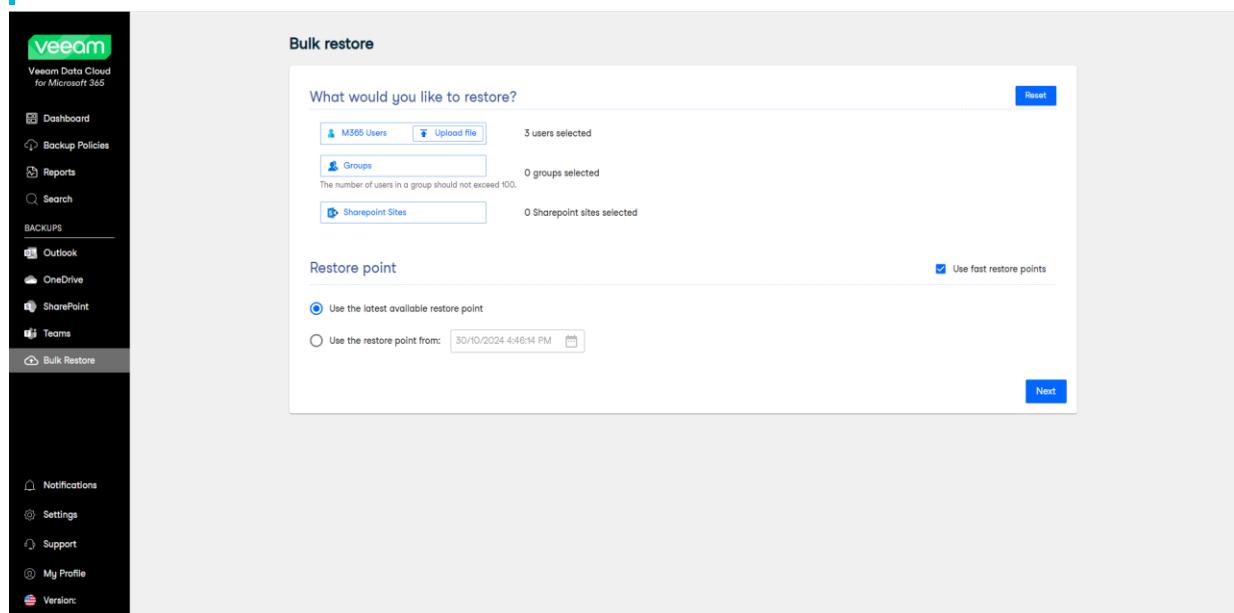
- o **Use the latest available restore point.** If you select this option, Veeam Data Cloud will restore data from the latest restore point of the backup.
- o **Use the restore point from.** If you select this option, you can select the date and time when the necessary restore point was created. Veeam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

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

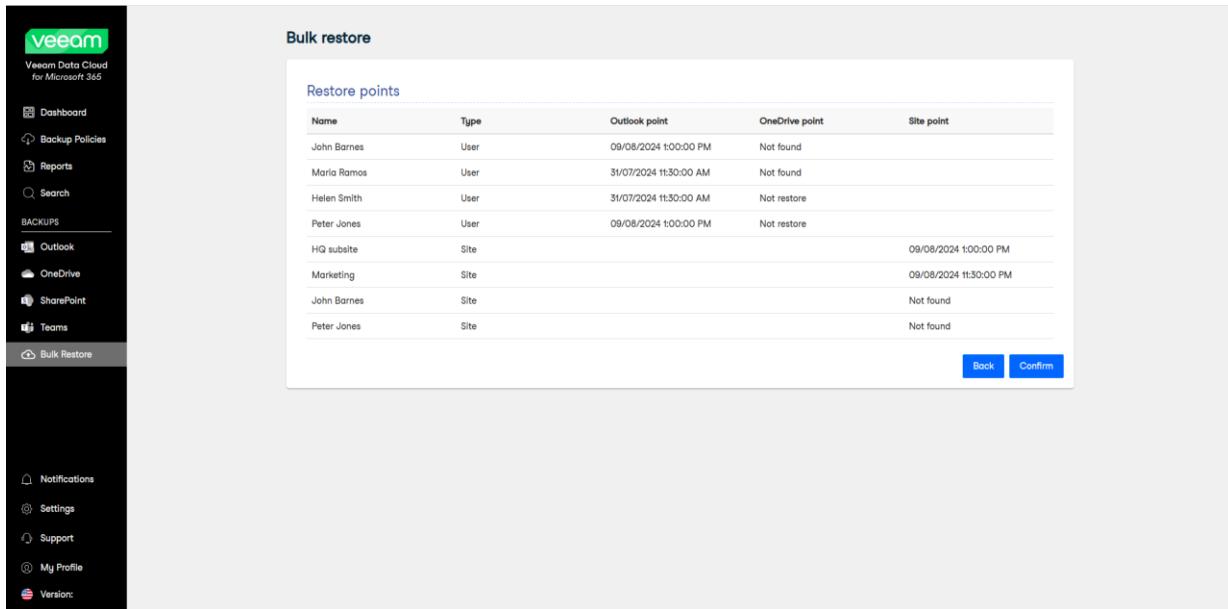
4. Click **Next** to continue with the bulk restore process.

#### TIP

Click **Reset** if you want to clear your selection and specify the bulk restore settings once again.



5. Review the list of the items you selected to restore and their restore points. Click **Confirm** to start the bulk restore process.



Name	Type	Outlook point	OneDrive point	Site point
John Barnes	User	09/08/2024 1:00:00 PM	Not found	
Maria Ramos	User	31/07/2024 11:30:00 AM	Not found	
Helen Smith	User	31/07/2024 11:30:00 AM	Not restore	
Peter Jones	User	09/08/2024 1:00:00 PM	Not restore	
HQ subsite	Site			09/08/2024 1:00:00 PM
Marketing	Site			09/08/2024 11:30:00 PM
John Barnes	Site			Not found
Peter Jones	Site			Not found

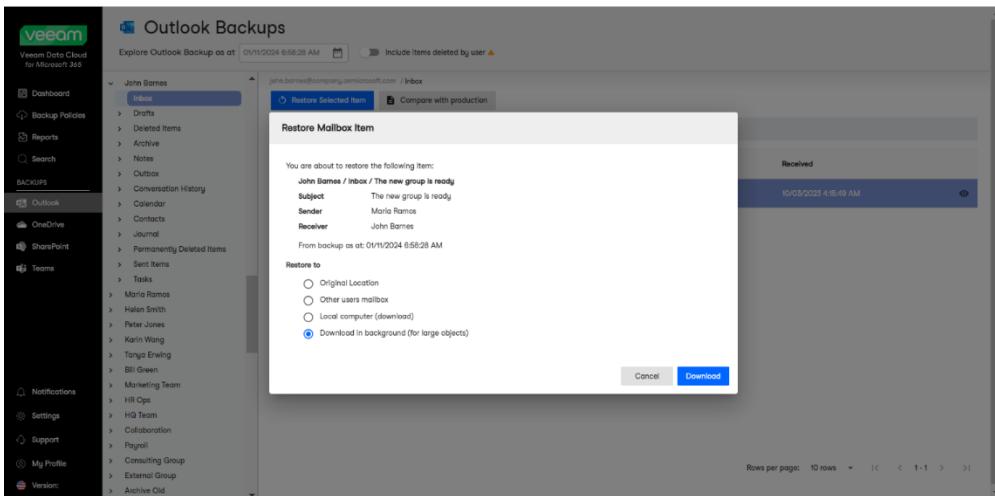
6. Veeam Data Cloud will display the *Your Express restore has started* notification. Click **Notifications** in the main menu to view the progress of the restore process.

# Obtaining Downloaded Items

When restoring Microsoft Outlook, OneDrive, SharePoint and Teams data in Veeam Data Cloud for Microsoft 365, you can use the **Download in background** option. You can select this option in the following scenarios:

- You want to restore items whose total size exceeds 1 GB.
- The download process takes more than 3.5 minutes.
- The download process fails.

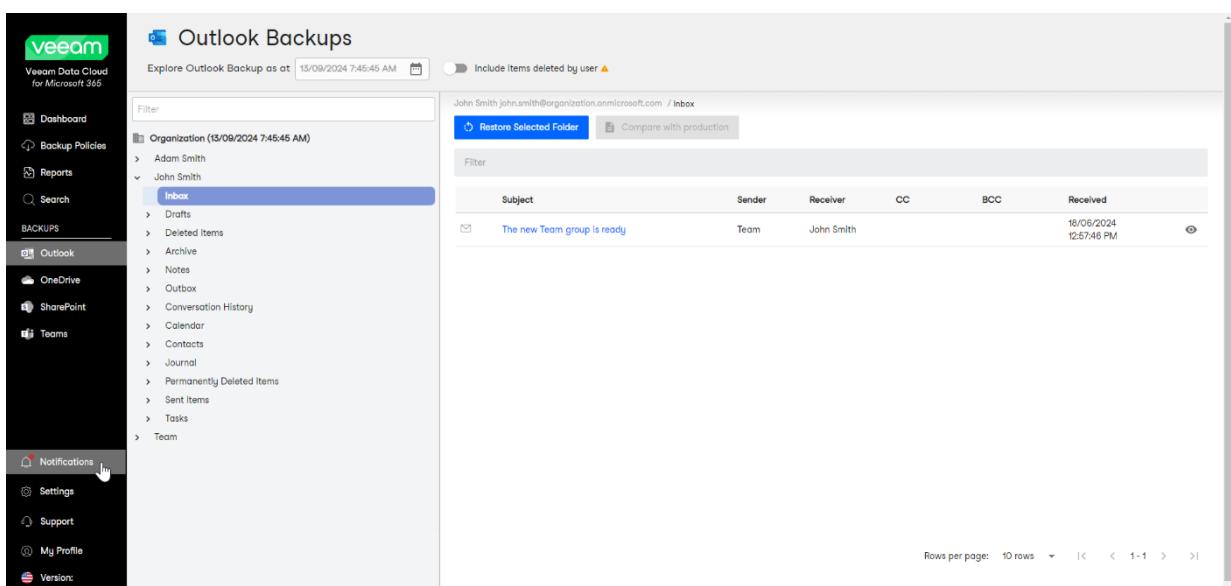
After you select what Microsoft Outlook, OneDrive, SharePoint or Teams items to restore, select the **Download in background** option, and click **Download**. The restore process begins in the background.



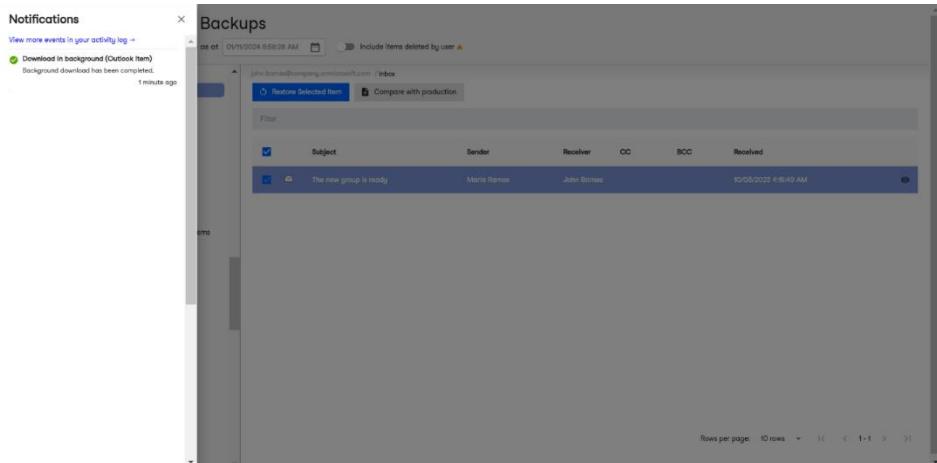
When the download process is completed, Veeam Data Cloud displays a red dot in the **Notifications** main menu button.

To obtain the downloaded items, do the following:

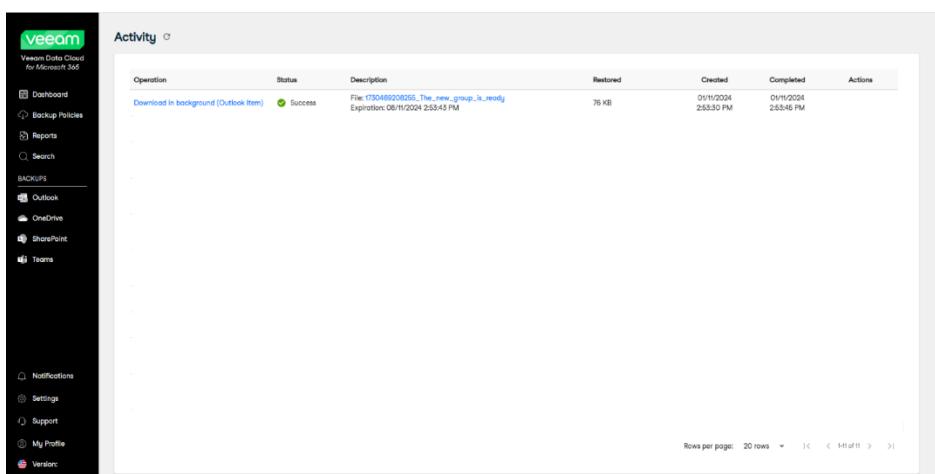
1. In the main menu, click **Notifications**.



2. Click **View more events in your activity log**.



3. In the **Activity** page, click the file name to download the restored items.



4. The items are saved to your browser download location.

# 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

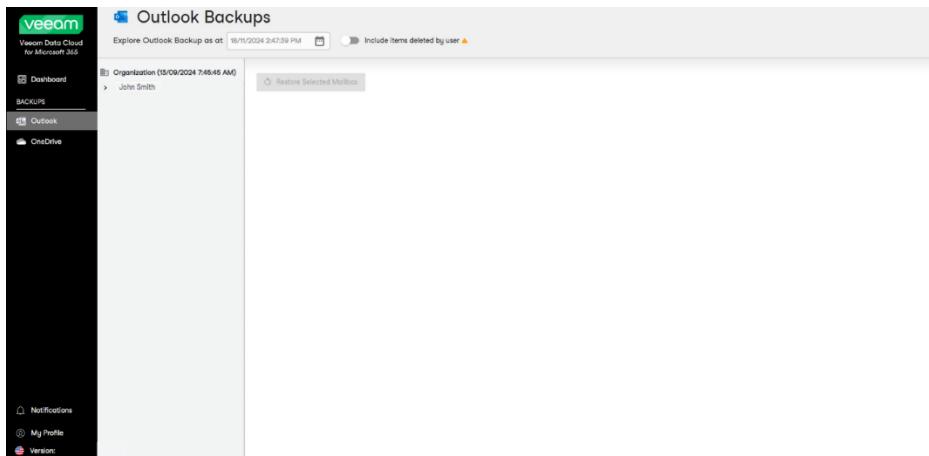
Self-service users can only restore individual emails. To restore multiple emails at once, a mailbox folder or an entire mailbox, contact your IT team who will be able to assist.

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 for Microsoft 365 to restore the email (providing a backup has been completed).

Log in to [Veeam Data Cloud for Microsoft 365](#).

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.

The screenshot shows the 'Outlook Backups' interface. The left sidebar has a 'Backup' section with 'Organization' selected. The main area shows the 'Inbox' of the backup. A single email titled 'Welcome to Veeam Data Cloud' is selected, indicated by a blue border. The email details are shown in the preview pane: Subject: Welcome to Veeam Data Cloud, Sender: Veeam, Receiver: John Smith, Received: 15/06/2024 2:47:46 PM. A 'Restore Selected Item' button is visible at the top of the list.

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.

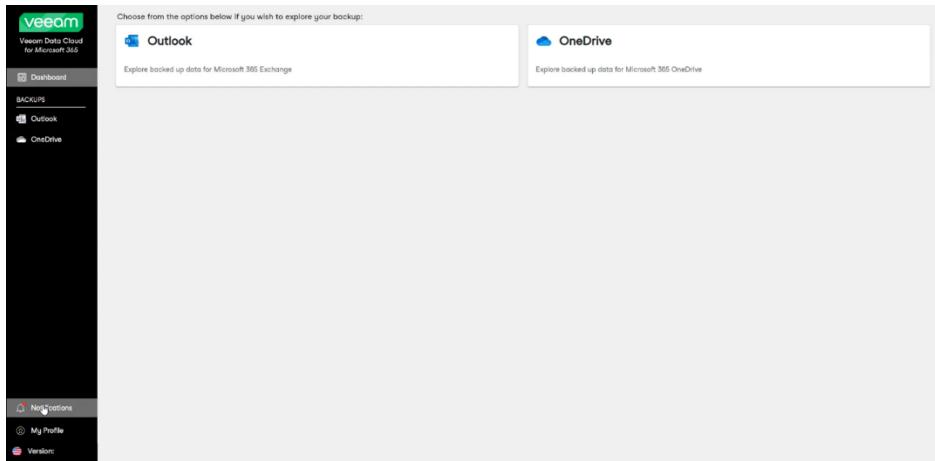
Click **Restore** to start the restore process.

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

The screenshot shows the 'Restore Mailbox Item' dialog box. It displays the selected email details: Subject: Welcome to Veeam Data Cloud, Sender: Veeam, Receiver: John Smith, and Received: 15/06/2024 2:47:46 PM. The 'Restore to' section shows 'Original location' selected. The 'Advanced options' toggle is turned on. Under 'Restore the following items', several checkboxes are checked: 'Changed items', 'Missing items', 'Flag restored items', and 'Mark restored as unread'. At the bottom are 'Cancel' and 'Restore' buttons, with 'Restore' being the active button.

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

You will also be able to view the progress 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

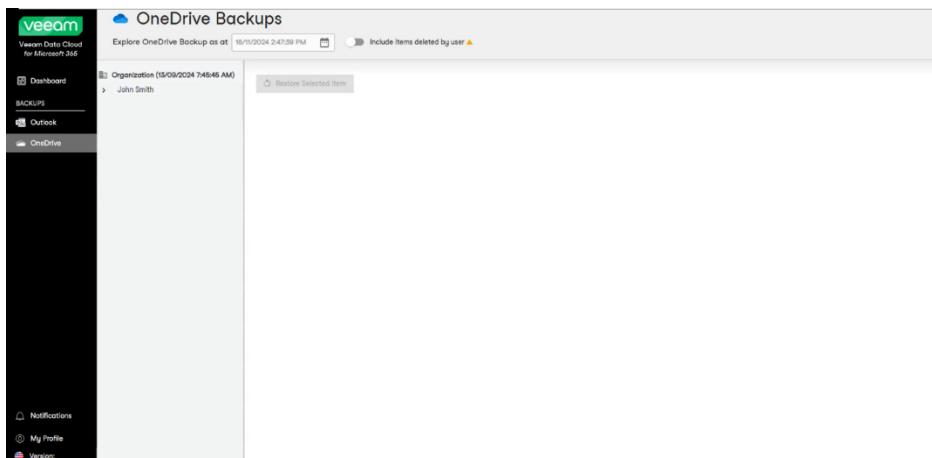
Self-service users can only restore individual files. To restore multiple files at once, an entire directory or your entire OneDrive, contact your IT team who will be able to assist.

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.
4. If you cannot locate the file in any of the previous locations, you can use Veeam Data Cloud for Microsoft 365 to restore the file (providing a backup has been completed).

Log in to [Veeam Data Cloud for Microsoft 365](#).

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.

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

- The **Restore OneDrive Document** window will appear, providing you with the details of the file you are going to restore.

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.

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

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

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

# Configuration

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

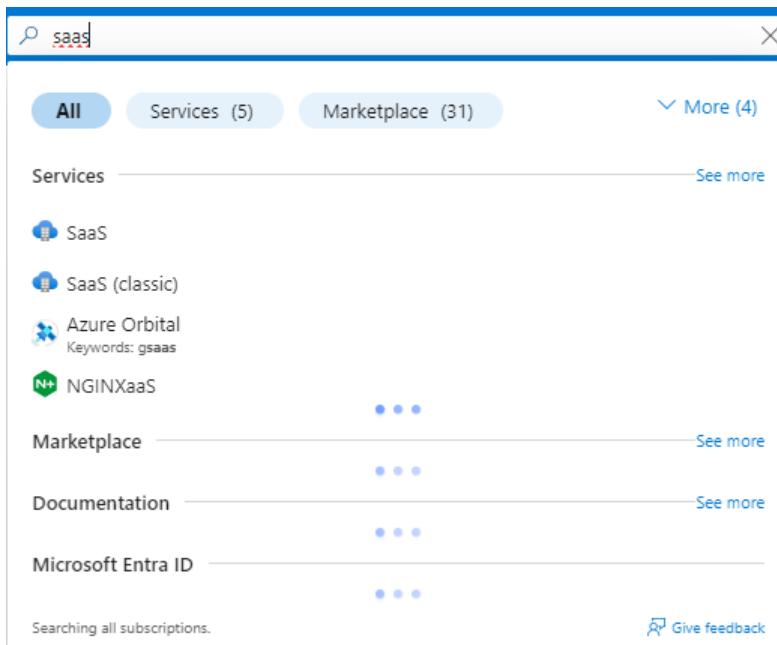
## In This Section

- [Activating Subscription in Microsoft Azure Marketplace](#)
- [Viewing Billing for Microsoft Azure Marketplace Purchases](#)
- [Changing Plans in Microsoft Azure Marketplace](#)
- [Adding Admin Accounts](#)
- [Managing User Roles](#)
- [Generating TLS Certificate](#)
- [Configuring Network Access Restrictions](#)
- [Adding Syslog Server](#)
- [Adding Second App Registration](#)
- [Reauthorizing Veeam Data Cloud for Microsoft 365](#)
- [Viewing Licensed Users](#)
- [Viewing License Model Details](#)
- [Switching License Model](#)

# Activating Subscription in Microsoft Azure Marketplace

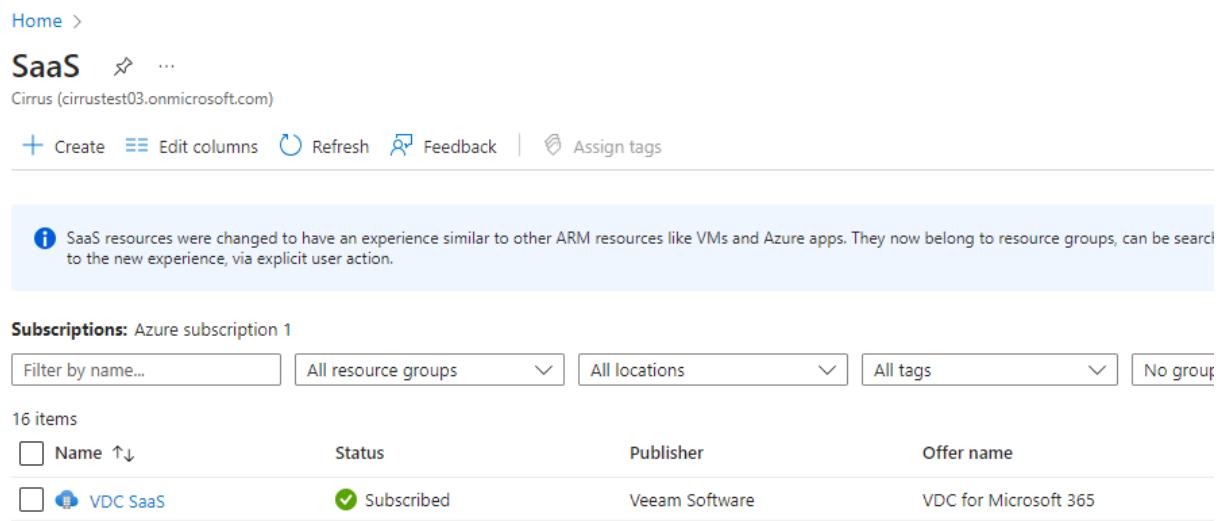
If you purchased a subscription to Veeam Data Cloud for Microsoft 365 through the Microsoft Azure Marketplace and did not complete the onboarding steps, you must activate your subscription to perform backups. To do this, perform the following steps:

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.



The screenshot shows the Microsoft Azure search interface. The search bar at the top contains the text 'saas'. Below the search bar, there are three tabs: 'All' (selected), 'Services (5)', and 'Marketplace (31)'. To the right of these tabs is a 'More (4)' button. The main results are categorized into 'Services', 'Marketplace', 'Documentation', and 'Microsoft Entra ID'. Under 'Services', there are four items: 'SaaS', 'SaaS (classic)', 'Azure Orbital', and 'NGINXaaS'. Each item has a small icon to its left. There are 'See more' links for each category. At the bottom of the list, it says 'Searching all subscriptions.' and there is a 'Give feedback' button.

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.



The screenshot shows the 'SaaS' application list in the Microsoft Azure portal. The top navigation bar includes 'Home >', the 'SaaS' application name, and a '... More' button. Below the navigation is a sub-header 'Cirrus (cirrustest03.onmicrosoft.com)'. The main area has buttons for 'Create', 'Edit columns', 'Refresh', 'Feedback', and 'Assign tags'. A message box contains the text: 'SaaS resources were changed to have an experience similar to other ARM resources like VMs and Azure apps. They now belong to resource groups, can be searched to the new experience, via explicit user action.' Below this is a section titled 'Subscriptions: Azure subscription 1'. It includes a 'Filter by name...' dropdown and several filter buttons: 'All resource groups', 'All locations', 'All tags', and 'No group'. A table lists 16 items, with the first item being 'VDC SaaS' which is 'Subscribed' by 'Veeam Software' with the offer name 'VDC for Microsoft 365'.

5. When the application loads, review and confirm your subscription and click the **Open SaaS Account on publisher's site** link.

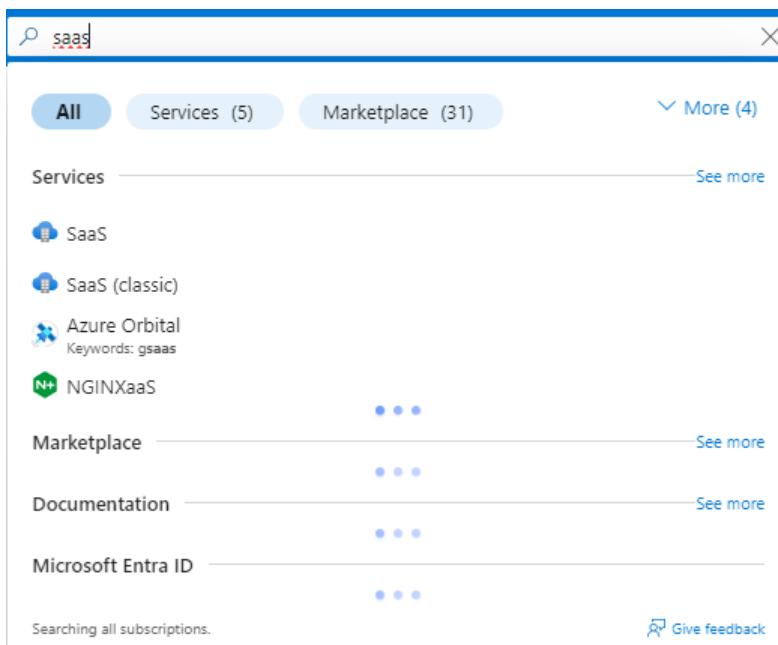
6. The Veeam Data Cloud fulfillment page will open. Click **Click Here to Activate** to complete the activation of your subscription.

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

# Viewing Billing for Microsoft Azure Marketplace Purchases

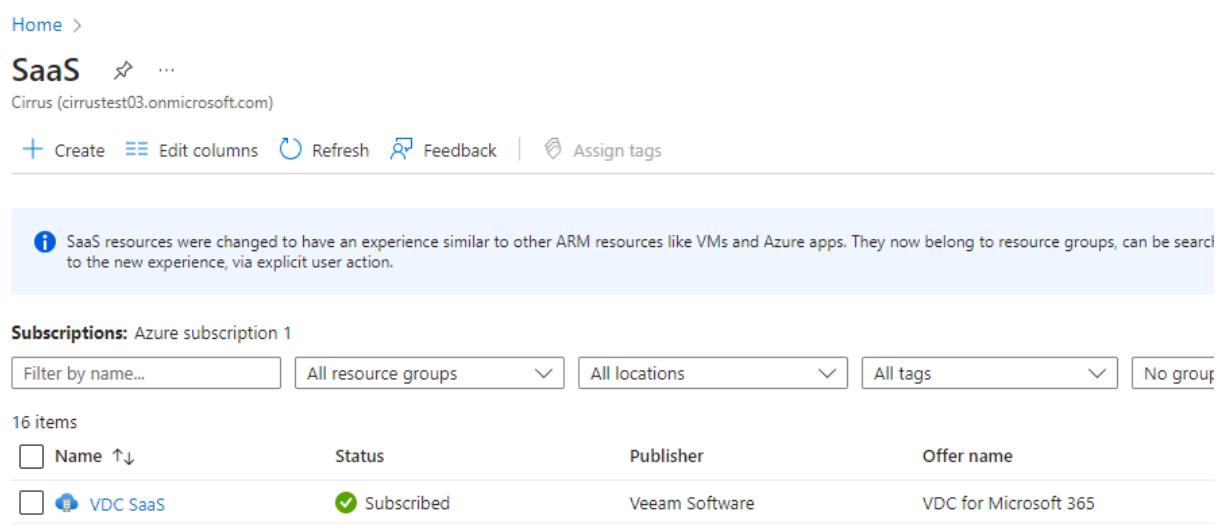
If you purchased a subscription to Veeam Data Cloud for Microsoft 365 through the Microsoft Azure Marketplace and want to view your billing information, perform the following steps:

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.



The screenshot shows the Microsoft Azure search interface. The search bar at the top contains the text 'saas'. Below the search bar, there are four filter buttons: 'All' (selected), 'Services (5)', 'Marketplace (31)', and 'More (4)'. The 'Marketplace (31)' section is expanded, showing a list of SaaS applications. The first item is 'SaaS' with a blue icon. The second item is 'SaaS (classic)' with a blue icon. The third item is 'Azure Orbital' with a blue icon and a note 'Keywords: gsaaS'. The fourth item is 'NGINXaaS' with a green icon. Below this list are 'Marketplace', 'Documentation', and 'Microsoft Entra ID' sections, each with a 'See more' link and three blue dots. At the bottom of the list, it says 'Searching all subscriptions.' and 'Give feedback'.

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.



The screenshot shows the Microsoft Azure SaaS application list. The top navigation bar includes 'Home >', 'SaaS' (selected), and a '...' button. Below the navigation is a sub-header 'Cirrus (cirrustest03.onmicrosoft.com)'. The main content area has a toolbar with 'Create', 'Edit columns', 'Refresh', 'Feedback', and 'Assign tags' buttons. A message box states: 'SaaS resources were changed to have an experience similar to other ARM resources like VMs and Azure apps. They now belong to resource groups, can be searched to the new experience, via explicit user action.' The main table is titled 'Subscriptions: Azure subscription 1' and shows 16 items. The table has columns: 'Name' (with a 'Name ↑↓' header), 'Status' (with a 'Subscribed' header), 'Publisher' (with a 'Veeam Software' header), and 'Offer name' (with a 'VDC for Microsoft 365' header). The first item in the list is 'VDC SaaS'.

5. When the application loads, click **View billing** to view your billing information.

**VDC SaaS Subscription**

**Product and plan details**

Your subscription was configured successfully. Select [Open SaaS Account on publisher's site](#) to navigate to the publisher's external website.

**VDC for Microsoft 365 - VDC Annual Plan - 1-year subscription**  
Veeam Software

[Open SaaS Account on publisher's site](#)

VDC Annual Plan - 1yr subscription	Private plan	Billing term	Recurring billing	Billing term & price	Billing info
Subscribed		1-month subscription Starts 08/06/2024 Ends 07/07/2024	Recurring billing: On Renews on: 08/07/2024	A\$0.00/month Includes: user backup: 1	Created on: 08/04/2024 Purchased by: admin@mydomain.com
Annual Plan					Azure subscription: Azure subscription 1 <a href="#">Change Azure subscription</a>
<a href="#">Change plan</a>			<a href="#">Edit recurring billing</a>		<a href="#">Resource group: AzureMarketplaceTest</a> <a href="#">Change resource group</a>

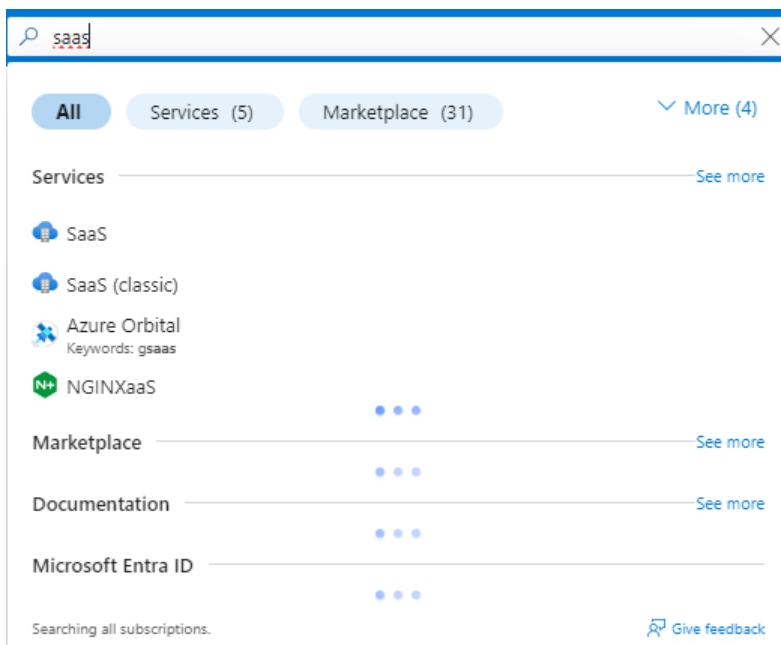
**Useful links**

Publisher links	Marketplace links
<a href="#">Terms of use</a>	<a href="#">Write a review</a>
<a href="#">Privacy policy</a>	<a href="#">View all your SaaS subscriptions</a>
<a href="#">Website</a>	<a href="#">View this product in Marketplace</a>
<a href="#">FAQ</a>	
<a href="#">Support</a>	

# Changing Plans in Microsoft Azure Marketplace

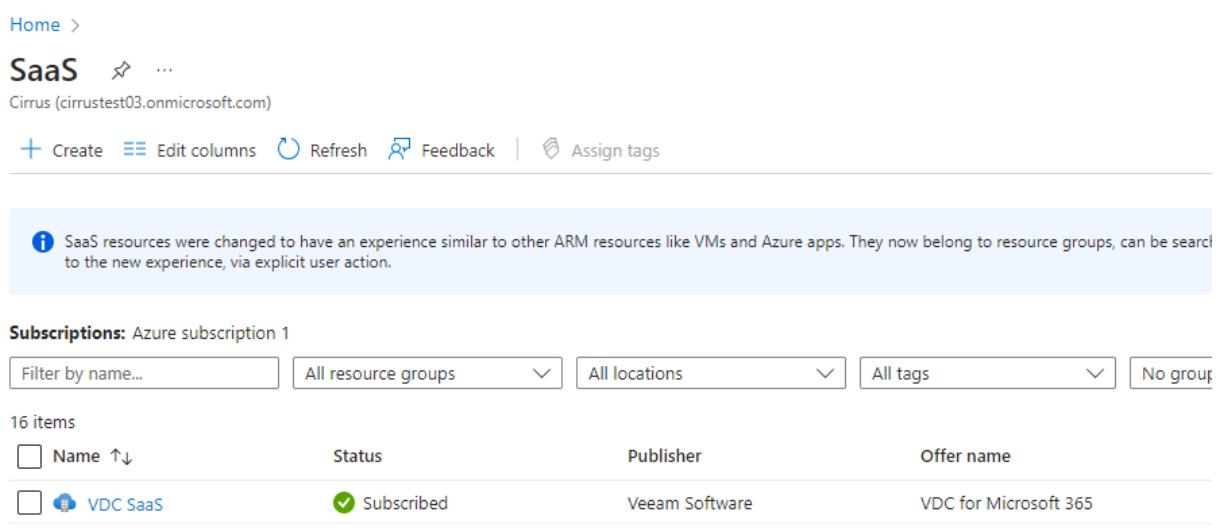
If you purchased a subscription to Veeam Data Cloud for Microsoft 365 through the Microsoft Azure Marketplace, you can modify your plan in the Microsoft Azure portal. To do this, perform the following steps:

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.



The screenshot shows the Microsoft Azure search interface. The search bar at the top contains the text 'saas'. Below the search bar, there are several navigation buttons: 'All' (highlighted in blue), 'Services (5)', 'Marketplace (31)', and 'More (4)'. The 'Marketplace' section is expanded, showing a list of SaaS applications. The applications listed are: SaaS, SaaS (classic), Azure Orbital (Keywords: gsaaS), NGINXaaS, and three more items listed as '...', '...', and '...'. Each application item has a 'See more' link to its details page. Below the Marketplace section, there are 'Documentation' and 'Microsoft Entra ID' sections, each with a 'See more' link and three '...' items. At the bottom of the search results, there is a 'Searching all subscriptions.' message and a 'Give feedback' link.

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.



The screenshot shows the Microsoft Azure SaaS management page. The top navigation bar includes 'Home >', 'SaaS' (highlighted in blue), and a '...' button. Below the navigation, it shows 'Cirrus (cirrustest03.onmicrosoft.com)'. The main content area has a toolbar with 'Create', 'Edit columns', 'Refresh', 'Feedback', and 'Assign tags' buttons. A message box states: 'SaaS resources were changed to have an experience similar to other ARM resources like VMs and Azure apps. They now belong to resource groups, can be searched to the new experience, via explicit user action.' Below this, a table lists 'Subscriptions: Azure subscription 1'. The table has columns: 'Name', 'Status', 'Publisher', and 'Offer name'. There is one item listed: 'VDC SaaS' (Status: Subscribed, Publisher: Veeam Software, Offer name: VDC for Microsoft 365). The table includes filters at the top: 'Filter by name...', 'All resource groups', 'All locations', 'All tags', and 'No group'.

5. When the application loads, click **Change plan**.

Your subscription was configured successfully. Select [Open SaaS Account on publisher's site](#) to navigate to the publisher's external website.

VDC for Microsoft 365 - VDC Annual Plan - 1-year subscription

VDC Annual Plan - 1yr subscription		Private plan	Billing term	Recurring billing	Billing term & price	Billing info
<input checked="" type="checkbox"/> Subscribed			1-month subscription	Recurring billing: On	A\$0.00/month	Created on: 08/04/2024
			Starts 08/06/2024	Renews on: 08/07/2024	Includes: user backup: 1	Purchased by: admin@mydomain.com
			Ends 07/07/2024	<a href="#">Edit recurring billing</a>	Plus: user backup: A\$0 per 1 backed up user	Azure subscription: Azure subscription 1
			<a href="#">View billing</a>			<a href="#">Change Azure subscription</a>
						Resource group: AzureMarketplaceTest
						<a href="#">Change resource group</a>

**Useful links**

Publisher links: [Terms of use](#), [Privacy policy](#), [Website](#), [FAQ](#), [Support](#). Marketplace links: [Write a review](#), [View all your SaaS subscriptions](#), [View this product in Marketplace](#).

6. In the **Change plan** window, select the new plan you want to switch to and click **Change plan**.

Subscription plans	No long-term commitment, cancel at any time. The Veeam Customer Success team will assist with onboarding once the order is complete.	user backup: 1 Plus: user backup: A\$8.64467 per 1 user	1-month subscription	A\$11.652 for 1 mont
<input type="radio"/> Premium — Month-to-Month	Price: \$7.75 /user/month Compare: \$93.00 /user/year  No long-term commitment, cancel at any time. The Veeam Customer Success team will assist with onboarding once the order is complete.	A\$11.652/month Includes: user backup: 1  Plus: user backup: A\$11.65151 per 1 user	1-month subscription	A\$11.652 for 1 mont
<input type="radio"/> Flex 51-250 users — Month-to-Month	Price: \$3.60 /user/month Compare: \$43.20 /user/year  No long-term commitment, cancel at any time.	A\$276.028/month Includes: user backup: 51  Plus: user backup: A\$5.41231 per 1 user	1-month subscription	A\$276.028 for 1 mo
<input type="radio"/> Flex 1-50 users — Month-to-Month	Price: \$4 /user/month Compare: \$48 /user/year  No long-term commitment, cancel at any time.	A\$0.00/month Includes: user backup: 1  Plus: user backup: A\$6.0675 per 1 user	1-month subscription	A\$0.00 for 1 month
<input checked="" type="radio"/> Veeam Data Cloud for Microsoft 365 - Monthly Consumption  <small>Current plan</small>	Veeam Data Cloud for Microsoft 365. Daily backup, Unlimited storage. 1 Month of Production 24/7 Support. Licensed per 1 User. Variable billing per user in arrears. Self-service onboarding via marketplace. Billing for overage will be based on consumption in arrears.  Product code: V-VDC365-0U-SU1MC-00	A\$0.00/month Plus: user backup: A\$6.27254 per 1 user	1-month subscription	A\$0.00 for 1 month

**Useful links**

Publisher links: [Microsoft Standard Contract](#), [Privacy policy](#), [Veeam Data Cloud for Microsoft 365 — Website](#). Marketplace links: [Write a review](#), [View all your SaaS subscriptions](#), [View this product in Marketplace](#).

7. Follow the prompts for your new plan and confirm your changes.

8. Your new plan will be reflected in Veeam Data Cloud for Microsoft 365 in the next billing cycle.

# 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**.

# Managing User Roles

Veeam Data Cloud for Microsoft 365 uses role-based access control (RBAC). The administrator can create user roles and assign permissions to the roles to control what the users in the organization can access and what actions they can perform.

Veeam Data Cloud has the following 2 built-in system roles:

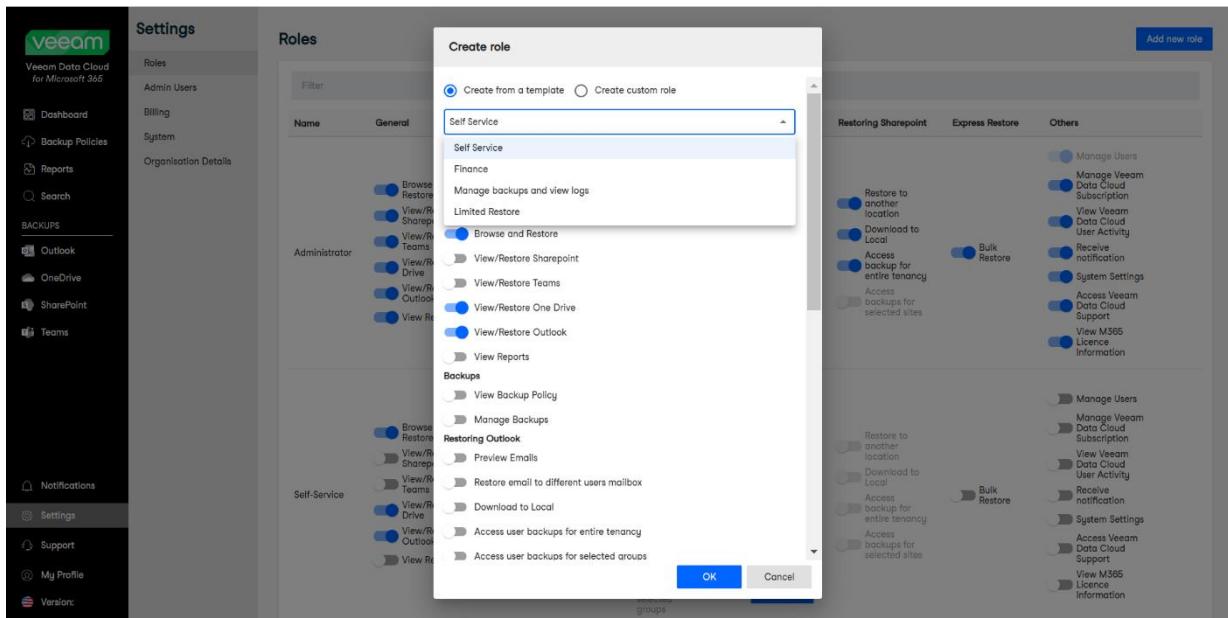
- The Administrator role, that allows users to manage Veeam Data Cloud.
- The Self Service role, that allows users to perform self-service restore of their Outlook emails and OneDrive files. To learn more, see [Performing Self-Service Restore](#).

Role	Name	General	Backups	Restoring Outlook	Restoring OneDrive	Restoring Sharepoint	Express Restore	Others
Administrator		<input checked="" type="checkbox"/> Browse and Restore <input checked="" type="checkbox"/> View/Restore Sharepoint <input checked="" type="checkbox"/> View/Restore Teams <input checked="" type="checkbox"/> View/Restore OneDrive <input checked="" type="checkbox"/> View/Restore Outlook <input checked="" type="checkbox"/> View Reports	<input checked="" type="checkbox"/> View Backup Policy <input checked="" type="checkbox"/> Manage Backups	<input checked="" type="checkbox"/> Preview Emails <input checked="" type="checkbox"/> Restore email to different users mailbox <input checked="" type="checkbox"/> Download to Local <input checked="" type="checkbox"/> Access user backups for entire tenancy <input checked="" type="checkbox"/> Access user backups for selected groups <input checked="" type="checkbox"/> Access user backups for all except selected groups	<input checked="" type="checkbox"/> Restore To Another OneDrive <input checked="" type="checkbox"/> Download to Local <input checked="" type="checkbox"/> Access user backups for entire tenancy <input checked="" type="checkbox"/> Access user backups for selected groups <input checked="" type="checkbox"/> Access user backups for all except selected groups	<input checked="" type="checkbox"/> Restore to another location <input checked="" type="checkbox"/> Download to Local <input checked="" type="checkbox"/> Access backup for entire tenancy <input checked="" type="checkbox"/> Access backups for selected sites	<input checked="" type="checkbox"/> Bulk Restore	<input checked="" type="checkbox"/> Manage Users <input checked="" type="checkbox"/> Manage Veeam <input checked="" type="checkbox"/> Data Cloud Subscription <input checked="" type="checkbox"/> View Veeam <input checked="" type="checkbox"/> Data Cloud User Activity <input checked="" type="checkbox"/> Receive notification <input checked="" type="checkbox"/> System Settings <input checked="" type="checkbox"/> Access Veeam <input checked="" type="checkbox"/> Data Cloud Support <input checked="" type="checkbox"/> View M365 <input checked="" type="checkbox"/> Licence Information
Self Service		<input checked="" type="checkbox"/> Browse and Restore <input checked="" type="checkbox"/> View/Restore Sharepoint <input checked="" type="checkbox"/> View/Restore Teams <input checked="" type="checkbox"/> View/Restore OneDrive <input checked="" type="checkbox"/> View/Restore Outlook <input checked="" type="checkbox"/> View Reports	<input checked="" type="checkbox"/> View Backup Policy <input checked="" type="checkbox"/> Manage Backups	<input checked="" type="checkbox"/> Preview Email <input checked="" type="checkbox"/> Restore email to different users mailbox <input checked="" type="checkbox"/> Download to Local <input checked="" type="checkbox"/> Access user backups for entire tenancy <input checked="" type="checkbox"/> Access user backups for selected groups <input checked="" type="checkbox"/> Access user backups for all except selected groups	<input checked="" type="checkbox"/> Restore To Another OneDrive <input checked="" type="checkbox"/> Download to Local <input checked="" type="checkbox"/> Access user backups for entire tenancy <input checked="" type="checkbox"/> Access user backups for selected groups <input checked="" type="checkbox"/> Access user backups for all except selected groups	<input checked="" type="checkbox"/> Restore to another location <input checked="" type="checkbox"/> Download to Local <input checked="" type="checkbox"/> Access backup for entire tenancy <input checked="" type="checkbox"/> Access backups for selected sites	<input checked="" type="checkbox"/> Bulk Restore	<input checked="" type="checkbox"/> Manage Users <input checked="" type="checkbox"/> Manage Veeam <input checked="" type="checkbox"/> Data Cloud Subscription <input checked="" type="checkbox"/> View Veeam <input checked="" type="checkbox"/> Data Cloud User Activity <input checked="" type="checkbox"/> Receive notification <input checked="" type="checkbox"/> System Settings <input checked="" type="checkbox"/> Access Veeam <input checked="" type="checkbox"/> Data Cloud Support <input checked="" type="checkbox"/> View M365 <input checked="" type="checkbox"/> Licence Information

Users with the Administrator role or with the Manage Users permission can create new user roles. Veeam Data Cloud offers the following 4 user role templates when you create a new user role:

- **Self Service.** Allows users to perform self-service restore of their Outlook emails and OneDrive files.
- **Finance.** Allows users to manage Veeam Data Cloud subscription (licensing, billing, organization details).
- **Manage backups and view logs.** Allows users to create, browse and manage backup policies and view backup logs.

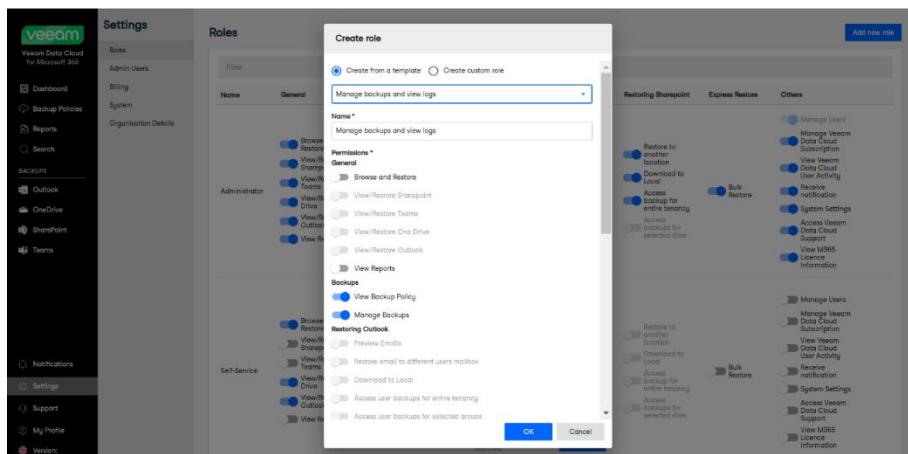
- **Limited Restore.** Allows users to browse and restore Outlook, OneDrive, SharePoint and Teams data.



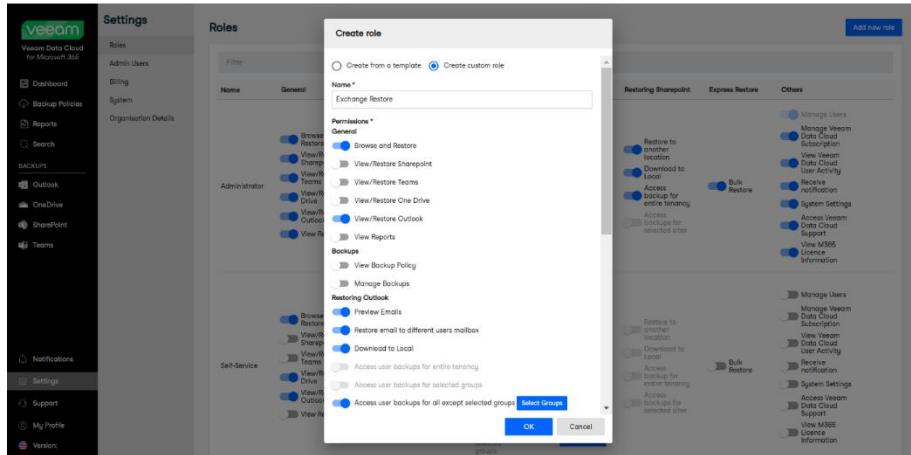
## Adding New Role

To create a new user role, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365.
2. In the main menu, click **Settings**.
3. On the **Roles** page, click **Add new role**.
4. In the **Create role** window, select **Create from a template** to use one of the built-in templates for the new role or select **Create custom role** to create a new role.
  - o If you selected **Create from a template**, do the following:
    - i. Select a template from the drop-down list.
    - ii. In the **Name** field, specify the name of the role.
    - iii. By default, permissions are assigned to the role from the template. If you want to customize permissions for the role, click the toggle next to a permission.
    - iv. Click **OK** to save the new role.



- If you selected **Create custom role**, do the following:
  - In the **Name** field, specify a name for the new role.
  - Click the toggle next to the permissions you want to assign to the role.
  - Click **OK** to save the new role.



The new user role appears in the list of roles. If you want to customize permissions for the role, click the toggle next to a permission. Click **Save changes** to save your changes.

To delete a user role, click the trash can next to the role.

## User Role Permissions

The available permissions that you can assign to a user role are:

Name	Description
<b>General</b>	
Browse and Restore	Parent permission for the View/Restore Sharepoint, Teams, One Drive and Outlook permissions.
View/Restore Sharepoint	Browse and restore SharePoint data.
View/Restore Teams	Browse and restore Teams data.
View/Restore One Drive	Browse and restore OneDrive data.
View/Restore Outlook	Browse and restore Outlook data.
View Reports	View and generate Veeam Data Cloud for Microsoft 365 reports.
<b>Backups</b>	

Name	Description
View Backup Policy	Browse backup policies.
Manage Backups	Create and manage backup policies.

## Restoring Outlook

Preview Emails	View the email body of backed-up emails.
Restore email to different users mailbox	Restore mailboxes and mailbox items to the mailbox of a different user.
Download to Local	Download backed-up Outlook content to your computer.
Access user backups for entire tenancy	Browse backed-up Outlook data within the entire organization.
Access user backups for selected groups	Browse backed-up Outlook data only within the selected groups. To specify groups, click <b>Select Groups</b> , choose groups and click <b>OK</b> .
Access user backups for all except selected groups	Browse backed-up Outlook data within the entire organization except for data within the selected groups. To specify groups, click <b>Select Groups</b> , choose groups and click <b>OK</b> .

## Restoring OneDrive

Restore to Another OneDrive	Restore OneDrive and OneDrive items to OneDrive of a different user.
Download to Local	Download backed-up OneDrive content to your computer.
Access user backups for entire tenancy	Browse backed-up OneDrive data within the entire organization.
Access user backups for selected groups	Browse backed-up OneDrive data only within the selected groups. To specify groups, click <b>Select Groups</b> , choose groups and click <b>OK</b> .
Access user backups for all except selected groups	Browse backed-up OneDrive data within the entire organization except for data within the selected groups. To specify groups, click <b>Select Groups</b> , choose groups and click <b>OK</b> .

## Restoring Sharepoint

Name	Description
Restore to another location	Restore SharePoint sites and SharePoint items to a different SharePoint site.
Download to Local	Download backed-up SharePoint content to your computer.
Access backup for entire tenancy	Browse backed-up SharePoint data within the entire organization.
Access user backups for selected sites	Browse backed-up SharePoint data only within the selected sites. To specify sites, click <b>Select sites</b> , choose sites and click <b>OK</b> .
<b>Express Restore</b>	
Bulk Restore	Perform bulk restore (only available with the Express plan).
<b>Others</b>	
Manage Users	Add and manage Veeam Data Cloud administrators and user roles.
Manage Veeam Data Cloud Subscription	Manage Veeam Data Cloud subscription (licensing, billing, organization details).
View Veeam Data Cloud User Activity	View the Recent User Activity overview in the dashboard.
Receive notification	Receive email notifications about backups, license information and reports.
System Settings	Works in combination with the Manage Users, Manage Veeam Data Cloud Subscription and Manage Backups permissions to allow modification of system settings.
Access Veeam Data Cloud Support	View the Support button in the main menu and access the Veeam Data Cloud support options page.
View M365 License Information	View the M365 License Activity, VDC Licenses, and M365 Storage Use (GB) widgets in the dashboard.

# 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

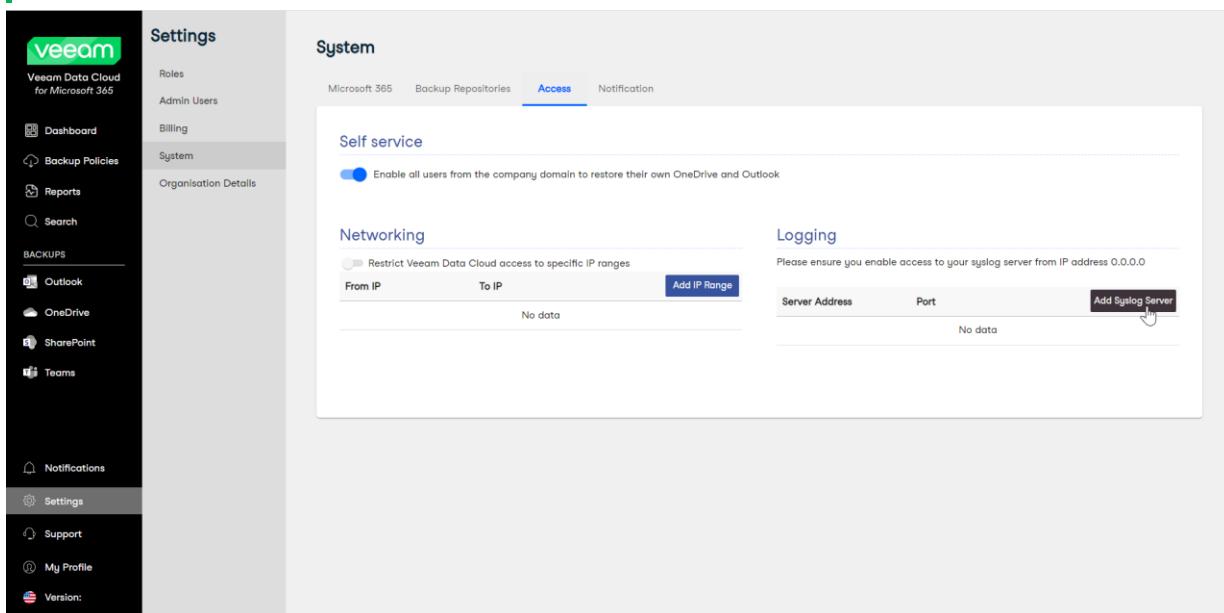
Veeam Data Cloud for Microsoft 365 allows you to define a syslog server where you can receive Veeam Data Cloud user activity logs.

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**.

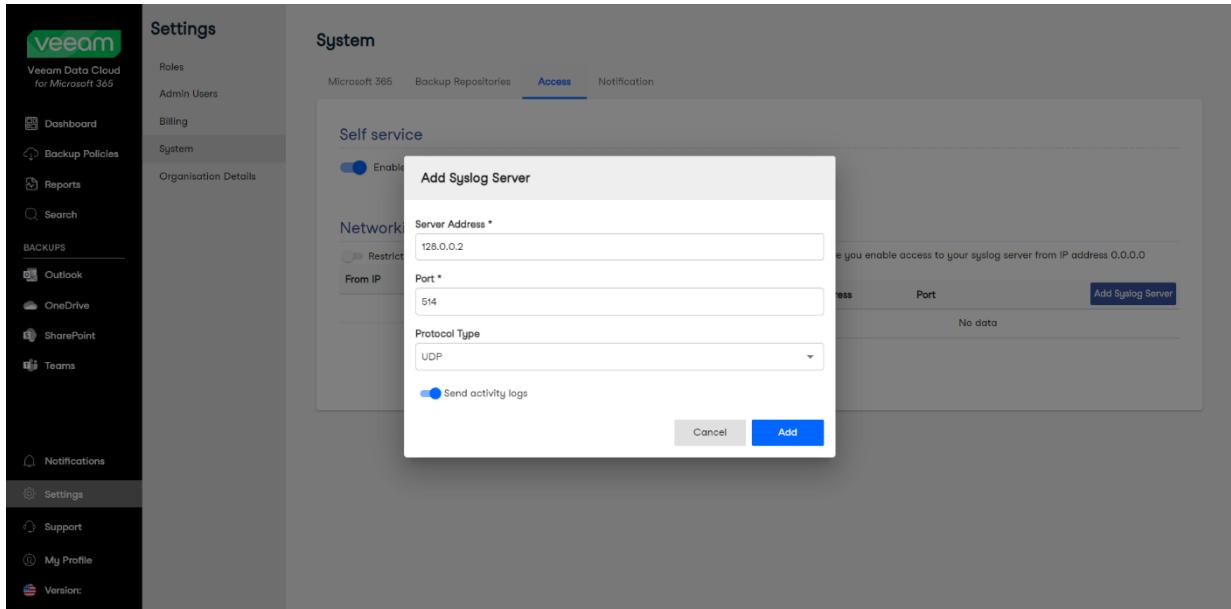
## NOTE

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
  - 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  RestoreOutlookItemsToLocal, User: Mary.Jones@COMPANY.ONMICROSOFT.COM, Session Type: vex, Object: Jack Smith / Inbox, Date: 6/18/2024 9:02:25 AM +00:00, Items: {"SessionDate":"2023-11-23T02:43:25.429Z", "Option": {"Items": [{"Id": "LgAAAEYAAA...AJW1MDRVs-1Om8ReIEAHypABAGyua_AmugtHrGBbcMwomlsAAAAAAQwAAAAACVpTA0VbPtTp...qQBwBsrmvwJroLR6xgW3DMKJpbAAAAAEMAABsrmvwJroLR6xgW3DMKJpbAAIYDZuFAABsrmvwJroLR6xgW3DMKJpbAAIXZHpb" } ] }, "SessionType": "vet"}
```

# Adding Second App Registration

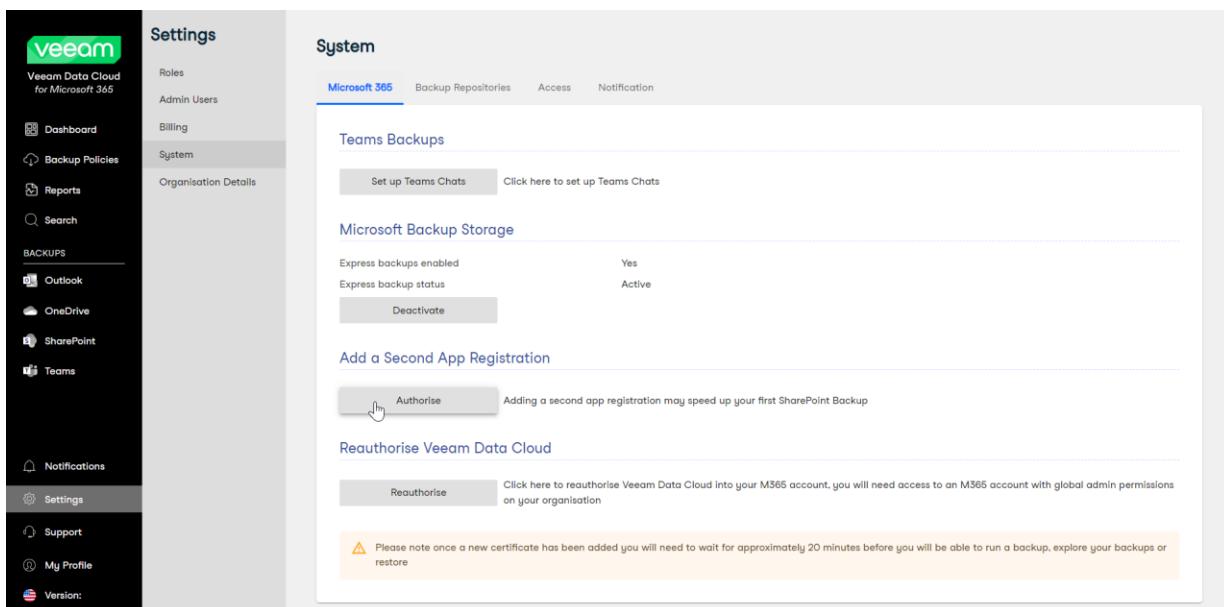
Adding a second Microsoft Entra app registration as a backup application can speed up your SharePoint backups.

## 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:

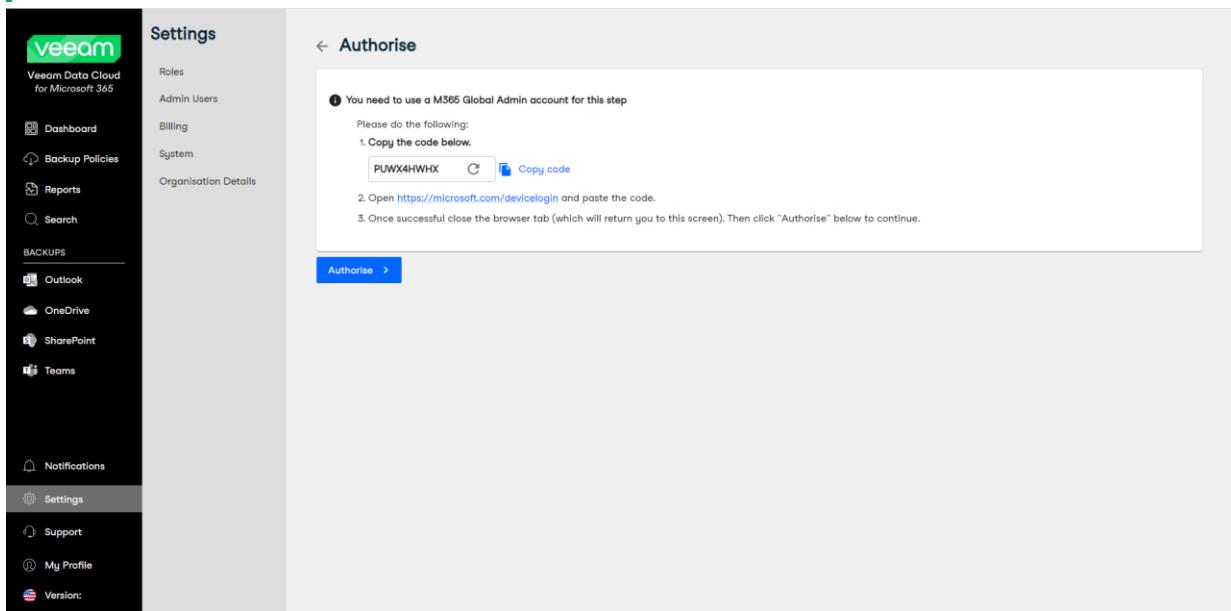
1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.
2. In the main menu, click **Settings**.
3. In the **Settings** menu, click **System**.
4. On the **System** page, in the **Microsoft 365** tab, go to the **Add a Second App Registration** section and click **Authorise**.



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

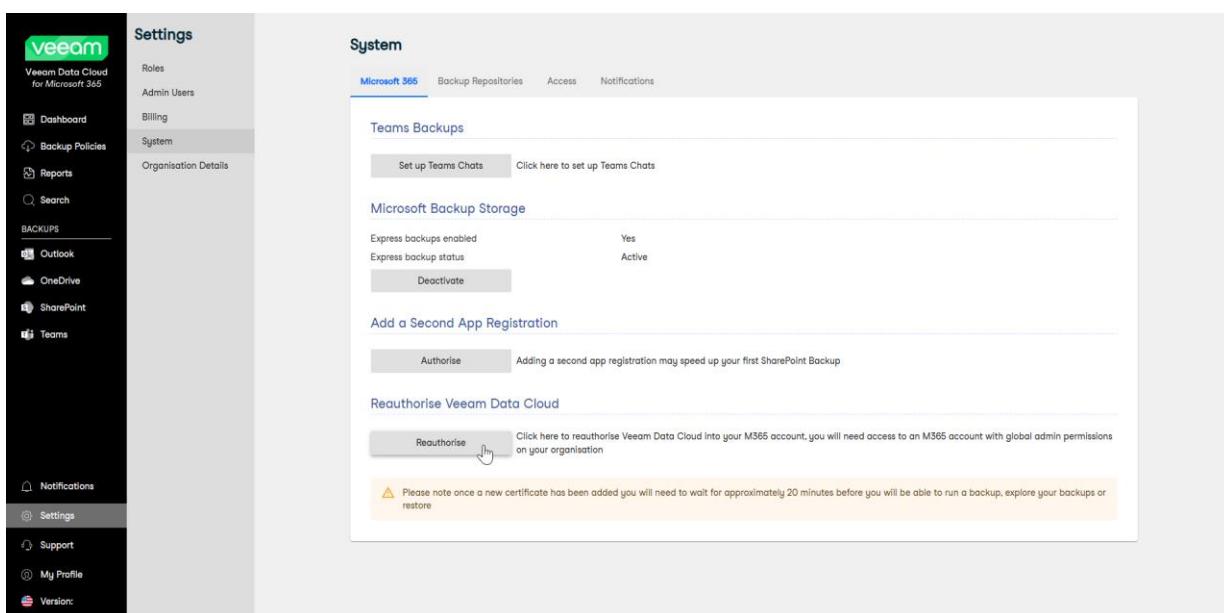
You may need to reauthorize Veeam Data Cloud access to your Microsoft 365 tenant. This may be required in the following cases:

- 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. On the **System** page, in the **Microsoft 365** tab, go to the **Reauthorise Veeam Data Cloud** section and click **Reauthorise**.

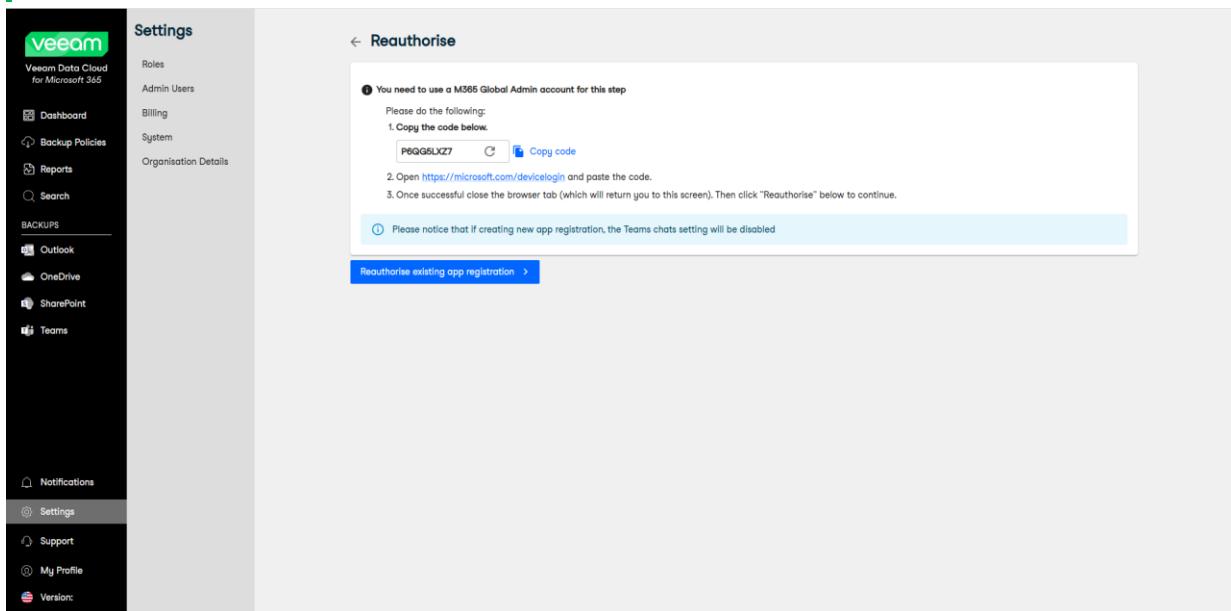
If you have a multi-tenant app registration, click **Reauthorise the customer on the multi tenant app registration**.



5. In the **Reauthorise** 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.



The screenshot shows the Veeam Data Cloud for Microsoft 365 Settings page. The left sidebar has a dark theme with white icons and text. The main content area has a light background. The title is 'Reauthorise'. It contains instructions for using a Microsoft 365 Global Admin account, a code input field with a 'Copy code' button, and a note about existing app registrations. A blue button at the bottom says 'Reauthorise existing app registration'.

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 **Reauthorise existing app registration**.

# 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:

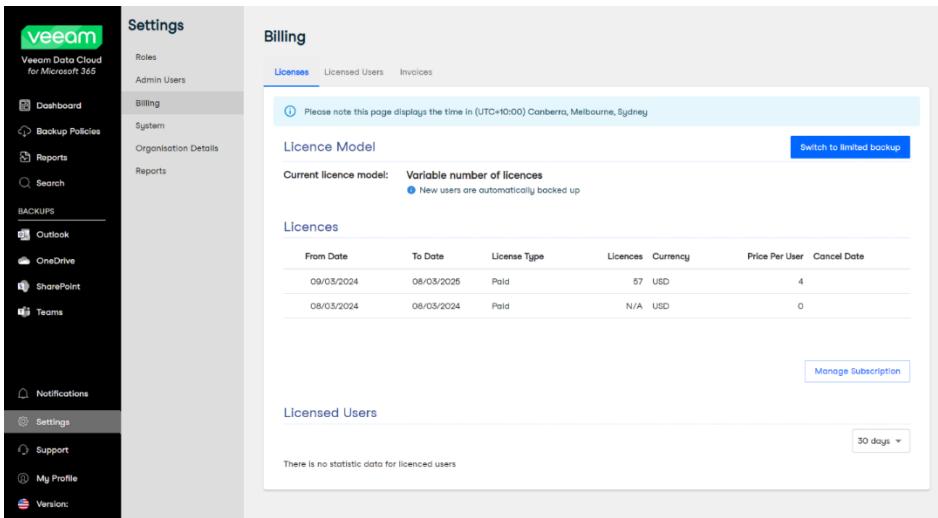
- **Name** – the email account that is licensed.
- **Licence State** – the current state of the user if they are licensed or not.
- **Last Backup Date** – the last date that anything associated with the account was backed up.
- **Is Backed Up** – shows whether the current data for the account is being backed up.
- **Mailbox** – shows whether the mailbox of the user is protected or not.
- **Archive Mailbox** – shows whether the archive mailbox of the user is protected or not.
- **OneDrive** – shows whether the OneDrive of the user is protected or not.
- **Personal Site** – shows whether the personal SharePoint site of the user is protected or not.
- **Last updated** – the last date that the information in the table was updated. The information in the table is automatically updated every Tuesday and Friday at 4:00 PM UTC. You can click the **Refresh** button to manually update the data to get the current status of your licensed users.

# 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.



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar has a dark theme with white icons and text. The 'Settings' section is expanded, showing 'Billing' as the selected option. The main content area is titled 'Billing' and has a sub-header 'Licenses'. It displays a table of current licenses and a note about the license model. Below this is a section for 'Licensed Users' which shows a message stating there is no statistic data for licensed users.

From Date	To Date	License Type	Licences	Currency	Price Per User	Cancel Date
09/03/2024	08/03/2025	Paid	57	USD	4	
08/03/2024	08/03/2024	Paid	N/A	USD	0	

# Switching License Model

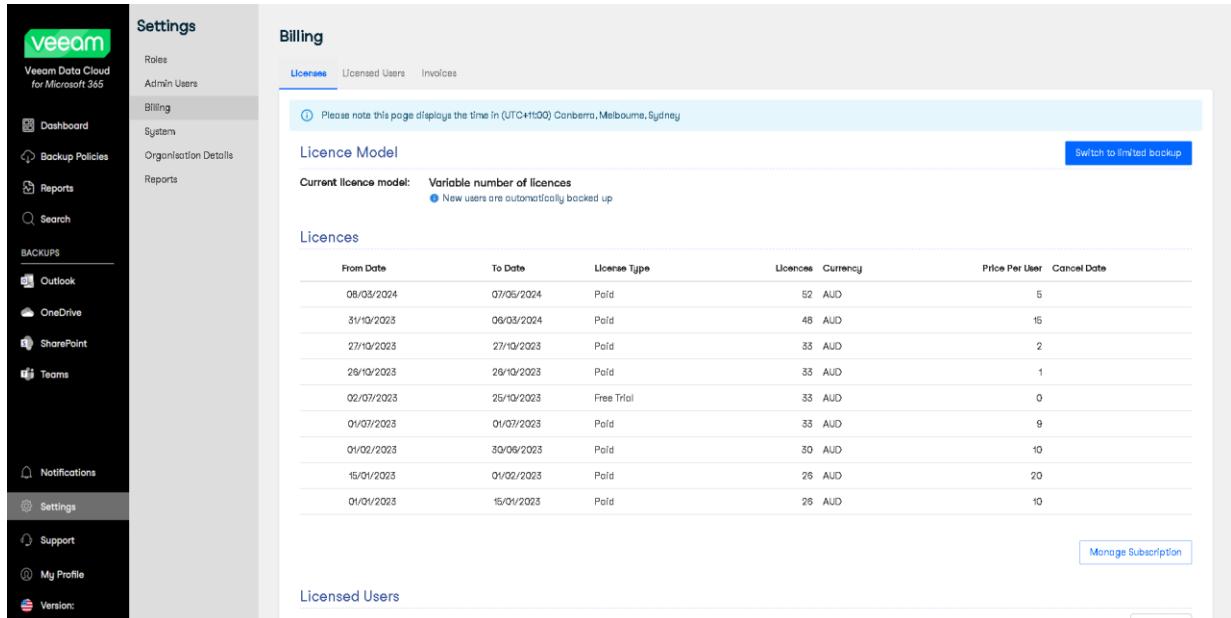
You can switch the license model during the onboarding period or anytime later.

## 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:

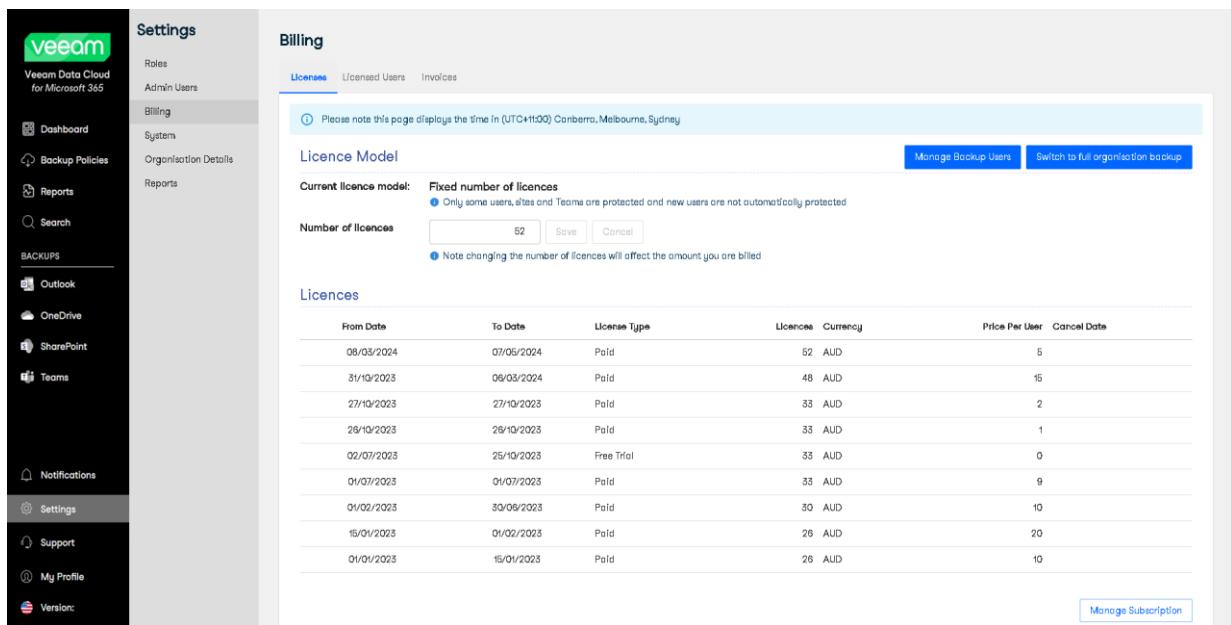
1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account.
2. In the main menu, click **Settings**.
3. In the **Settings** menu, click **Billing**.
4. On the **Billing** page, open the **Licenses** tab.
5. Select your preferred license model:
  - **Switch to limited backup** for Fixed License Model



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar has a 'Settings' section selected, which includes 'Billing'. The main content area is titled 'Billing' and has tabs for 'Licenses', 'Licensed Users', and 'Invoices'. A note at the top says 'Please note this page displays the time in (UTC+10:00) Canberra, Melbourne, Sydney'. The 'Licence Model' section shows 'Current licence model: Variable number of licences' and a note 'New users are automatically backed up'. A blue button 'Switch to limited backup' is visible. Below is a table titled 'Licences' with columns: From Date, To Date, License Type, Licences, Currency, Price Per User, and Cancel Date. The table lists various entries. At the bottom right is a 'Manage Subscription' button.

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](#).

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



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar has a dark theme with white icons and text. The main area is titled 'Billing' and shows the 'Licences' tab is selected. A sub-header 'Licence Model' is present. Below it, 'Current licence model:' is set to 'Fixed number of licences'. A note says 'Only some users, sites and Teams are protected and new users are not automatically protected'. A text input field shows '52', with 'Save' and 'Cancel' buttons. A note below says 'Note changing the number of licences will affect the amount you are billed'. A 'Switch to full organisation backup' button is visible. The main table lists 'Licences' with columns: From Date, To Date, License Type, Licences, Currency, Price Per User, and Cancel Date. The data is as follows:

From Date	To Date	License Type	Licences	Currency	Price Per User	Cancel Date
08/03/2024	07/05/2024	Paid	52	AUD	5	
31/12/2023	08/03/2024	Paid	48	AUD	15	
27/10/2023	27/10/2023	Paid	33	AUD	2	
28/10/2023	28/10/2023	Paid	33	AUD	1	
02/07/2023	25/10/2023	Free Trial	33	AUD	0	
01/07/2023	01/07/2023	Paid	33	AUD	9	
01/02/2023	30/06/2023	Paid	30	AUD	10	
15/01/2023	01/02/2023	Paid	26	AUD	20	
01/01/2023	15/01/2023	Paid	26	AUD	10	

At the bottom right of the main area is a 'Manage Subscription' button.

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.

# Working with Reports

Veeam Data Cloud for Microsoft 365 allows you to generate and download usage reports, as well as schedule reports and receive them in specified email addresses.

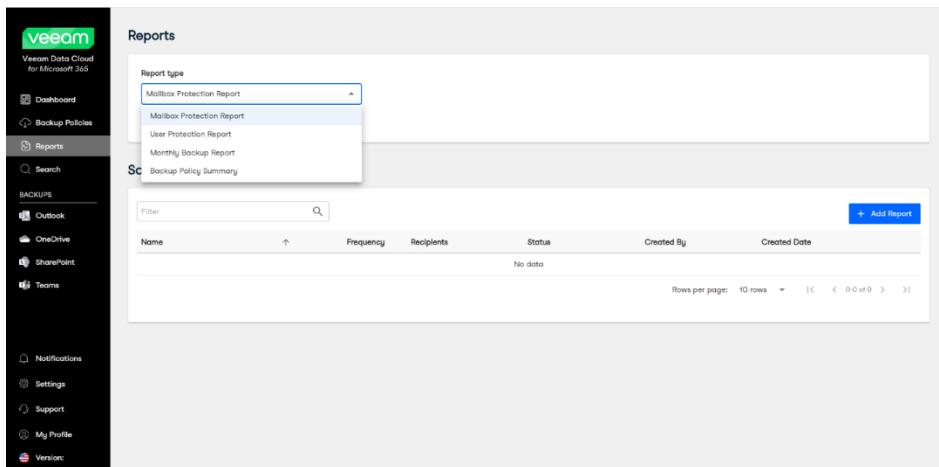
## In this Section

- [Generating Reports](#)
- [Scheduling Reports](#)

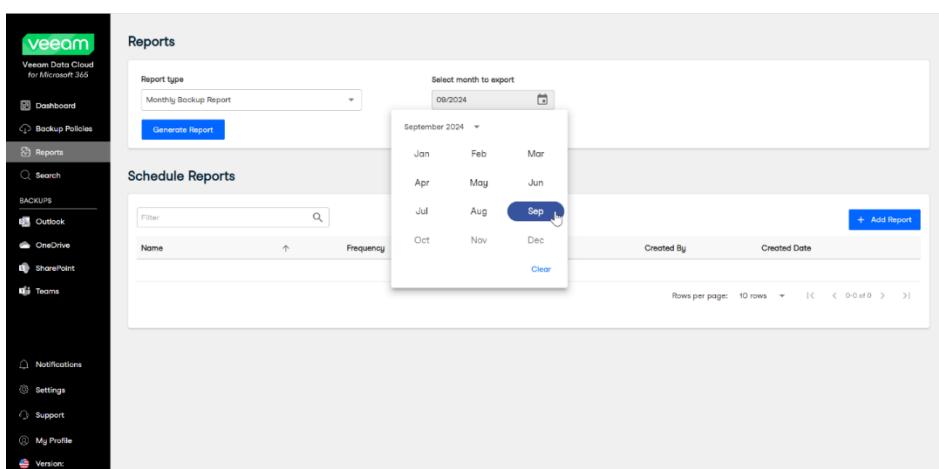
# Generating Reports

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 **Reports**.
3. In the Reports section, from the **Report type** drop-down list, select one of the following options:
  - **Mailbox Protection Report**
  - **User Protection Report**
  - **Monthly Backup Report**
  - **Backup Policy Summary**



[For monthly backup report and backup policy summary] Select the month for which you want the report to be generated.



4. Click **Generate Report**. Veeam Data Cloud for Microsoft 365 will generate the report in the CSV format.
  - The **Backup Policy Summary** report is in the .ZIP format and the file contains one .CSV file for each of your backup policies.

- 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.

- The 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**
  - The **Mailbox** counter shows the mailbox name.
  - The **E-mail** counter shows the email address of the user.
  - The **Organization** counter shows the name of the company or organization in Veeam Data Cloud for Microsoft 365.
  - The **Protection Status** counter shows whether the mailbox is with the *Protected* or *Unprotected* status.
  - The **Last Backup Date** counter shows the date when the latest backup file was created by the user.
- **User Protection Report**
  - The **Username** counter shows the name of the Veeam Data Cloud for Microsoft 365 user.
  - The **E-mail** counter shows the email address of the Veeam Data Cloud for Microsoft 365 user.
  - The **Organization** counter shows the name of the company or organization in Veeam Data Cloud for Microsoft 365.
  - The **Protection Status** counter shows whether the user is with the *Protected* or *Unprotected* status.
  - The **Last Backup Date** counter shows the date when the latest backup file was created by the user.
- **Monthly Backup Report**
  - The **Number of object backed up** counter shows the number of objects that were backed up within the selected month.
  - The **Amount of data backed up (GB)** counter shows the capacity of the backup file created within the selected month.
  - The **Job name** counter shows the name of the backup job.
  - The **Last status** counter shows the final status of the last run of the backup job.
  - 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.
  - 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.
- **Backup Policy Summary**
  - The **Job name** counter shows the name of the backup job.
  - The **Start Time** counter shows the date and time when the backup job was started.
  - The **End Time** counter shows the date and time when the backup job was finished.
  - The **Job Type** counter shows the type of the backup job.
  - The **Status** counter shows with which status the backup job was finished.
  - The **Objects Processed** counter shows the number of objects that were processed in the backup job.

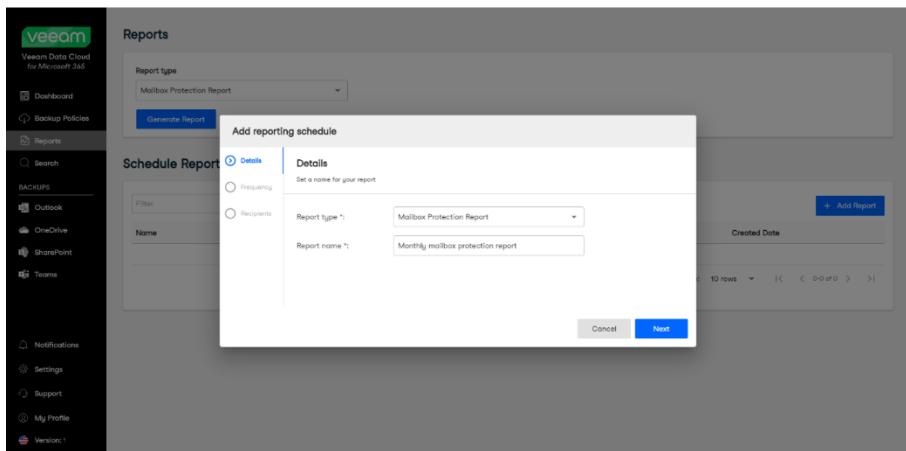
- The **Summary** counter shows information in case of a failed backup job.

# Scheduling Reports

You can schedule reports in Veeam Data Cloud for Microsoft 365. When you schedule a report, you specify the frequency and email recipients. Once a scheduled report runs, the recipients receive an email from Veeam Data Cloud for Microsoft 365 with a link to download the report. The report is valid for 7 days.

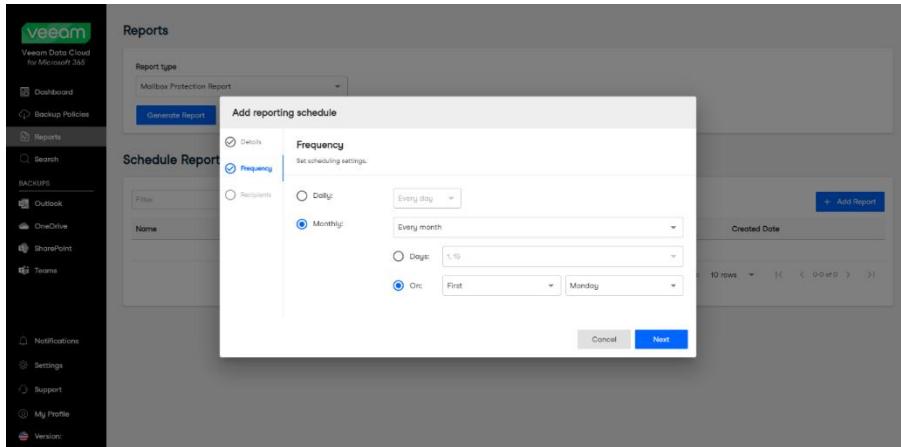
To schedule a report, do the following:

1. Log in to Veeam Data Cloud for Microsoft 365 with an administrator account or an account with the permission to view reports.
2. In the main menu, click **Reports**.
3. In the **Schedule Reports** section, click **Add Report**.
4. In the **Add reporting schedule** window, do the following:
  - a. In the **Details** tab, in the **Report type** drop-down list, select the report you want to schedule.
  - b. In the **Report name** field, type a name for the new scheduled report.
  - c. Click **Next**.



- d. In the **Frequency** tab, select whether you want to receive the scheduled report **Daily** or **Monthly**:  
**Daily**. Select *Every day* or a day of the week from the drop-down list.  
**Monthly**. Select the months you want to receive the report from the drop-down. Then you can either select the days from the *1<sup>st</sup>* to the *31<sup>st</sup>* from the drop-down, or select on which day of the month you want to receive the report. For example, when you select *First Monday*, you will receive the report on the first Monday of the month you chose.

e. Click **Next**.



f. In the **Recipients** tab, specify the email addresses of the report recipients, separated by semicolon (;) or comma (,). Your own email address is added by default.

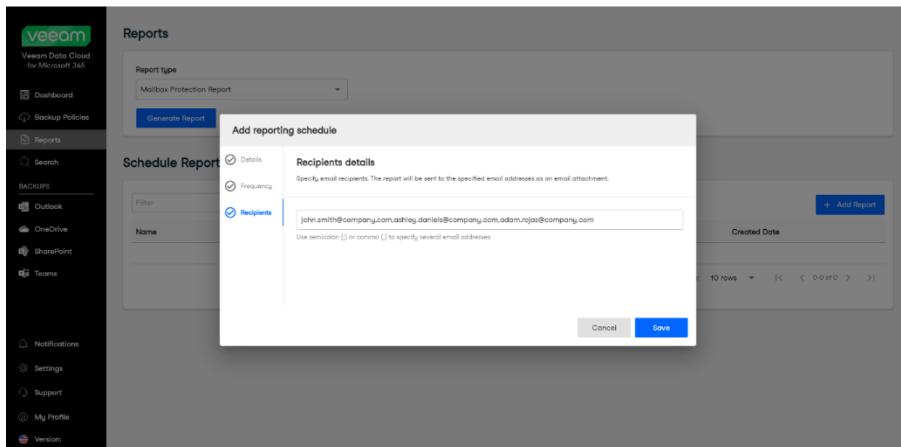
#### NOTE

You can also specify email addresses outside of your organization. The recipients must be able to log in to Veeam Data Cloud to download the reports.

#### TIP

To receive the scheduled report email, make sure to include `no-reply@veeamdatacloud.com` in your allowed, approved or safe senders list in your email client.

g. Click **Save**.



- The new scheduled report is now enabled and appears on the list.

Name	Frequency	Recipients	Status	Created By	Created Date
Backup policy summary report	Daily	john.smith@company.com	Enabled (Scheduled)	john.smith@company.com	19/09/2024 3:02:39 PM
Monthly mailbox protection report	Monthly	john.smith@company.com, ashley.daniels@company.com, adam.rojas@company.com	Enabled (Scheduled)	john.smith@company.com	19/09/2024 1:59:54 PM

## Managing Scheduled Reports

In the **Schedule Reports** section, you can see a list of all your scheduled reports with information about the name, frequency, recipients, status, who created the report, and the date it was created.

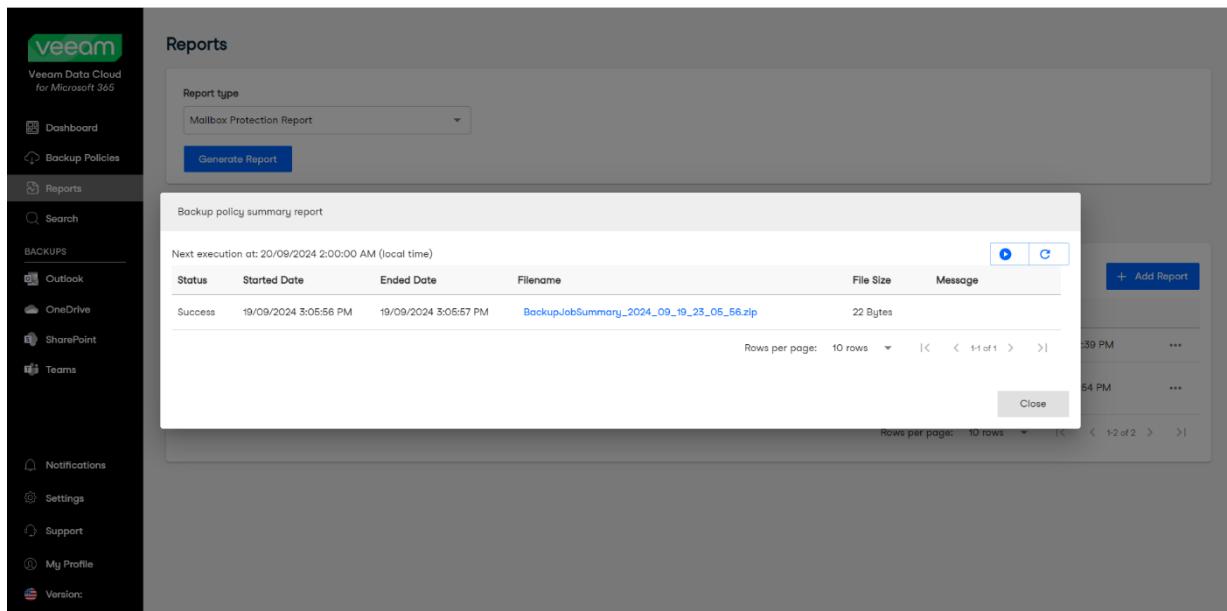
To manage a scheduled report, click the menu next to the report you want to manage and select one of the following actions:

- Select **Edit** to update the details, frequency and recipients of your scheduled report.
- Select **Start** to run the scheduled report now.
- Select **Disable** (or **Enable** if the report is disabled) to disable (or enable) the scheduled report.
- Select **Delete** to delete the scheduled report.

Name	Frequency	Recipients	Status	Created By	Created Date
Backup policy summary report	Daily	john.smith@company.com	Enabled (Scheduled)	john.smith@company.com	19/09/2024 3:02:39 PM
Monthly mailbox protection report	Monthly	john.smith@company.com, ashley.daniels@company.com, adam.rojas@company.com	Enabled (Scheduled)	john.smith@company.com	19/09/2024 1:59:54 PM

You can also see an overview of the report execution. To do this, click on the name of a report. In the overview, Veeam Data Cloud displays the following information:

- The time and date of the next scheduled execution
- A button to run the scheduled report now
- A button to refresh the overview
- The status of the executed report
- The start and end date and time of the executed report
- A link to download the report
- The file size of the report
- A message with information related to the report



The screenshot shows the Veeam Data Cloud for Microsoft 365 interface. The left sidebar contains navigation links for Dashboard, Backup Policies, Reports, Search, BACKUPS (Outlook, OneDrive, SharePoint, Teams), Notifications, Settings, Support, My Profile, and Version. The main area is titled 'Reports' and shows a 'Mailbox Protection Report' configuration screen with a 'Generate Report' button. A modal window titled 'Backup policy summary report' is open, displaying a table of execution details. The table has columns: Status, Started Date, Ended Date, Filename, File Size, and Message. One row is shown: Success, 19/09/2024 3:05:56 PM, 19/09/2024 3:05:57 PM, BackupJobSummary\_2024\_09\_19\_23\_05\_56.zip, 22 Bytes, and a message indicating the file is ready for download. The modal has a 'Close' button at the bottom right. The background shows a list of scheduled reports with columns for Name, Status, Next execution at, and a 'More' button.

Status	Started Date	Ended Date	Filename	File Size	Message
Success	19/09/2024 3:05:56 PM	19/09/2024 3:05:57 PM	BackupJobSummary_2024_09_19_23_05_56.zip	22 Bytes	File is ready for download

# Searching for Objects in Backup

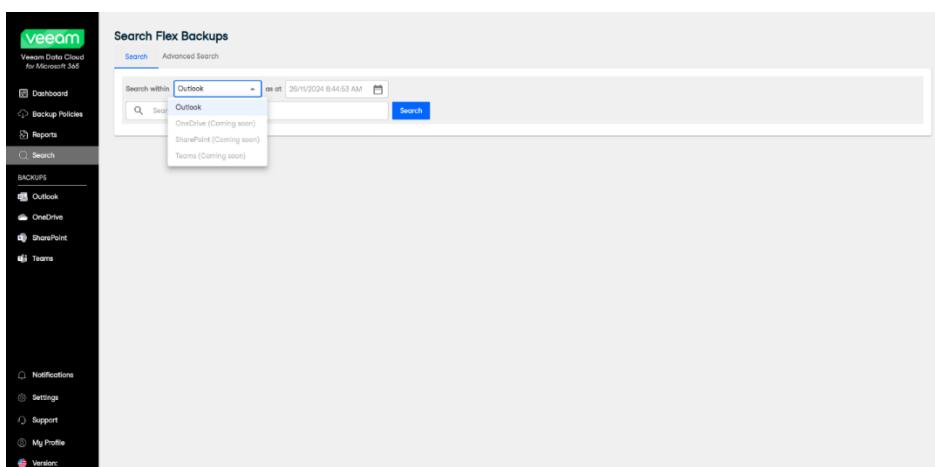
You can use Veeam Data Cloud for Microsoft 365 to search for objects in your Flex backups. The product offers 2 search mechanisms:

- **Search.** This is basic search, currently only available for Outlook backups. You can select a restore point, specify a search word and get results fast.
- **Advanced Search.** This is advanced search, available for Outlook, OneDrive, SharePoint and Teams backups. You can select a restore point and specify multiple search criteria. It may take a long time to display results.

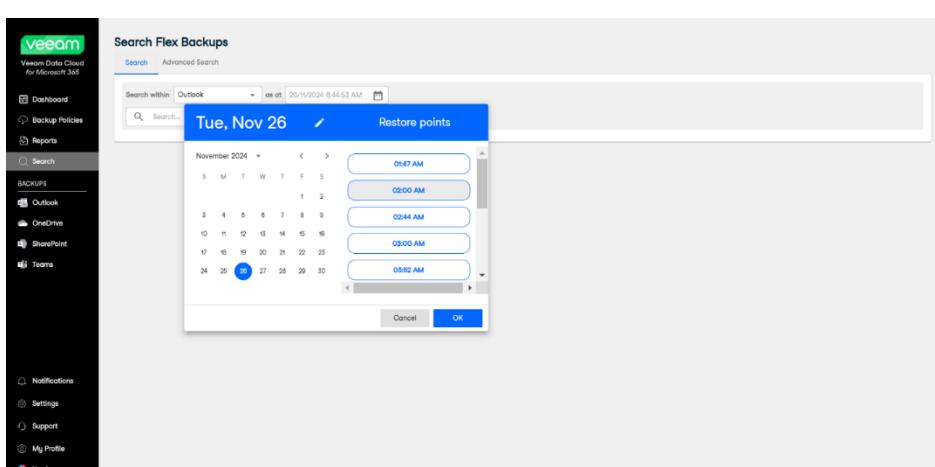
## Performing Basic Search

To search for required items using basic search, 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.
2. In the main menu, click **Search**.
3. In the **Search tab**, from the **Search within** drop-down list, select *Outlook*. If you want to search within *OneDrive*, *SharePoint* or *Teams*, you must use [advanced search](#).



4. In the **as at** field, select a restore point where you want to search for backed-up items. The restore point defines the date and time when the backup was created.



5. In the **Search** field, specify a key word for the search.

6. Click **Search** to start the search for required items.

The search will display the *Running* status and then, once it finds the first 500 matched items, the *Stopped* status.

7. When the **Status** changes to *Stopped*, you can view found items or click **Continue search** to find the next 500 matched items.

Mailbox	Subject	Sender	Receiver	Received
John Brown	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	John Brown	21/07/2023 10:50:56 AM
Olive Jones	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Olive Jones	23/08/2023 11:15:50 AM
Maria Ramos	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Maria Ramos	26/09/2023 4:33:46 AM
Alice Young	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Alice Young	21/07/2023 10:53:44 AM
Ben Green	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Ben Green	21/07/2023 10:50:56 AM
Pat Wong	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Pat Wong	28/04/2023 12:48:35 PM
Greg Muller	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Greg Muller	21/07/2023 10:53:44 AM
George Harris	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	George Harris	21/07/2023 10:50:56 AM
Kris Bell	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Kris Bell	28/04/2023 12:48:35 PM
Angela Bass	<a href="#">Welcome to Veeam Data Cloud</a>	Veeam Data Cloud	Angela Bass	11/10/2024 12:58:02 PM

- In the search results, click the item you want to select for restore and click **Restore**.

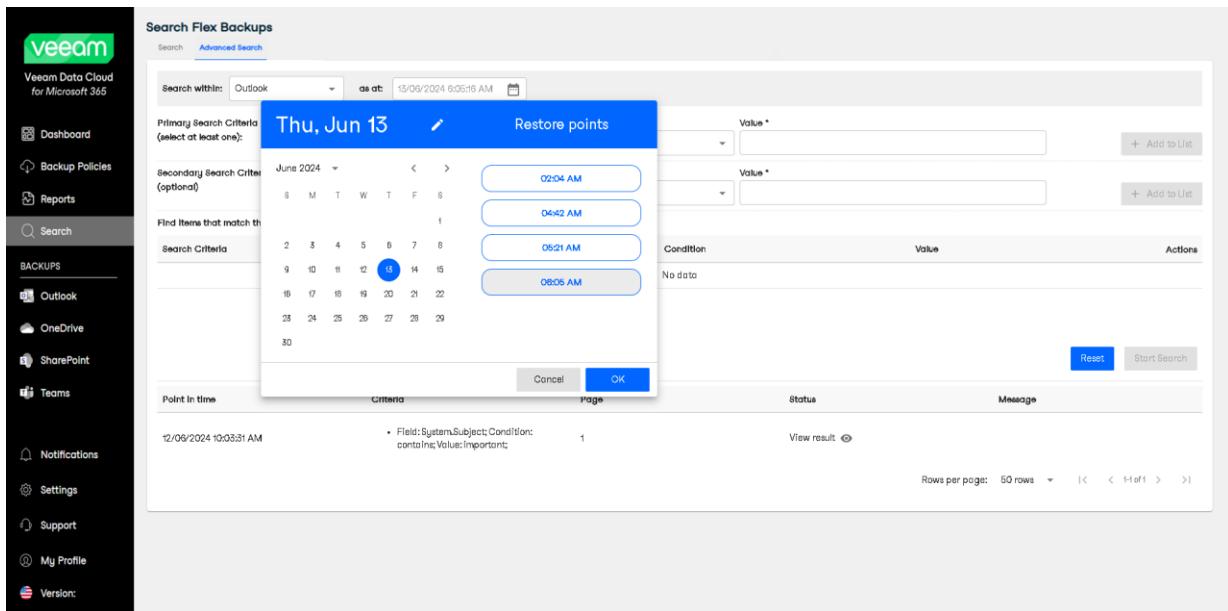
## Performing Advanced Search

To search for required items with advanced search, do the following:

- 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.
- In the main menu, click **Search**.
- In the **Advanced Search** tab, from the **Search within** drop-down list, select the application whose items you want to find: *Outlook*, *OneDrive*, *SharePoint*, or *Teams*.

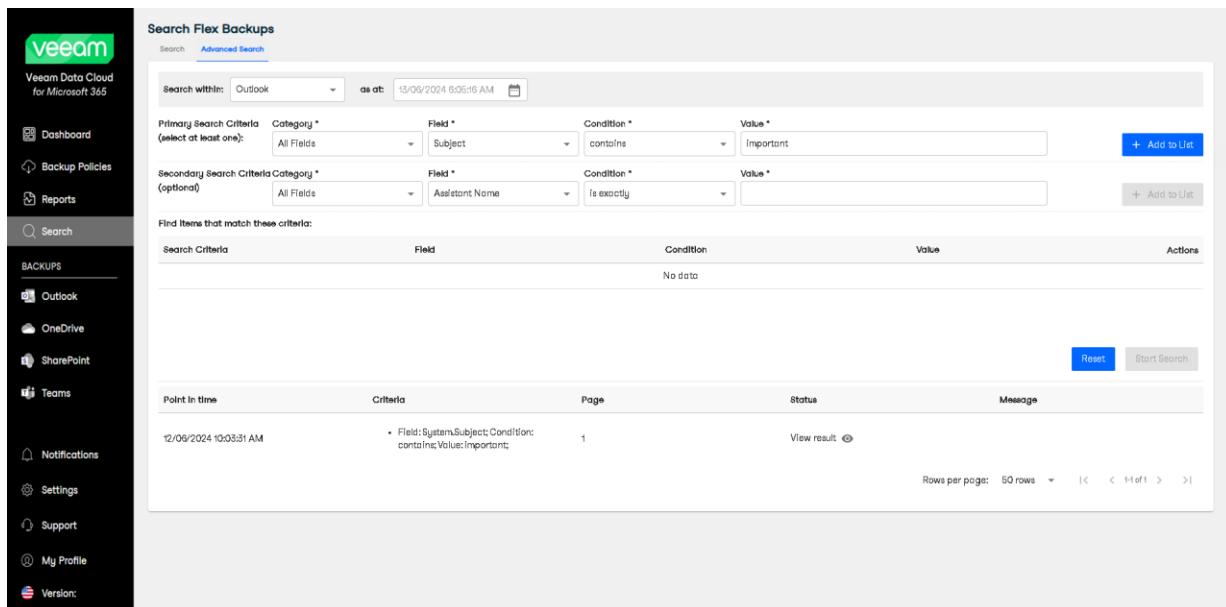
If the option to search within a specific application is enabled for your account, you can see it in the Veeam Data Cloud for Microsoft 365 environment. If you cannot see the application whose items you want to find, contact [Veeam Customer Support](#).

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:

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

Search Flex Backups

Search Advanced Search

Search within: Outlook as of: 19/09/2024 10:03:47 AM

Primary Search Criteria Category \* (select at least one): All Fields Field \* Subject Condition \* contains Value \* report + Add to List

Secondary Search Criteria Category \* (optional): All Fields Field \* Assistant Name Condition \* Is exactly Value \* Important + Add to List

Find items that match these criteria:

Search Criteria	Field	Condition	Value	Actions
Primary	Subject	contains	Important	

Point in time Criteria Page Status Message

13/09/2024 8:05:16 AM	• Field: System.Subject; Condition: contains; Value: Important;	1		
-----------------------	---	---	--	--

Rows per page: 50 rows < < 1 of 2 > >

6. [For Outlook, OneDrive or Sharepoint] [Optional] In the **Secondary Search Criteria** section, you can specify more search criteria:

- From the **Category**, **Field** and **Condition** drop-down lists, select values to form your search criteria.
- In the **Value** field, specify your search criteria or select a value from a drop-down list.
- Click **Add to List**. The selected criteria will be listed in the **Find items that match these criteria** section.

Search Flex Backups

Search Advanced Search

Search within: Outlook as of: 19/09/2024 10:03:47 AM

Primary Search Criteria Category \* (select at least one): All Fields Field \* Subject Condition \* contains Value \* + Add to List

Secondary Search Criteria Category \* (optional): Common Fields Field \* Read Condition \* Is exactly Value \* Yes + Add to List

Find items that match these criteria:

Search Criteria	Field	Condition	Value	Actions
Primary	Subject	contains	Important	

Point in time Criteria Page Status Message

13/09/2024 8:05:16 AM	• Field: System.Subject; Condition: contains; Value: Important;	1		
-----------------------	---	---	--	--

Rows per page: 50 rows < < 1 of 2 > >

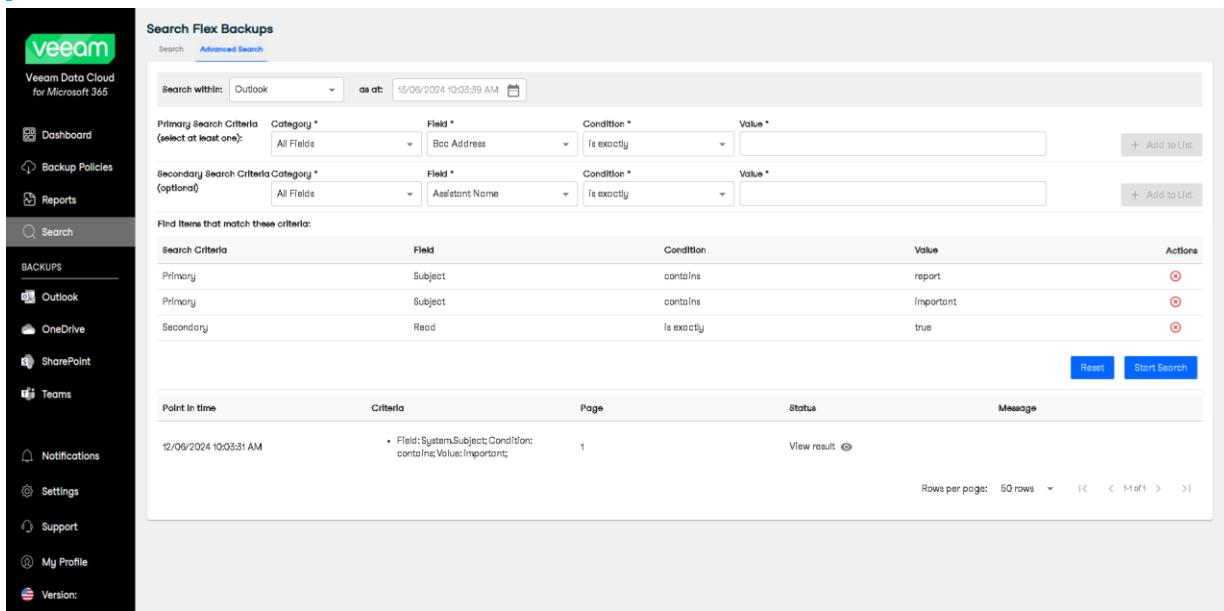
## NOTE

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**.

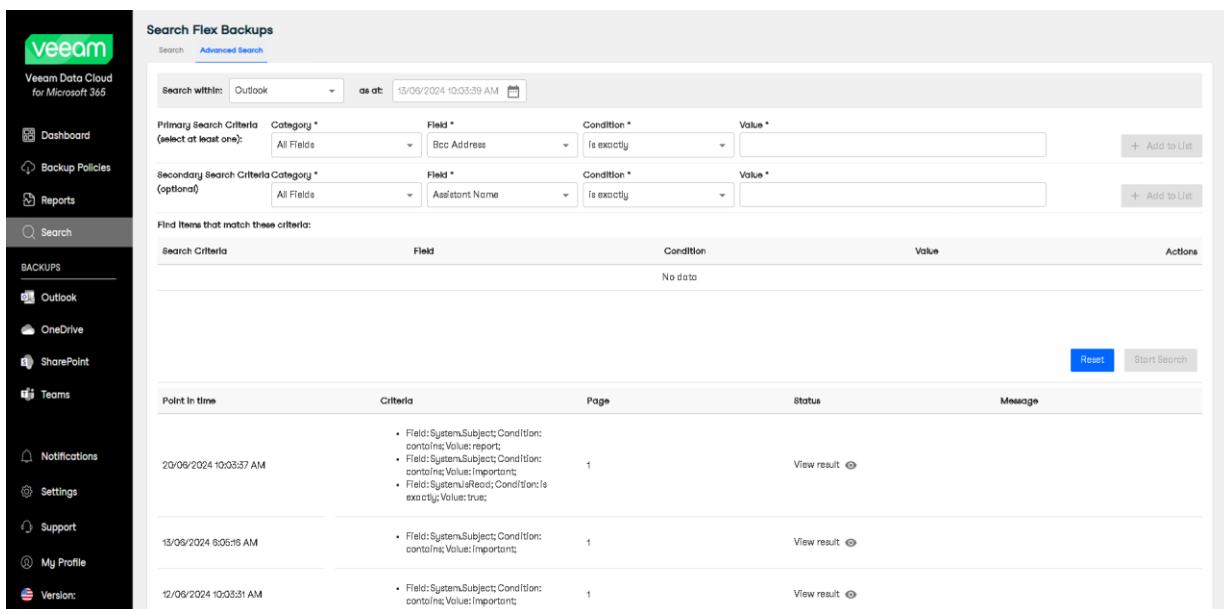


Search Criteria	Field	Condition	Value	Actions
Primary	Subject	contains	report	
Primary	Subject	contains	Important	
Secondary	Read	Is exactly	true	

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.



Search Criteria	Field	Condition	Value	Actions
			No data	

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

Search Flex Backups

Search Advanced Search

Search within: Outlook as of: 29/09/2024 10:05:45 AM

Primary Search Criteria Category \* (select at least one): All Fields Field \* Bcc Address Condition \* Is exactly Value \*

Secondary Search Criteria Category \* (optional)

Find Items in

Filter

Actions

Subject Sender Receiver CC BCC Received

Important Reminder Large Company Russ 13/09/2024 8:05:16 AM

Rows per page: 100 rows < < < > > |

Point in time

29/09/2024 10:05:57 AM

13/09/2024 8:05:16 AM

12/09/2024 10:05:31 AM

View result

View result

View result

Close

Reset Start Search

Restore Selected Items

Hold down CTRL and click to select multiple items. You can only select items within the same mailbox, other items will be greyed out.

Filter

Actions

Subject Sender Receiver CC BCC Received

Important Reminder Large Company Russ 13/09/2024 8:05:16 AM

Rows per page: 100 rows < < < > > |

Point in time

29/09/2024 10:05:57 AM

13/09/2024 8:05:16 AM

12/09/2024 10:05:31 AM

View result

View result

View result

Close

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

Search Flex Backups

Search Advanced Search

Search within: Outlook as of: 29/09/2024 10:05:45 AM

Primary Search Criteria Category \* (select at least one): All Fields Field \* Bcc Address Condition \* Is exactly Value \*

Secondary Search Criteria Category \* (optional)

Find Items in

Filter

Actions

Subject Sender Receiver CC BCC Received

Important Reminder Large Company Russ 13/09/2024 8:05:16 AM

Rows per page: 100 rows < < < > > |

Point in time

29/09/2024 10:05:57 AM

13/09/2024 8:05:16 AM

12/09/2024 10:05:31 AM

View result

View result

View result

Close

Reset Start Search

Restore Selected Items

Hold down CTRL and click to select multiple items. You can only select items within the same mailbox, other items will be greyed out.

Filter

Actions

Subject Sender Receiver CC BCC Received

Important Reminder Large Company Russ 13/09/2024 8:05:16 AM

Rows per page: 100 rows < < < > > |

Point in time

29/09/2024 10:05:57 AM

13/09/2024 8:05:16 AM

12/09/2024 10:05:31 AM

View result

View result

View result

Close

# 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 account
```

## 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 Flex Backup Policies](#). 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 Flex Backup Policies](#). 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 Flex Backup Policies](#).

## 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*.

The screenshot shows the Veeam Data Cloud status page. At the top, there is a navigation bar with the Veeam logo, 'Veeam Data Cloud', 'Support', and 'Agent Login'. A prominent green banner in the center says 'All Services Operational' with a checkmark icon. Below this, there is a legend with five status indicators: 'Operational' (green checkmark), 'Degraded Performance' (yellow circle with minus), 'Partial Outage' (orange circle with exclamation), 'Major Outage' (red circle with cross), and 'Maintenance' (blue circle with gear). The main content area is organized into sections: 'Veeam Data Cloud UI Portal' (Operational), 'Backups - APJ' (Operational for Teams, E-mail, SharePoint, OneDrive), 'Backups - EMEA' (Operational), and 'Backups - AMER' (Operational). Each service entry shows a green checkmark icon followed by the service name and its status.

# Getting Support

If you require assistance, you can access online help at [Veeam Help Center](#) or contact [Veeam Customer Support](#).