Managing services

SaaS Backup For Office 365

NetApp
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Activating a service

If needed, you can activate one or more SaaS Backup for Office 365 services. Microsoft Exchange Online or Microsoft SharePoint Online must be activated before you can activate Microsoft Office 365 Groups.

Steps

1. Click ![SERVICES] from the left navigation pane.

2. Click the Microsoft Office 365 link.

   ![Microsoft Office 365 >]

3. Click **Activate** next to the service that you want to activate.

4. Click **Confirm**.

Deactivating a service

If needed, you can deactivate one or more of your SaaS Backup for Office 365 services. If you deactivate a service, all of the schedules associated with that service are removed and no further backup is performed. You can still view the last backup that occurred before deactivation and you can still perform restores.

Steps

1. Click ![SERVICES] from the left navigation pane.

2. Click the Microsoft Office 365 link.

   ![Microsoft Office 365 >]

3. Click ![⊘ Deactivate] next to the service that you want to deactivate.

4. Click **Confirm**.

Activating support

If you purchased SaaS Backup through NetApp, support is activated by default. If you purchased SaaS Backup through a Cloud Marketplace such as AWS, you must activate support. Activating support enables you to access technical support over the phone, online chat, or web ticketing system.

If you are upgrading from a trial version of SaaS Backup, you can activate support either before or after you complete the upgrade process.

Before you Begin

In order to activate support, you must have a NetApp SSO user ID and password. If you do not have a NetApp SSO account, go to http://register.netapp.com to register for one. After your request has been processed, you will receive an email notification containing your NetApp SSO credentials. It will take approximately 24 hours to process the request and send the notification email.

Steps

1. Click from the left navigation pane.

2. Click the settings icon .

3. In the **Activate Support** box, click **Activate**.

4. Enter your NetApp SSO username and password.

5. Click **Activate**.

The support status is now **Active**.

Canceling a job

If you have initiated an immediate backup or an immediate restore, but need to cancel it before it is completed, you can do so.

Steps

1. Click from the left navigation pane.

2. Under **Recent Running Jobs**, click the job that you want to cancel.

3. Click **Cancel**.
   The progress of the cancelled job is displayed under **Recent Completed Jobs**.

Setting notifications

You can add users to account notifications and then select the specific notifications you want each user to receive. For example, you can select to have a user receive an email notification each time there is a restore failure.

Steps

1. Click **ACCOUNT SETTINGS**.

2. Click **NOTIFICATION MANAGEMENT**.

3. Enter the email address of the account you want to receive notifications.

4. Click **Add Notifications**.
   The user is added under the list of accounts for notifications.

5. Select the specific notifications you want the user to receive.

6. Click **Save**.

Discovering new mailboxes, sites, and groups

A synchronization must occur between SaaS Backup and your Microsoft Office 365 account for new mailboxes (including shared and archive mailboxes), sites, groups, and teams to be discovered by SaaS Backup. By default, synchronization automatically occurs once every 24 hours. However, if you make changes and you want discovery to occur before the next scheduled **Auto Sync**, you can initiate an immediate synchronization.

Steps

1. Click from the left navigation pane.

2. Click the Microsoft Office 365 settings icon.

3. Click **Sync Now** next to the service that you want to synchronize.

   New users, shared mailboxes, and archive mailboxes are discovered and added in an unprotected state. If you want newly discovered users, shared mailboxes, or archive mailboxes to be backed up, you must change the backup policy of the users from unprotected to one of the predefined tier groups.

4. Click **Confirm**.

5. Click **View the job progress** to monitor the progress.
   When the job is complete, you can click the job under **Recent Completed Jobs** to view the number of users that were added or removed during the synchronization. Changes to user accounts are indicated as follows:

   - **Rediscovered** users indicates the number of unchanged user accounts.

   - **Deactivated** users indicates the number of deleted user accounts.

   - **Newly added** users indicates the number of new user accounts.

Purging a user, site collection, or Office 365 group

You can completely remove all the data associated with a user, site collection, or Office 365 group. Purged data is recoverable for seven days. After seven days, the

data is permanently deleted and the user license is automatically released.

Steps

1. Click the configuration icon ⚙ next to your SaaS Backup user id in the top left corner.

2. Select **ACCOUNT SETTINGS**.

3. Click **RETAIN AND PURGE**.

4. Under **Purge Data**, select the **Type of Service** (Exchange, OneDrive, or SharePoint) from the dropdown menu.

5. Search for the user, site collection, or Office 365 group that you want to purge.
   For Microsoft Exchange Online or OneDrive for Business, enter the user or Office 365 group name.
   For SharePoint Online, enter the site collection name.

   NOTE: If the user has an archive mailbox, the username of the archive mailbox is prefixed by "In-Place Archive".

6. When the search result returns, click the ➕ to select the user, site collection, or Office 365 group.

7. Click **Save**.

8. Click **Yes** to confirm that you want purge the data.