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Backup Administration for Microsoft 365 Manual – version 7.1

contentACCESS Backup
FOR MICROSOFT 365

AUGUST 25, 2025

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Contents

Introduction to Backup Administration for Microsoft 365

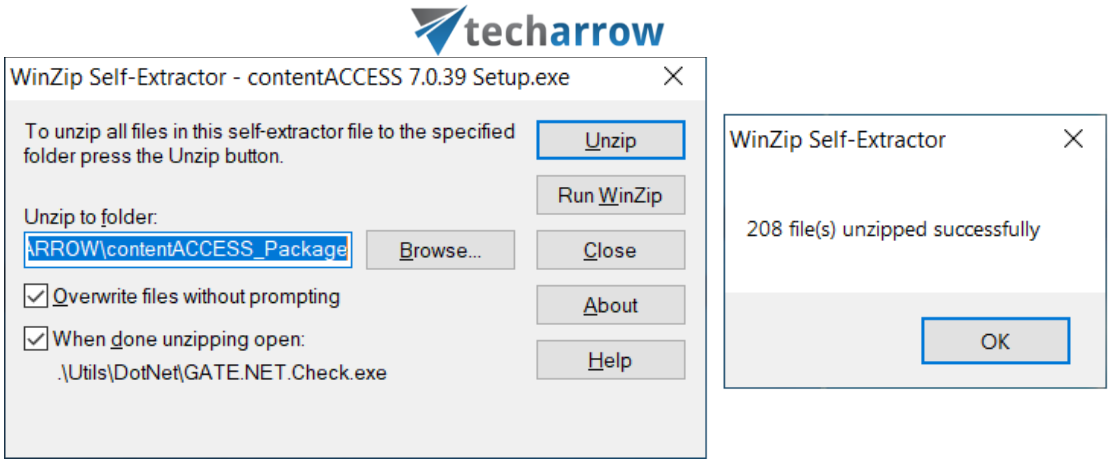
Backup Administration for Microsoft 365 is a user-friendly solution designed to address various backup scenarios encountered by organizations. It provides support for email, OneDrive, SharePoint, and Teams management, and it even offers cloud backup solutions. This tool simplifies task implementation and data backup procedures, offering a straightforward approach to securely storing essential data.

With Backup Administration, users can seamlessly configure plugin instances (jobs) in the background to manage tasks efficiently without interrupting their workflow or compromising access to critical data. Moreover, the platform ensures unified access to stored content, regardless of the target destination, streamlining data retrieval processes.

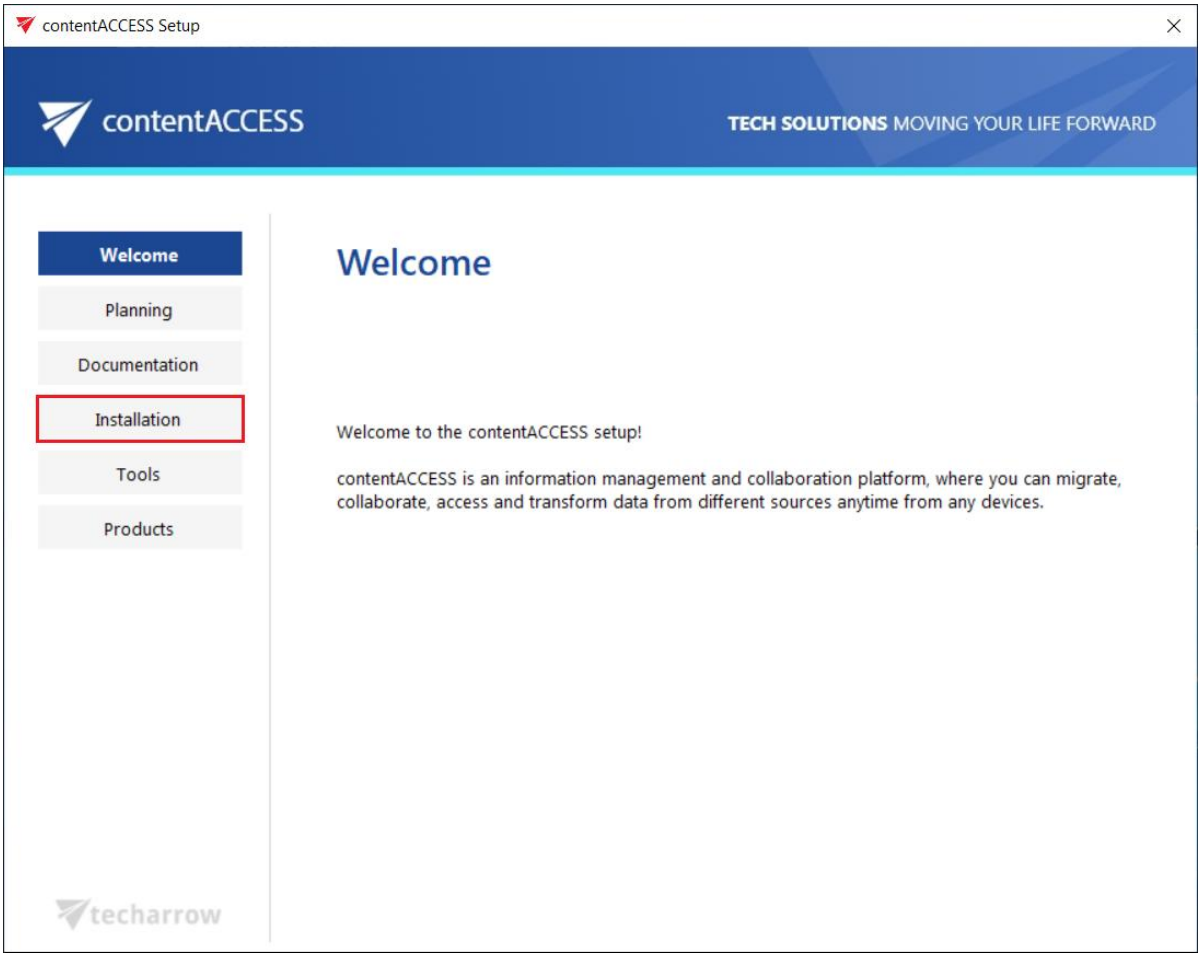
In addition, Backup Administration is seamlessly integrated with contentACCESS framework. This synchronization mechanism ensures that any configuration changes made in either platform are automatically reflected in the other. For instance, creating a storage in Central Administration will promptly appear in Backup Administration, and vice versa, enhancing consistency and efficiency across the backup infrastructure.

Installation of the Backup Administration

Backup Administration is part of the contentACCESS setup package. To install Backup Administration (and the other components), **download** and **run** the setup package (contentACCESS X.X Setup.exe). By default, it unzips to the **C:\TECH-ARROW\contentACCESS_Package** folder, but you can use the **Browse** button to change the directory. After the files are successfully unzipped, click **OK**.



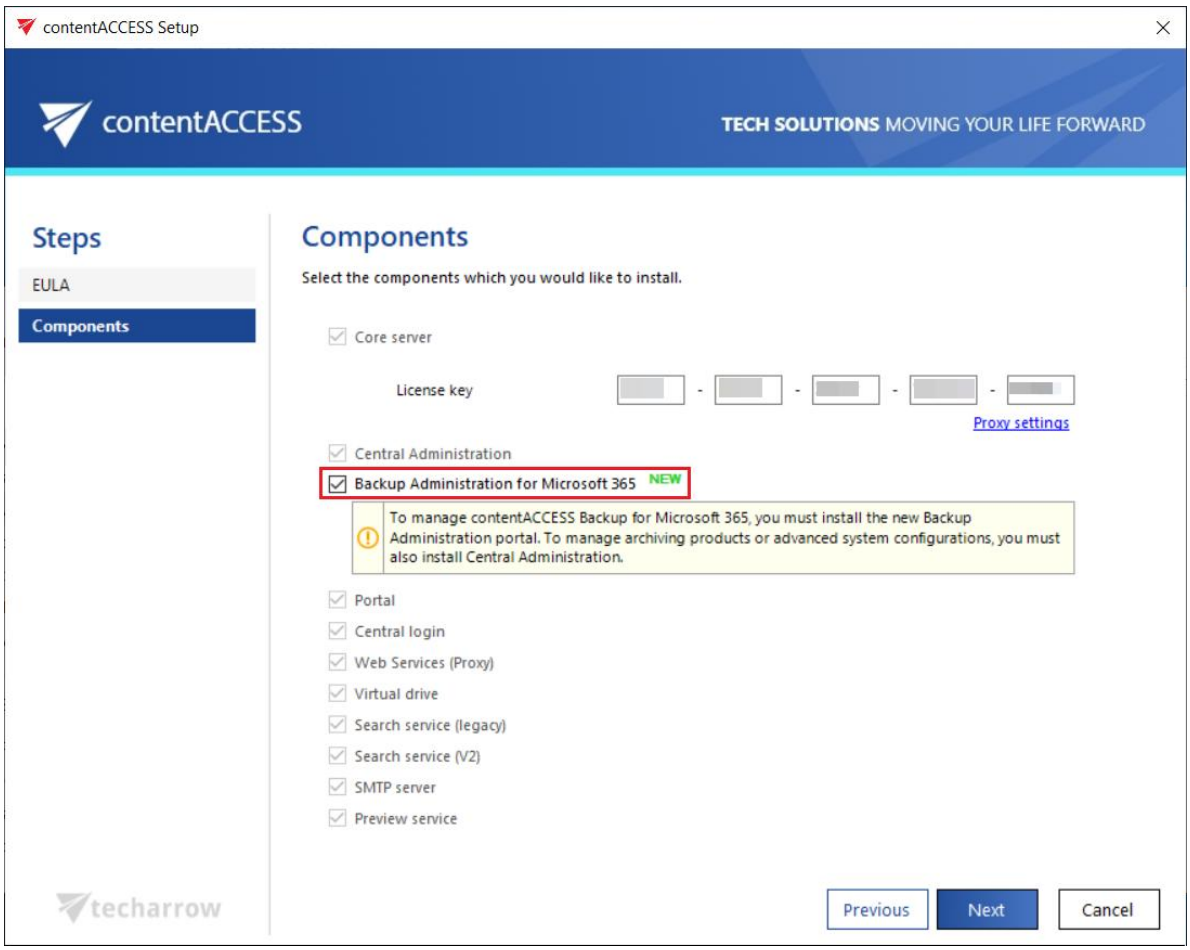
After this, the contentACCESS **installation wizard** opens and leads you through the steps of the deployment process. Click **Installation** on the Welcome page.



After you have carefully read the End User License Agreement and clicked **NEXT** to accept the terms of the agreement, you will be redirected to the **Components** page. Please be aware that we

will only describe the Backup Administration configuration here; the step-by-step configuration of the other contentACCESS components can be viewed in the contentACCESS Manual.

In this section, we will only guide you through the installation process of the Backup Administration component.



Upon reaching the Backup Administration for Microsoft 365 page, you can define the port number that the Backup Administration for Microsoft 365 will use.

Port: This port is the physical port of Backup Administration used by the Internet Services (IIS) on the current server.

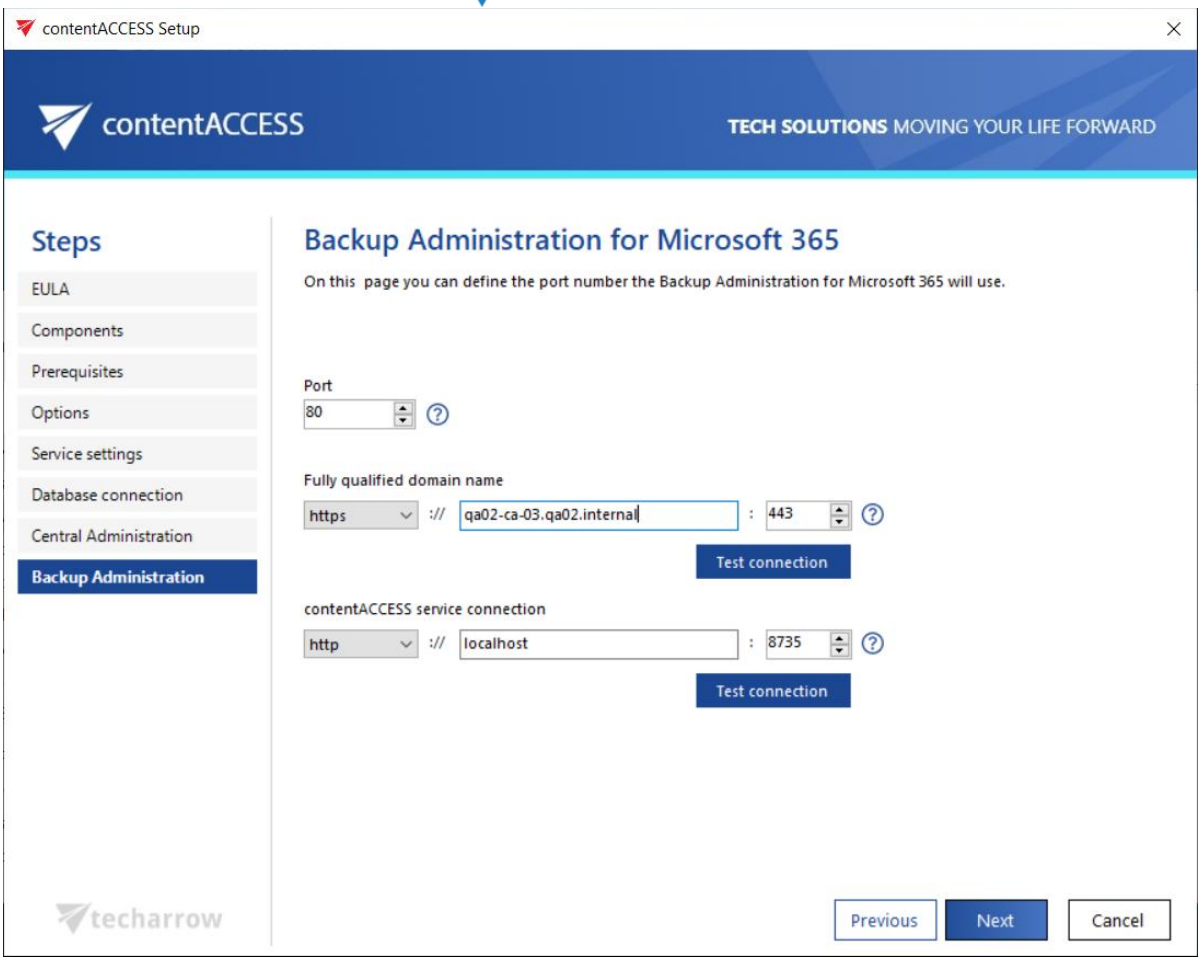
Fully qualified domain name: FQDN allows the user to access the given component (in tis case Backup Administration) from everywhere (from home, from the office, etc.). The FQDN that's

defined here is written in the Application settings (**System** tab => **Client applications** group => **Application settings** page) in the Central Administration and can be changed from there any time.

During the next update, the setup will automatically read the value defined in the **Application settings**.

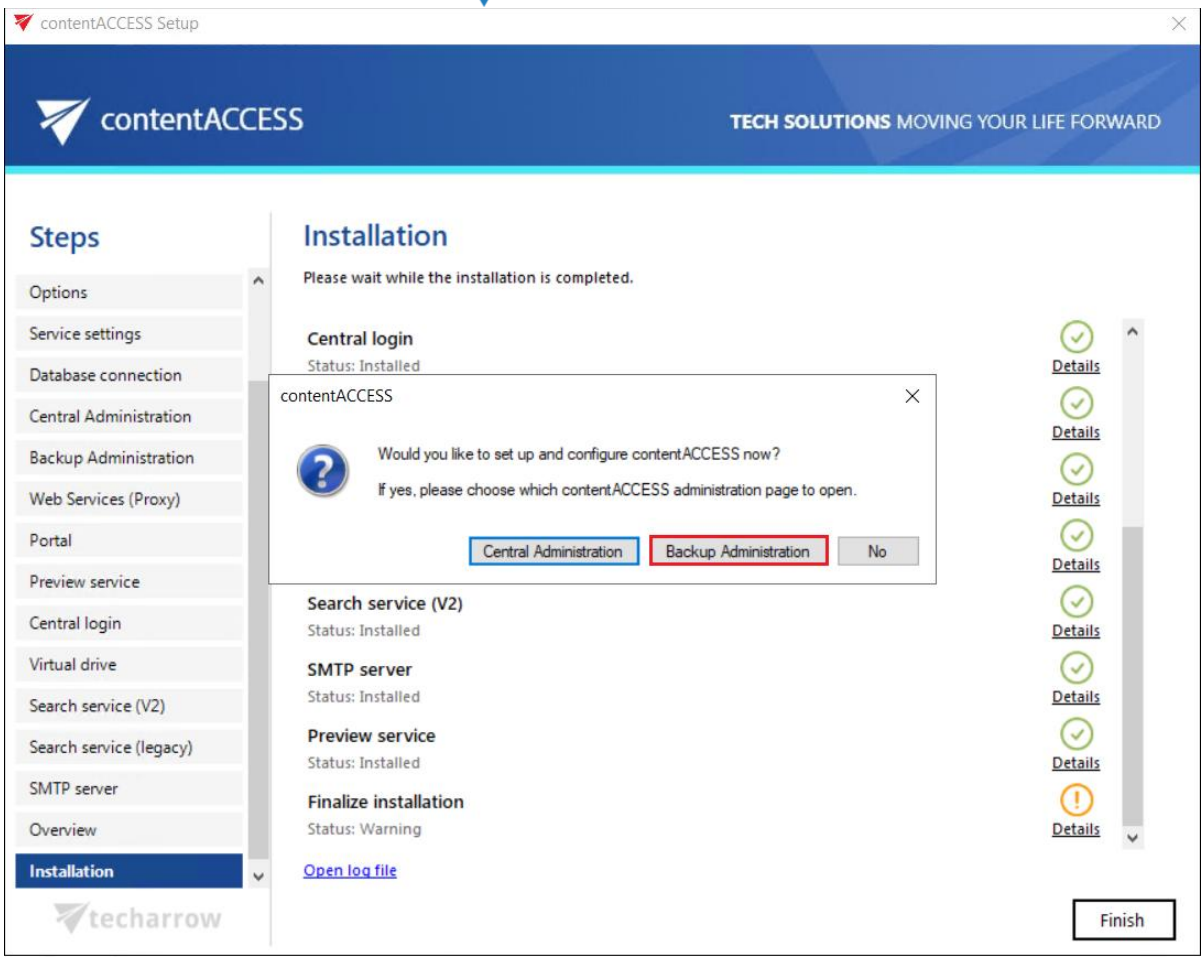
contentACCESS service connection: This URL is used by Backup Administration to communicate with the contentACCESS server. If contentACCESS server is installed on the same machine, you can use "localhost" as host name. There are 2 communication types that can be used between Backup Administration and the contentACCESS server:

- **http** – use this if you want to establish a direct connection with contentACCESS. If direct connection should be used, do not change the port number that's prefilled by the setup package (8735), otherwise contentACCESS proxy connection will be used automatically.
- **https** – use this to establish a secure connection through the contentACCESS Proxy server



Once all components are set, click Install on the Installation page, and Backup Administration will be installed along with the other components.

When all required components are installed, click **Finish** to complete the installation process. If you want to continue with further settings and configurations in contentACCESS (Central Administration or Backup Administration), choose one of the two available buttons to select the administration page you wish to configure.



User interface of Backup Administration

Backup Administration for Microsoft 365 is a user interface for administrators, allowing them to configure the server, create new automatically running jobs to process company data, configure these jobs, adjust framework feature settings, set up schedulers, manage databases and storages, and create clusters.

The user interface of Backup Administration is divided into the following sections:

1. **Tenant selector** – you can switch between the available tenants on the left side of the page by clicking the Tenant selector dropdown menu
2. **Side menu** – the menu on the left side of the user interface provides navigation between the different tabs and features available in the Backup Administration system. This menu

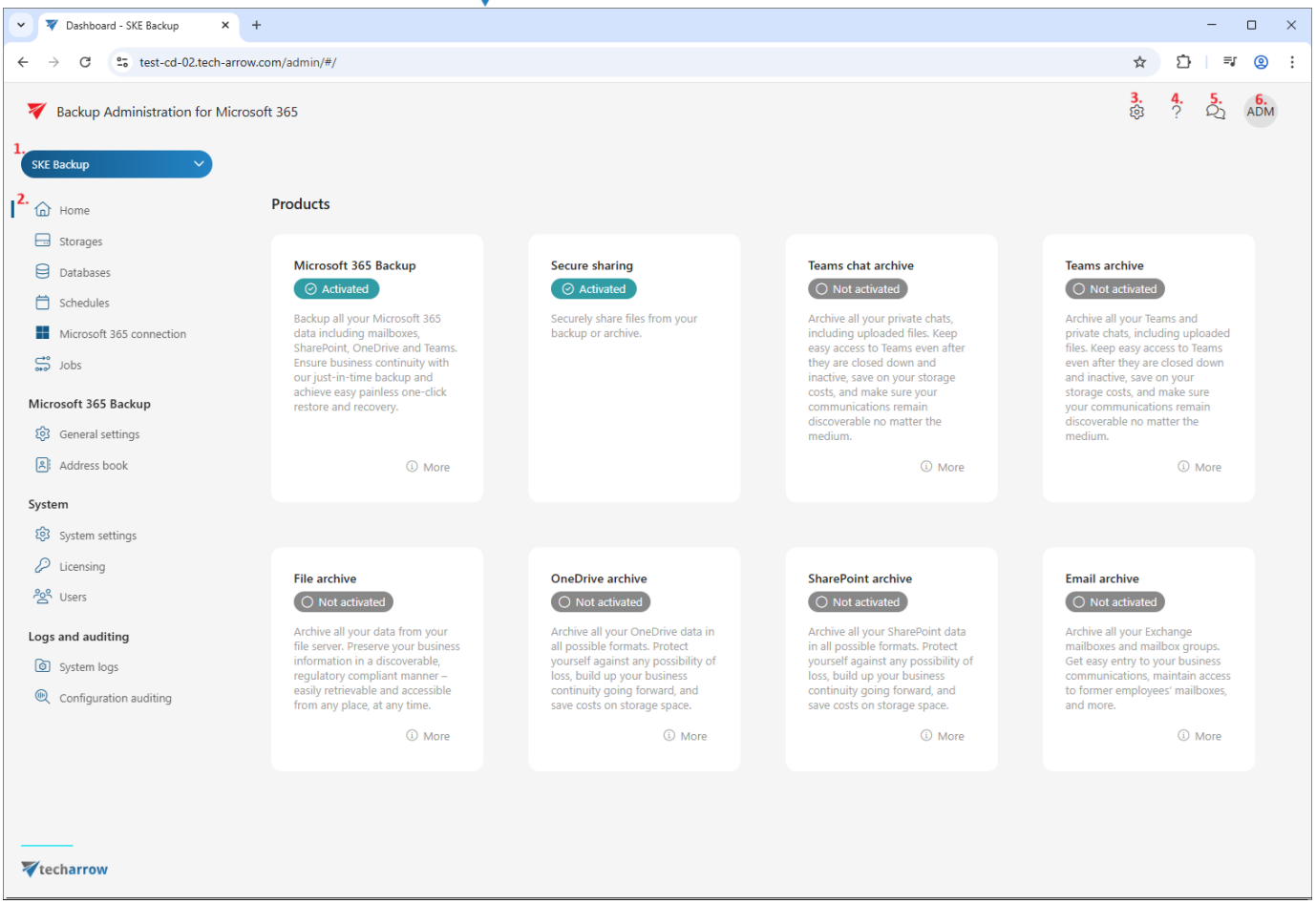
is divided into three sections: **Common features** (Home, Storages, Schedules, Microsoft 365 connection, Jobs), **Microsoft 365 Backup** (General settings, Address book), and **Logs and auditing** (System logs and Configuration auditing). All features will be described in detail in the subsequent chapters.

3. **Settings** – the gear icon opens a pop-up window that allows you to set the language, choose between light mode and dark mode, and check or clear the logs. Currently, only English and German languages are supported on the server.

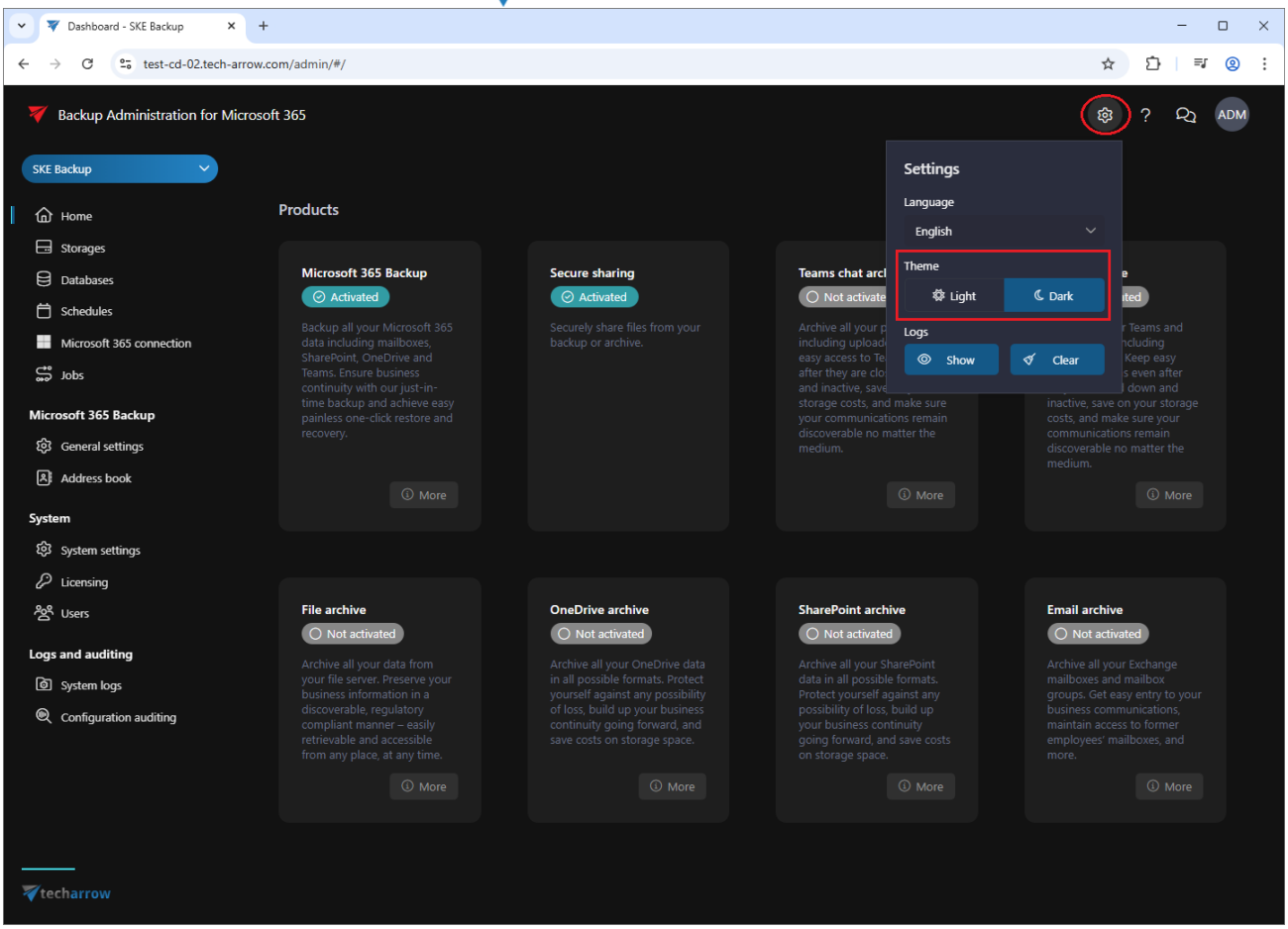
4. **Help** – the question mark icon opens the Backup Administration documentation in Tech-Arrow's Documentation center.

5. **Chat** - this is an integrated AI-powered assistant designed to enhance user experience within contentACCESS Backup. It is available both as a standalone chat and as a contextual sidebar chat directly within the Backup Administration interface. The embedded sidebar assistant provides context-aware support, enabling users to ask questions related to the specific page or function they are currently viewing. This makes it easier to find relevant guidance and navigate the system efficiently.

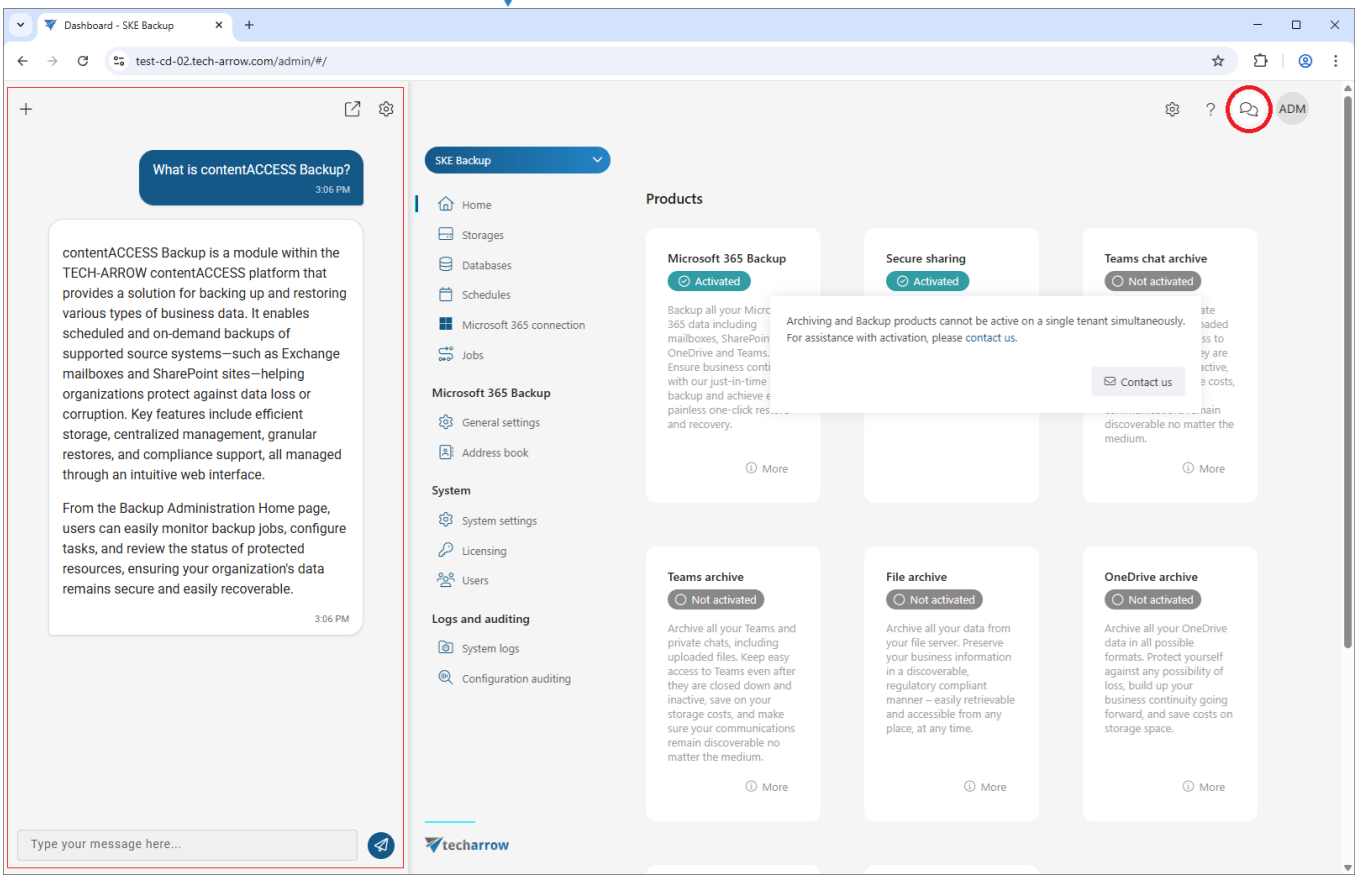
6. **User information** – this pop-up window contains information about the logged-in user. Additionally, you can easily sign out by clicking the **Sign out** button.



Screenshot: The preview of the user interface in light theme



Screenshot: The preview of the user interface in dark mode



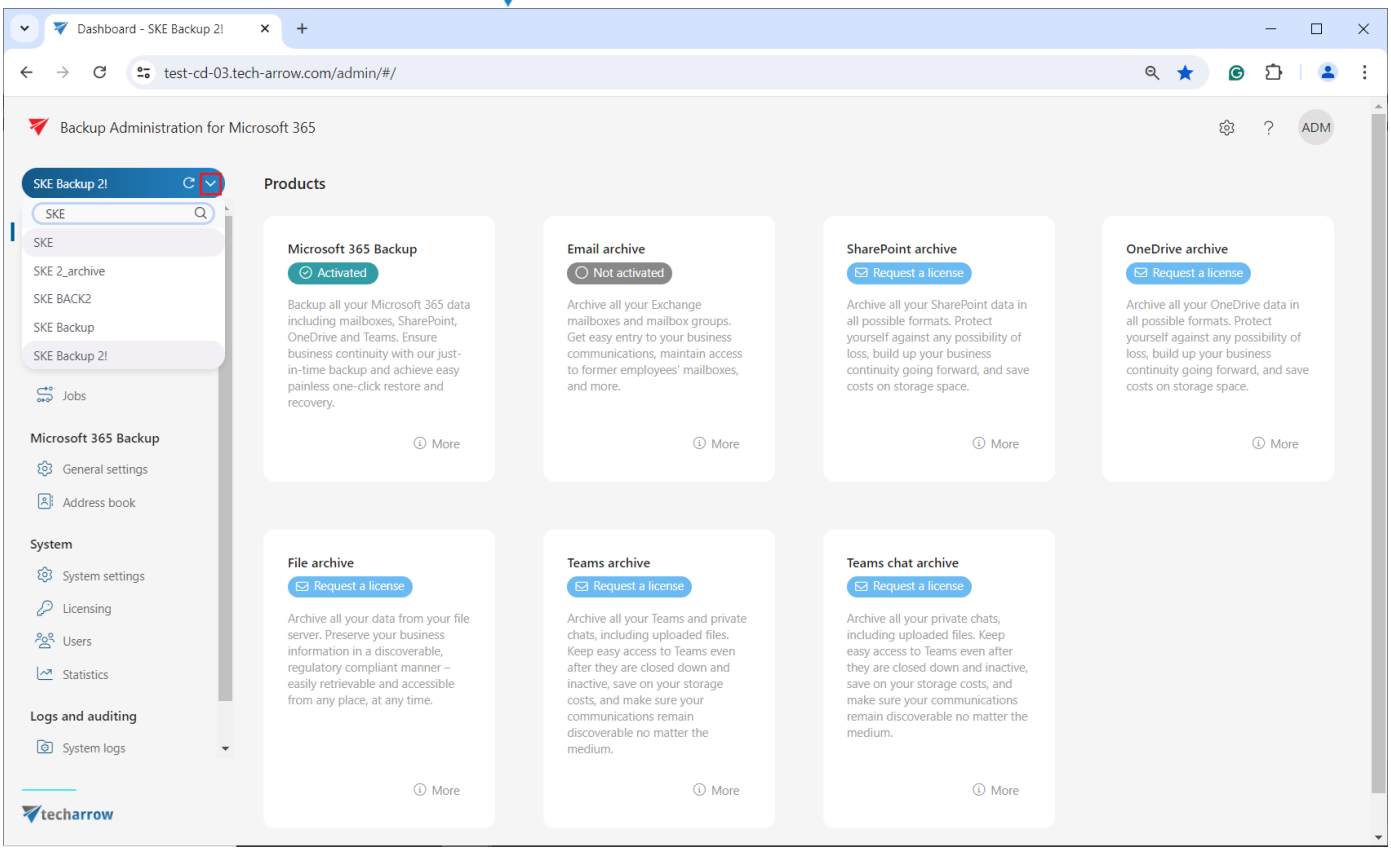
Screenshot: Chat in the Backup Administration interface

Tenant selector

The **Tenant selector** dropdown menu provides easy navigation between different tenants within the Backup Administration for Microsoft 365 system. It's important to note that tenant configuration **cannot be done** within Backup Administration; only the tenants configured on the contentACCESS server will appear in the system.

By selecting from the available options in the dropdown menu, users can efficiently manage multiple tenants and streamline their workflow within the contentACCESS environment. The tenant selection is also **refreshable**, and users can **search** through the available tenants by typing a keyword into the search textbox.

For more detailed information about tenant configuration and tenants in general, please refer to the Tenants in contentACCESS chapter in the contentACCESS documentation.



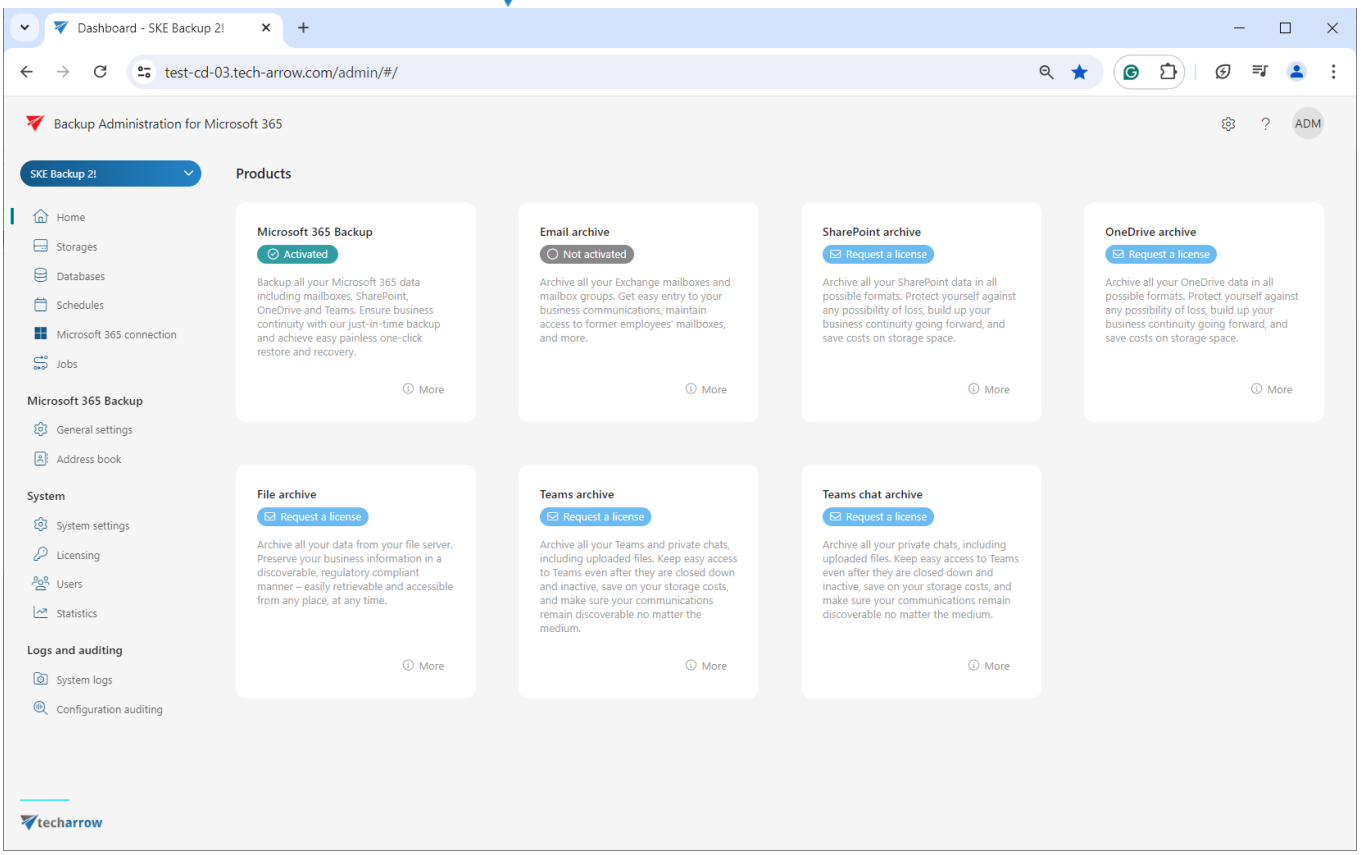
Backup Administration menu

The Backup Administration for Microsoft 365 menu lists various tabs and features that allow you to navigate through different aspects of the system. For instance, you can access tabs such as Storages, Schedules, and General settings, enabling you to customize your Backup Administration experience.

Additionally, you can explore other tabs like Address book or Jobs, where you can configure backup and restore jobs, or monitor system activities through the tabs like System logs and Configuration auditing.

You can also access features related to contentACCESS through the menu in Backup Administration. If you want to check system settings, statistics, available users, or licensing, you can do this without having to open Central Administration in your browser. Select the desired function in the System section (System settings, Licensing, Users, Statistics), and with one click, the corresponding page will open immediately in a new window.

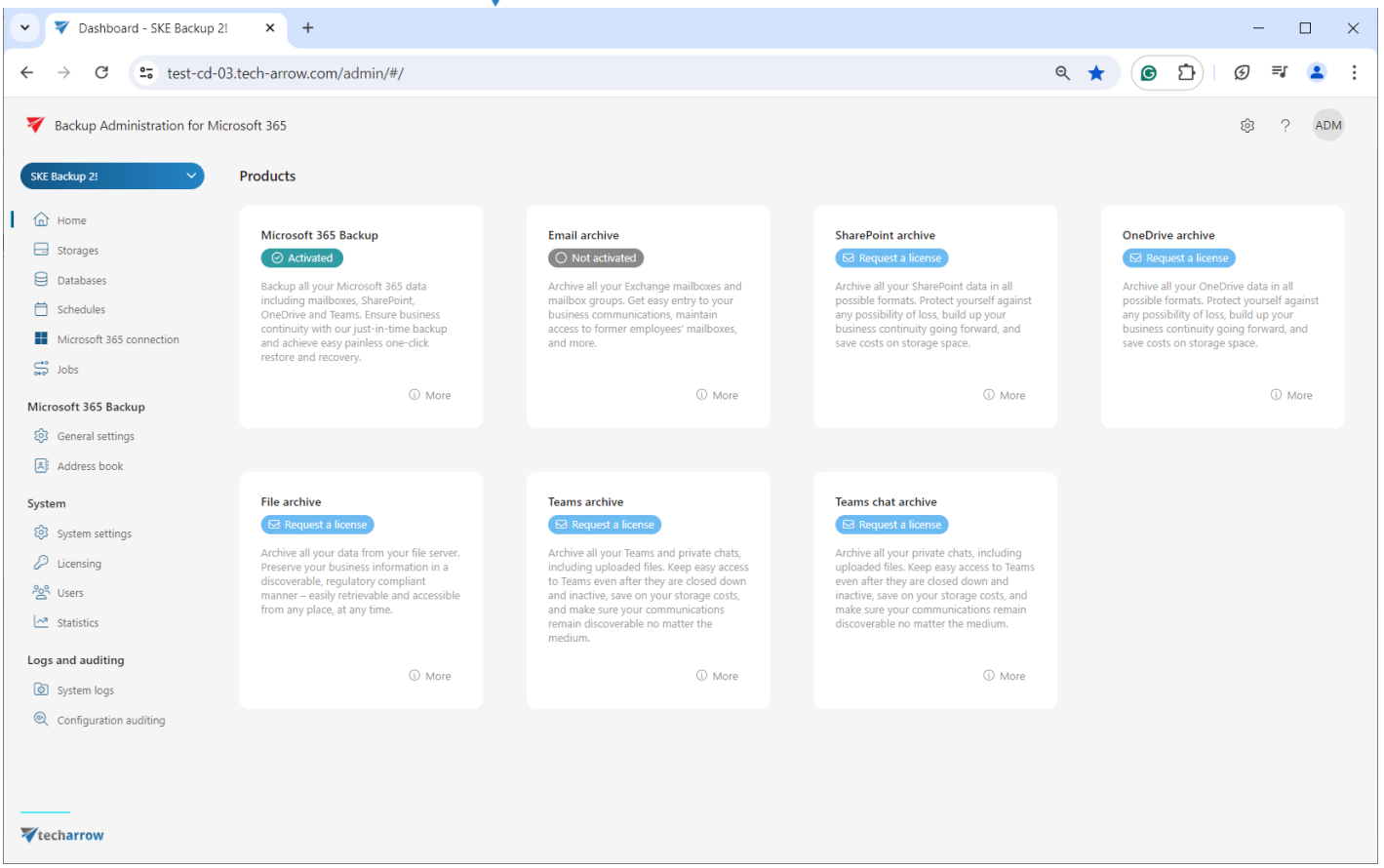
Each tab and feature will be described in detail in the following subsections.



Home

The **Home** section in the left-side menu provides an overview of the following modules:

- Modules **activated** for the selected tenant in Backup Administration, such as **Microsoft 365 Backup** modul
- Modules that **cannot be activated** because they are already activated and used for archiving in the contentACCESS
- Modules where the user can **request a license** by filling out contract form



You can find out more about each module by clicking the **More** button below its short introduction.

Storages

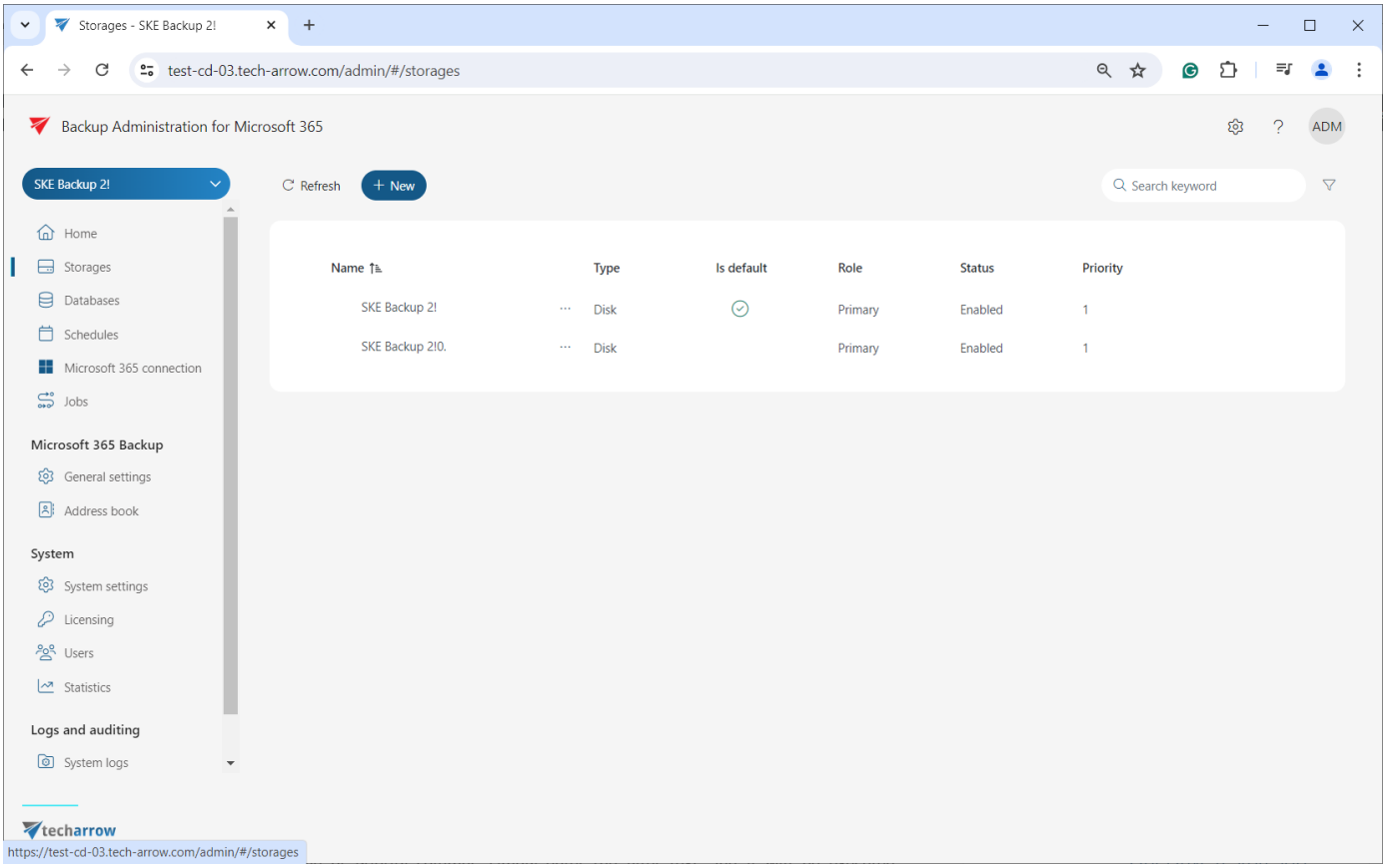
The **Storages** page is initially empty. The first storage will be created automatically after the Microsoft 365 connection is secured. However, you can also set up new storages on this page to be selected as a destination for the processed binaries when configuring a specific Backup Administration job.

Backup Administration for Microsoft 365 supports **Disk** storage (the most frequently used type), **S3**, or **Azure** storage.

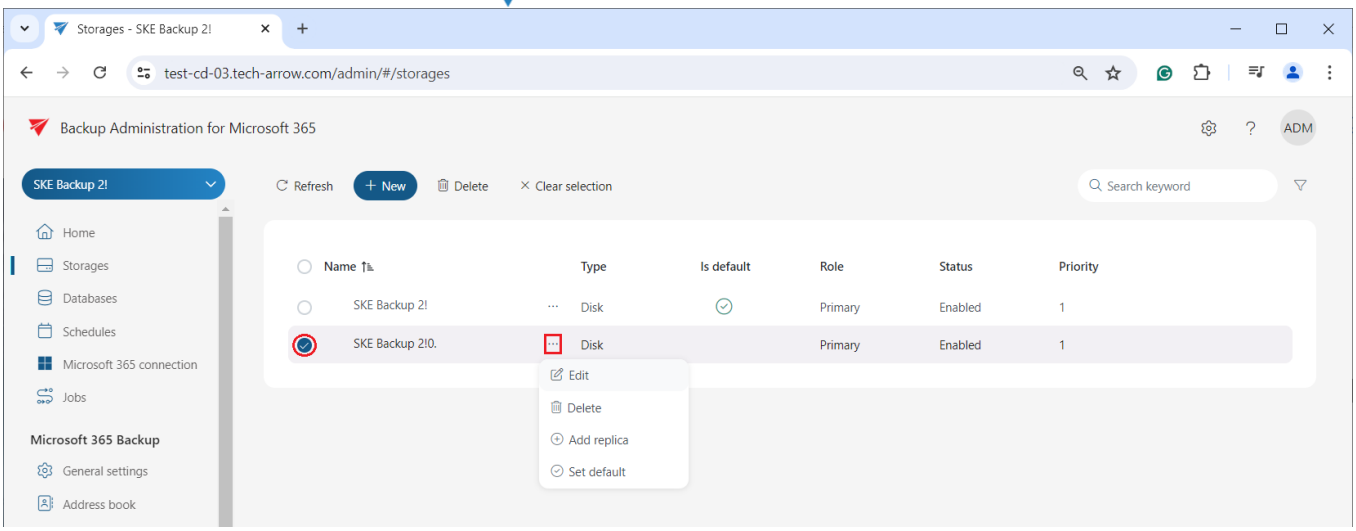
To read more about the automatically created storage, refer to the Microsoft 365 connection chapter in this documentation.

To configure a new storage, click on the **+ New** button on the Storages page. The **Storage** window will appear, where the user can enter a storage **name**, set the **role** as **Primary** and select the storage **type** (disk, SE, or Azure). Additional required storage settings depend on the selected storage type.

Configurations of the storage types will be detailed in the following subsections of this chapter.



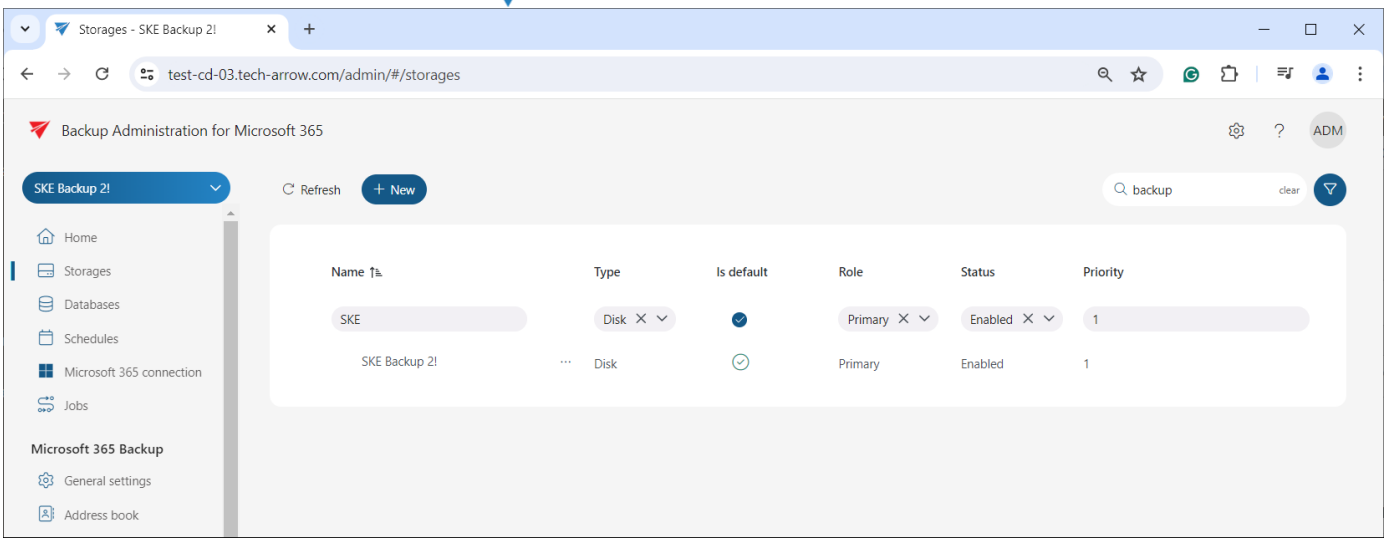
From the context menu of a selected storage, you can modify (Edit/Delete/Set default) the storage settings by clicking on the ellipsis (...). Additionally, you can add a replica to the selected storage. When a storage is selected from the list, the Delete option will appear next to the + New button, allowing you to delete the storage.



Important: Deleting the default storage or the one used by a job (backup, restore) is not allowed and highly not recommended! Doing so will cause massive data loss!

The configurations set in the Storages window can be viewed in the grid. You can **filter** or **search** this information by keywords. To search, simply click into the **search textbox**, and start typing the desired keyword. To filter, click on the **Funnel** icon, and an additional row will appear above the list of storages. If you wish to filter through the **Name** or **Priority** columns, simply enter the filter text, and it will be executed automatically. On the other hand, if you would like to filter by **types**, **roles**, or **statuses**, you can either open the dropdown menu and select the schedule types, or manually enter the by clicking into the search textbox.

The default storage can be filtered out by clicking into the item selector in that column. To close the filtering section, click the Funnel icon again.



Azure storage

Azure Storage is a cloud storage solution for modern data storage scenarios. It also provides the storage foundation for Azure Virtual Machines and is accessible from anywhere in the word, from any type of application and any type of device.

Azure storage uses blob storage to store its metadata. For more information about the Azure Storage, please refer to this article about Azure Storage.

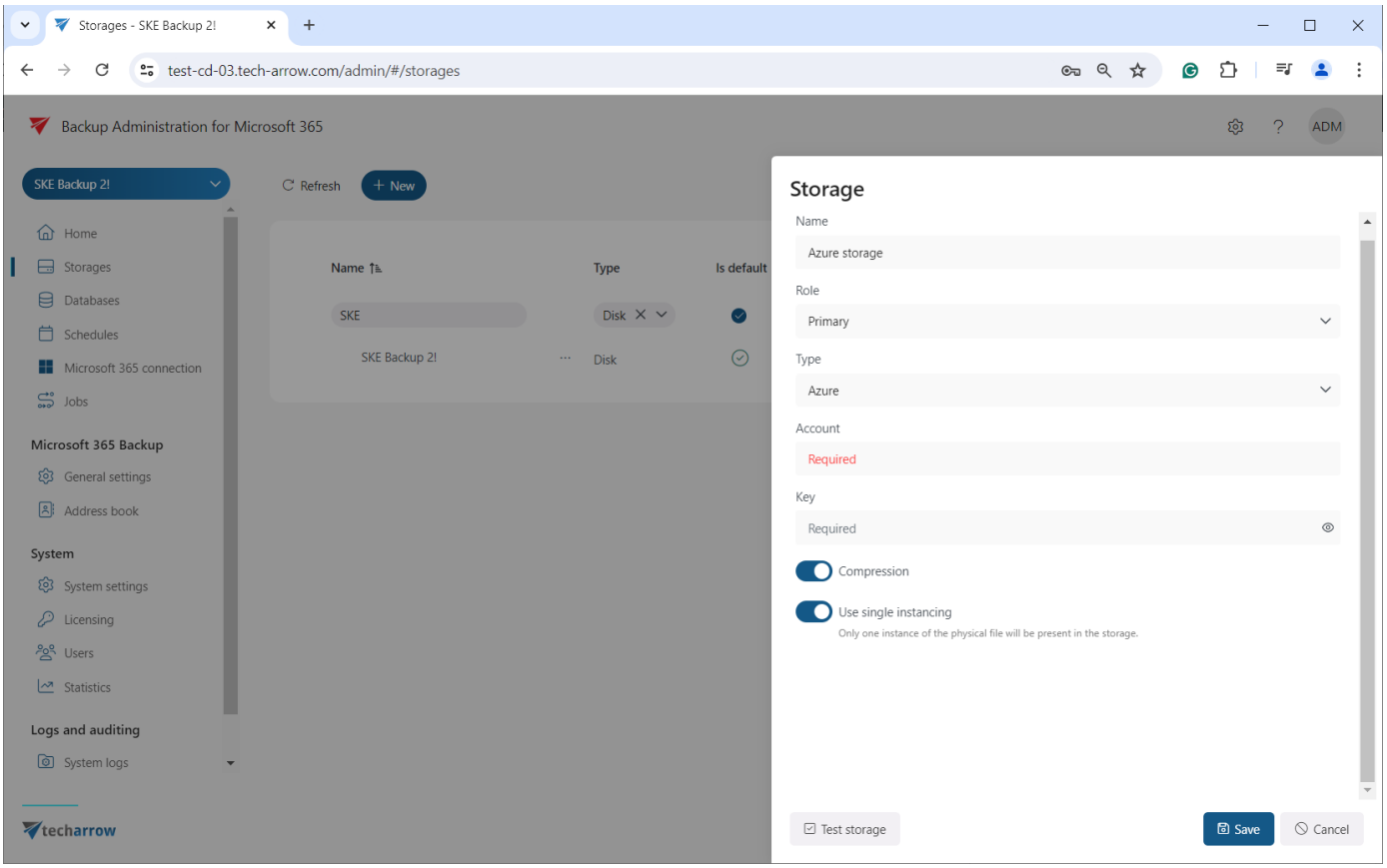
If the user is using a **German cloud** (a dedicated and isolated Microsoft Azure version for Germany), the Azure storage account name must contain the **core.cloudapi.de** suffix. This is displayed in the Azure configuration when the user creates the storage.

During the Azure storage configuration, in addition to the basic settings (Name, Role, Type), you also need to configure your Azure account and key. The **Primary role** means, that the storage acts as the main repository for the selected workflow or task (e.g., email backup or document management). It is prioritized for data storage and retrieval. If multiple storages are defined, the one marked as "Primary" will take precedence over others (e.g., for storing live or frequently accessed data).

Next, you can decide if you want to use the **Compression** function. By enabling this option, all files larger than the defined size will be compressed to reduce storage space usage.

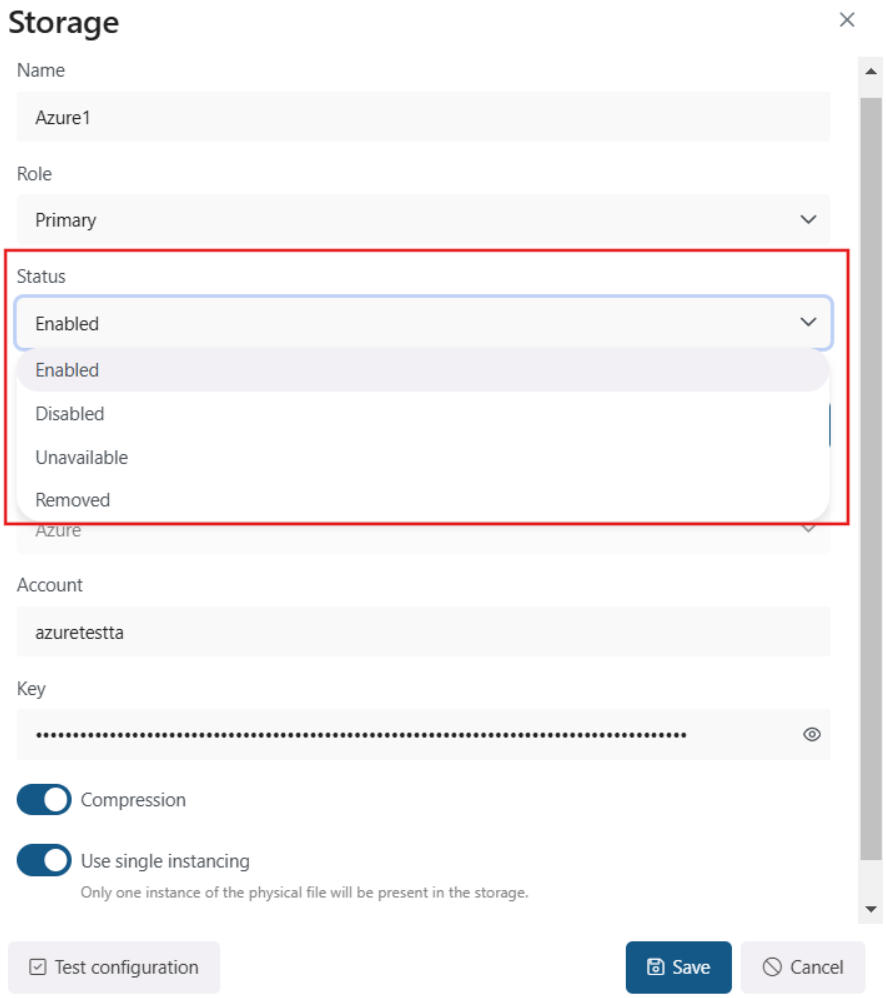
In addition, if you wish to keep only one copy of a physical file in the storage (e.g. the same file can be found in multiple folders, or you have list items on SharePoint with the same amount of attachments where only the metadata changes), enable the **Use single instancing** option.

We advise verifying the connection using the **Test storage** button. If you have finished the configuration, press the **Save** button, or click **Cancel** if you do not wish to save the changes.



After creating the storage, opening it for the first time or selecting the **Edit** option from the context menu will display an additional feature in the **Storage Repository** window: the **Status** option, which can be:

- **Enabled**: The storage is active and ready for use in the system. It can accept new data, perform retrieval operations, and serve as part of workflows like archiving, backup, or file storage.
- **Disabled**: The storage is temporarily turned off and will not be used by Backup Administration. It remains in the system but cannot accept new data or participate in workflows until re-enabled. The backup will still function if there is an allowed writable replica storage. In this case, documents will be stored in the replica storage, and when the storage is re-enabled, the Storage Replication Job will duplicate the files to the primary storage.
- **Unavailable**: You no longer wish to use the storage. In this case, it will not be able to receive anything. No operations can be performed with this storage until the issue is resolved and its status returns to Enabled.
- **Removed**: The storage has been deleted or disconnected from the system. It is no longer available for any operations or workflows.



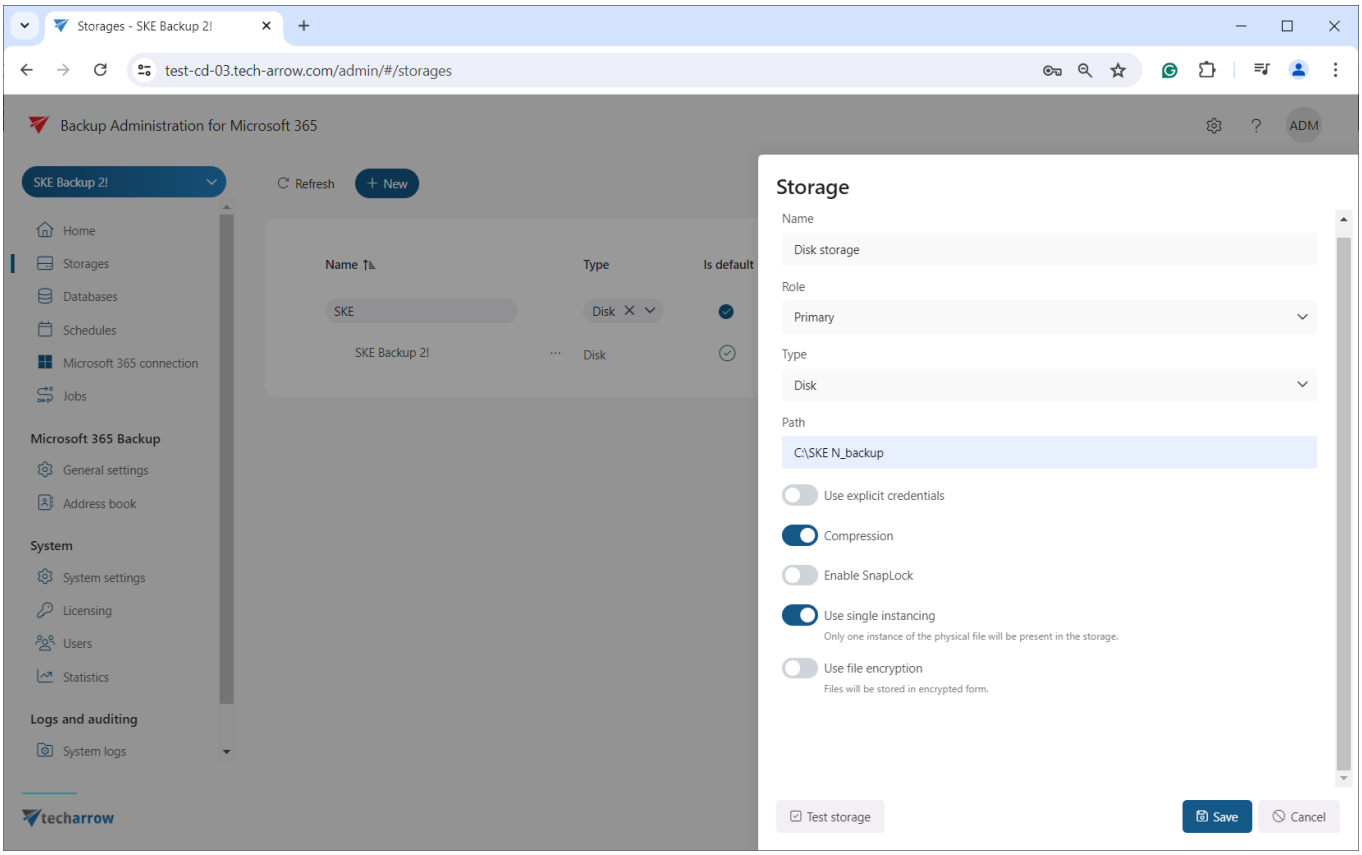
Disk storage

The **Disk storage** type is used to store the binaries on a single local or remote disk. If this storage type is selected, the user must fill in the **Path** (the target destination for the binaries) and enter credentials (if required) by enabling the **Use explicit credentials** option. You also need to set the Role as **Primary** in this window. In this case, the storage acts as the main repository for the selected workflow or task (e.g., email backup or document management). It is prioritized for data storage and retrieval. If multiple storages are defined, the one marked as "Primary" will take precedence over others (e.g., for storing live or frequently accessed data).

Additionally, you can configure the following options in this window:

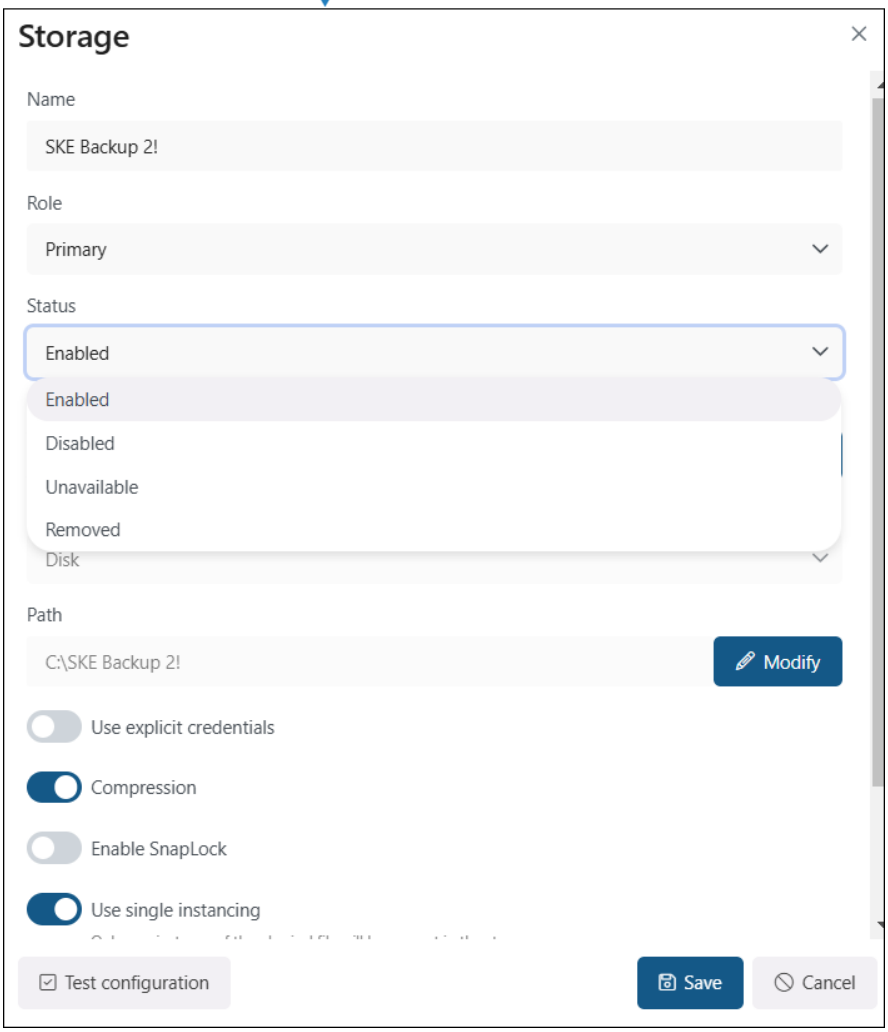
1. **Compression** – enable this option to compress files larger than the defined size to reduce storage space usage.
2. **SnapLock** – use this function to prevent the deletion of files until the specified retention expires.
3. **Use single instancing** – enable this option to keep only one copy of a physical file in the storage; useful for scenarios like files in multiple folders, or SharePoint list items with the same attachments where only the metadata changes.
4. **Use file encryption** – enhance storage security storing files in encrypted form on the disk storage. Ensure the encryption key is stored securely to prevent file unreadability in case of database failure. Download the key by clicking on the **Download** link in this section.

We advise verifying the connection using the **Test storage** button. After finishing the configuration, press the **Save** button to save changes, or click **Cancel** if you do not wish to save the changes.



After creating the storage, opening it for the first time or selecting the **Edit** option from the context menu will display an additional feature in the **Storage Repository** window: the **Status** option, which can be:

- **Enabled**: The storage is active and ready for use in the system. It can accept new data, perform retrieval operations, and serve as part of workflows like archiving, backup, or file storage.
- **Disabled**: The storage is temporarily turned off and will not be used by Backup Administration. It remains in the system but cannot accept new data or participate in workflows until re-enabled. The backup will still function if there is an allowed writable replica storage. In this case, documents will be stored in the replica storage, and when the storage is re-enabled, the Storage Replication Job will duplicate the files to the primary storage.
- **Unavailable**: You no longer wish to use the storage. In this case, it will not be able to receive anything. No operations can be performed with this storage until the issue is resolved and its status returns to Enabled.
- **Removed**: The storage has been deleted or disconnected from the system. It is no longer available for any operations or workflows.



Amazon S3 storage

Important: This storage type in the backup depends on the licensing. If your license does not include the Amazon S3 storage type, you won't be able to configure it in Backup Administration.

Amazon S3 (Simple Storage Service) is a cloud-based storage solution by Amazon Web Services (AWS) that allows you to store and retrieve any amount of data from anywhere on the web. It is highly scalable, durable, and cost-effective, making it ideal for a variety of use cases like backups, archiving, content delivery, and data analytics.

S3 organizes data into **buckets**, which act like folders, and stores individual files as objects identified by unique keys. It supports flexible storage classes for different needs, from frequently

accessed data (S3 Standard) to long-term backup (S3 Glacier). S3 is also highly secure, offering encryption, access controls, and integration with other AWS services.

Key features include its pay-as-you-go pricing, and ease of integration with tools and services. It's used for tasks like hosting static websites, streaming media, and providing storage for applications. Whether you need high-speed access or affordable backup storage, Amazon S3 adapts to your needs, ensuring reliable and secure data management.

How to configure the Amazon S3 Storage

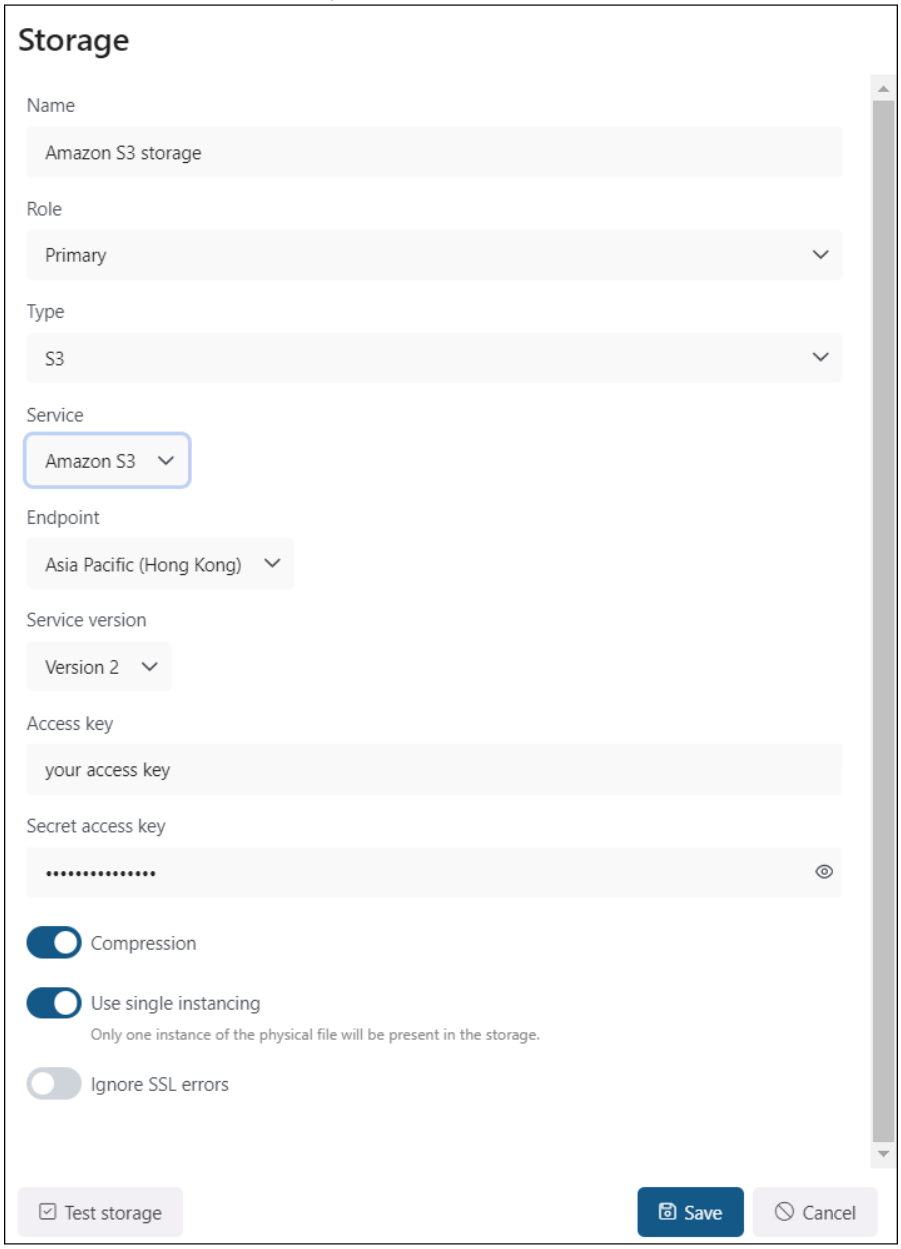
First, you set the storage **Name**, the **Type** (Amazon S3), the **Role** (Primary), and the **Priority**. The Primary role means, that the storage acts as the main repository for the selected workflow or task (e.g., email backup or document management). It is prioritized for data storage and retrieval. If multiple storages are defined, the one marked as "Primary" will take precedence over others (e.g., for storing live or frequently accessed data).

Once the storage type (Amazon S3) is selected and the Role and Status are set, you can choose **Amazon S3** from the service dropdown menu.

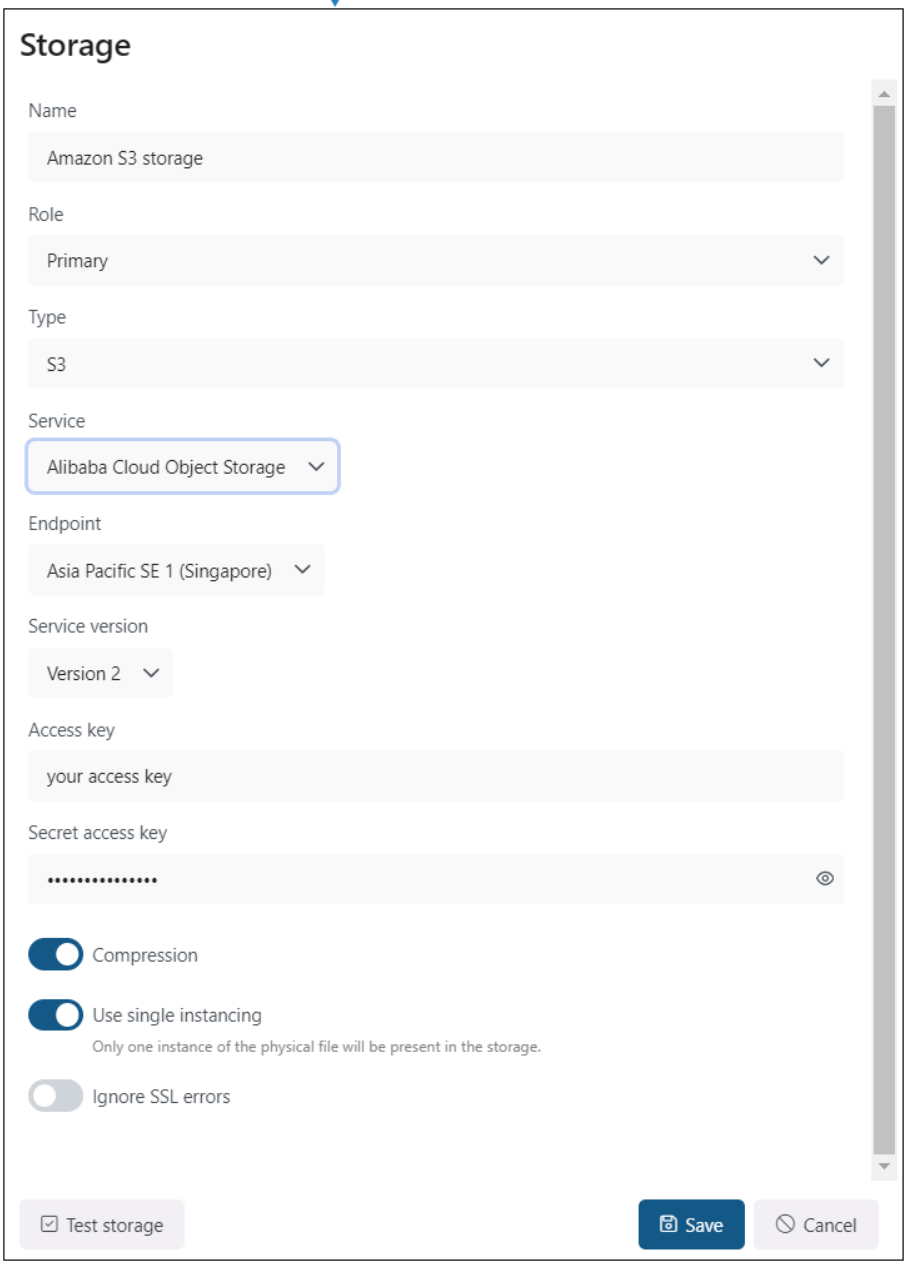
The store connects to the **endpoint** that you select for a specific service. In Backup Administration for Microsoft 365, the service endpoint can be Wasabi, Amazon Simple Storage Service (Amazon S3), and Alibaba Cloud Object Storage, which also uses Amazon S3 interface. If you want to use a different cloud service, which supports Amazon S3 interface, it is possible to select [Custom Service] URL for the service and then enter a custom URL for that service endpoint. In Backup Administration, the service endpoints are preconfigured.

The **version** specifies which communication version to use for the service endpoint (the service version is specified by the endpoint service). All services support Service Version 2 or 4. The **access key** and **secret access key** are used to authenticate the caller with the cloud service. These keys are provided by the cloud storage service.

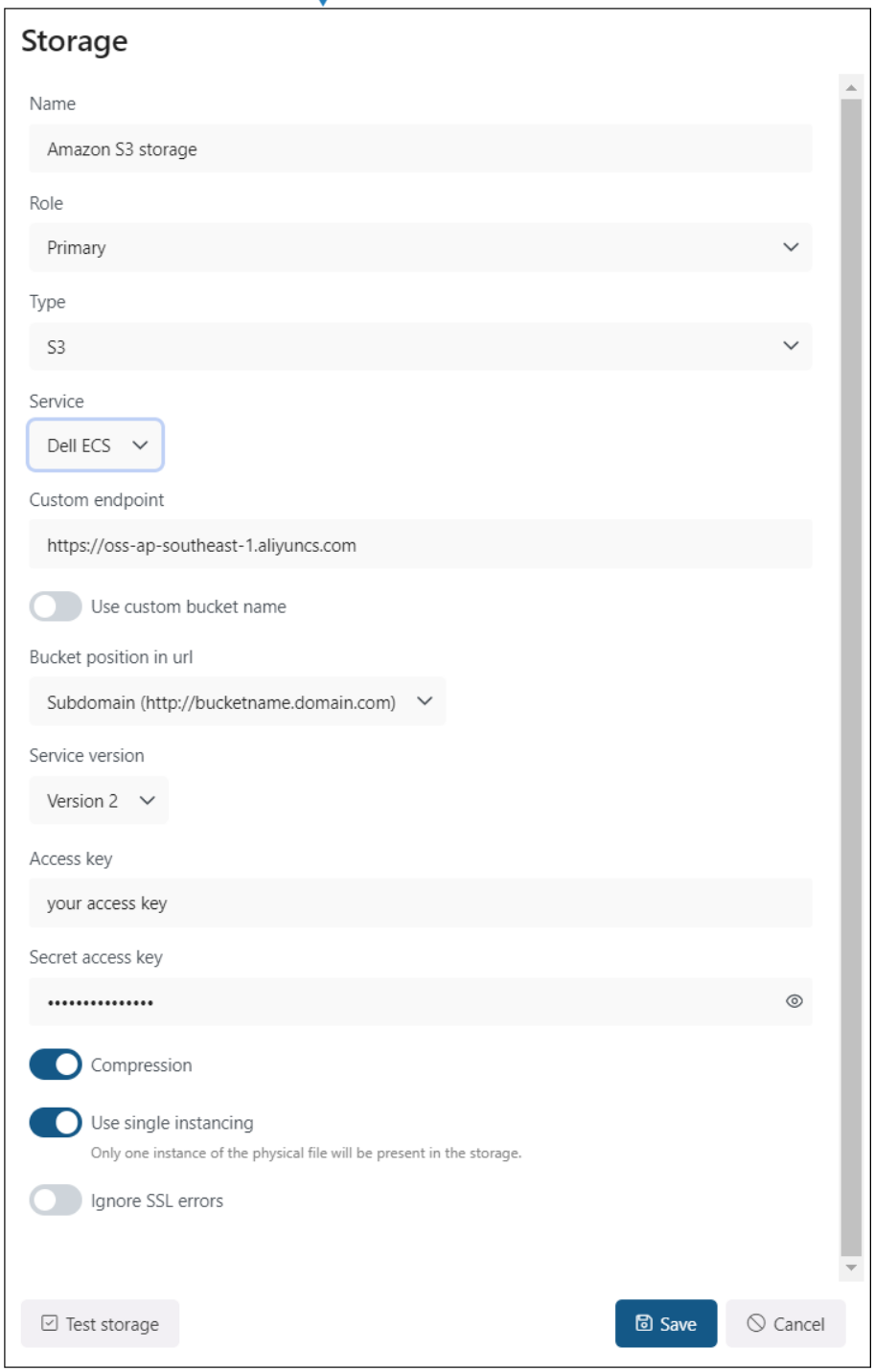
This storage type also supports **compression** and **single instancing**, which can save you a lot of space.



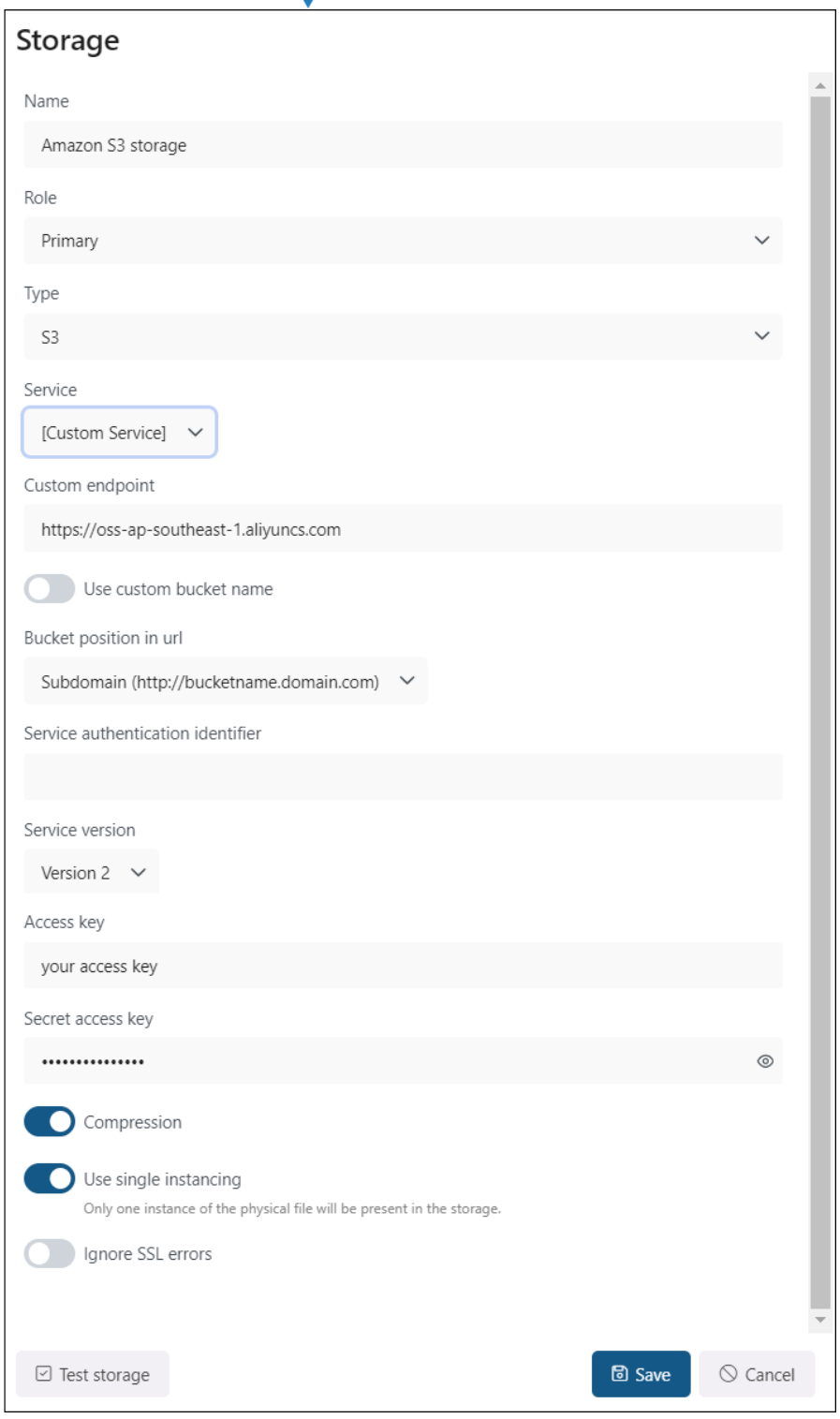
Screenshot: configuring Amazon S3 storage with Amazon S3 service URL



Screenshot: configuring Amazon S3 storage with Alibaba Cloud Object Storage service URL



Screenshot: configuring Amazon S3 storage with Dell ECS service URL



Screenshot: configuring Amazon S3 storage with [Custom Service] service URL

After creating the storage, opening it for the first time or selecting the **Edit** option from the context menu will display an additional feature in the **Storage Repository** window: the **Status** option, which can be:

- **Enabled**: The storage is active and ready for use in the system. It can accept new data, perform retrieval operations, and serve as part of workflows like archiving, backup, or file storage.
- **Disabled**: The storage is temporarily turned off and will not be used by Backup Administration. It remains in the system but cannot accept new data or participate in workflows until re-enabled. The backup will still function if there is an allowed writable replica storage. In this case, documents will be stored in the replica storage, and when the storage is re-enabled, the Storage Replication Job will duplicate the files to the primary storage.
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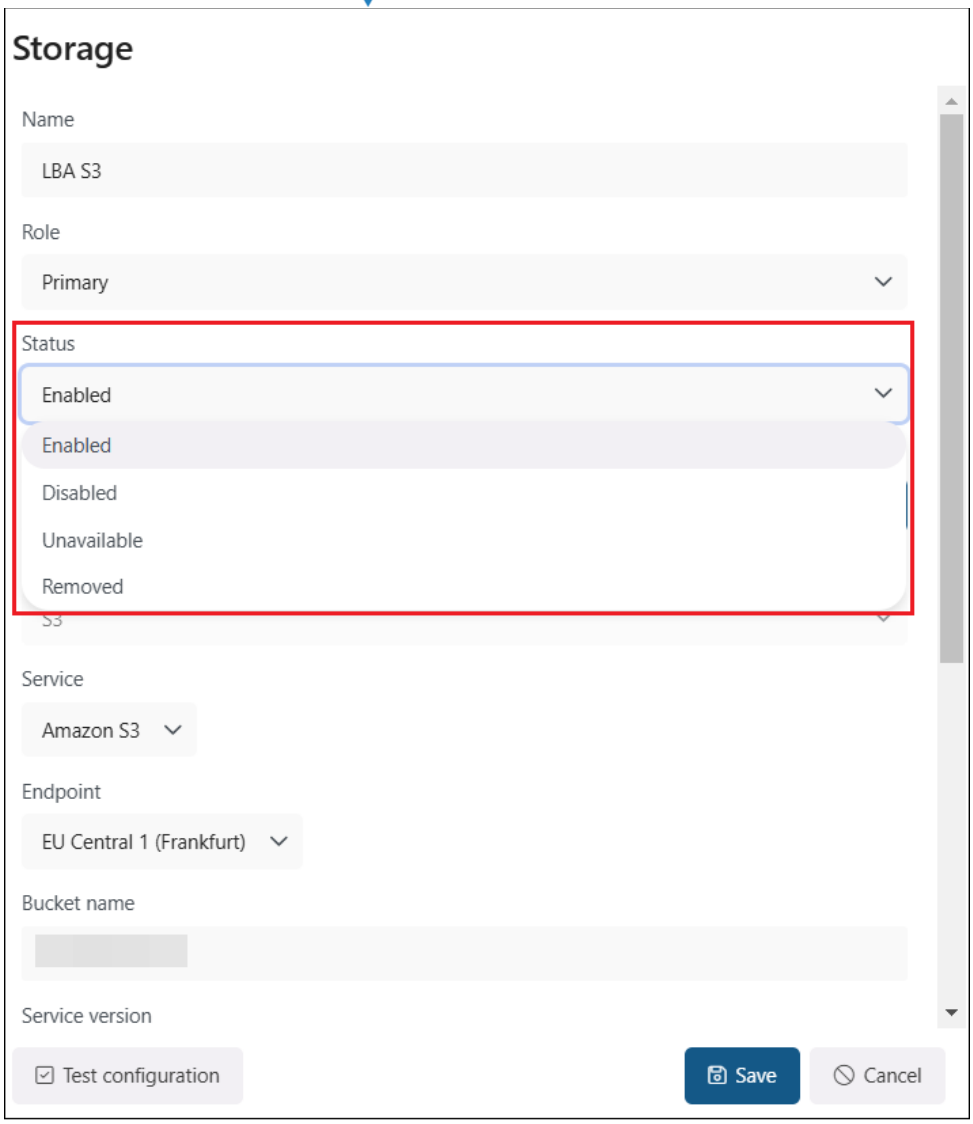


Wasabi storage

Wasabi is a high-performance, cost-effective, and Amazon S3-compatible cloud storage service designed to provide fast, reliable, and affordable storage solutions. Positioned as a direct alternative to Amazon S3, Wasabi offers highly durable and scalable object storage with a simple pricing model—free from egress fees or API request charges often associated with other cloud providers.

Wasabi is an excellent storage option for Backup Administration, especially for managing backed-up data. With its combination of scalability, cost-efficiency, and robust security features, Wasabi ensures that your valuable data is safely stored and easily accessible whenever needed. Its Amazon

S3 compatibility allows seamless integration with Backup Administration, leveraging existing workflows and configurations to create a reliable and efficient data backup solution.

The storage demands of modern businesses often include the need for cost-efficient yet high-performance options. Wasabi excels in these areas by providing a storage platform designed for large-scale archiving and backup tasks. Backup Administration users can leverage Wasabi to keep backed-up data organized, safe, and accessible over the long term, aligning with best practices for data compliance, governance, and disaster recovery.

For more details about Wasabi's capabilities, features, and configuration options, visit the official Wasabi website and its documentation section.

How to configure the Wasabi Storage

First, you set the Storage name, the Type (Amazon S3), the Role (Primary), and the Priority. The Primary role means, that the storage acts as the main repository for the selected workflow or task (e.g., email backup or document management). It is prioritized for data storage and retrieval. If multiple storages are defined, the one marked as "Primary" will take precedence over others (e.g., for storing live or frequently accessed data).

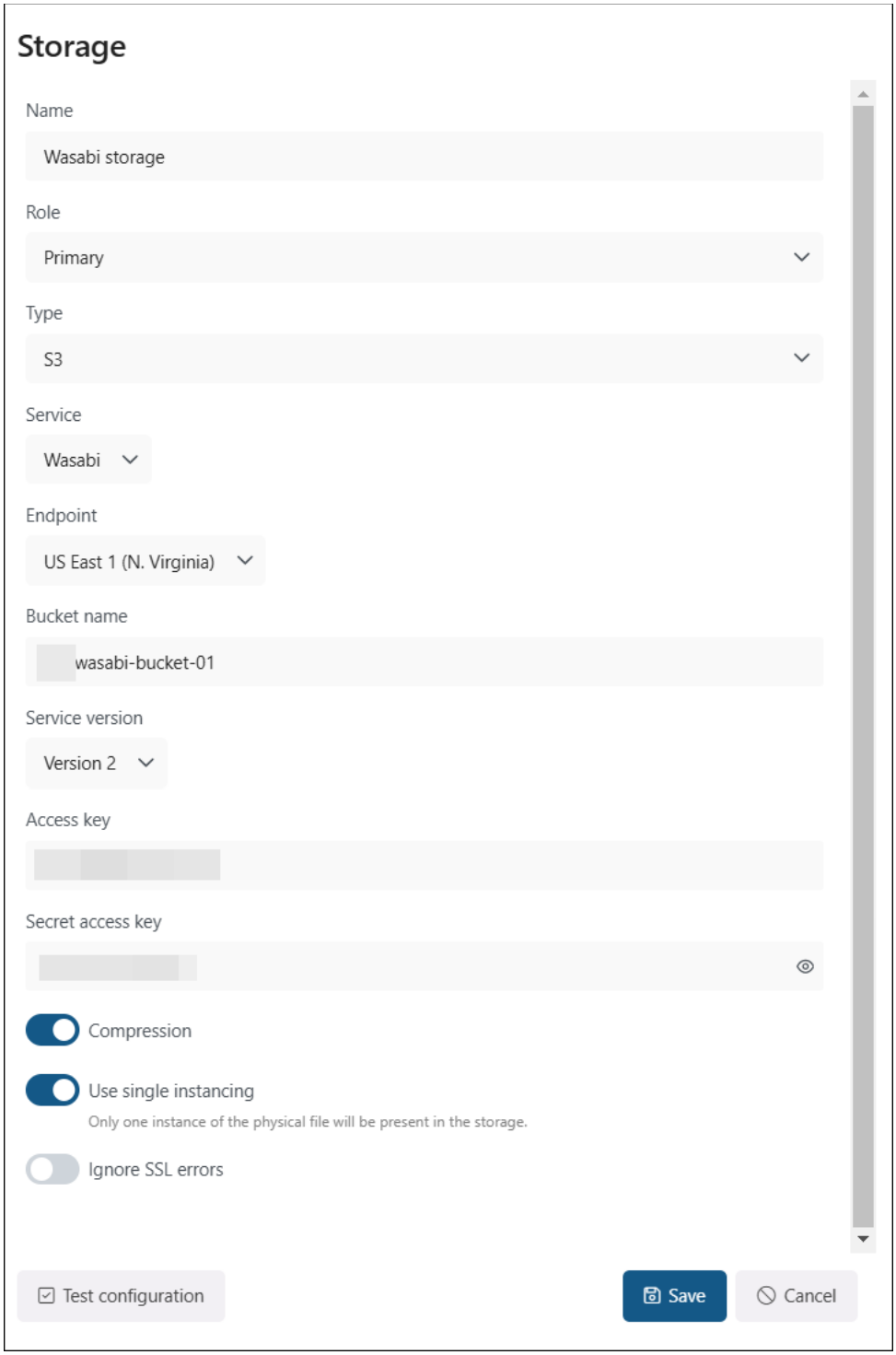
Once the storage type (Amazon S3) is selected and the Role and Priority is set, you will be able to choose **Wasabi** from the service dropdown menu. In Backup Administration, the service endpoints for Wasabi are preconfigured, but you can choose a more fitting option from the menu.

Next, configure the **Bucket name** you created on the Wasabi store.

The **version** specifies which communication version to use for the service endpoint (the service version is specified by the endpoint service). If you are using Amazon S3, you can use Service Version 2 or 4. Wasabi supports both Version 2 and Version 4 of the Amazon S3 communication protocol. Choose the version that matches your needs or the one specified in Wasabi's documentation. In this configuration, Version 2 is selected.

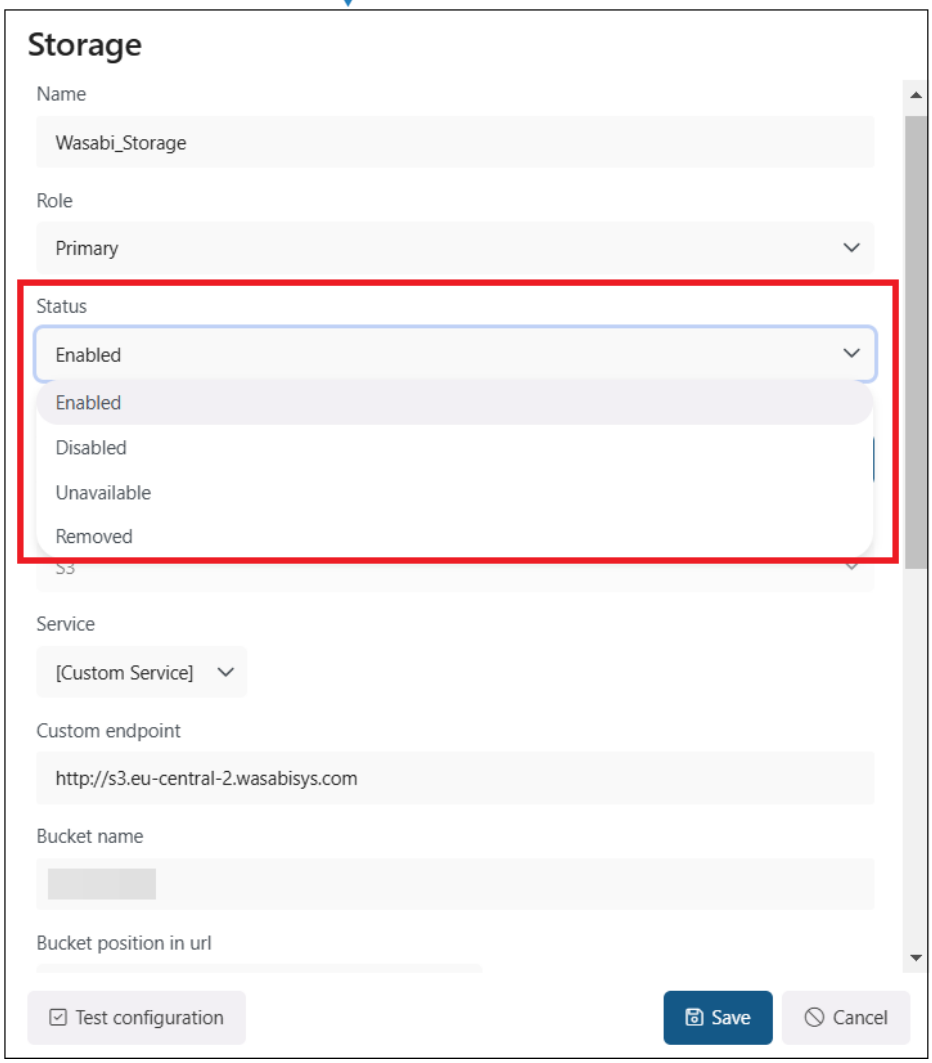
The **Access Key** and **Secret Access Key** are required to authenticate with Wasabi storage. They are provided when you create an access key in the Wasabi Console.

This store type also supports compression and single instancing, which can save you a lot of space. Always use the **Test configuration** button to verify the connection to the Wasabi bucket. Once the test succeeds, click **Save** to finalize the setup.



After creating the storage, opening it for the first time or selecting the **Edit** option from the context menu will display an additional feature in the **Storage Repository** window: the **Status** option, which can be:

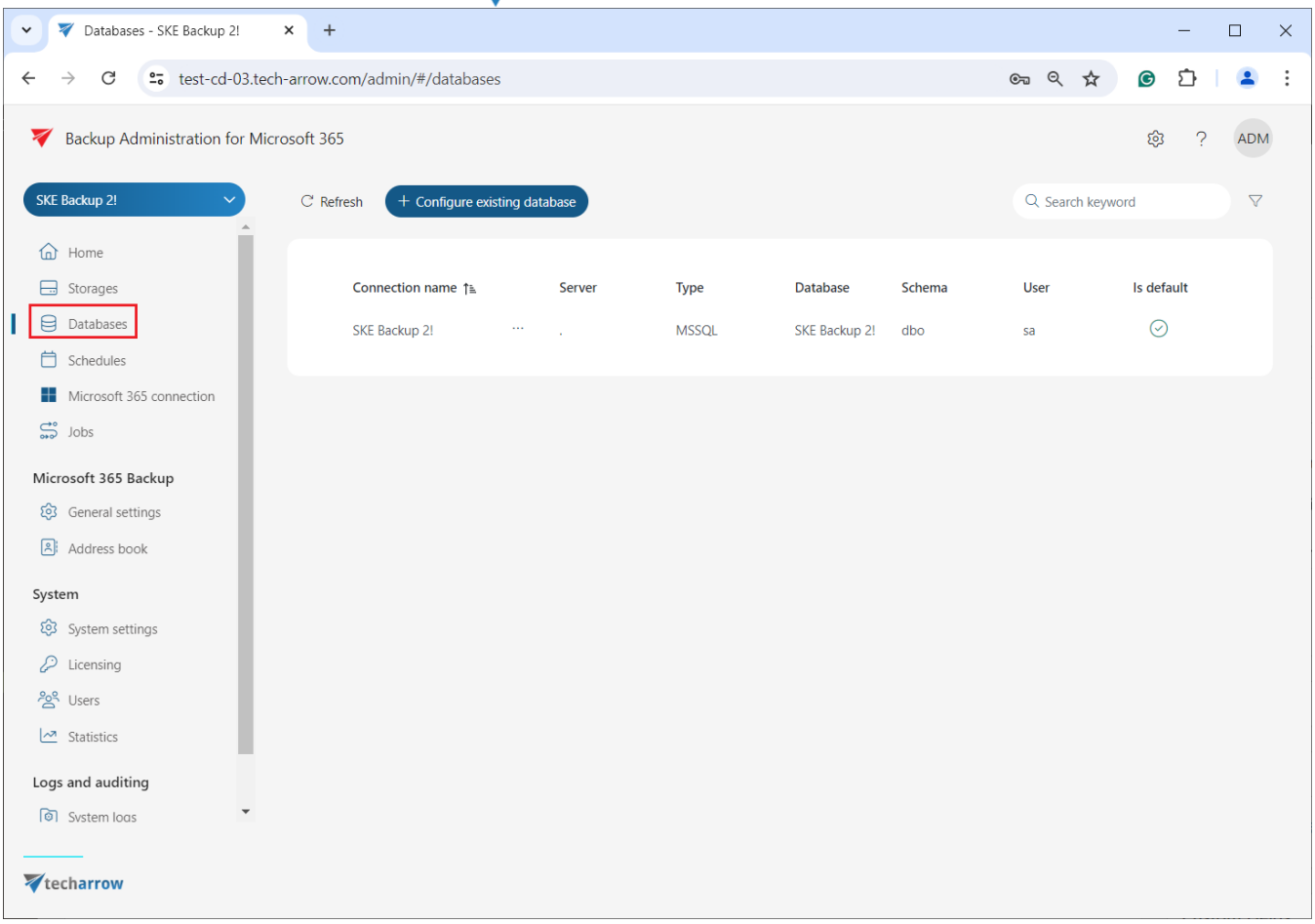
- **Enabled**: The storage is active and ready for use in the system. It can accept new data, perform retrieval operations, and serve as part of workflows like archiving, backup, or file storage.
- **Disabled**: The storage is temporarily turned off and will not be used by Backup Administration. It remains in the system but cannot accept new data or participate in workflows until re-enabled. The backup will still function if there is an allowed writable replica storage. In this case, documents will be stored in the replica storage, and when the storage is re-enabled, the Storage Replication Job will duplicate the files to the primary storage.
- **Unavailable**: You no longer wish to use the storage. In this case, it will not be able to receive anything. No operations can be performed with this storage until the issue is resolved and its status returns to Enabled.
- **Removed**: The storage has been deleted or disconnected from the system. It is no longer available for any operations or workflows.



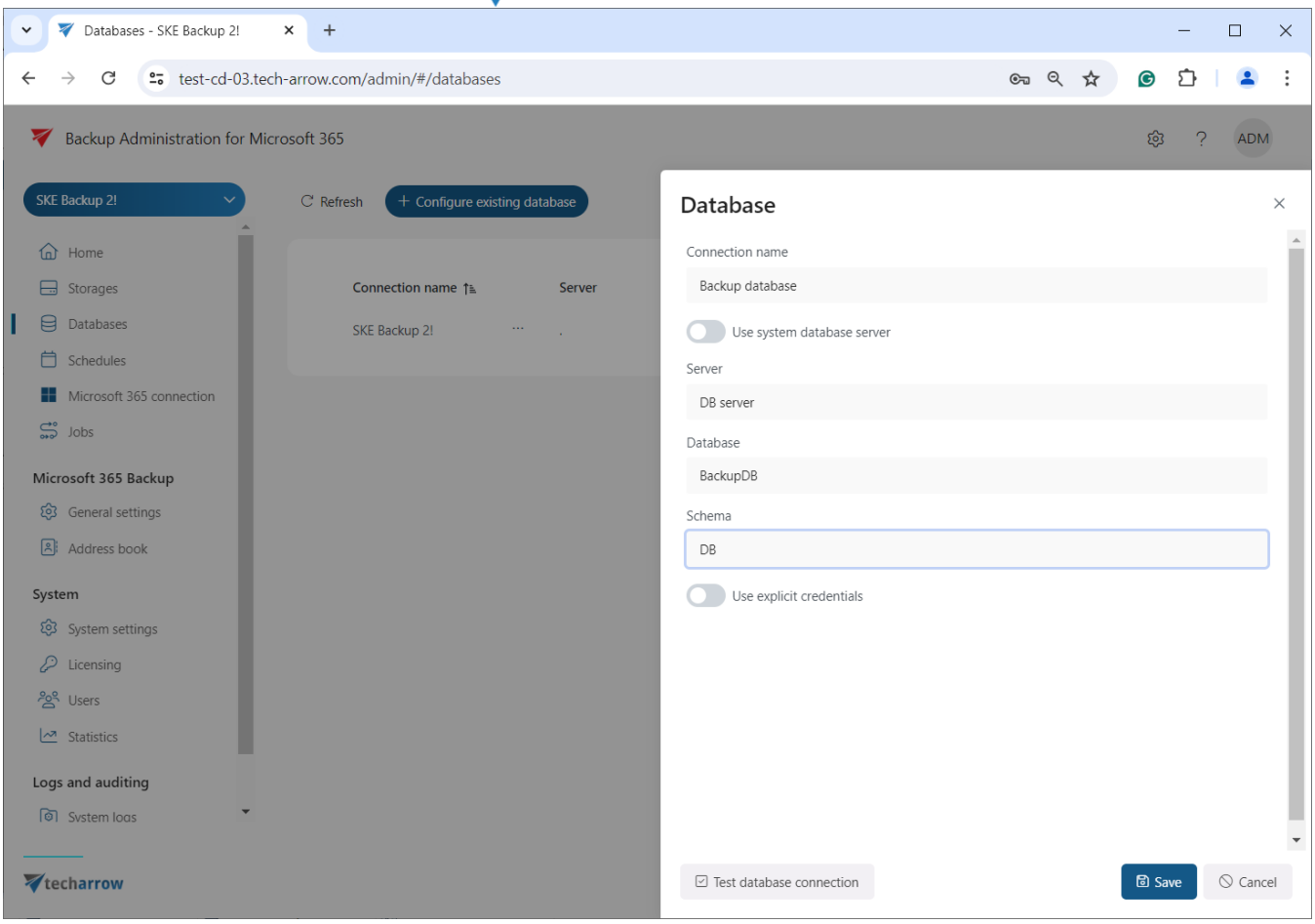
Databases

On this page, you can view the databases configured for your selected tenant, or you can **configure** existing databases. The databases configured in contentACCESS through the Central Administration will also be displayed here, ensuring a comprehensive view of all databases associated with your tenant.

The database grid contains the following information: server name, type of database (MSSQL), database name on SQL, schema, database user name, and status (default or not). The Administrator can configure a connection on this page, where the processed metadata of this particular tenant will be stored.

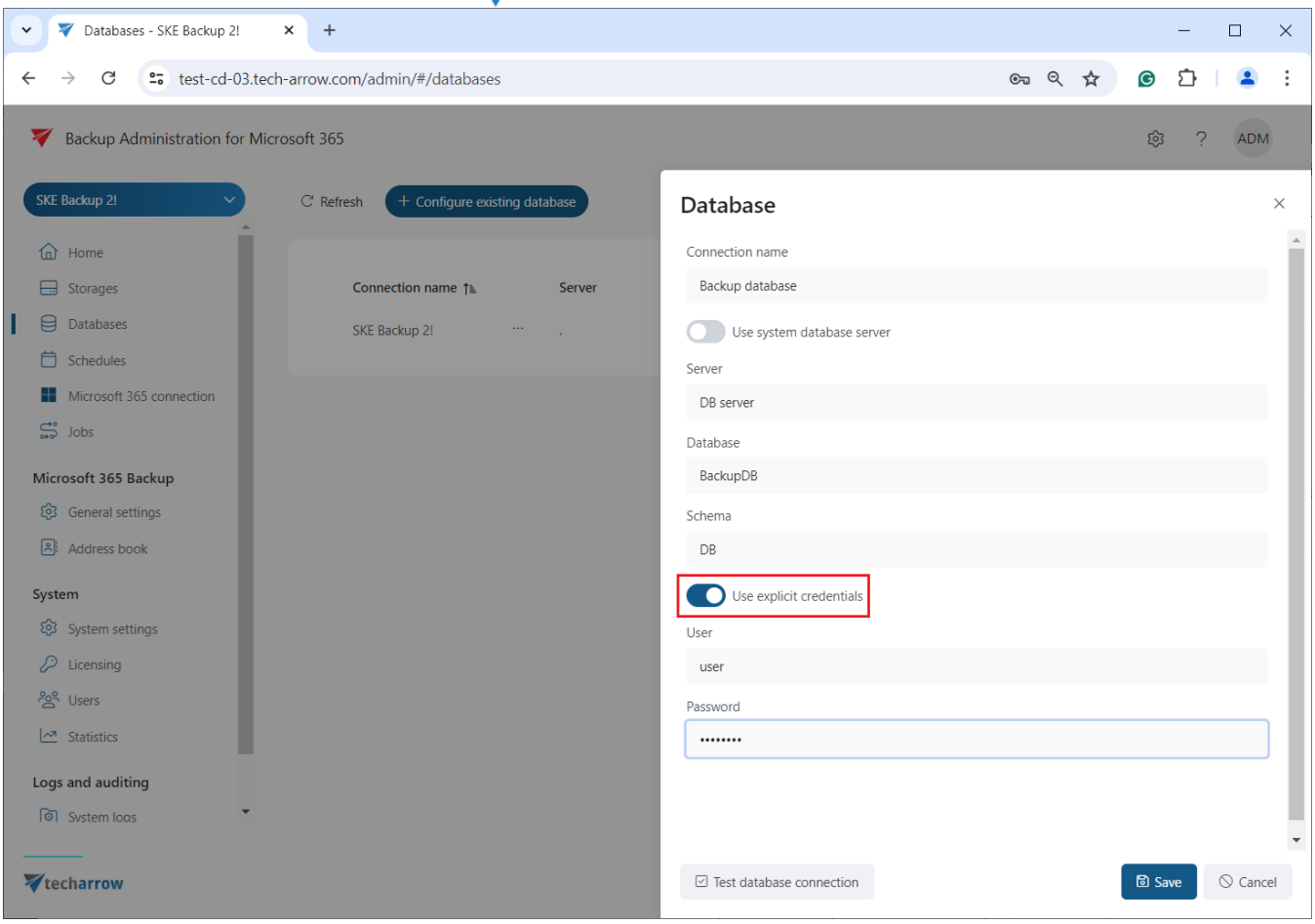


If an existing database needs to be configured, click on the **+Configure existing database** button and fill in the required fields in the **Database** window. If the system database server will be used, check the **Use system database server** checkbox. Type the already existing SQL database name into the **Database** textbox.

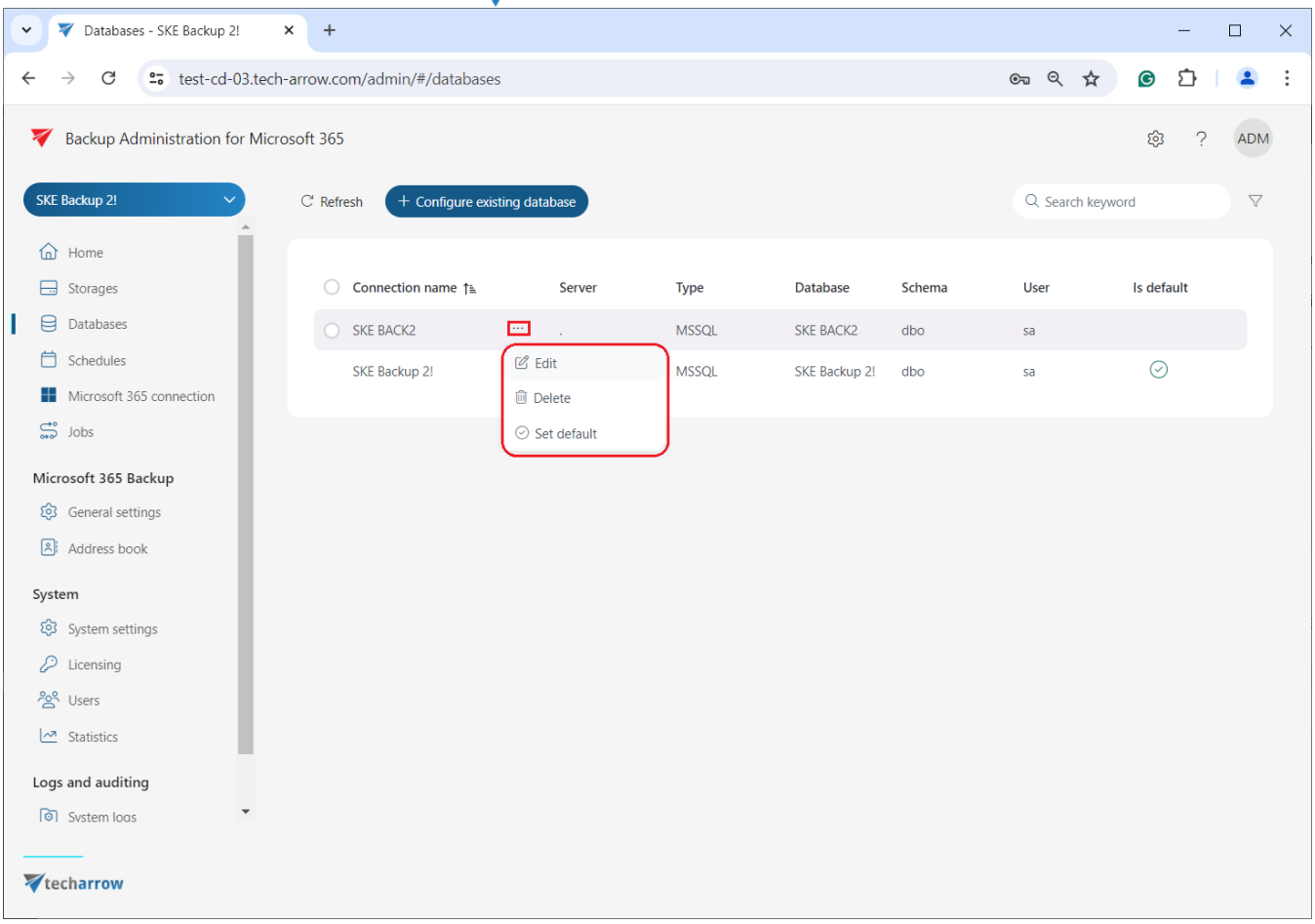


By default, Backup Administration for Microsoft 365 is connected to the database with the credentials of the user running Backup Administration. If you want to use other credentials, check the **Use explicit credentials** checkbox and enter the user name and password you want to use for connecting to the tenant database.

You can also run a test connection with the **Test database connection** button in the left corner of the window.

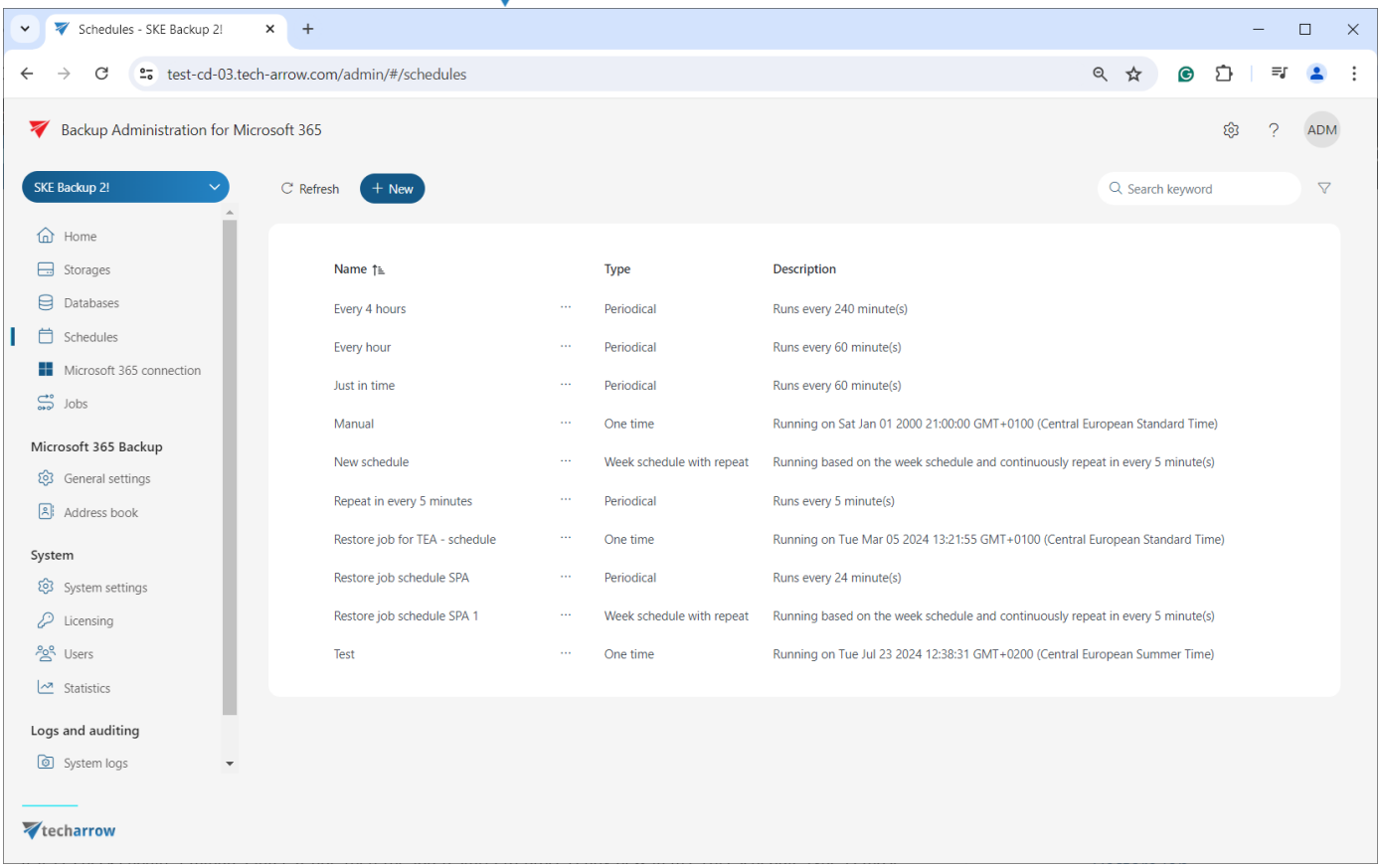


It is also possible to modify the settings, delete the database (if it is not set to default), or set the database as default on the Databases page from the database's context menu, as shown in the screenshot below.



Schedules

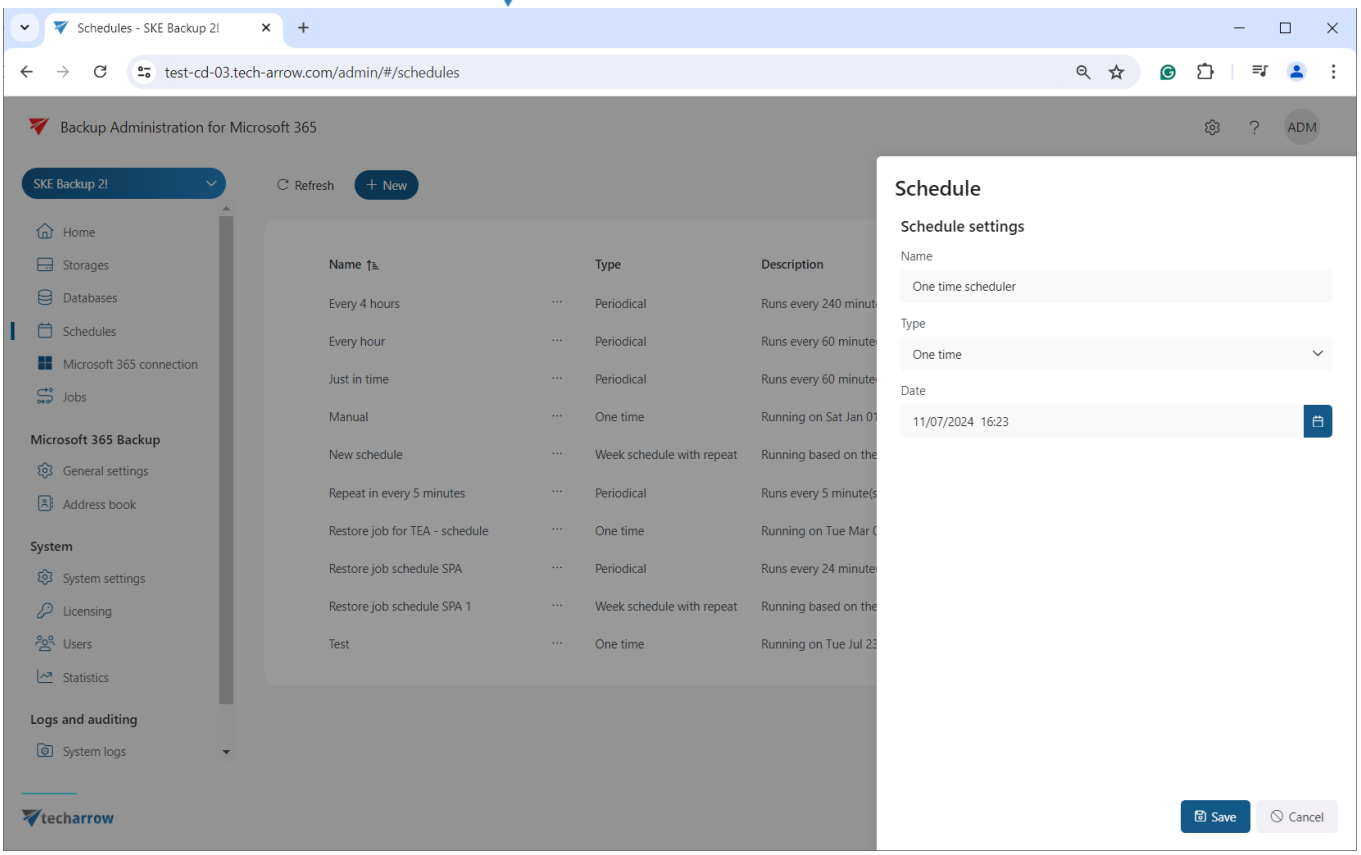
Jobs in Backup Administration for Microsoft 365 can be automatically triggered with using schedules. Schedules define when processing tasks should start, end, and restart automatically. Administrators can schedule jobs based on their scheduler settings. Multiple schedulers can be set up, and users can select the appropriate one from a dropdown menu when configuring a job. Schedulers help users avoid manually starting jobs each time they need to run a specific task. To view previously created schedules or add a new one, navigate to the **Schedules** option on the left-side menu.



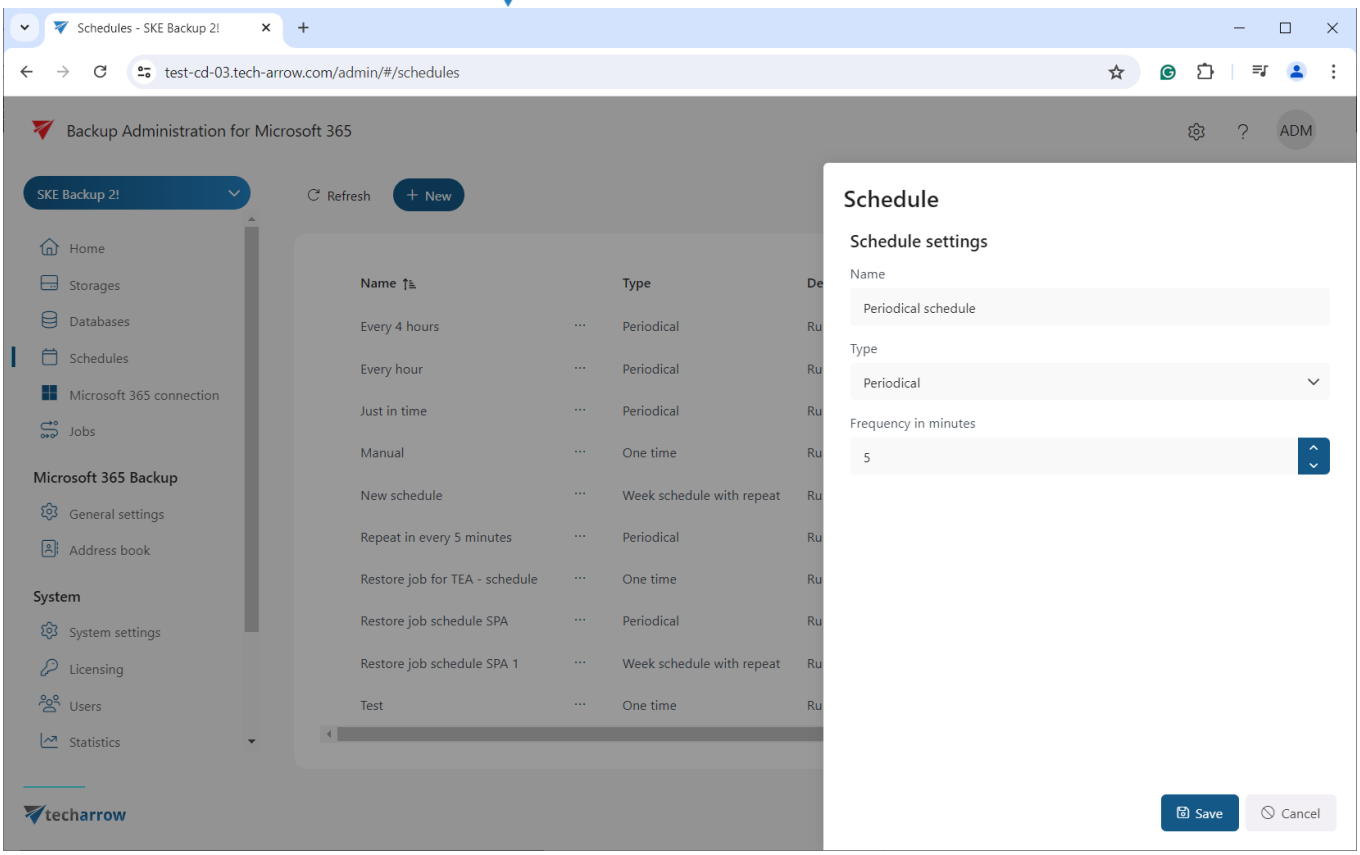
Click on the **+ New** button. In the **Schedule** window, enter the schedule **Name** and select the **Type** of schedule from the dropdown list.

In Backup Administration, there are 3 types of schedules that can be set: **One time**, **Periodical**, and **Week schedule with repeat**.

One time schedule runs only once on the specified date and time. With this type of schedule, the user specifies the start date only and the job ends when the processing completed. One time schedules are often used for restore jobs (jobs that run occasionally).



Periodical schedules run repeatedly. Jobs using this type start immediately after configuration and saving. The **Frequency in minutes** function allows the user to set time intervals for the schedule to check if the job is running. For example, if the schedule is set to 5 minutes, the schedule wakes up every five minutes to verify if the job is still running. If it is, checks again 5 minutes later. If not, then the job restarts to process any new items. This schedule type is most effective for backup jobs.



Week schedule with repeat runs at the same hours every week, regularly. In the scheduling tab, click on the fields to set the days and hours when the processing should start. Each cell represents one hour. Using the **Running frequency in minutes** option, the user can set time intervals for the schedule to check if the job is running. Similar to the Periodical type, setting a Running frequency in minutes for 5 minutes, means the checks the job does in every 5 minutes. If the job is running, it will wait; if not, the job starts again.

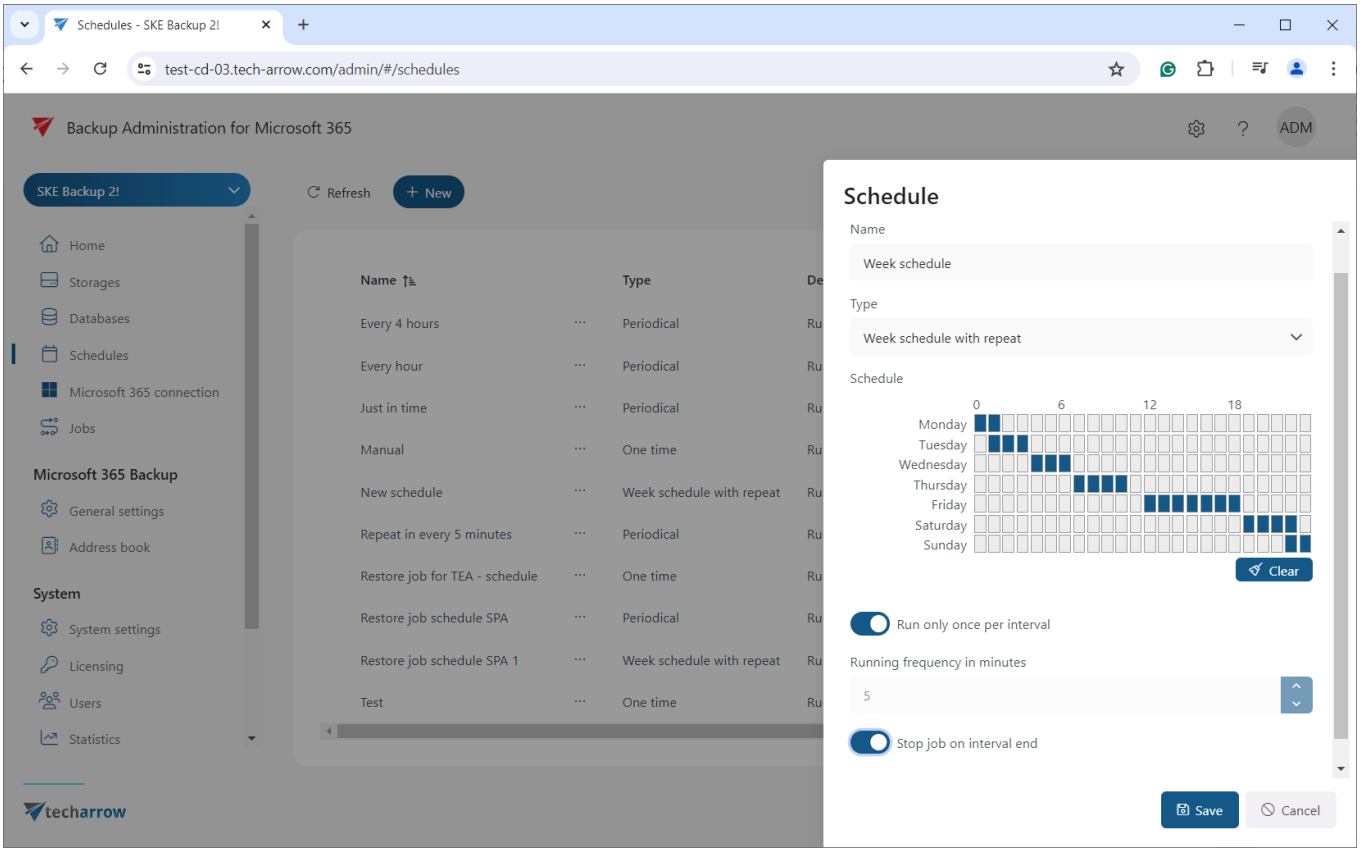
This option is useful for continuous processing, such as from morning to evening. Checking the **Run only once per interval** checkbox deactivates the running frequency, causing the job to run only once during the specified time period. This option is recommended for tasks like end-of-day processing.

To stop a job after a set time interval, check the **Stop job at interval end** checkbox. The job will be forcibly stopped, even if the process is unfinished, and restarted according to the schedule settings.

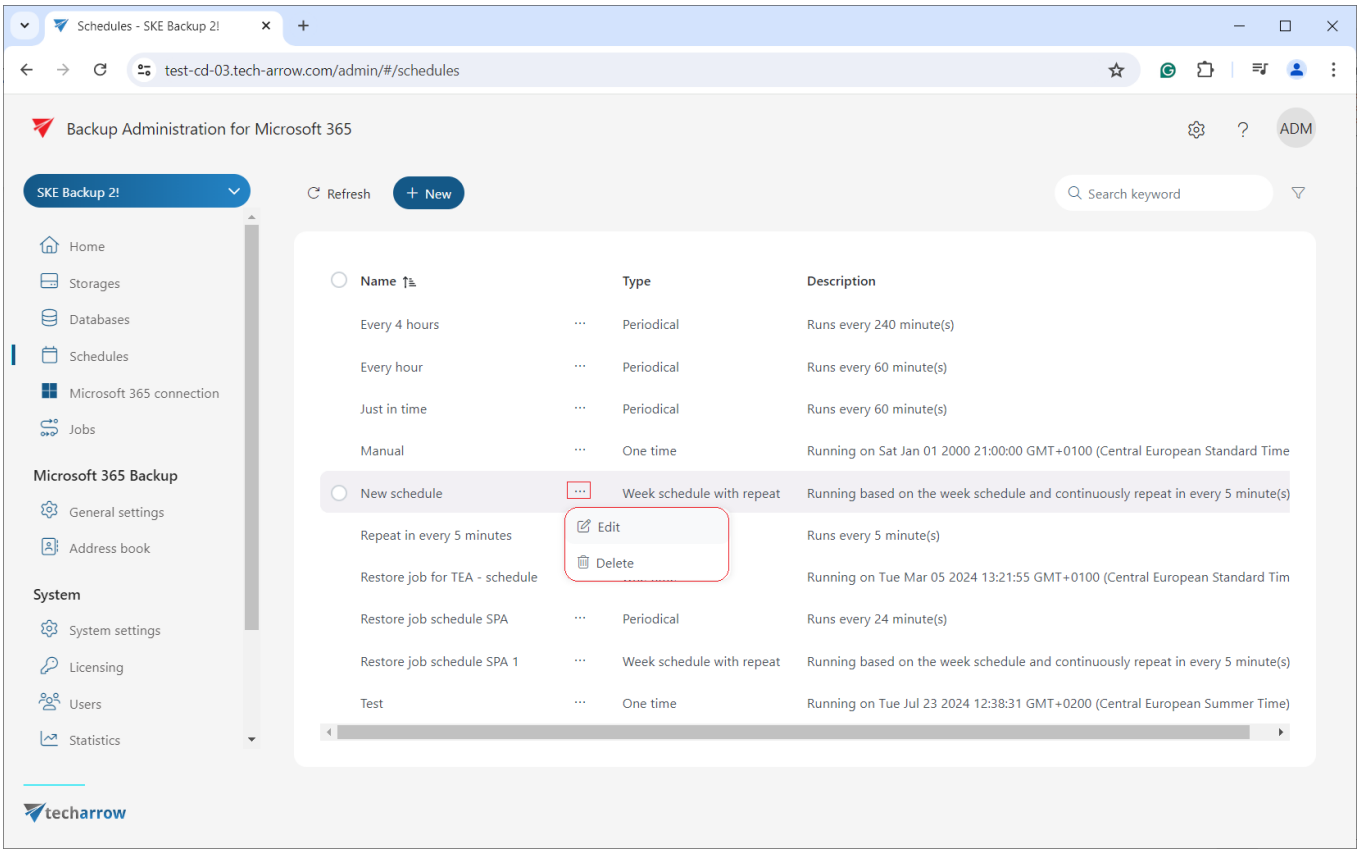
The blue cells in the **Schedule** section marks the time intervals when the job is running. Exact start and end times are displayed beneath the calendar.

Easily set the time range by clicking cells or moving the cursor over the desired period.The blue color of the **Schedule** section's cells mark the time intervals, when the job is running. Moreover, the exact start and end times will be displayed beneath the calendar.

The time range can be easily set by clicking into the cells or by moving the cursor over the desired time range.

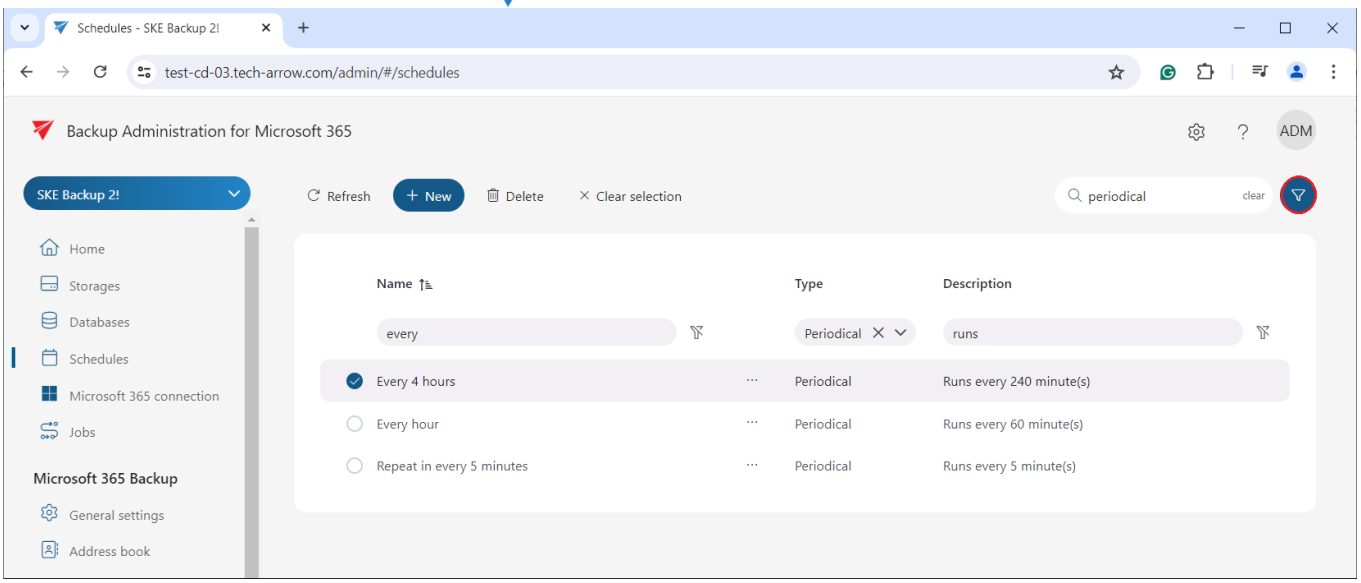


It is possible to edit or delete a schedule from the list using the selected schedule's context menu. When a schedule is selected from the list, the Delete option will appear next to the + New button, allowing you to delete the schedule. The schedule type and its description can also be viewed on the Schedules page.



In addition, you can **search** on this tab by clicking into the search textbox or filter schedules by the **Name**, **Type**, and **Description** columns. Simply click the **Funnel** icon to start filtering.

To filter through the **Name** or **Description** columns, enter the filter text, and it will be executed automatically. To filter by **type**, either open the dropdown menu and select a schedule type or enter the keyword manually by clicking into the **search textbox**.



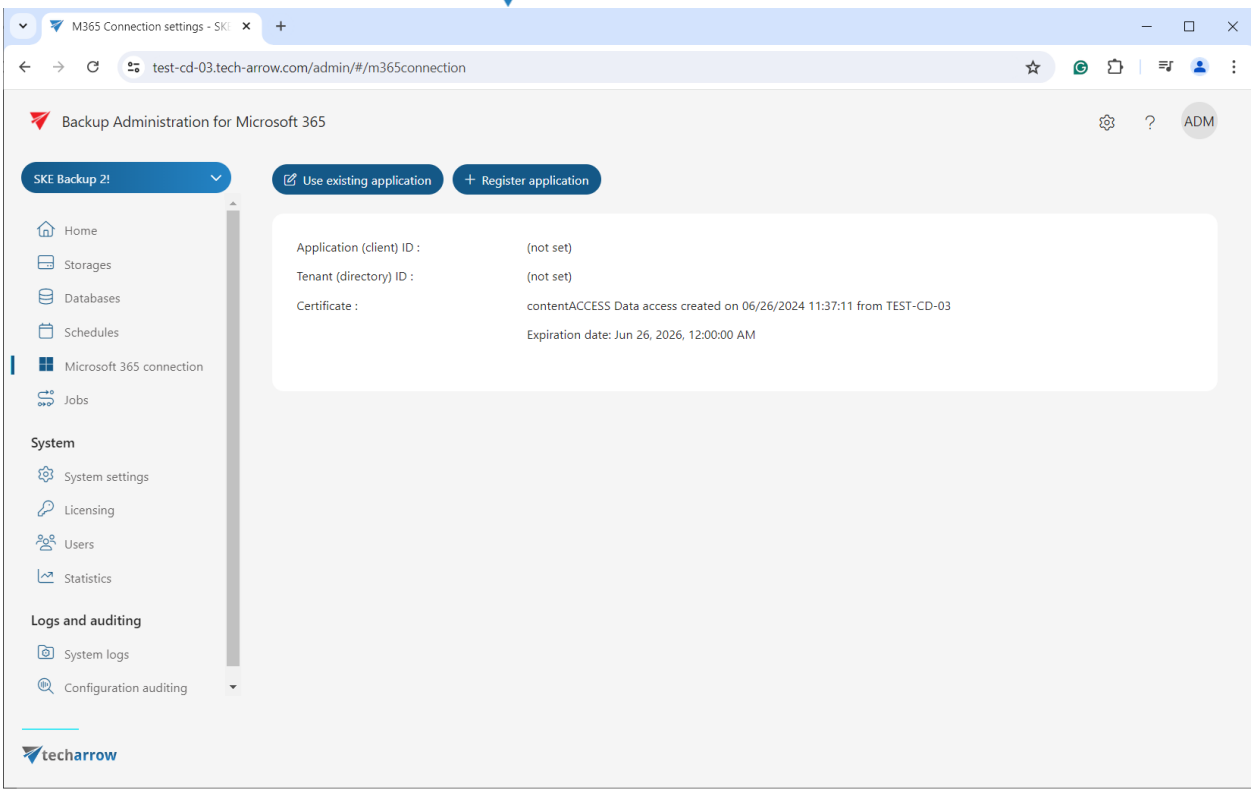
The **Refresh** button will refresh the Schedules page.

Microsoft 365 connection

In this section, we will explain how to register an application on the Azure portal, enabling Backup Administration for Microsoft 365 to authenticate and connect to the Microsoft Dataverse environment using modern authentication. **Modern authentication** is a category of several different protocols (rather than a single method like username and password) that aim to enhance the security posture of cloud-based resources. It relies on token-based claims to authenticate with an identity provider and generate an access token. OAuth, an open standard, is used by many applications and websites to grant access to other systems' information without sharing the passwords.

Backup Administration uses modern authentication to connect to Exchange Online, SharePoint, OneDrive, and Teams. This requires an Azure App registration configured on the Microsoft 365 tenant.

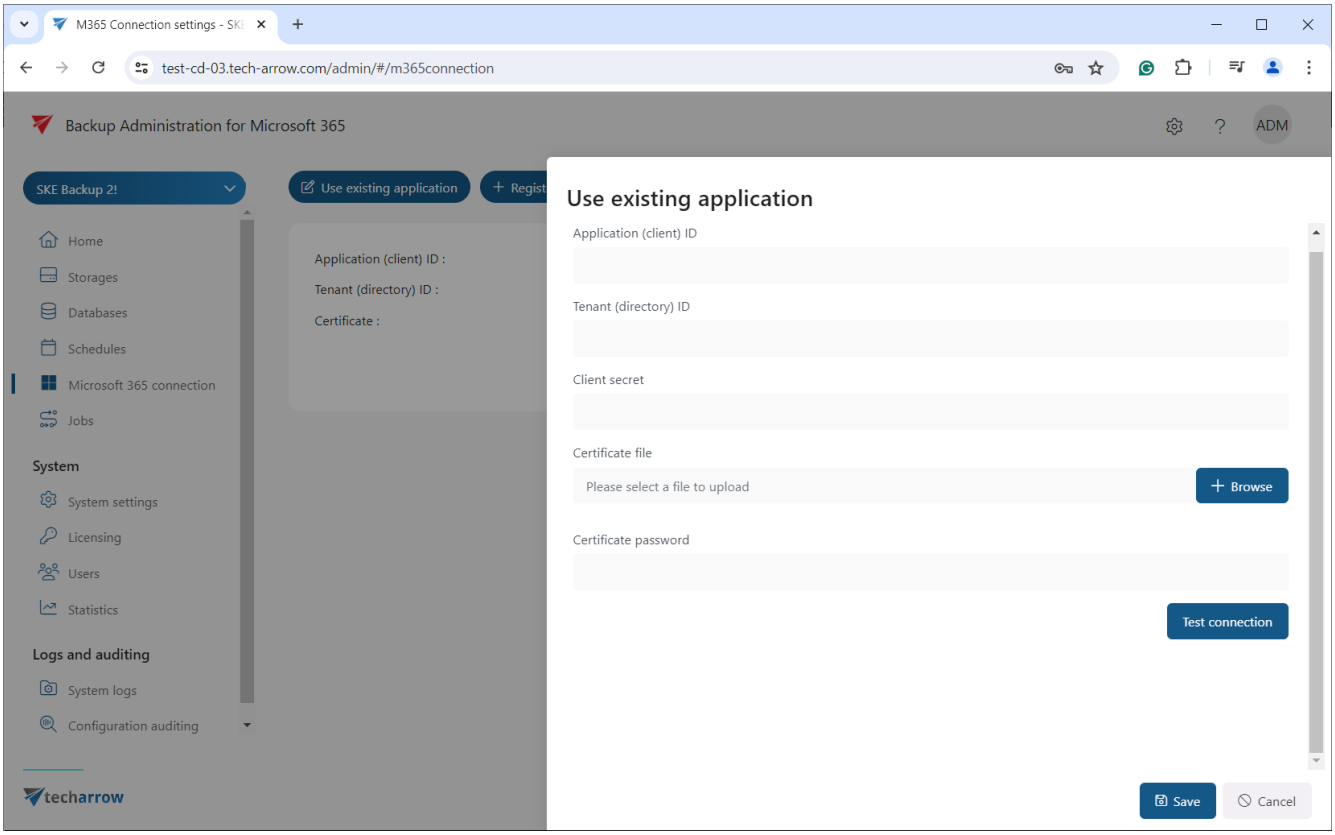
Manual configuration through the Azure portal is not required; you can either use an **existing application** to set up the connection, or the **Application registration** process will automatically handle the connection and permissions on the Microsoft 365 connection page in Backup Administration.



Use existing application

Navigate to the **Microsoft 365 connection** page and click the **Use explicit application** button. A pop-up window appears, where the administrator needs to establish the connection with the Microsoft 365 services by configuring a previously registered application.

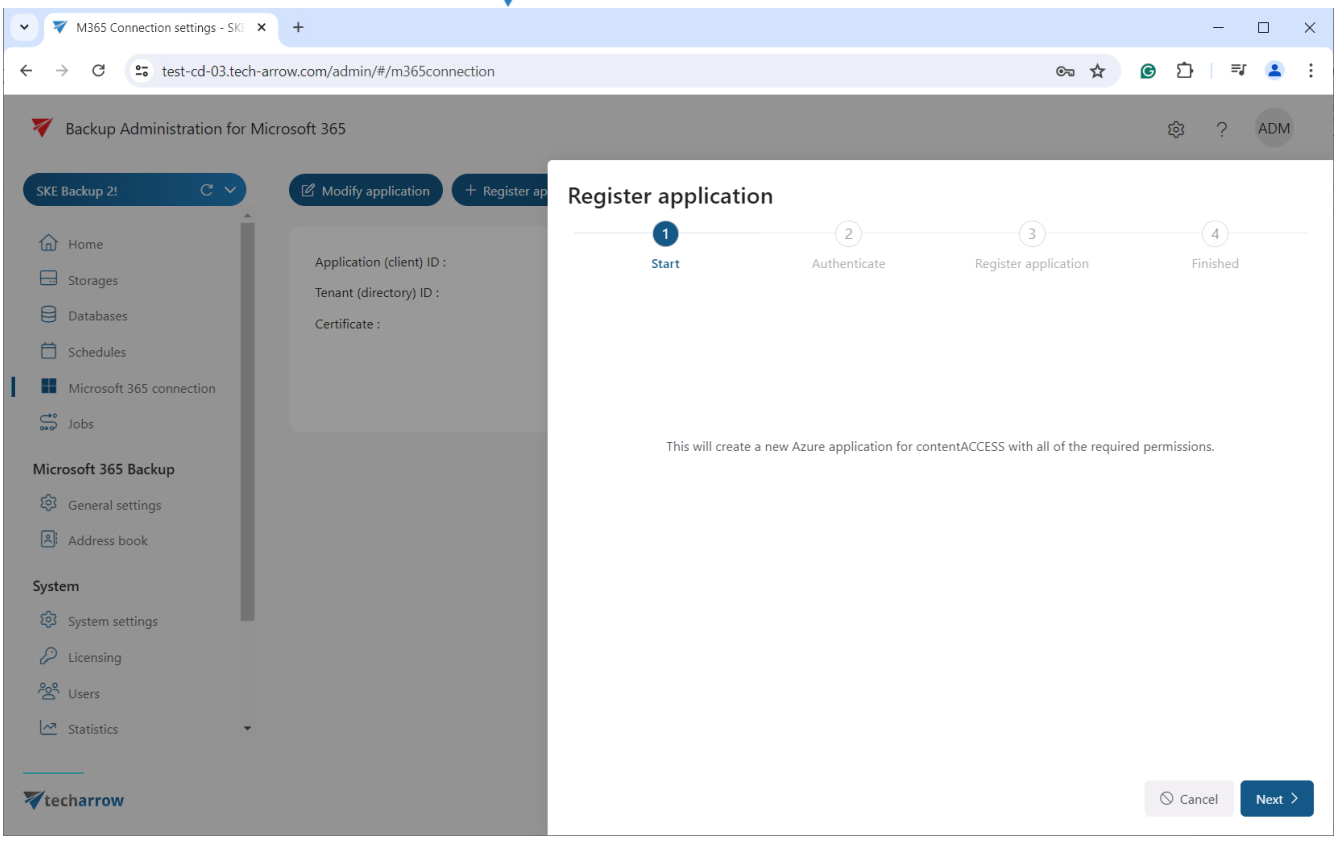
It is also possible and recommended to test the connection by clicking on the **Test connection** button.



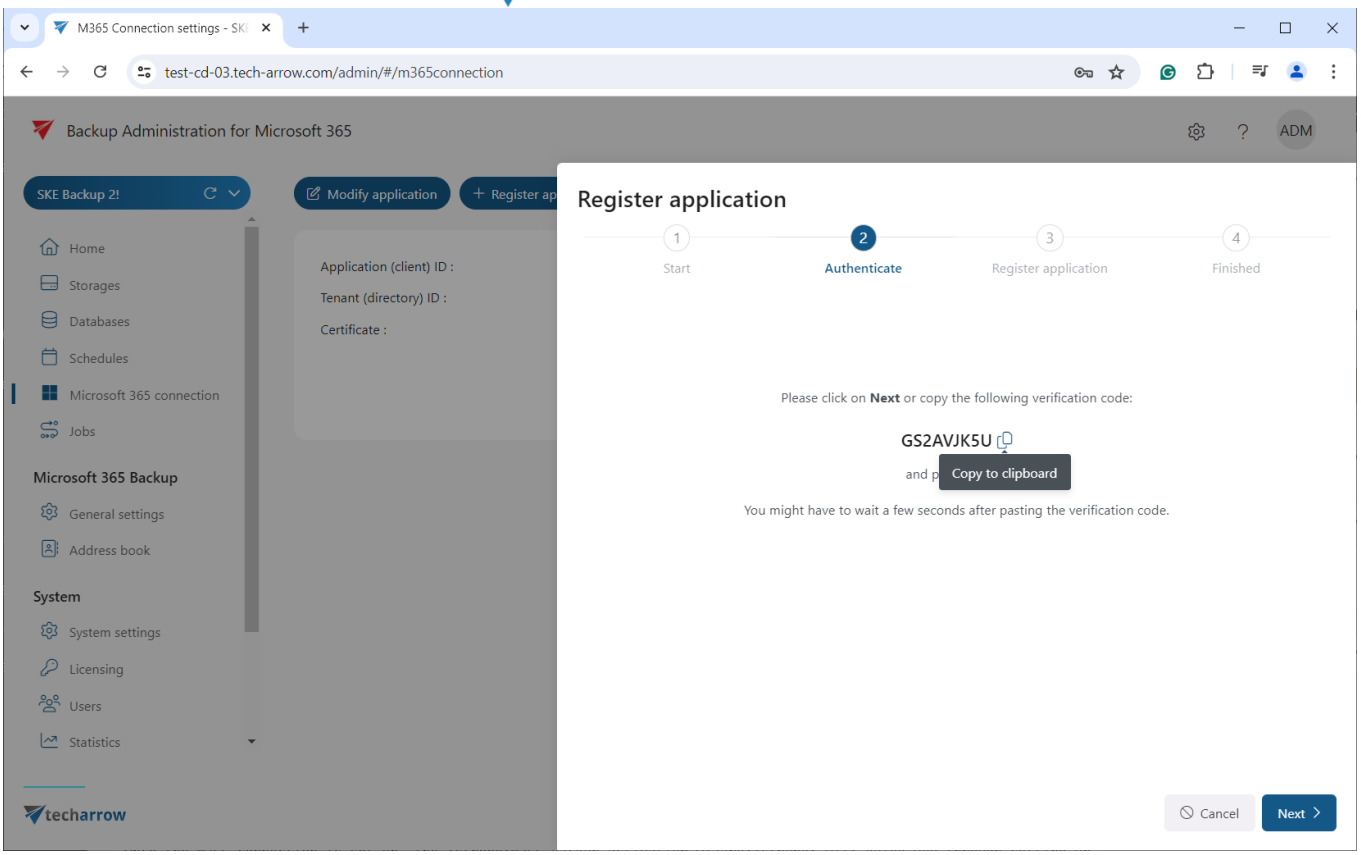
To enable contentACCESS to authenticate and connect to Microsoft 365 services through a previously registered application, certain permissions are required. The required permissions will be collected in the following subsection.

Register application

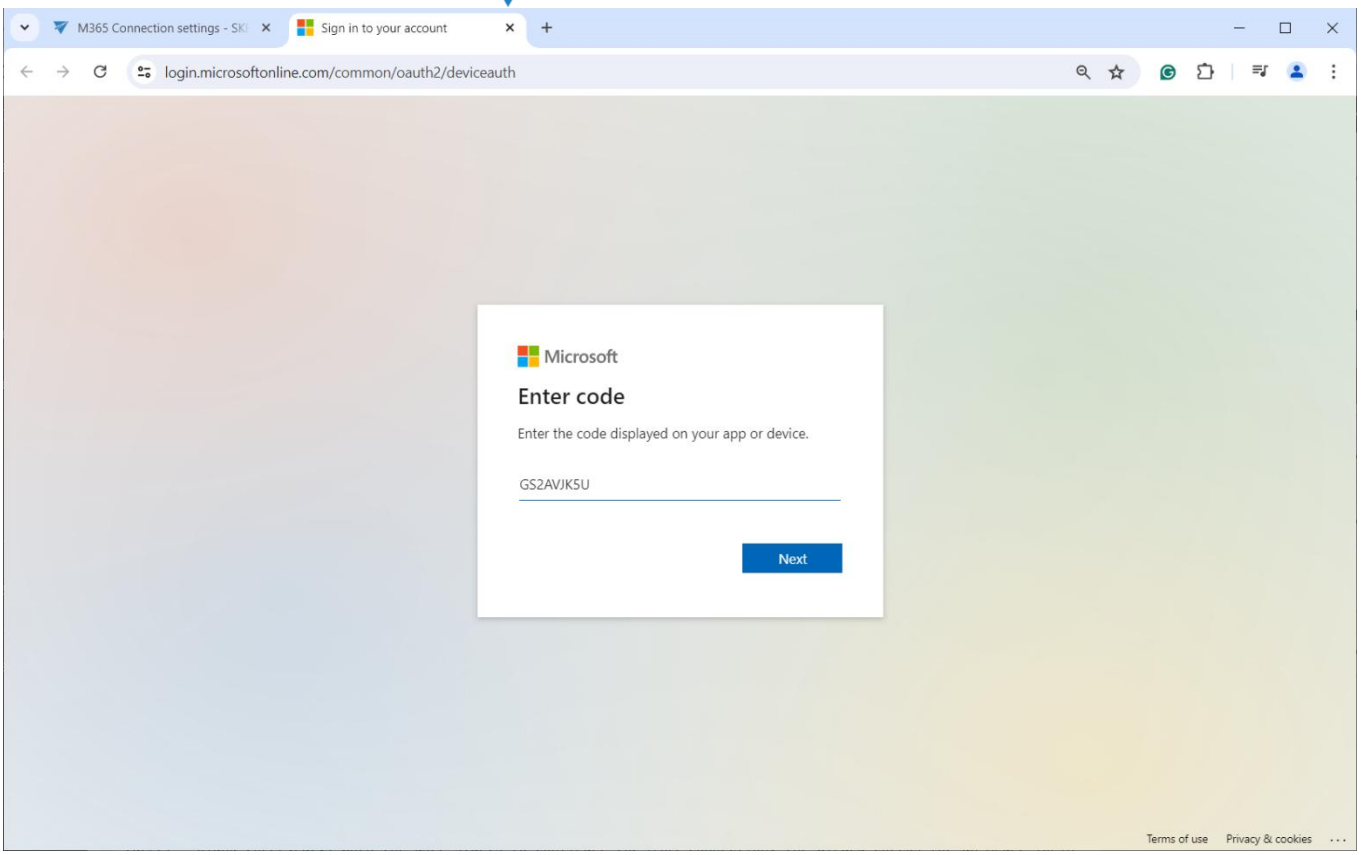
This option will create a new Azure application for contentACCESS with all the required permissions. Click the **+ Register application** button. The Register application window will appear. Here, press **Next** to start the registration process.

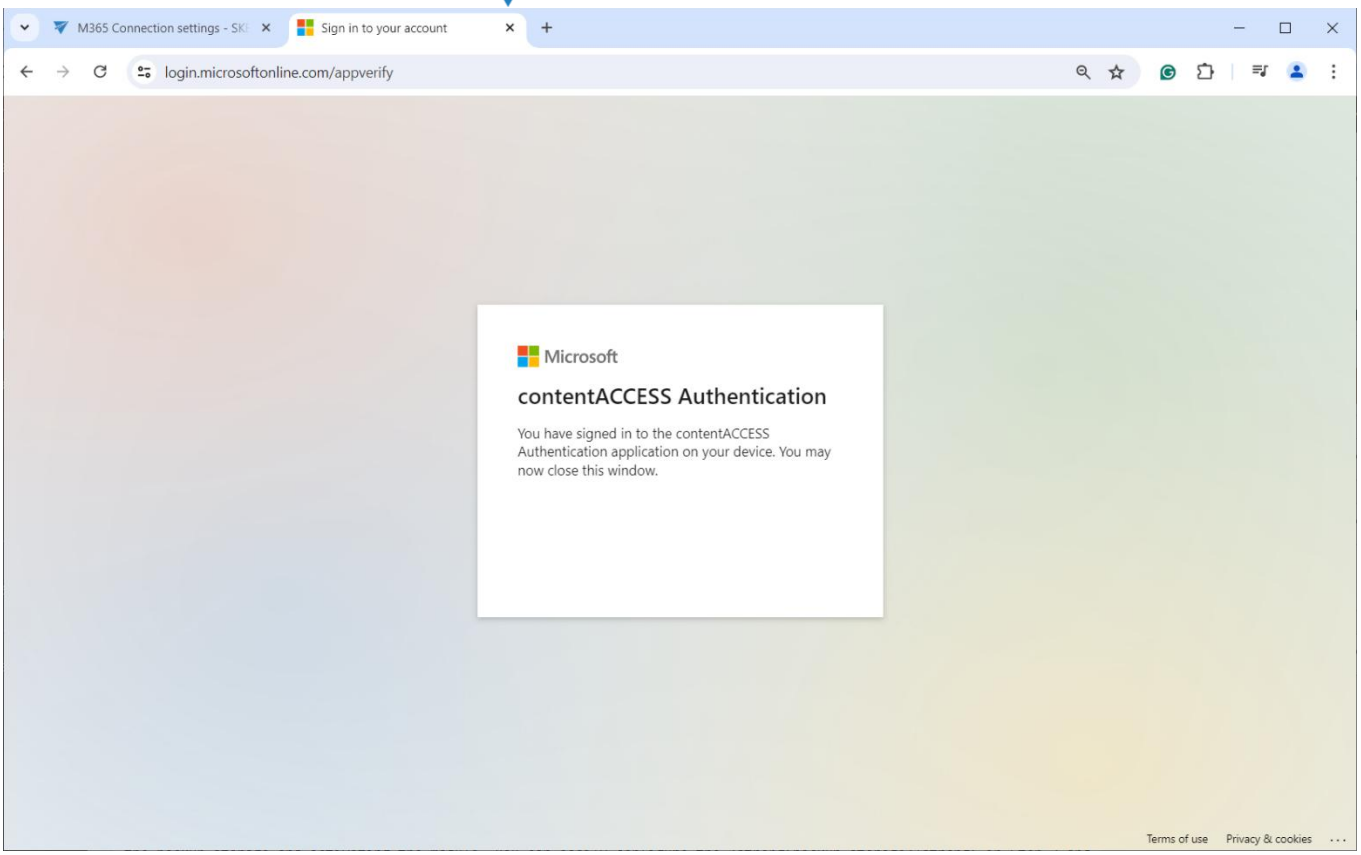


The next step is **authentication**. First, copy the generated code before clicking Next or verify it in the window that appears (upon clicking the "here" link).

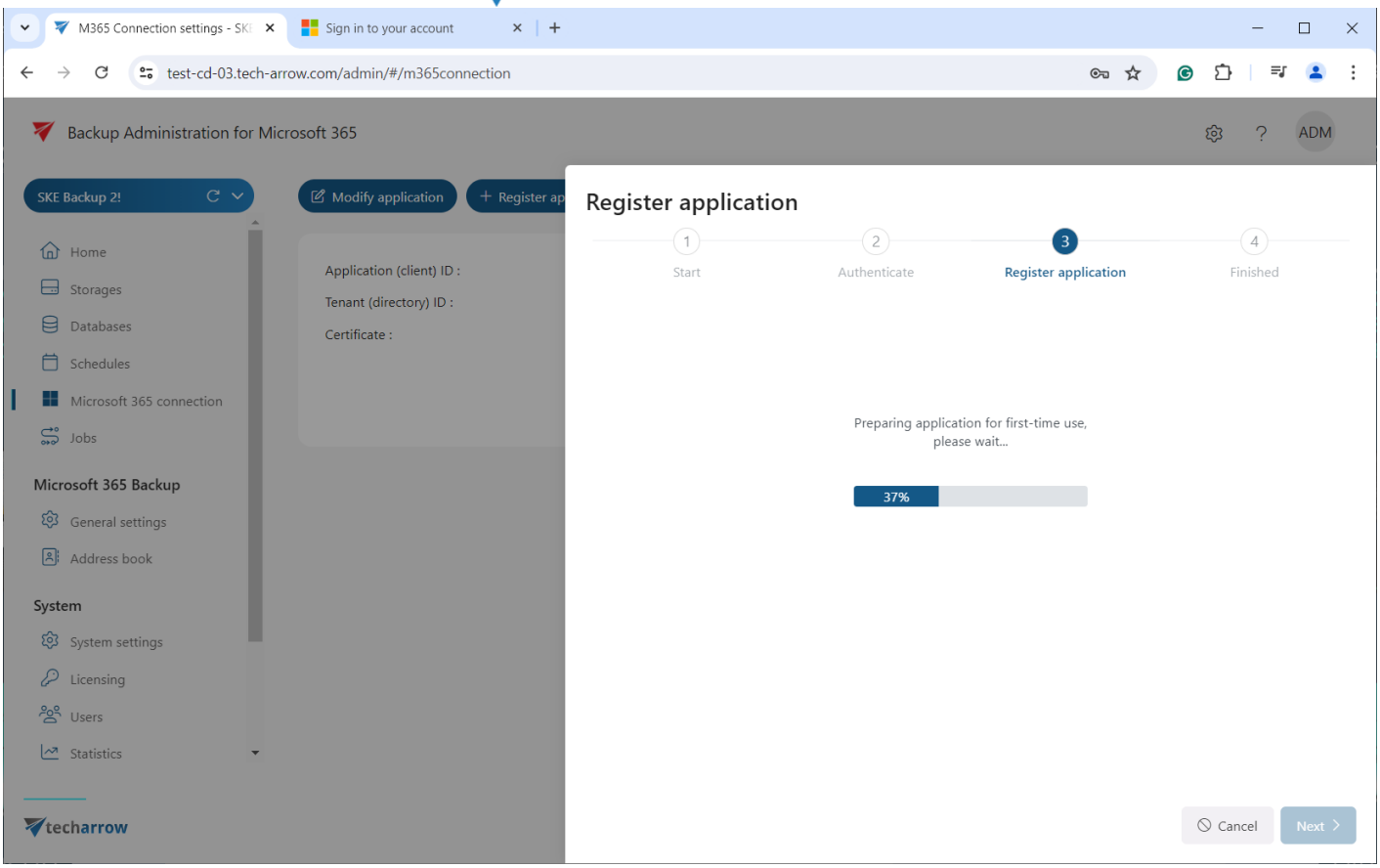


Enter the code, sign into your Azure account, and **accept** the requested permissions.

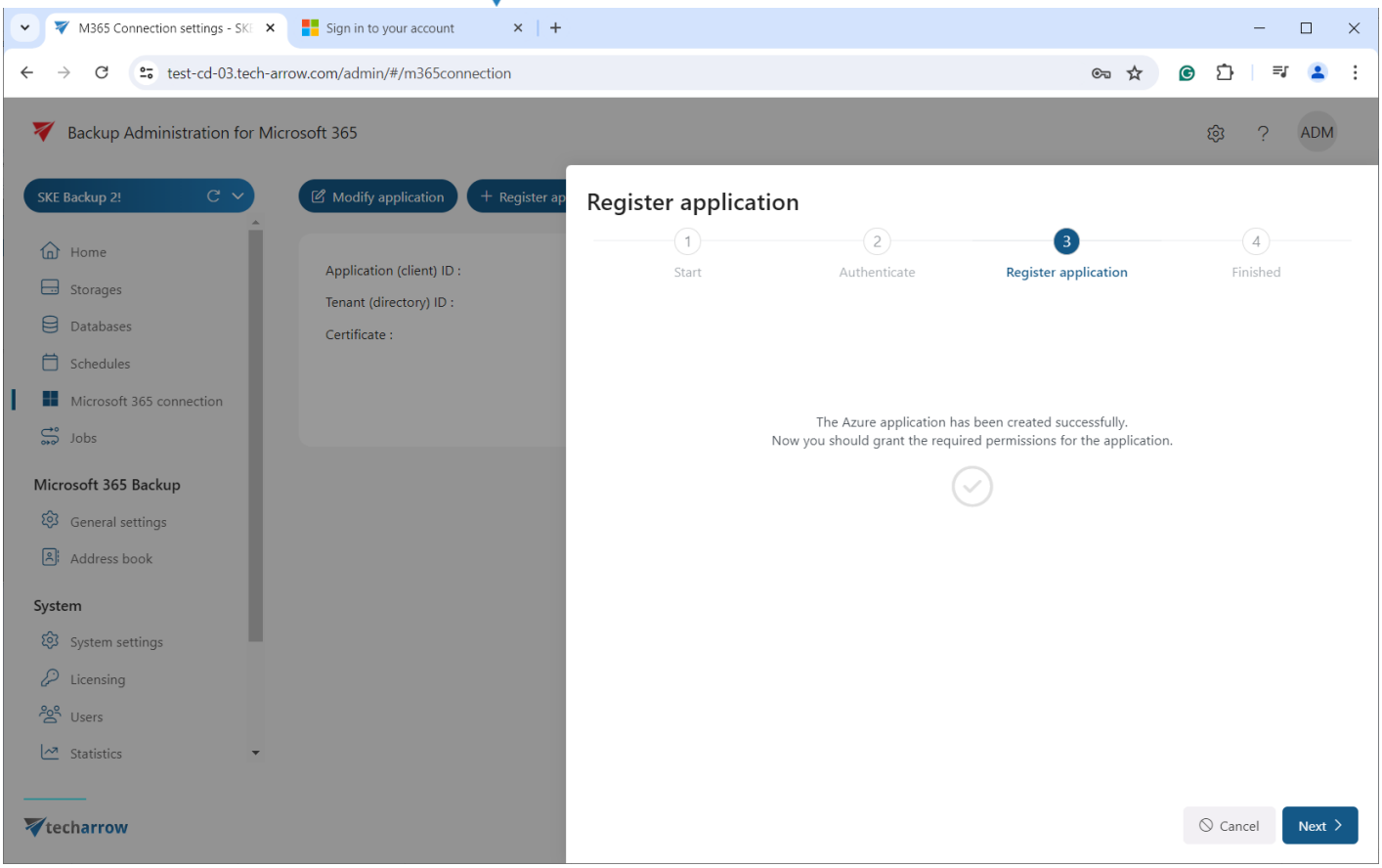

M365 Connection settings - SK
Sign in to your account
login.microsoftonline.com/common/oauth2/deviceauth
Microsoft
Enter code
Enter the code displayed on your app or device.
GS2AVJK5U
Next
Terms of use
Privacy & cookies

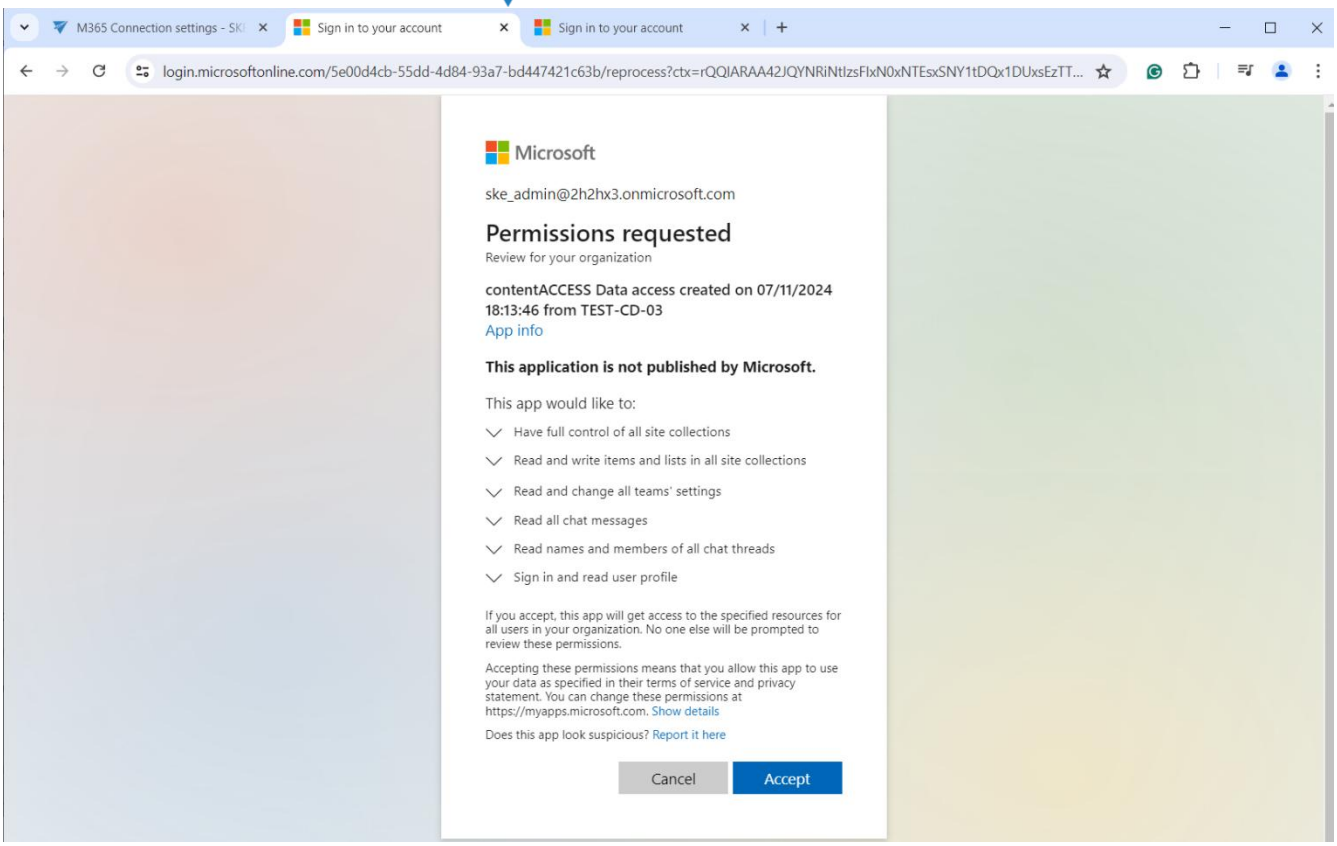


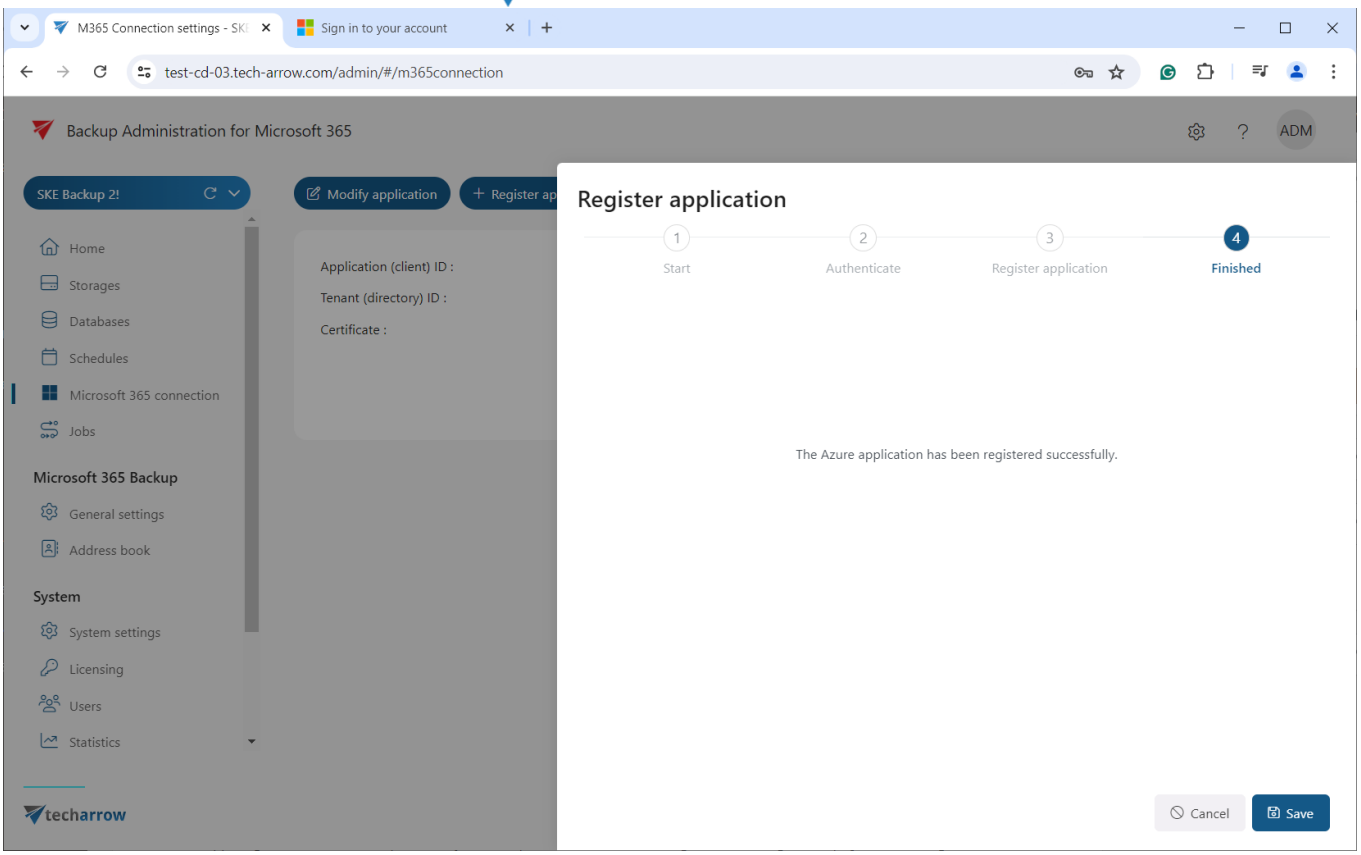
After this, return to the Microsoft 365 page to continue the registration process. App registration will begin as the third step. This may take some time, so please do not close this window or leave the page in the meantime!



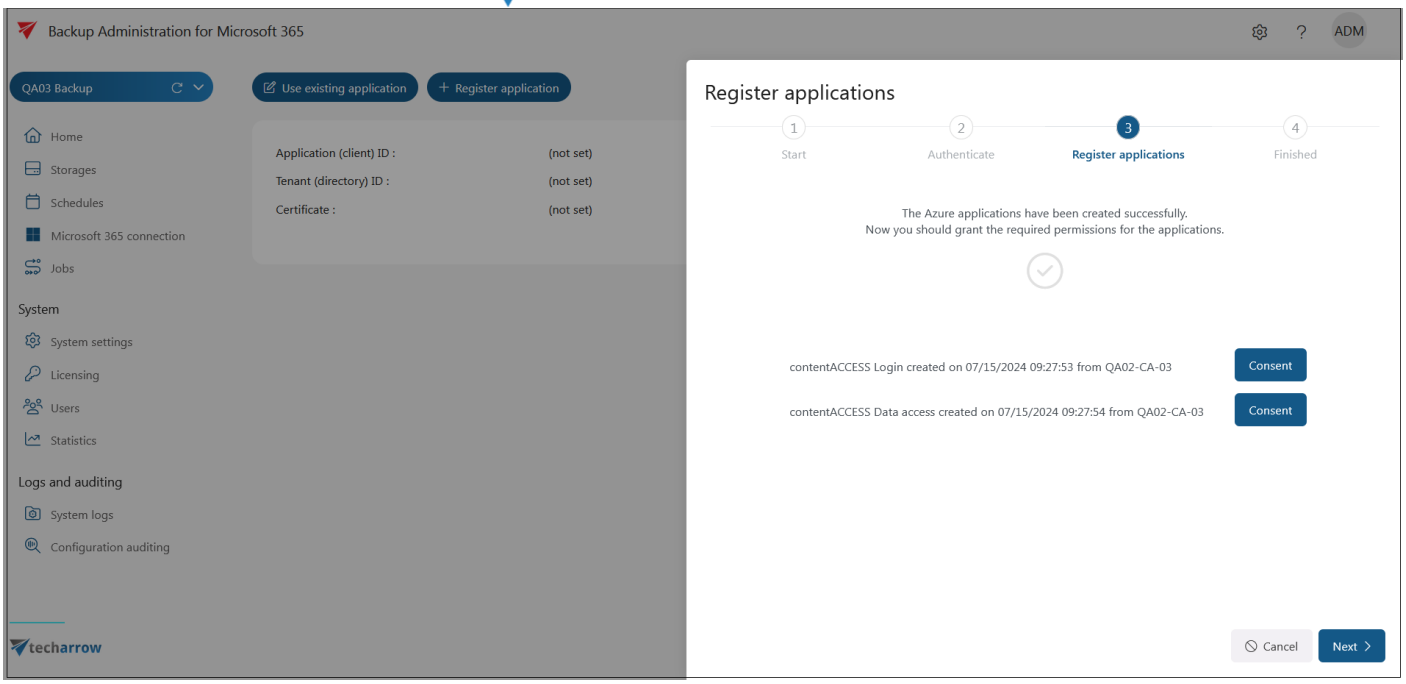
Once processing is finished, the Azure application will be created, and you should grant the **requested permissions** for the app.


M365 Connection settings - SK
Sign in to your account
test-cd-03.tech-arrow.com/admin/#/m365connection
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
Modify application
Register ap
Home
Storages
Databases
Schedules
Microsoft 365 connection
Jobs
Microsoft 365 Backup
General settings
Address book
System
System settings
Licensing
Users
Statistics
techarrow
Application (client) ID :
Tenant (directory) ID :
Certificate :
Register application
1
Start
2
Authenticate
3
Register application
4
Finished
The Azure application has been created successfully.
Now you should grant the required permissions for the application.
Cancel
Next


M365 Connection settings - SK
Sign in to your account
Sign in to your account
login.microsoftonline.com/5e00d4cb-55dd-4d84-93a7-bd447421c63b/reprocess?ctx=rQQIARAA42JQYNRiNtIzsFlxN0xNTEsxSNY1tDQx1DUxsEzTT...
Microsoft
ske_admin@2h2hx3.onmicrosoft.com
Permissions requested
Review for your organization
contentACCESS Data access created on 07/11/2024 18:13:46 from TEST-CD-03
App info
This application is not published by Microsoft.
This app would like to:
Have full control of all site collections
Read and write items and lists in all site collections
Read and change all teams' settings
Read all chat messages
Read names and members of all chat threads
Sign in and read user profile
If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.
Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at https://myapps.microsoft.com. Show details
Does this app look suspicious? Report it here
Cancel
Accept

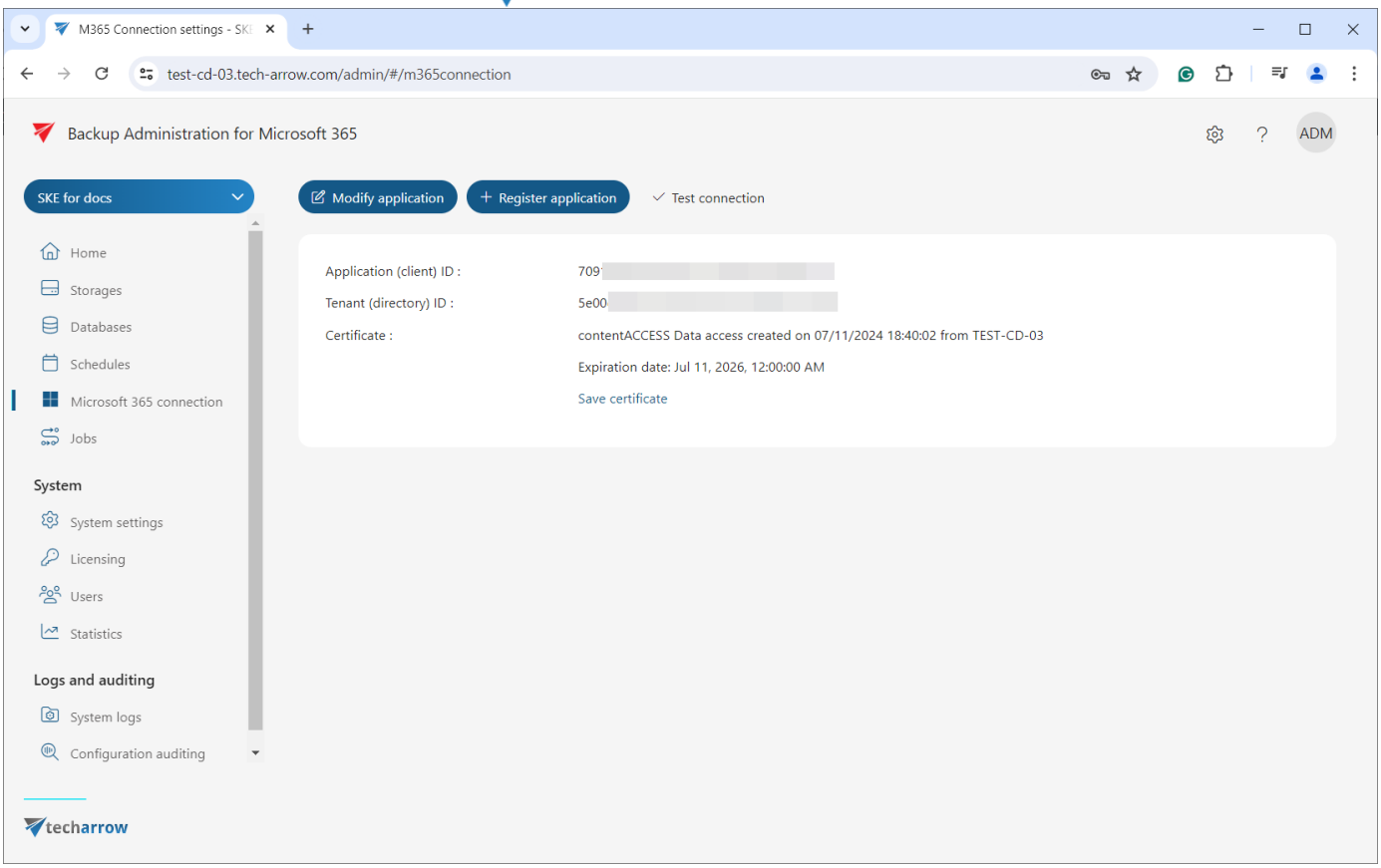


Additionally, the M365 connection can create an **Azure login provider** if it doesn't already exist. (Please note that the **User.Read.All** permission must be consented to on the Azure portal for this to work. Find out more about the Azure app registration here.) When the user starts to configure the M365 connection, the wizard checks for an Azure login provider. If it's not configured, it will create 2 Azure applications: one for **contentACCESS login** (for the login provider) and one for the **contentACCESS Data access** (for the backup itself). You need to consent to both permissions.



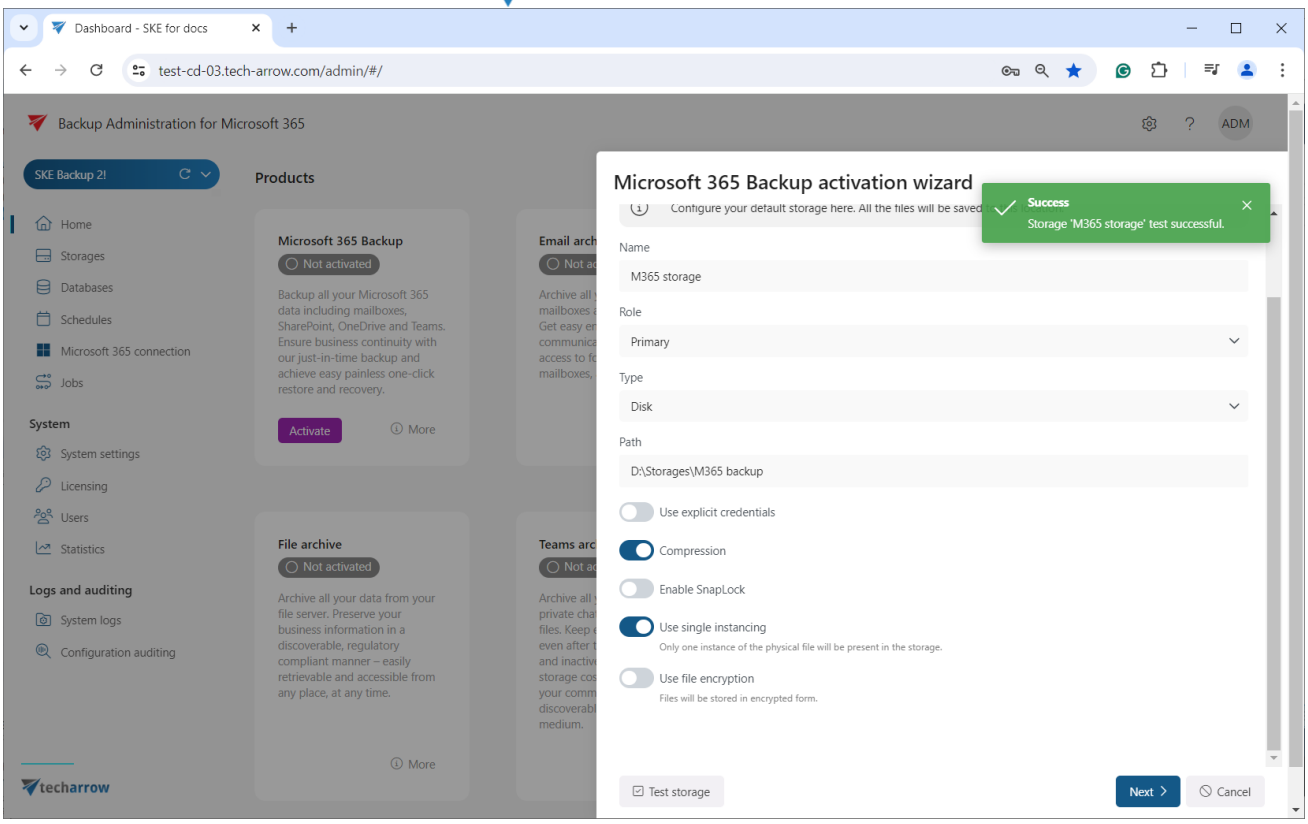
The login provider is created when you save the M365 connection settings changes. This login type is necessary for processing Azure users. If the Azure login provider is already configured, the activation process will skip this step.

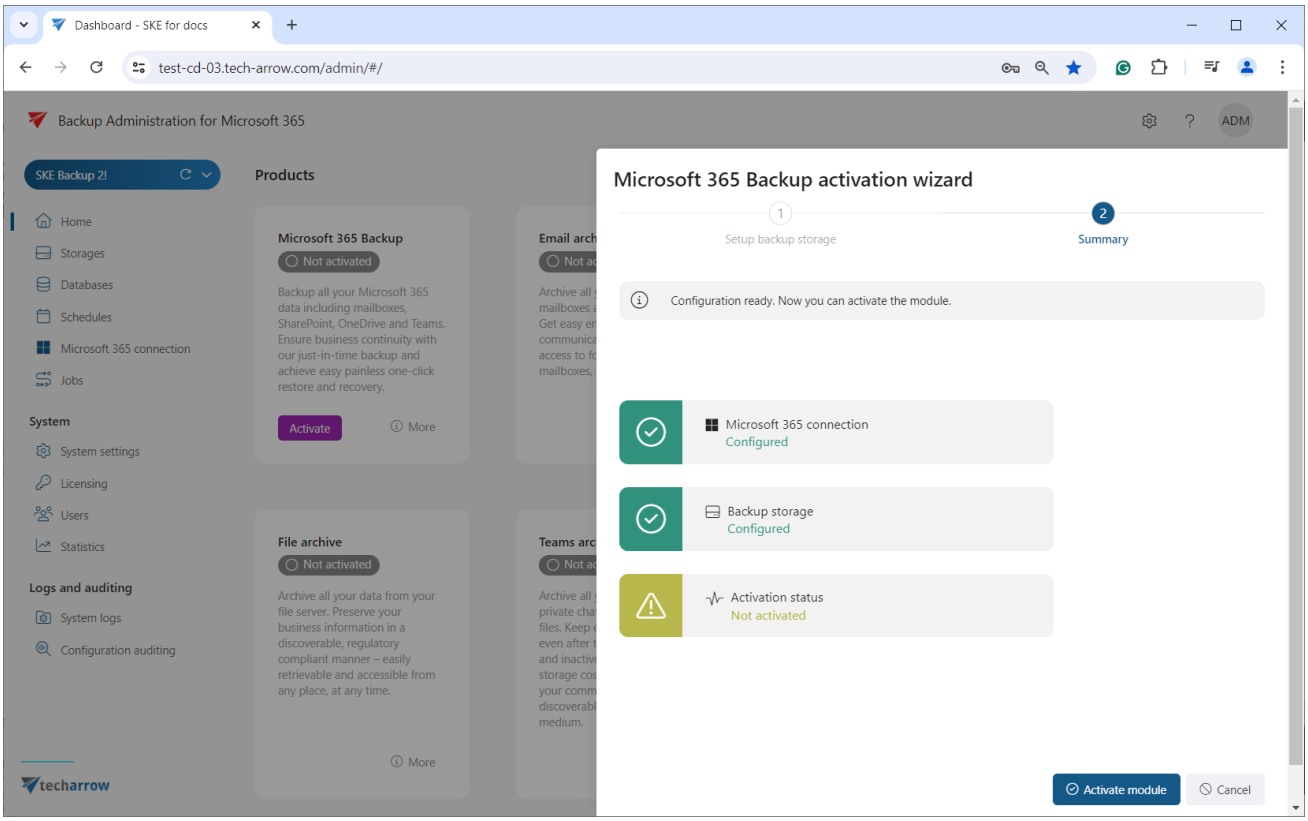
After granting the requested permissions, return to the Backup Administration and complete the registration by clicking on the **Save** button. Once the registration is complete, the **Modify application** button will replace the Use existing application button, allowing you to modify your registered application if necessary.



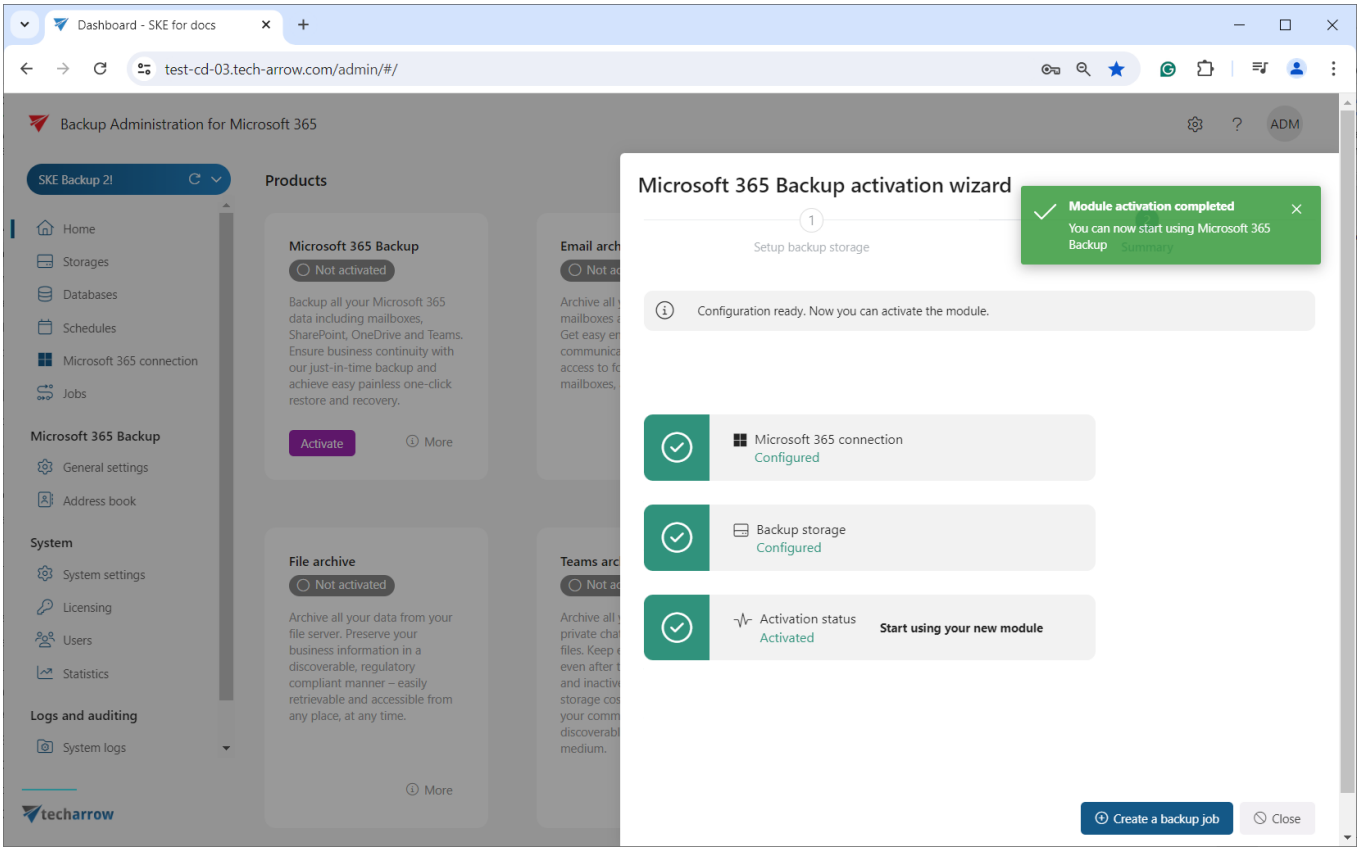
Once the M365 connection is set up, the **M365 Backup activation wizard** will guide you through setting up the backup storage and activating the module. Clicking the 'Activate' button on the Home page will guide you only through the storage configuration and tenant activation.

You can easily configure the **backup storage** in Step 2 and **activate** the module on the Summary page.


Dashboard - SKE for docs
test-cd-03.tech-arrow.com/admin/#/
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
Products
Home
Storages
Databases
Schedules
Microsoft 365 connection
Jobs
System
System settings
Licensing
Users
Statistics
Logs and auditing
System logs
Configuration auditing
Microsoft 365 Backup
Not activated
Backup all your Microsoft 365 data including mailboxes, SharePoint, OneDrive and Teams. Ensure business continuity with our just-in-time backup and achieve easy painless one-click restore and recovery.
Activate
More
File archive
Not activated
Archive all your data from your file server. Preserve your business information in a discoverable, regulatory compliant manner – easily retrievable and accessible from any place, at any time.
More
techarrow
Microsoft 365 Backup activation wizard
Configure your default storage here. All the files will be saved
Success
Storage 'M365 storage' test successful.
Name
M365 storage
Role
Primary
Type
Disk
Path
D:\Storages\M365 backup
Use explicit credentials
Compression
Enable SnapLock
Use single instancing
Only one instance of the physical file will be present in the storage.
Use file encryption
Files will be stored in encrypted form.
Test storage
Next
Cancel


Dashboard - SKE for docs
test-cd-03.tech-arrow.com/admin/#/
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
Products
Home
Storages
Databases
Schedules
Microsoft 365 connection
Jobs
System
System settings
Licensing
Users
Statistics
Logs and auditing
System logs
Configuration auditing
Microsoft 365 Backup
Not activated
Backup all your Microsoft 365 data including mailboxes, SharePoint, OneDrive and Teams. Ensure business continuity with our just-in-time backup and achieve easy painless one-click restore and recovery.
Activate
More
File archive
Not activated
Archive all your data from your file server. Preserve your business information in a discoverable, regulatory compliant manner – easily retrievable and accessible from any place, at any time.
More
techarrow
Microsoft 365 Backup activation wizard
1
Setup backup storage
2
Summary
Configuration ready. Now you can activate the module.
Microsoft 365 connection
Configured
Backup storage
Configured
Activation status
Not activated
Activate module
Cancel

After this, you can create a backup job directly from the activation wizard or from the Jobs page.



After the app registration is completed, you can proceed with creating the **backup jobs**.

Permissions requested for Microsoft 365 connection

To enable contentACCESS to authenticate and connect to Microsoft 365 services through a previously registered application, certain permissions are required:

Requested permissions

Name	Description	Requested for
full_access_as_app	use Exchange Web Services with full access to all mailboxes	Exchange Online

Exchange.ManageAsApp	manage Exchange as Application	Exchange Online
Group.Read.All	read all groups	Email, Teams, and SharePoint
GroupMember.Read.All	read all group memberships	Email, Teams, and SharePoint
Sites.FullControl.All	have full control of all site collections	Teams and SharePoint
Sites.Manage.All	read and write items and lists in all site collections	Teams and SharePoint
Sites.ReadWrite.All	read and write items in all site collections	Teams and SharePoint
Sites.Read.All	read items in all site collections	Teams and SharePoint
TermStore.ReadWrite.All	read and write managed metadata	Teams and SharePoint
User.Read.All	read user profiles	Teams and SharePoint
Files.Read.All	read files in all site collections	Teams and SharePoint
Notes.ReadWrite.All	read and write all OneNote notebooks	Teams and SharePoint

Channel.Create	create channels	Teams
ChannelMes-sage.Read.All	read user cannel messages	Teams
Directory.Read.All	read directory data	Teams
TeamsTab.Read-Write.All	read and write tabs in Mi-crosoft Teams.	Teams
Teamwork.Migrate.All	create chat and channel mes-sages with anyone's identity and with any timestamp	Teams
TeamworkTag.Read-Write.All	read and write tags in Teams	Teams
Team.Create	create teams	Teams
TeamMember.Read-Write.All	add and remove members from all teams	Teams
TeamSettings.Read-Write.All	read and change all teams' set-tings	Teams
TeamsAppInstalla-tion.ReadWriteAndCon-sentForTeam.All	manage installation and permis-sion grants of Teams apps for all teams	Teams

Chat.Read.All	read all chat messages	Teams chat
Chat.ReadBasic.All	read names and members of all chat threads	Teams chat

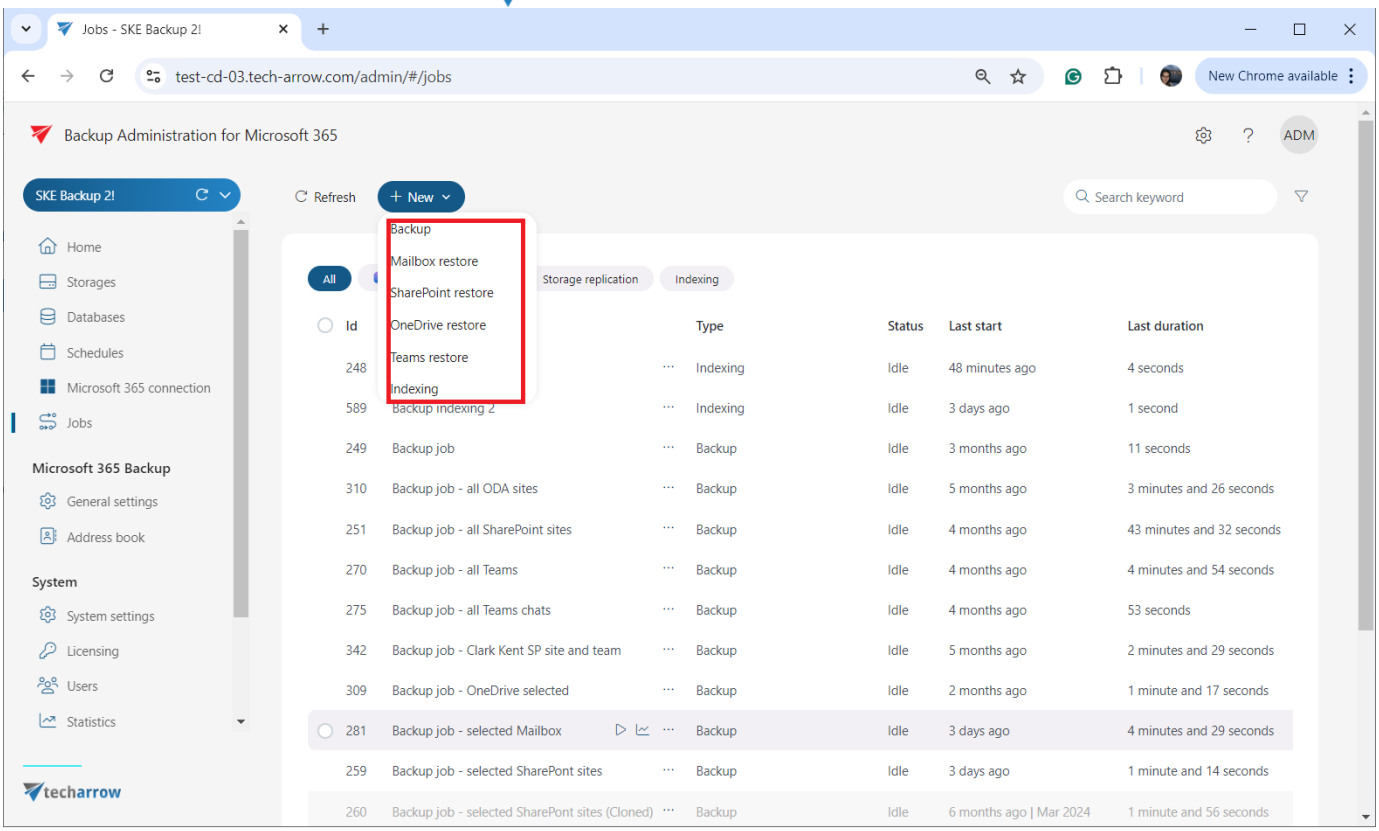
Learn more about permissions and consent here.

Jobs

The **Jobs** page in Backup Administration for Microsoft 365 allows you to set up jobs customized to manage specific data management processes. You can create new jobs from a range of options to keep your data operations running smoothly. Each job has its own settings, such as scheduling, filtering, and objects to process. These configurations assign specific data processing tasks to the job. It is possible to create countless jobs of the same type, providing you the flexibility to manage your data just the way you want.

In Backup Administration, two types of jobs can be created:

- Backup job – allows you to copy any physical or virtual files from the selected source (mail-box, SharePoint site, MS Teams) to a secondary location. It offers secured data storage and protection against data lost due equipment failures, malicious actions, disasters, etc. You can back up all selected files, versions, and data, or only the changes made since the last backup. This includes updating items and creating versions.
- **Restore job** – the restore jobs in the Backup Administration is used to regenerate a mail-box, a SharePoint site, a OneDrive, or a team from the backup. This type of job is useful if an entire mailbox/site/OneDrive/team was deleted; or if one or more folders/items were deleted from the entity(ies) and the user wants to restore these items from the backup storage.



To create a new job from any of these options, you need to navigate to the Jobs page and click on **+ New**. A dropdown menu will be open where you can select the desired job type (Backup, Mailbox restore, SharePoint restore, OneDrive restore, Teams restore). The job configuration window will appear, allowing you to set the selected job based on your preferences. Further information about configuring jobs can be found in the respective subsection.

On the same page, you can refresh the list of available jobs by pressing the **Refresh** button.

The grid contains the following columns: **ID** number, **Name**, **Type**, and **Status**. If the job is in Idle status, it means that the job has completed the task and is not running.

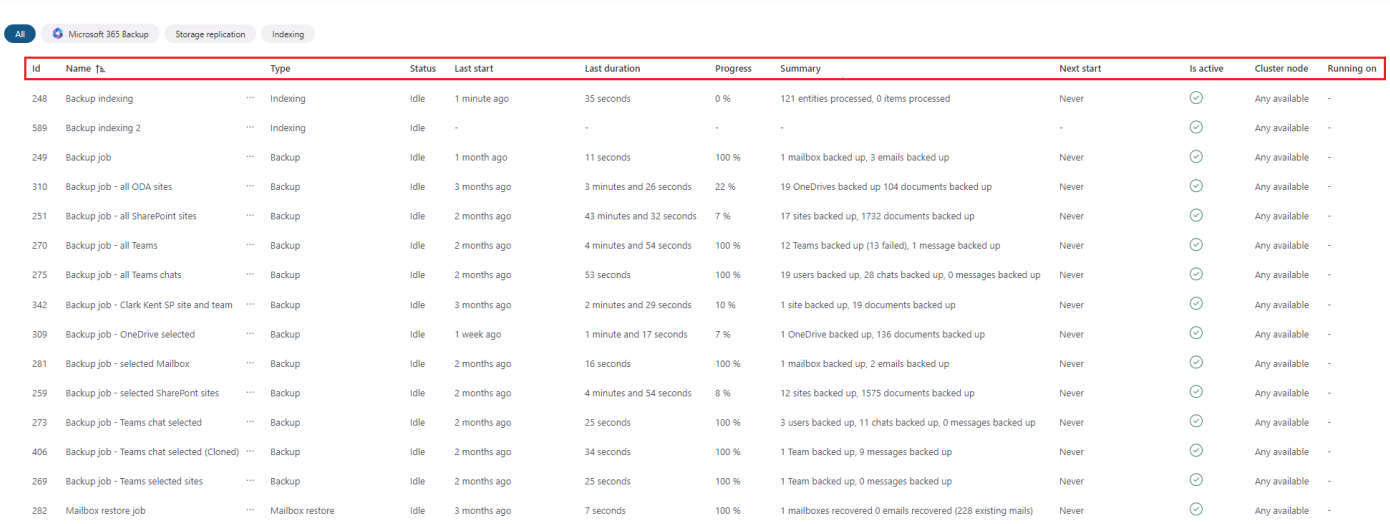
The next columns provide information about the **Last start**, **Last duration** and **Progress**. The Progress column shows the volume of the items already processed, while the **Summary** column gives an overview of the processed, skipped, and failed items.

The **Next start** column indicates when the job will restart the processing (if the schedule is set to Periodical or Week schedule with repeat).

The **Is active** column whether the job is active or deactivated. Active jobs will run based on the schedule; deactivated jobs are not running and cannot be manually started.

In the **Cluster node** column, you can see the node where the selected job can run.

The **Running on** column informs the user about the node where the job is currently running.



All | Microsoft 365 Backup | Storage replication | Indexing

Id	Name	Type	Status	Last start	Last duration	Progress	Summary	Next start	Is active	Cluster node	Running on
248	Backup indexing	Indexing	Idle	1 minute ago	35 seconds	0 %	121 entities processed, 0 items processed	Never		Any available	-
589	Backup indexing 2	Indexing	Idle	-	-	-	-	-		Any available	-
249	Backup job	Backup	Idle	1 month ago	11 seconds	100 %	1 mailbox backed up, 3 emails backed up	Never		Any available	-
310	Backup job - all ODA sites	Backup	Idle	3 months ago	3 minutes and 26 seconds	22 %	19 OneDrives backed up 104 documents backed up	Never		Any available	-
251	Backup job - all SharePoint sites	Backup	Idle	2 months ago	43 minutes and 32 seconds	7 %	17 sites backed up, 1732 documents backed up	Never		Any available	-
270	Backup job - all Teams	Backup	Idle	2 months ago	4 minutes and 54 seconds	100 %	12 Teams backed up (13 failed), 1 message backed up	Never		Any available	-
275	Backup job - all Teams chats	Backup	Idle	2 months ago	53 seconds	100 %	19 users backed up, 28 chats backed up, 0 messages backed up	Never		Any available	-
342	Backup job - Clark Kent SP site and team	Backup	Idle	3 months ago	2 minutes and 29 seconds	10 %	1 site backed up, 19 documents backed up	Never		Any available	-
309	Backup job - OneDrive selected	Backup	Idle	1 week ago	1 minute and 17 seconds	7 %	1 OneDrive backed up, 136 documents backed up	Never		Any available	-
281	Backup job - selected Mailbox	Backup	Idle	2 months ago	16 seconds	100 %	1 mailbox backed up, 2 emails backed up	Never		Any available	-
259	Backup job - selected SharePont sites	Backup	Idle	2 months ago	4 minutes and 54 seconds	8 %	12 sites backed up, 1575 documents backed up	Never		Any available	-
273	Backup job - Teams chat selected	Backup	Idle	2 months ago	25 seconds	100 %	3 users backed up, 11 chats backed up, 0 messages backed up	Never		Any available	-
406	Backup job - Teams chat selected (Cloned)	Backup	Idle	2 months ago	34 seconds	100 %	1 Team backed up, 9 messages backed up	Never		Any available	-
269	Backup job - Teams selected sites	Backup	Idle	2 months ago	25 seconds	100 %	1 Team backed up, 0 messages backed up	Never		Any available	-
282	Mailbox restore job	Mailbox restore	Idle	3 months ago	7 seconds	100 %	1 mailboxes recovered 0 emails recovered (228 existing mails)	Never		Any available	-

Any changes to a job can be made from the job context menu. To access this menu, select the corresponding job from the list and left click on the ellipses (...). The context menu of a job contains the following options:

1. **Start/Stop** – by default, only the Start button is displayed in the context menu, allowing you to start the job manually. Once the job is started, the Stop button will appear in the menu, enabling you to stop the selected job.

2. **Show progress** – this option relocates you to the **Job progress page**, where you can monitor the job's progress, and check the session logs.

3. **Show last logs** – selecting this option redirects you to the **System logs** page. Here, the last run of the selected job will be preselected, and the corresponding events will be displayed in the table of events

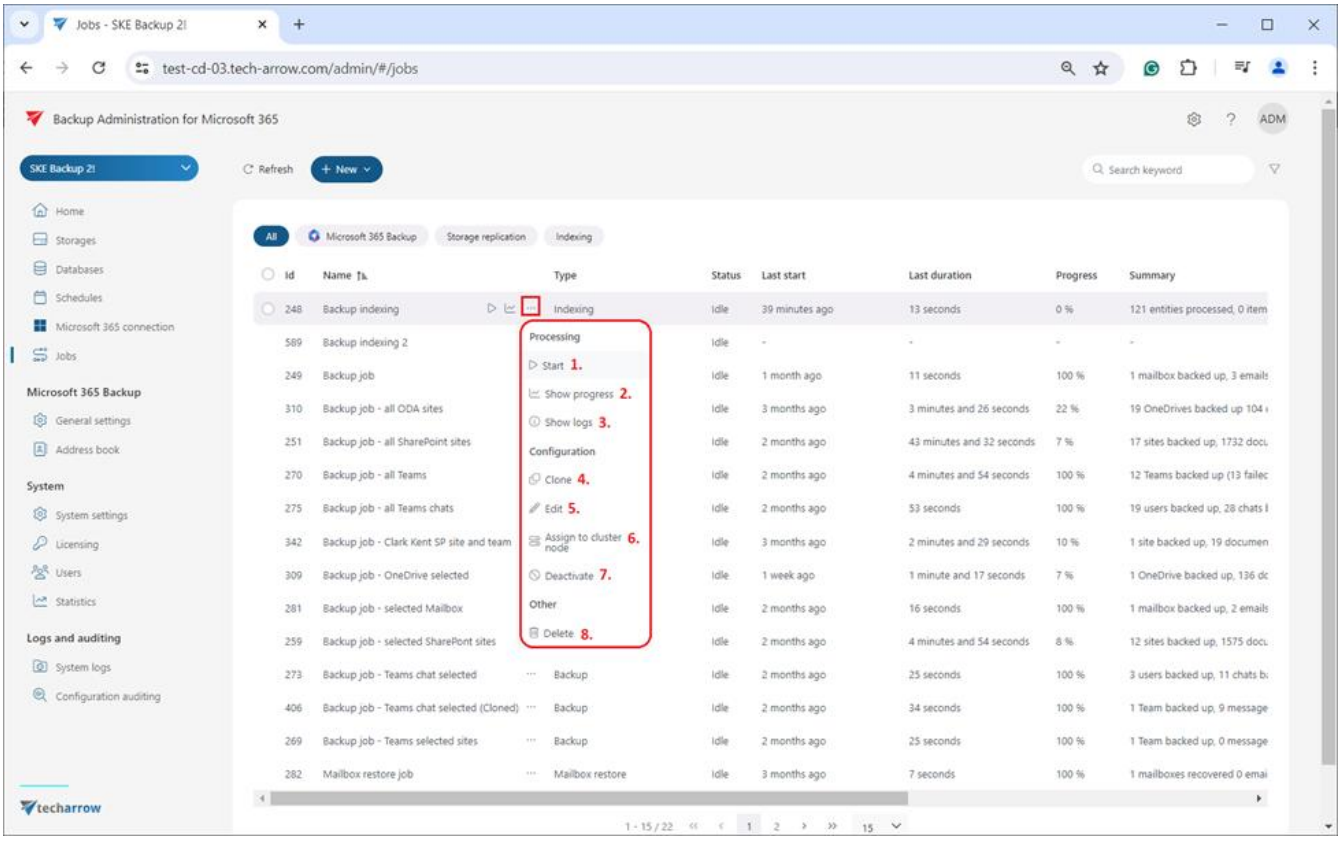
4. **Clone** – use this option to create a clone of an already configured job. The clone will have the same configuration as the original job. Upon clicking the Clone option, the **Clone job** window appears, with the display name automatically filled out. You can change or edit the name as desired, then press the **Clone** button

5. **Edit** – opens the **Job configuration** window, where you can modify an already configured job

6. **Assign to cluster node** – the Assign job to cluster node pop-up window appears, allowing you to assign a cluster node to the selected job

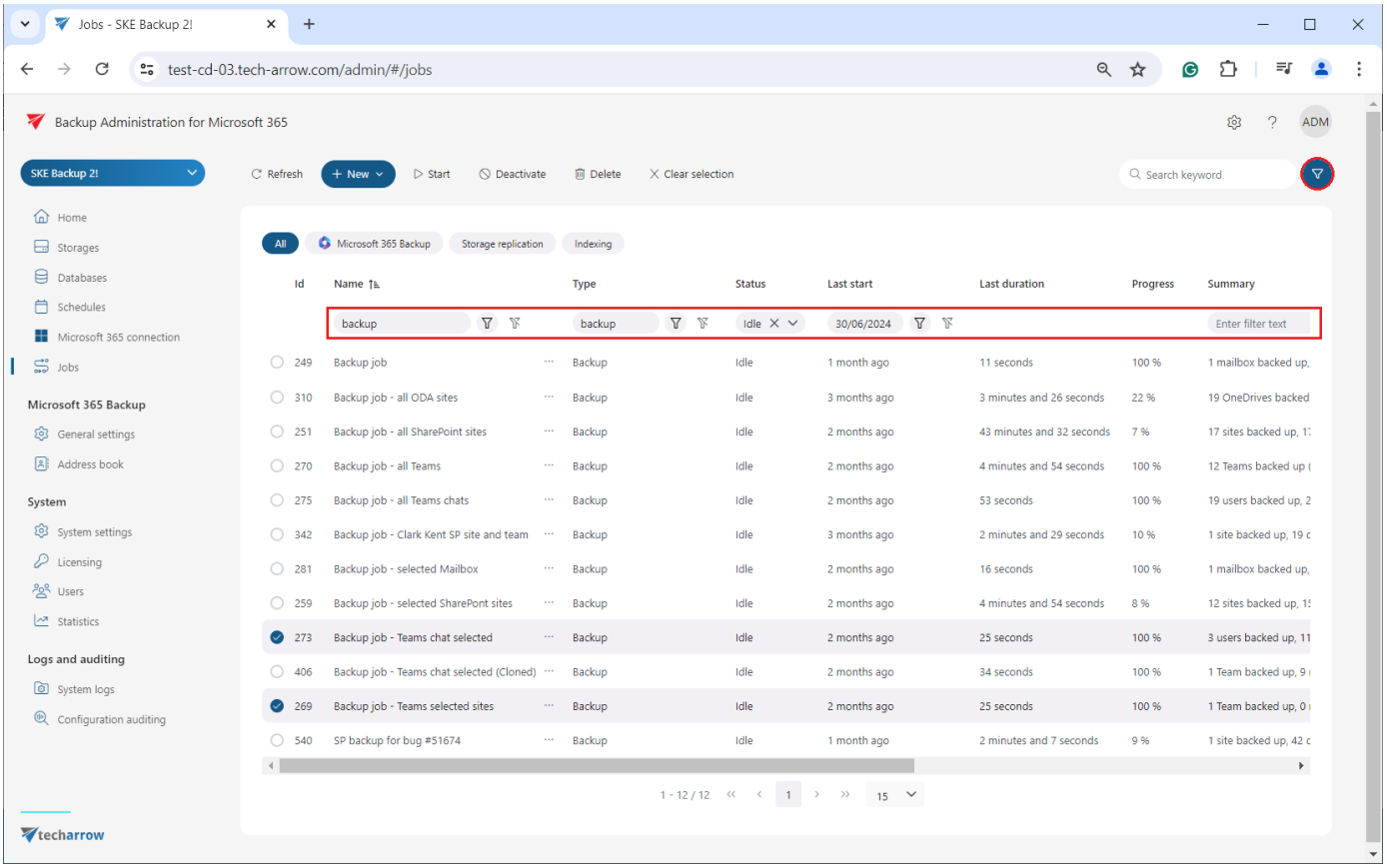
7. **Deactivate** – this option lets you deactivate jobs that are not in use for a long time but may be used in the future. Deactivating a job does not delete it permanently; it will only be marked as inactive and will not run according to the schedule, nor can it be manually started. Running and waiting jobs cannot be deactivated

8. **Delete** – you can permanently delete selected jobs from the list with this option. Running and waiting jobs cannot be deleted.



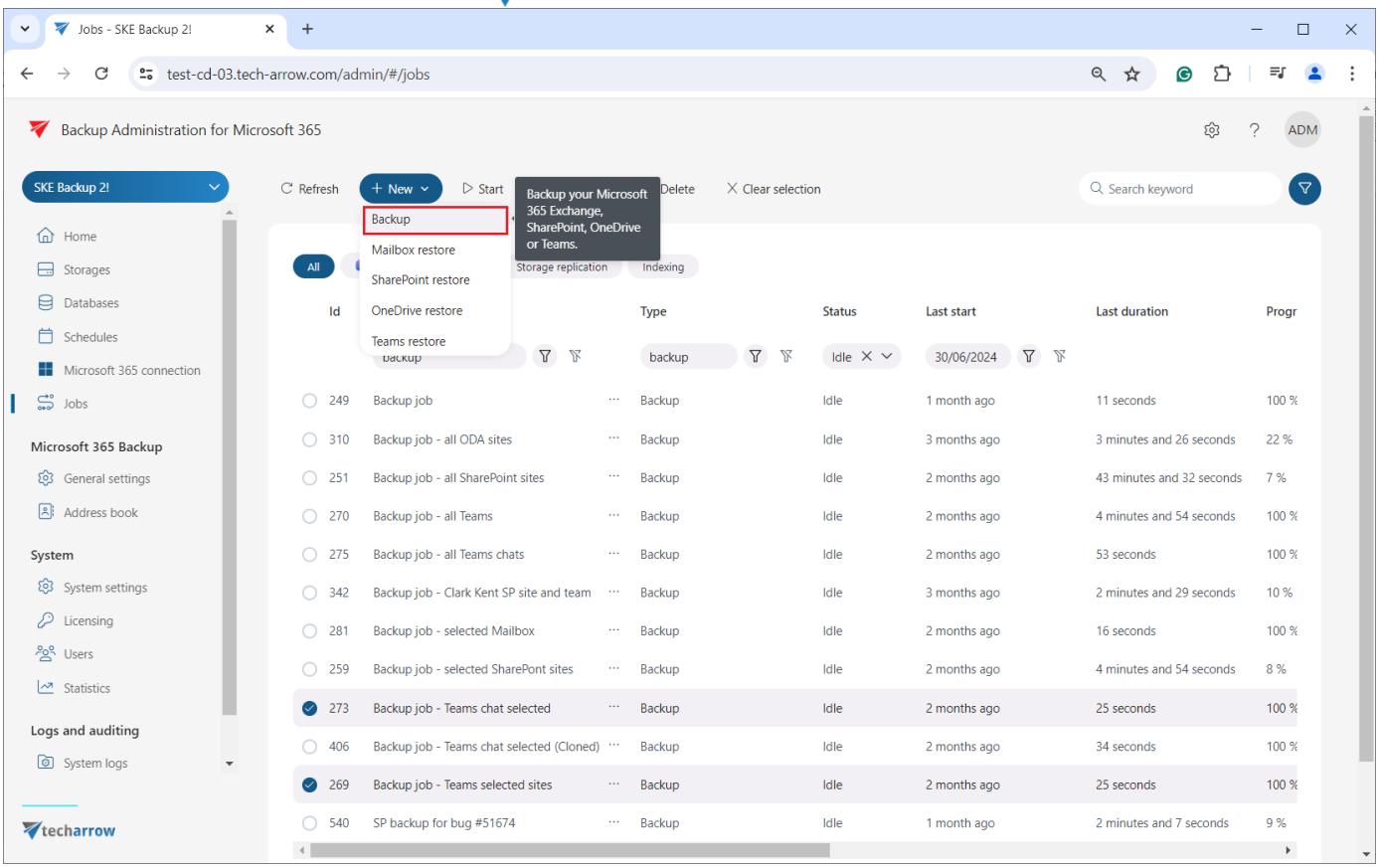
It is also possible to search through the jobs using the search textbox in the top right corner of the page or to filter out specific types of jobs from the list. Filtering can be done by clicking on the available options (All, Microsoft 365 Backup, Indexing, etc.) or by clicking on the funnel icon.

If you press the funnel icon, an extra row will appear under the column titles, allowing you to filter different values with using various methods.



Backup job

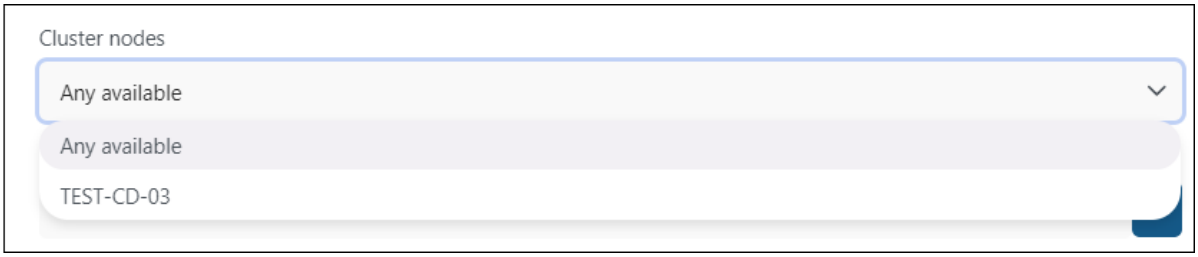
As it was mentioned before, the purpose of the backup job is to securely store data and prevent or aid any potential data loss. A backup job can be easily created from the **Jobs** page by clicking the **+ New** button. Then, select the **Backup** option from the dropdown menu. The **Job configuration** page will appear, where you can configure the backup job according to your preferences.



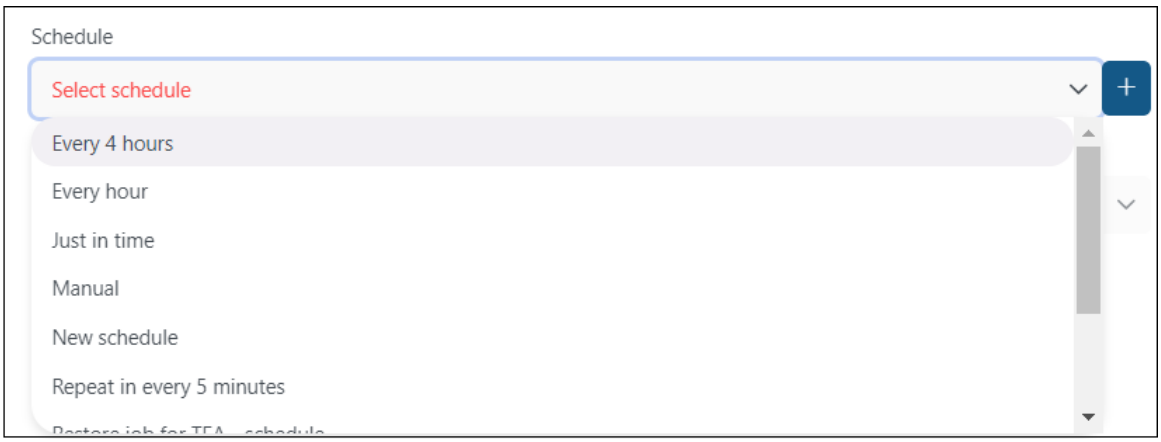
On the job's configuration page, you need to go through the following sections:

✓ **Name** – each backup job requires a unique name to distinguish it from other backup jobs. It is recommended to give the job a name that clearly indicates the model's backup it was created for.

✓ **Cluster nodes** – here, you can set the node, where the backup job will run.

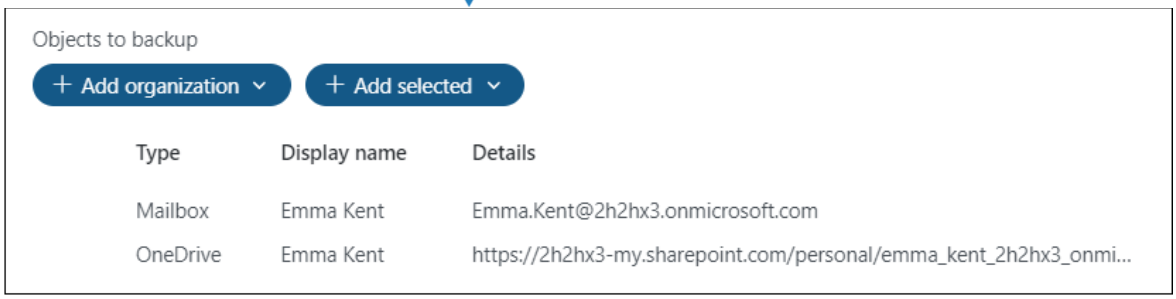


✓ **Schedule** – in this step, you must select the running times of the backup job. You can either select a schedule from the list or create a new one by pressing the **+** button in the Schedule row. For backup jobs, it is recommended to set up a schedule that will run continuously, or at certain times during the week. For more information about setting schedules, please refer to the section Schedules above.

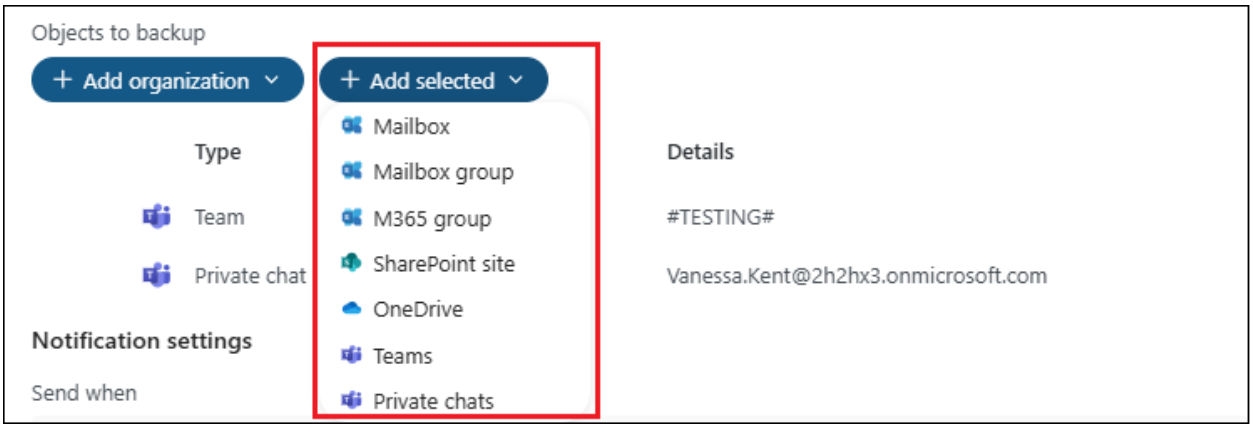


✓ **Storage** – the processed binaries will be stored here. This section cannot be edited on the Job configuration page because the default storage set on the Storages tab will automatically be used for the backup job. For more information on setting storages, refer to the section Storages.

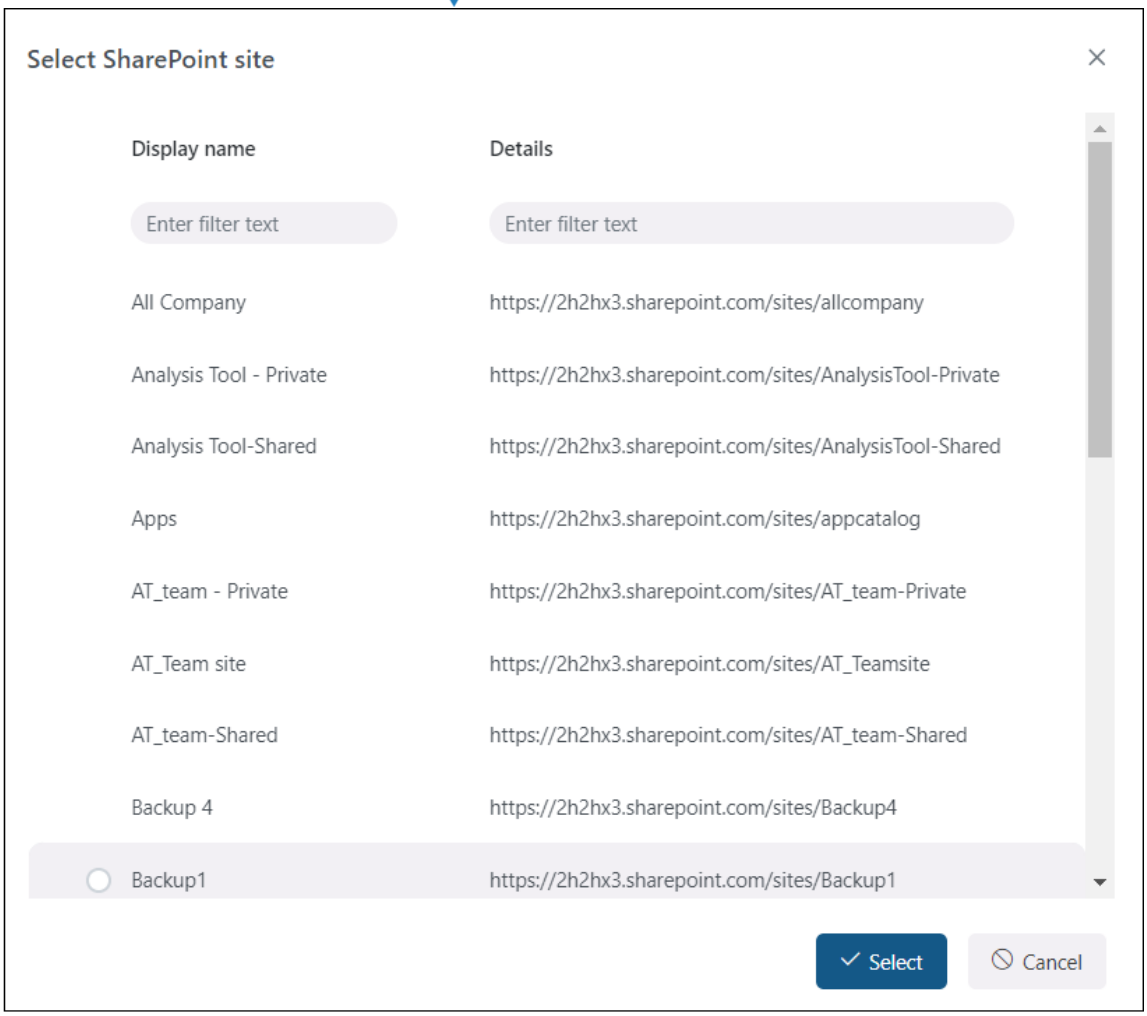
✓ **Objects to backup** – in this section, you can select mailboxes, Microsoft 365 groups and mailbox groups, SharePoint and OneDrive sites, teams and private chats to be processed by the backup job. There are two options to choose from: **+ Add organization** (in this case, the whole organization or all mailboxes/SharePoint sites/OneDrive/teams/private chats will be processed) and **+ Add selected** (where only the selected mailboxes / mailbox groups / SharePoint sites / OneDrive / Teams / Private chats will be processed).



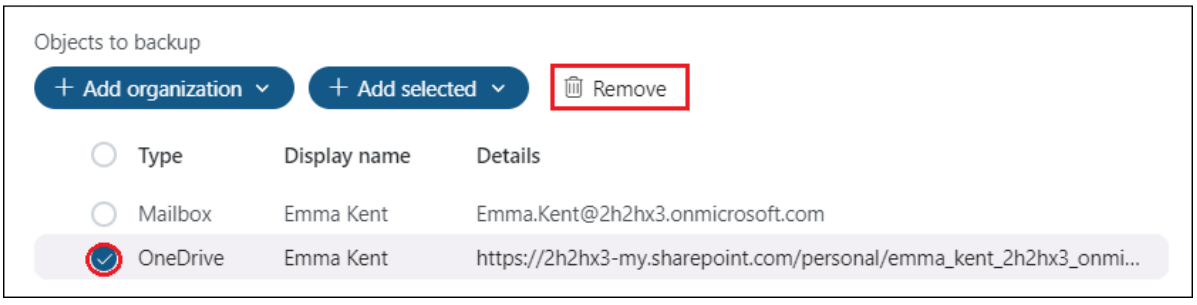
If you select the whole organization or all mailboxes / SharePoint sites / etc., the chosen entities will be listed in the Object to backup section. If you wish to back up only selected entities, click the **+ Add selected** option first, then choose from the dropdown menu.



Upon selecting an option, a repository of mailboxes or mailbox groups / SharePoint sites / OneDrive / teams or private chats will appear in a pop-up window. Check the desired entities, then click **Select**.



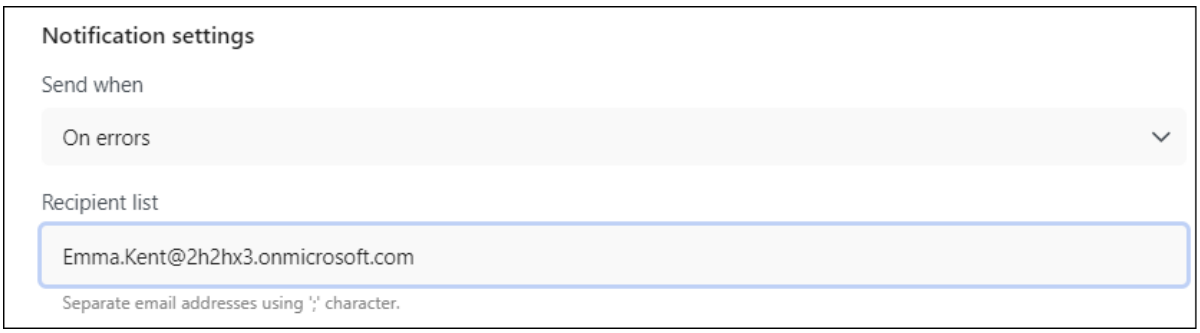
It is also possible to remove the chosen entities by selecting them. In this case, a Remove option will appear in the Object to backup section, allowing you to remove the previously selected entity.



Note: You can select multiple entities from different models. For example, you can back up mail-boxes and teams at the same time with the same backup job.

✓ Notification settings

Here, select the cases when you need to receive notification emails from the backup job. You can choose to receive notifications always, never, or only if an error/warning occurs during the backup process. For example, if the backup of one or more items fails, you may get a notification email about this error. In the **Recipient list** textbox, insert the email address(es) of the person/people to whom you would like to send these emails.

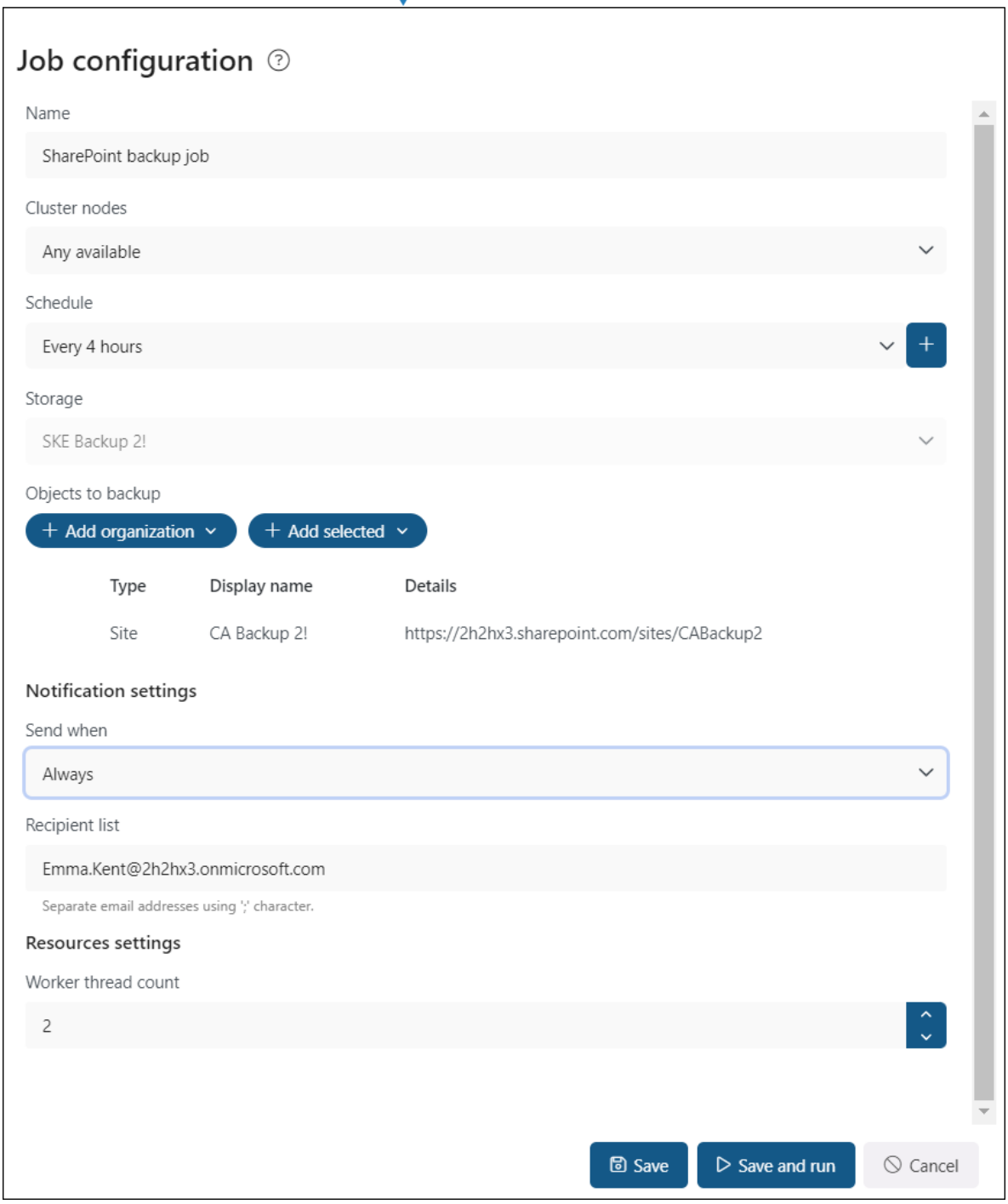


✓ Resource settings

Set the value, that will determine how many items will be processed simultaneously by the backup job. The recommended value is 2.

Never forget to save your job configurations at the end. Click the **Save** button at the bottom of the UI to be redirected to the Jobs page.

If you want to start the processing immediately, press the **Save and run** button. This action will start the backup job, and you will be redirected to the Job progress page.

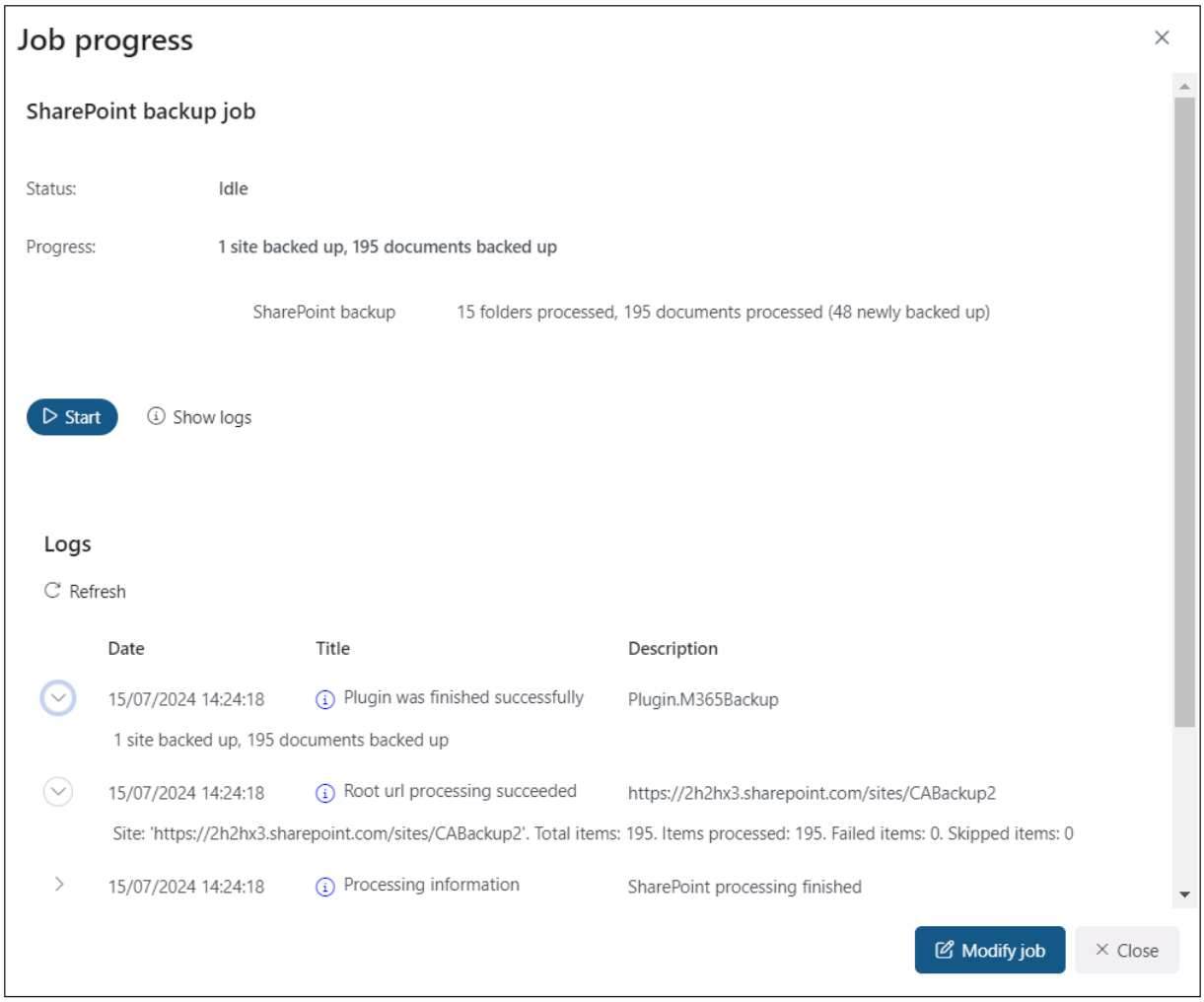


In the **Job progress window**, you can check the progress bar, which shows the current state of the job (if it's running or done) and the progress of the backup.

Moreover, you can restart a finished job or stop a running job by clicking the Start/Stop button on the Job progress window, as well as check the last logs by clicking the Show last logs option.

This window also contains the **session logs** for the currently running job.

Additionally, it is also possible to modify the job from this page. Upon pressing the Modify job button, you will be redirected to the Job configuration page.



Indexing job

The content indexing jobs:

- assign the default index zone(s) to the files, emails, Teams messages, and Teams chat messages of the selected entities
- use Elasticsearch as the back end server (a third-party index server) to manage and store indexes and perform searches

- crawl Backup Administration and send document text and metadata to the Elasticsearch server

Note: Document text is extracted from various document formats through IFilter components. The appropriate IFilter pack should be installed on the server where Backup Administration for Microsoft 365 is also installed. These filters are used to extract plain text content from binary formats such as .docx, .pdf, etc.

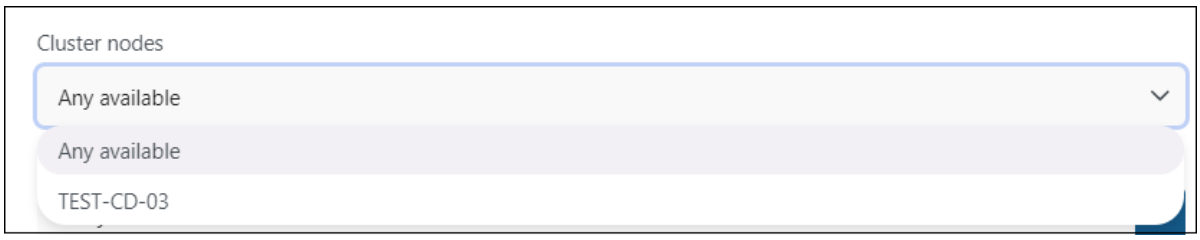
On the configuration page of the given job, you are required to specify the following settings:

✓ **Name**

Each backup indexing job requires a unique name to distinguish it from the other indexing jobs. It is recommended to give the job a name that clearly indicates for what purpose the indexing job was created for. By default, the automatically created indexing job is called “Backup indexing”.

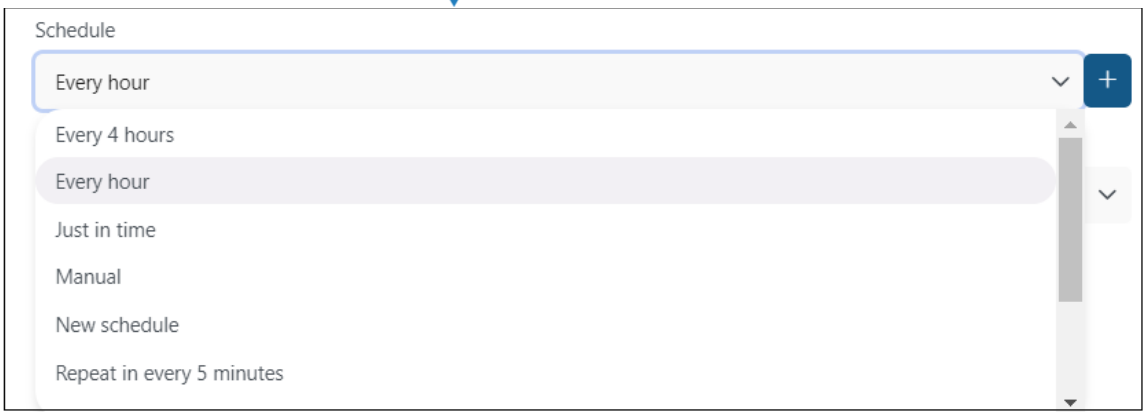
✓ **Cluster nodes**

Here, you can set the node, where the indexing job will run.



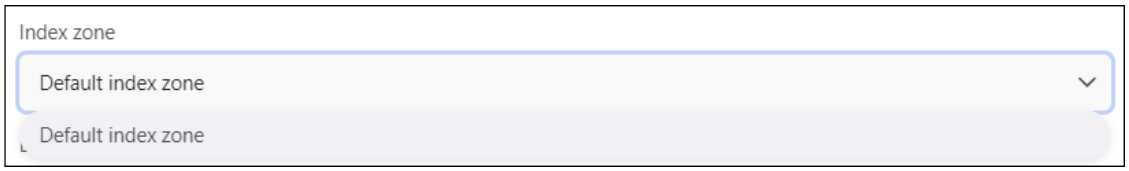
✓ **Schedule**

In this step, you must select the running times of the indexing job. You can either select a schedule from the list or create a new one by pressing the + button in the Schedule row. For indexing jobs, it is recommended to set up a schedule that will run continuously, or at certain times during the week. For more information about setting schedules, please refer to the section Schedules above.



✓ Index zone

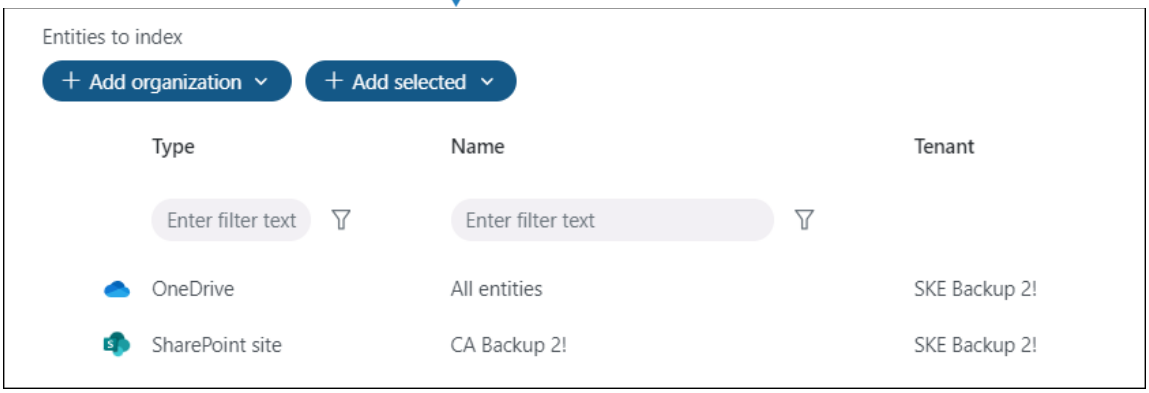
The index zone that will be assigned to items by the indexing job is set here. Currently, only the default index zone is available from the dropdown menu; it is not possible to create a new index zone manually.



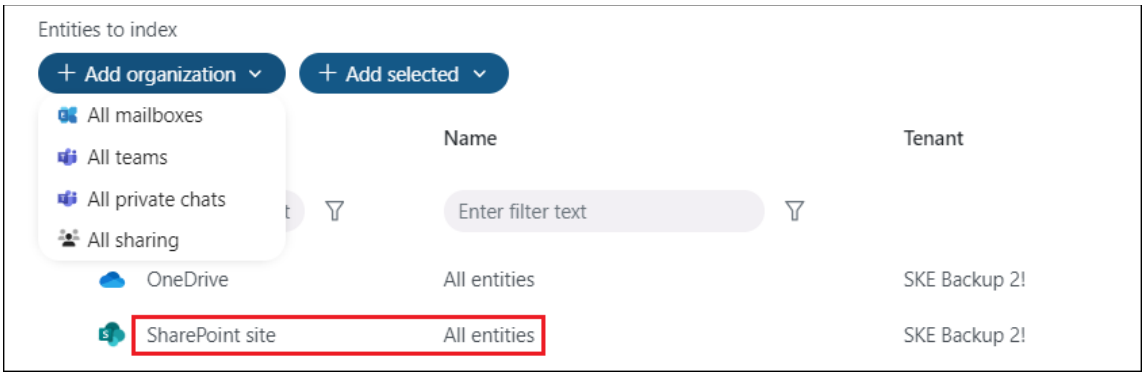
✓ Entities to index

Set the entities that will be processed by the indexing job here.

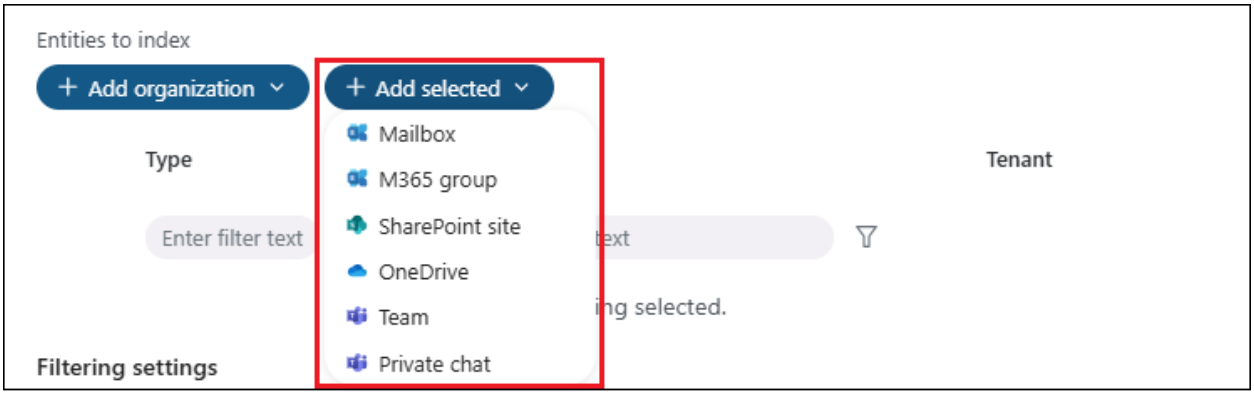
There are two options to choose from: **+ Add organization** (in this case, all mailboxes, SharePoint or OneDrive sites, teams, or private chats will be processed) or **+ Add selected** options (where only the selected entities will be processed).

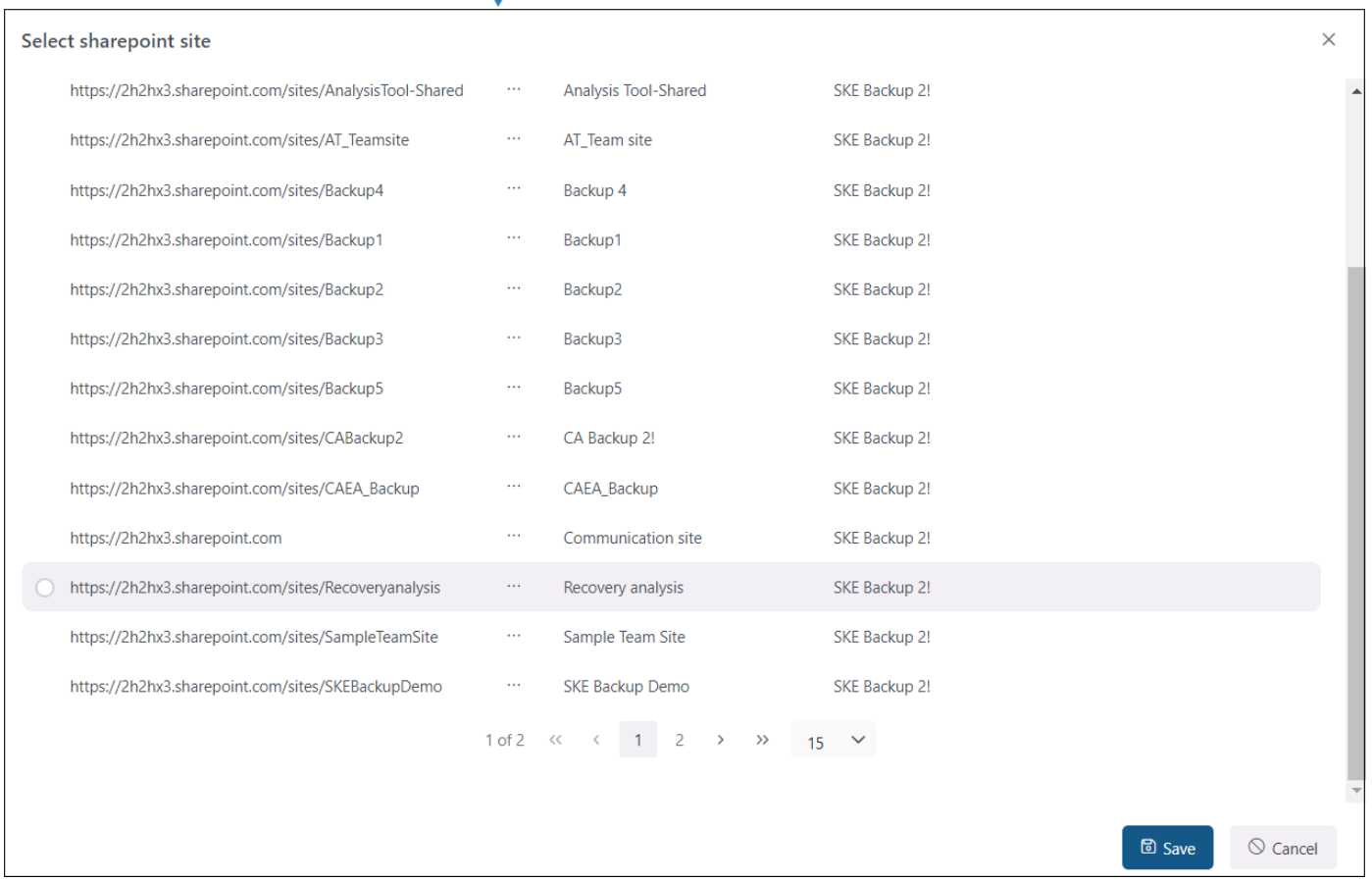


If you choose **+ Add organization** and All mailboxes/SharePoint sites/etc., **all entities** will be listed in the Entities to index section.

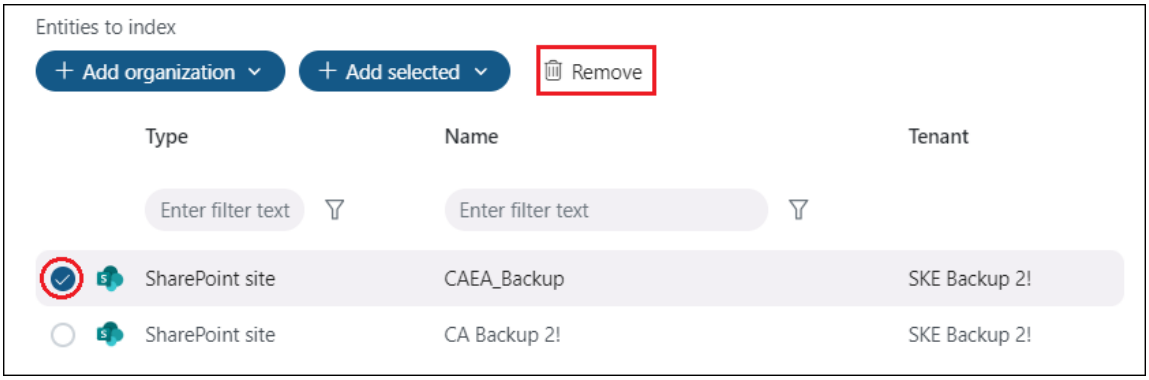


If you wish to index only the **selected entities**, click **+ Add selected** option first, then choose items from the dropdown menu. Upon selecting an option, a **repository of entities** will appear in a pop-up window. Check the desired ones, then click **Save**.





It is also possible to remove the chosen entities by selecting them from the list. In this case, a **Remove** option will appear in the Entities to index section, allowing you to remove them.



Note: You can select multiple entities from different modules at once. For example, indexing can run on both mailboxes and teams simultaneously with the same indexing job.

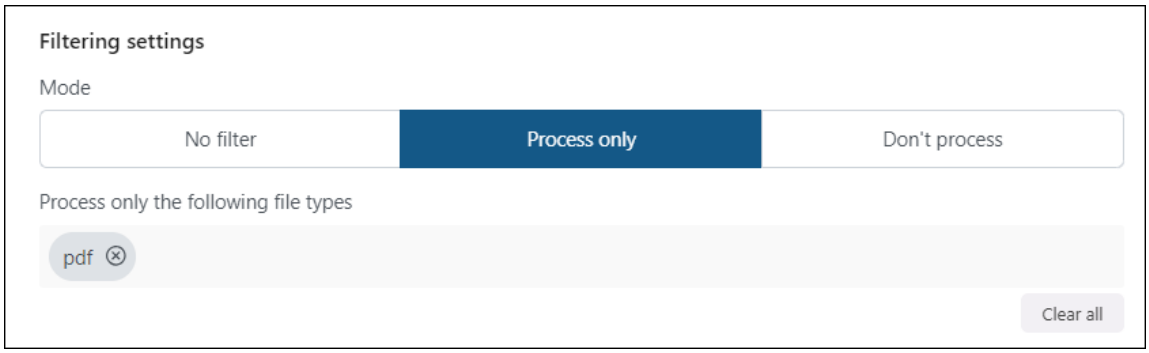
✓ **Filtering settings**

Set the file types that should and shouldn't be processed here, or run the index job without any filters applied. File types can be added individually, but grouping functionality is also provided. The advanced filtering option allows you to select a group of file extensions at once instead of selecting each required file type individually. Currently, two extension groups are predefined and ready to use:

- **All text documents** – contains extensions like txt, log, config, rtf, zip, 7z, eml, json, mhtm, etc.
- **Office documents** – contains extensions like docx, pptx, xlsx, pdf, html, etc.

The index job can run in three modes

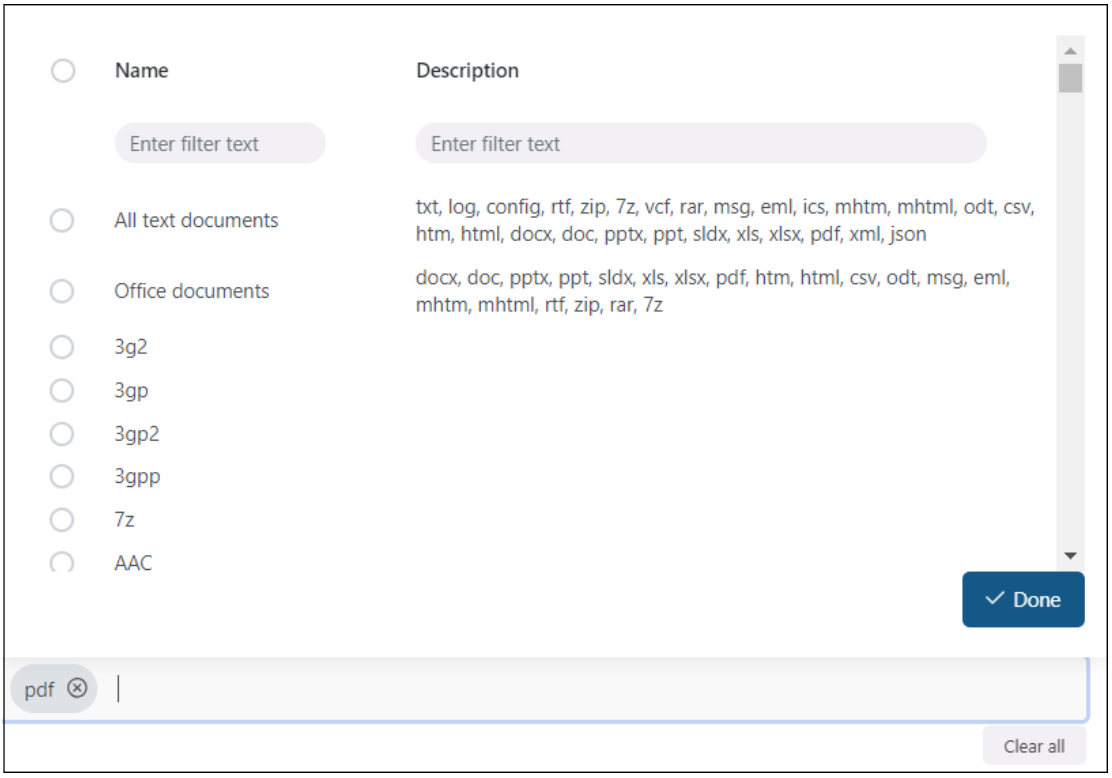
- **No filter** – the Process only the following file types textbox is hidden, and the indexing will process all items from the selected entities
- **Process only** – the index job will only process items matching the criteria set in the Process only the following file types textbox
- Don't process – the index job will exclude the items with the extensions specified in the Process only the following file types textbox



The advanced filtering works in both **Process only** and **Don't process** modes. Simply click into the **Process only the following file types** textbox, and a pop-up window will appear with all the groups and individual extensions. In this window, multiple file types and groups can be selected at once. Extensions can be selected in three ways:

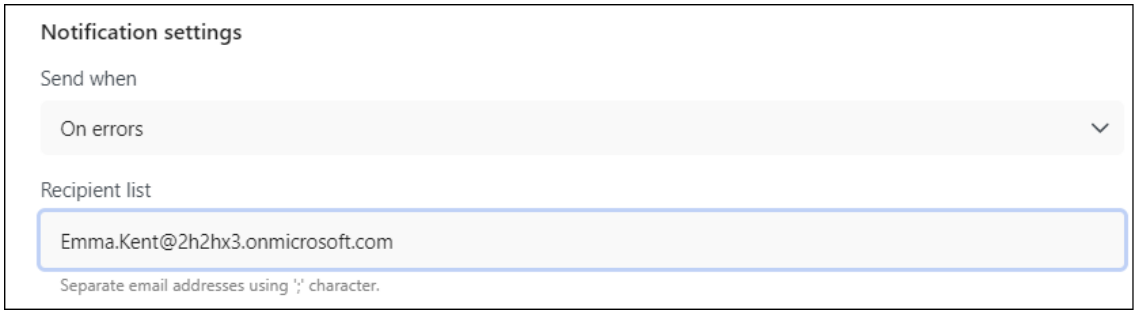
- using the search bar, you can search for individual extensions or groups

- you can scroll down the list
- you can manually add extensions to the Process only the following file types textbox



✓ Notification settings

Here, select when you want to receive notification emails from the indexing job. You can choose to receive notifications always, never, or only if an error/warning occurs during the indexing. For example, if the indexing fails on one or more items, you will get a notification email about this error. In the **Recipient list** textbox, enter the email address(es) of the person/people to whom you would like to send these emails.



✓ **Resource settings**

Set the value, that will determine how many items will be processed simultaneously by the indexing job. The recommended value is 2.

Never forget to save your job configurations at the end. Click the **Save** button at the bottom of the UI to be redirected to the **Jobs** page.

If you want to start the processing immediately, press the **Save and run** button. This action will start the indexing job, and you will be redirected to the **Job progress** page.

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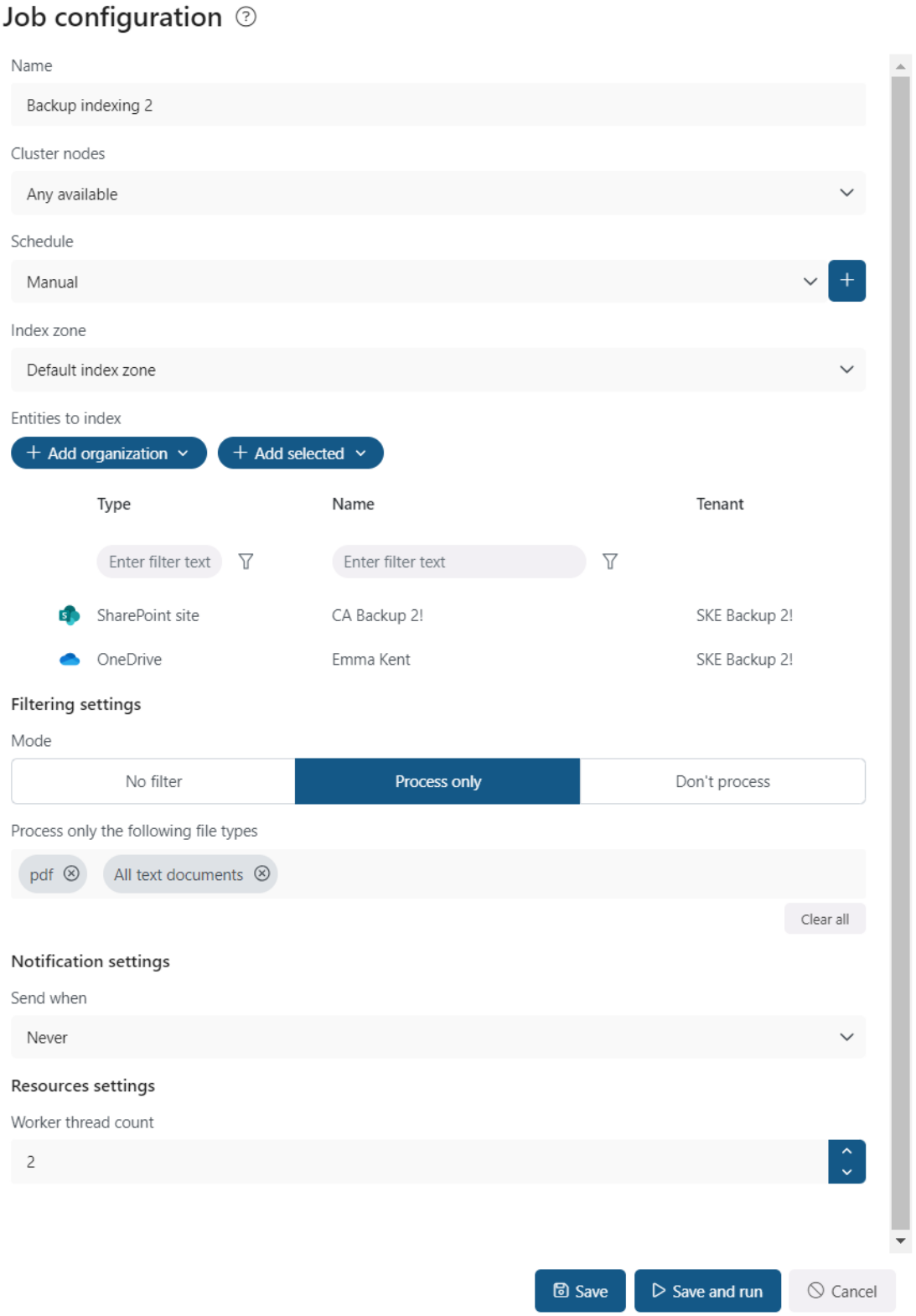
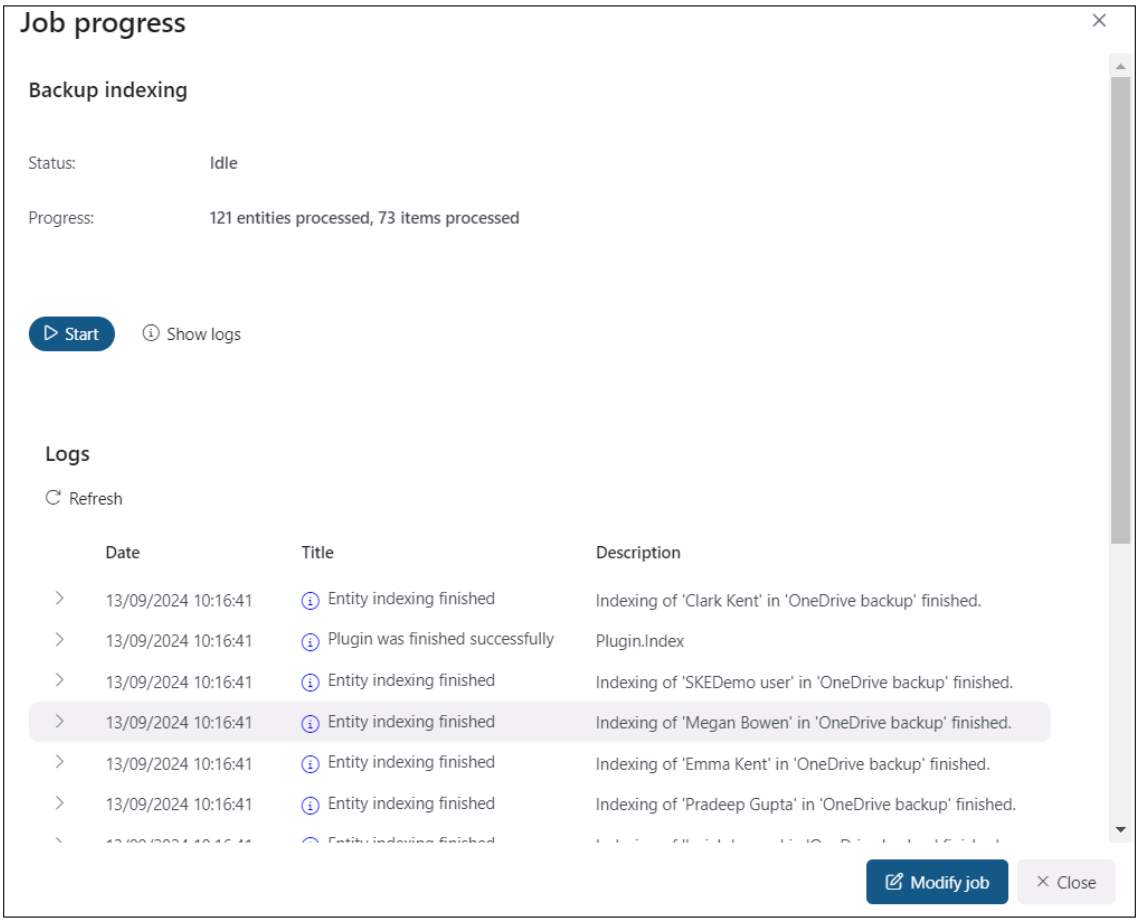

Job configuration
Name
Backup indexing 2
Cluster nodes
Any available
Schedule
Manual
Index zone
Default index zone
Entities to index
Add organization
Add selected
Type
Name
Tenant
Enter filter text
Enter filter text
SharePoint site
CA Backup 2!
SKE Backup 2!
OneDrive
Emma Kent
SKE Backup 2!
Filtering settings
Mode
No filter
Process only
Don't process
Process only the following file types
pdf
All text documents
Clear all
Notification settings
Send when
Never
Resources settings
Worker thread count
2
Save
Save and run
Cancel

In the **Job progress** window, you can check the progress bar, which shows the current state of the job (if it's running or done) and the progress of the index job.

Moreover, you can restart a finished job or stop the running one by clicking the **Start/Stop** button on the Job progress window, as well as check the last logs by clicking the **Show last logs** option.

This window also contains the session logs for the currently running job.

Additionally, it is also possible to modify the job from this page. Upon pressing the **Modify job** button, you will be redirected to the Job configuration page.



Restore job

The **restore job** in Backup Administration for Microsoft 365 is used to regenerate a mailbox, SharePoint site, OneDrive, or team from the backup. This processing type is useful if:

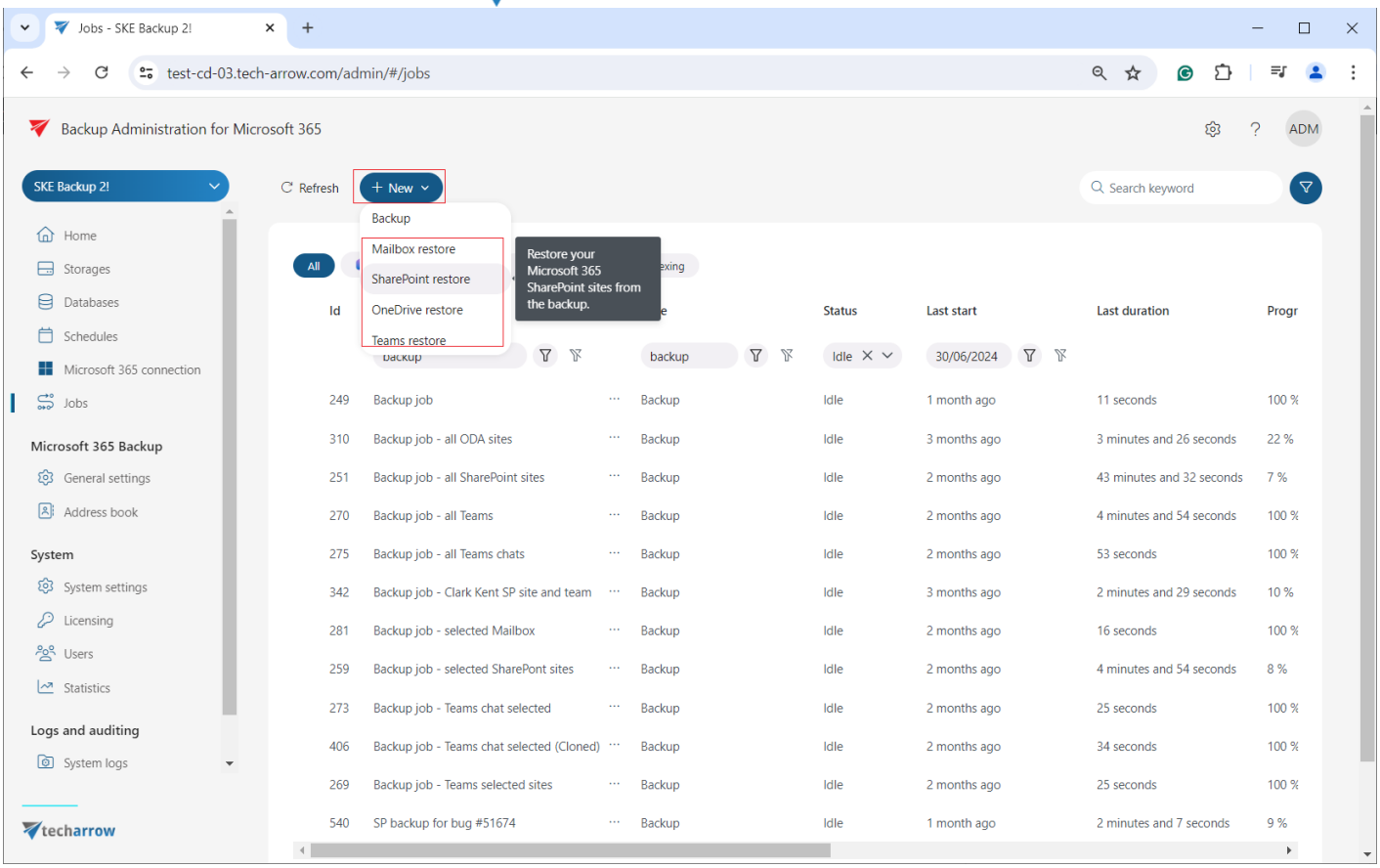
- an entire mailbox/site/OneDrive/team was deleted,
- one or more folders were deleted from the mailbox/SharePoint site/OneDrive/team,
- one or more items were deleted from the mailbox/SharePoint site/OneDrive /team,

and the user wants to restore these backed up items from the backup storage.

Important: Please note that the restore job is not accessible for private chat.

To create a restore job, navigate to the **Jobs** page on the left-side menu, click on **+ New**. In the dropdown menu, select the restore job for the model from which you want to restore the deleted items. Once you have selected the desired option, the **Job configuration** window will appear on the screen. The UI of the Job configuration page slightly changes based on what would you want recover.

The configuration of the different models will be described in detail in the following subsections.



Mailbox restore job

The function of the Mailbox restore job is to regenerate an Exchange mailbox from the backup. This processing type is useful in the following cases:

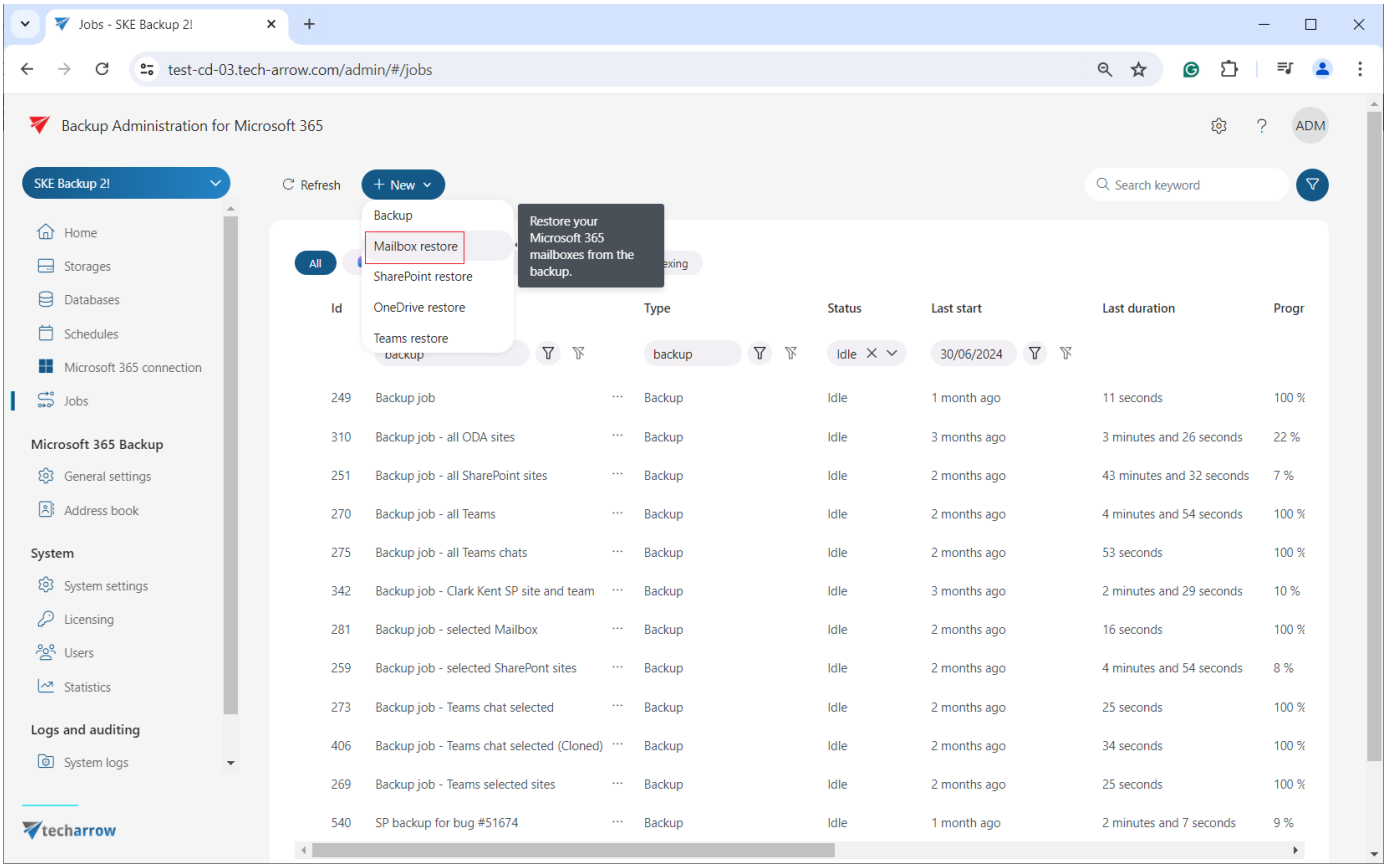
- the entire mailbox was deleted,
- one or more folders were deleted,
- one or more items were deleted,

and the user wants to recover these already backed up items from the backup storage.

The mailbox restore can reconstruct the mailbox from the backup system: the backed up items will be restored to the mailbox exactly in their original location. The mailbox restore will also create any folders that no longer exist in the selected mailbox. It is possible to recover any part of the mailbox:

- Entire mailbox
- One single folder
- Multiple folders
- Recursive, starting from a single folder
- Multiple recursive, starting from a single folder

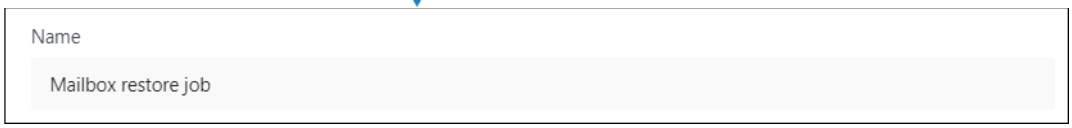
To create a mailbox restore job, click the **+ New** button on the Jobs page. In the dropdown menu, select the mailbox restore job, and the **Job configuration** window will appear on the screen.



On the job's configuration page, the user is required to configure the following settings:

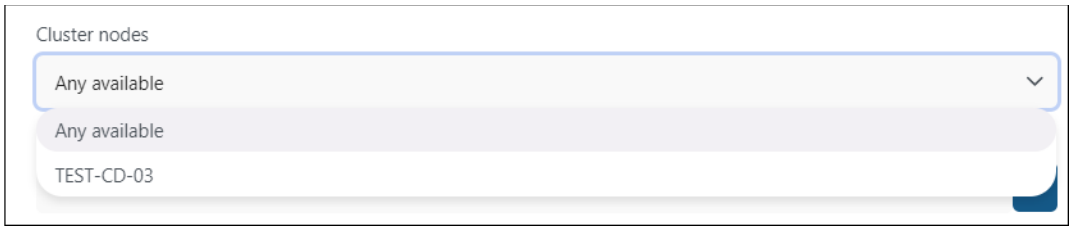
✓ Name

Each restore job requires a unique name to distinguish it from other restore jobs. By default, the system assigns a name to the new restore job, but the user can change this name.



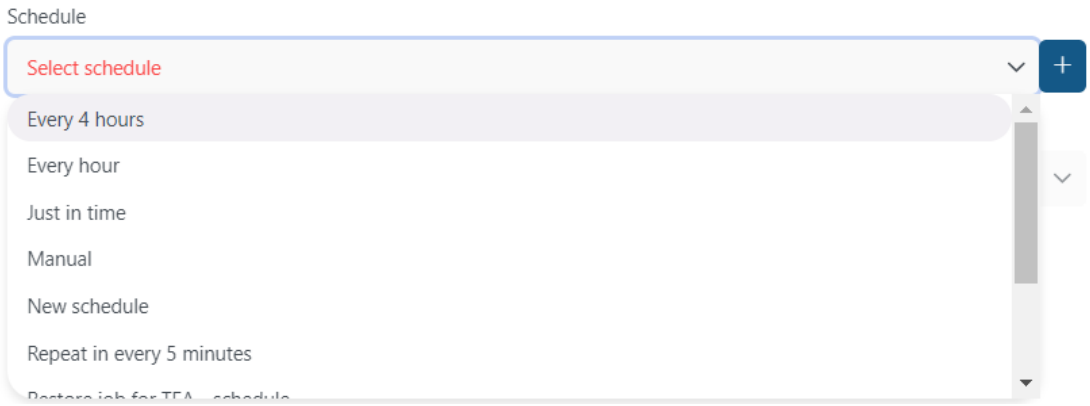
✓ Cluster nodes

Set the node where the restore job will run.



✓ Schedule

Here, select the running times of the restore job. You can either select a schedule from the list or create a new one by pressing the + button in the Schedule row. For restore jobs, it is recommended to set a **One time** schedule or to start the job manually. For more information about setting schedules, refer to the section Schedules above.



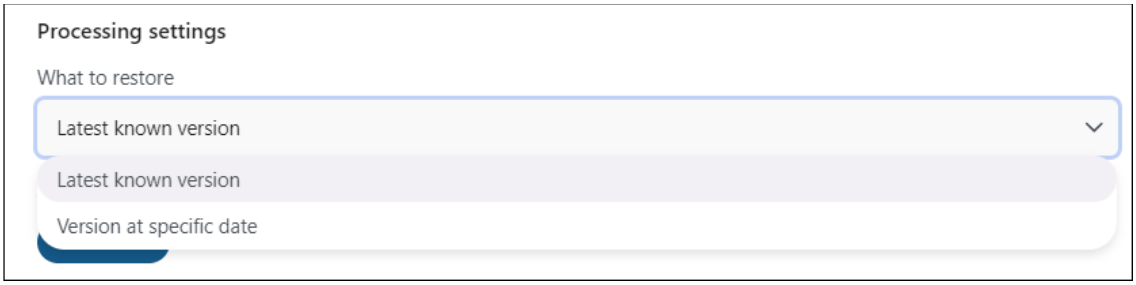
✓ Processing settings

In this section, the user configures what will be restored and how it will be restored:

What to restore

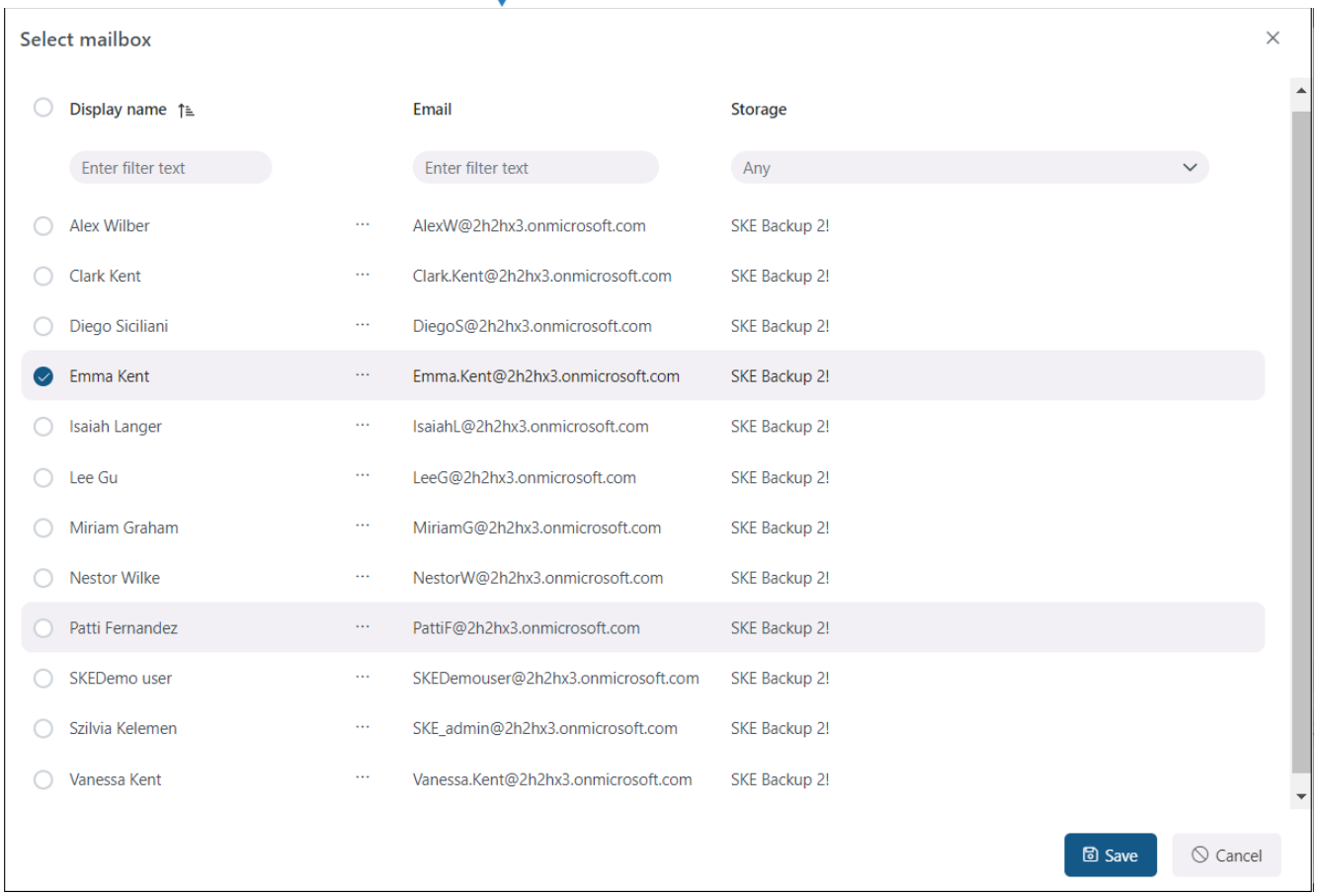
- **Last known version** – the job will restore the latest version of the item from the backup

- **Version at specific date** – restores the version that was valid at a specific time, meaning the version with modification date older or equal to the specific date



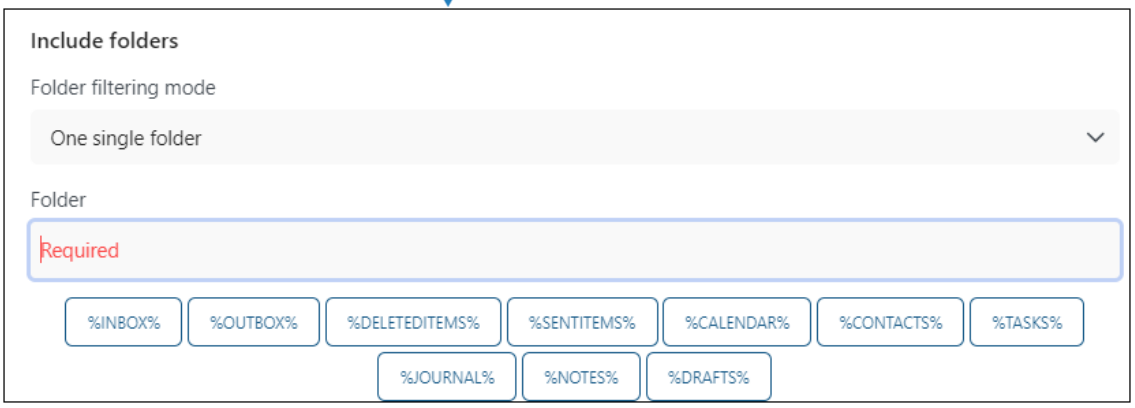
Address book objects to restore

Here you can select the mailboxes, Microsoft 365 groups (the restore job processes both the mailbox group and members), mailbox groups (processing only members – mailboxes), or the entire organization to be processed by the restore job. Click the **+ Add** button, check the groups or mailboxes in the Select mailbox/mailbox group window, then click **OK**.



Include folders

The restore job can restore any folders of the mailbox, such as the entire mailbox, one single folder, multiple folders, recursive folder structures, etc. Before entering the folder name(s) to be crawled, it is necessary to select the folder filtering mode. The folder options will automatically be offered upon clicking into the **Folders** section.

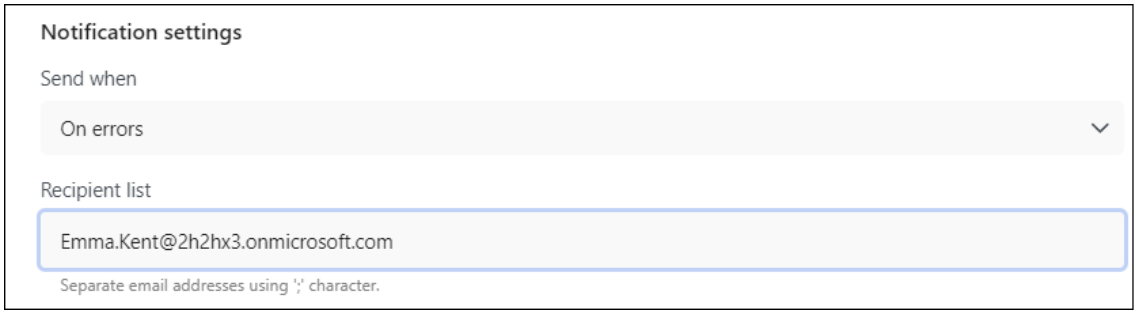


✓ Filtering settings

Click the **Change filter** button and set the filtering according to your needs and/or regulations. For more information on working with filtering settings, refer to the relevant section section of our documentation.

✓ Notification settings

Here, you can select the cases when you will need to get notification emails from the Restore job. You can choose to receive notifications always, never, or only if an error/warning occurred during the restore process. For example, if the restore of one or more items fails, you may get a notification email about this error. In the **Recipient list** textbox, insert the email address(es) of the person/people, to whom you would like to send these emails.

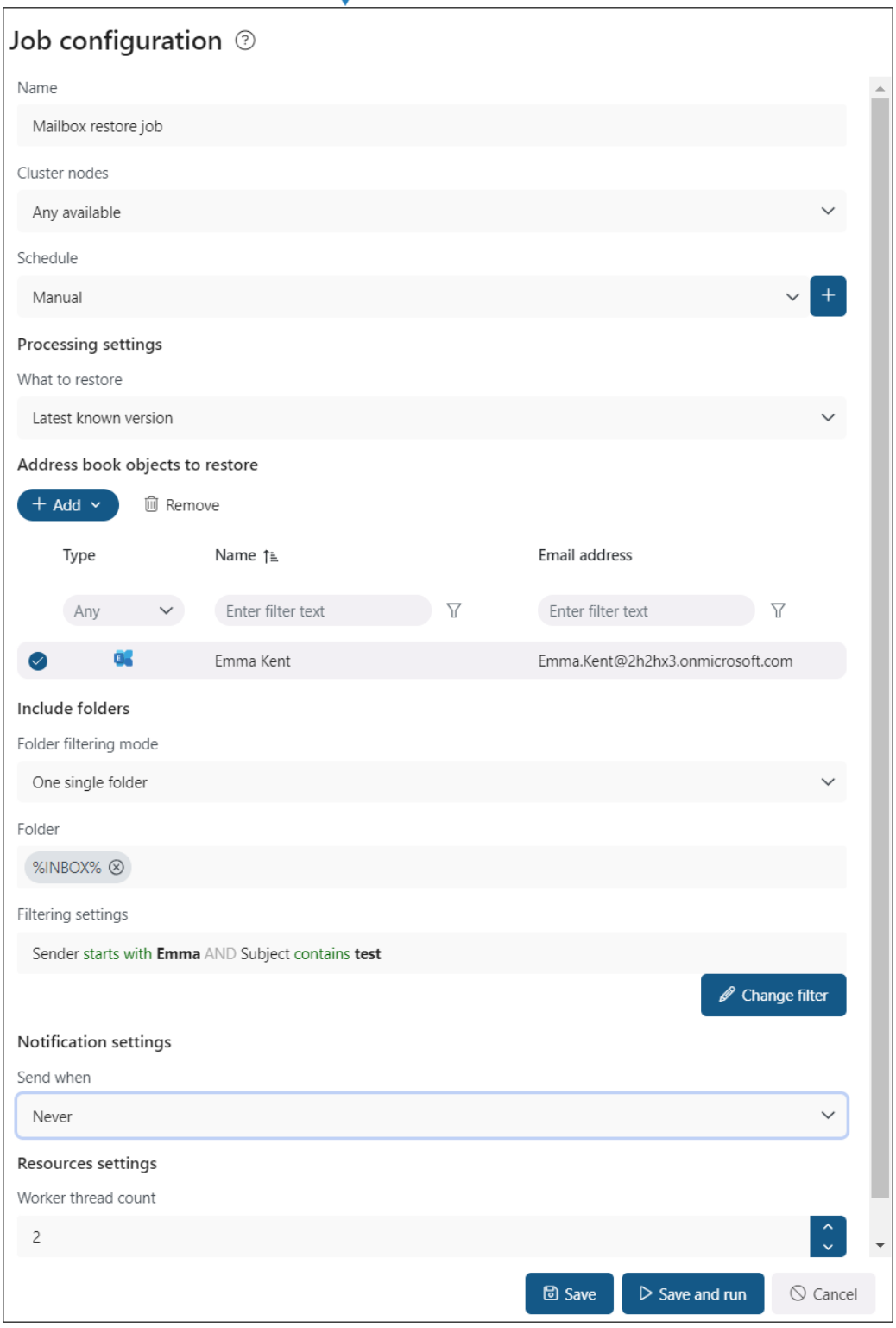


✓ **Resource settings**

Set the value, that will determine how many items will be processed simultaneously by the restore job. The recommended value is 2.

Remember to save your job configurations at the end by clicking the **Save** button at the bottom of the UI. You will be redirected to the Jobs page.

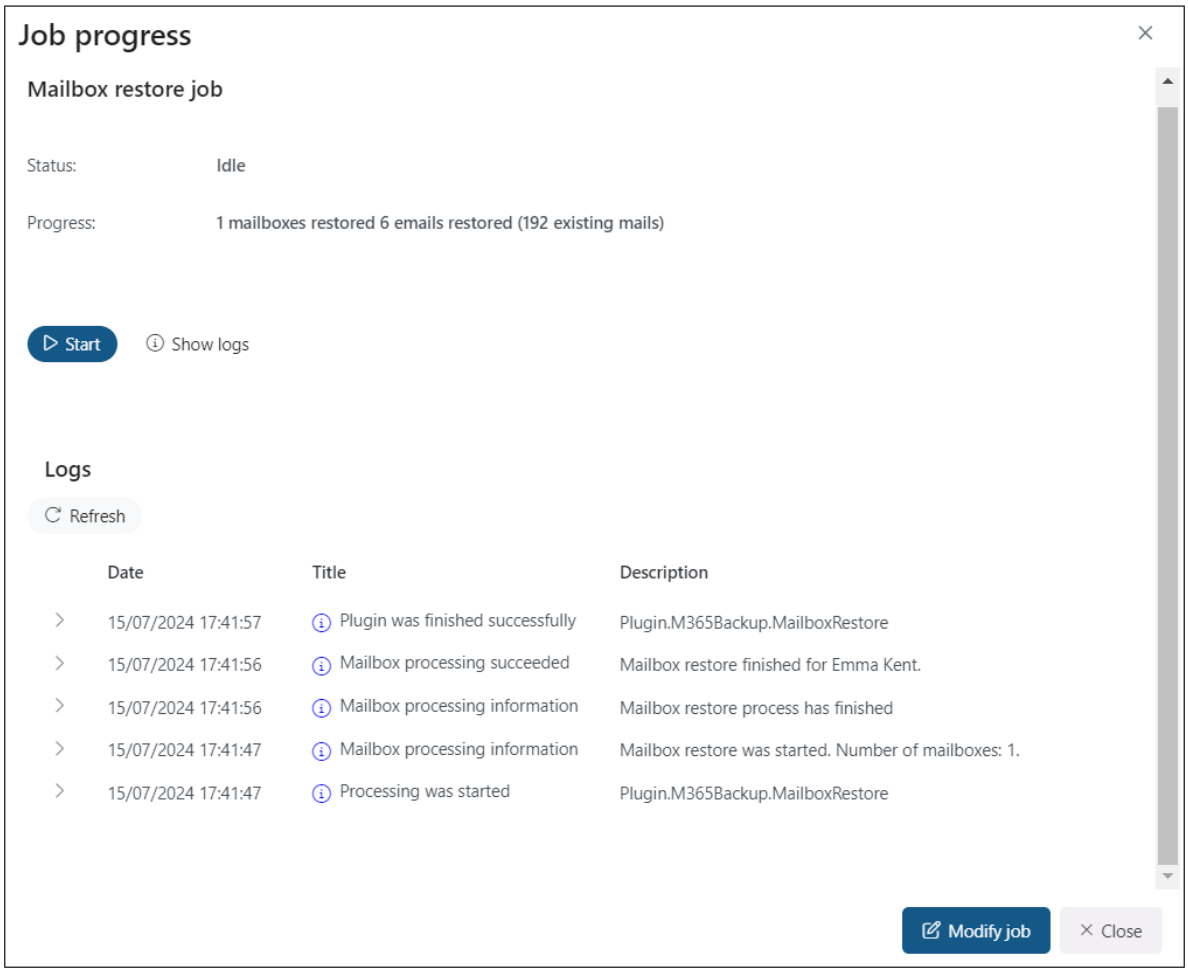
If you want to start the processing immediately, press the **Save and run** button. This action will start the restore job, and you will be redirected to the Job progress page.



In the **Job progress window**, you can check the progress bar, which shows the current state of the job (if it's running or done) and the progress of the restore.

Moreover, you can restart a finished job or stop a running one by clicking the Start/Stop button on the Job progress window, as well as check the last logs by clicking the Show last logs option. This window also contains the **session logs** for the currently running job.

Additionally, it is also possible to modify the job from this page. Upon pressing the **Modify job** button, you will be redirected to the Job configuration page.



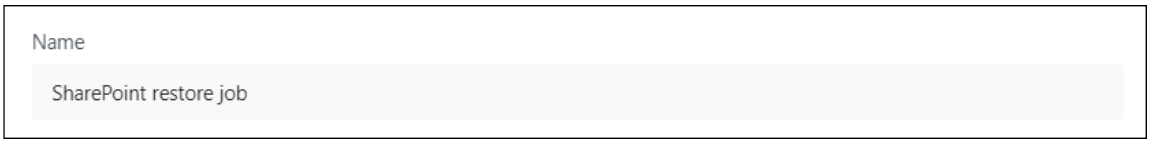
SharePoint restore job

The SharePoint restore is used to restore previously backed up SharePoint items that have been deleted from their original SharePoint location. All items that can be backed up by Backup Administration are also restorable. The restore job can restore subsites, libraries, and folders, so there is no need to create them manually for the restore job to work.

To create a SharePoint restore job, create a SharePoint restore job instance first on the Jobs page, then configure it:

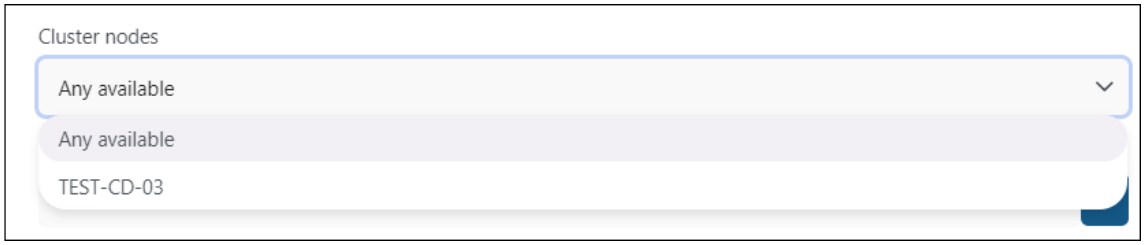
✓ Name

Each restore job requires a unique name to distinguish it from other restore jobs. By default, the system assigns a name to the new restore job, but the user can change this name.



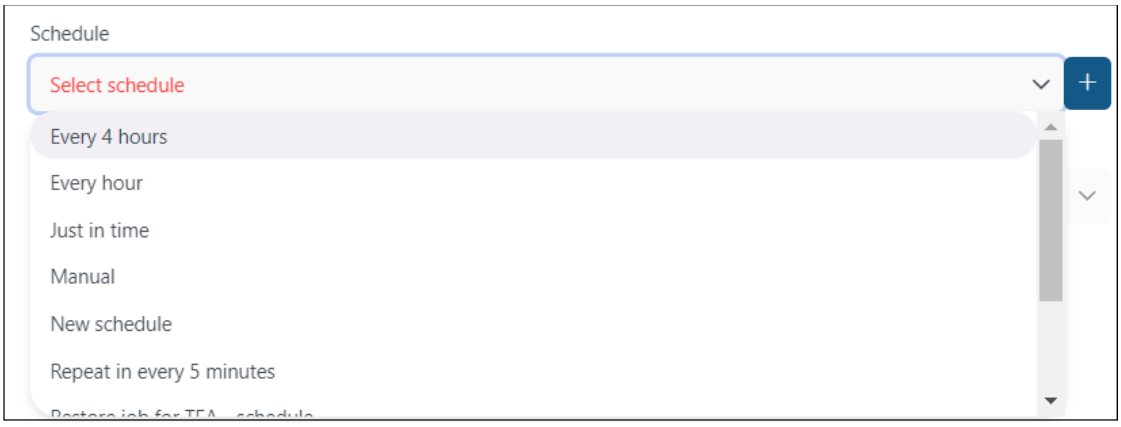
✓ Cluster nodes

Set the node where the restore job will run.



✓ Schedule

Here, select the running times of the restore job. You can either select a schedule from the list or create a new one by pressing the **+** button in the Schedule row. For restore jobs, it is recommended to set a **One time** schedule or to start the job manually. For more information about setting schedules, refer to the section Schedules above.



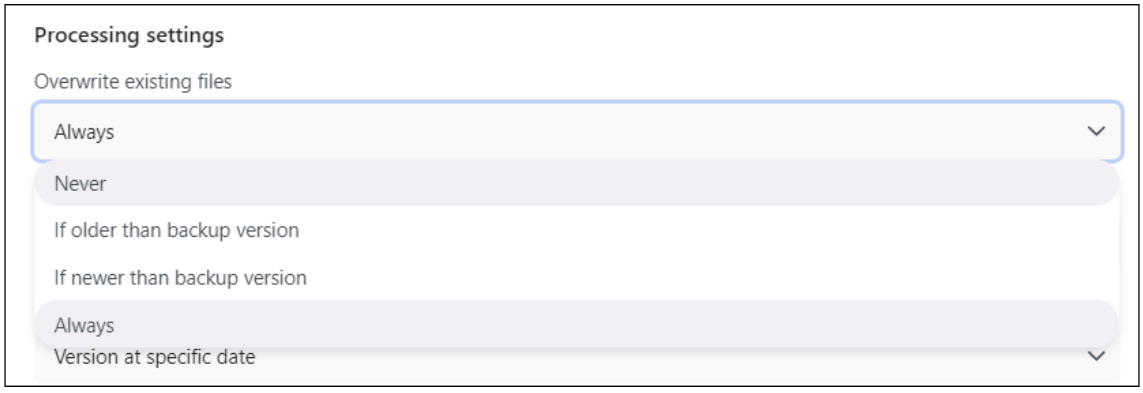
✓ **Processing settings**

In this section, the user configures what will be restored and how it will be restored:

Overwrite existing file

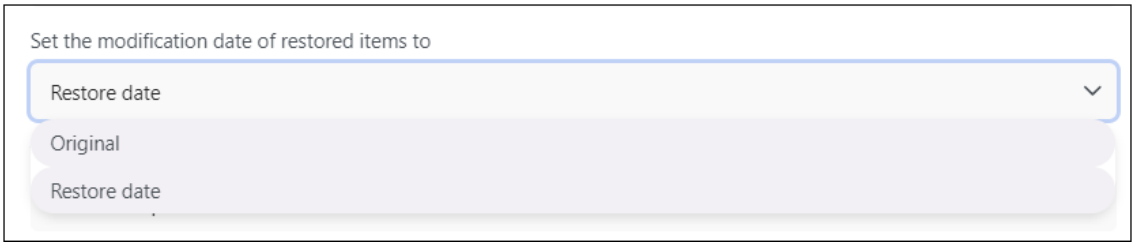
When to overwrite the item if it already exists in the target location. The restore follow the logic depending on the settings:

- **Never** – if the item exists, it will not be processed
- **Always** – always overwrite existing items with the backed up version
- **If older/newer than the archived version** – the item will be processed only if its latest version in SharePoint is older/newer than the backed up one



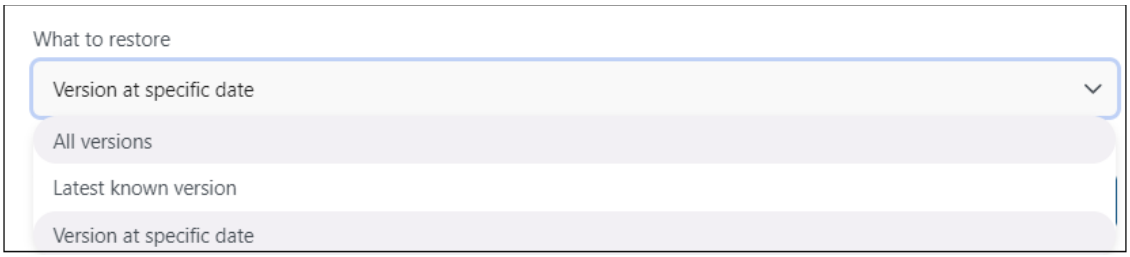
Set the modification date of recovered items to

- **Original** – the modification date of the backed up item will be set on the restored file
- **Recovery date** – the date when the restore job is running will be set on the restored file



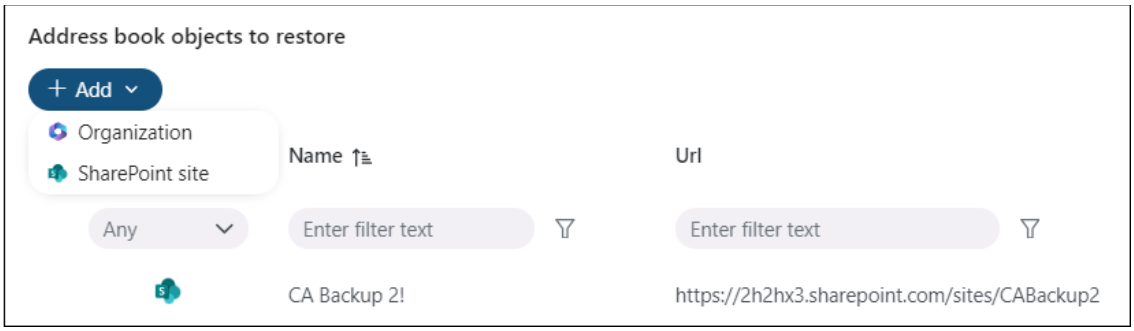
What to recover

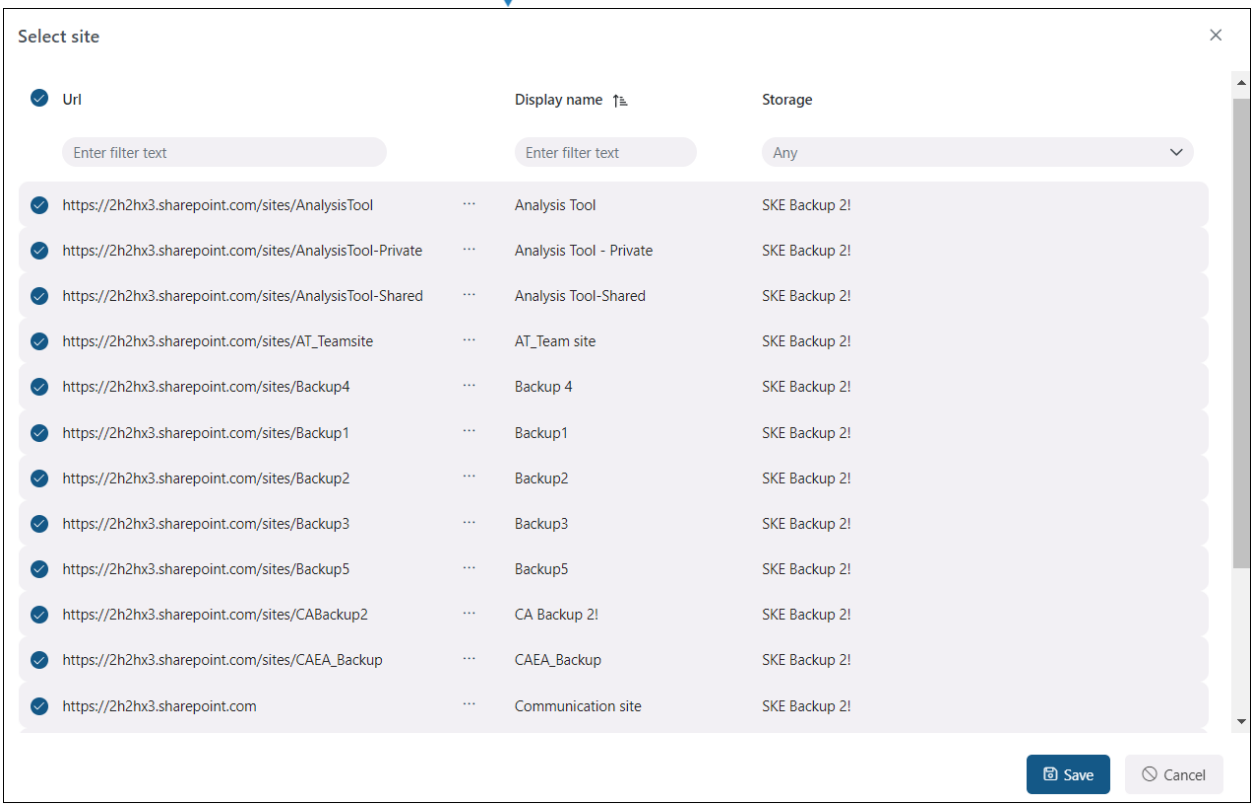
- **All versions** – restore the full version history of items or the missing versions if the items exist
- **Last known version** – restore the latest backed up version of the item if it doesn't exist in SharePoint
- **Specific date** – restore the version from the specified (modification) date or before of the item if it does not exist in the SharePoint



Address book objects to restore

Here you can select the SharePoint sites or the entire organization to be processed by the restore job. Click the **+ Add** button, check the groups or mailboxes in the Select mailbox/mailbox group window, then click **OK**.



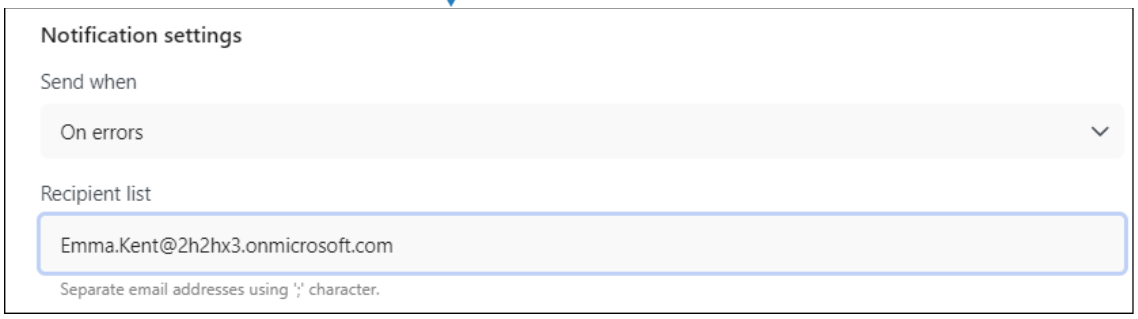


✓ Filtering settings

Click the **Change filter** button and set the filtering according to your needs and/or regulations. For more information on working with filtering settings, refer to the relevant section section of our documentation.

✓ Notification settings

Here, you can select the cases when you will need to get notification emails from the Restore job. You can choose to receive notifications always, never, or only if an error/warning occurred during the restore process. For example, if the restore of one or more items fails, you may get a notification email about this error. In the **Recipient list** textbox, insert the email address(es) of the person/people, to whom you would like to send these emails.



✓ **Resource settings**

Set the value, that will determine how many items will be processed simultaneously by the restore job. The recommended value is 2.

Remember to save your job configurations at the end by clicking the **Save** button at the bottom of the UI. You will be redirected to the Jobs page.

If you want to start the processing immediately, press the **Save and run** button. This action will start the restore job, and you will be redirected to the Job progress page.

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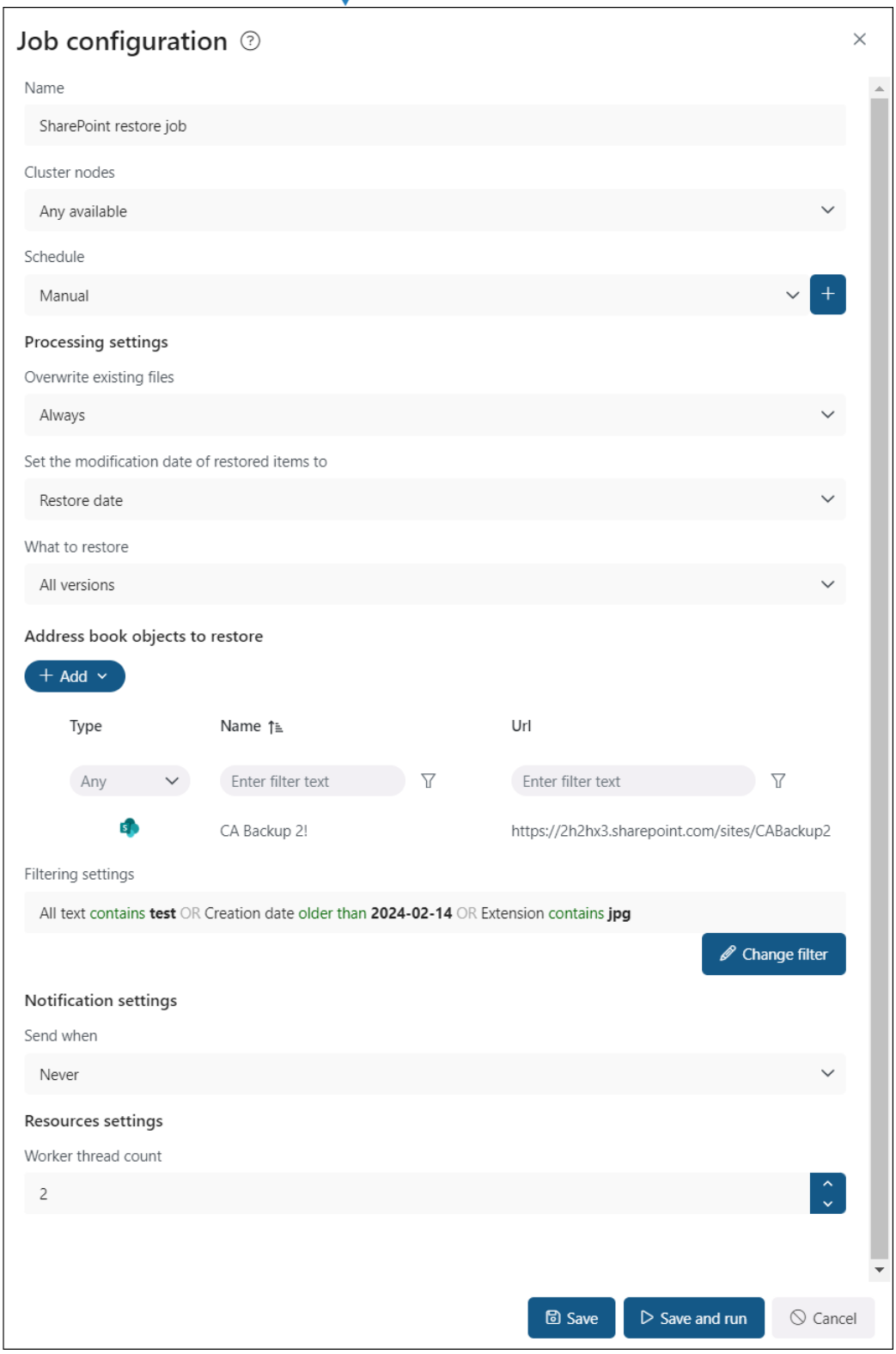
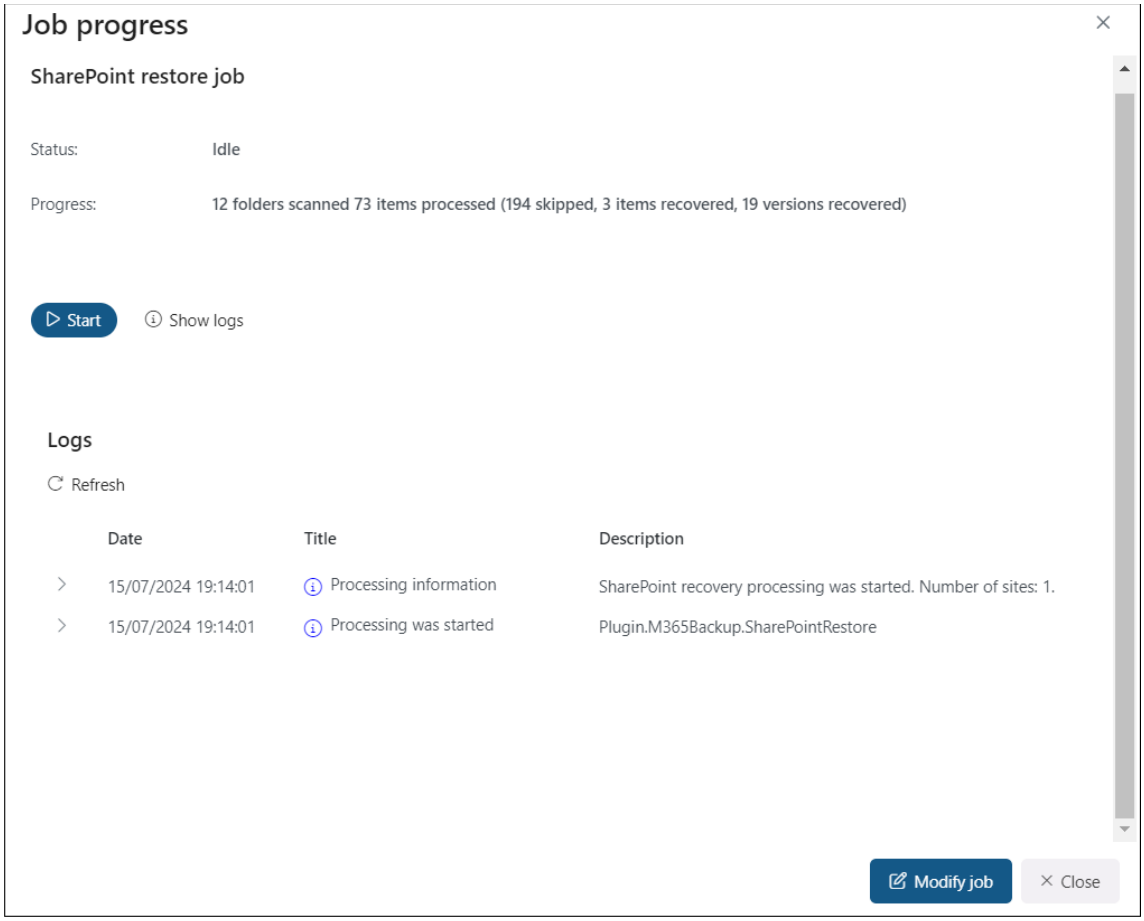


In the **Job progress window**, you can check the progress bar, which shows the current state of the job (if it's running or done) and the progress of the restore.

Moreover, you can restart a finished job or stop a running one by clicking the Start/Stop button on the Job progress window, as well as check the last logs by clicking the Show last logs option.

This window also contains the **session logs** for the currently running job.

Additionally, it is also possible to modify the job from this page. Upon pressing the **Modify job** button, you will be redirected to the Job configuration page.



OneDrive restore job

The OneDrive restore is used to restore already backed up OneDrive items that have been deleted from their original OneDrive location. All items that can be backed up by Backup Administration are also restorable.

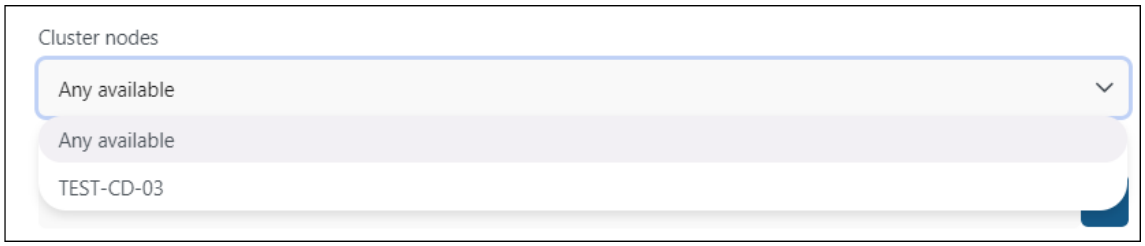
To create a OneDrive restore job, create a OneDrive restore job instance first on the Jobs page. Further, configure the job as follows.

✓ Name

Each restore job requires a unique name to distinguish it from other restore jobs. By default, the system assigns a name to the new restore job, but the user can change this name.

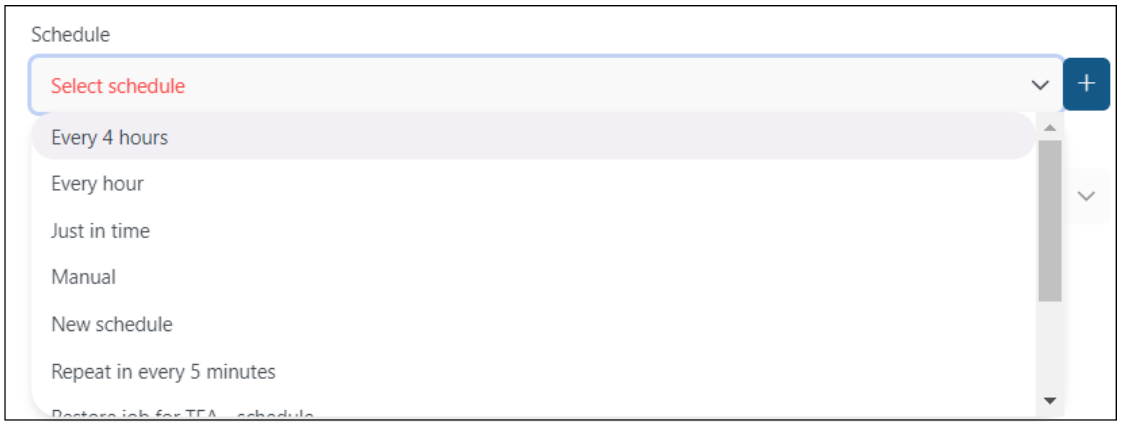
✓ Cluster nodes

Set the node where the restore job will run.



✓ Schedule

Here, select the running times of the restore job. You can either select a schedule from the list or create a new one by pressing the **+** button in the Schedule row. For restore jobs, it is recommended to set a **One time** schedule or to start the job manually. For more information about setting schedules, refer to the section Schedules above.



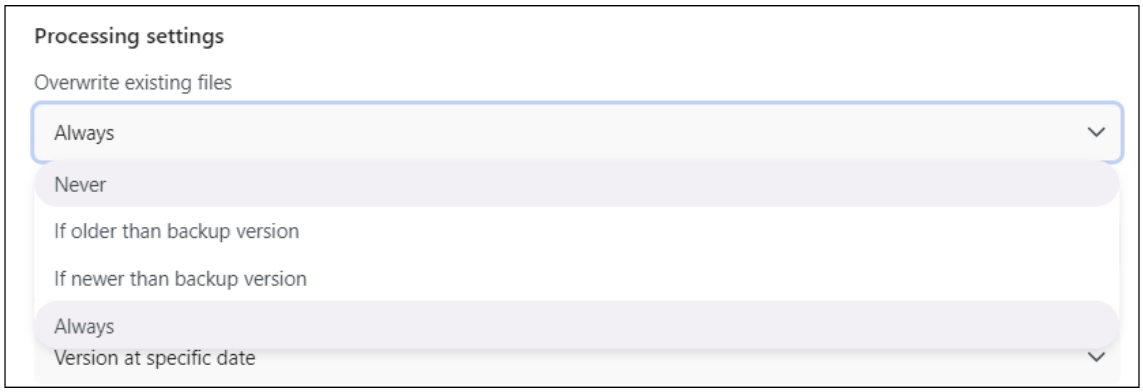
✓ Processing settings

In this section, the user configures what will be restored and how it will be restored:

Overwrite existing file

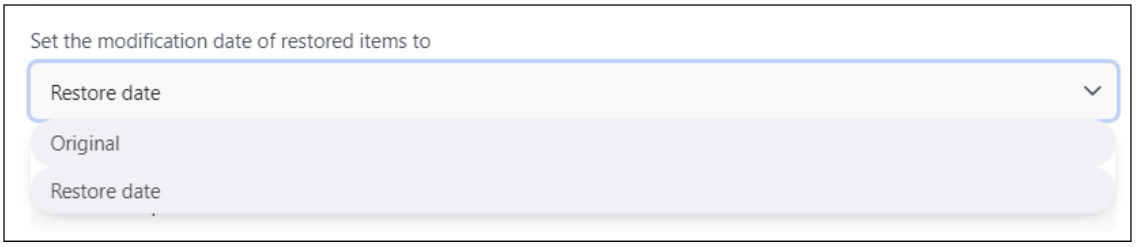
When to overwrite the item if it already exists in the target location. The restore follow the logic depending on the settings:

- **Never** – if the item exists, it will not be processed
- **Always** – always overwrite existing items with the backed up version
- **If older/newer than the archived version** – the item will be processed only if its latest version in OneDrive is older/newer than the backed up one



Set the modification date of recovered items to

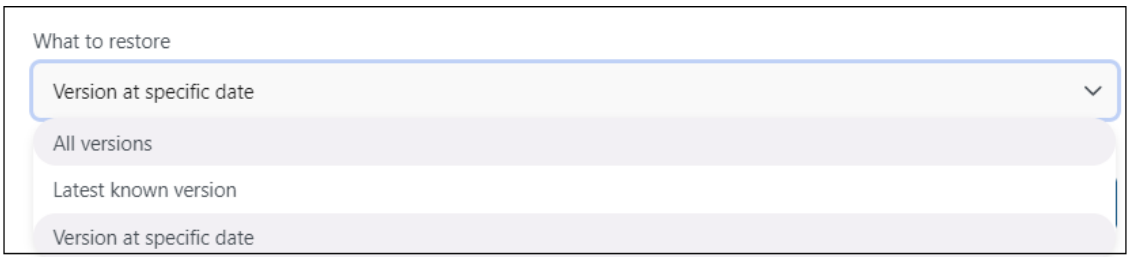
- **Original** – the modification date of the backed up item will be set on the restored file
- **Recovery date** – the date when the restore job is running will be set on the restored file



What to recover

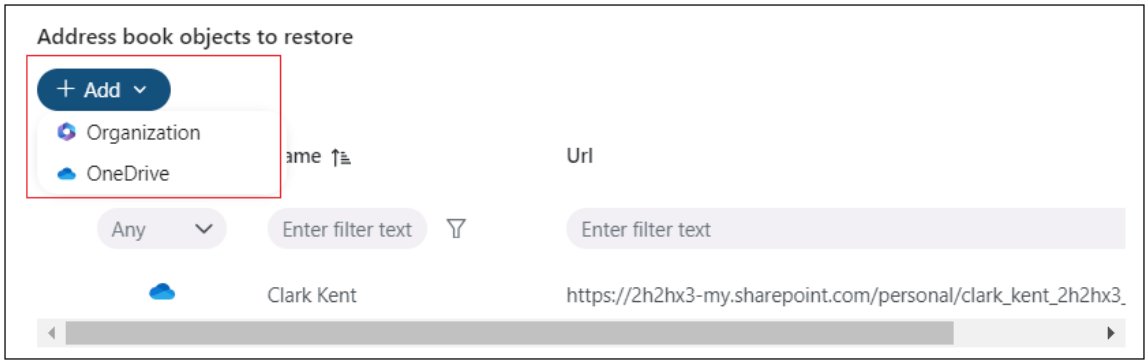
- **All versions** – restore the full version history of items or the missing versions if the items exist

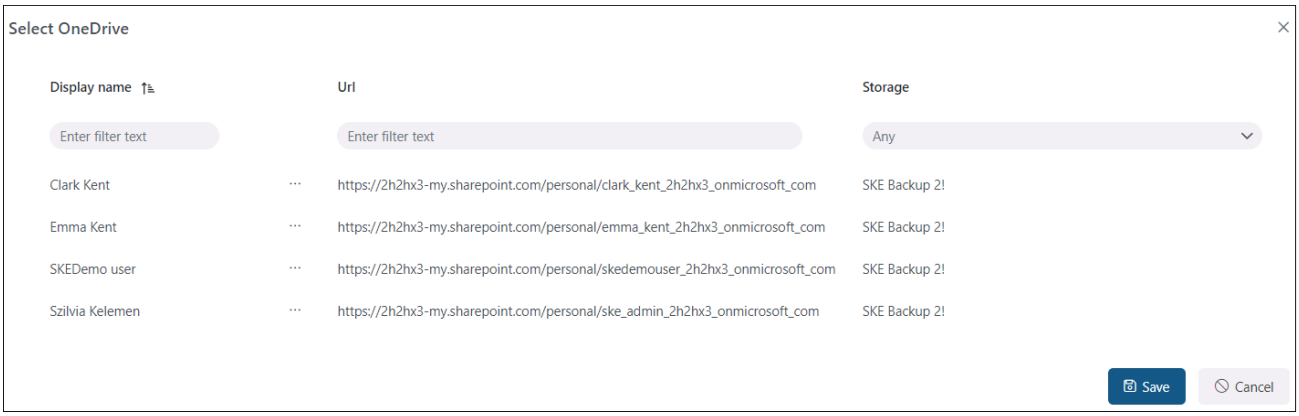
- **Last known version** – restore the latest backed up version of the item if it doesn't exist in OneDrive
- **Specific date** – restore the version from the specified (modification) date or before of the item if it does not exist in the OneDrive



Address book objects to restore

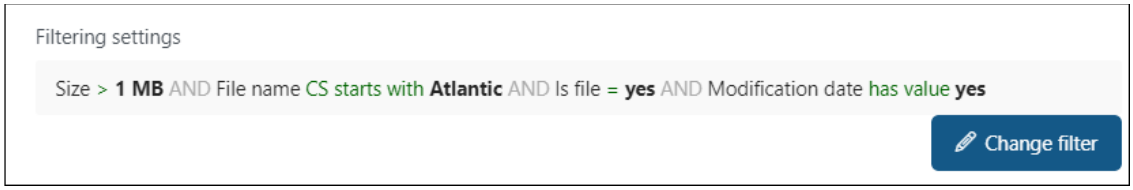
Select the OneDrive or the entire organization to be processed by the restore job. Click the **+ Add** button, check the OneDrive sites in the Select OneDrive window, then click **Save**.





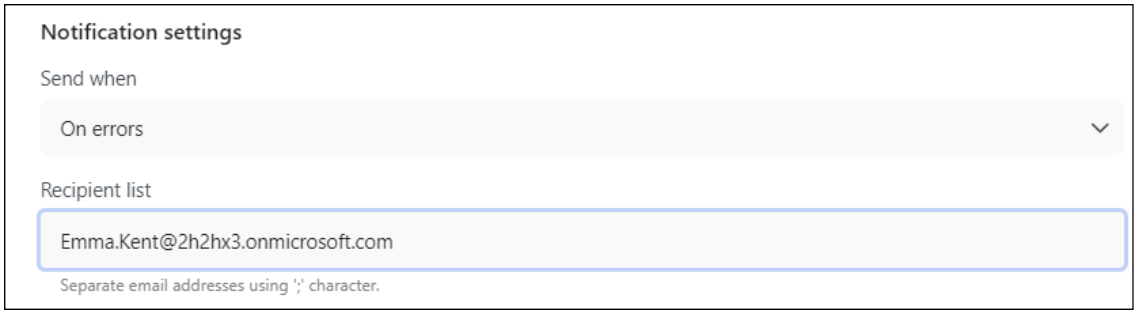
✓ Filtering settings

Click the **Change filter** button and set the filtering according to your needs and/or regulations. For more information on working with filtering settings, refer to the relevant section section of our documentation.



✓ Notification settings

Here, you can select the cases when you will need to get notification emails from the Restore job. You can choose to receive notifications always, never, or only if an error/warning occurred during the restore process. For example, if the restore of one or more items fails, you may get a notification email about this error. In the **Recipient list** textbox, insert the email address(es) of the person/people, to whom you would like to send these emails.



✓ Resource settings

Set the value, that will determine how many items will be processed simultaneously by the restore job. The recommended value is 2.

Remember to save your job configurations at the end by clicking the **Save** button at the bottom of the UI. You will be redirected to the Jobs page.

If you want to start the processing immediately, press the **Save and run** button. This action will start the restore job, and you will be redirected to the Job progress page.

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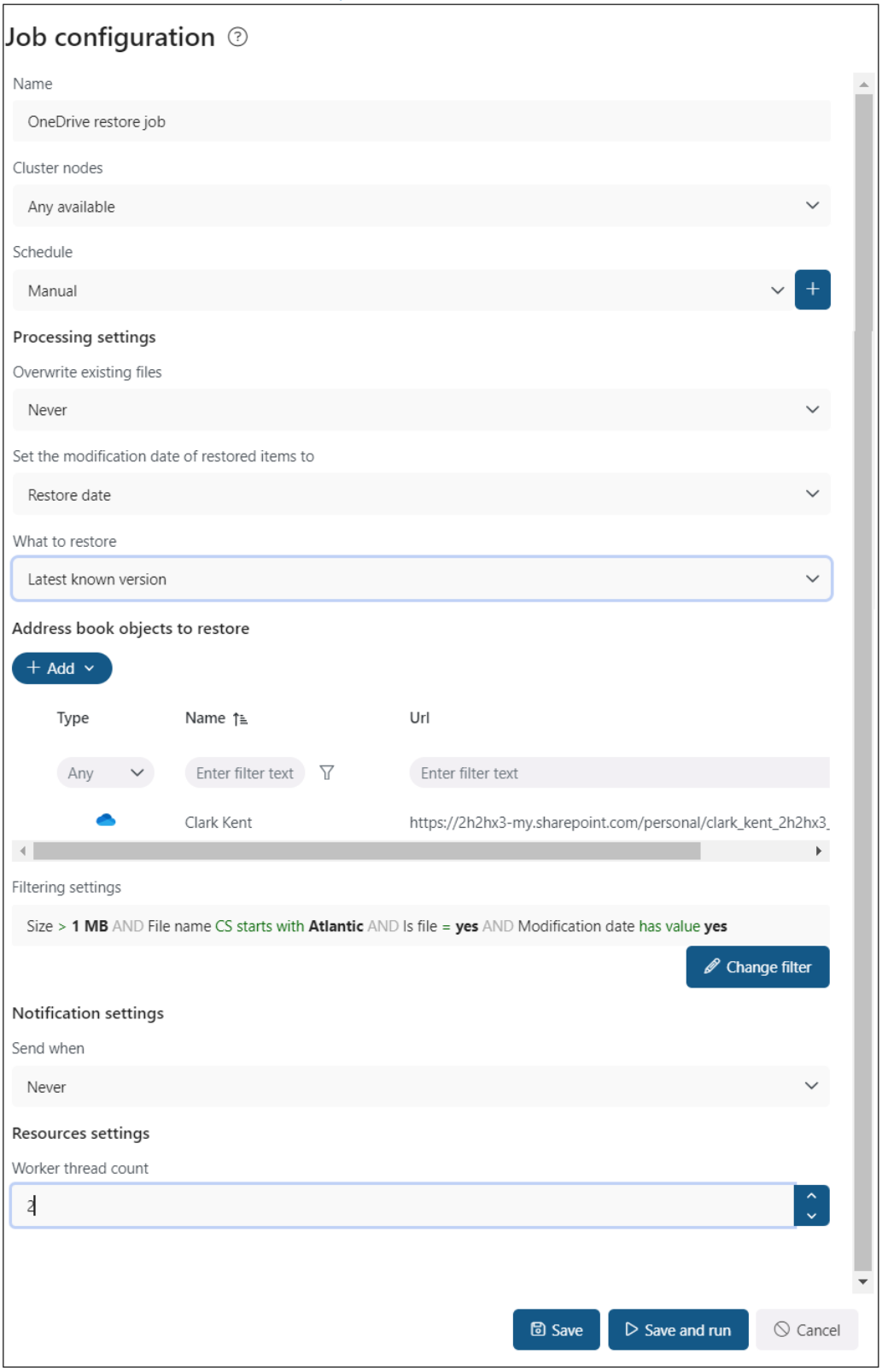
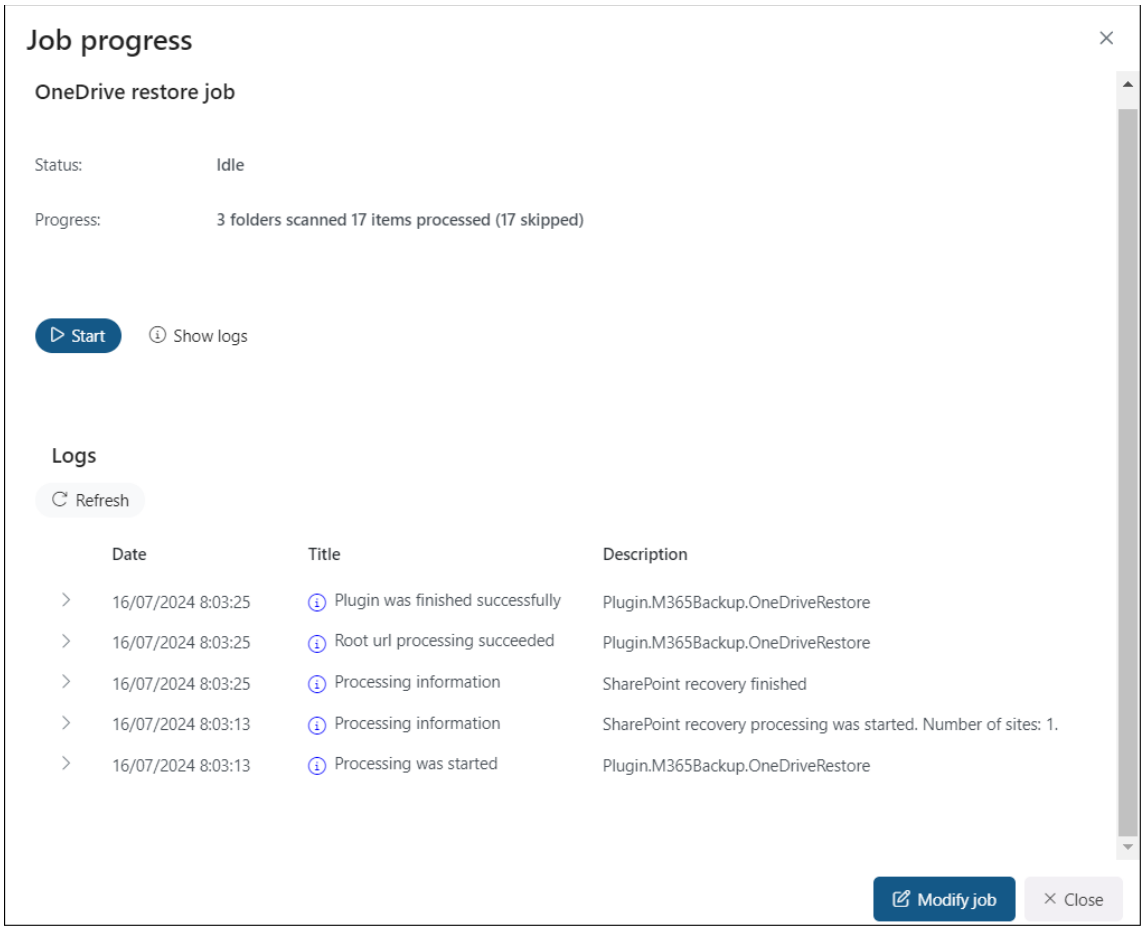

Job configuration
Name
OneDrive restore job
Cluster nodes
Any available
Schedule
Manual
Processing settings
Overwrite existing files
Never
Set the modification date of restored items to
Restore date
What to restore
Latest known version
Address book objects to restore
Add
Type
Name
Url
Any
Enter filter text
Enter filter text
Clark Kent
https://2h2hx3-my.sharepoint.com/personal/clark_kent_2h2hx3_
Filtering settings
Size > 1 MB AND File name CS starts with Atlantic AND Is file = yes AND Modification date has value yes
Change filter
Notification settings
Send when
Never
Resources settings
Worker thread count
4
Save
Save and run
Cancel

In the **Job progress window**, you can check the progress bar, which shows the current state of the job (if it's running or done) and the progress of the restore.

Moreover, you can restart a finished job or stop a running one by clicking the Start/Stop button on the Job progress window, as well as check the last logs by clicking the Show last logs option.

This window also contains the **session logs** for the currently running job.

Additionally, it is also possible to modify the job from this page. Upon pressing the **Modify job** button, you will be redirected to the Job configuration page.



Teams restore job

The teams restore job in Backup Administration is used to restore deleted or clone existing teams in MS Teams. This process can restore various components of the team, including:

- Team name and team configuration
- Membership information
- Channels
- Tab configurations
- Messages and shared files
- SharePoint data linked to the Team

The restore job can reconstruct the entire team structure: messages and items that have already been backed up will be restored to their source location, the structure of the channels will be created in the restored team, and the SharePoint data related to the selected team will also be restored.

To create a recovery job, navigate to the **Jobs** page, and click the **+ New** button. In the dropdown menu, select the Teams restore job. The **Job configuration** window will appear on the screen.

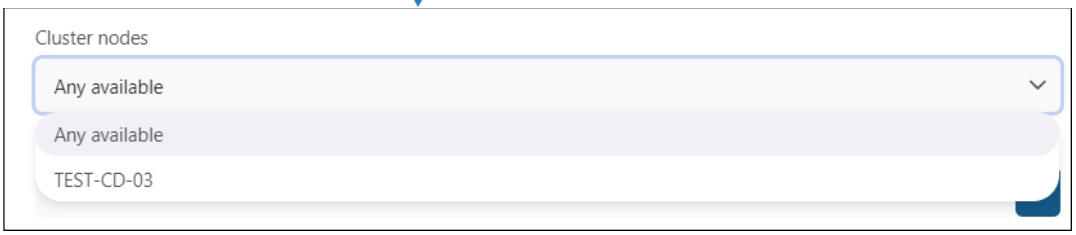
On the job's configuration page set the following:

✓ Name

Each restore job requires a unique name to distinguish it from other restore jobs. By default, the system assigns a name to the new restore job, but the user can change this name.

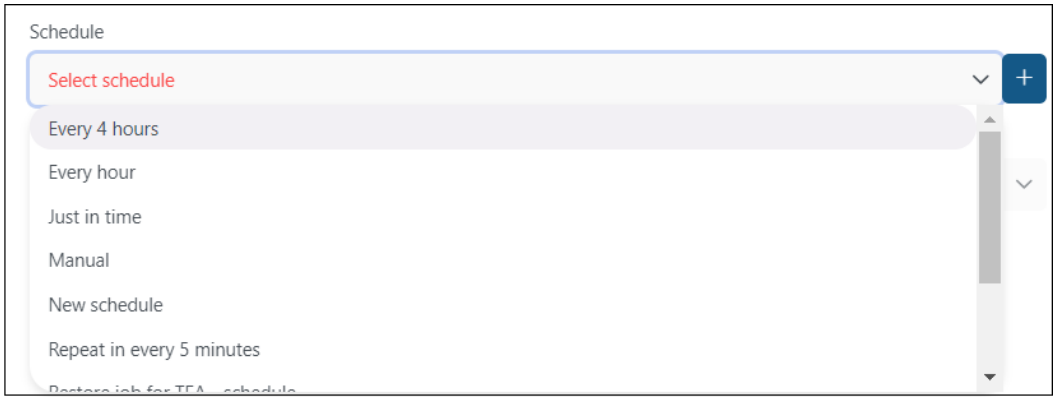
✓ Cluster nodes

Set the node where the restore job will run.



✓ Schedule

Here, select the running times of the restore job. You can either select a schedule from the list or create a new one by pressing the **+** button in the Schedule row. For restore jobs, it is recommended to set a **One time** schedule or to start the job manually. For more information about setting schedules, refer to the section Schedules above.

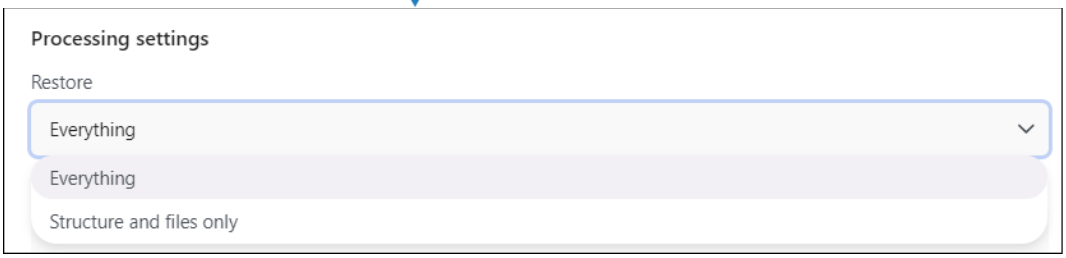


✓ Processing settings

In this section, the user configures what will be restored and how it will be restored:

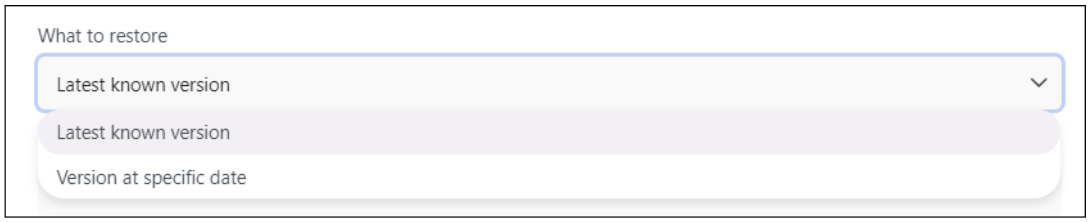
Recover – what will be recovered

- **Everything** – the restore job will create the backed up team structure and restore the messages and files/items from the database
- **Structure and files only** – restores the backed up team structure and the files and items (uploaded and SharePoint files) including contents of tabs (Wiki, Tasks, Calendars), but doesn't restore messages!



What to restore

- **Last known version** – the job will restore the latest version of the item/message
- **Specific date** – restores the version that was valid at the specified time (modification date older or equal to the specified date

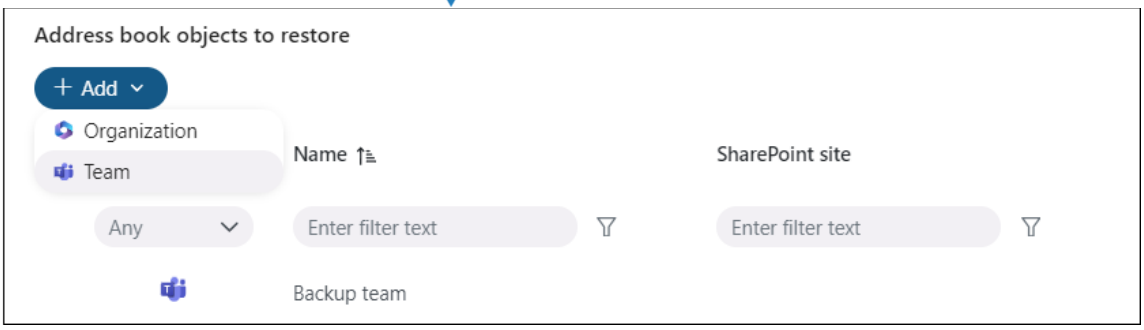


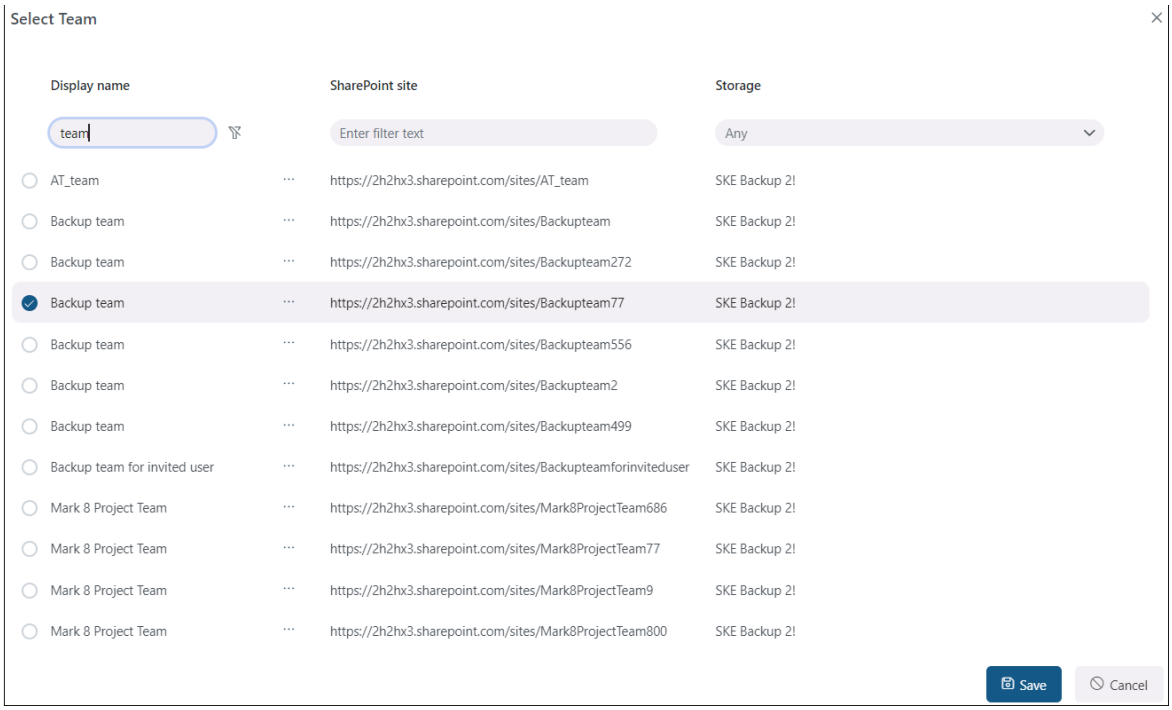
Additional team owner

The restore job restores users as they were in the original team (the owners will be restored as owners, and the members will be restored as members). You can also add and additional team owner to the team. These users will be added automatically to the restored team. Just type in the email address or the first name, press Enter, and the selected user will be added to the restore job. **Limitation**: users who are already members of the team can't be restored as owners; this change must be done manually in the team.

✓ Address book objects to restore

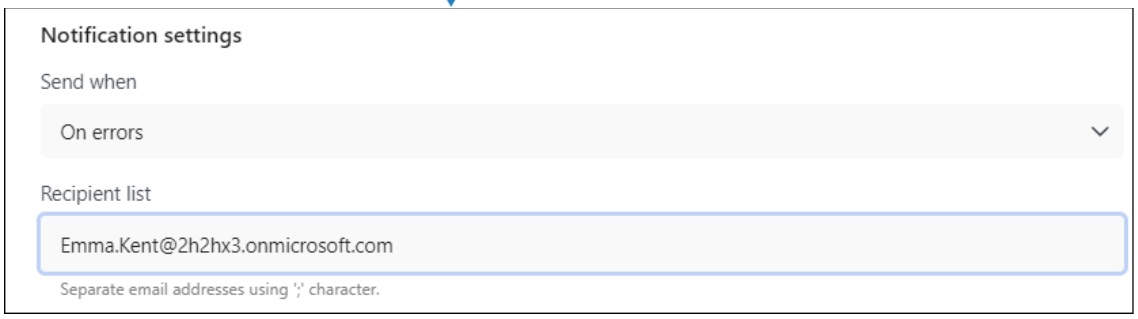
Here you can select teams or the entire organization to be processed by the restore job. Click on the **+ Add** button, check the teams in the Select team window, then click **Save**.





✓ Notification settings

Here, you can select the cases when you will need to get notification emails from the Restore job. You can choose to receive notifications always, never, or only if an error/warning occurred during the restore process. For example, if the restore of one or more items fails, you may get a notification email about this error. In the **Recipient list** textbox, insert the email address(es) of the person/people, to whom you would like to send these emails.

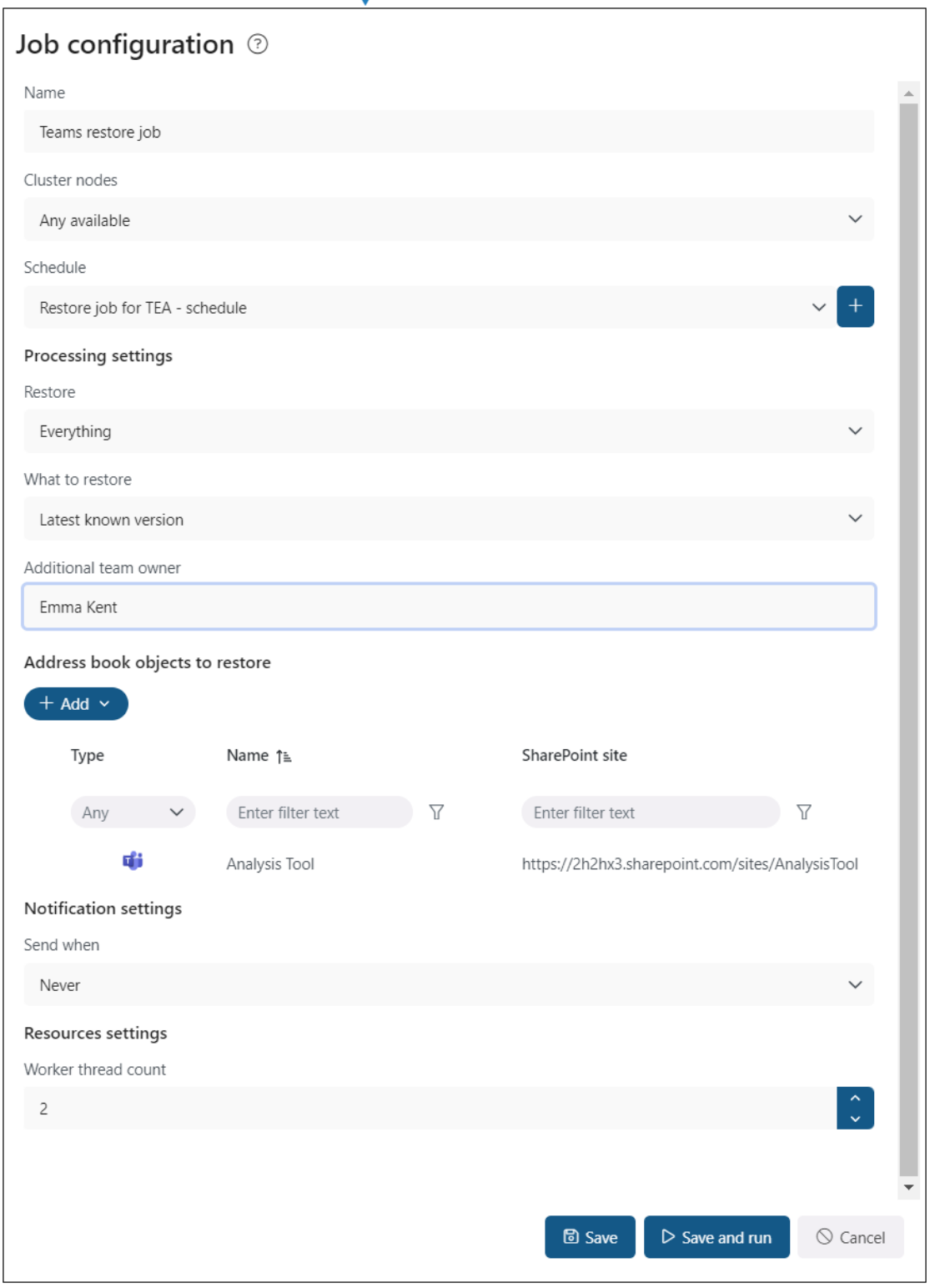


✓ **Resource settings**

Set the value, that will determine how many items will be processed simultaneously by the restore job. The recommended value is 2.

Remember to save your job configurations at the end by clicking the **Save** button at the bottom of the UI. You will be redirected to the Jobs page.

If you want to start the processing immediately, press the **Save and run** button. This action will start the restore job, and you will be redirected to the Job progress page.

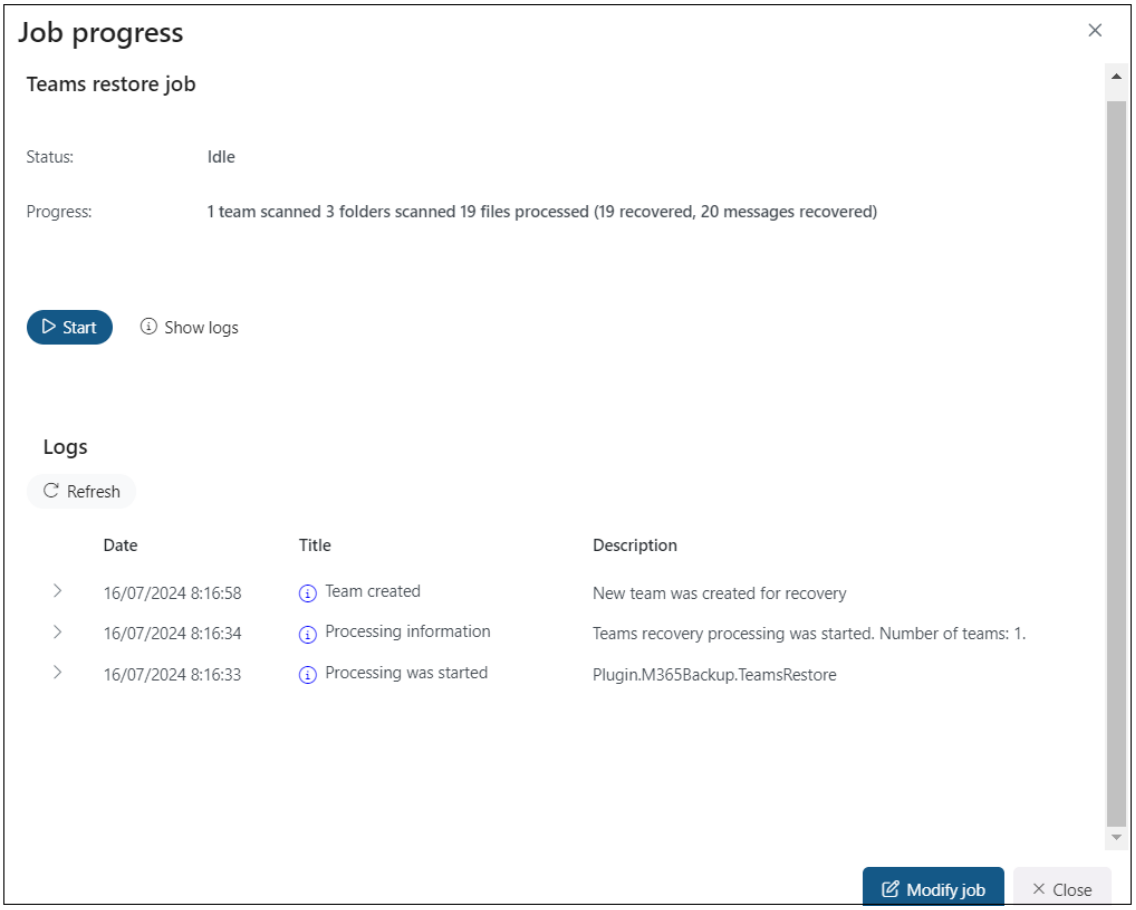


In the **Job progress window**, you can check the progress bar, which shows the current state of the job (if it's running or done) and the progress of the restore.

Moreover, you can restart a finished job or stop a running one by clicking the Start/Stop button on the Job progress window, as well as check the last logs by clicking the Show last logs option.

This window also contains the **session logs** for the currently running job.

Additionally, it is also possible to modify the job from this page. Upon pressing the **Modify job** button, you will be redirected to the Job configuration page.



Filtering in jobs

In Backup Administration, the filtering settings feature allows users to refine and filter among items based on various conditions. This functionality is only available in restore jobs, and not applicable to backup jobs.

Important: Please note that every model has its own filtering settings and filter categories.

Mailbox restore job:

- All text – Body, Recipients, Sender, Subject, Attachment filenames and content
- BCC
- Body – content of the email
- Category –
- CC
- End date – the end date of the calendar item(s) or task(s)
- Folder path – folder path of the parent folder, where the item is located
- Has attachment – Yes/No
- Importance
- Is from In-Place Archive – this option is present only if there is at least one In-Place Archive in the Address book
- Is recurring
- Message class
- Recieved date
- Recipients
- Sender
- Sensitivity
- Sent date
- Size – the size of the item
- Start date – the start date of the meeting(s), task(s), and other calendar item(s)
- Subject
- Task completed – whether the task is completed or not (Yes/No)
- Task completed date

- Task due date
- To

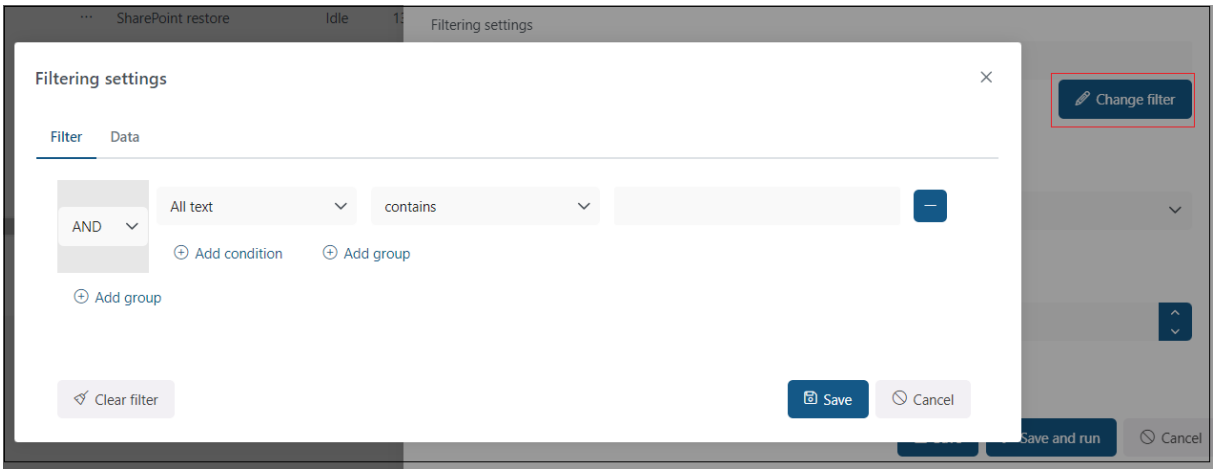
SharePoint and OneDrive restore jobs:

- All text – file content and also metadata
- Creation date – the creation date of the file
- Extension – important to specify also with the dot, like: **.jpg, .docx, .pdf**
- File name
- Is file – Yes/No
- Modification date – the modification date of the file
- Path – folder/list path, were the item is located
- Size – the size of the item
- URL – the path to the file

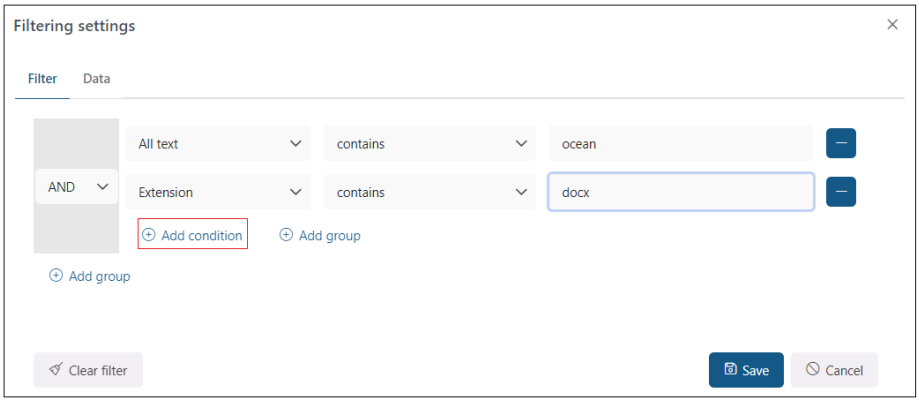
To **specify a filter**, click the **Change filter** button in the Job configuration window. The **Filtering settings** pop-up window will open, where you can set filtering options in a user-friendly way (filter tab) or in a more technical way (data tab). It doesn't matter which tab you work with – if you change something on one, it will be changed on the other too. In this section, we will explain how to set filtering by working with the **filter** tab.

By default, the 'AND All text (contains) ' condition is displayed in the Filtering settings window. You can change this easily by picking a **type** from the first dropdown list (one of the conditions

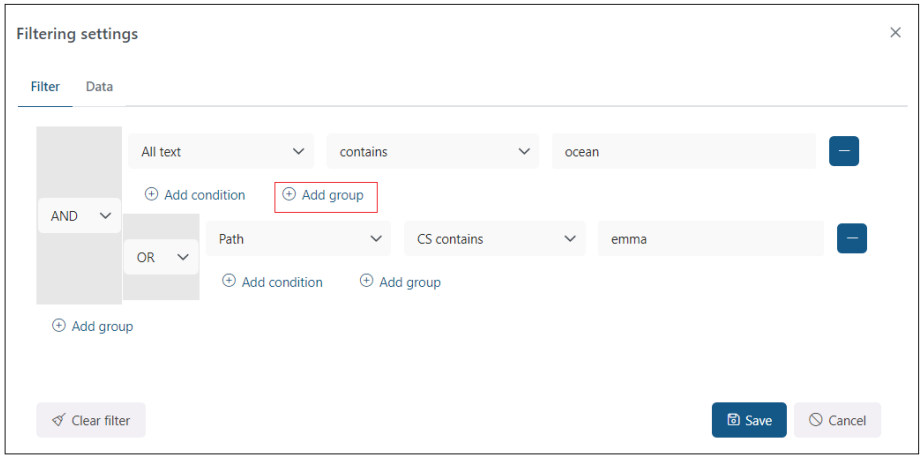
mentioned above), then an **operator** from the second, and specifying the **value** in the third box.



To add a new filtering condition, click the **+ add condition** button.

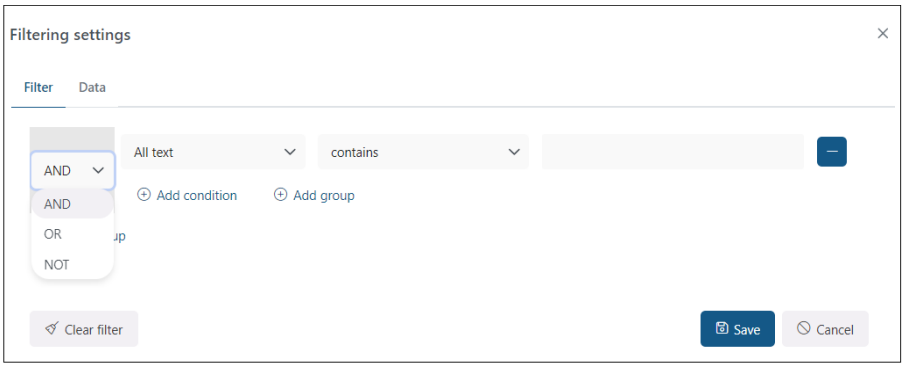


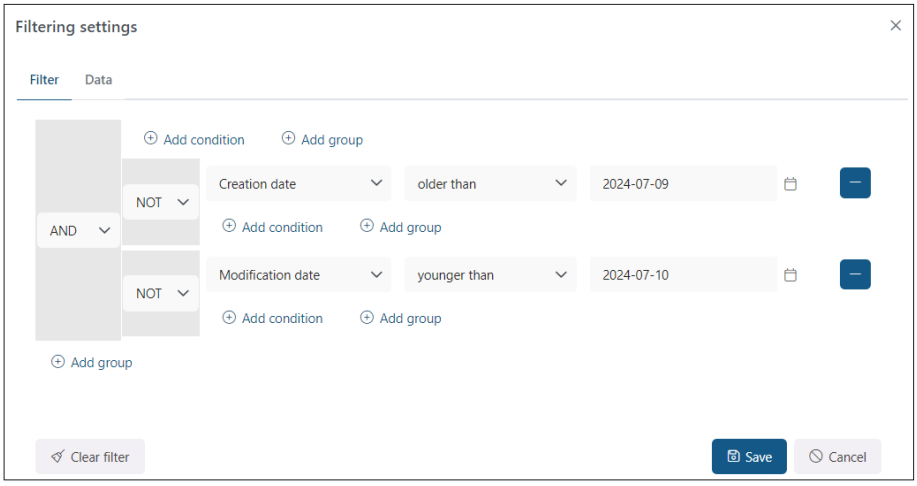
Filtering conditions can also be merged into **groups**. To add a new group, click the **+ add group** button.



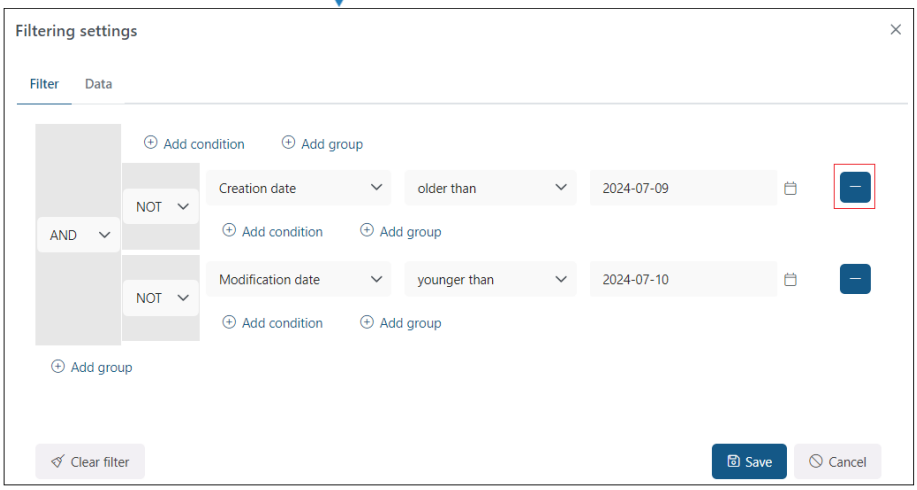
There are **3 different operators** that can be set for a group by clicking on the arrow in the operator dropdown list:

- AND – by using this operator, items meeting all set conditions will be processed
- OR – if you use this operator, items that meet one OR another condition will be processed
- NOT – by using this operator, items meeting the conditions will be excluded from processing. If you want to add more than one NOT condition, they have to be added as shown on screenshot below.

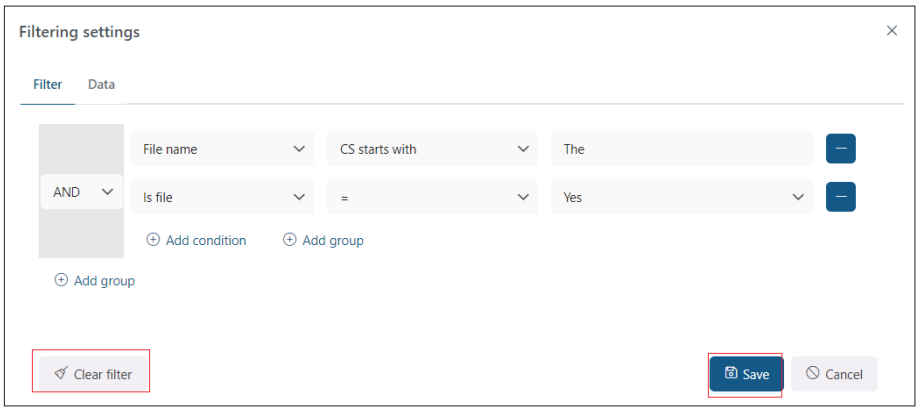




Filtering conditions and groups can be removed by clicking the – icon.



The set filtering settings can be saved by clicking the **Save** button, or you can easily remove them by pressing the **Clear filter** button in the pop-up window.



Microsoft 365 Backup

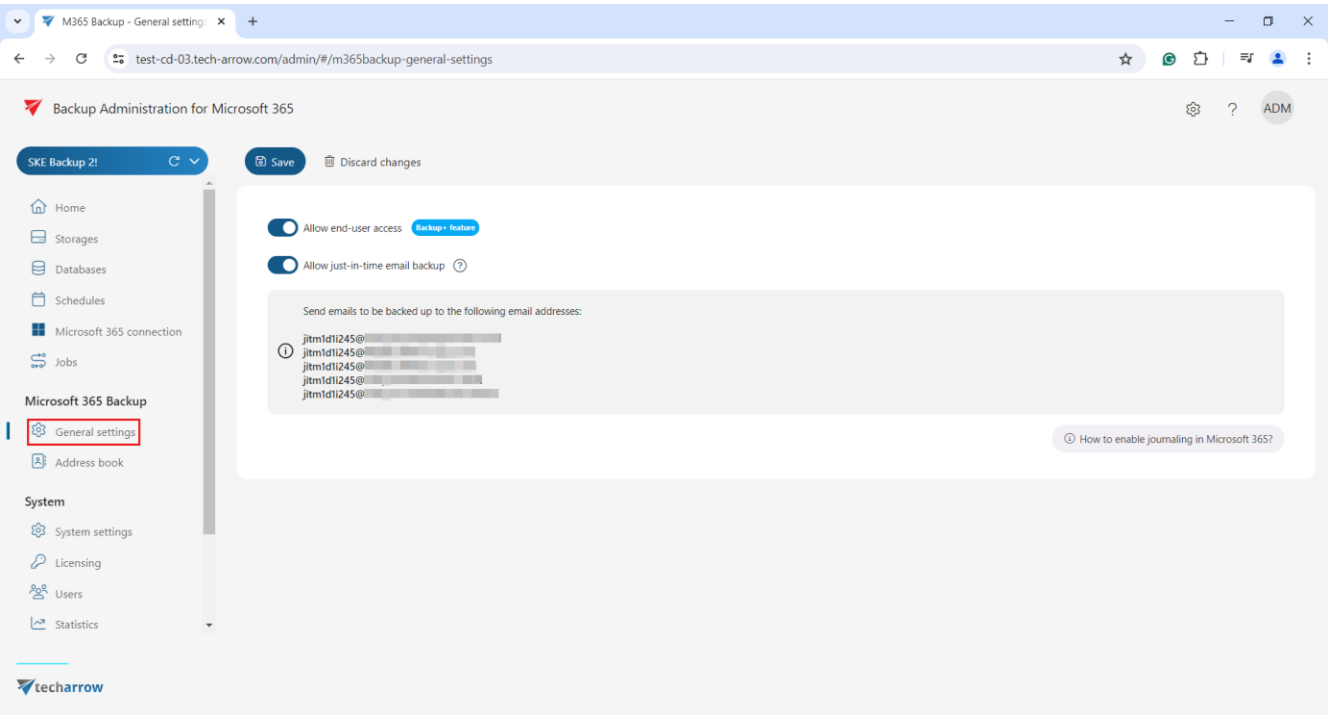
The **Microsoft 365 connection** section includes the **General settings** and **Address book** features. These features allow the user to enable end-user access or allow just-in-time backup on the General settings page. The Address book contains the list of read-only objects processed during the backup job run(s). Each tab and feature will be described in detail in the following subsections.

General settings

In the **General settings** tab, you can enable the following two options:

1. **Allow end-user access** – By enabling this option on the General settings page, the user access with the **Standard user** role can be explicitly created. This is a **Backup+ feature** tied to a license and can be configured at the tenant level. If the Backup+ is enabled on the license, the Administrator can turn on or off the "Allow end-user access" option. Users will see all backed up entities in contentACCESS Portal, which is the user interface for contantACCESS Administration. If this checkbox is disabled, the roles will be removed from the users automatically. **Important**: Upon enabling this option, user access will be created on the **next run** of a **backup job**, and only for those entities **selected** in that backup job. If this feature is disabled on the license server, the checkbox will be inactive, and the user won't be able to turn on or off the "Allow end-user access" option.

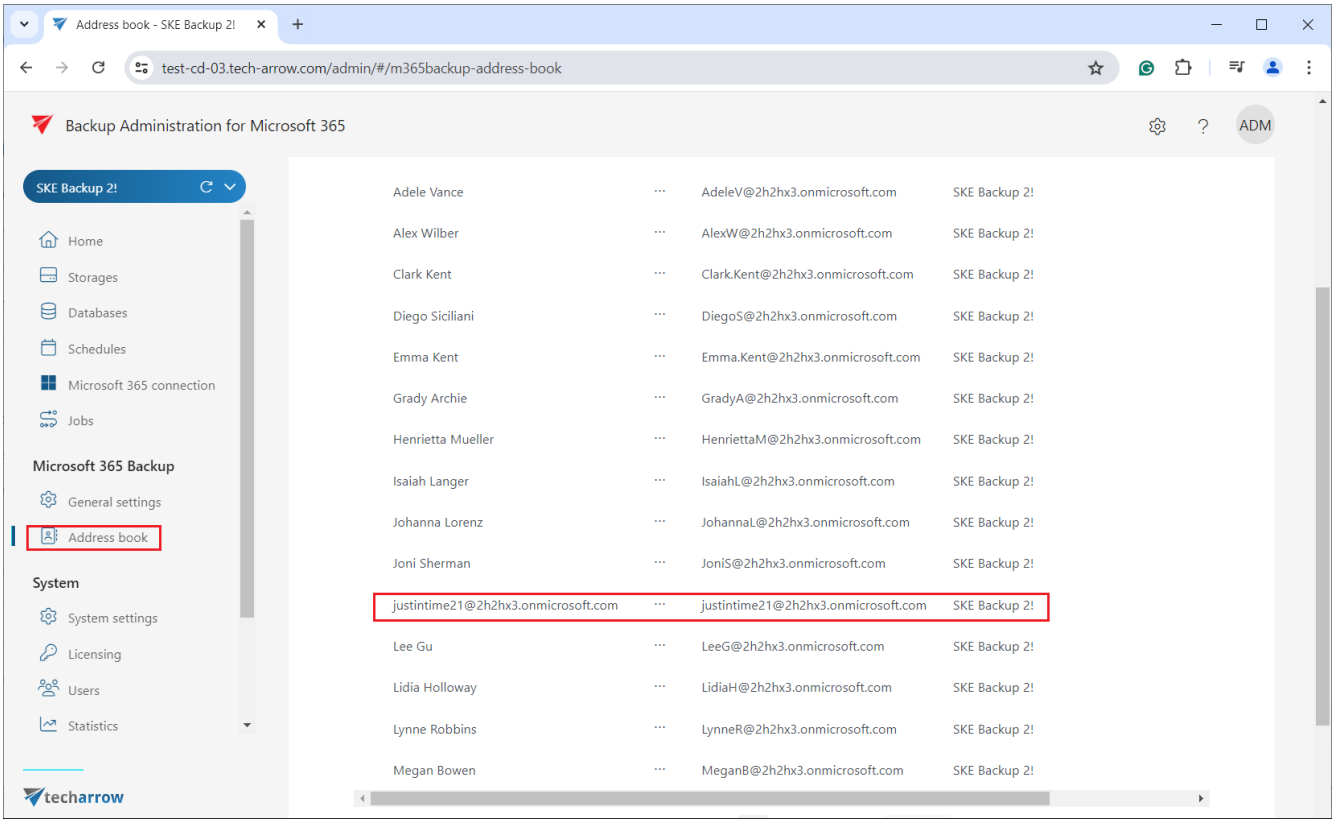
2. **Allow just-in-time email backup** – if this option is enabled, the system is ready to back up emails sent to predefined email addresses. This function automatically generates the mappings and the backup job. To use the **Allow just-in-time email backup** function, the administrator needs to set up the **journaling** in Exchange Online. The required steps are listed and described in our contentACCESS documentation, in the Microsoft 365 journaling section.



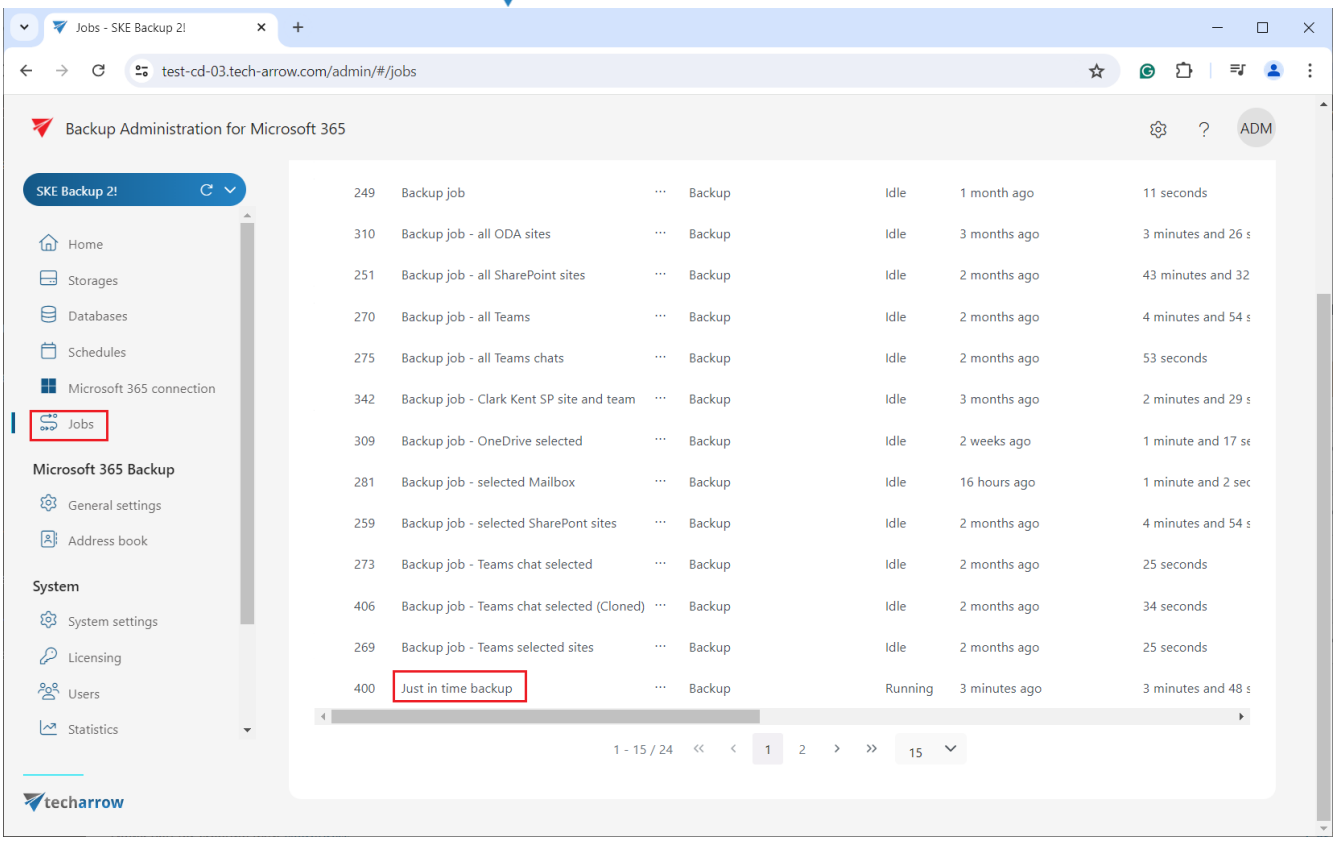
What happens if you enable the Allow just-in-time email backup?

1. On the **General settings** tab, specific domain and email address will be generated to which you can forward the emails you want to back up. If multiple options are available, you must always choose one for forwarding.

2. After saving the changes, a mailbox with a system-generated email address will appear in the **Address book** (left-side menu => Address book). The emails will be forwarded to this email address.



3. The **Just in time backup job** will be created and configured automatically on the **Jobs** page. The job will run periodically based on the schedule configuration and will process all mailboxes from the selected tenant.



Address book objects

Important: To be able to see objects in the Address book, you need to run the b**ackup job** first! Otherwise, the page will be empty.

The **Address book** tab contains a list of read-only objects that are processed during the backup job run(s). These objects are organized on the page into five tabs: Mailboxes, M365 groups and mailbox groups, SharePoint, OneDrive, Teams, and Private chats. A more detailed description of these five tabs can be found in the following subsections of this chapter.

The page also contains the **Create restore job from selection** button, which will be active and available when you select an object from the list below. For more information about this option, please refer to the Restore job section in the documentation.

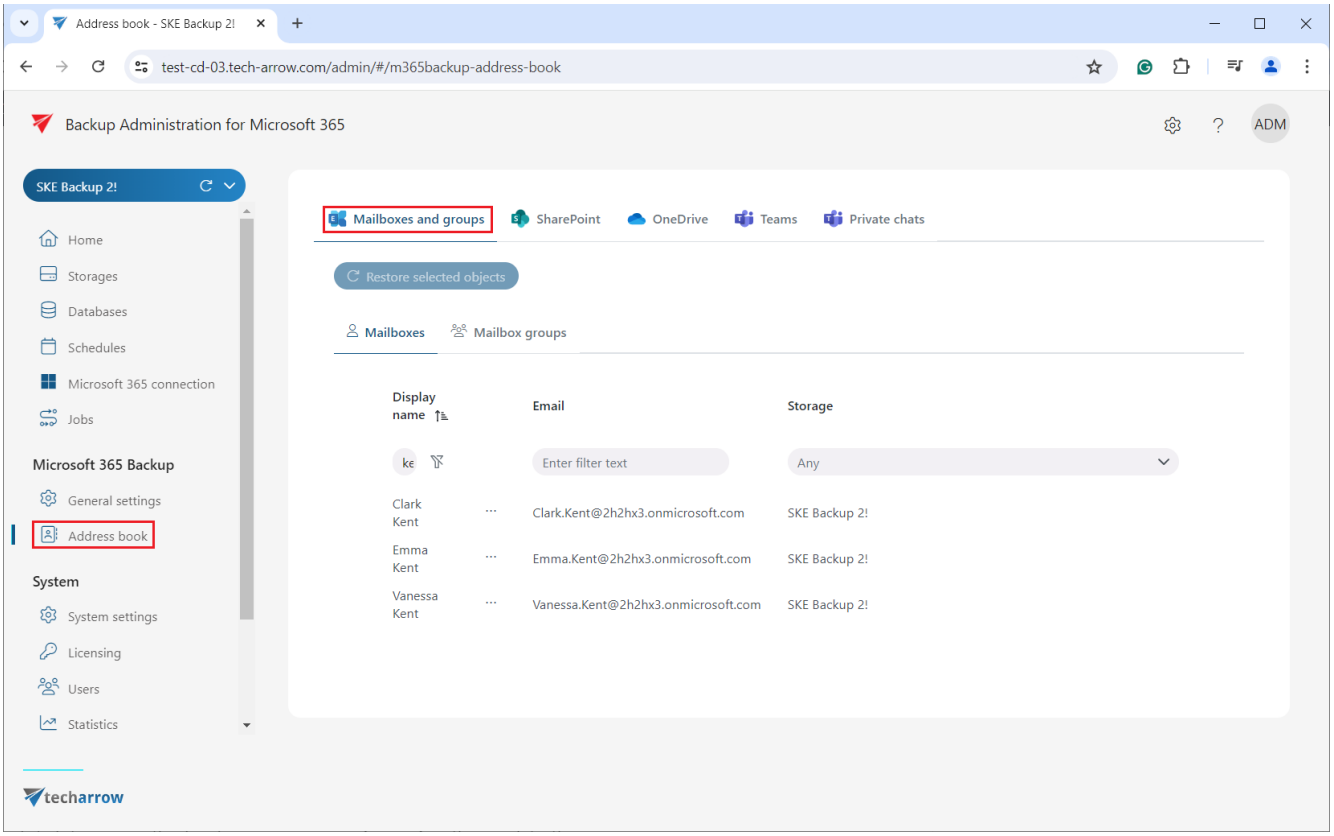
Mailboxes and mailbox groups tab

The **Mailboxes and groups** tab displays all mailboxes, M365 groups (processing both the group mailbox and members) and mailbox groups (processing only members of the selected mailbox group) processed by the backup job. This tab is further divided into two sections: Mailboxes and Mailbox groups.

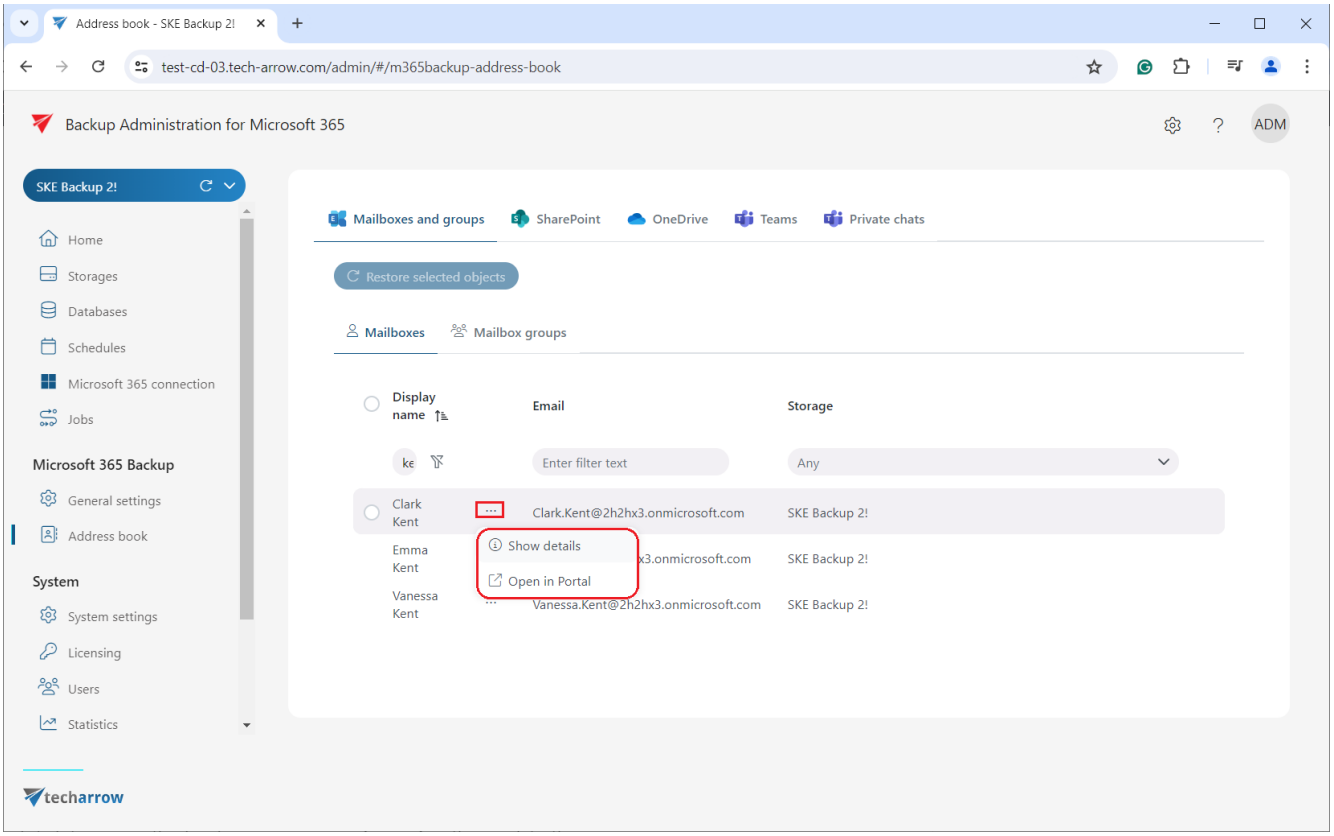
Mailboxes

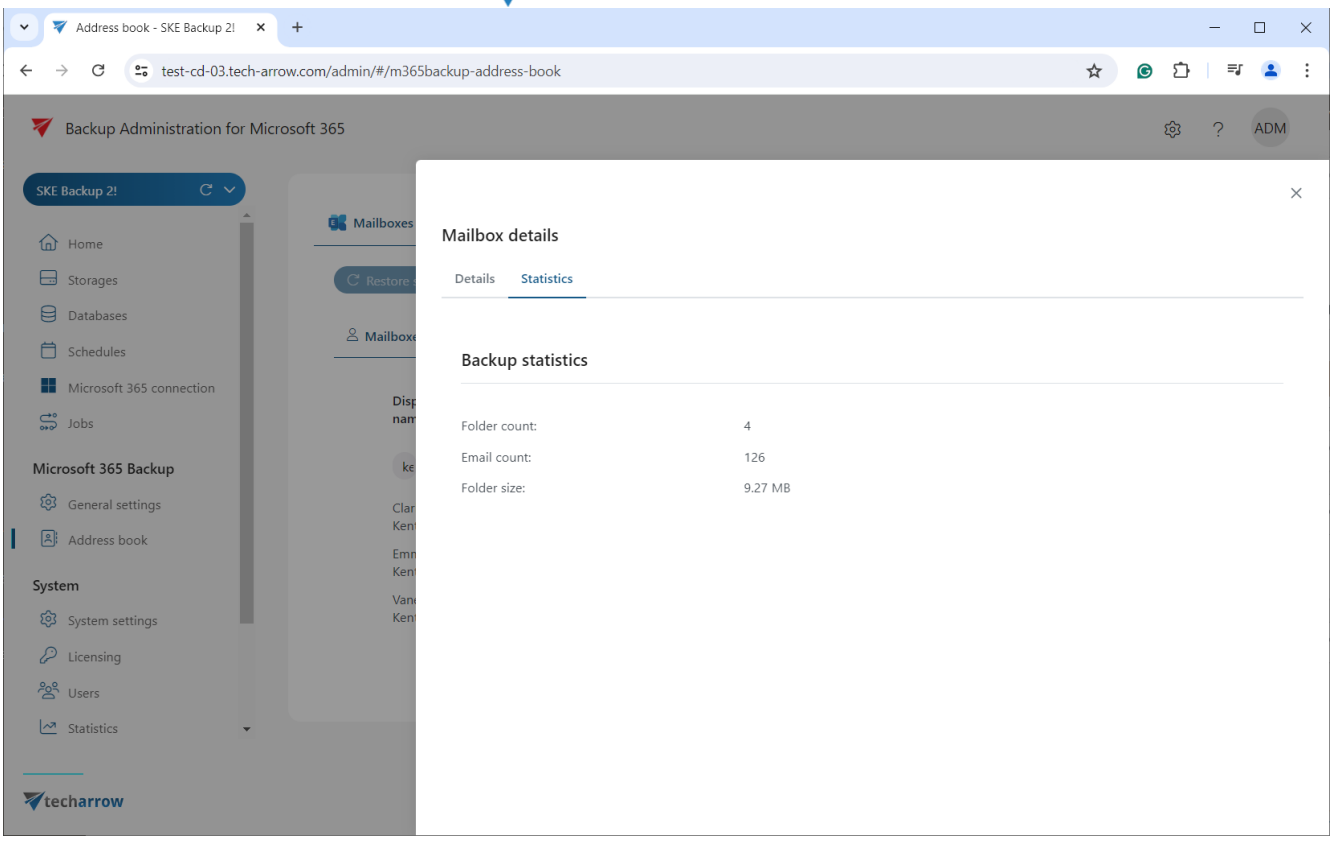
This panel includes the following columns:

- **Display name** – shows the username associated with the email address.
- **Email** – displays the email address of the user processed by the backup job. Users are listed under their respective email address in the contentACCESS Portal.
- **Storage** indicates the assigned storage for the objects, automatically assigned during the initial backup job run.



By selecting a mailbox and using its context menu, you can view detailed information by clicking "**Show details**". This action opens, where mailbox **details**, backup and index **statistics** are accessible.

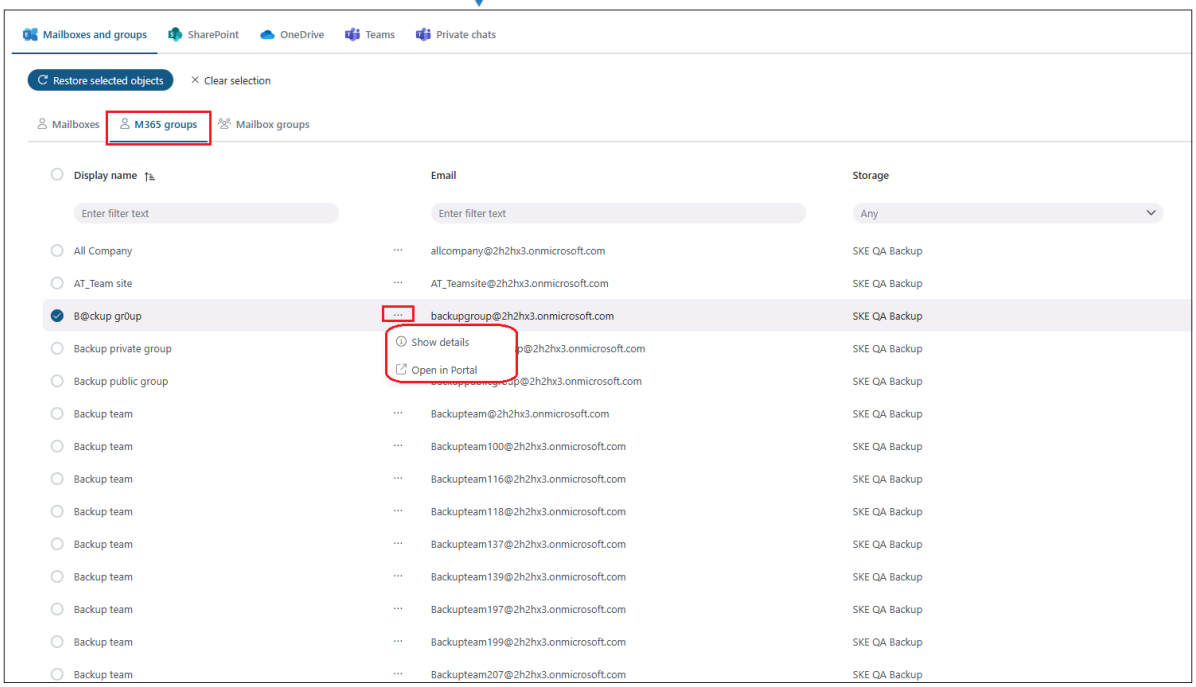




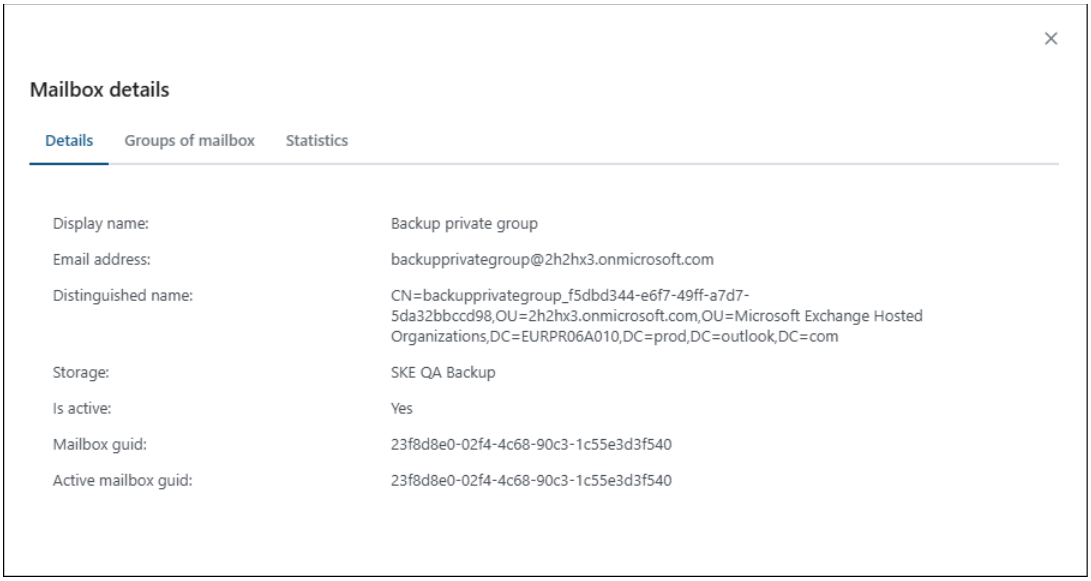
M365 groups

Here, you can see Microsoft 365 groups processed by the backup job. This panel is divided into three columns:

- **Display name** – shows the name of the M365 group
- **Email** – displays the email address of the group mailbox processed by the backup job. The groups are listed under their respective address in the contentACCESS Portal.
- **Storage** – indicates the assigned storage for the objects. The storage is automatically assigned to the group mailbox(es) during the initial backup job run.



By selecting a M365 group mailbox and using its context menu, you can view detailed information by clicking the **Show details**. In the pop-up window you can see the selected M365 group mailbox's details, list of members, and statistics.

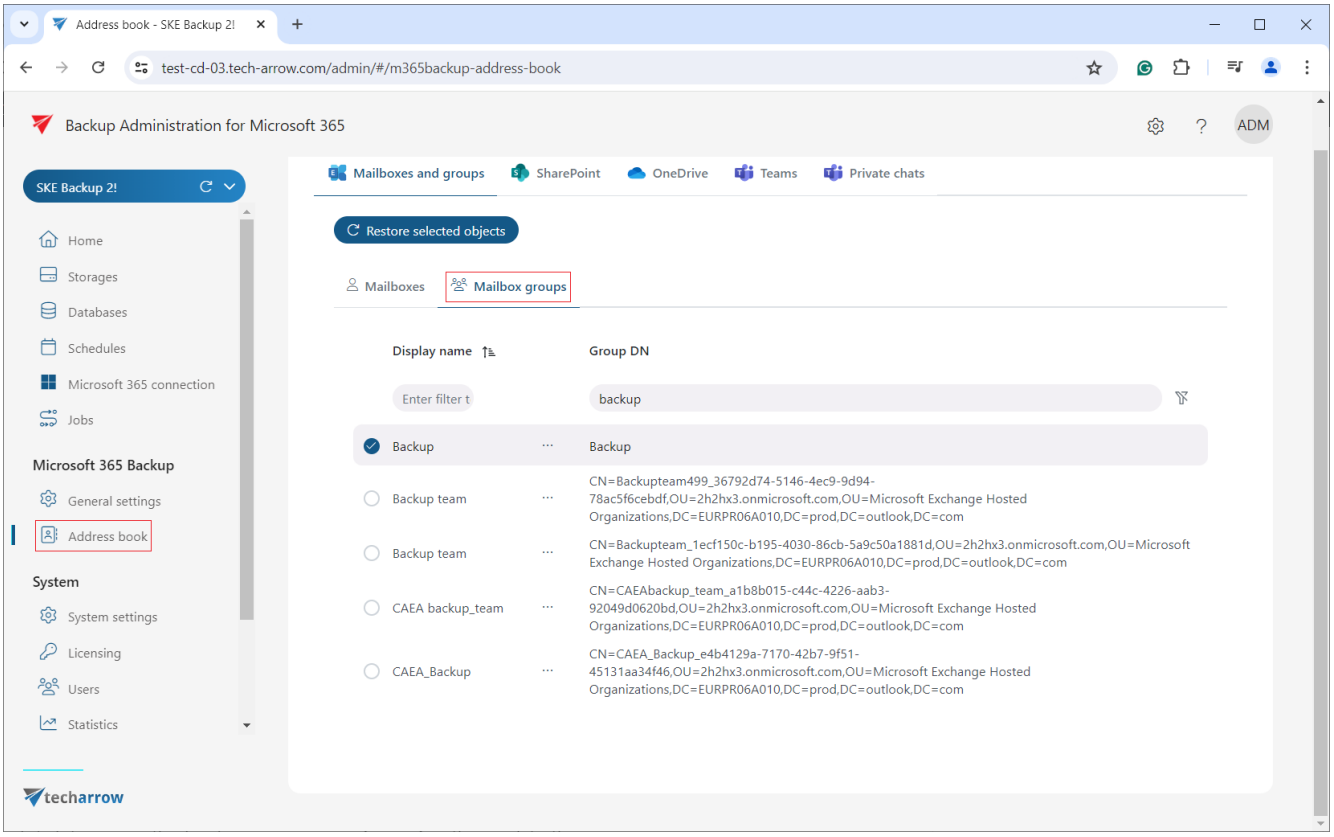


Mailbox groups

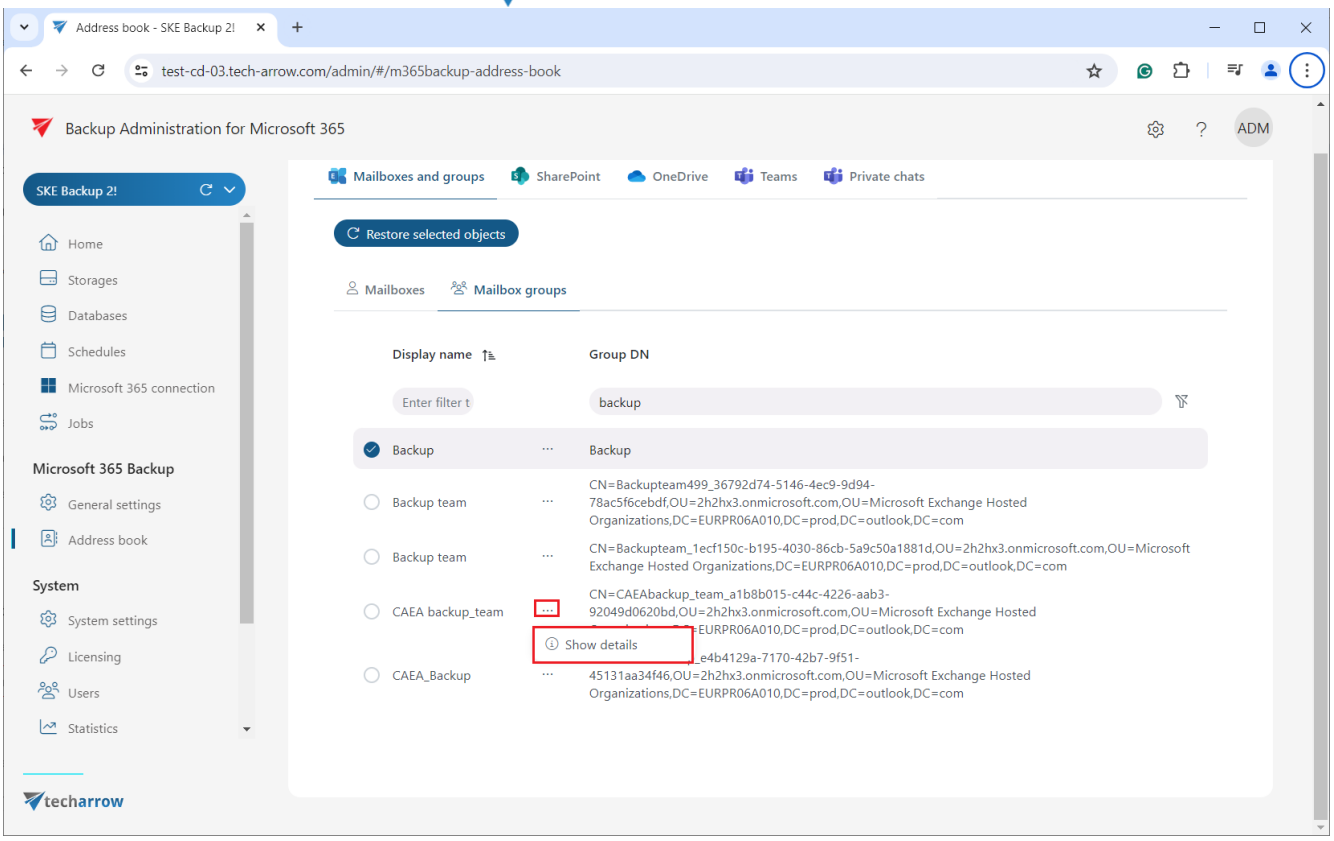
This tab contain the following details:

- **Display name** – shows the name of the mailbox groups.

- **Group DN** – specifies the distinguished name of the groups processed by the backup job.



Clicking the Show details options (select a group => context menu (...) => Show details) opens a pop-up window where additional details about the selected group can be viewed.


Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
Home
Storages
Databases
Schedules
Microsoft 365 connection
Jobs
Microsoft 365 Backup
General settings
Address book
System
System settings
Licensing
Users
Statistics
techarrow
Mailboxes and groups
SharePoint
OneDrive
Teams
Private chats
Restore selected objects
Mailboxes
Mailbox groups
Display name
Group DN
Enter filter t
backup
Backup
Backup team
CN=Backupteam499_36792d74-5146-4ec9-9d94-78ac5f6cebdf,OU=2h2hx3.onmicrosoft.com,OU=Microsoft Exchange Hosted Organizations,DC=EURPR06A010,DC=prod,DC=outlook,DC=com
Backup team
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CAEA backup_team
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Show details
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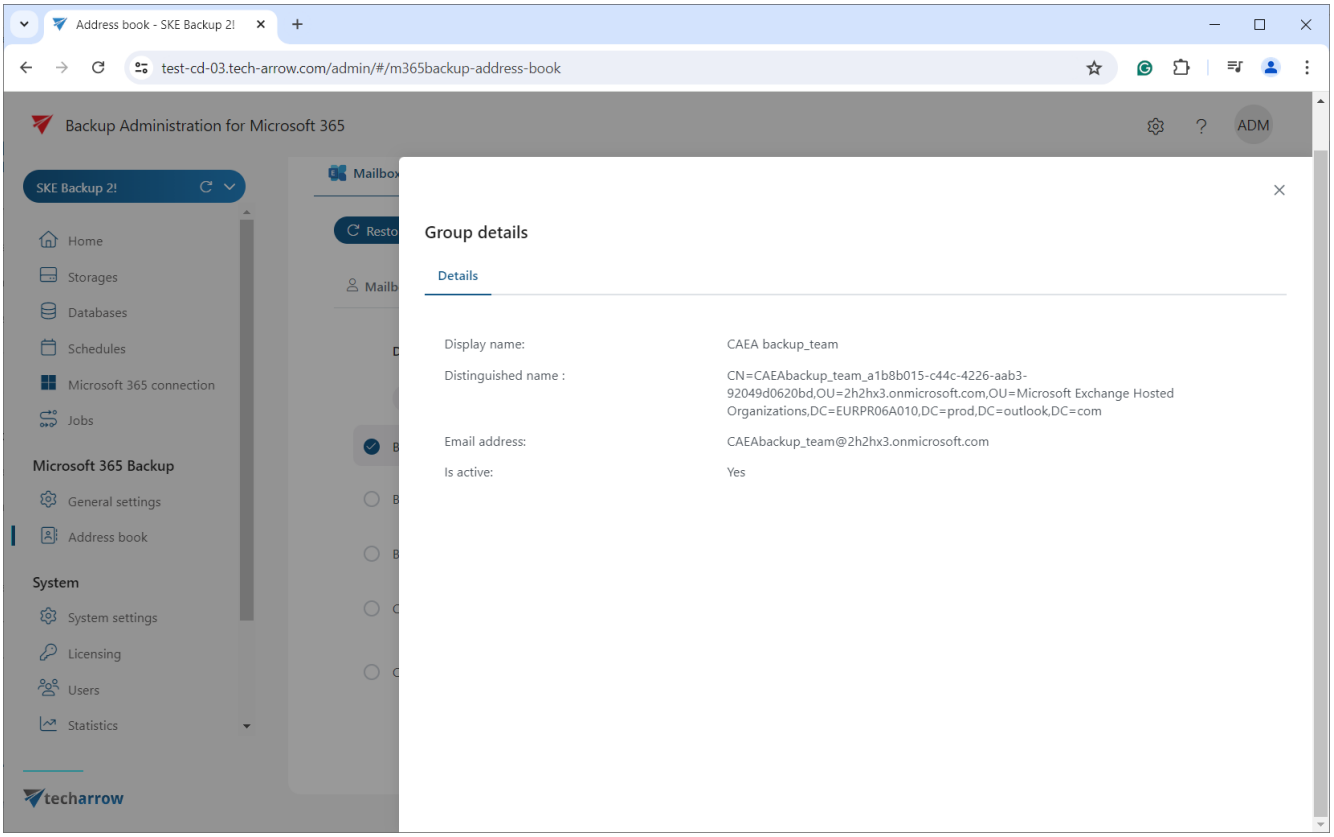
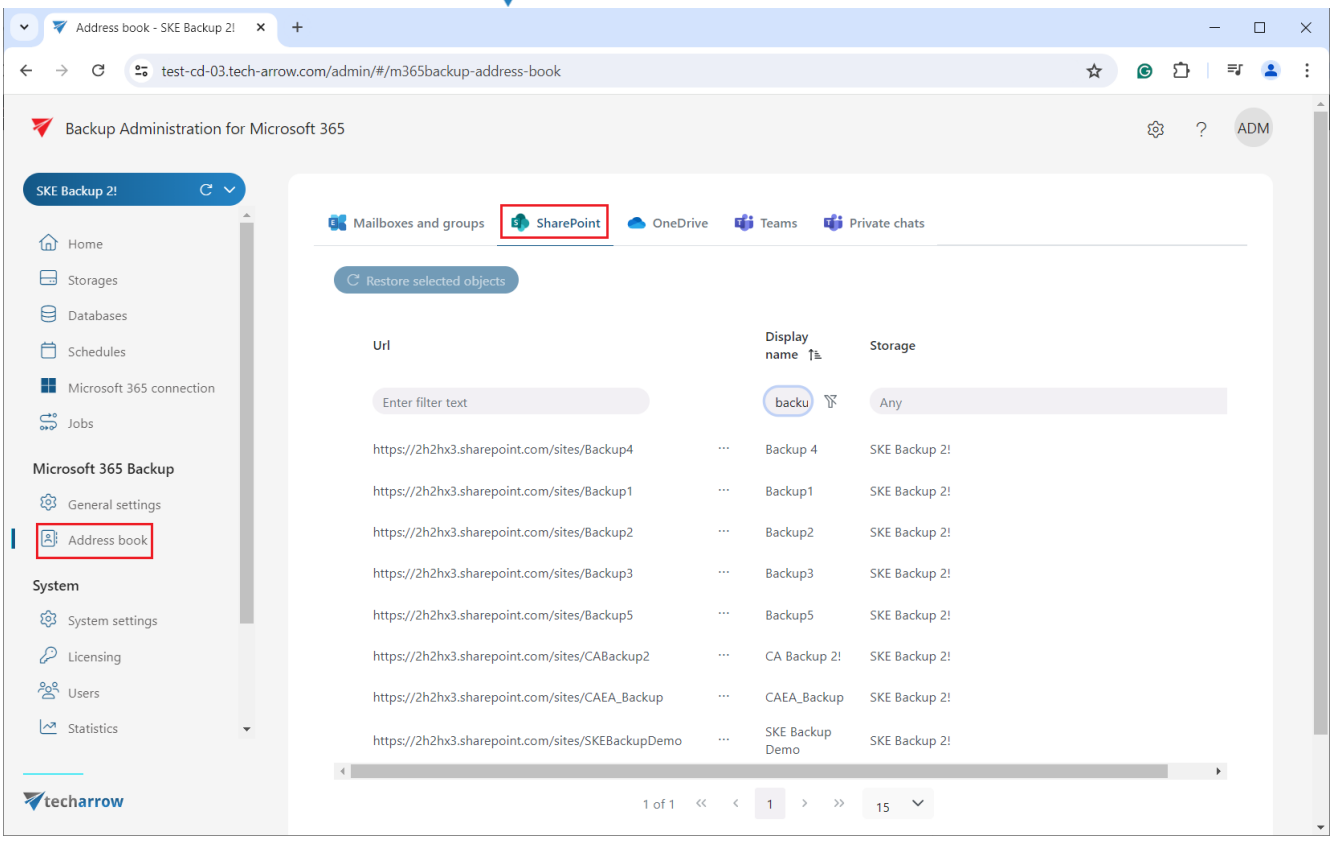

Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
Home
Storages
Databases
Schedules
Microsoft 365 connection
Jobs
Microsoft 365 Backup
General settings
Address book
System
System settings
Licensing
Users
Statistics
techarrow
Group details
Details
Display name:
CAEA backup_team
Distinguished name :
CN=CAEAbackup_team_a1b8b015-c44c-4226-aab3-92049d0620bd,OU=2h2hx3.onmicrosoft.com,OU=Microsoft Exchange Hosted Organizations,DC=EURPR06A010,DC=prod,DC=outlook,DC=com
Email address:
CAEAbackup_team@2h2hx3.onmicrosoft.com
Is active:
Yes

Sorting functionality available on both the Mailboxes and Mailbox groups tabs. Click on a column name (Display name, Email, Group DN) to sort items in ascending or descending order. Entities can also be **filtered** by entering filter text (in the Display name, Email, or Group DN columns), selecting from listed storages via the dropdown menu, or using **keywords** in the search textbox.

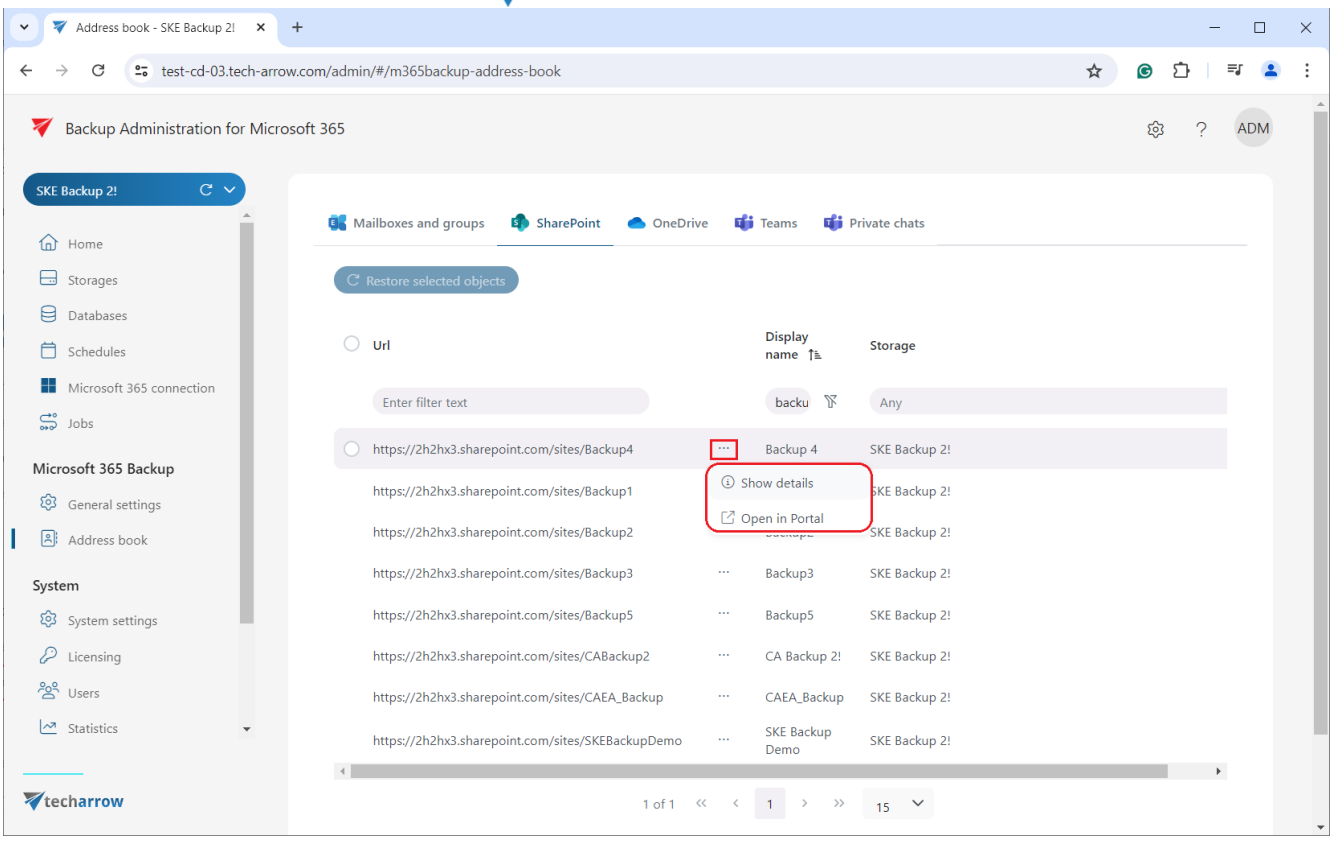
SharePoint tab

The **SharePoint** tab displays all SharePoint sites processed by the backup job. The following columns are shown here:

- **URL** – displays the URL of the SharePoint site, where its content is stored
- **Display name** – shows the name under which the SharePoint site is listed in the Address book and the Portal after the backup job
- **Storage** – indicates the assigned storage to the objects, automatically assigned during the initial backup job run.



To view details of a selected SharePoint site, use the **context menu** and click on the **Show details** option. A pop-up window opens, where you can view basic information about the site (Details tab) or check backup statistics for the selected SharePoint site.


Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
ADM
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Home
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Microsoft 365 Backup
General settings
Address book
System
System settings
Licensing
Users
Statistics
techarrow
Mailboxes and groups
SharePoint
OneDrive
Teams
Private chats
Restore selected objects
Url
Display name
Storage
Enter filter text
backu
Any
https://2h2hx3.sharepoint.com/sites/Backup4
Backup 4
SKE Backup 2!
Show details
Open in Portal
https://2h2hx3.sharepoint.com/sites/Backup1
https://2h2hx3.sharepoint.com/sites/Backup2
https://2h2hx3.sharepoint.com/sites/Backup3
Backup3
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Backup5
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CA Backup 2!
https://2h2hx3.sharepoint.com/sites/CAEA_Backup
CAEA_Backup
https://2h2hx3.sharepoint.com/sites/SKEBackupDemo
SKE Backup Demo
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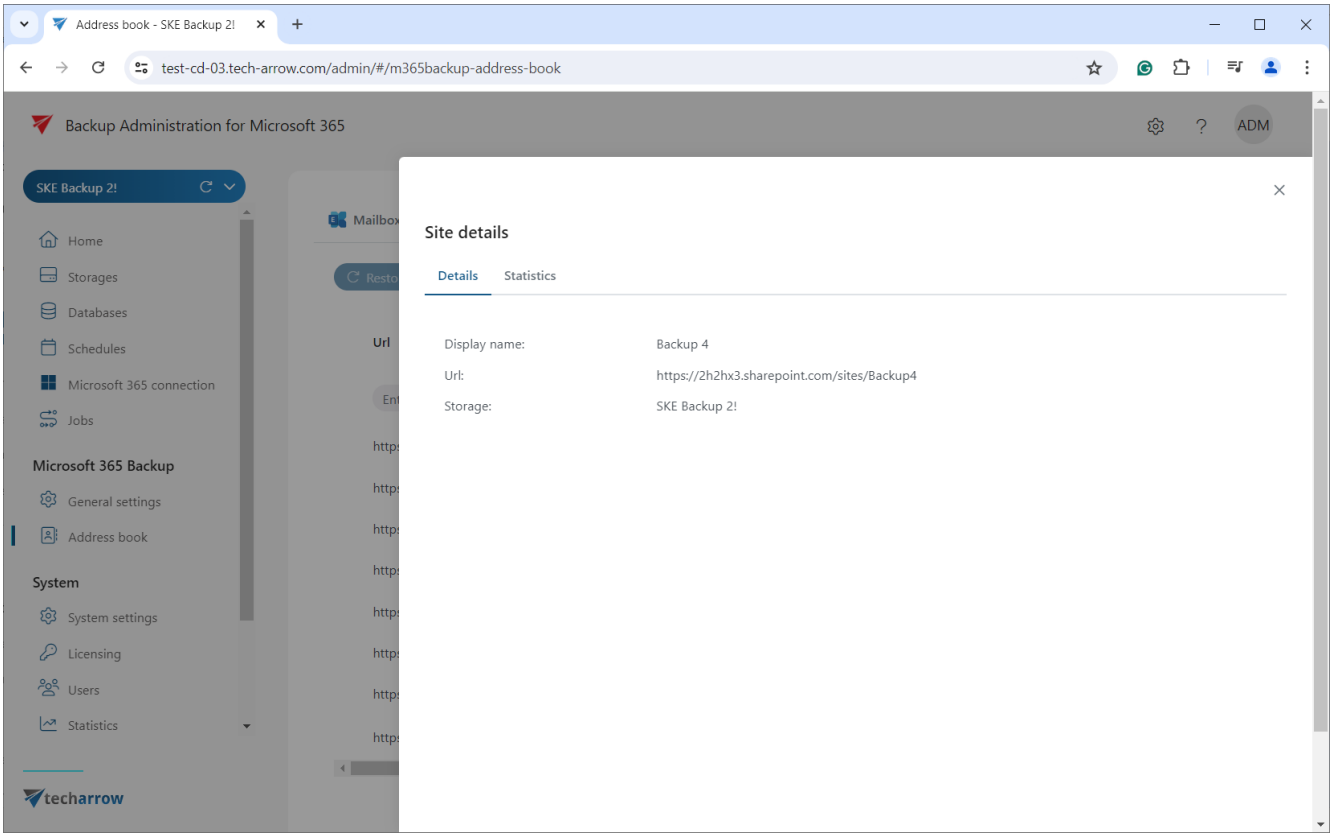

Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
Home
Storages
Databases
Schedules
Microsoft 365 connection
Jobs
Microsoft 365 Backup
General settings
Address book
System
System settings
Licensing
Users
Statistics
techarrow
Site details
Details
Statistics
Display name:
Backup 4
Url:
https://2h2hx3.sharepoint.com/sites/Backup4
Storage:
SKE Backup 2!

Both **sorting** and **filtering** options are available on the SharePoint tab.

To sort items in reverse order, simply click on a column name (URL, Display name).

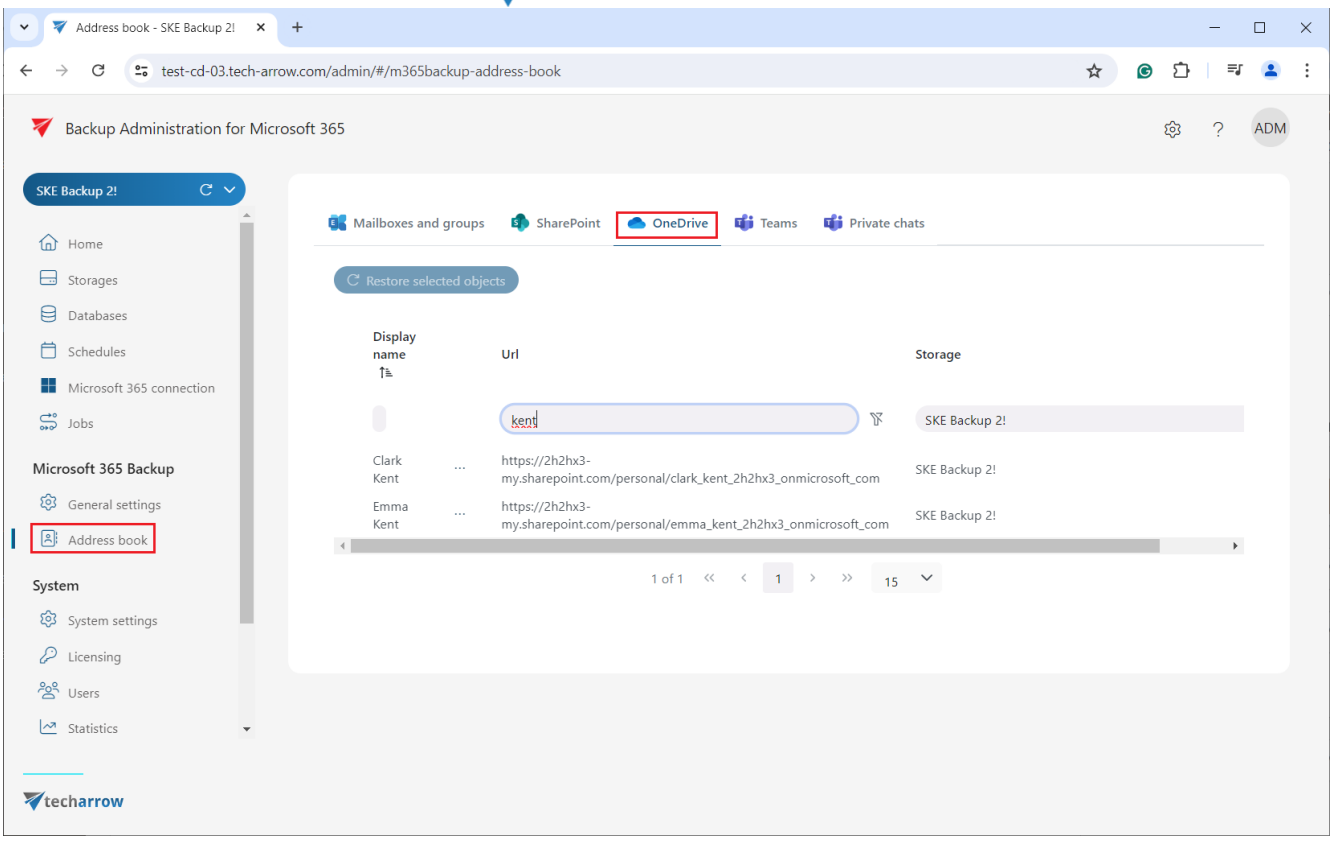
Please note, that sorting is enabled only on the Storage column if multiple storages are present.

Filtering can be performed by entering filter text (URL and Display name columns), selecting from the listed storages via the dropdown menu, or using keywords in the search textbox.

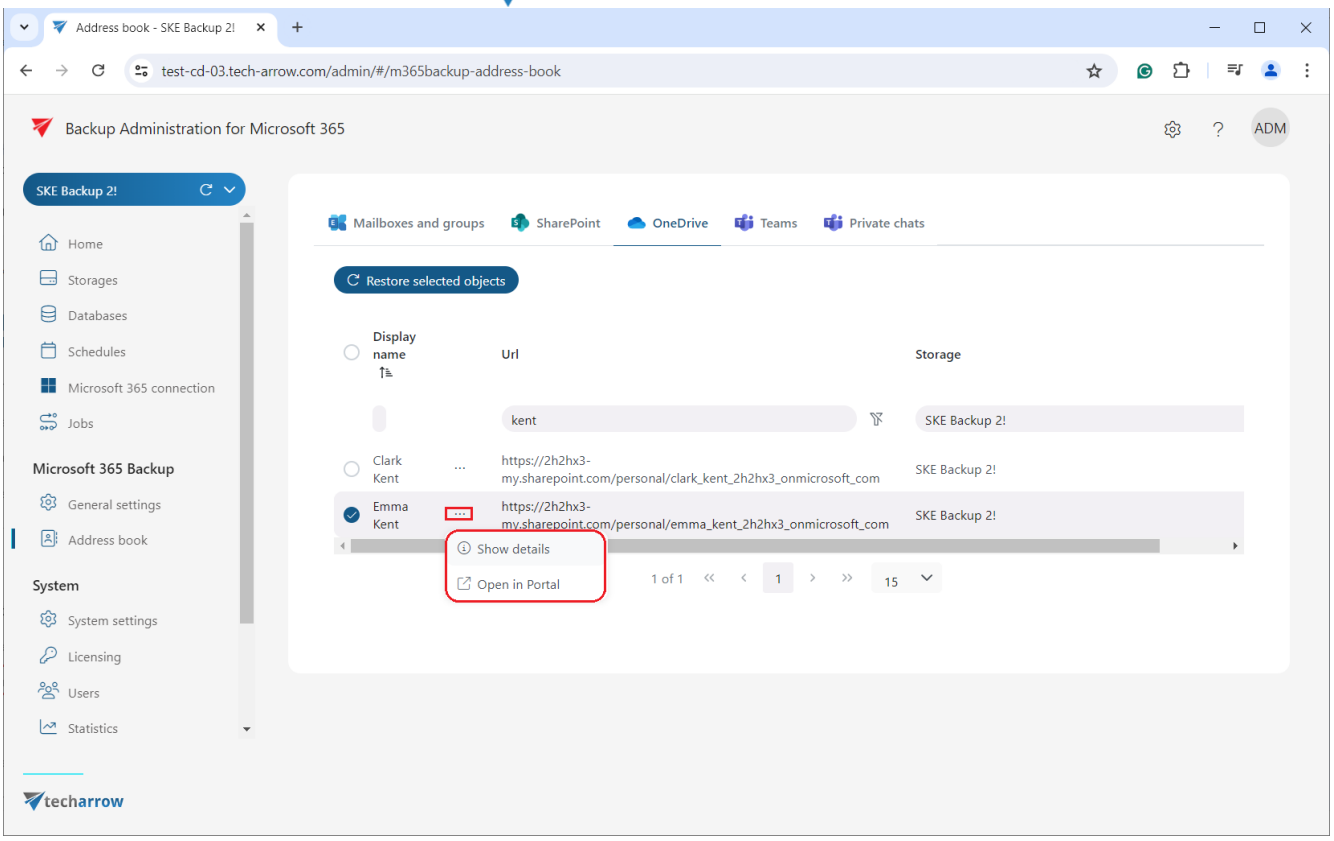
OneDrive tab

The **OneDrive** tab shows all OneDrive sites that were processed by the backup job. The following columns are displayed here:

- **Display name** – owner of the OneDrive account. The OneDrive entity is listed under this name in the Address book and the Portal after the backup job
- **URL** – shows the URL of the OneDrive account where the content is stored
- **Storage** – indicates the assigned storage for the objects. It is assigned automatically during the first run of the backup job.



Using a selected OneDrive site's **context menu**, you can view the site details by clicking the **Show details** option. A pop-up window will open, where you can view basic information about the site (Details tab) or check the backup statistics of the currently selected OneDrive site.


Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
ADM
SKE Backup 2!
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Licensing
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Statistics
techarrow
Mailboxes and groups
SharePoint
OneDrive
Teams
Private chats
Restore selected objects
Display name
Url
Storage
kent
SKE Backup 2!
Clark Kent
https://2h2hx3-my.sharepoint.com/personal/clark_kent_2h2hx3_onmicrosoft_com
SKE Backup 2!
Emma Kent
https://2h2hx3-my.sharepoint.com/personal/emma_kent_2h2hx3_onmicrosoft_com
SKE Backup 2!
Show details
Open in Portal
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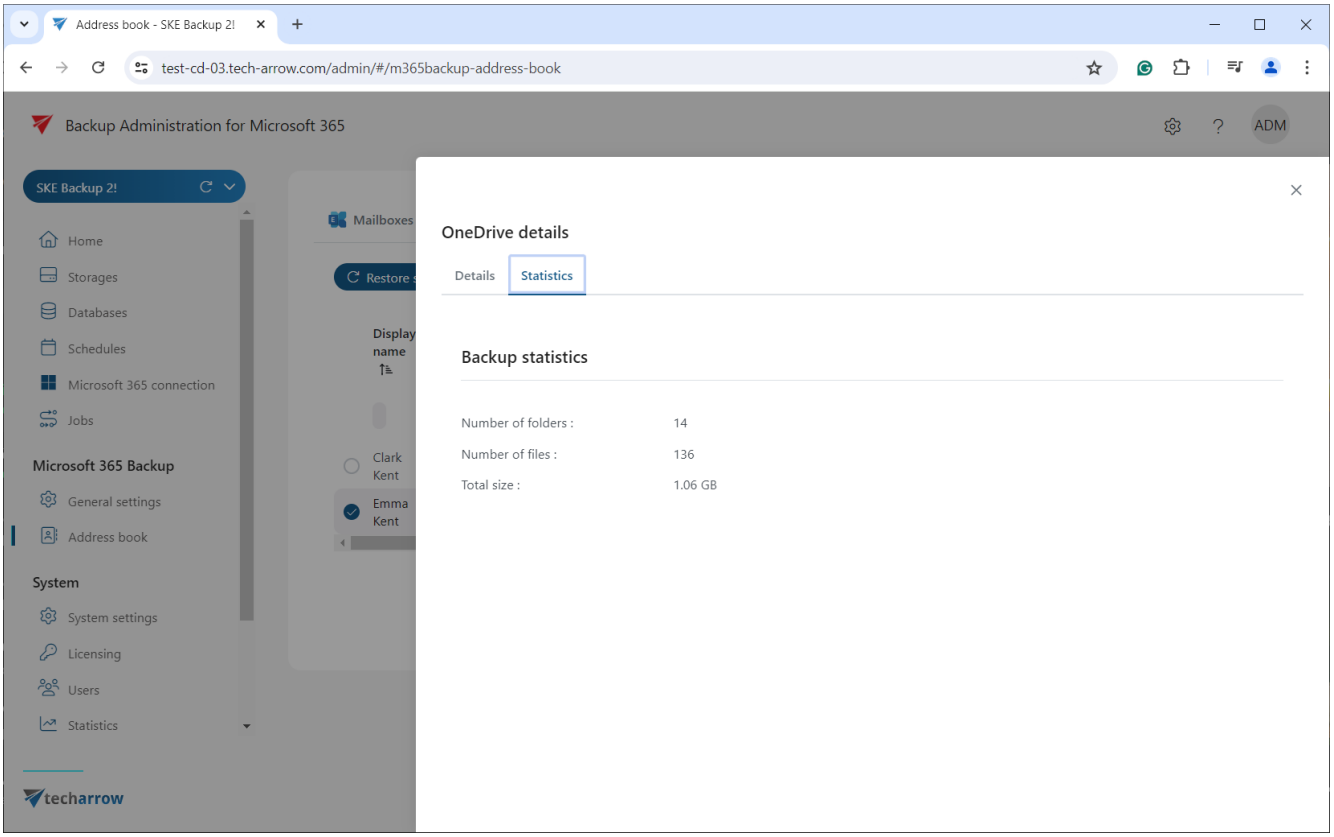
15


Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
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Microsoft 365 Backup
General settings
Address book
System
System settings
Licensing
Users
Statistics
techarrow
Mailboxes
Restore
Display name
Clark Kent
Emma Kent
OneDrive details
Details
Statistics
Backup statistics
Number of folders : 14
Number of files : 136
Total size : 1.06 GB

Both **sorting** and **filtering** options are available on the OneDrive tab.

To see the items in the reverse order, simply click on a column name (URL, Display name).

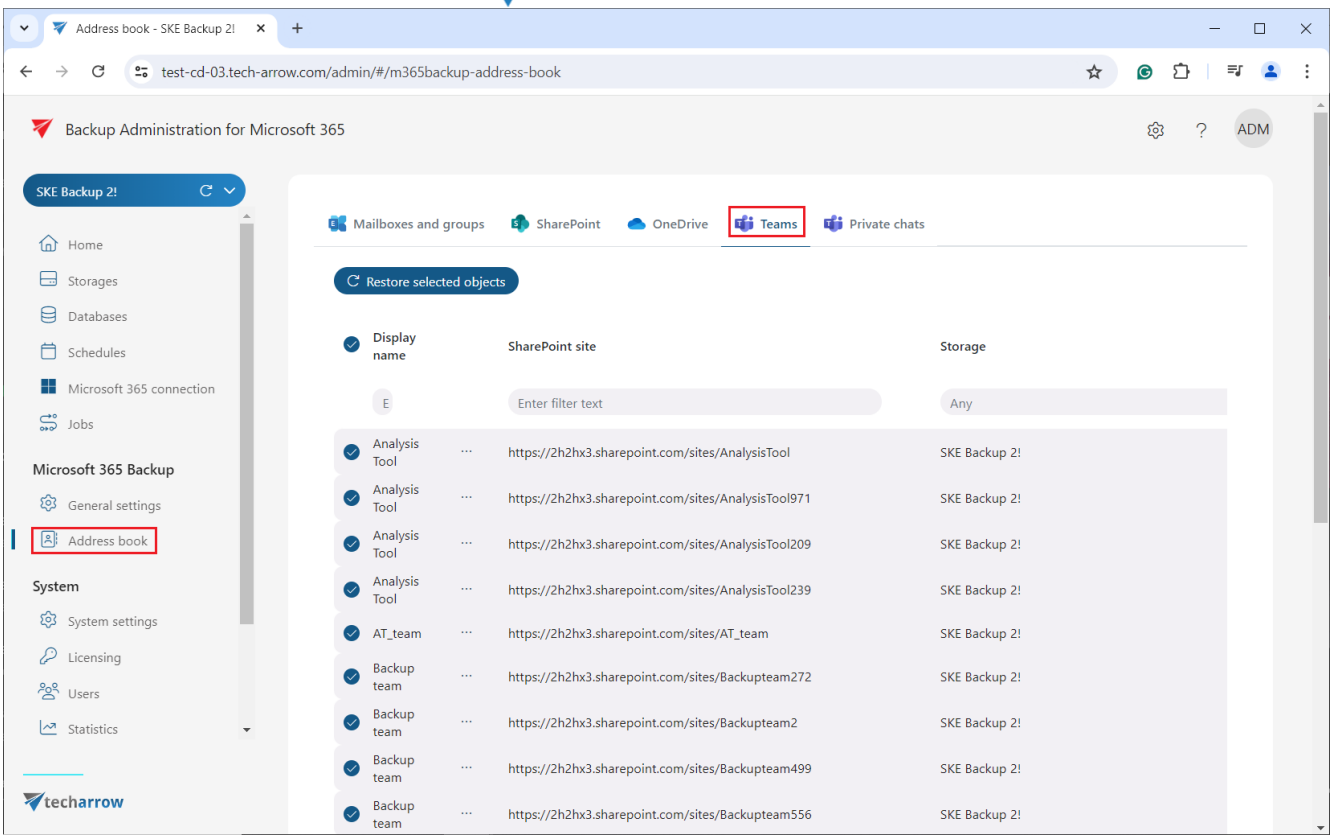
Please note, that sorting is only enabled on the Storage column if there is more than one storage.

Filtering can be done by entering the filter text (URL and Display name columns), by using the dropdown menu to select from the listed storages, or by entering the keyword into the search textbox.

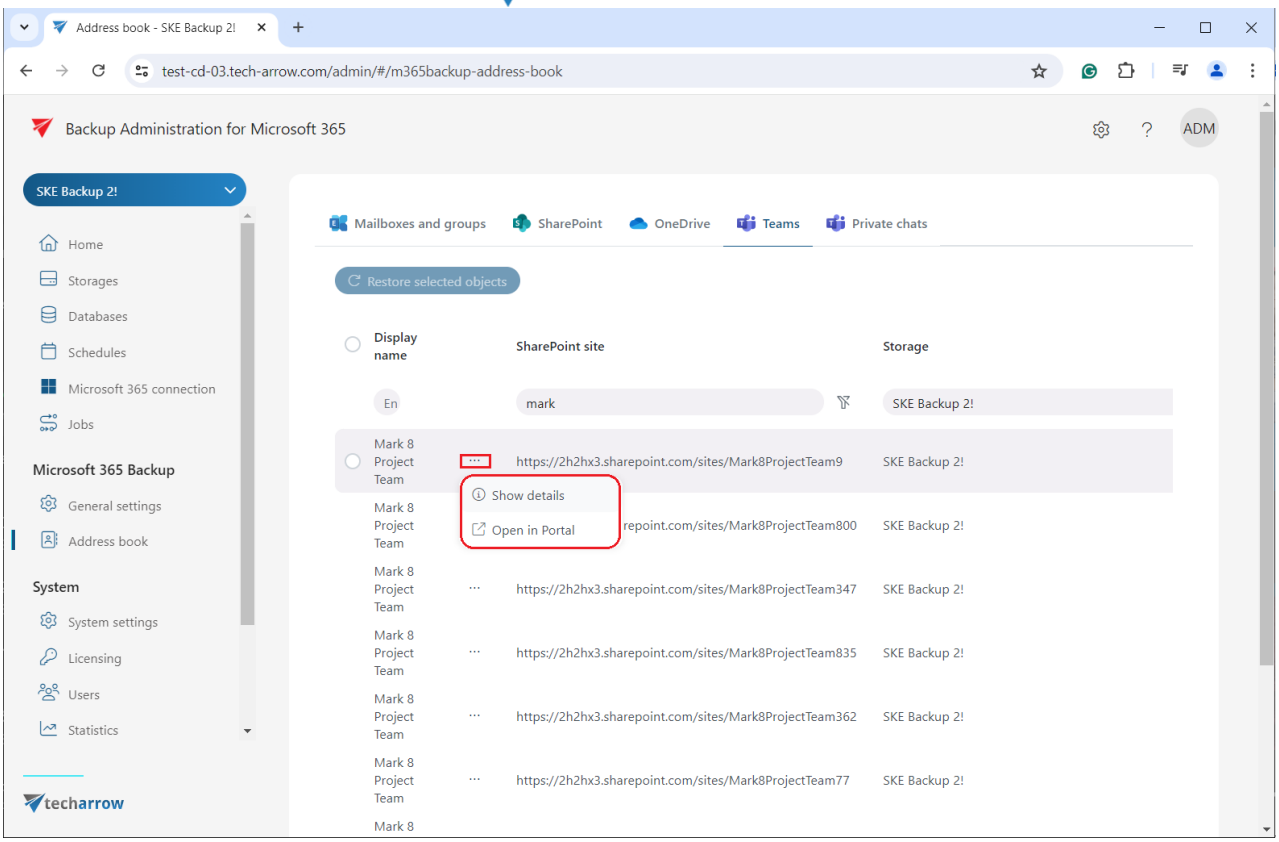
Teams tab

The **Teams** tab shows all teams that were processed by the backup job. The following columns are displayed here:

- **Display name** – shows the name of the team. The entities are listed under this name in the Address book and the Portal after the backup job
- **SharePoint site** – displays the SharePoint site where the content of the team is stored.
- **Storage** – indicates the assigned storage for the objects, automatically assigned during the first run of the backup job.



By selecting a team and using its**context menu**, you can view detailed information by clicking on the **Show details** option. This action opens a pop-up window, where team details and backup statistics are accessible.


Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
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Licensing
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Statistics
techarrow
Mailboxes and groups
SharePoint
OneDrive
Teams
Private chats
Restore selected objects
Display name
SharePoint site
Storage
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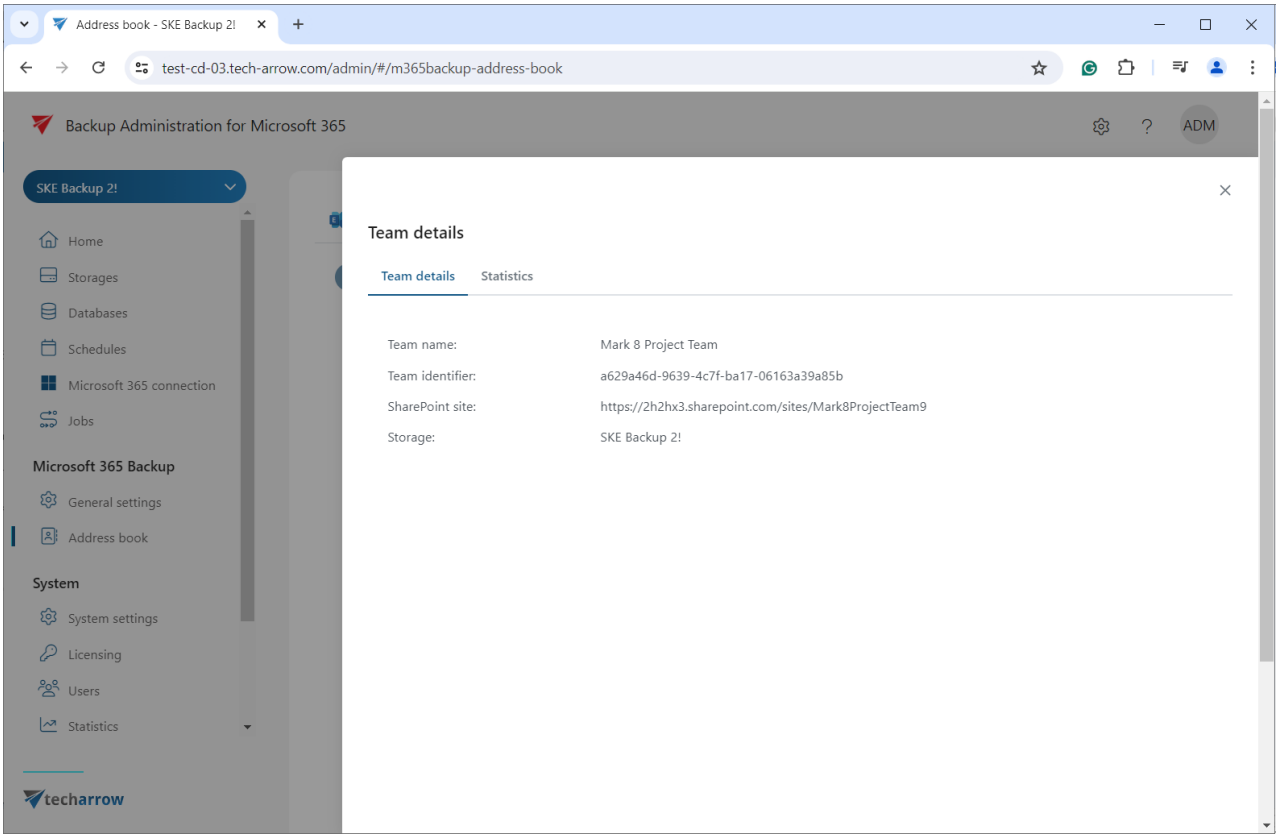
SKE Backup 2!
Mark 8 Project Team
https://2h2hx3.sharepoint.com/sites/Mark8ProjectTeam9
Show details
Open in Portal
https://2h2hx3.sharepoint.com/sites/Mark8ProjectTeam347
https://2h2hx3.sharepoint.com/sites/Mark8ProjectTeam835
https://2h2hx3.sharepoint.com/sites/Mark8ProjectTeam362
https://2h2hx3.sharepoint.com/sites/Mark8ProjectTeam77


Address book - SKE Backup 2!
test-cd-03.tech-arrow.com/admin/#/m365backup-address-book
Backup Administration for Microsoft 365
ADM
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Microsoft 365 Backup
General settings
Address book
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System settings
Licensing
Users
Statistics
techarrow
Team details
Team details
Statistics
Team name:
Mark 8 Project Team
Team identifier:
a629a46d-9639-4c7f-ba17-06163a39a85b
SharePoint site:
https://2h2hx3.sharepoint.com/sites/Mark8ProjectTeam9
Storage:
SKE Backup 2!

Both **sorting** and **filtering** options are enabled on the Teams tab.

Click on a column name (Display name or SharePoint site), and the items will be displayed in reverse order.

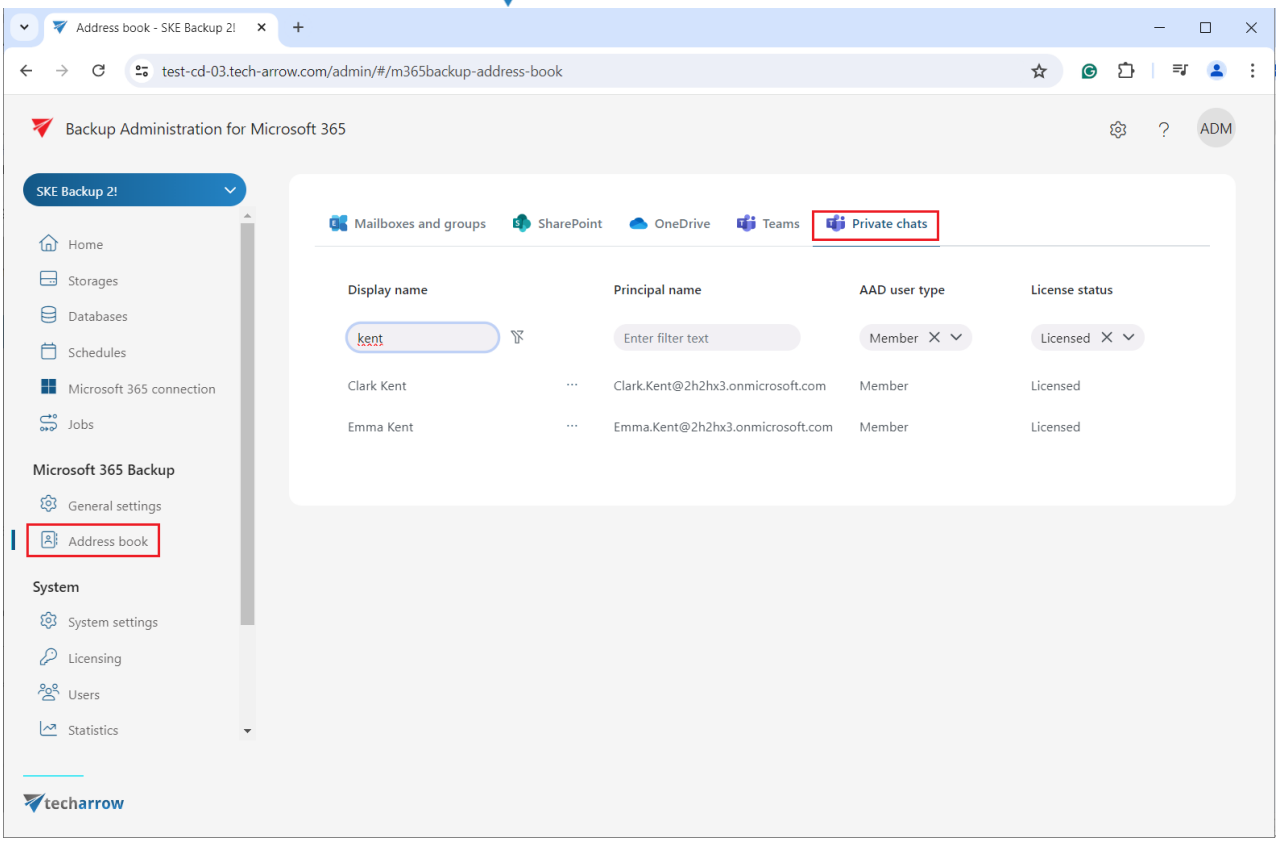
Sorting is only available on the Storage column if multiple storages are present.

Filtering can be performed by entering the filter text (Display name and SharePoint site columns), by using the dropdown menu to select from the listed storages, or by entering the keyword into the search textbox.

Private chats tab

The **Private chats** tab shows all private chats processed by the backup job. The following columns are displayed here:

- **Display name** – shows the name of the team. The entities are listed under this name in the Address book and the Portal after the backup job
- **Principal name** – displays the email address that the user is using to log into Teams
- **AAD user type** – this column shows the user type of the selected user in **Azure Active directory**. There are 4 options: Unspecified, Other, Member, and Guest
- **License status** – indicates if a license is assigned to the user. There are 4 types: Allowed, Licensed, Deactivated, and Guest.


Address book - SKE Backup 2!
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System settings
Licensing
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techarrow
Mailboxes and groups
SharePoint
OneDrive
Teams
Private chats
Display name
Principal name
AAD user type
License status
kent
Enter filter text
Member
Licensed
Clark Kent
Clark.Kent@2h2hx3.onmicrosoft.com
Member
Licensed
Emma Kent
Emma.Kent@2h2hx3.onmicrosoft.com
Member
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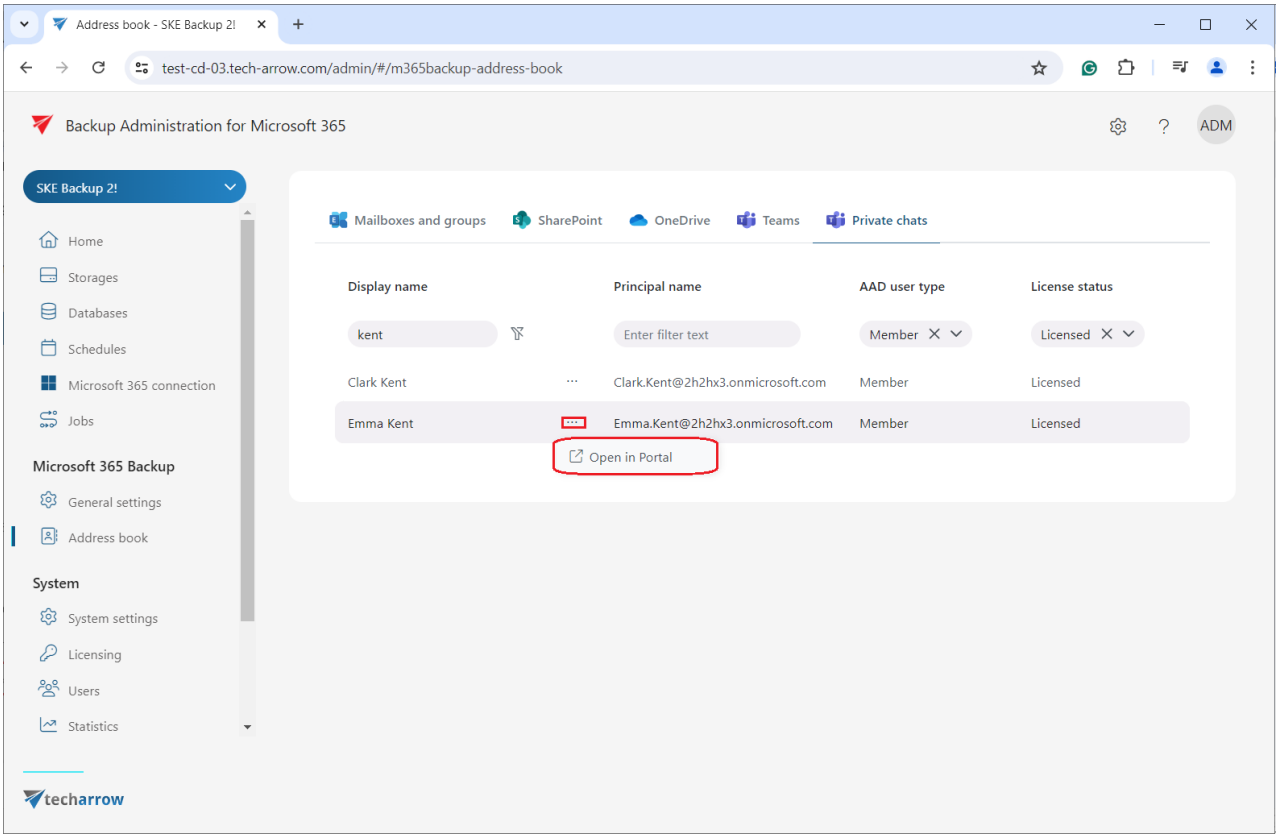
Address book - SKE Backup 2!
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System settings
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techarrow
Mailboxes and groups
SharePoint
OneDrive
Teams
Private chats
Display name
Principal name
AAD user type
License status
kent
Enter filter text
Member
Licensed
Clark Kent
Clark.Kent@2h2hx3.onmicrosoft.com
Member
Licensed
Emma Kent
Emma.Kent@2h2hx3.onmicrosoft.com
Member
Licensed
Open in Portal

Sorting and **filtering** options are available on the Private chats tab. Click on a column name (Display name or Principal name), and the items will be displayed in reverse order.

Filtering can be done by entering the filter text (Display name and Principal name columns), by using the dropdown menu to select from the listed AAD user types and License statuses, or by entering a keyword into the search textbox.

System Insights

System Insights provides real-time visibility into the performance of your backup and archiving environment. It is built directly into Administration UI and offers clear analytics in all key areas, helping you troubleshooting faster, use your resources more efficiently, and making informed decisions.
System Insights processes and displays information instantly, allowing you to view the most current data at any time. You can easily switch between a complete system overview and a detailed view of specific operations. The feature is built on modern technology, using **TimescaleDB** over **PostgreSQL** for maximum performance and real-time analysis, while also **supporting SQL Server 2022 and later** to ensure flexible deployment options.

Through System Insights, you can monitor live metrics such as CPU usage, memory consumption, application memory usage and the number of running jobs, while allowing for proactive workload management.

System Insights is compatible with both **MSSQL** and **PostgreSQL** databases, although PostgreSQL is recommended because the TimescaleDB extension is ideally suited for this type of workload. If selected during **first** installation, contentACCESS automatically installs PostgreSQL and creates the required database.

However, it is not possible to switch from MSSQL to PostgreSQL during an update; PostgreSQL can only be used if the system was originally installed with it or if a first installation is performed. The feature is available starting from contentACCESS version 7.1. To use it, the SQL server version must be **2022 or later**, and PostgreSQL must be version **16.9.1 or newer**.

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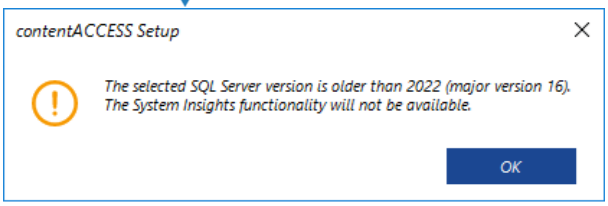
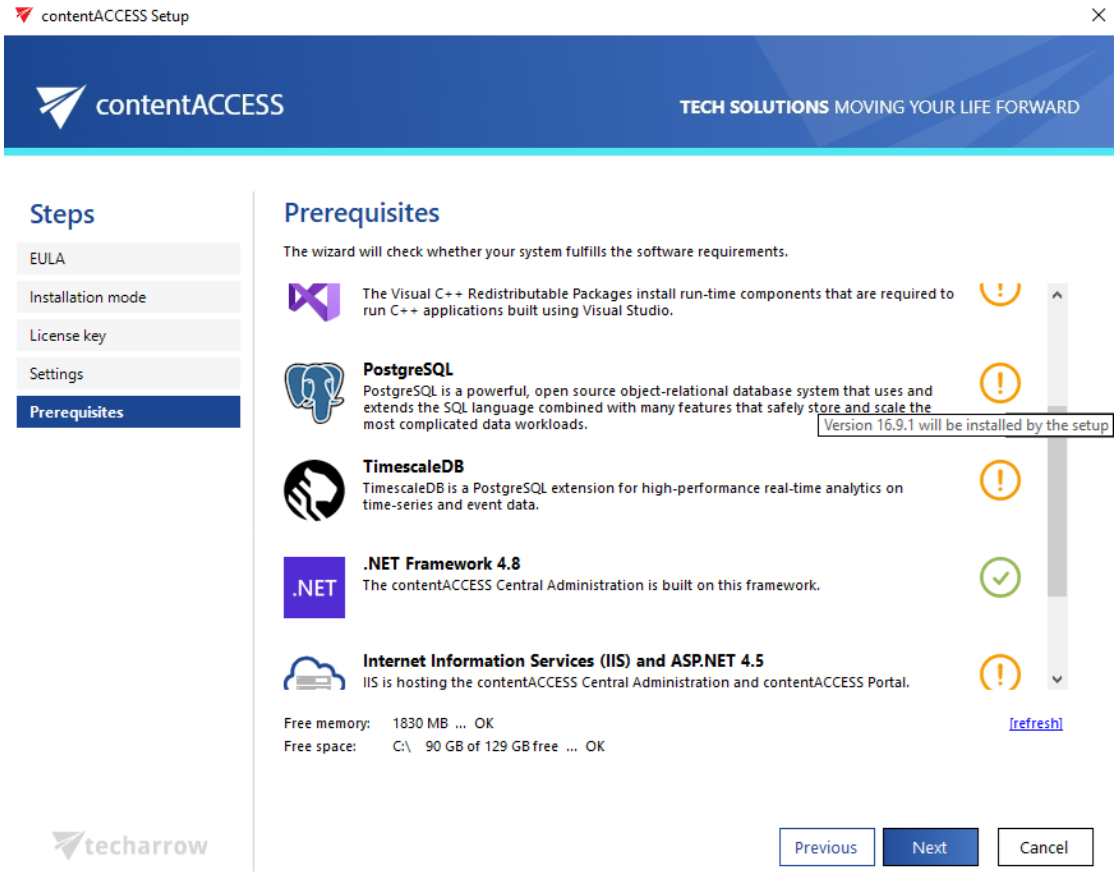


If these requirements are met, the installation package will automatically deploy System Insights. If an older version of PostgreSQL is detected, the installer will update it automatically.



Key Features:

1. The **Environment** tab shows CPU usage, memory usage, application memory usage, active users, and running jobs, providing real-time insights into overall system performance and resource consumption.

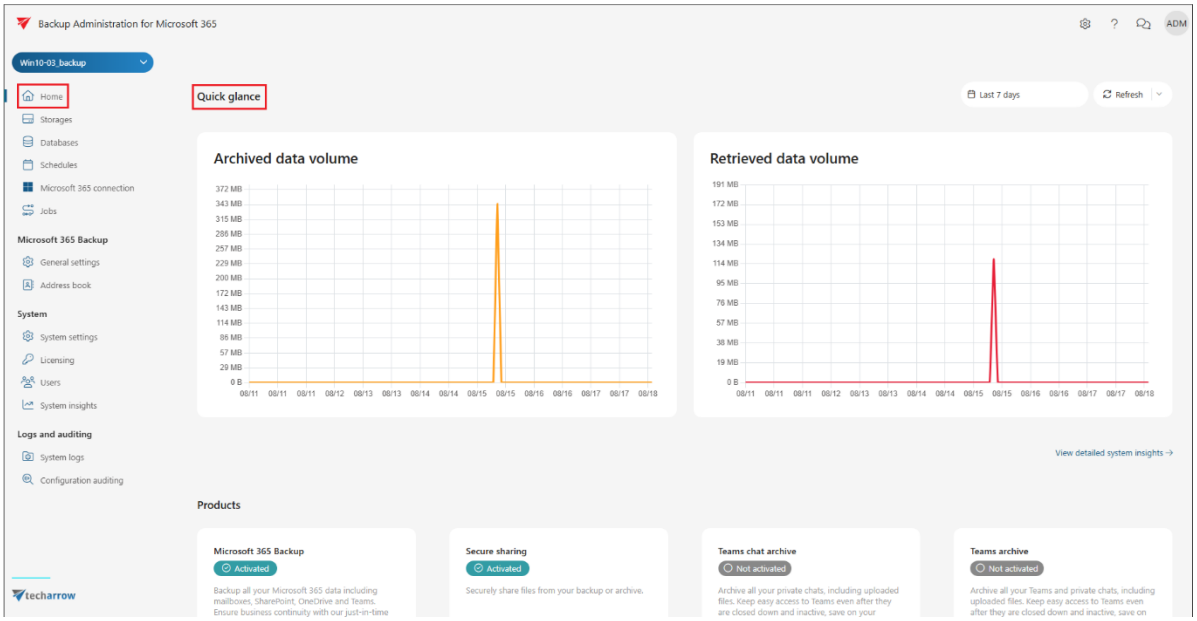
2. **Archive activity** can be tracked in detail, including the total volume of processed data, the number of archived or backed up items, average processing time, and error occurrences, making it easy to identify any factors affecting performance.

3. **Model activity analytics** display the number of operations performed, the total amount of data retrieved, and the average retrieval times, enabling precise performance tuning.

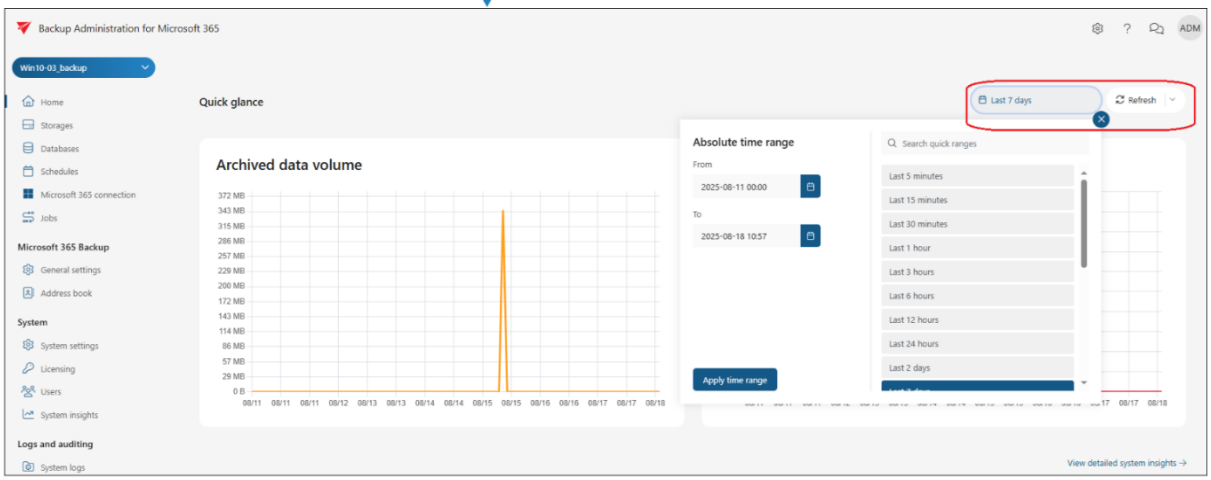
4. **Storage activity tracking** gives you information about the number of storage operations, the data volume handled, processing times, and any failures, ensuring that your storage runs smoothly.

5. **License usage insights** provide a clear overview of the total data volume used and the number of licenses in use, supporting both capacity planning and compliance monitoring.

When System Insights is available, the **Home** page of the Backup Administration displays a **Quick glance** panel that shows analytics for archived, backed up or retrieved data volumes from the last 24 hours.

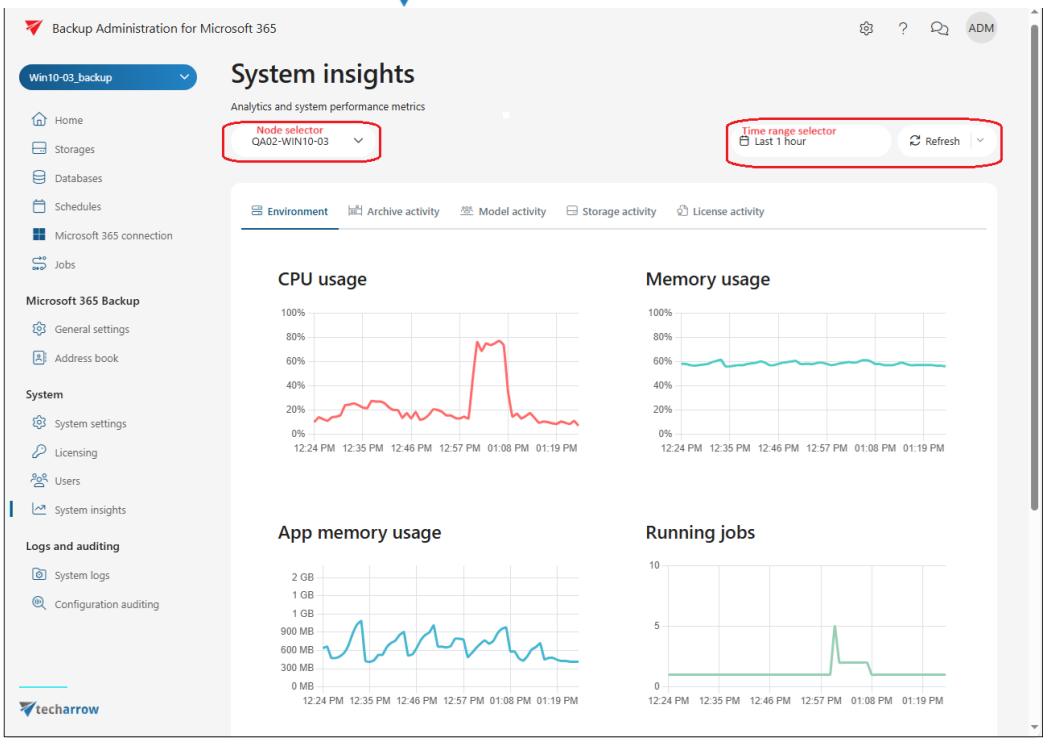


The time range can be adjusted through the **Absolute time range** window, and the displayed data can be refreshed manually with the **Refresh** button or set to update automatically at regular intervals.

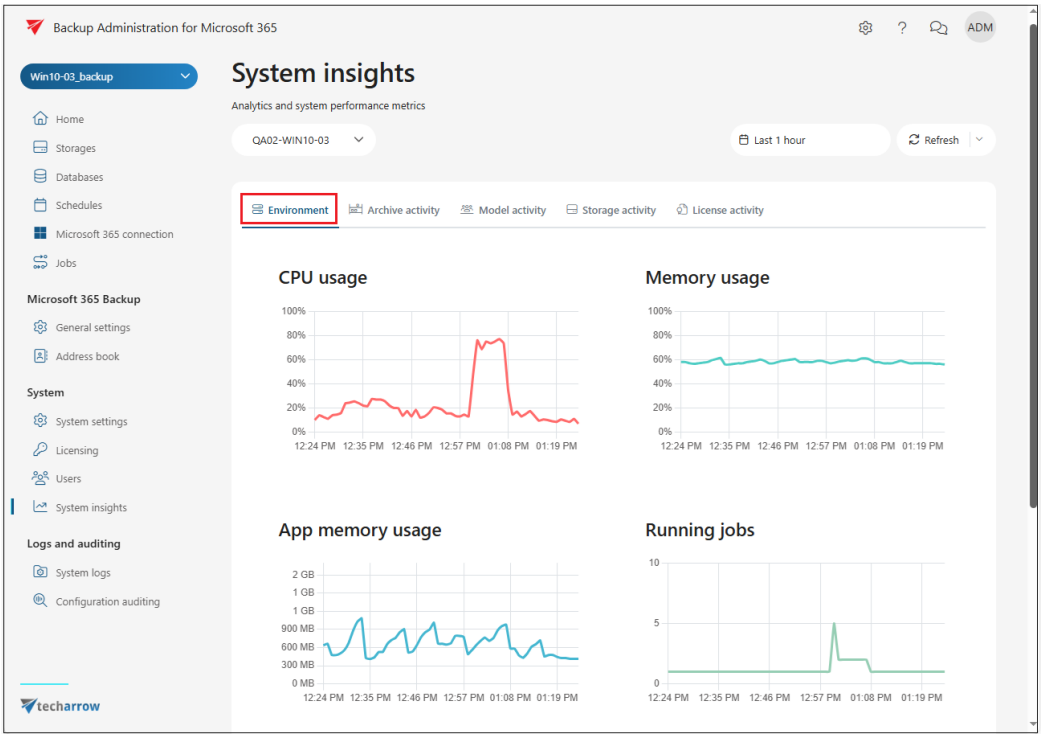


The detailed System Insights page can be accessed either by clicking the **View detailed system insights** button on the Home page or by selecting the corresponding option in the left-hand menu.

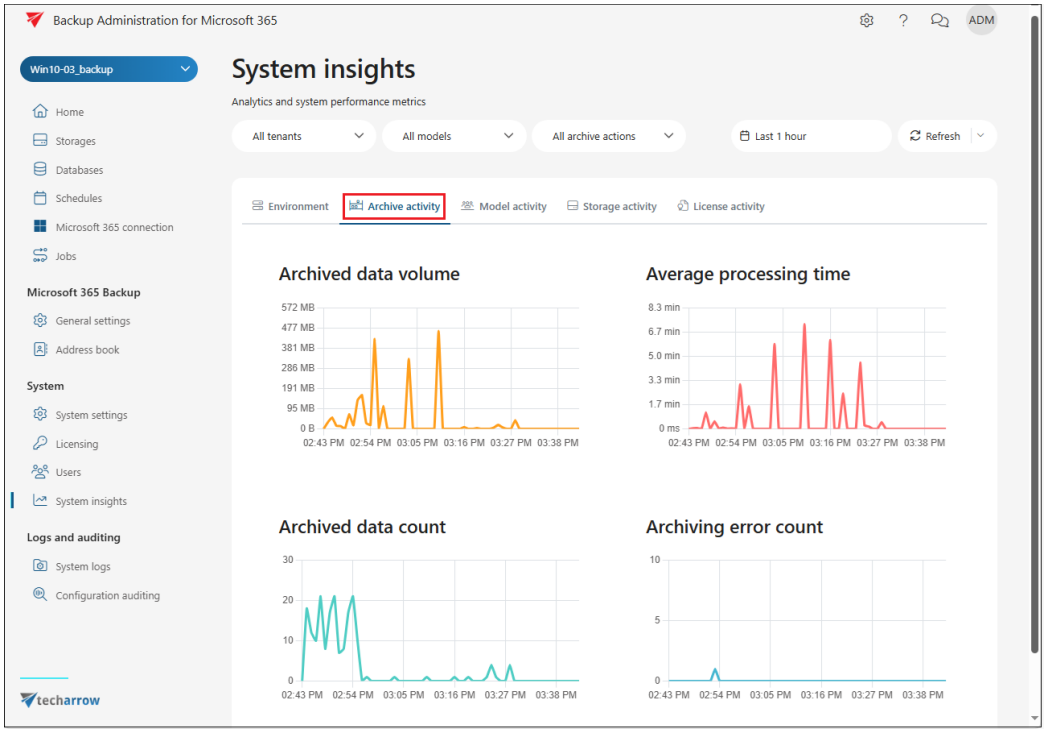
On the **System Insights** page, analytics and system performance metrics are presented in a clear and organized way. By default, data for the current node is shown, but other nodes can be selected through the node selector. The time range can also be adjusted, and the data can be refreshed at any time.



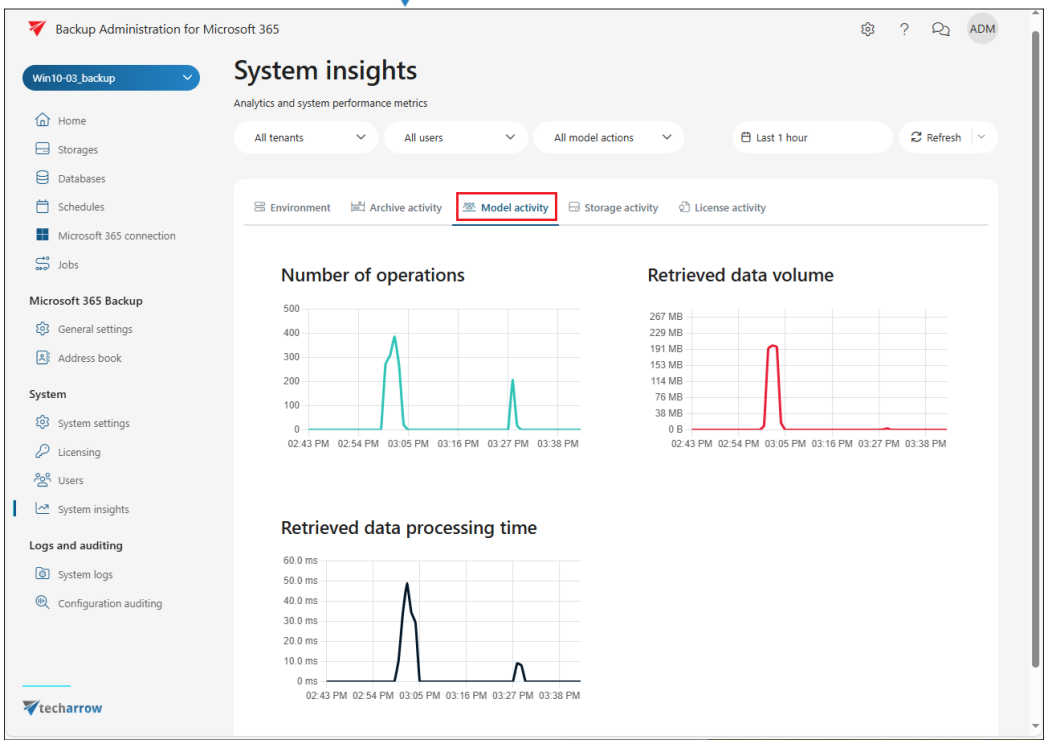
The analytics and system performance metrics are grouped into five main categories. 1. The **Environment** section shows CPU usage, memory usage, application memory usage, active users, and running jobs.



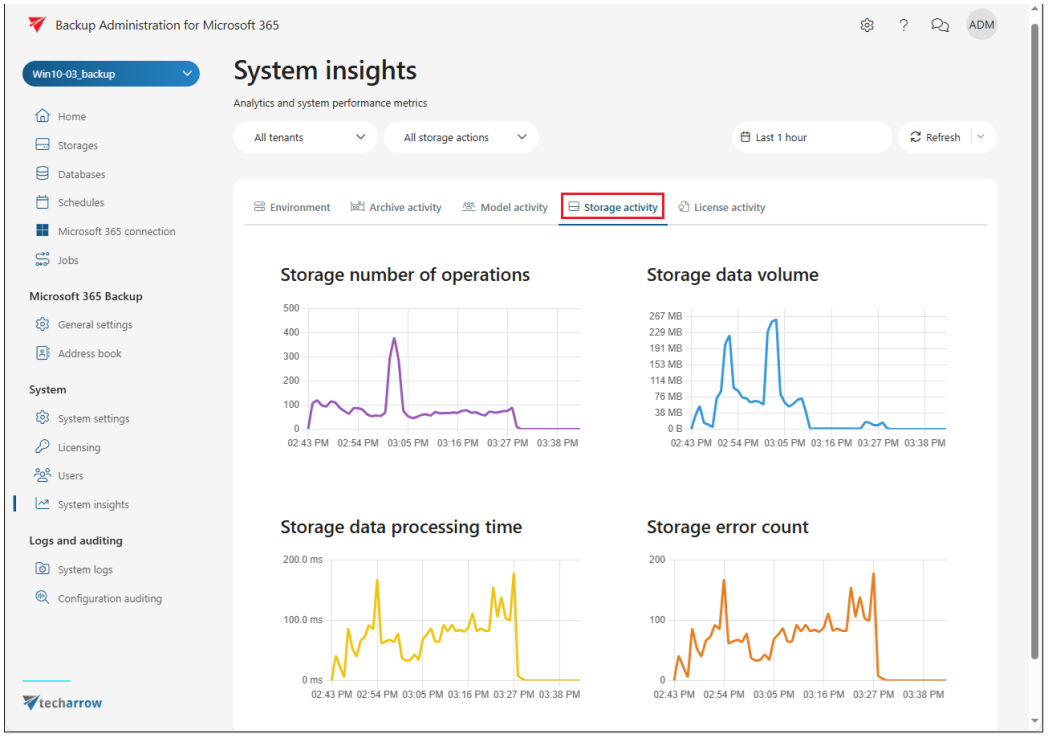
2. **Archive activity** provides metrics on archived or backed up data volume, average processing times, archived item counts, and archiving or backup errors.



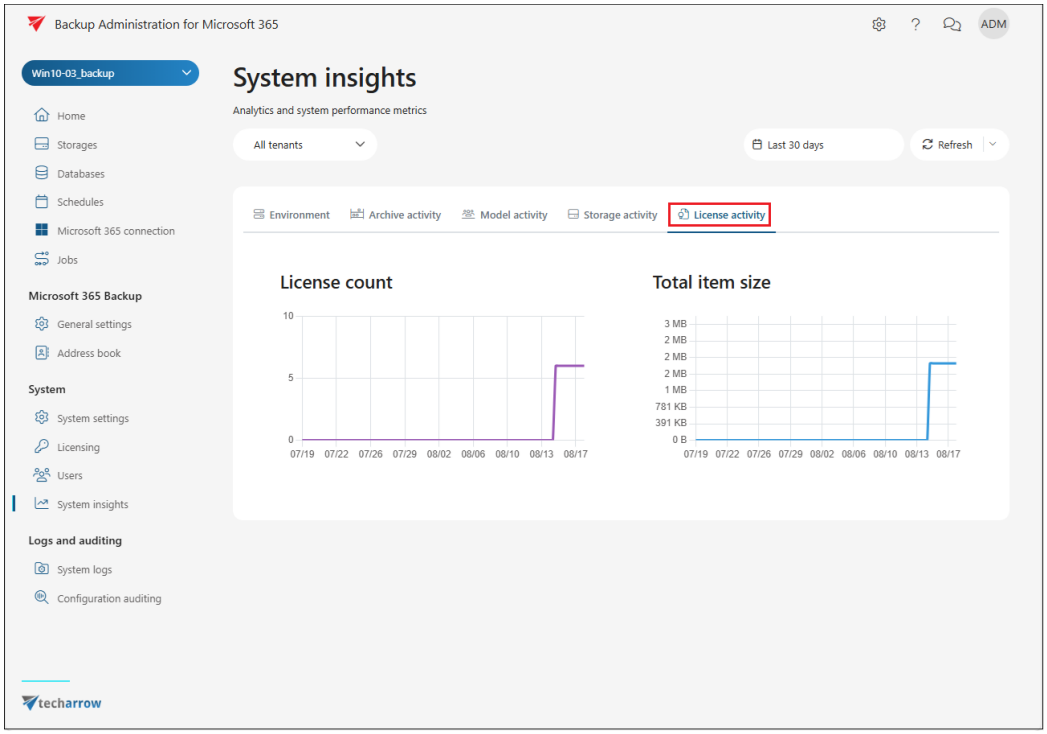
3. **Model activity** contains data on the number of operations, retrieved data volumes, and retrieval processing items.



4. **Storage activity** reports the number of storage operations, total data volume handled, processing times, and any storage errors.



5. **License activity** displays the number of licenses in use and the total item size, ensuring that licensing remains transparent and easy to monitor.



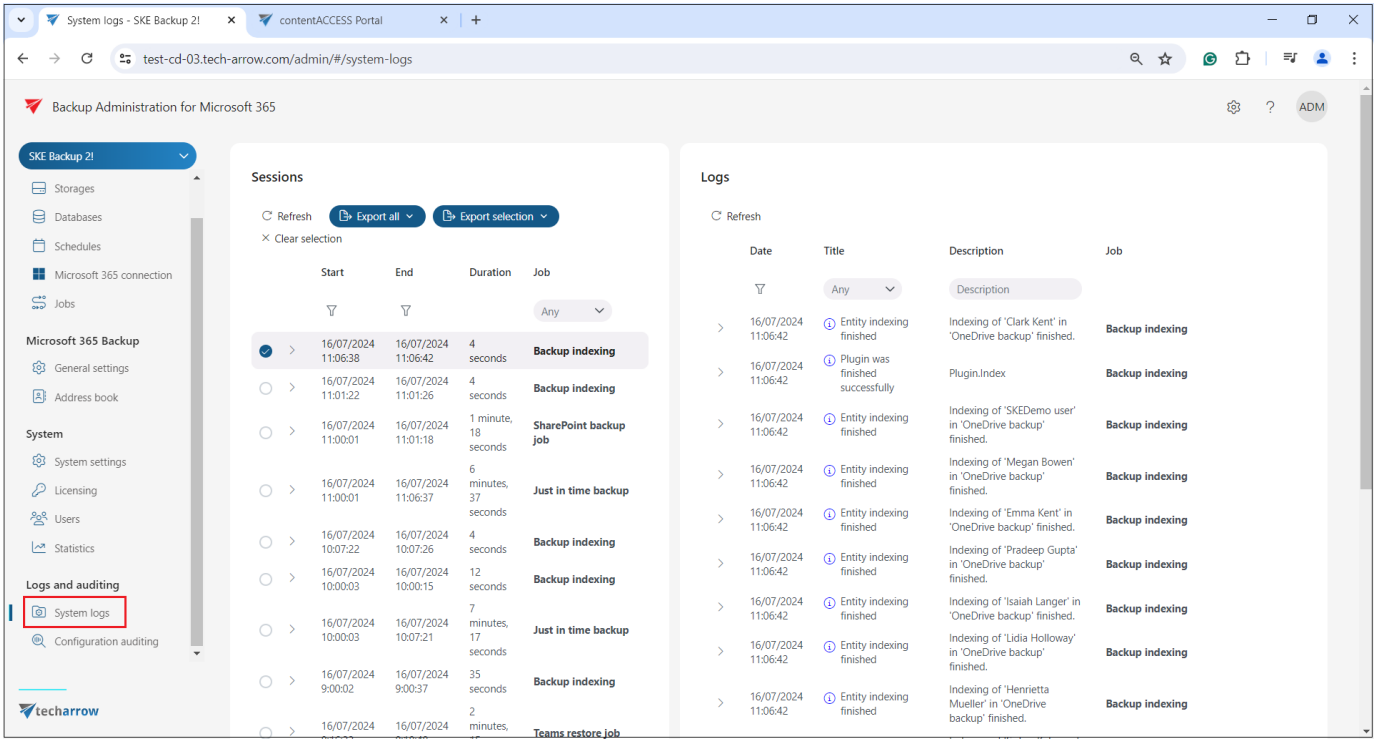
In conclusion, System Insights brings together real-time monitoring, detailed analytics, an intuitive interface to give administrators complete control over their backup and archiving environment. By delivering instant visibility into different areas, it ensures that performance remains optimized, resources are used efficiently, and systems are prepared to meet both current demands and future growth.

Logs and auditing

The **Logs and auditing** tab includes the **System logs** and **Configuration auditing** features. These features allow users to review current or past system or job-related events and capture configuration changes in Backup Administration. Further details regarding these features will be provided in the following subsections.

System logs

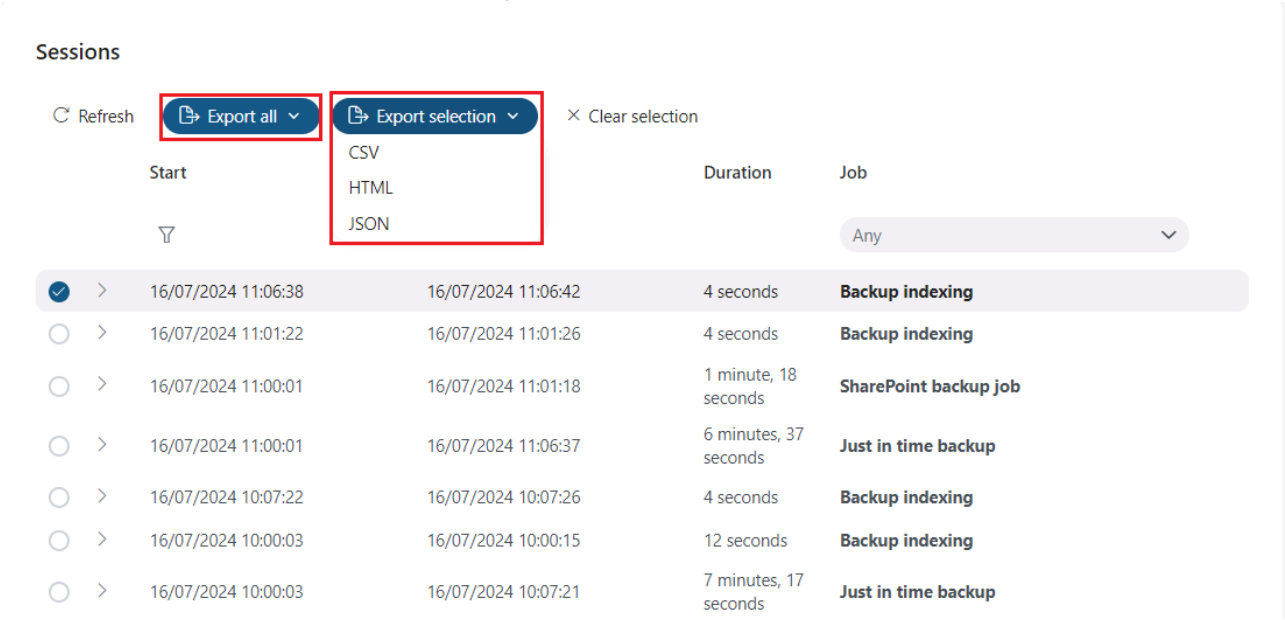
The **System logs** feature allows the users to review current or past system or job-related events in Backup Administration. Here, users can check all desired system events and also access any potential failure details that may occur during job execution. This review can assist in trouble-shooting.



Components of the **System logs** user interface:

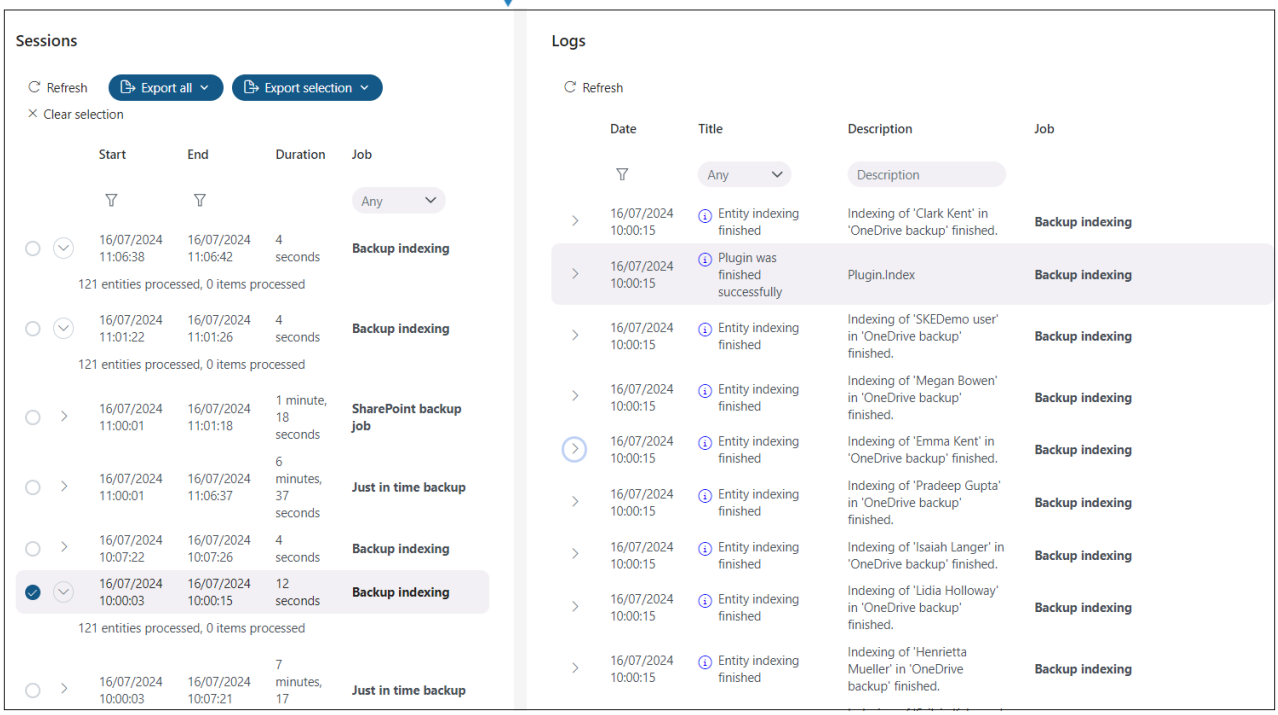
Export all and **Export selection** buttons

The Export all button is always visible, while the Export selected button will only be activated when single or multiple items are selected. These functions make it easier to review running events by saving the logs into CSV, HTML, or JSON files. The report contains all necessary information (Code, Title, Date, Type, Instance, Description, Details) to quickly identify potential failures.



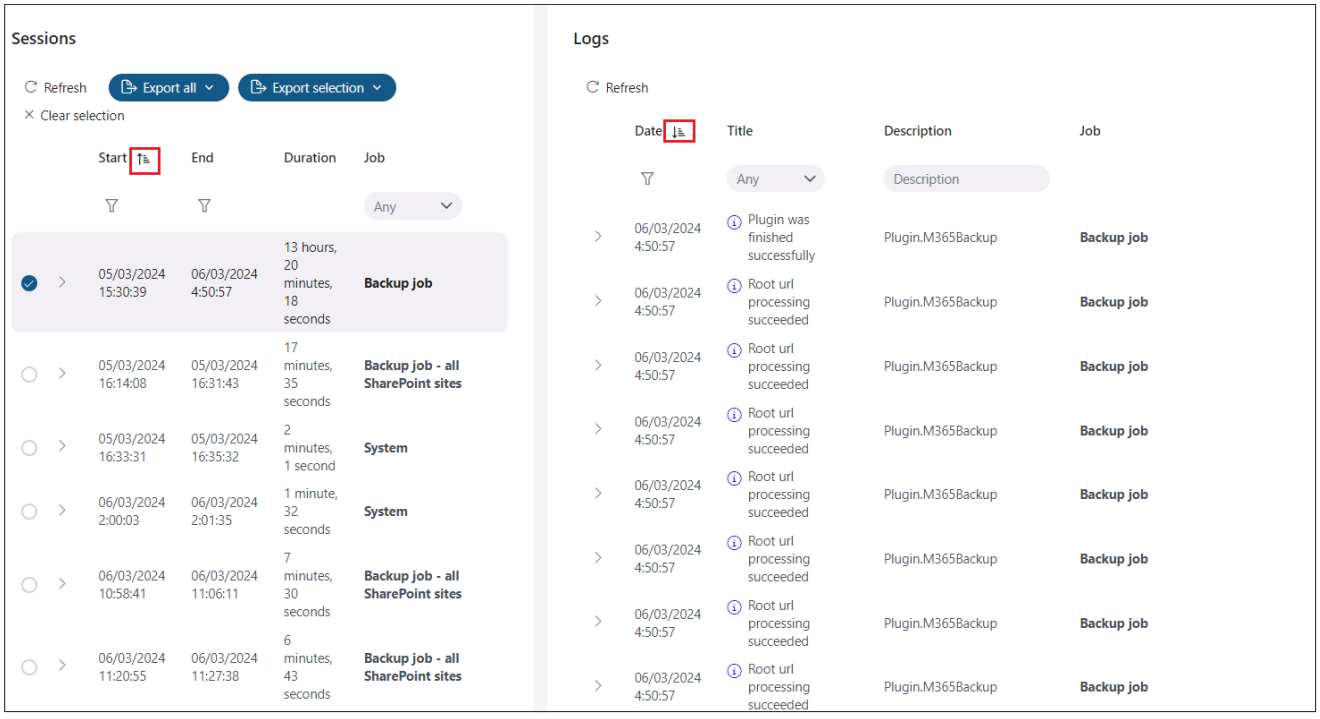
Sessions and **Session logs** sections

These columns allow you to monitor job and system **runs** on the left side (Sessions column) and check system and job **events** on the right side (Session logs column). Clicking on the **Refresh** button reloads the current runs/events from the database. With a single click on the **collapse/expand** buttons, you can expand or collapse all sessions (or session logs) for all jobs. It is also enabled to list events at the bottom of columns on the **System logs** page.



Sorting in System logs:

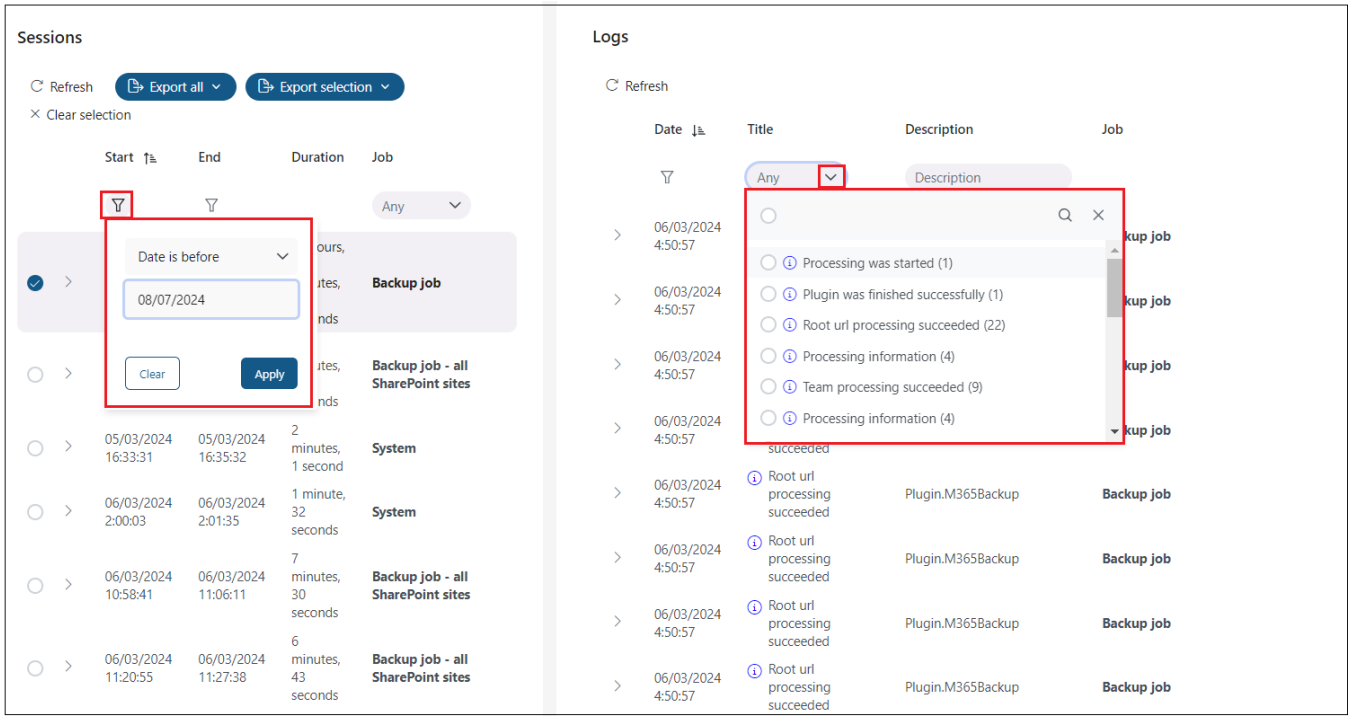
The **sorting** option is enabled in both the **Sessions** and **Session logs** tables. Click on the particular column name (Start and End columns in the Sessions table and Date column in the Session logs table), and the items will be displayed in reverse order.



Filtering in the System logs:

The user can filter on the System logs page by:

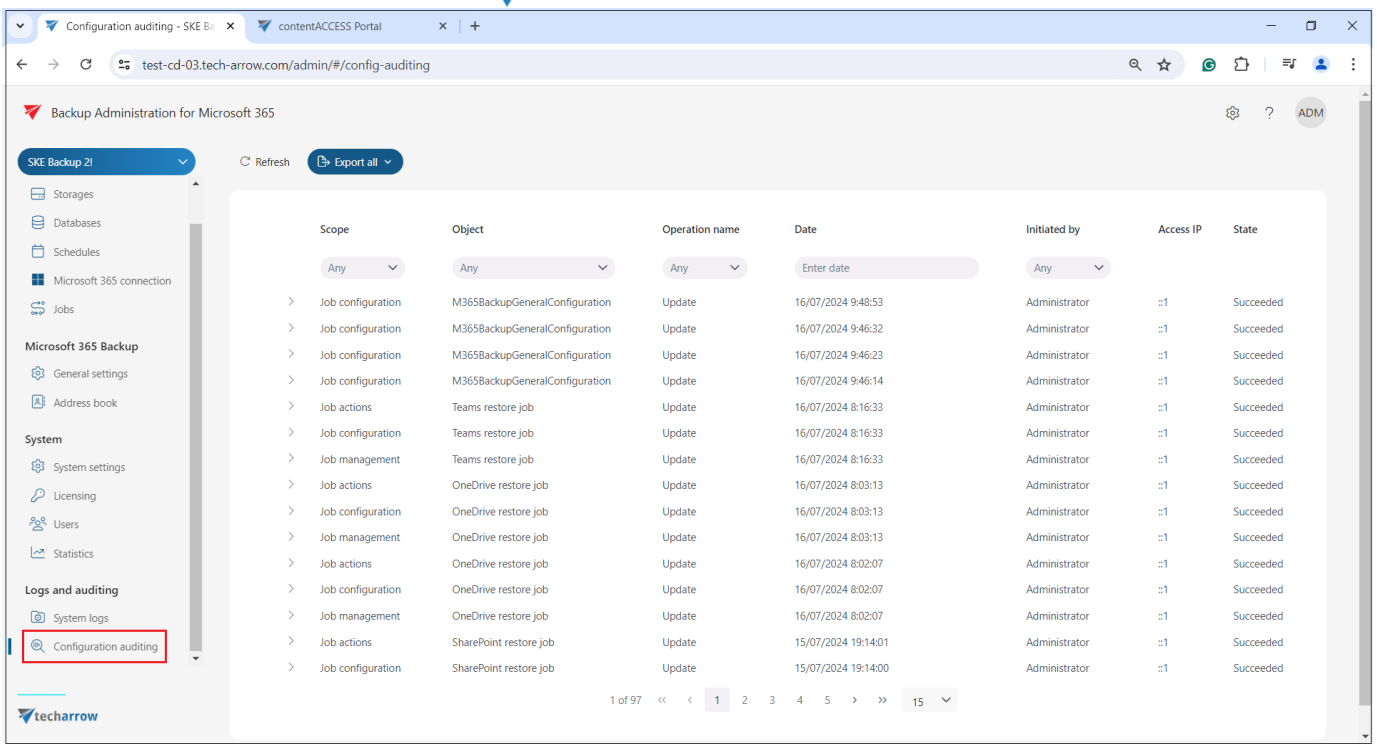
- clicking on the **funnel** icon – setting the condition and value in the dropdown list (e.g.: "Date is before 25/04/2024")
- opening the dropdown menu and selecting from the available options, or by typing in a keyword (e.g. shown in the screenshot below).



Configuration auditing

The **Configuration auditing feature** captures the configuration changes in Backup Administration. With this feature, you can discover which user made changes, what changes were made, and when they occurred.

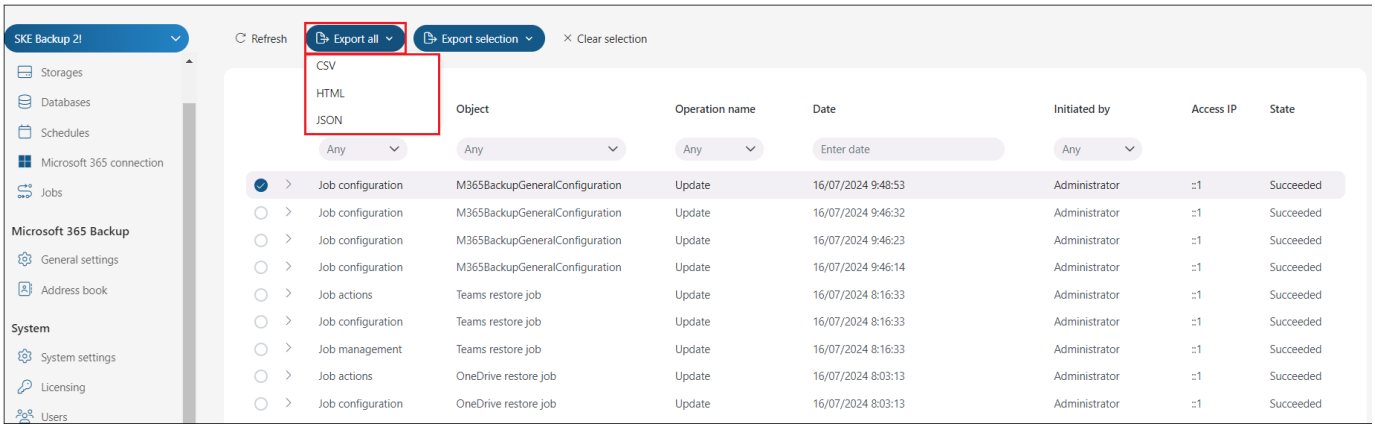
To view and search the auditing data, navigate to the **Configuration auditing** page.



The components of the **Configuration auditing** user interface:

Export all and **Export selection** buttons

The Export all button is always visible, while the Export selected button will only be activated when **single** or **multiple items** are selected. These functions make it easier to review the running operations by saving the logs into CSV, HTML, or JSON files. The report contains all necessary information (Scope, Object, Operation name, Date, Initiated by, Access IP, State) to provide the desired information.



Auditing data

This grid allows you to monitor the configuration changes in Backup Administration. Clicking the **Refresh** button reloads and catches the changes currently happening. With a single click on the **collapse/expand** button, you can see the changes that were made. If the old values/settings are known, both previous and new values/settings are displayed, allowing you to view all settings.

The filtering option is also available on the Configuration auditing tab. You can filter the **auditing entries** by:

- Scope – the aspects or areas of the changes in the Backup Administration (e.g. Storage configuration, Login management, Role assignment, etc.)
- Object – type of object (e.g. role, job, user, storage configuration)
- Operation name – monitored actions (such as create, update, delete)
- Date – when did the changes occurred
- Initiated by – the user who made the changes