

Shield Backup Office 365

Administrator's Manual

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1. Backup Licenses

Backup for the following Office 365 services is included in the user license:

- Exchange Mail
- Contacts
- Calendar
- OneDrive
- SharePoint

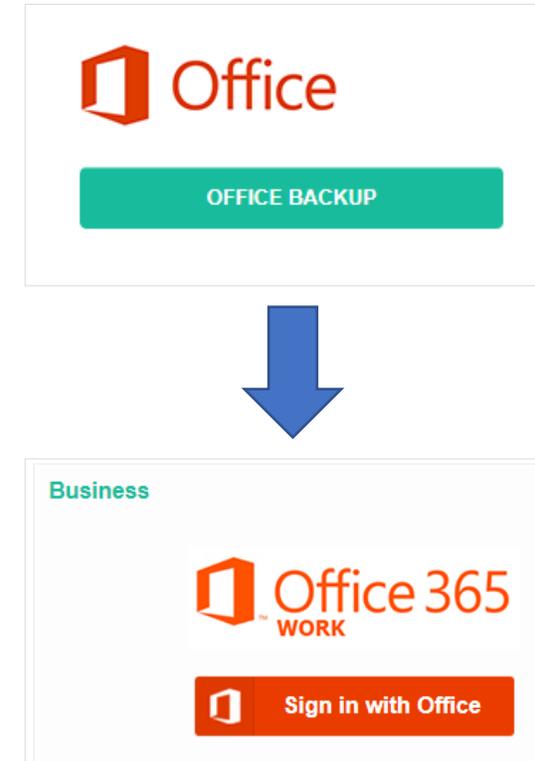
50 GB of storage space is included in each user license.

Backup Licenses

- All end-users under the domain share the customer's total storage space
(10 users x 50 GB / user = 500 GB for all users to share)
- Shared Mailboxes and Public Folder Mailboxes are considered as domain users. A separate user license is required to back them up.
- Extra disk space can be purchased as an additional service.
- License options for extra space:
 - 50 GB
 - 100 GB
 - 250 GB
 - 500 GB
 - 1 TB

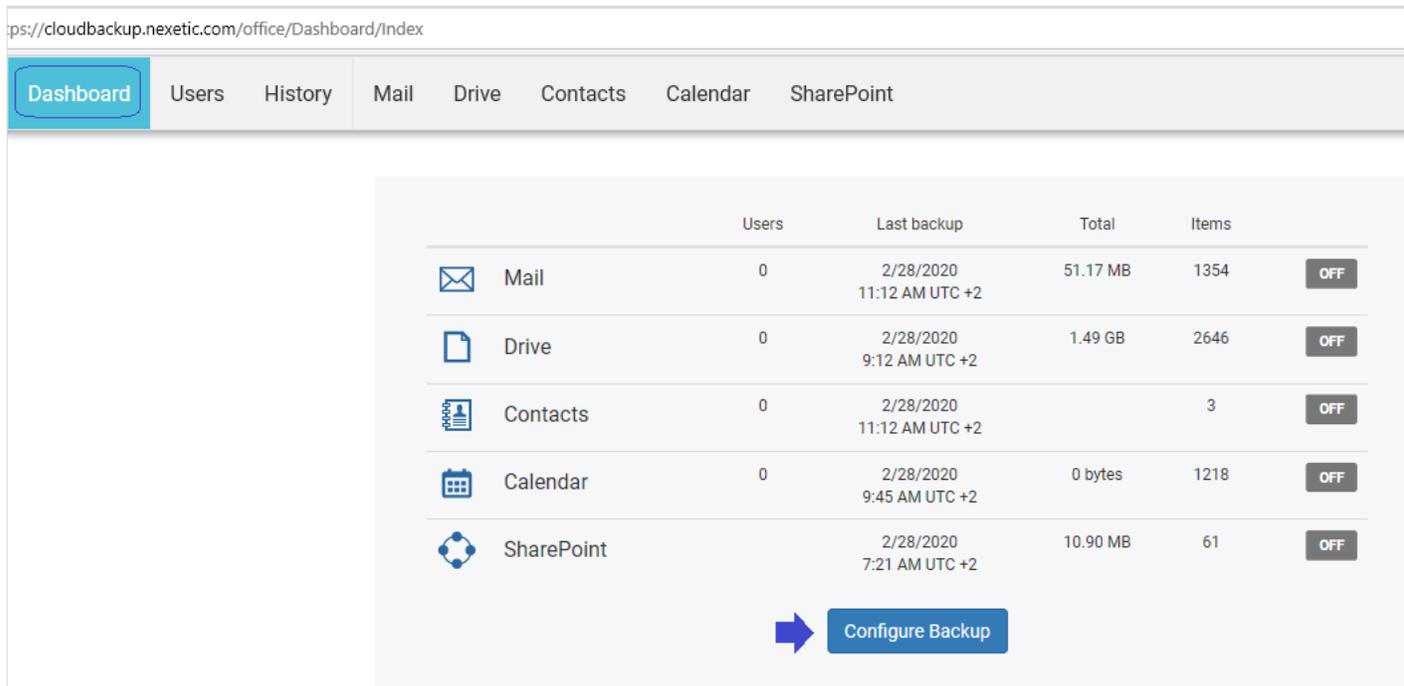
2. Logging into the Management Portal

- We will send the Administrator instructions on how to login to the Management Portal. It is located at: <https://cloudbackup.nexetic.com/>
- Administrator's own O365 user credentials for the domain are used to log in
 - Global Admin user role is required for activating the service
- In Office 365 portal sign-in window click "Consent on behalf of your organization"
- Alternate email address can also be set up for logging in
- User's rights will be based on user roles in O365.



3. Configuring Backup

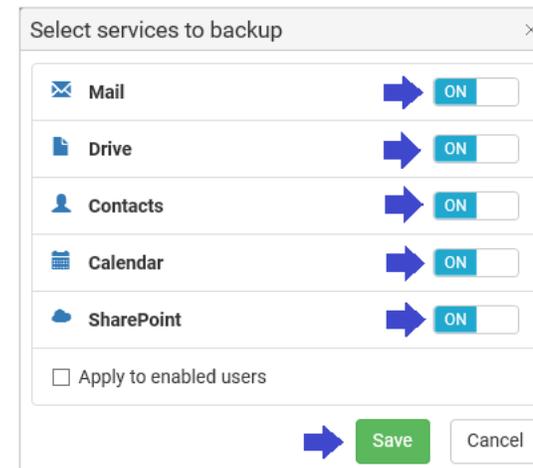
When Administrator has logged into the [Shield Backup Office 365 Management Portal](#), first the services need to be selected for backup. To do that, click [Configure backup](#) on [Dashboard](#).



	Users	Last backup	Total	Items	
 Mail	0	2/28/2020 11:12 AM UTC +2	51.17 MB	1354	<input type="button" value="OFF"/>
 Drive	0	2/28/2020 9:12 AM UTC +2	1.49 GB	2646	<input type="button" value="OFF"/>
 Contacts	0	2/28/2020 11:12 AM UTC +2		3	<input type="button" value="OFF"/>
 Calendar	0	2/28/2020 9:45 AM UTC +2	0 bytes	1218	<input type="button" value="OFF"/>
 SharePoint		2/28/2020 7:21 AM UTC +2	10.90 MB	61	<input type="button" value="OFF"/>



Then, select the services for backup (click [OFF](#) -> [ON](#)) and click [Save](#).



Select services to backup

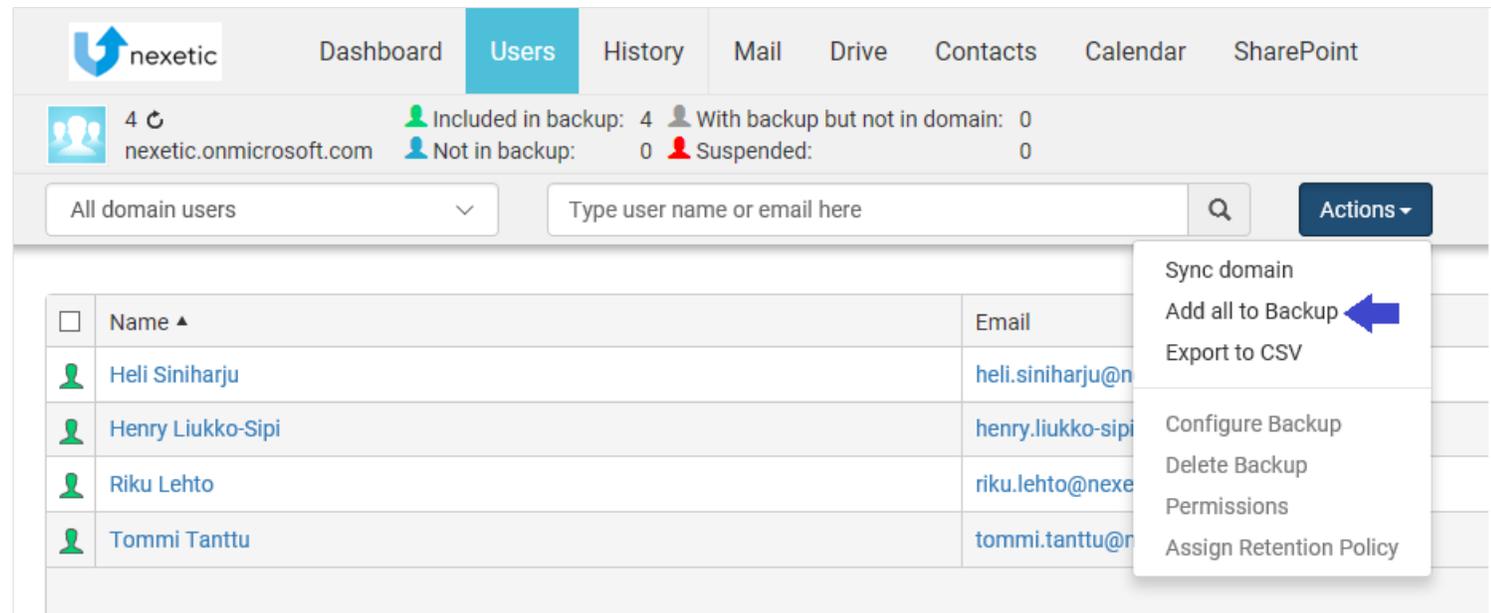
-  Mail 
-  Drive 
-  Contacts 
-  Calendar 
-  SharePoint 

Apply to enabled users



4. Turning on backups

- List of domain users are displayed on [Users](#) page. It may take a few minutes for the full user list to appear. Once the list is visible, you can define which users will be included in backup.
 - Shared Mailboxes and Public Folder Mailboxes are listed as separate domain users on the list. They require a backup license to be backed up.
 - Public Folder Mailbox has a PF-suffix in the end, to make it easier to locate it among other users.
- Click [Actions](#) -> [Add all to Backup](#) to turn on backup for all users on the list.
- Or turn on backup for single users one by one from the [Backup](#) column (-> Backup: “ON”).

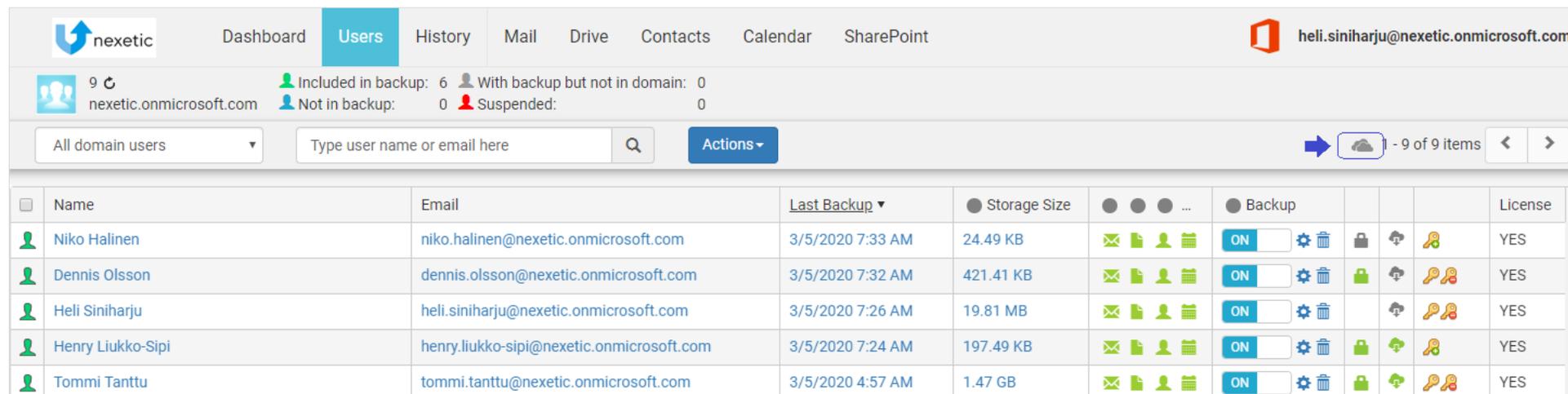


The screenshot shows the Nexetic interface for managing users. The top navigation bar includes 'Dashboard', 'Users' (selected), 'History', 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint'. Below the navigation, there are statistics: 4 users included in backup, 0 not in backup, 0 with backup but not in domain, and 0 suspended. A search bar and an 'Actions' button are also present. The main content area displays a table of users with columns for Name and Email. The 'Actions' menu is open, showing options like 'Sync domain', 'Add all to Backup' (highlighted with a blue arrow), 'Export to CSV', 'Configure Backup', 'Delete Backup', 'Permissions', and 'Assign Retention Policy'.

<input type="checkbox"/>	Name ▲	Email
	Heli Siniharju	heli.siniharju@n
	Henry Liukko-Sipi	henry.liukko-sipi
	Riku Lehto	riku.lehto@nexe
	Tommi Tanttu	tommi.tanttu@n

Turning on backups

- There is an option to add all new Office 365 users to backup automatically. This option can be enabled by clicking the cloud symbol on [Users](#) page.
- Using this option requires purchasing the needed Shield Backup Office 365 licenses beforehand. If no licenses are available, backup for new users will be turned on, but this will result in an “No licenses available” error and the service icons for the new users’ services will turn red.
- If this option is not enabled, new O365 users are not included in backup automatically.



The screenshot shows the 'Users' page in the Nexetic interface. At the top, there are navigation tabs: Dashboard, Users (selected), History, Mail, Drive, Contacts, Calendar, and SharePoint. The user profile 'heli.siniharju@nexetic.onmicrosoft.com' is visible in the top right. Below the navigation, there are statistics: 9 users in total, 6 included in backup, 0 not in backup, 0 with backup but not in domain, and 0 suspended. A search bar and an 'Actions' button are present. The main content is a table of users with columns for Name, Email, Last Backup, Storage Size, Backup status, and License.

Name	Email	Last Backup	Storage Size	Backup	License
Niko Halinen	niko.halinen@nexetic.onmicrosoft.com	3/5/2020 7:33 AM	24.49 KB	ON	YES
Dennis Olsson	dennis.olsson@nexetic.onmicrosoft.com	3/5/2020 7:32 AM	421.41 KB	ON	YES
Heli Siniharju	heli.siniharju@nexetic.onmicrosoft.com	3/5/2020 7:26 AM	19.81 MB	ON	YES
Henry Liukko-Sipi	henry.liukko-sipi@nexetic.onmicrosoft.com	3/5/2020 7:24 AM	197.49 KB	ON	YES
Tommi Tanttu	tommi.tanttu@nexetic.onmicrosoft.com	3/5/2020 4:57 AM	1.47 GB	ON	YES

Turning on backups



- Now you can check that correct users and services have been enabled for backups. If backup is enabled for a user, “ON” is displayed in Backup column for the user.
- Previous column displays the service icons for each service. Bright green service icons indicates that the services have been enabled for backup. Grey service icons mean that those services are disabled from the user.
- If you want to do any changes, select the users by clicking the green symbol next to the username, then [Actions](#) -> [Configure backup](#).

The screenshot shows the Nexetic BackupUsers/Index interface. The top navigation bar includes 'Dashboard', 'Users', 'History', 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint'. The user 'heli.siniharju@nexetic.onmicrosoft.com' is logged in. Below the navigation bar, there are statistics: 9 users, 6 included in backup, 0 with backup but not in domain, 0 not in backup, and 0 suspended. A search bar and 'Actions' button are also present. The main table lists users with columns for Name, Email, Last Backup, Storage Size, Backup status, and License. The 'Henry Liukko-Sipi' row is highlighted, and its 'Backup' column shows 'ON'.

Name	Email	Last Backup	Storage Size	Backup	License
Henry Liukko-Sipi	henry.liukko-sipi@nexetic.onmicrosoft.com	2/28/2020 12:00 PM	197.49 KB	ON	YES
Niko Halinen	niko.halinen@nexetic.onmicrosoft.com	2/28/2020 11:36 AM	24.49 KB	ON	YES
Dennis Olsson	dennis.olsson@nexetic.onmicrosoft.c...	2/28/2020 11:34 AM	12.33 KB	ON	YES
Heidi Laivamaa	heidi.laivamaa@nexetic.onmicrosoft.c...	2/28/2020 9:45 AM	4.32 MB	ON	YES
Tommi Tanttu	tommi.tanttu@nexetic.onmicrosoft.com	2/28/2020 5:09 AM	1.47 GB	ON	YES
Heli Siniharju	heli.siniharju@nexetic.onmicrosoft.com	2/28/2020 4:08 AM	19.75 MB	ON	YES

Backups will start automatically according to pre-set schedule and they will be run every 6 hours, starting at 11 am, 5 pm, 11 pm, and 5 am UTC.

5. Turning on backup for SharePoint



- First select SharePoint to backup by clicking [Configure backup](#) and SharePoint = **ON** on Dashboard.
- IF YOU WANT TO BACK UP SHAREPOINT ONLY:
 - A single backup license is required to back up SharePoint only.
 - On [Users](#) page turn on backup for one user (can be any user, even an admin-user). No need to configure user's own services for backup, it's enough that Backup = **ON** for one user.

Select services to backup

<input type="checkbox"/> Mail	OFF
<input type="checkbox"/> Drive	OFF
<input type="checkbox"/> Contacts	OFF
<input type="checkbox"/> Calendar	OFF
<input checked="" type="checkbox"/> SharePoint	ON
<input type="checkbox"/> Apply to all domain users	

Save **Cancel**

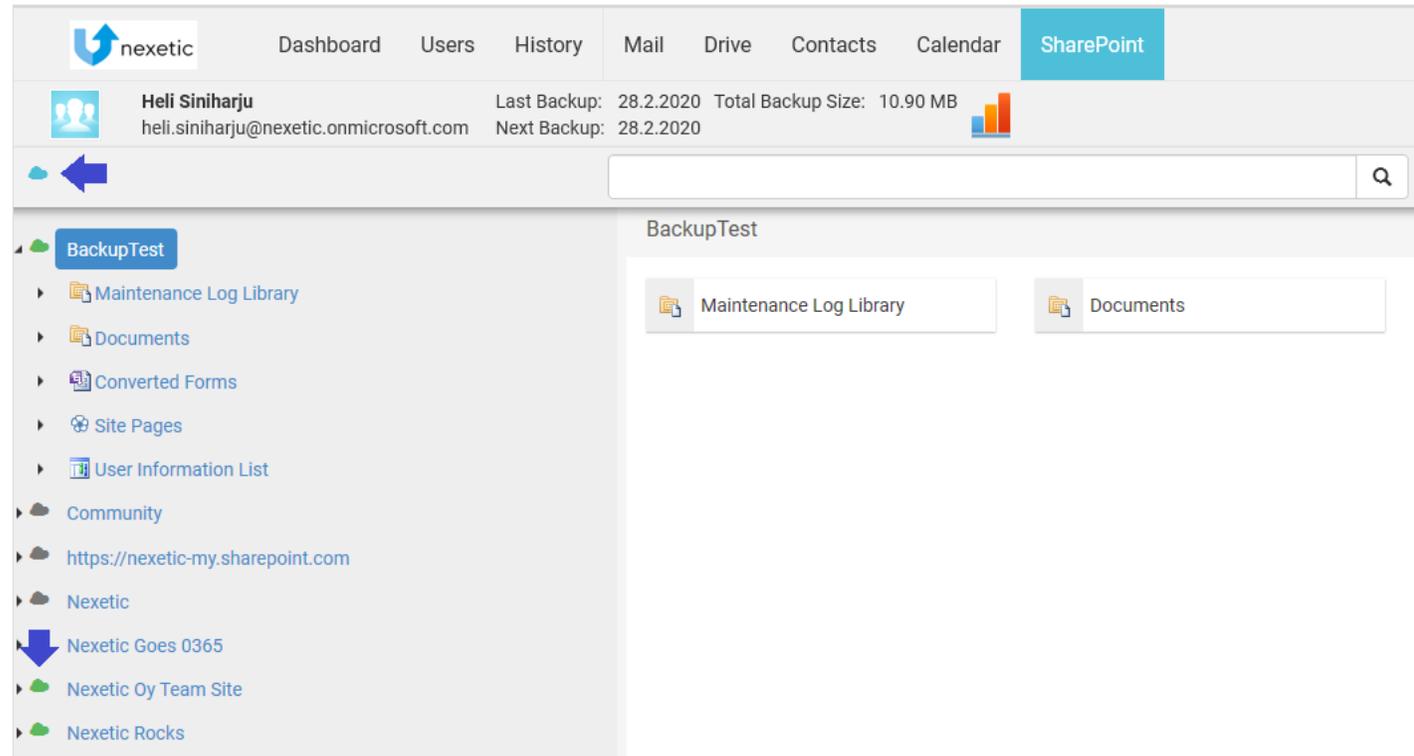
<input type="checkbox"/>	Name	Email	Last Backup	Storage Size	Backup	License
<input type="checkbox"/>	Henry Liukko-Sipi	henry.liukko-sipi@nexetic.onmicrosoft.com	2/28/2020 12:18 PM	197.49 KB	ON	YES
<input type="checkbox"/>	Heli Siniharju	heli.siniharju@nexetic.onmicrosoft.com	2/28/2020 12:12 PM	19.75 MB	OFF	YES
<input type="checkbox"/>	Niko Halinen	niko.halinen@nexetic.onmicrosoft.com	2/28/2020 11:36 AM	24.49 KB	OFF	YES
<input type="checkbox"/>	Dennis Olsson	dennis.olsson@nexetic.onmicrosoft.com	2/28/2020 11:34 AM	12.33 KB	OFF	YES
<input type="checkbox"/>	Heidi Laivamaa	heidi.laivamaa@nexetic.onmicrosoft.com	2/28/2020 9:45 AM	4.32 MB	OFF	YES
<input type="checkbox"/>	Tommi Tanttu	tommi.tanttu@nexetic.onmicrosoft.com	2/28/2020 5:09 AM	1.47 GB	OFF	YES

Turning on backup for SharePoint



Enter [SharePoint](#) page to select the sites to be backed up.

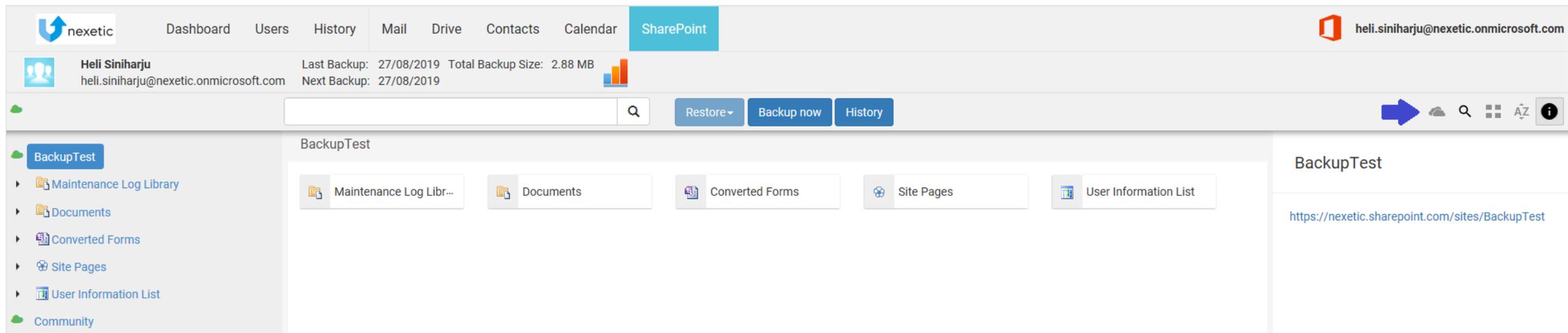
- **To back up all sites:** Click the uppermost cloud symbol on the left side of the window, according to the screenshot.
- **To back up single sites:** Click cloud symbol next to the site name.
- Once the cloud symbol turns green, the site is included in backup.



Turning on backup for SharePoint

New sites are **not** added to the backup by default. To add new sites to the backup automatically, click the cloud symbol at the right side of the window, according to the screenshot below.

If this option is not selected, new SharePoint sites that are created afterwards will not be backed up, unless separately added to backup (according to the instructions on the previous slide).



The screenshot shows the Nexetic SharePoint backup interface. At the top, there is a navigation bar with the Nexetic logo and menu items: Dashboard, Users, History, Mail, Drive, Contacts, Calendar, and SharePoint. The user's name, Heli Siniharju, and email address, heli.siniharju@nexetic.onmicrosoft.com, are displayed. Backup statistics are shown: Last Backup: 27/08/2019, Total Backup Size: 2.88 MB, and Next Backup: 27/08/2019. A search bar and buttons for Restore, Backup now, and History are present. A blue arrow points to a cloud icon in the top right corner. The main content area shows a list of sites, including BackupTest, with sub-items like Maintenance Log Library, Documents, Converted Forms, Site Pages, and User Information List. The URL for the BackupTest site is displayed as https://nexetic.sharepoint.com/sites/BackupTest.

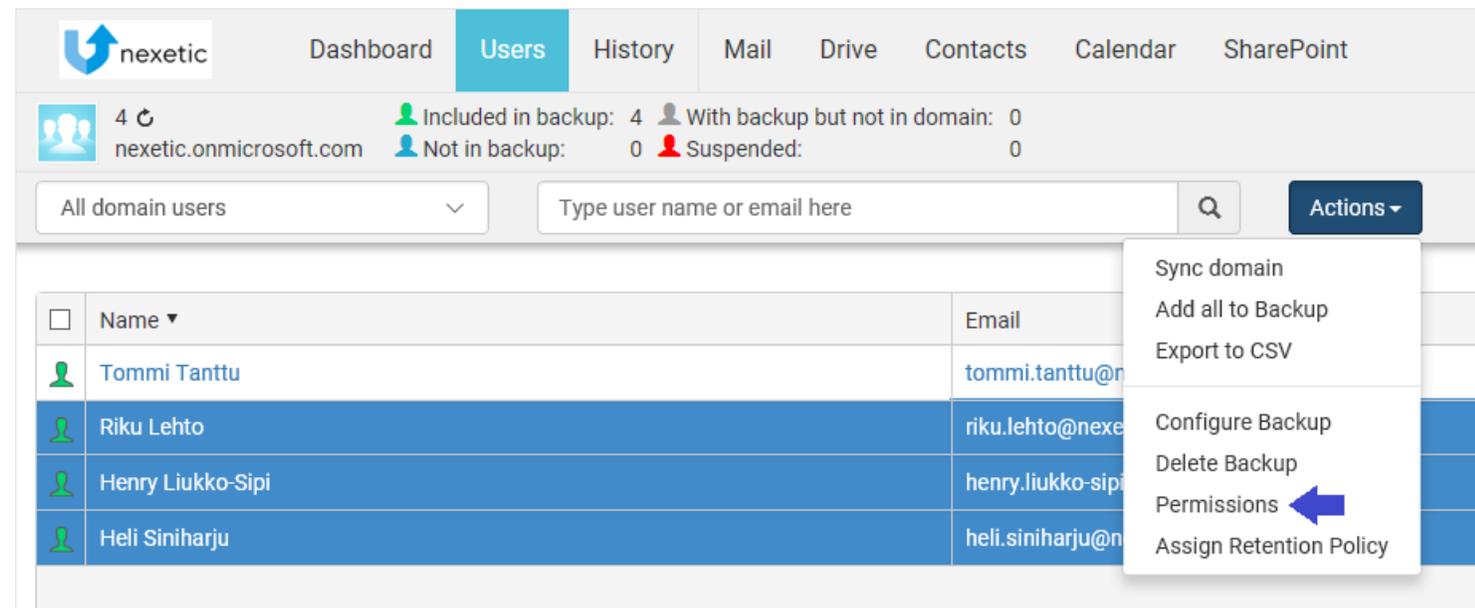
6. Giving Permissions

- The administrator can always restore data on behalf of the users.
- If users will need to restore their own data, they must be given permissions to sign in to the Management Portal and to restore their data. Select the users and click [Actions -> Permissions](#).
- For data restoration, both [Sign in](#) and [Restore](#) permissions are needed. Click them “ON” and [Save](#).

Set permissions for selected users

 Sign in	ON 
 Restore	ON 

[Save](#) [Cancel](#)

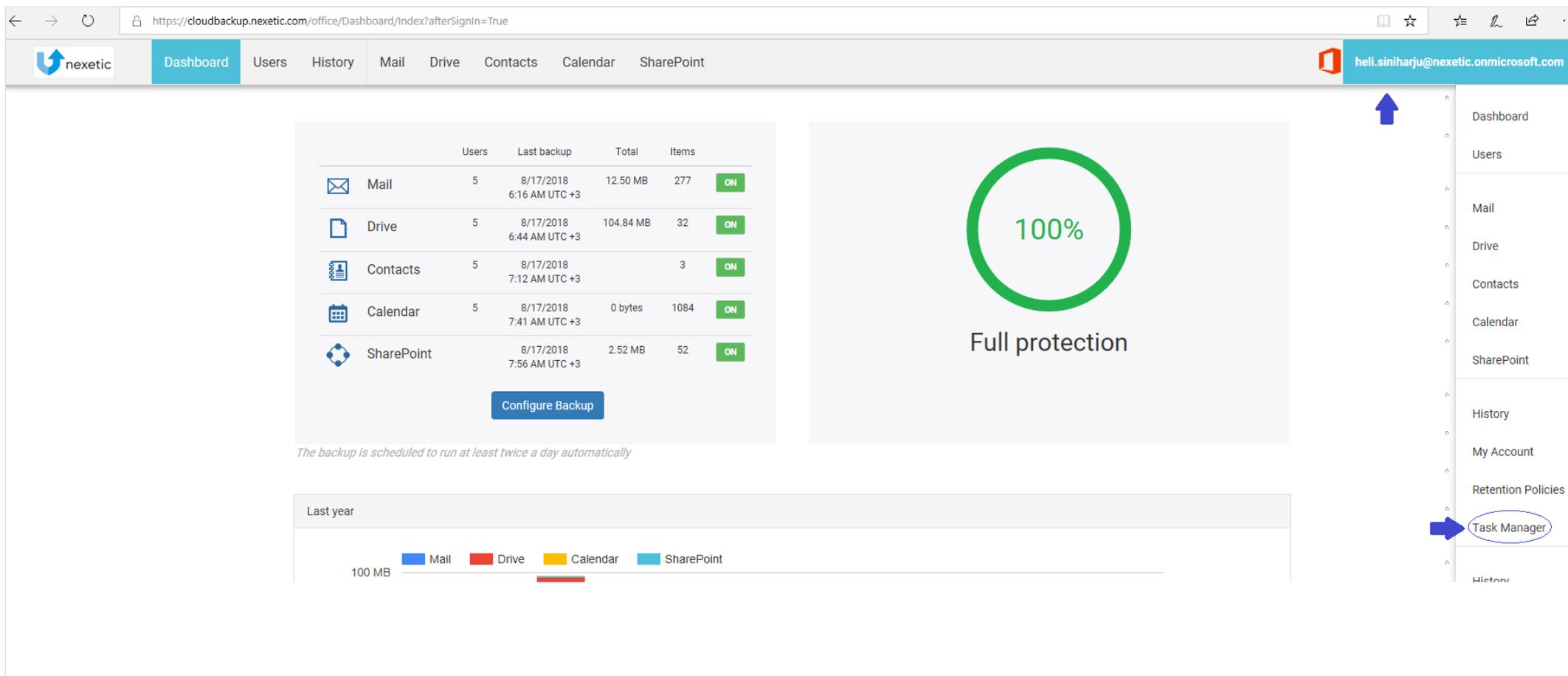


The screenshot shows the 'Users' management page in the Nexetic interface. The top navigation bar includes 'Dashboard', 'Users', 'History', 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint'. Below the navigation, there are statistics for the domain 'nexetic.onmicrosoft.com': 4 users included in backup, 0 with backup but not in domain, 0 not in backup, and 0 suspended. A search bar and an 'Actions' dropdown menu are present. The 'Actions' menu is open, showing options like 'Sync domain', 'Add all to Backup', 'Export to CSV', 'Configure Backup', 'Delete Backup', 'Permissions', and 'Assign Retention Policy'. A blue arrow points to the 'Permissions' option. Below the menu is a table of users with columns for 'Name' and 'Email'. The table lists Tommi Tantt, Riku Lehto, Henry Liukko-Sipi, and Heli Siniharju. The 'Riku Lehto' row is highlighted in blue.

Name	Email
Tommi Tantt	tommi.tanttu@n
Riku Lehto	riku.lehto@nexe
Henry Liukko-Sipi	henry.liukko-sipi
Heli Siniharju	heli.siniharju@n

7. Checking Backup Progress

- To see how users' backups are progressing in real time, click your email address in the upper right corner of the page, and select **Task Manager** from the menu.
- If the list is empty, there are no backups or data restorations ongoing at that moment.



The screenshot shows the Nexetic cloud backup dashboard. The top navigation bar includes the Nexetic logo, a menu with 'Dashboard', 'Users', 'History', 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint', and a user profile dropdown for 'heli.siniharju@nexetic.onmicrosoft.com'. The main content area features a table of backup statistics for various services, a large green circle indicating '100% Full protection', and a 'Configure Backup' button. A sidebar on the right contains a navigation menu with 'Task Manager' highlighted. A blue arrow points to the user profile dropdown, and another blue arrow points to the 'Task Manager' menu item.

	Users	Last backup	Total	Items	Status
Mail	5	8/17/2018 6:16 AM UTC +3	12.50 MB	277	ON
Drive	5	8/17/2018 6:44 AM UTC +3	104.84 MB	32	ON
Contacts	5	8/17/2018 7:12 AM UTC +3		3	ON
Calendar	5	8/17/2018 7:41 AM UTC +3	0 bytes	1084	ON
SharePoint		8/17/2018 7:56 AM UTC +3	2.52 MB	52	ON

[Configure Backup](#)

The backup is scheduled to run at least twice a day automatically

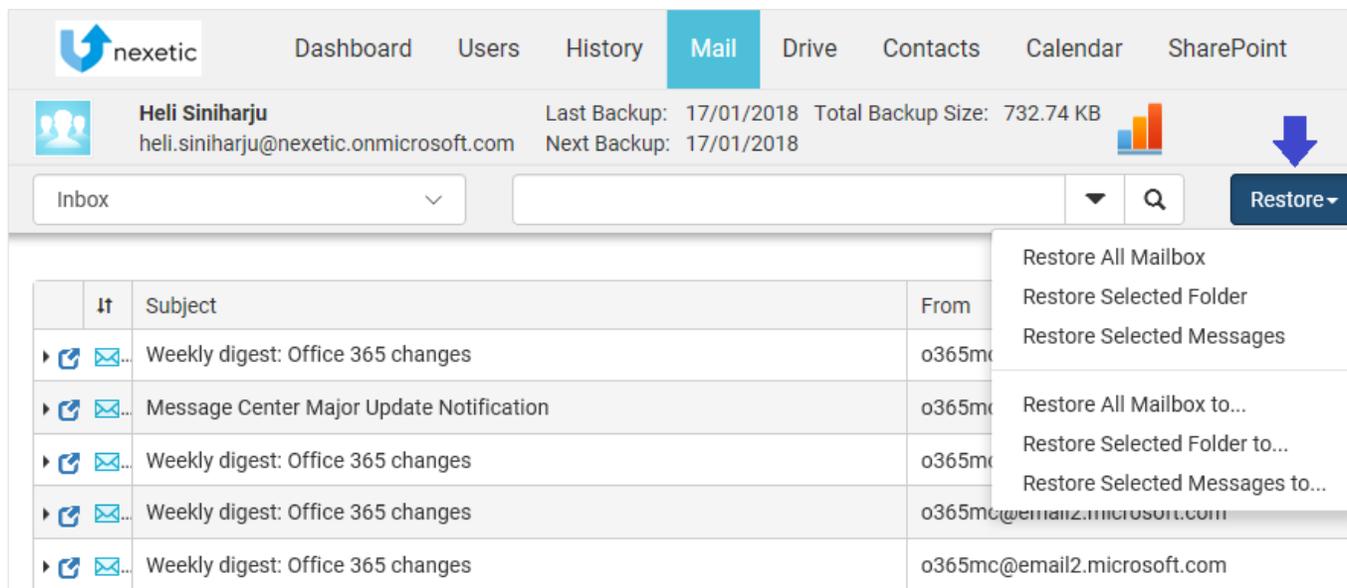
Last year

100 MB

Legend: Mail (blue), Drive (red), Calendar (yellow), SharePoint (teal)

8. Restoring Data in Mail / Contacts / Calendar

- Restoration from Mail / Contacts / Calendar is done by clicking **Restore** button
- Then select from the drop-down menu which folders / messages / contacts / calendars need to be restored
- Content will be restored back to user's O365
 - For Mail: also option to restore to another O365 Mail ("**Restore...to**").

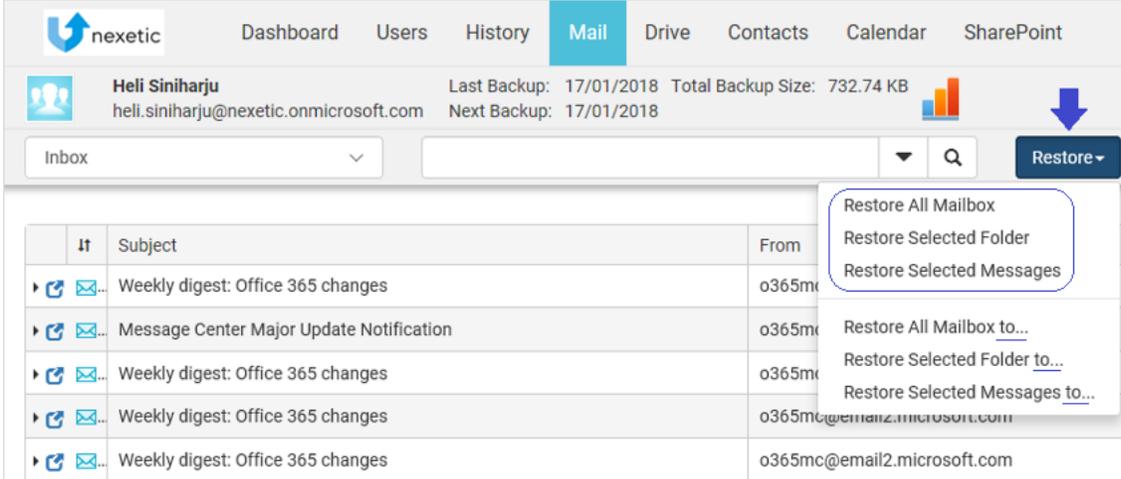


The screenshot shows the Nexetic Mail interface. At the top, there is a navigation bar with the Nexetic logo and tabs for Dashboard, Users, History, Mail (selected), Drive, Contacts, Calendar, and SharePoint. Below the navigation bar, the user's name 'Heli Siniharju' and email 'heli.siniharju@nexetic.onmicrosoft.com' are displayed, along with backup information: 'Last Backup: 17/01/2018', 'Total Backup Size: 732.74 KB', and 'Next Backup: 17/01/2018'. A search bar and a 'Restore' button are visible. The 'Restore' button is clicked, and a dropdown menu is shown with the following options: 'Restore All Mailbox', 'Restore Selected Folder', 'Restore Selected Messages', 'Restore All Mailbox to...', 'Restore Selected Folder to...', and 'Restore Selected Messages to...'. Below the menu, a table of email messages is visible.

It	Subject	From
▶	Weekly digest: Office 365 changes	o365m...
▶	Message Center Major Update Notification	o365m...
▶	Weekly digest: Office 365 changes	o365m...
▶	Weekly digest: Office 365 changes	o365m...@email2.microsoft.com
▶	Weekly digest: Office 365 changes	o365m...@email2.microsoft.com

9. Restore Options in Mail

- Restore All Mailbox
 - The entire mailbox is restored with its original structure to original folders
 - If folders don't exist, they will be created
- Restore Selected Folder
 - Messages are restored to the original folder
 - If a folder doesn't exist, it will be created
- Restore Selected Messages
 - Messages are restored to **Restore** folder
- The original date&time is kept in all the cases
- The same logic applies to the “Restore... to” restore options



The screenshot shows the Nexetic Mail interface. The top navigation bar includes Dashboard, Users, History, Mail (selected), Drive, Contacts, Calendar, and SharePoint. The user profile is Heli Siniharju (heli.siniharju@nexetic.onmicrosoft.com) with a Last Backup of 17/01/2018 and a Total Backup Size of 732.74 KB. The interface shows an 'Inbox' folder selected, and a 'Restore' button is visible. A dropdown menu is open, showing the following options:

- Restore All Mailbox
- Restore Selected Folder
- Restore Selected Messages
- Restore All Mailbox to...
- Restore Selected Folder to...
- Restore Selected Messages to...

	Subject	From
▶	Weekly digest: Office 365 changes	o365mc@...
▶	Message Center Major Update Notification	o365mc@...
▶	Weekly digest: Office 365 changes	o365mc@...
▶	Weekly digest: Office 365 changes	o365mc@emanz.microsoft.com
▶	Weekly digest: Office 365 changes	o365mc@email2.microsoft.com

10. Restoring Data in Drive



- On [Drive](#) page, OneDrive files or folders can be directly restored back to user's [OneDrive in Office 365](#) (by admin / end user), or downloaded to the [local workstation](#) (by end user only).
- To [restore back to OneDrive](#), select the items you need to restore, then click [Restore](#) and one of the options in drop-down menu:
 - [Restore Selected](#) will allow you to restore content to the original folder.
 - [Restore Selected to "Restore" Folder](#) will restore items to a Restore folder in the destination folder.
- Next, select the version to be restored: [Latest version](#), or from [Point in time](#).
- To [download files to the local workstation](#), select a file from the directory tree and you will see the list of revisions on the right. Choose a revision and you can then either open it or save it on your workstation.

The screenshot displays the Nexetic Drive interface. At the top, there is a navigation bar with tabs for Dashboard, Users, History, Mail, Drive (selected), Contacts, Calendar, and SharePoint. The user profile for Heli Siniharju is visible, along with backup statistics: Last Backup: 12/03/2019, Total Backup Size: 1.35 MB, and Next Backup: 12/03/2019. A search bar and buttons for Restore, Backup now, and History are present. The main content area shows a directory tree on the left with 'Attachments' and 'Restore' folders. The 'Restore' folder is selected, and a context menu is open over it, showing options: 'Restore Selected' and 'Restore Selected To 'Restore' Folder'. The main view displays a list of files: 'Eka testidocci.docx', 'Eka testidocci_restored...', 'Nexetic Shield Backup f...', 'Presentation.pptx', and 'Presentation1.pptx'. The 'Presentation.pptx' file is highlighted. On the right, a 'Revisions' panel shows three versions of the file: '22/11/2017 13:39:55', '22/11/2017 13:39:54', and '22/11/2017 13:37:05'.

11. Restoring Data in SharePoint



- On [SharePoint](#) page, you can restore SharePoint files or folders directly back to [SharePoint Online](#), or download files to the [local workstation](#) (by admin users with Global Admin rights only).
- Select the items you need to restore, then click [Restore](#) and one of the options in drop-down menu.
 - [Restore Selected](#) will allow you to restore content to the original folder
 - [Restore Selected to "Restore" Folder](#) will restore items to a Restore folder in the destination folder.
- Next, select the version to be restored: [Latest version](#), or from [Point in time](#).
- It is not yet possible to restore the whole SharePoint structure.
- Currently only Documents and Document libraries can be restored.
- Global Admin rights are required to access or restore content from SharePoint.

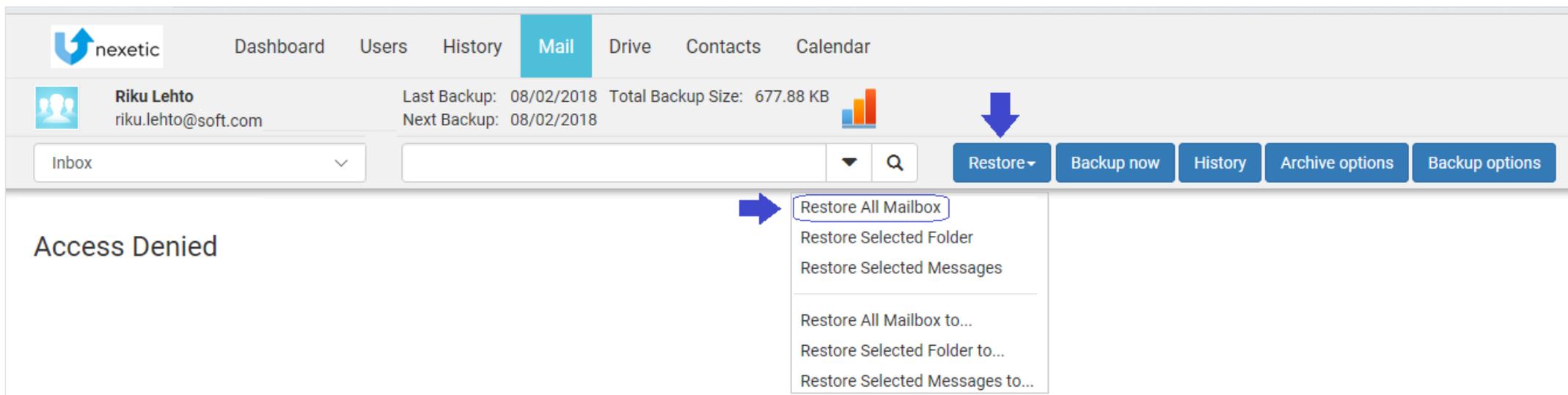
A screenshot of the SharePoint interface. At the top, there is a navigation bar with tabs for Dashboard, Users, History, Mail, Drive, Contacts, Calendar, and SharePoint. The user's name 'Heli Siniharju' and email 'heli.siniharju@nexetic.onmicrosoft.com' are visible. Below the navigation bar, there is a search bar and a 'Restore' button with a dropdown arrow. A dropdown menu is open, showing two options: 'Restore Selected' and 'Restore Selected To "Restore" Folder'. A blue arrow points to the 'Restore' button. In the main content area, there is a document icon representing a file named 'Nexetic Shield Backup f...'. On the right side, there is a 'Revisions' section showing a revision from '22/01/2018 16:21:20'. The left sidebar shows the site structure with 'Documents' selected.

12. Data Restore by End User

- If end-users need to restore their data from [O365](#), they will need to sign in to the [Shield Backup Office 365 Management Portal](#) with their O365 user credentials.
- Both [Sign in](#) and [Restore](#) permissions are needed (see chapter 6)
- Users can either use the Restore functionality, or download single files and file revisions to the workstation.

13. Data Restore by Administrator

- Minimum **User Management Admin** role is required from the Administrator to be able to restore users' data on their behalf
- On **Users** page, select the user by clicking the user's name.
- User Management Admin:
 - Click **Restore** -> **Restore all..**
 - possibility to restore **all** Mails / Calendar / Contacts on behalf of the user (not groups / single items)
 - Only restoration back to user's O365 is allowed
- Global Admin (O365) will have full access & restoration rights also on item level



The screenshot displays the Nexetic user management interface. At the top, navigation tabs include Dashboard, Users, History, Mail (selected), Drive, Contacts, and Calendar. Below the navigation, the user profile for Riku Lehto (riku.lehto@soft.com) is shown, along with backup statistics: Last Backup: 08/02/2018, Total Backup Size: 677.88 KB, and Next Backup: 08/02/2018. A search bar and a dropdown menu are visible. The 'Restore' button is highlighted with a blue arrow, and its dropdown menu is open, showing options: Restore All Mailbox, Restore Selected Folder, Restore Selected Messages, Restore All Mailbox to..., Restore Selected Folder to..., and Restore Selected Messages to... The 'Restore All Mailbox' option is highlighted with a blue arrow. Below the dropdown, the text 'Access Denied' is visible.

14. Administrator Rights



- To have Admin rights in cloudbackup.nexetic.com portal, minimum [User Management Admin](#) role is required in O365.
- User Management Admin level user has the following rights in cloudbackup.nexetic.com:
 - Add user to backup, configure backups
 - Add permissions
 - Restore all Mails / Calendar / Contacts on behalf of the user (not groups / single items)
- User Management Admin will **not** have the following rights in cloudbackup.nexetic.com:
 - Access to users' backup content on folder / item level
 - Access to SharePoint (SharePoint being a group level service)
 - Access [Audit Log](#) to see the actions of other users in cloudbackup.nexetic.com portal
- [Global Admin](#) will have more extensive access rights (complying with roles in O365 domain)

The screenshot displays the Nexetic portal interface for a user named Riku Lehto. The navigation bar includes 'Dashboard', 'Users', 'History', 'Mail', 'Drive', 'Contacts', and 'Calendar'. The 'Mail' tab is active. The user's profile information is shown as 'Riku Lehto' with email 'riku.lehto@soft.com'. Backup statistics indicate 'Last Backup: 08/02/2018' and 'Next Backup: 08/02/2018' with a 'Total Backup Size: 677.88 KB'. A search bar and a dropdown menu set to 'Inbox' are visible. A 'Restore' button is highlighted with a blue arrow pointing to a dropdown menu containing the following options: 'Restore All Mailbox', 'Restore Selected Folder', 'Restore Selected Messages', 'Restore All Mailbox to...', 'Restore Selected Folder to...', and 'Restore Selected Messages to...'. A blue box labeled 'Access Denied' is overlaid on the main content area, with another blue arrow pointing from it towards the 'Restore' dropdown menu.

15. Retention Policies



- By default there are no Retention Policies in place
- Unlimited version history is available for all services and all backups
- Admin-user can create retention policies for the customer in the Management Portal by clicking his username in the upper right corner and selecting [Retention policies](#) and [Create Retention Policy](#).
- Take retention policy in use on [Users](#) page by selecting the users, clicking [Actions](#) and [Assign Retention Policy](#). Select the policy by ticking the box and click [Save](#).

The screenshot shows the 'Users' page in the Nexetic Management Portal. The 'Actions' menu is open, and 'Assign Retention Policy' is highlighted. The table below lists the users and their backup status.

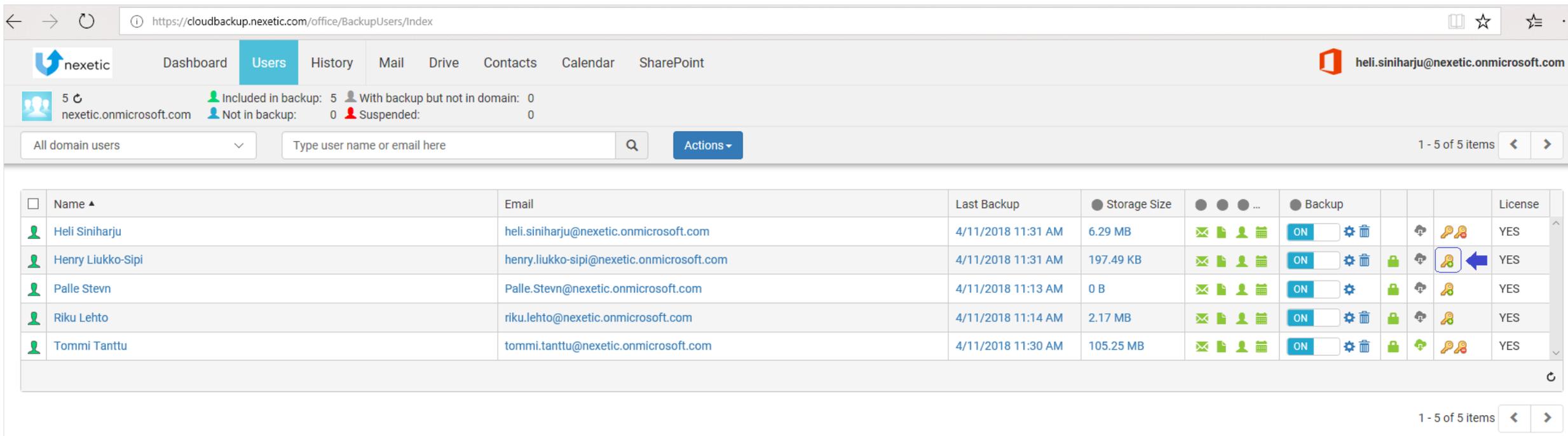
Name	Email	Last Backup	Storage Size	Backup	License
Aleksi Ojasalo	aleksi.ojasalo@n	7/11/2019 4:56 AM	0 B	ON	YES
Heidi Laivamaa	heidi.laivamaa@n	7/11/2019 4:57 AM	805.92 KB	ON	YES
Heli Siniharju	heli.siniharju@n	7/11/2019 9:22 AM	16.25 MB	ON	YES
Henry Liukko-Sipi	henry.liukko-sip	7/11/2019 9:20 AM	197.49 KB	ON	YES
Palle Stevn	Palle.Stevn@nexetic.onmicrosoft.com	7/11/2019 2:43 AM	28.94 MB	ON	YES
Riku Lehto	riku.lehto@nexetic.onmicrosoft.com	7/11/2019 9:23 AM	5.37 MB	ON	YES
Tommi Tantu	tommi.tantu@nexetic.onmicrosoft.com	7/11/2019 6:53 AM	1.47 GB	ON	YES

16. Storing deleted files

- If user deletes files from O365, the deleted files will be kept in the backup as regular files without any limits (or according to an applicable retention policy, if such retention policies has been created for the customer by the Administrator).
- Deleted files are shown as existing files in the Shield Backup Office 365 Management Portal (not tagged as “deleted”)
- Backed up data will be permanently deleted from the system after 30 days, when..
 - End-user’s all backed up data is deleted in Management Portal by clicking the carbage bin symbol on Users page (deletion confirmation requires setting up alternate email – see slide 20)
 - AND there are no backups since that (backup = OFF)
- The above applies also to situations where user is deleted from Office 365. The user will remain visible in the Management Portal, and all the backed up data remains in the service, unless deleted by clicking the carbage bin on Users. Keeping deleted user’s data does not require a backup license since new backups are no longer taken.

17. Setting up an alternate email

- It is possible to log into the Management Portal with another email address (doesn't have to be O365 email address; any address will do)
- On [Users](#) page, click the key symbol for the selected user
- Add the email address and any chosen password. The password is created for this service only and it doesn't need to be the same as the e-mail password.



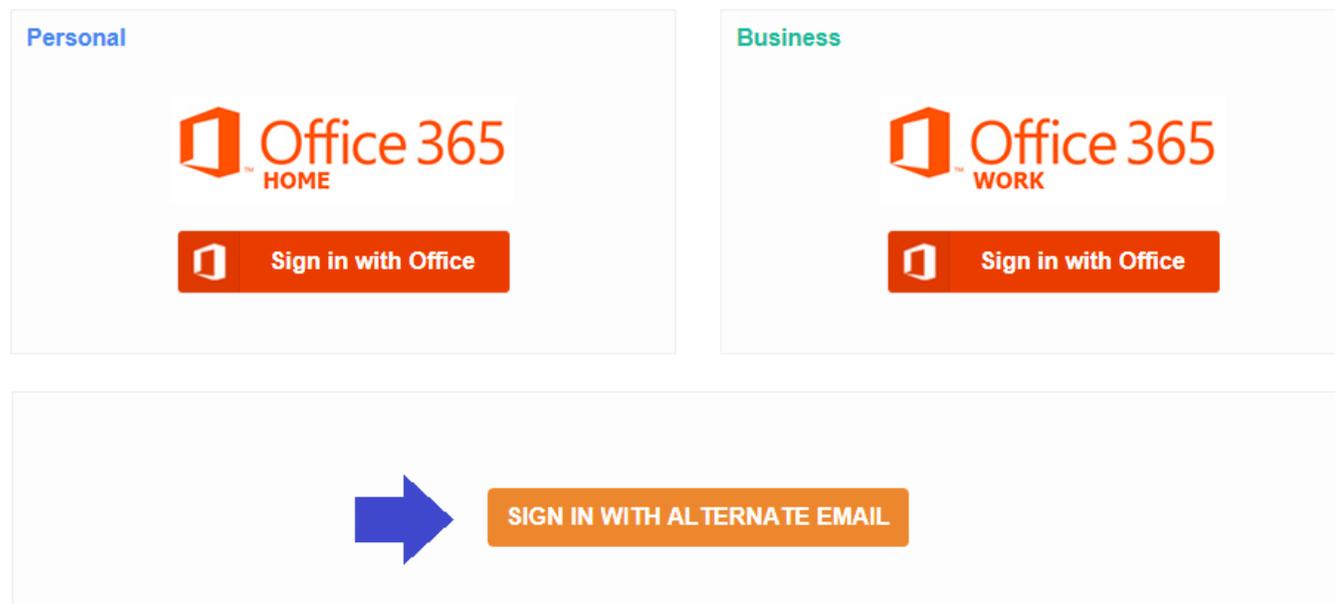
The screenshot shows the 'Users' page in the Nexetic Management Portal. The page displays a list of users with columns for Name, Email, Last Backup, Storage Size, Backup status, and License. A blue arrow points to the 'key' icon in the actions column for Henry Liukko-Sipi, indicating the step to click this icon to set an alternate email.

Name	Email	Last Backup	Storage Size	Backup	License
Heli Siniharju	heli.siniharju@nexetic.onmicrosoft.com	4/11/2018 11:31 AM	6.29 MB	ON	YES
Henry Liukko-Sipi	henry.liukko-sipi@nexetic.onmicrosoft.com	4/11/2018 11:31 AM	197.49 KB	ON	YES
Palle Stevn	Palle.Stevn@nexetic.onmicrosoft.com	4/11/2018 11:13 AM	0 B	ON	YES
Riku Lehto	riku.lehto@nexetic.onmicrosoft.com	4/11/2018 11:14 AM	2.17 MB	ON	YES
Tommi Tanttu	tommi.tanttu@nexetic.onmicrosoft.com	4/11/2018 11:30 AM	105.25 MB	ON	YES

18. Signing in with the alternate email

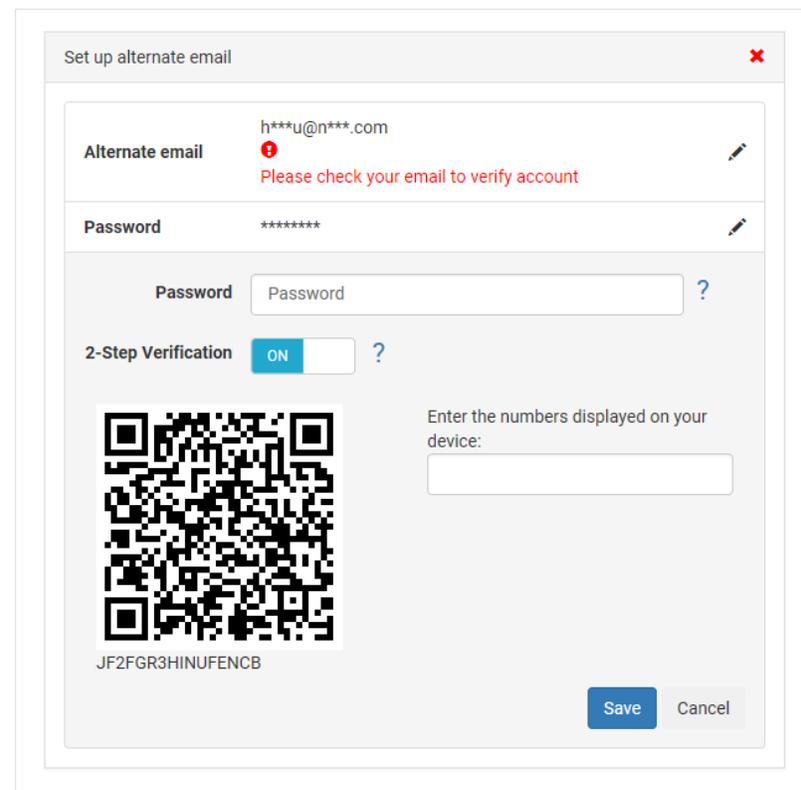
- Once the alternate email address has been set up, you can use it to login to the Cloudbackup.nexetic.com Management Portal
- Click [Sign in with alternate email](#) and fill in your alternate email address and password

- Tip: If you have set up alternate email, you can login to the Management Portal with it even if O365 authentication isn't working.



19. Multi-factor authentication / 2-step verification

- Shield Backup Office 365 uses Microsoft authentication. If [multi-factor authentication](#) has been taken in use for the user in Microsoft 365 user settings, it will be in use also in Shield Backup Office 365 Management portal, if user is signing in with his/her Office 365 user credentials.
- If user is using alternate email address for signing into the Management portal, 2-step verification can be taken in use. Signed-in user can take 2-step verification in use by clicking his/her username and [My account](#) in the drop-down menu at the right upper corner of the page. Then click [2-step verification](#) and turn it “ON”. To do this Google Authentication App is required, so user will need to installed it in his/her phone first.



Set up alternate email

Alternate email h***u@n***.com
Please check your email to verify account

Password *****

Password Password ?

2-Step Verification ON ?

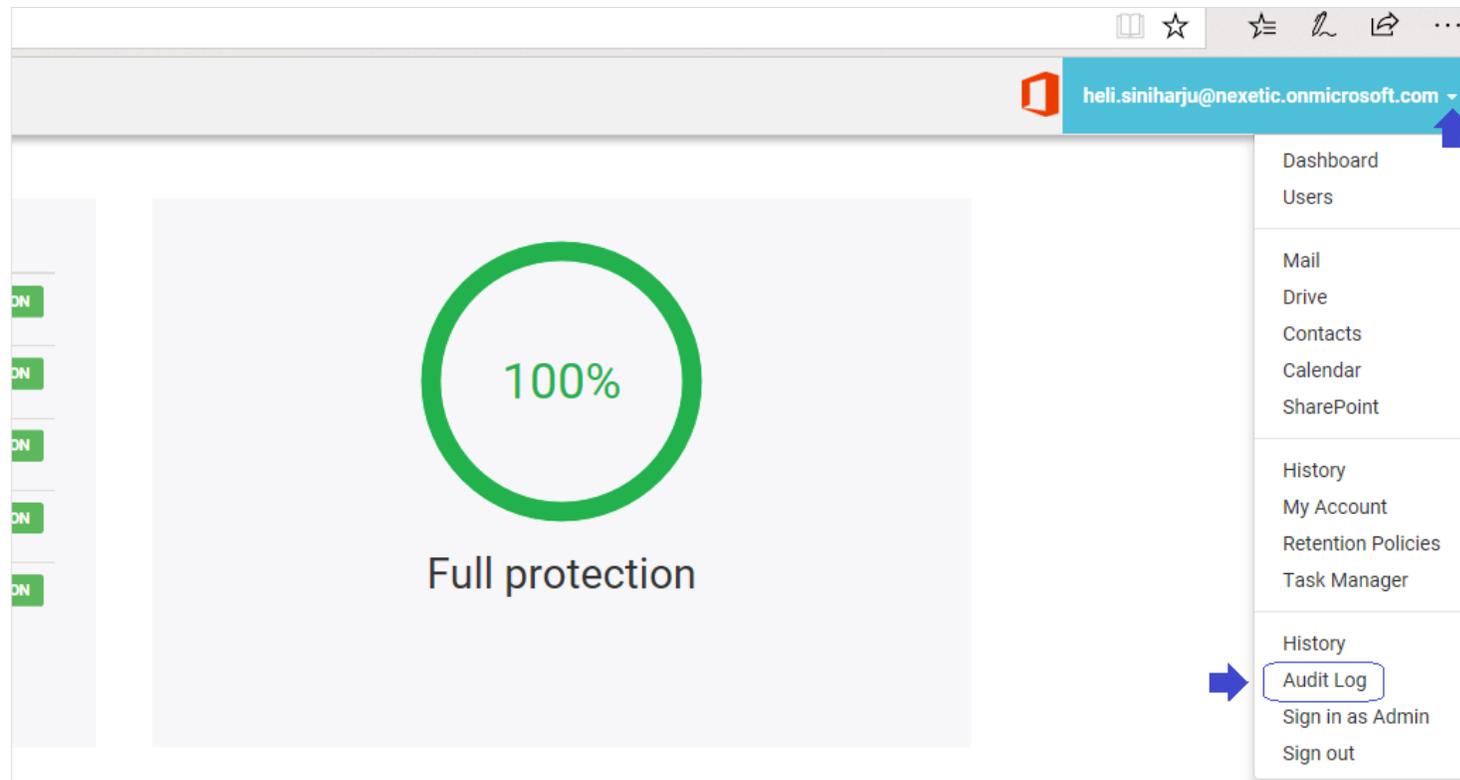
Enter the numbers displayed on your device:

JF2FGR3HINUFENCB

Save Cancel

20. Audit Log

- To see all actions of users under the domain, you can enter the [Access Log](#).
- Click your username at the right upper corner of the page and select [Access Log](#) from the drop-down menu.
- Global Admin user role is required in O365 for accessing Audit Log.



Audit Log

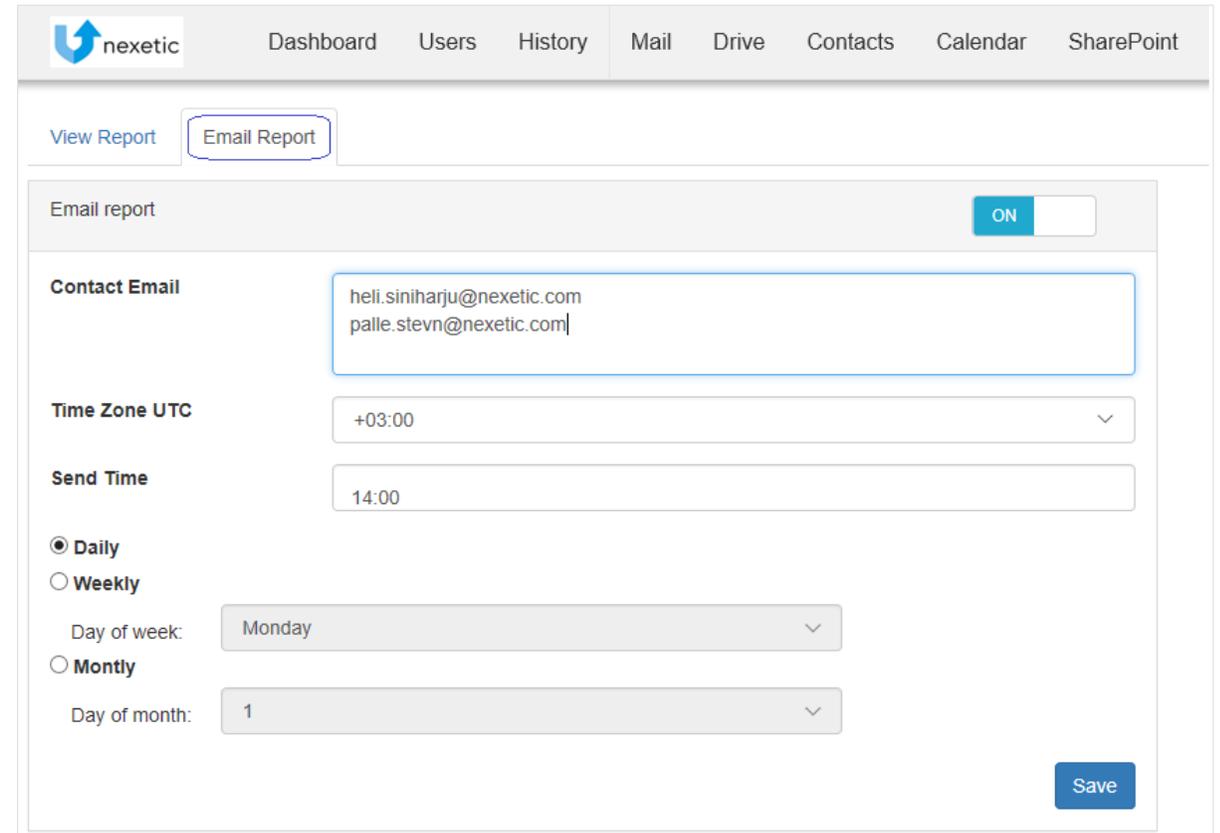
- **Filtering:**
 - The actions can be filtered by clicking the filter icon
 - Filter by User, Event, Action or Date
- **Sorting:**
 - Data can also be sorted by each column
 - To sort the data, click the column name

Currently data restorations from OneDrive and SharePoint are not shown in Audit Log. Also, the signed-in user cannot see actions that he has taken for his/her own user; only actions regarding other domain users are shown.

▼ User	▼ Event	▼ Action	▼ Date	▼ Description
heli.siniharju@nexetic.onmicrosoft.com	Restore	Contacts All Restored	11/22/2017 1:50 PM	heli.siniharju@nexetic.onmicrosoft.com restored All Contacts for heli.siniharju@nexetic.onmicrosoft.com to the account of heli.siniharju@nexetic.onmicrosoft.com
heli.siniharju@nexetic.onmicrosoft.com	Restore	Mail Folder Restored	11/29/2017 3:15 PM	heli.siniharju@nexetic.onmicrosoft.com restored the entire folder 'Inbox' for heli.siniharju@nexetic.onmicrosoft.com to the account of heli.siniharju@nexetic.onmicrosoft.com
heli.siniharju@nexetic.onmicrosoft.com	Restore	Mail Folder Restored	11/29/2017 3:16 PM	heli.siniharju@nexetic.onmicrosoft.com restored the entire folder 'Inbox' for heli.siniharju@nexetic.onmicrosoft.com to the account of heli.siniharju@nexetic.onmicrosoft.com
heli.siniharju@nexetic.onmicrosoft.com	Restore	Contacts Restored	11/30/2017 11:07 AM	heli.siniharju@nexetic.onmicrosoft.com restored 1 contacts from the group 'Contacts' for heli.siniharju@nexetic.onmicrosoft.com to the account of heli.siniharju@nexetic.onmicrosoft.com
heli.siniharju@nexetic.onmicrosoft.com	Backup Configured	User Turned ON/OFF	1/17/2018 2:55 PM	heli.siniharju@nexetic.onmicrosoft.com turned off heli.siniharju@nexetic.onmicrosoft.com

21. Automatic Email Reporting

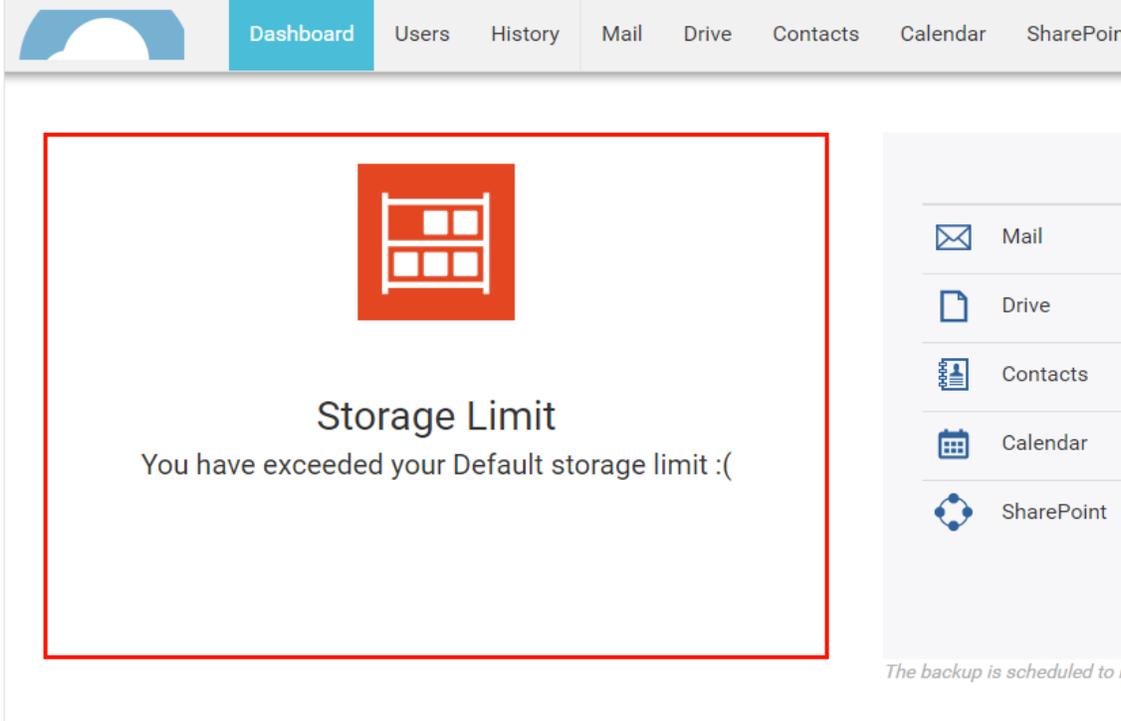
- To receive regular reports of the users' backup statuses via email, click your username at the right upper corner of the page and select **Reports** from the drop-down menu. Move onto **Email Report** tab.
- Fill in report recipients' email addresses (one per row), time zone and sending time. Also select the schedule – daily, weekly, or monthly.



The screenshot shows the 'Email Report' configuration page in the Nexetic dashboard. The page has a navigation bar with 'Dashboard', 'Users', 'History', 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint'. Below the navigation bar, there are two tabs: 'View Report' and 'Email Report'. The 'Email Report' tab is active. The main content area is titled 'Email report' and has a toggle switch set to 'ON'. Below this, there are several fields: 'Contact Email' with a text input containing 'heli.siniharju@nexetic.com' and 'palle.stevn@nexetic.com'; 'Time Zone UTC' with a dropdown menu set to '+03:00'; 'Send Time' with a text input set to '14:00'; and three radio buttons for 'Daily', 'Weekly', and 'Monthly'. The 'Daily' option is selected. Below the radio buttons, there are two dropdown menus: 'Day of week' set to 'Monday' and 'Day of month' set to '1'. A 'Save' button is located at the bottom right of the form.

22. Reaching Storage Limit

- If the total license space assigned to the customer has been reached, this notification will be displayed in the Management Portal's Dashboard view.
- Alert is also sent via email to the Main Admin (= Global Admin who activated the service).
- You can purchase more storage space when needed (options listed in chapter 1, "Backup Licenses")



The screenshot shows the Management Portal Dashboard with a navigation bar at the top containing 'Dashboard', 'Users', 'History', 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint'. A red-bordered notification box is centered on the page, featuring a red icon of a server rack. The text inside the box reads: 'Storage Limit' followed by 'You have exceeded your Default storage limit :('. To the right of the notification is a sidebar with icons and labels for 'Mail', 'Drive', 'Contacts', 'Calendar', and 'SharePoint'. At the bottom right of the dashboard, there is a small text snippet: 'The backup is scheduled to'.

23. Advanced features – Backup options for Mail



- It is possible to make backup rules for emails based on Sender/Recipient, Subject, Sent date or Location/Folder. Check the next slide for more details.
- Backup options can be found under [Mail](#) -> [Backup Options](#).
- If [Apply To All Domain Users](#) is selected, the backup rules will apply to all users in the domain. If it's not selected, the rules only affect the selected user.

A screenshot of the Nexetic web interface showing the 'Mail' section. The 'Backup Options' tab is active. The interface includes several input fields for defining backup rules: 'From:', 'To:', and 'Subject:' each with a 'Contains' dropdown menu and a text input field. The 'Sent:' field has a 'Date' dropdown, an 'Older than' dropdown, a date input field, and a calendar icon. The 'Folders:' field has a 'Not Include Selected' dropdown and a text input field. At the bottom right, there is a checked checkbox for 'Apply To All Domain Users' and a green 'Save' button.

Backup Options

From: Contains [input field]

To: Contains [input field]

Subject: Contains [input field]

Sent: Date [input field] Older than [input field] [calendar icon]

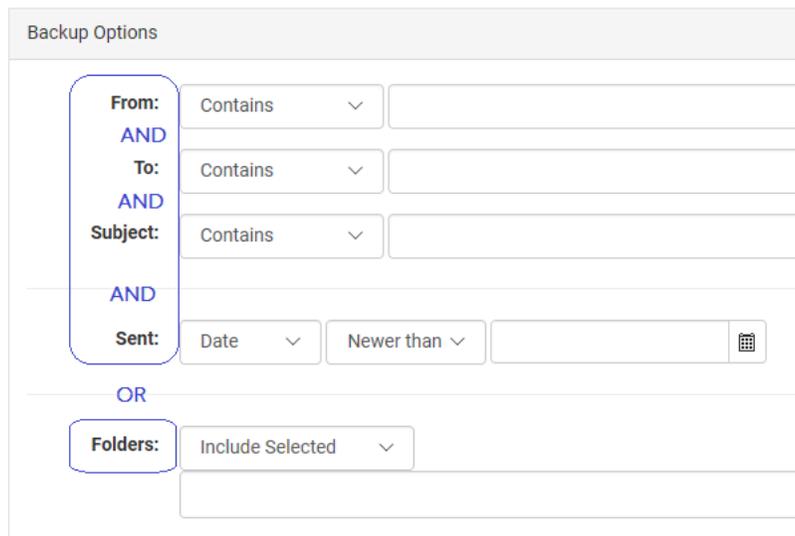
Folders: Not Include Selected [input field]

Apply To All Domain Users

Advanced features – Backup options for Mail

- **From / To / Subject / Sent** options:
 - For the rule to apply, all these conditions (if defined) must be met: **From & To & Subject & Sent**.
 - Only the emails that at the same time meet all these conditions are backed up.
- **Folders** options:
 - Folder options are independent of the other, above mentioned options, and they can be used separately.

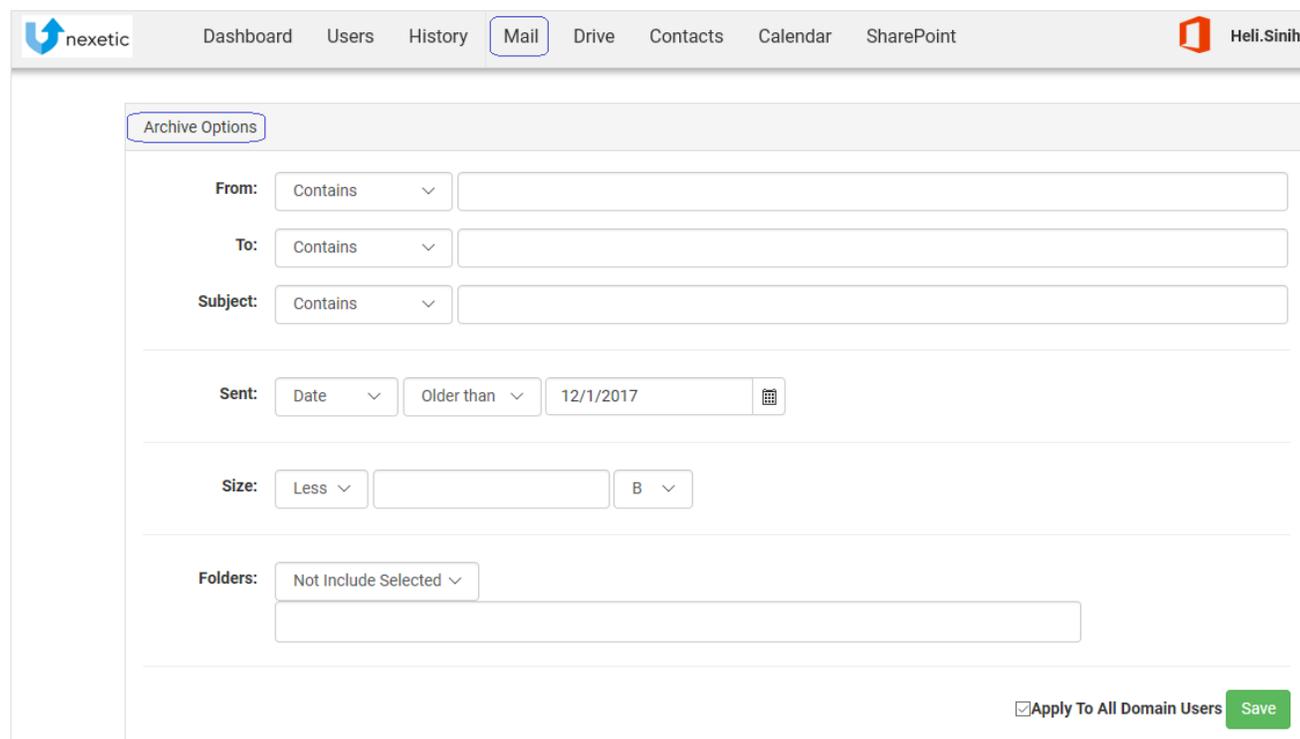
- Example 1, two rules have been added:
 - **Sent**: Newer than 1/1/2019
 - **Folders, Include Selected**: folder “Inbox”
-> Emails both newer than 1/1/2019 and all emails in folder “Inbox” are backed up.
- Example 2, two rules have been added:
 - **Sent**: Newer than 1/1/2019
 - **Folder, Not Include Selected**: folder “Misc”
-> Emails newer than 1/1/2019 are backed up; Nothing from folder “Misc” is backed up (not even the newest emails)



The screenshot shows the 'Backup Options' configuration window. It features a series of conditions stacked vertically, separated by logical operators. The first three conditions are 'From: Contains', 'To: Contains', and 'Subject: Contains', each with a dropdown menu set to 'Contains' and an empty text input field. These three conditions are grouped together by an 'AND' operator. Below this group is another 'AND' operator, followed by a 'Sent:' condition. The 'Sent:' condition has a 'Date' dropdown, a 'Newer than' dropdown, an empty text input field, and a calendar icon. Below the 'Sent:' condition is an 'OR' operator, followed by a 'Folders:' condition. The 'Folders:' condition has a dropdown menu set to 'Include Selected' and an empty text input field. The 'From:', 'To:', and 'Subject:' labels and their respective dropdowns are highlighted with a blue rounded rectangle.

24. Advanced features – Mail Archiving

- It is possible to make rules for archiving emails based on Sender/Recipient, Subject, Sent date, Size or Location/Folder. Check the next slide for more details.
- Archiving deletes emails from Office 365 but stores them in backup, whereas regular backup creates copies of emails so they exist both in Office 365 and in backup.
- Archiving options can be found under [Mail](#) -> [Archive options](#).
- If [Apply To All Domain Users](#) is selected, the archive rules will apply to all users in the domain. If it's not selected, the rules only affect the selected user.



The screenshot shows the 'Mail' configuration page in the Nexetic interface. The 'Archive Options' section is active, displaying various criteria for archiving emails. The criteria include:

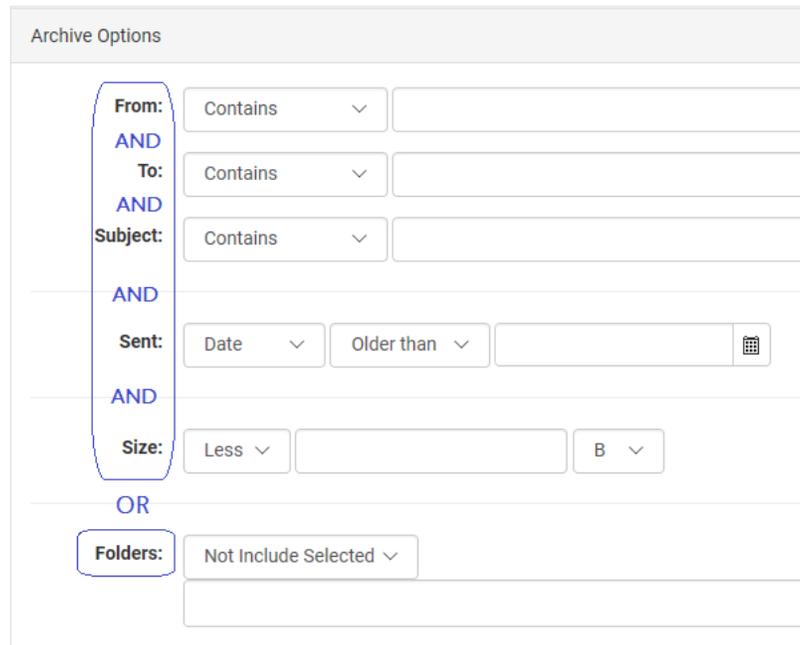
- From:** Contains (dropdown) [text input]
- To:** Contains (dropdown) [text input]
- Subject:** Contains (dropdown) [text input]
- Sent:** Date (dropdown) Older than (dropdown) 12/1/2017 (calendar icon)
- Size:** Less (dropdown) [text input] B (dropdown)
- Folders:** Not Include Selected (dropdown) [text input]

At the bottom right, there is a checkbox for **Apply To All Domain Users** and a green **Save** button.

Advanced features – Mail Archiving

- **From / To / Subject / Sent / Size** options:
 - For the rule to apply, all these conditions (if defined) must be met: **From & To & Subject & Sent & Size**.
 - Only the emails that at the same time meet all these conditions are archived.
- **Folders** options:
 - Folder options are independent of the other, above mentioned options, and they can be used separately.

- Example 1, two rules have been added:
 - **Sent**: Older than 12/1/2017
 - **Folders, Include Selected**: folder “Important”
-> Emails both older than 12/1/2017 and all emails in folder “Important” are archived
- Example 2, two rules have been added:
 - **Sent**: Older than 12/1/2017
 - **Folder, Not Include Selected**: folder “Misc”
-> Emails older than 12/1/2017 are archived; Nothing from folder “Misc” is archived (not even the oldest emails)



Archive Options

From: Contains ▾

AND

To: Contains ▾

AND

Subject: Contains ▾

AND

Sent: Date ▾ Older than ▾

AND

Size: Less ▾ B ▾

OR

Folders: Not Include Selected ▾