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

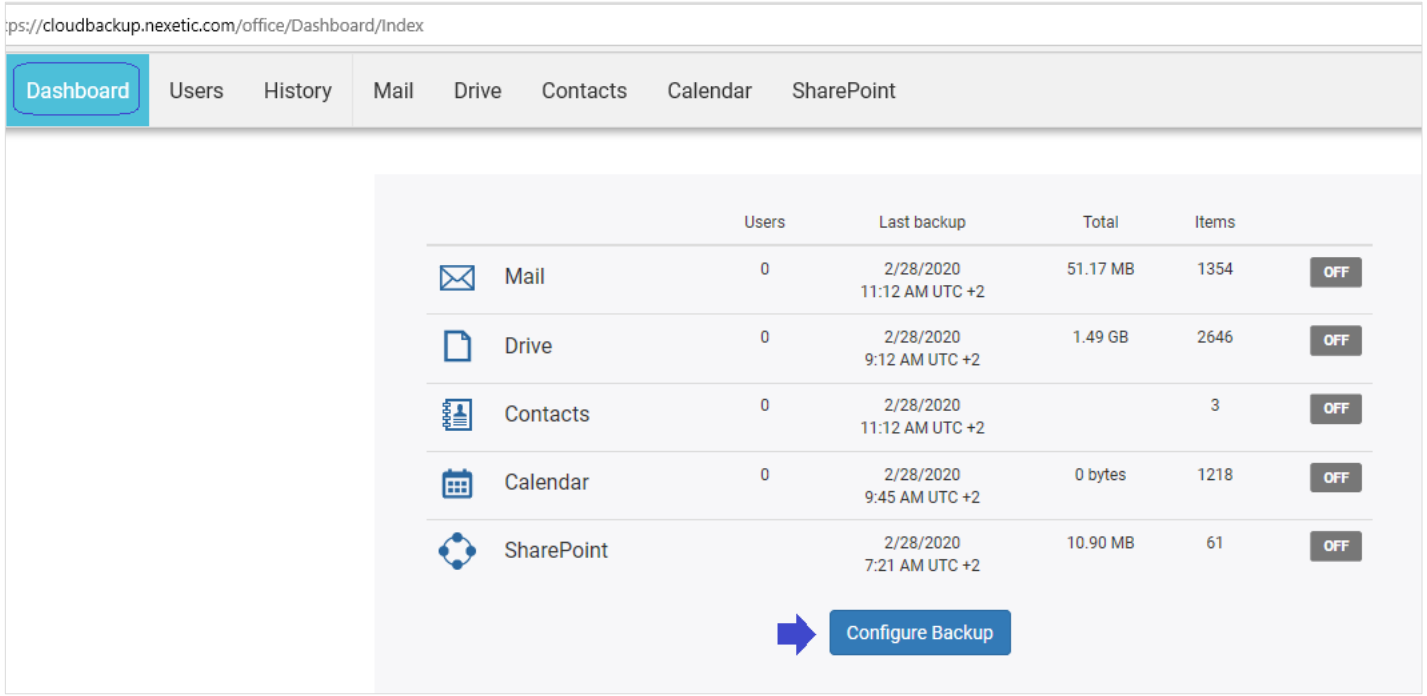
- All end-users under the domain share the customer's total storage space
  (10 users x 50 GB / user = 500 GB for all users to share)
- Shared Mailboxes and Public Folder Mailboxes are considered as domain users. A separate user license is required to back them up.
- Extra disk space can be purchased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

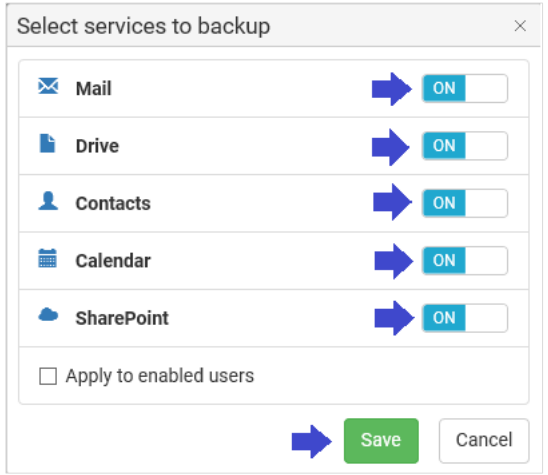
- We will send the Administrator instructions on how to login to the Management Portal. It is located at: https://cloudbackup.nexetic.com/
- Administrator's own O365 user credentials for the domain are used to log in
  - Global Admin user role is required for activating the service
- In Office 365 portal 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.



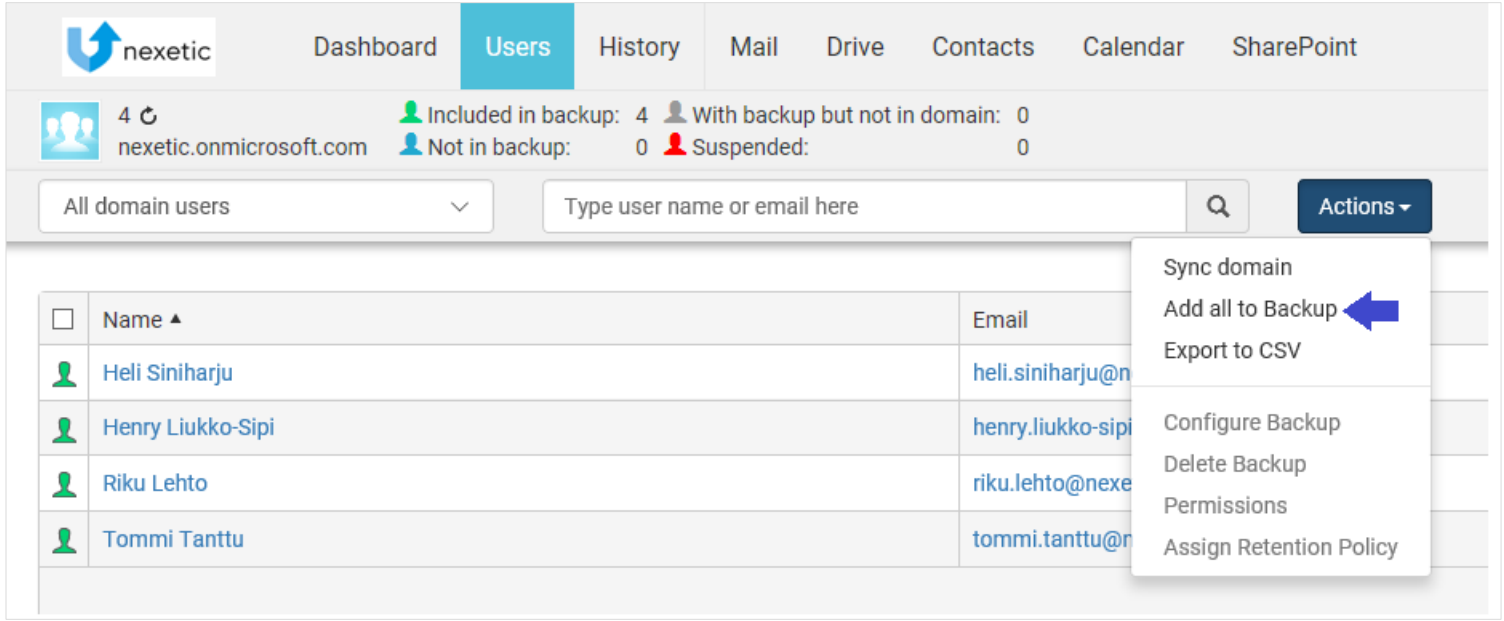
Then, select the services for backup (click OFF -> ON) and click Save.



4. Turning on backups

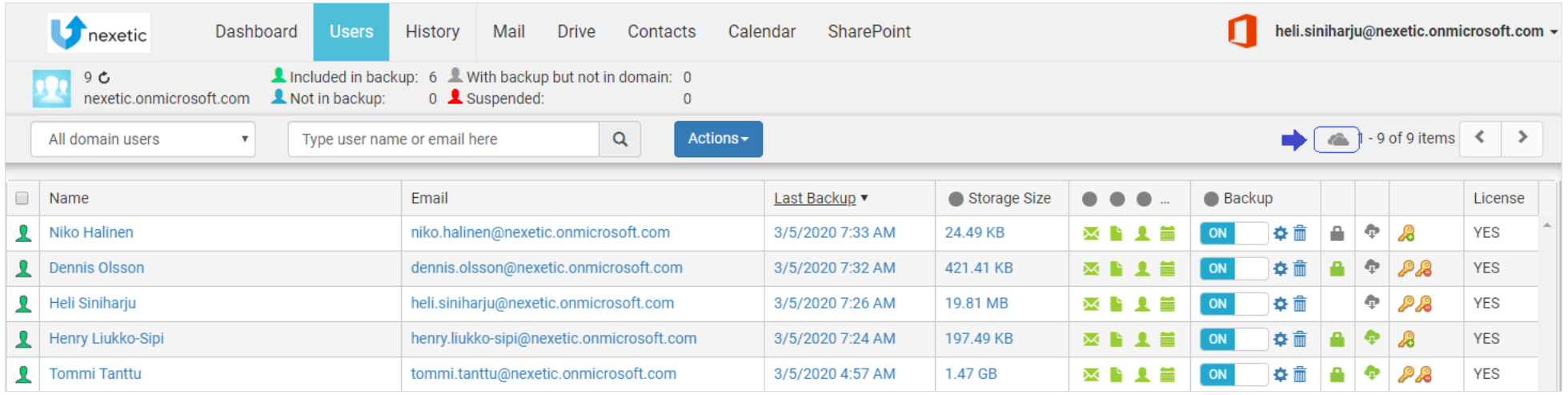
- List of domain users are displayed on Users page. It may take a few minutes for the full user list to appear. Once the list is visible, you can define which users will be included in backup.
  - Shared Mailboxes and Public Folder Mailboxes are listed as separate domain users on the list. They require 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").



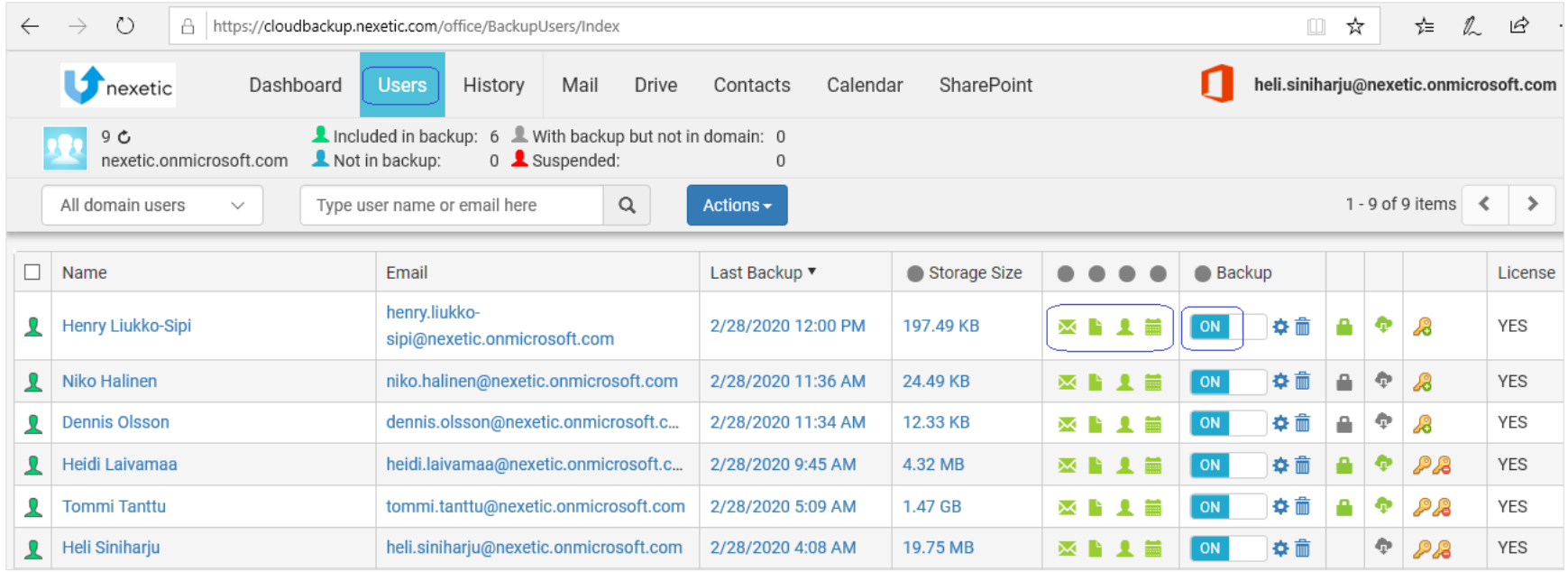
Turning on backups

- 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.



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.

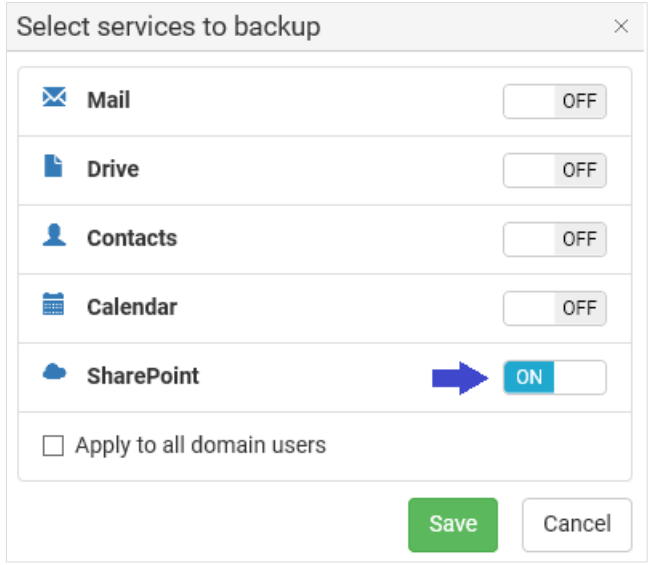


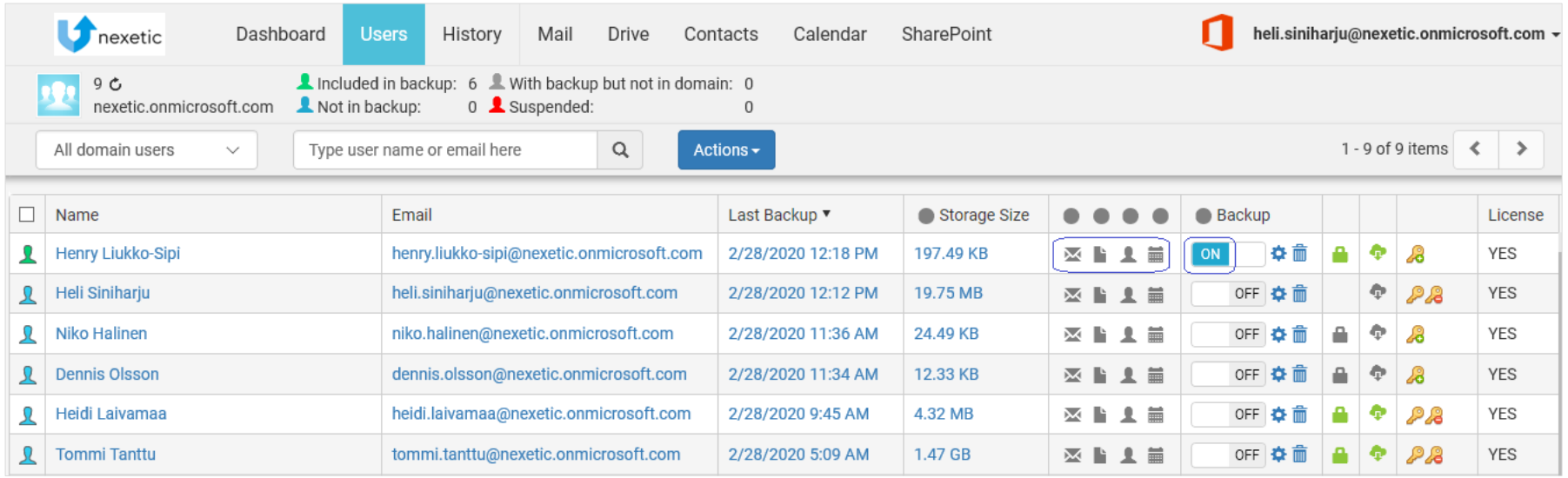
Backups will start automatically according to pre-set schedule and they will be run every 6 hours, starting at 11 am, 5 pm, 11 pm, and 5 am UTC.

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.

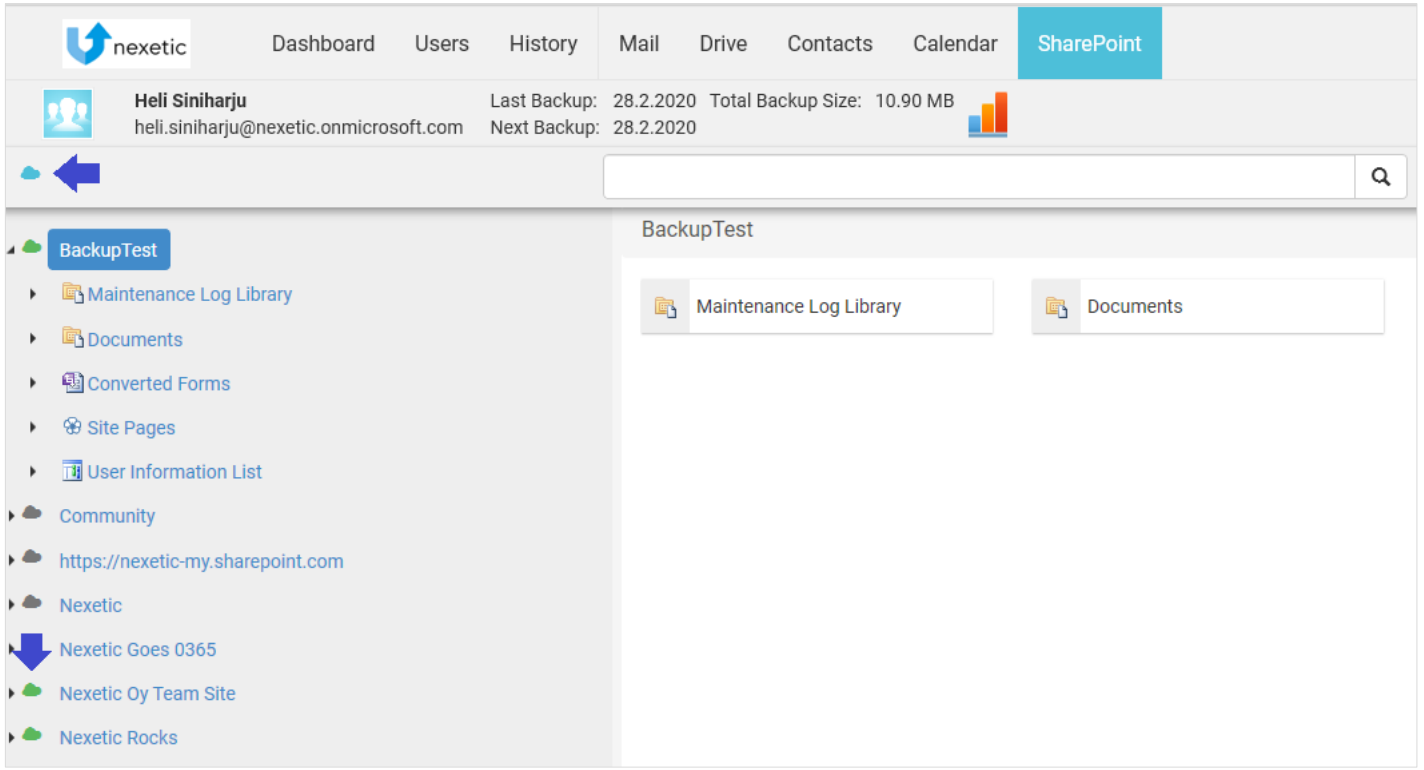




Turning on backup for SharePoint

Enter SharePoint page to select the sites to be backed up.

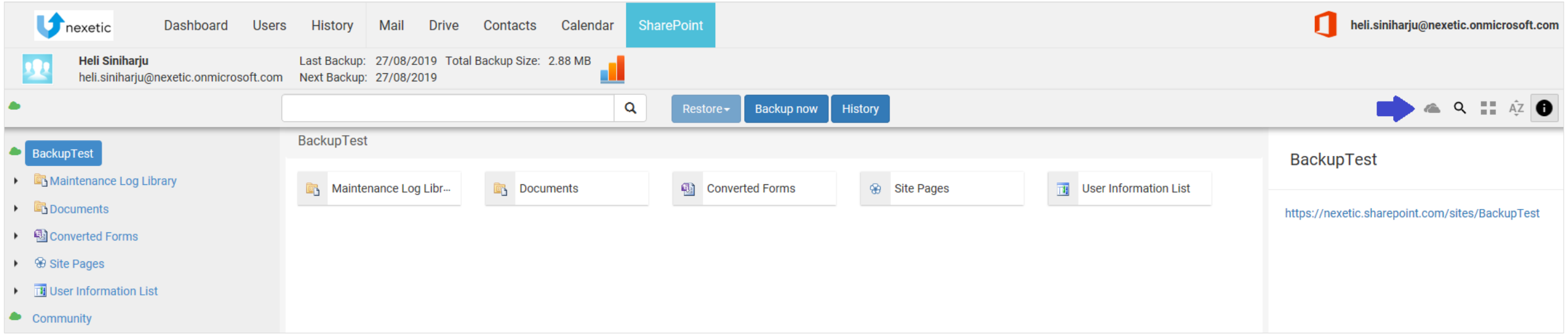
- To back up all sites: Click the uppermost cloud symbol on the left side of the window, according to the screenshot.
- To back up single sites: Click cloud symbol next to the site name.
- Once the cloud symbol turns green, the site is included in backup.



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.

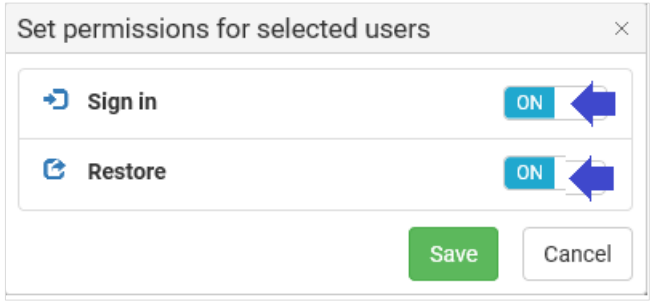
If this option is not selected, new SharePoint sites that are created afterwords will not be backed up, unless separately added to backup (according to the instructions on the previous slide).

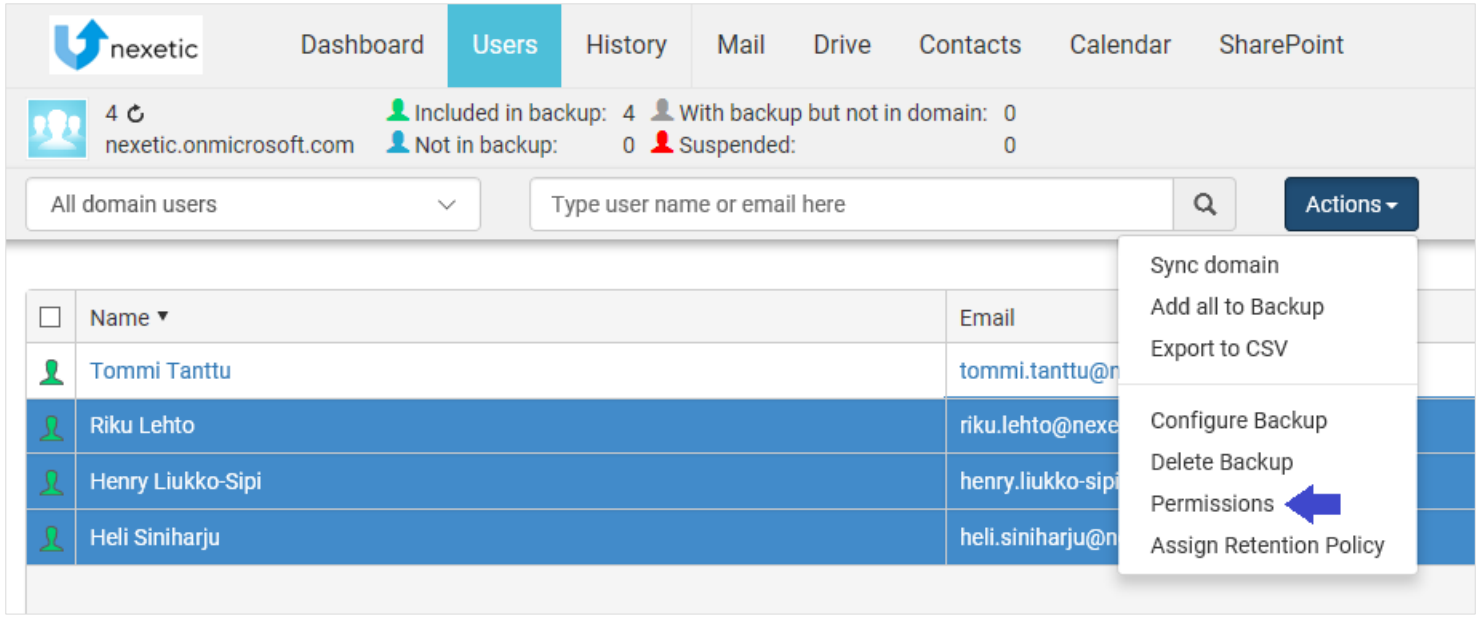


6. Giving Permissions

- 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.

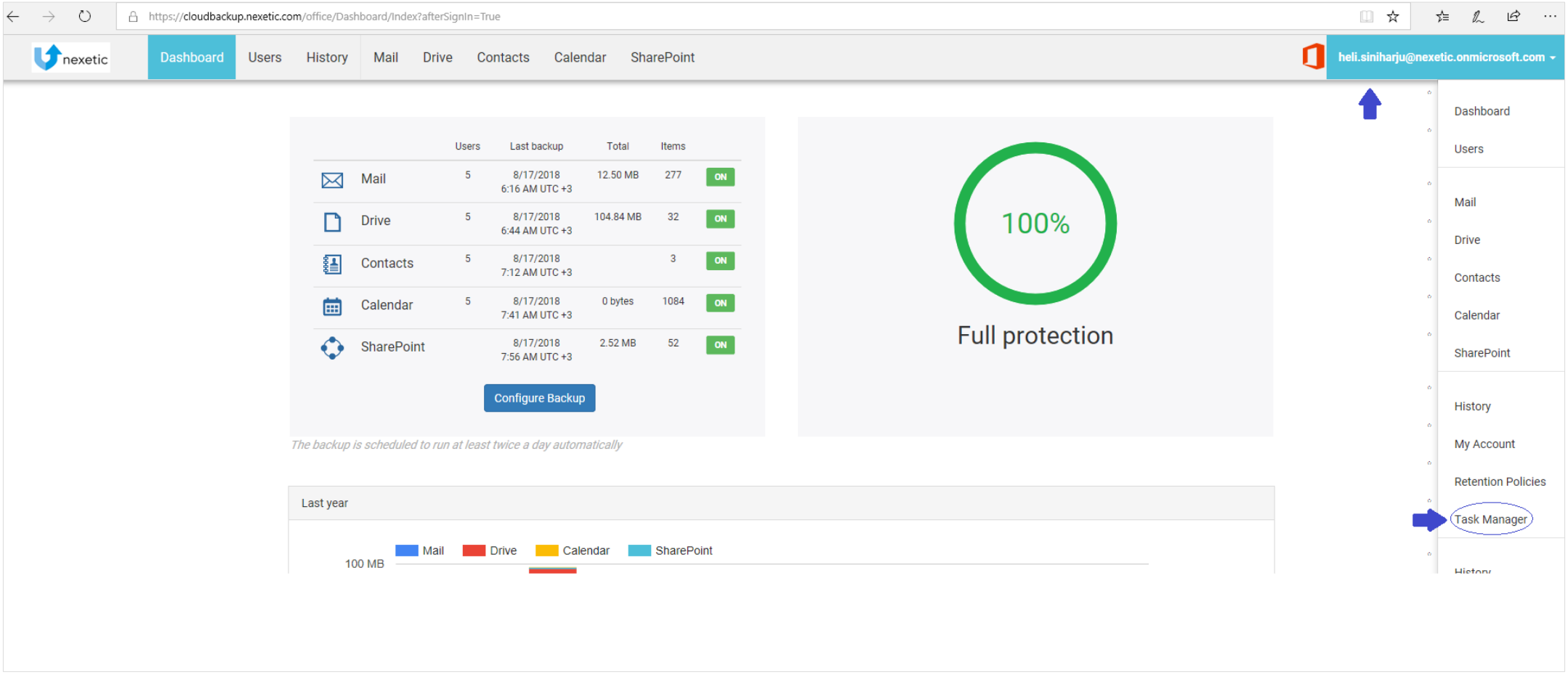
- For data restoration, both Sign in and Restore permissions are needed. Click them “ON” and Save.





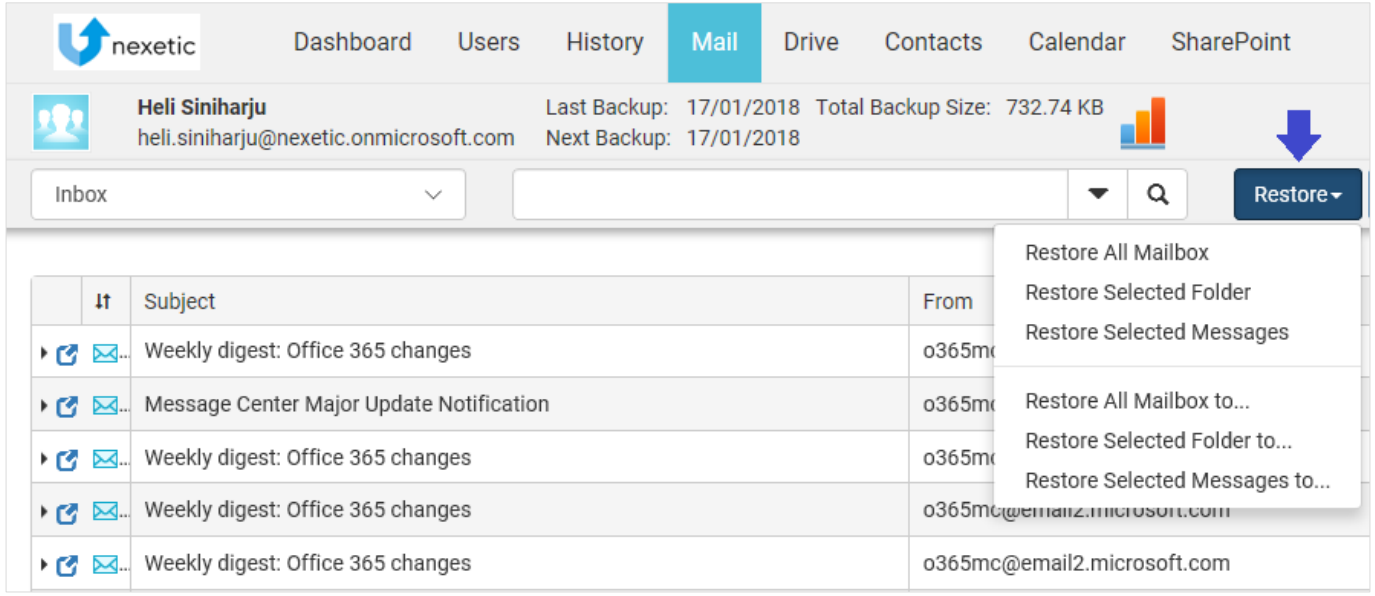
7. Checking Backup Progress

- 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.



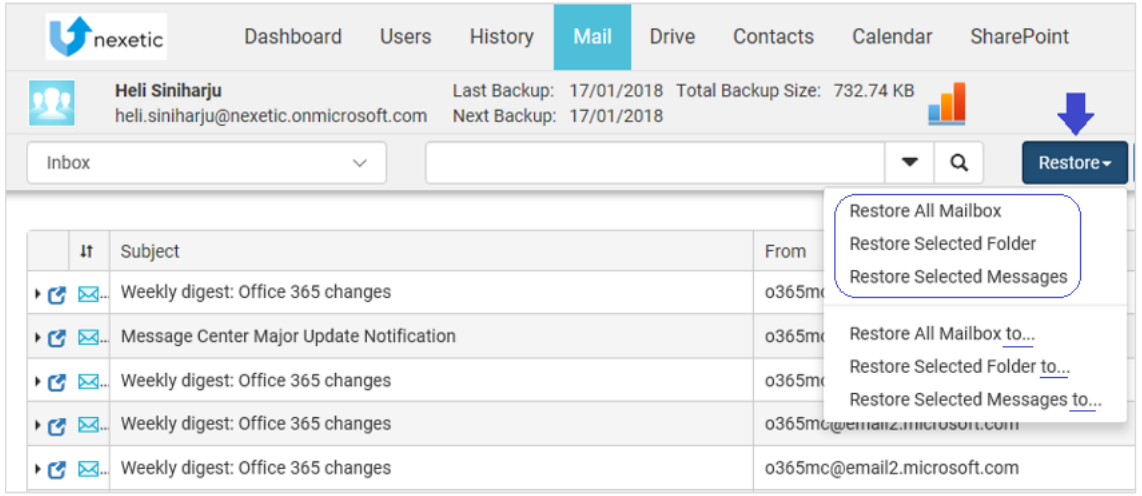
8. Restoring Data in Mail / Contacts / Calendar

- 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").



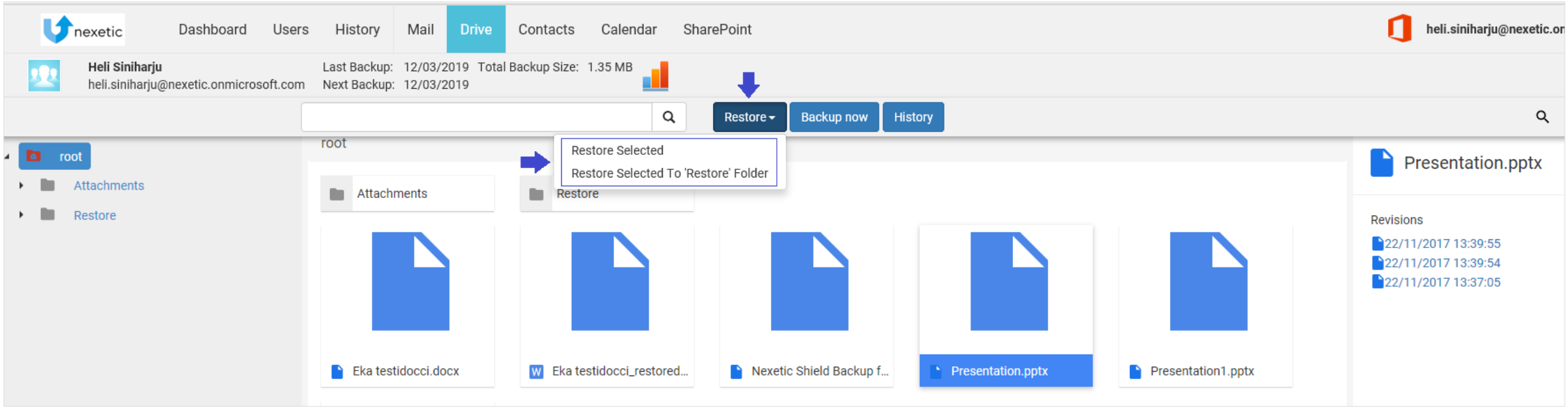
9. Restore Options in Mail

- 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



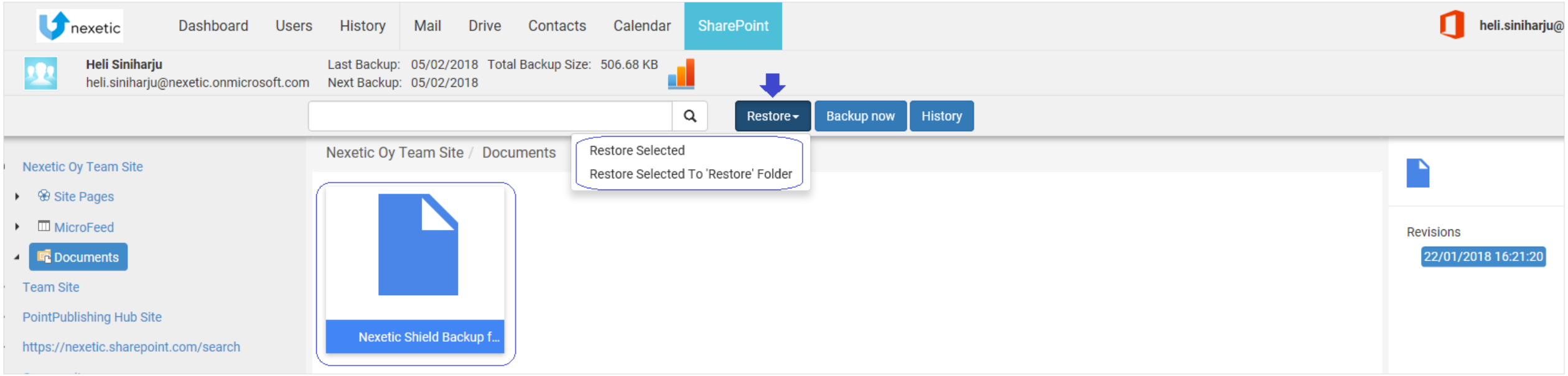
10. Restoring Data in Drive

- 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.



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.

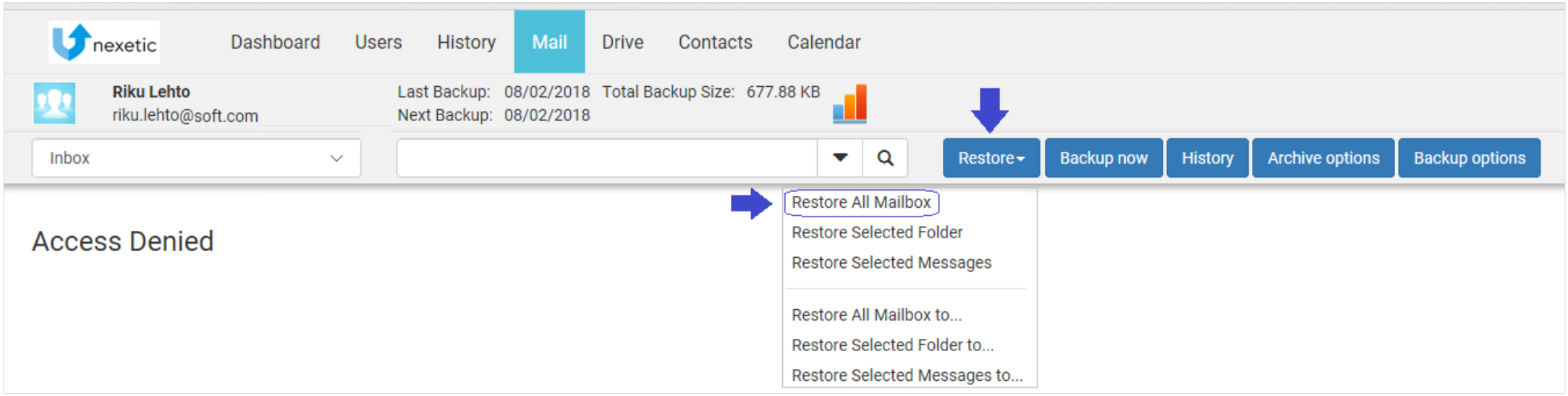


12. Data Restore by End User

- 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.

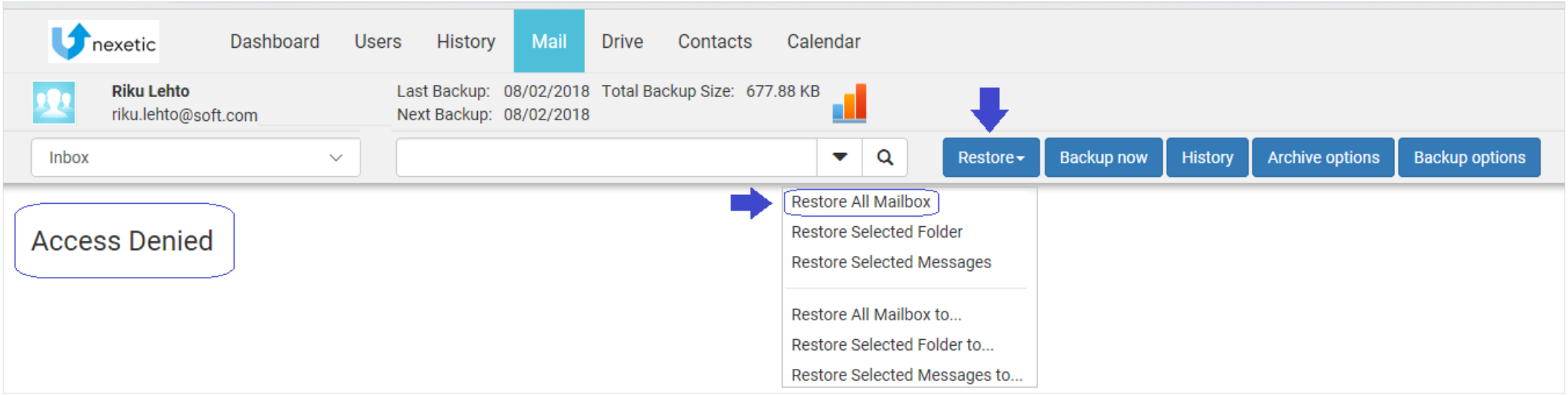
13. Data Restore by Administrator

- 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



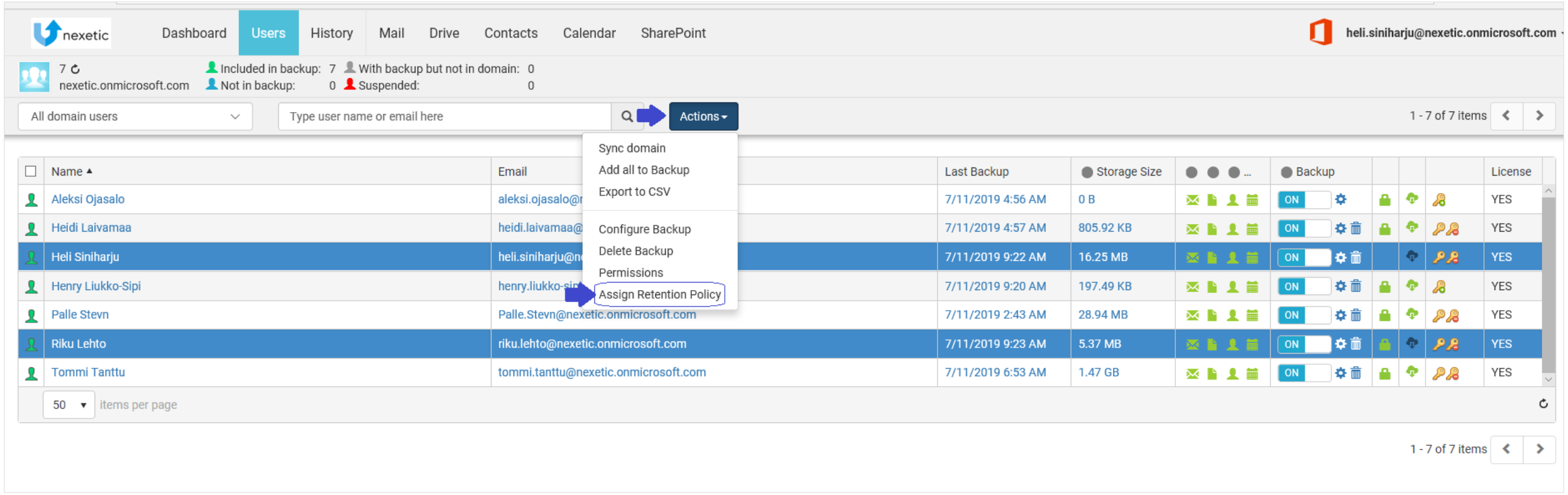
14. Administrator Rights

- 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)



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.

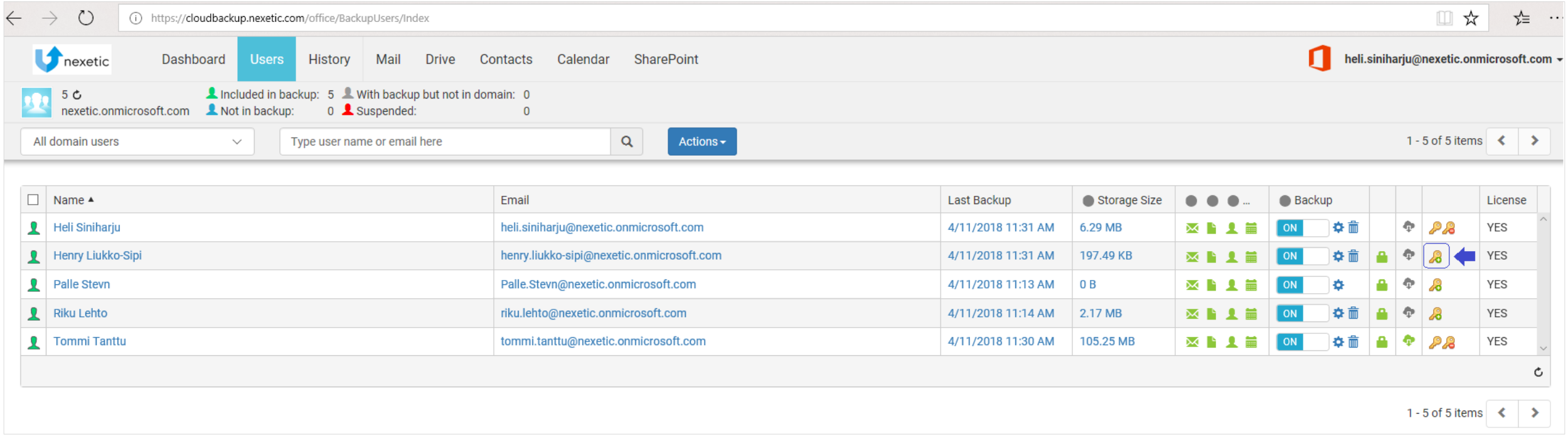


16. Storing deleted files

- 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

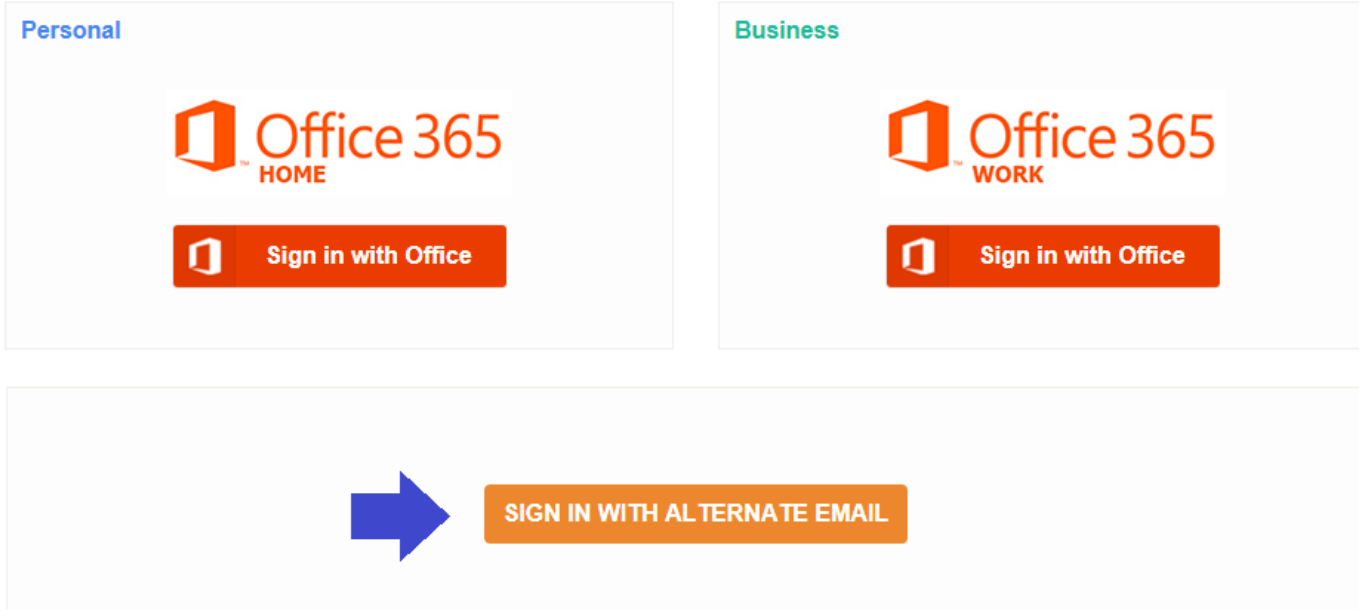
- It is possible to log into the Management Portal with another email address (doesn't have to be O365 email address; any address will do)
- On Users page, click the key symbol for the selected user
- Add the email address and any chosen password. The password is created for this service only and it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



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

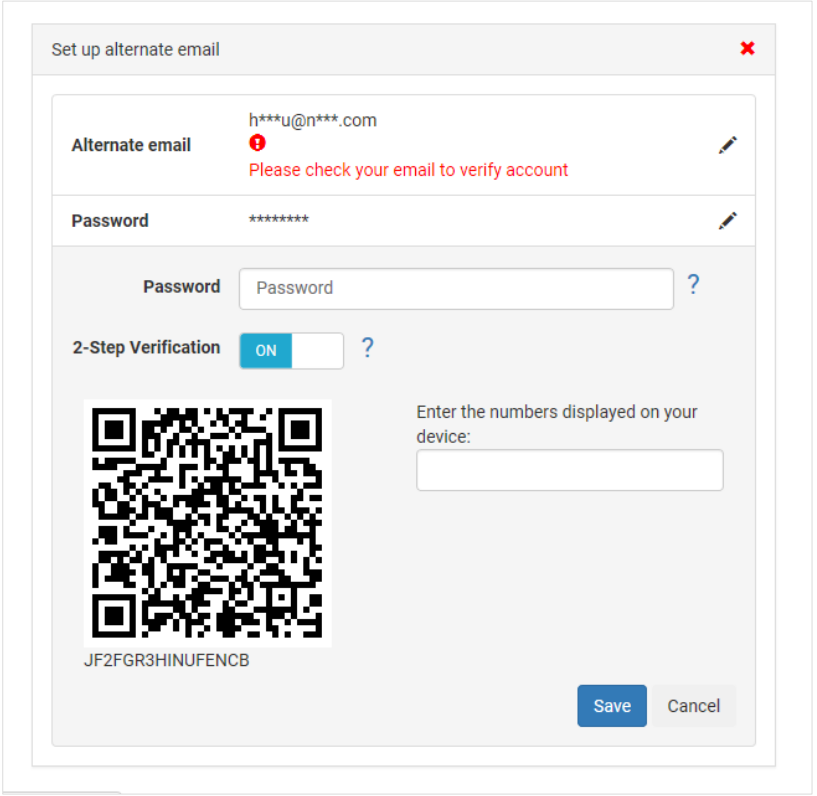
- Tip: If you have set up alternate email, you can login to the Management Portal with it even if O365 authentication isn't working.



19. Multi-factor authentication / 2-step verification

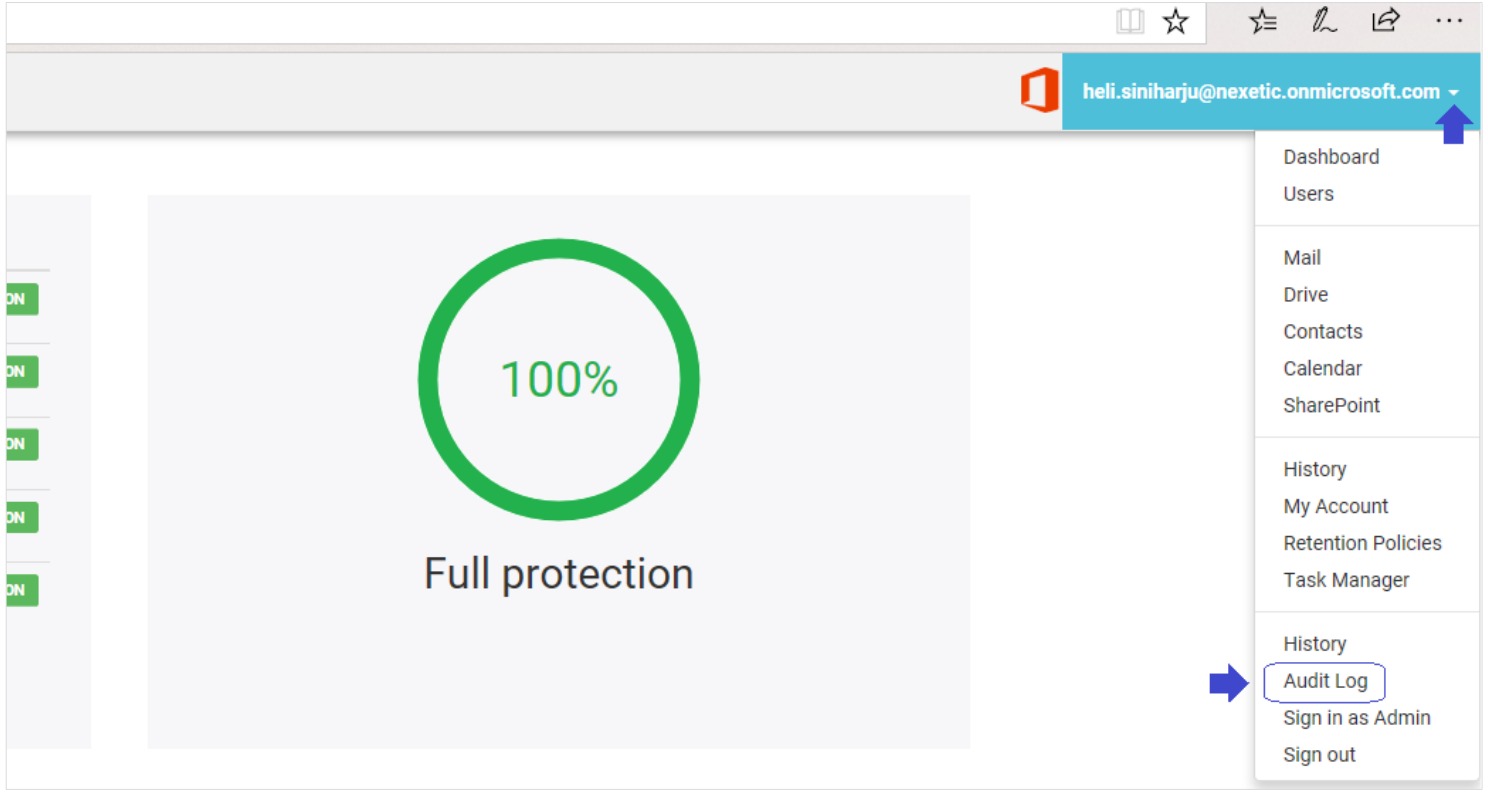
- Shield Backup Office 365 uses Microsoft authentication. If multi-factor authentication has been taken in use for the user in Microsoft 365 user settings, it will be in use also in Shield Backup Office 365 Management portal, if user is signing in with his/her Office 365 user credentials.

- 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.



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

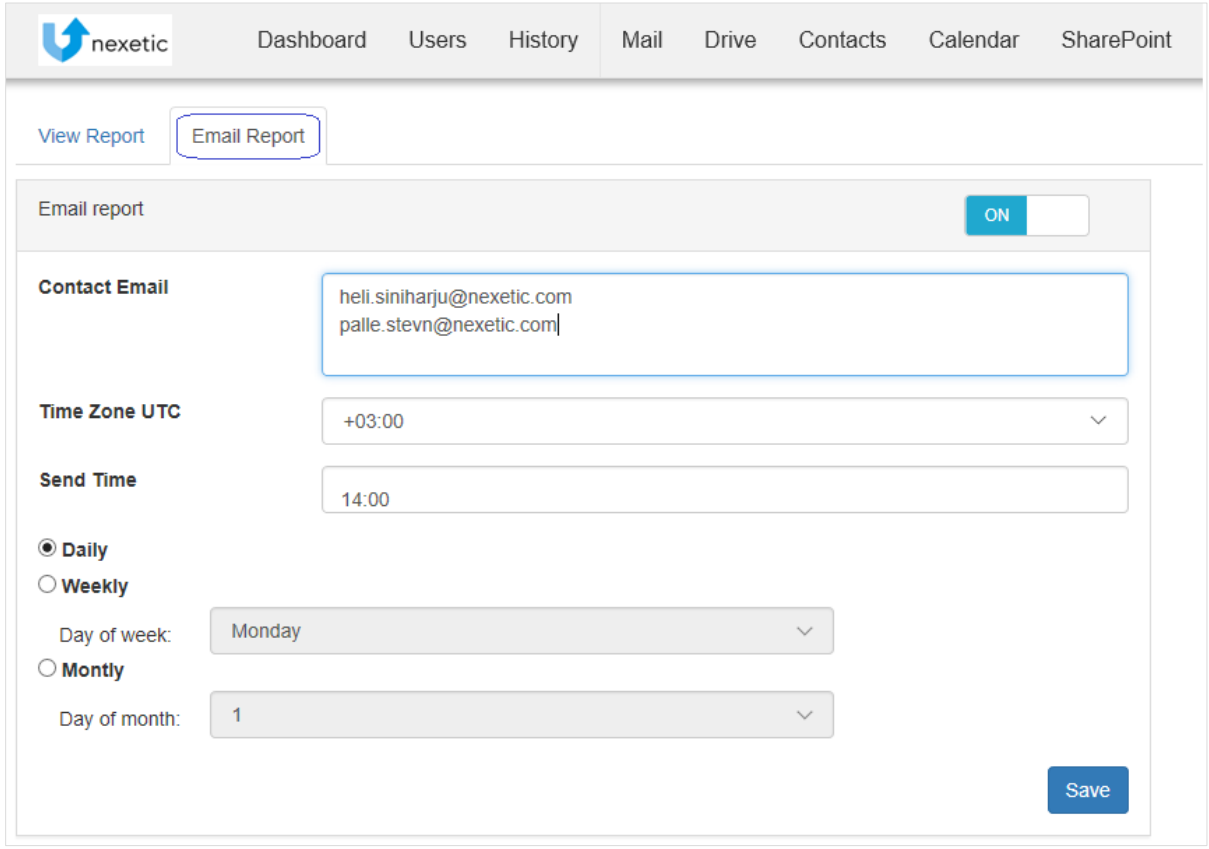
- Filtering:
  - The actions can be filtered by clicking the filter icon
  - Filter by User, Event, Action or Date
- Sorting:
  - Data can also be sorted by each column
  - To sort the data, click the column name

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....	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....	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....	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....	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....	Backup Configured	User Turned ON/OFF	1/17/2018 2:55 PM	heli.siniharju@nexetic.onmicrosoft.com turned off heli.siniharju@nexetic.onmicrosoft.com

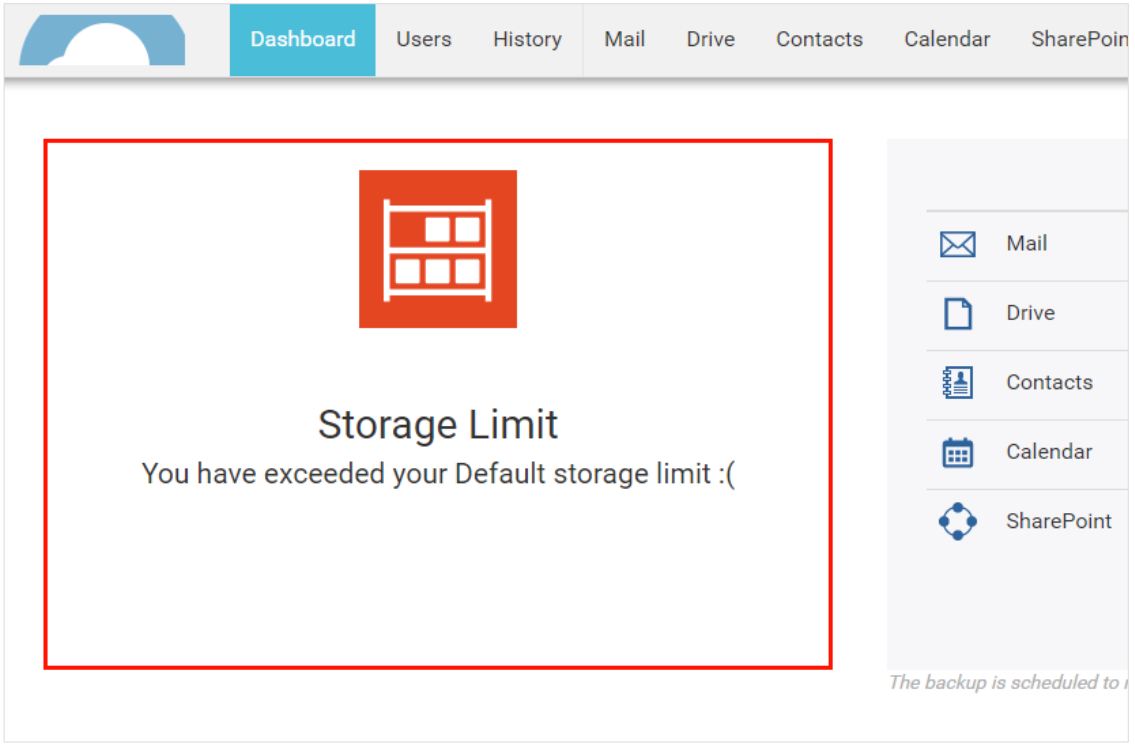
21. Automatic Email Reporting

- 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.



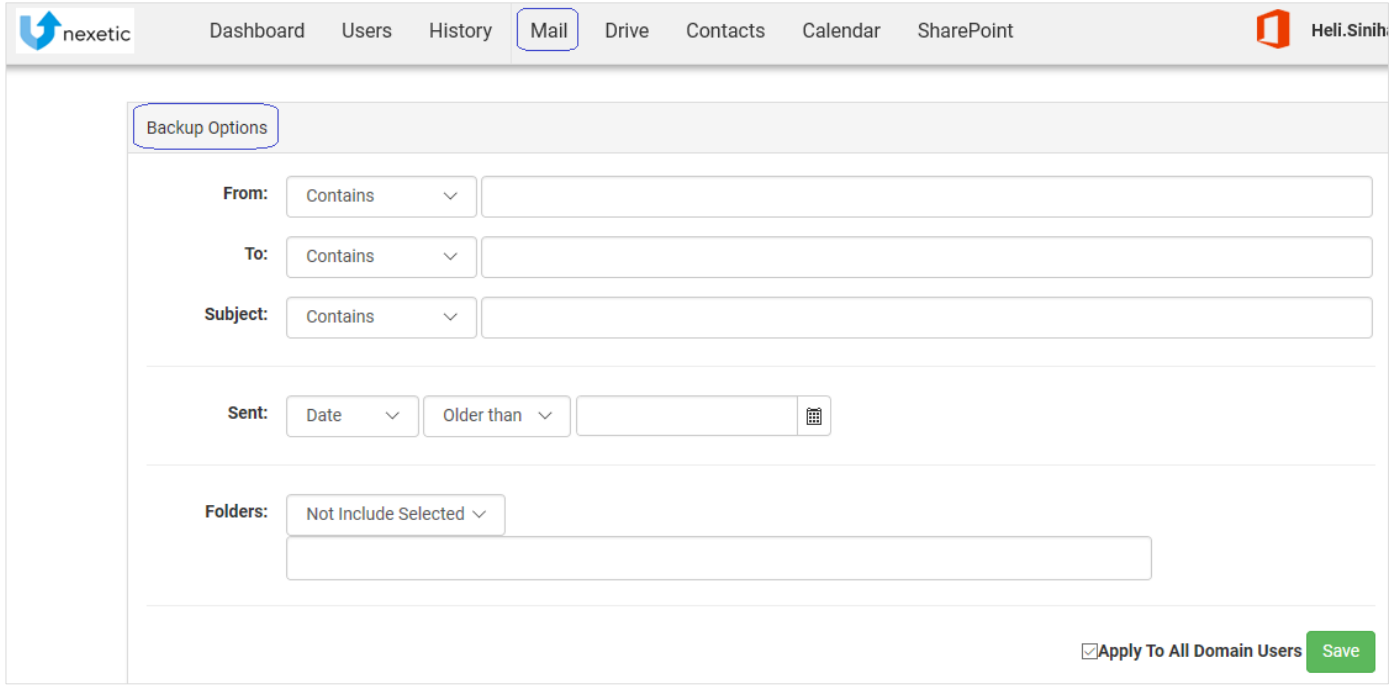
22. Reaching Storage Limit

- 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")



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.



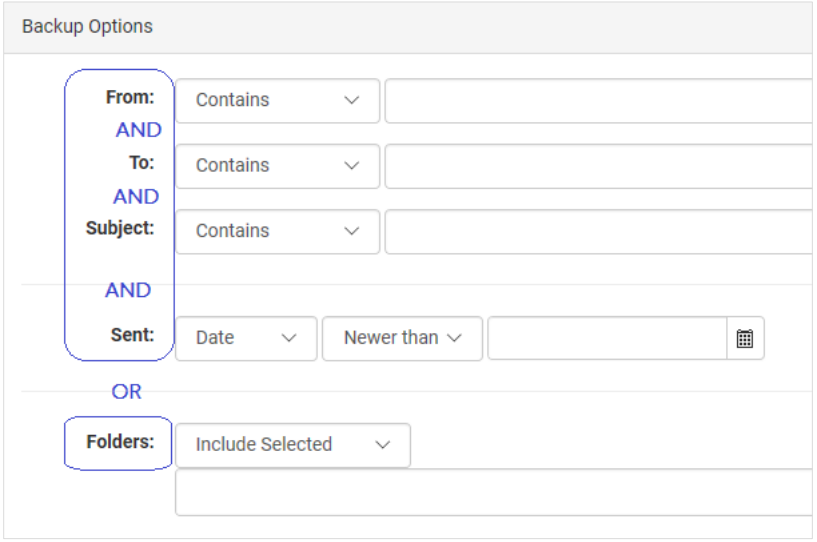
Advanced features – Backup options for Mail

- 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”

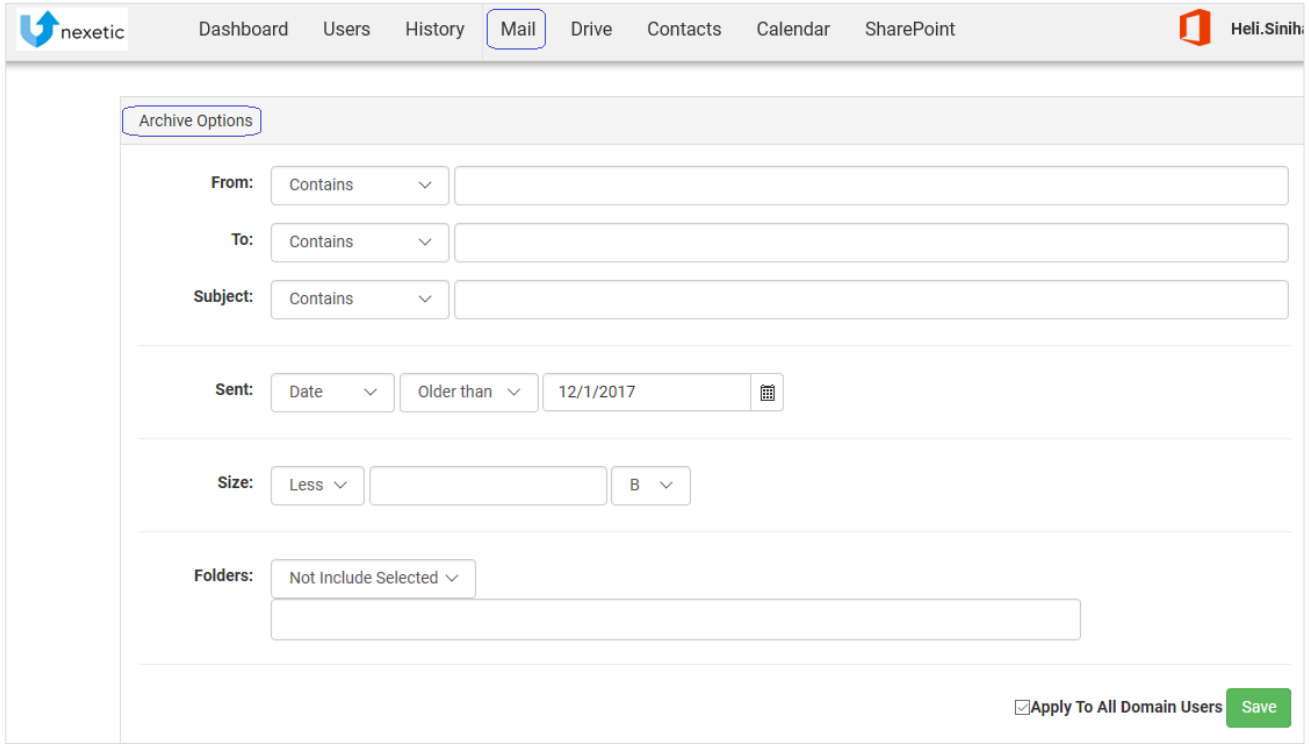
  -> Emails both newer than 1/1/2019 and all emails in folder “Inbox” are backed up.
- Example 2, two rules have been added:
  - Sent: Newer than 1/1/2019
  - Folder, Not Include Selected: folder “Misc”

  -> Emails newer than 1/1/2019 are backed up; Nothing from folder “Misc” is backed up (not even the newest emails)



24. Advanced features – Mail Archiving

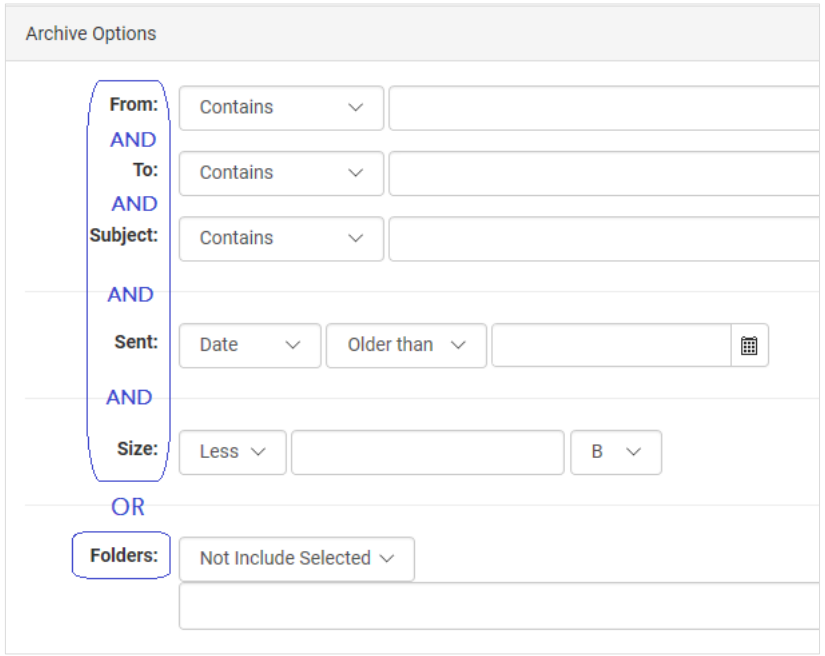
- It is possible to make rules for archiving emails based on Sender/Recipient, Subject, Sent date, Size or Location/Folder. Check the next slide for more details.
- Archiving deletes emails from Office 365 but stores them in backup, whereas regular backup creates copies of emails so they exist both in 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.



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)