Performing a high-level service restore

SaaS Backup For Office 365

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June 15, 2020

This PDF was generated from https://docs.netapp.com/us-en/saasbackupO365/task_performing_high_level_restore.html on November 19, 2020. Always check docs.netapp.com for the latest.

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You follow the same procedure to perform high-level restores of mailboxes for Microsoft Exchange Online, MySites for Microsoft OneDrive for Business, sites for Microsoft SharePoint Online, and for Microsoft Office 365 groups.

By default, only the most recent backup is available for restore. You can update your backup settings to maintain a specified number of backed-up versions of individual files. If you have more versions of a file than you have specified for backup, only the number of versions that you have specified is available for restore.

Steps

1. From the Dashboard, click the number above **PROTECTED** in the box of the service for which you want to perform the restore.

2. Select a restore option.
   a. If you are restoring shared mailboxes for Microsoft Exchange Online, click the **SHARED** tab.
   b. If you are restoring archive mailboxes for Microsoft Exchange Online, click the **ARCHIVE** tab. Note: Archive mailboxes are restored to the user's regular mailbox.
   c. If you are restoring mailboxes that are not shared, remain on the **USER** tab.
3. Select the items that you want to restore.
4. Click **Restore**.

5. Select a restore option:

> If you select the export to PST restore option, the provided link is valid for seven days and is pre-authenticated.

   a. If you are restoring mailboxes for **Microsoft Exchange Online** select one of the following options:
      - Restore to the same mailbox
      - Export to PST
        If you export to PST, you will receive a notification email with the location of the PST file when the export is completed.

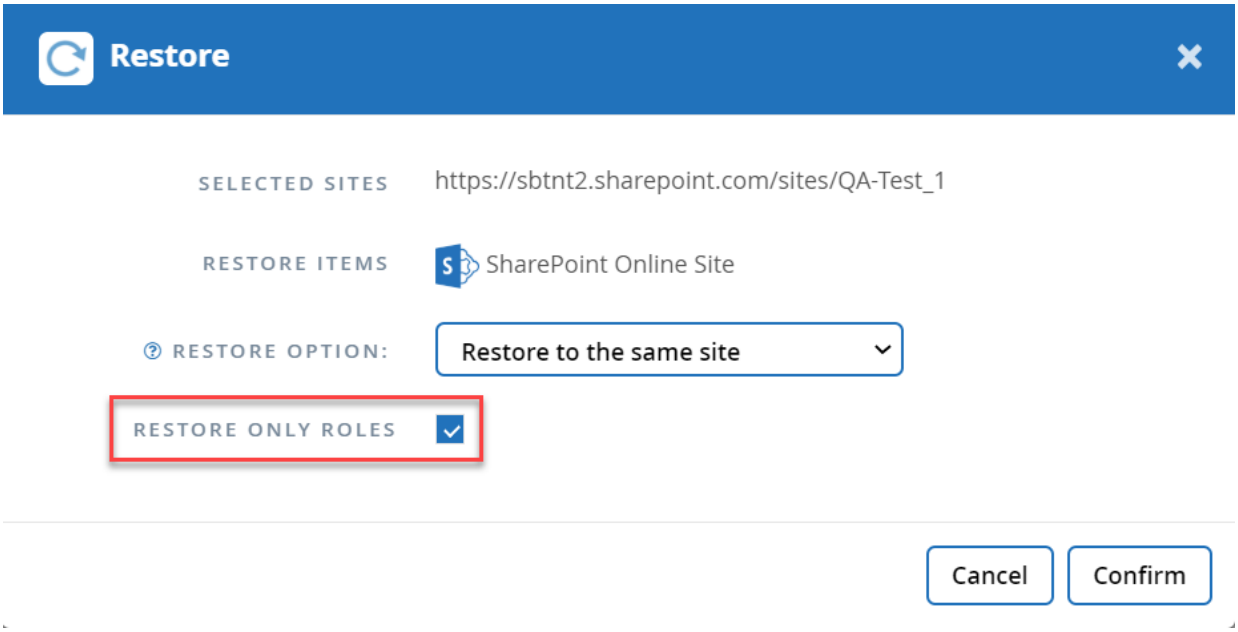
- Restore to a another mailbox
  If you restore to another mailbox, you must enter the destination mailbox in the search field. You can type in a portion of the destination email address in the search field to initiate an automatic search for matching destination mailboxes.

b. If you are restoring groups for **Microsoft Office 365 Groups** select one of the following options:
   - Restore to the same group
   - Export data
     If you export, a PST file is created with your Microsoft Exchange files and a .zip file is created with your Microsoft SharePoint sites. You will receive a notification email containing the location of the PST file and an authenticated URL to the location of the .zip file.

c. If you are restoring teams under **Microsoft Office 365 Groups** select one of the following options:
   - Restore to the same team
   - Restore to another team
     This is ideal for situations where a team is deleted from Microsoft Office 365. You should create a new team to use this restore option. If you have recently created a new team in MS Teams, discover it by syncing the service. Go to **Services Settings** on the left. Click **Office 365**. Under **Manage Services**, click **Sync Now** for Microsoft Office 365 Groups.
   - Export data
     If you export data, you need to download it. Go to Reporting on the left menu. Find your export data job. Click on **Total Folders**. Then click **Export Data Download Link**. A zip file downloads. Open the zip file to extract the data.

d. If you are restoring MySites for **Microsoft OneDrive for Business**, select one of the following options:
   - Restore to the same MySite
   - Restore to a different MySite
     If you restore to a different MySite, enter the destination MySite in the search field. You can type in a portion of the destination MySite in the search field to initiate an automatic search for matching destination MySites.
   - Export data
     If you export, a .zip file is created with your MySites. You will receive a notification email containing an authenticated URL to the location of the .zip file.

e. If you are restoring sites for **Microsoft SharePoint Online**, select one of the following options:
   - Restore to the same site
     If you select **Restore Only Roles**, only the roles and permissions restore.



- Restore to another site
  If you restore to another site, enter the destination site in the search field. You can type in a portion of the destination site in the search field to initiate an automatic search for matching destination sites.
- Export data
  If you export, a .zip file is created with your site collection. You will receive a notification email containing an authenticated URL to the location of the .zip file.

6. Click **Confirm**.
   A message is displayed indicating that the restore job was created.
7. Click **View the job progress** to monitor the progress of the restore.

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