Discovering new mailboxes, sites, and groups

SaaS Backup For Office 365

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October 21, 2020

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

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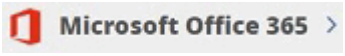
A synchronization must occur between SaaS Backup and your Microsoft Office 365 account for new mailboxes (including shared and archive mailboxes), sites, groups, and teams to be discovered by SaaS Backup. By default, synchronization automatically occurs once every 24 hours. However, if you make changes 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.

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