



Known problems and limitations

SaaS Backup For Office 365

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- The following limitation exists for both free trial and licensed users for all services:
 - A maximum of 10 restores are allowed in a 24-hour period.
- The following limitation exists for OneDrive for Business:
 - Newly added drives are not detected until you manually complete a sync for the service.
- The following limitations exist for the backup setting Enabled Advanced Search:
 - The feature is only available for Microsoft Exchange Online.
 - The setting is disabled by default. A customer must request to enable this feature.
After the Enable Advanced Search setting is enabled, administrators must manually enable the search feature for individual users.
- The following limitations exist for TeamsChat:
 - Backup or restore for emojis and gifs is not supported.
 - Due to API limitations, SaaS Backup cannot differentiate between public and private channels in SaaS Backup.
 - High-level restore restores Mailbox & SharePoint data only, not conversations.
 - Team chat conversations only export option is Export to HTML.

Attachment links posted in conversations are not visible in the html document.
- The following limitations exist for OneNote:
 - Export to data is not available.
 - Incremental backup job might fail with the following error message: **Partial Failure. Failed to back up few OneNote Sections**
 - OneDrive backup includes the backup of .onebak files.
 - Restore statistics are not available for download.
- Partially failed job status for restore of site collection group
If an entire site collection group is deleted, the restore of private groups in the collection fails, resulting in a restore job status of “partially failed.” If this happens, the site is not accessible from the GUI.
- The following are not supported for OneNote:
 - Data export
 - Data purge
- “Partial Failure. Failed to back up few Onenote Sections”

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