



Ahsay Online Backup Manager v8

Office 365 Backup & Restore Guide for Windows

Ahsay Systems Corporation Limited

20 August 2019

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Revision History

Date	Descriptions	Type of modification
21 January 2019	First Draft	New
14 February 2019	Updated the Java heap size requirement with formula and examples on Ch. 2.4;	Modifications
12 April 2019	Updated the Add-on Module Requirement by adding the detailed calculation for Office 365 license in Ch. 2.4; Updated the Supported Services of Office 365 Backup module in Ch. 2.5; Updated the screen shot for Ch. 4.1; Updated the screen shot for Ch. 4.2; Updated the screen shot on Manual Backup using AhsayOBM in Ch. 6.1; Updated the screen shot and added additional procedures for the restoration options in Ch. 7.1; Updated the screen shot and added additional procedures for the restoration options in Ch. 7.2; Added the procedure for the Restore – Search Items with AhsayOBM in Ch. 7.3; Added example scenarios for Office 365 license requirement and usage in Appendix B; Added examples for Java Heap Size in Appendix C; Added example scenarios for number of users to back up in Appendix D; Added example scenario for restore filter using AhsayOBM.	New / Modifications
20 August 2019	Updated the screen shots on the following pages: 71, 73, 76, 80, 82, and 87;	Modifications

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1 Overview

What is this software?

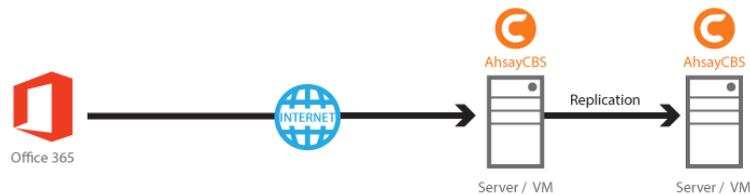
Ahsay brings you specialized client backup software, namely AhsayOBM, to provide a set of tools to protect your Office 365 user accounts. This includes backup and recovery of individual emails, contacts, calendars and other mail items in your Office 365 Outlook, files on OneDrive and SharePoint, with snapshots / versioning, and retention policy to protect even items that you may have accidentally deleted from your Office 365 user account.

System Architecture

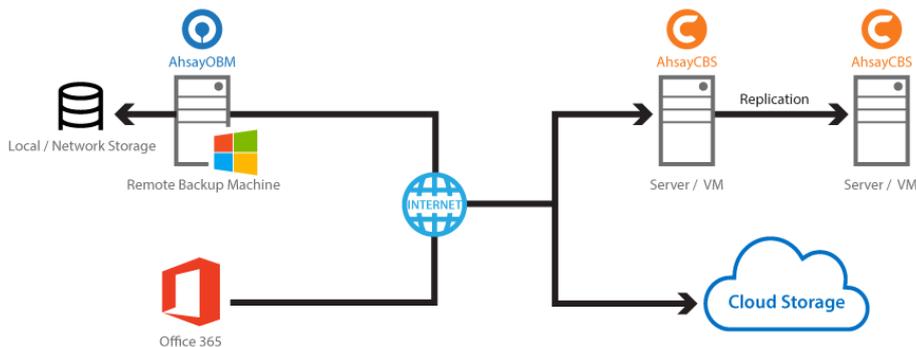
Below is the system architecture diagram illustrating the major elements involved in the backup process among the Office 365 service, AhsayOBM and AhsayCBS.

In this user guide, we will focus on the software installation, as well as the end-to-end backup and restore process using both AhsayCBS User Web Console (Agentless) and the AhsayOBM (Agent-based).

1. **Agentless:** No need to install AhsayOBM. The AhsayCBS backup server connects to the Office 365 directly through the Internet.

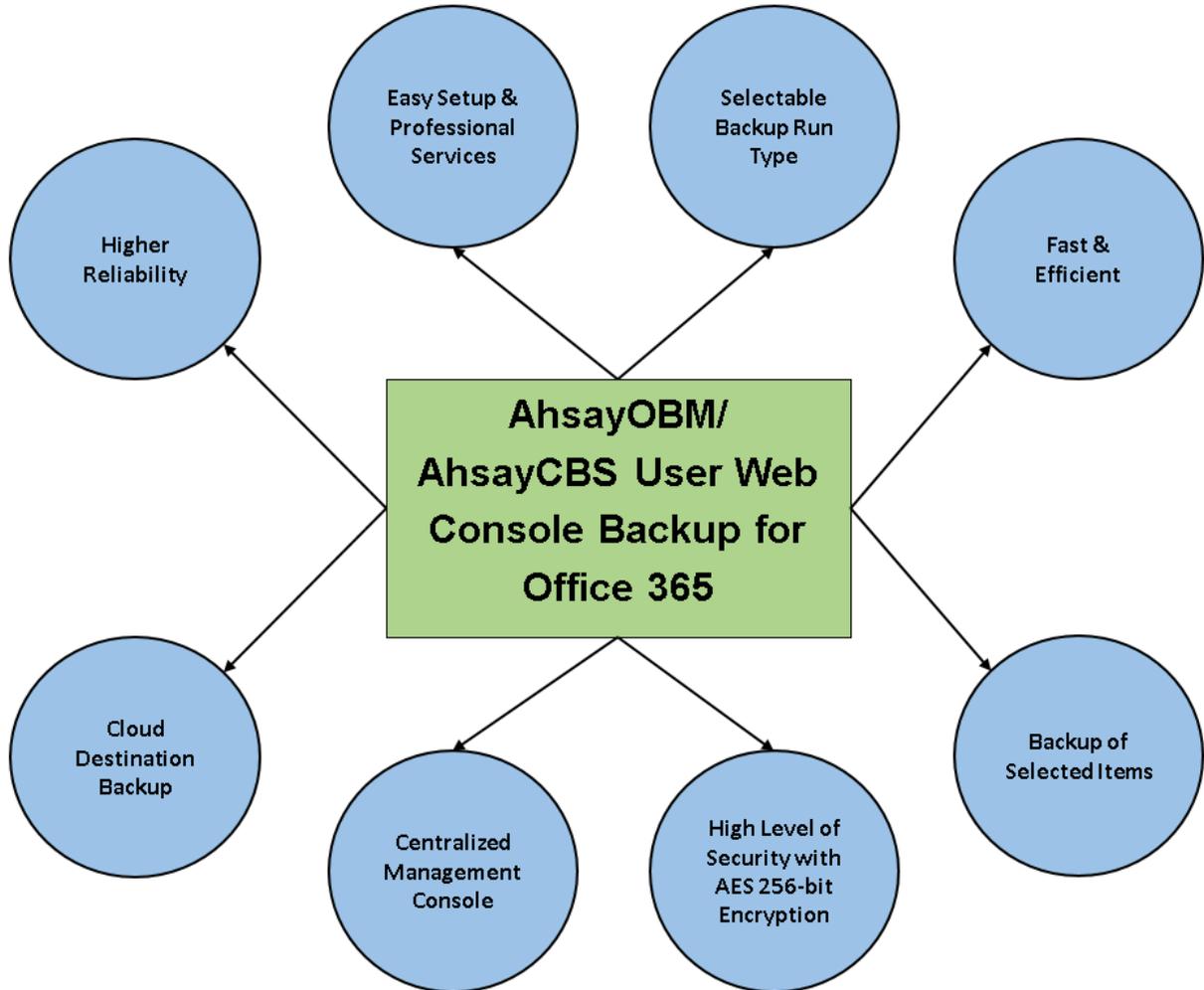


2. **Agent-based:** The latest version of AhsayOBM is installed on the remote backup machine which is connected to Office 365 and AhsayCBS backup server through internet.



Why should I use AhsayOBM or AhsayCBS User Web Console?

We are committed to bringing you a comprehensive Office 365 backup solution with AhsayOBM. Below are some key areas that we can help to make your backup experience a better one.



Easy Setup & Professional Services

Setup is a few clicks away - our enhanced AhsayOBM v8 can be easily downloaded and installed in just a few clicks. The refined user interface also provides user-friendly instructions to guide you through installation, configuration, backup and restore. The intuitive setup procedures together with instructions in this user guide makes the software installation and operations easy even for layman users. That being said, if you do run into any problems during setup, we are here to help out. Visit the URL below for details on technical assistance.

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Professional Services

AhsayOBM Installation and Configuration Service

If you would like to save the time of reading through this document for setup, we have introduced this service to take care of all the installation and setup for you. On top of the installation and setup services, we also have a whole series of premium after-sales services to provide you with the best user experiences possible.

Valid Maintenance

Our Valid Maintenance provides you with professional and timely customer support along the way. You

are entitled to the Valid Maintenance for free during the first year of your service subscription, and recurring annual fee at 20% of your annual subscription fee.

Refer to our [Professional Services](#) webpage for further details and subscription.

Selectable Backup Run Type

You can choose to either run the backup set you created on Server (AhsayCBS User Web Console) or Client (AhsayOBM).

NOTE

The run type of an Office 365 backup set can only be set if you create a backup set via the AhsayCBS Admin / User Web Console. For backup set created via the backup client application (i.e. AhsayOBM), the run type is set to Run on Client by default.

Run on Server

A Run on Server Office 365 backup set provides you with an agentless backup solution. Manual or scheduled backup job is performed on the backup server (i.e. AhsayCBS User Web Console); you do not need to install a backup agent on your personal computer in order to backup your data on cloud storages. The advantages of agentless backup technology make it a good option for users who want to simplify the backup and restore management.

Run on Client

A Run on Client Office 365 backup set provides you with an agent-based backup solution. Manual or scheduled backup job is performed on the client computer (i.e. AhsayOBM); you need to install a backup agent on your personal computer in order to back up your data on cloud storages. The advantages of agent-based backup technology make it a good option for users who want to have more control on individual backup / restore and resources management.

Comparison between Run on Server and Run on Client

With both **Run on Server** (agentless) and **Run on Client** (agent-based) backup options available and the freedom to use different setting on different backup sets according to your needs, our backup solution offers you with high level of flexibility and efficiency for Office 365 backup and restore.

Below is the comparison between backup and restore job Run on Server and Run on Client.

	Run on Server (AhsayCBS User Web Console)	Run on Client (AhsayOBM)
Installation	➤ No need to install the client backup agent on your computer or upgrade it when a newer version becomes available, which can fulfill some regulatory requirements of compliance during backup or	➤ Need to install the latest version of AhsayOBM on computer with internet access for connection to Office 365 account.

	<p>restore.</p> <ul style="list-style-type: none"> ➤ Only a web browser and internet connection are needed. 	
Backup	<ul style="list-style-type: none"> ➤ Backup operation of all users are performed on the backup server, which means multiple jobs may run at the same time leading to slower performance. ➤ Backup period will be shorter as the backup data are transferred directly from Office 365 to AhsayCBS backup server. ➤ Backup destination is restricted to AhsayCBS backup server. 	<ul style="list-style-type: none"> ➤ Backup job is performed on your computer with resources that is dedicated to yourself. ➤ In the event of a failure to a single backup agent, it fails in isolation to other users' environment. ➤ Backup period will be longer as the backup data are transferred from Office 365 to AhsayOBM, then to AhsayCBS backup server. ➤ Backup destination can be AhsayCBS backup server, local and cloud drive and FTP.
Large Number of User Backup Sets	<ul style="list-style-type: none"> ➤ Backup of large number of user backup set may take more time. As it will increase the AhsayCBS server load a lot if run multiple user backup sets concurrently and may affect the server performance, so it will make backup speed slower and period longer. 	<ul style="list-style-type: none"> ➤ Backup of large number of user backup sets may take less time. As backup sets can be run concurrently over several machines as distributed solution, the resource will be more and will make backup speed faster and period shorter.
Cost	<ul style="list-style-type: none"> ➤ Do not require provision of additional Windows machine. 	<ul style="list-style-type: none"> ➤ May require the provision of an additional Windows machine.
Restore	<ul style="list-style-type: none"> ➤ Restore operation of all users are performed on the backup server which may have multiple jobs to run at the same time, resulting in slower performance. ➤ Restore period should be shorter as the backed-up items are transferred directly from AhsayCBS backup server to Office 365. 	<ul style="list-style-type: none"> ➤ Restore job is performed on your computer with resources that is dedicated to yourself. ➤ In the event of a failure to a single backup agent, it fails in isolation to other users' environment. ➤ Restore period should be longer as the backed-up items are transferred from AhsayCBS backup server to AhsayOBM first and then to Office 365.

Differences between a Run on Server and Run on Client Backup Set

The following table summarizes the differences in backup options available for a Run on Server or Run on Client, and the tool to use (client agent or user web console) when performing a backup and restore:

	Run on Server Office 365 Backup Set	Run on Client Office 365 Backup Set
General Settings	Yes	Yes
Backup Source	Yes	Yes
Backup Schedule	Yes	Yes
Continuous Backup	Yes	Yes
Destination	Yes (Restricted to AhsayCBS and Predefined destination)	Yes
In-File Delta	Yes	Yes
Retention Policy	Yes	Yes
Command Line Tool	N/A	Yes
Reminder	N/A	Yes
Bandwidth Control	Yes	Yes
IP Allowed for Restore	N/A	Yes
Other	Yes	Yes
To Run a Backup	AhsayCBS User Web Console Only	AhsayOBM
To Run a Restore	AhsayCBS User Web Console Only	AhsayOBM

Fast and Efficient

We understand that backup could be a time and resources consuming process, which is why AhsayOBM is designed with advanced technologies to make backup a fast and efficient process.

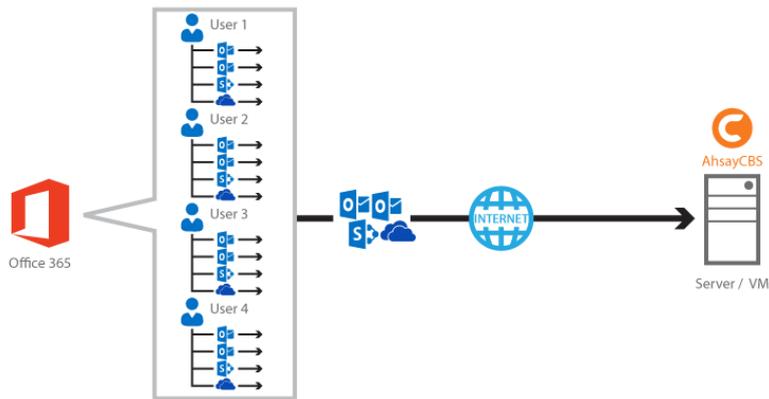
We also understand that you may wish to run backup at a specified time interval of your choice, that's why we also allow you to set your own backup schedules so that you can take full control of the time when to perform backup.

- **Multi-threading** – this technology utilizes the computing power of multiple CPU cores for creating multiple backup and restore threads to produce fast backup and restore performance.

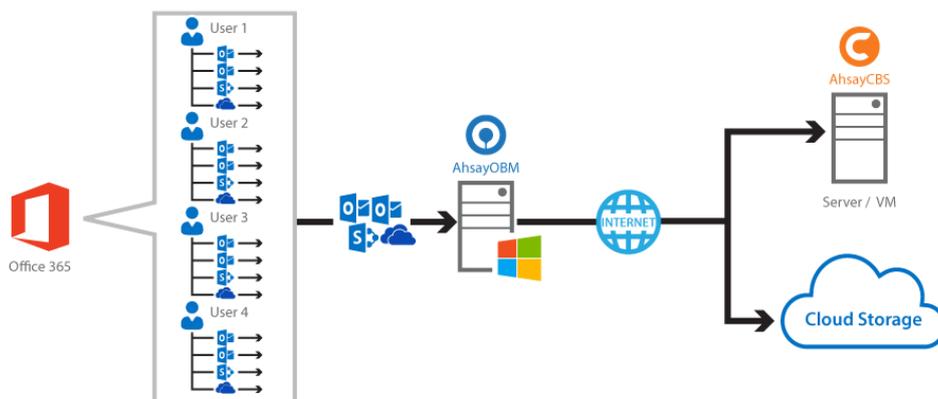
The default setting for Office 365 backup sets supports

- Backup of 4 users concurrently (4 threads).
- For each of the 4 users, now supports a maximum 4 items concurrently (4 threads).

For Agentless Option:



For Agent-based Option:

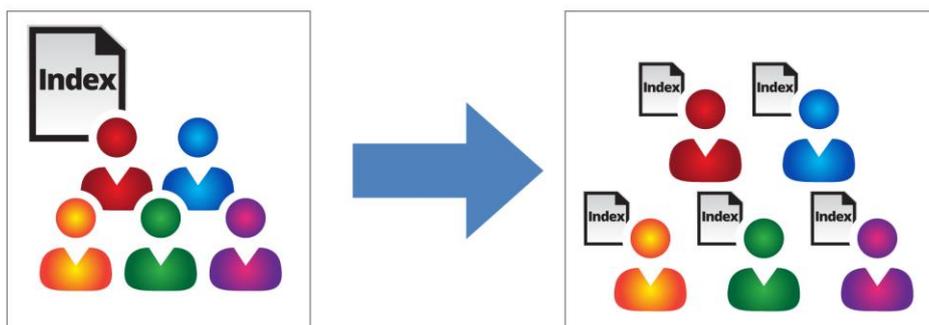


As

shown the technology translate into a total of 16 concurrent threads.

- **Index File Structure** – The index file structure has been re-designed to improve the backup and restore performance.

Each Office 365 user will have its own individual index file instead of a single index file for all users within the backup set.



This new design eliminates any potential I/O performance bottlenecks when the index files are updated during each backup job, which can occur when using single index file structure for multi-thread concurrent backup.

- **Block Level Incremental Backup** – this technology breaks down the backup files into multiple blocks and only the changed blocks will be backed up each time.

Backup of Selected Items

To back up the Office 365 user accounts, the backup resources can be user level, site collection level and even item level.

- ▶ Flexible backup options:
 - ◉ Only select the required users, specific site collection or items for backup.
- ▶ Flexible restore options:
 - ◉ Restore all the users or just one user or restore the whole site collection or just one site or restore the whole user contents or just one item.
 - ◉ Restore items to the original location or an alternate location.

High Level of Security

We understand your Office 365 users may contain sensitive information that requires to be protected, that is why your backup data will be encrypted with the highest level of security measure.

- ▶ **Un-hackable Encryption Key** – to provide the best protection to your backup data, you can turn on the encryption feature which will be default encrypt the backup data locally with AES 256-bit truly randomized encryption key.
- ▶ **Encryption Key Recovery** – Furthermore, we have a backup plan for you to recover your encryption key in case you have lost it. Your backup service provider can make it mandatory for you to upload the encryption key to the centralized management console, the encryption key will be uploaded in hashed format and will only be used when you request for a recovery.

Centralized Management Console

Our enriched features on the centralized web console offers you a one-stop location for monitoring and managing your backup and restore. Below is an overview of what you can do with it. For more details regarding the setup and operations of the centralized management console, refer to the [AhsayCBS Administrator's Guide](#) for details.

- ▶ Create/ update/ delete backup set
- ▶ Restore backup set
- ▶ Configure user settings
- ▶ Configure backup settings
- ▶ View and download backup and restore reports
- ▶ Monitor backup and restore live activities
- ▶ Monitor storage statistic

Cloud Destinations Backup

To offer you with the highest flexibility of backup destination, you can now back up Office 365 user to a wide range of cloud storage destinations. Utilizing cloud destination backup gives you an extra layer of protection in the event of a local drive corruption, where you will still be able to retrieve data from the cloud destination.

NOTE

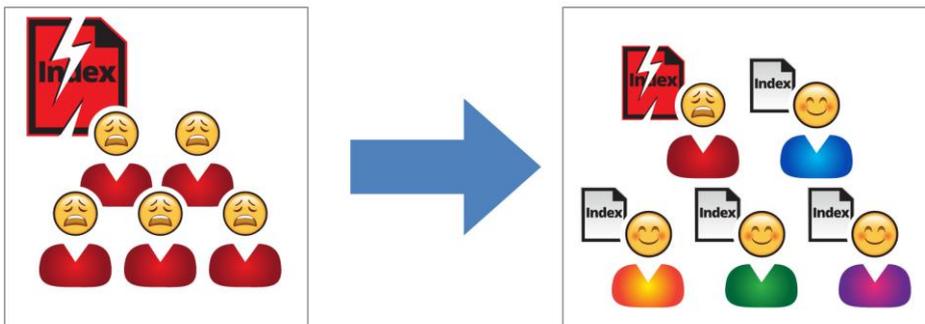
Cloud destination backup applies only to agent-based backup sets. The backup destination is restricted to AhsayCBS for all agentless backup sets.

Below is a list of supported cloud destinations.

Aliyun (阿里云) *	Google Drive	Amazon S3	Amazon Cloud Drive
Google Cloud Storage	CTYun (中国电信天翼云)*	AWS S3 Compatible Cloud Storage	Microsoft OneDrive / OneDrive for Business
Rackspace	OpenStack	Microsoft Azure	Dropbox
FTP	SFTP	OneDrive	

Higher Reliability

The implementation of one index file per user can significantly improve the overall resilience of backup and restore from index related issues.



For example, if a single index file corrupted, it will only affect corresponding user, while other users selected for backup are unaffected.

About This Document

What is the purpose of this document?

This document aims at providing all necessary information for you to get started with setting up your system for Office 365 backup and restore, followed by step-by-step instructions on creating backup set, running backup job and restoring backed up data, using both the AhsayOBM and AhsayCBS Web User Console.

The document can be divided into 3 main parts.

Part 1: Preparing for Office 365 Backup & Restore

Requirements

Requirements on hardware & software for installation

Best Practices and Recommendations

Items recommended to pay attention to before backup and restore

Part 2: Performing Office 365 Backup

Logging in to Client Agent or User Web Console

Log in to AhsayOBM or User Web Console

Creating a Backup Set

Create a backup set using AhsayOBM or User Web Console

Running a Backup Set

Run a backup set using the AhsayOBM or User Web Console

Configuring an Automated Backup

Configure backup schedule for automated backup

Part 3: Restoring Office 365 Backup

Restoring a Backup Set using AhsayOBM & User Web Console

Restore a backup using the AhsayOBM or User Web Console

What should I expect from this document?

After reading through this documentation, you can expect to have sufficient knowledge to set up your system to backup Office 365 on AhsayOBM, as well as to carry out an end-to-end backup and restore process.

Who should read this document?

This documentation is intended for backup administrators and IT professionals who are responsible for the Office 365 backup and restore.

2 Preparing for Backup and Restore

Hardware Requirement

To achieve the optimal performance when AhsayOBM is running on your machine, refer to the following article for the list of hardware requirements.

[FAQ: Ahsay Hardware Requirement List \(HRL\) for version 8.1 or above](#)

Software Requirement

Make sure the operating system where you have the Office 365 installed is compatible with the AhsayOBM. Refer to the following article for the list of compatible operating systems and application versions.

[FAQ: Ahsay Software Compatibility List \(SCL\) for version 8.1 or above](#)

Antivirus Exclusion Requirement

To optimize performance of AhsayOBM on Windows, and to avoid conflict with your antivirus software, refer to the following Wiki article the list of processes and directory paths that should be added to all antivirus software white-list / exclusion list:

[FAQ: Suggestion on antivirus exclusions to improve performance of Ahsay software on Windows](#)

NOTE

The bJW.exe process is automatically added to Windows Defender exclusion list for Windows 10 and 2016, and 2019 during installation / upgrade via installer or upgrade via AUA.

Other Requirements

❶ AhsayOBM Installation

For agent-based backup and restore, make sure that the latest version of AhsayOBM is installed on your computer with Internet access for connection to your Office 365 account.

User should also stay up-to-date when newer version of AhsayOBM is released. To get our latest product and company news through email, please subscribe to our mailing list. http://www.ahsay.com/jsp/en/home/subscribe_mail_list.jsp

❷ Office 365 Add-on Module Requirement

Make sure that the Office 365 Backup feature has been enabled as an add-on module in your AhsayOBM user account and there is enough Office 365 Backup license quota to cover the backup of your users.

Please contact your backup service provider for more details. Below is a sample screen shot of an AhsayOBM User with an add-on module of Office 365 with 20 licenses.

The screenshot shows the 'Backup Client Settings' page for a user. Under 'Backup Client', 'AhsayOBM User' is selected. The 'Add-on Modules' section includes the following items:

Module	Count
Microsoft Exchange Server	<input type="checkbox"/>
MySQL Database Server	<input type="checkbox"/>
Lotus Domino	<input checked="" type="checkbox"/>
Windows System Backup	<input type="checkbox"/>
VMware (Guest VM)	0
Microsoft Exchange Mailbox	0
Continuous Data Protection	<input type="checkbox"/>
Mobile	0
Volume Shadow Copy	<input type="checkbox"/>
OpenDirect / Granular Restore	10
Microsoft SQL Server	<input type="checkbox"/>
Oracle Database Server	<input type="checkbox"/>
Lotus Notes	<input type="checkbox"/>
Windows System State Backup	<input type="checkbox"/>
Hyper-V (Guest VM)	0
ShadowProtect System Backup	<input type="checkbox"/>
NAS - Synology	<input checked="" type="checkbox"/>
NAS - QNAP	<input checked="" type="checkbox"/>
In-File Delta	<input type="checkbox"/>
Office 365 Backup	20

The licenses for the Office 365 module are calculated by the number of unique Office 365 accounts. If same Office 365 account is backed up on multiple backup sets with an OBM user account would be counted a one Office 365 license.

If you are trying to backup SharePoint Sites under the Site Collections and/or files or folders under Public Folder, only one Office 365 license module is required.

However, If you are trying to backup Items from Outlook, Items from OneDrive, Personal Sites under Users, the Office 365 license count will be calculated based on the number of the user account selected.

For more detailed examples about the Office 365 license requirement and usage, refer to [Appendix B: Example Scenarios for Office 365 License Requirement and Usage](#).

🔹 Access for AhsayCBS User Web Console

It is now possible to perform agentless backup and restore, which can be done via the AhsayCBS User Web Console without using the AhsayOBM client agent. In order to access the User Web Console, make sure you have Internet connection and a web browser installed on your computer or mobile device.

🔹 AhsayOBM Licenses

AhsayOBM licenses are calculated on a per device basis:

For Agent-based:

- i. To backup users with one (1) backup client computer

Example: If one AhsayOBM is installed then, one AhsayOBM license is required.

- ii. To backup users with multiple backup client computers, the number of AhsayOBM licenses required is equal to the number of devices.

Example: If there are ten (10) users to be backed-up with three (3) backup client computers, then 3 AhsayOBM licenses are required.

For Agentless:

- i. To backup users using AhsayCBS User Web Console, one AhsayOBM license is required.

Please contact your backup service provider for more details.

• **Backup Quota Requirement**

Make sure that your AhsayOBM user account has sufficient quota assigned to accommodate the storage of the Office 365 users for the new backup set and retention policy.

Please contact your backup service provider for more details.

• **Continuous Backup Module**

The Continuous backup add-on module is required if you would like to enable the continuous backup feature.

Please contact your backup service provider for more details.

• **Java Heap Size**

The default Java heap size setting for AhsayOBM is 2048 MB / 2.048 GB. To avoid any inconveniences and ensure smooth operation when performing Office 365 backup, it is highly recommended to allot extra memory.

Below is the table for the memory requirement:

Per OneDrive Account	100 MB
Per SharePoint Site Collection	150 MB

Note: The memory requirement is dependent on the number of OneDrive or SharePoint Site Collections selected for backup.

For more detailed examples about the Office 365 license requirement and usage, refer to [Appendix C: Example Setting for Java Heap Size](#).

NOTE:

The Java heap size to be configured should not exceed 2/3 of the RAM available, to allow sufficient resources for the operating system.

For more detailed information on how to change the Java heap size, please refer to this link: [FAQ: How to modify the Java heap size setting of AhsayOBM?](#)

▶ **Office 365 Subscription Plan**

The following subscription plans with Office 365 email services are supported to run backup and restore on AhsayOBM or AhsayCBS User Web Console.

Office 365 Business	Office 365 Business Essentials
Office 365 Business Premium	Office 365 Enterprise E1
Office 365 Enterprise E3	Office 365 Enterprise E4
Office 365 Enterprise E5	Office 365 Education

▶ **Office 365 Subscription Status**

Make sure your Office 365 subscription with Microsoft is active in order to enjoy all privileges that come along with our backup services. If your account has expired, renew it with Microsoft as soon as possible so that you can continue enjoy the Office 365 backup services provided by Ahsay.

When your account is expired, depending on your role, certain access restrictions will be applied to your account. Refer to the URL below for more details.

[Microsoft Office 365 Subscription Status](#)

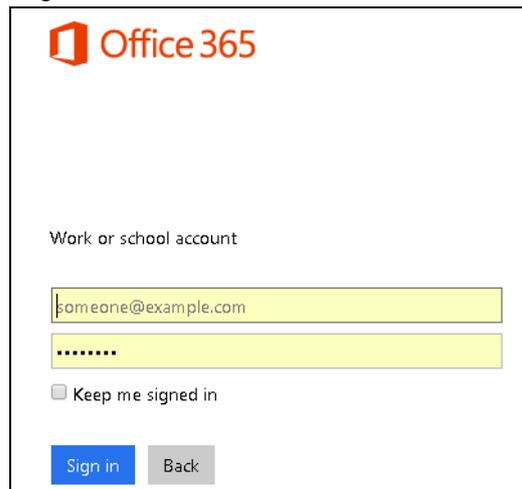
▶ **Granting Permission to Accounts for Creating Backup Set**

Before the Office 365 account administrator or other accounts can create a backup set, the administrator has to grant permission to the account(s) which are going to create backup set. The account must be a member of the following security groups:

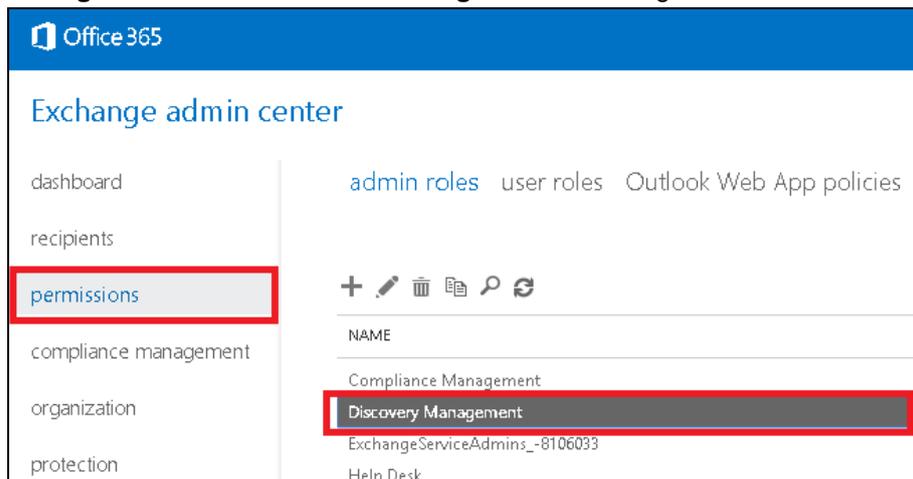
- ◉ Discovery Management
- ◉ Public Folder Management

Follow the steps below to grant permission to user account.

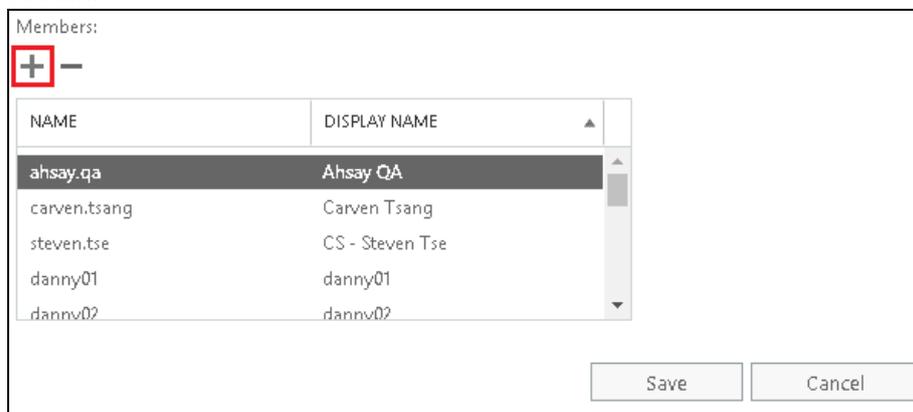
- Open <https://outlook.office365.com/ecp>
- Login to the **Office 365 admin center** as an account administrator.



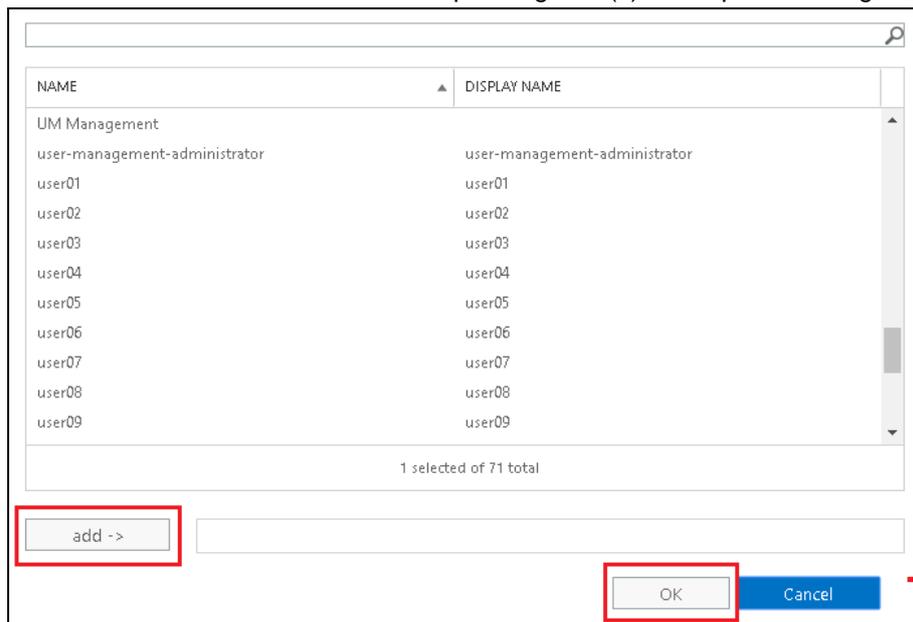
- iii. Select the **permissions** menu on the left, then double click on **Discovery Management** or **Public Folder Management** on the right.



- iv. You can now add users to this group. Click the **+** icon under the **Members** section.



- v. Look for the username(s) of the account that you would like to add permission for, then click **add > OK** to add the corresponding user(s) to the permission group.

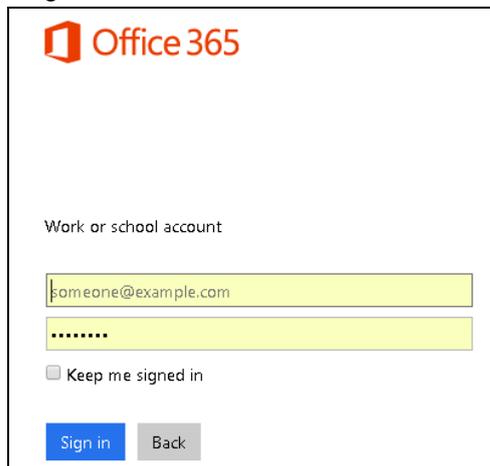


- vi. Click **Save** to confirm and exit the setting.

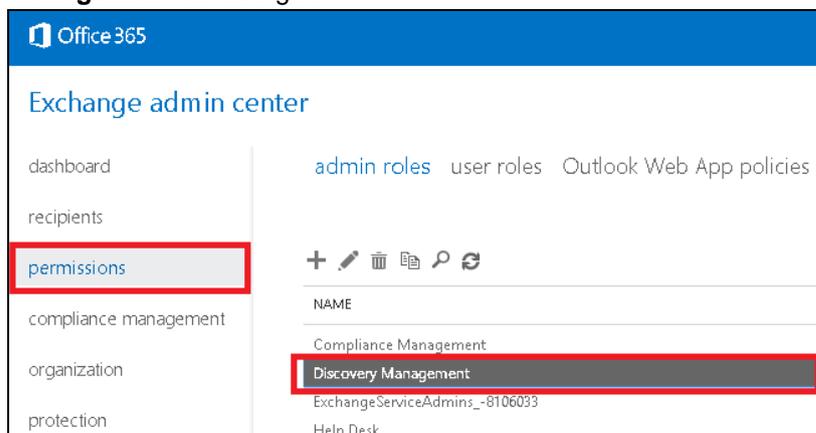
④ **Granting Permission for Application Impersonation & Mail Search**

This permission allows users added under the **Members** section of the **Discovery Management** group (refer to the previous section for setup) to back up and/or restore user item(s) not only for their own account, but also the accounts of other users in the same **Members** section. To grant permission for this feature, you have to add the **Application Impersonation & Mail Search** role by following the steps below.

- i. Open <https://outlook.office365.com/ecp>
- ii. Login to the **Office 365 admin center** as an account administrator.



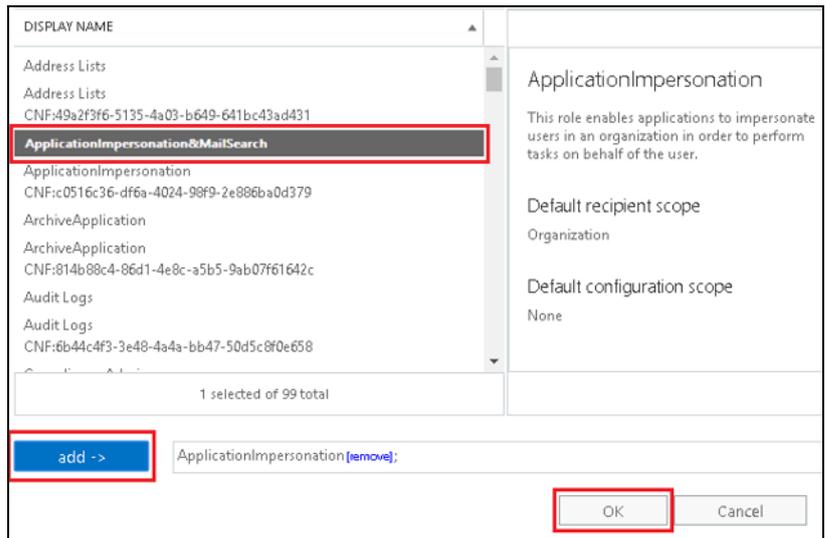
- iii. Select the **permissions** menu on the left, then double click on **Discovery Management** on the right.



- iv. Click the **+** icon under the **Role** section.



- v. Select the **ApplicationImpersonation&MailSearch** role, then click the **add** button. Click **OK** afterward.



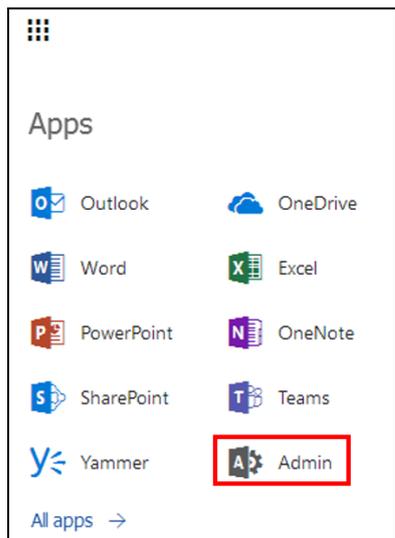
- vi. Click **Save** to confirm and exit the setting.

Granting Permission for SharePoint Global Admin

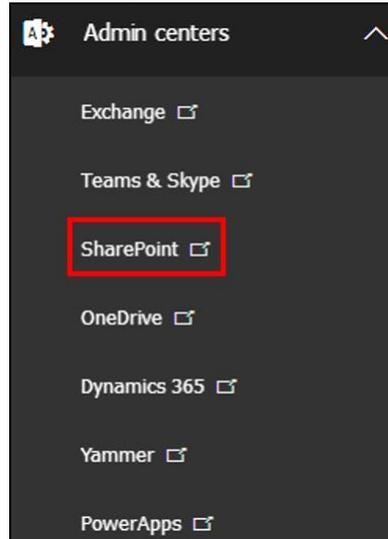
The Global Admin permission allow SharePoint account to list other account's Personal Site and OneDrive in the backup source tree. So before using AhsayOBM to create backup set, please ensure the SharePoint account has already owned the permission in order to apply AhsayOBM to back up and/or restore user item(s) not only for their own account, but also the accounts of other users.

- i. Open <https://outlook.office365.com/owa> to sign in Office 365 as a global admin or SharePoint admin.

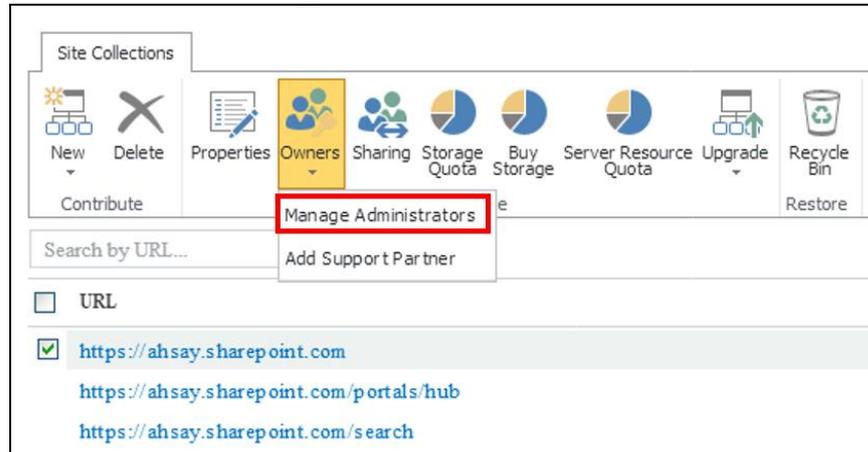
- ii. Click  in the upper-left and choose **Admin** to open the Office 365 admin center.



- iii. In the left pane, choose **Admin Centers > SharePoint**.



- iv. Check the box of the site collection you want to grant Global Admin and click **Owners** to choose **Manage Administrators**.



- v. Add **Global Admin** in the **Site Collection Administrators** box.

manage administrators

Primary Site Collection Administrator User name:

Specify the administrator for this site collection. Only one user login can be provided; security groups are not supported.

Site Collection Administrators

Site Collection Administrators are given full control over all Web sites in the site collection. They may also receive site use confirmation mail. Enter users separated by semicolons.

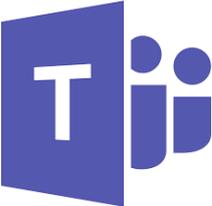
OK **Cancel**

- vi. Click **OK** to confirm.

Supported Services

Below are the supported services of Office 365 Backup module. It is also specified in the table some services that are currently not yet supported by the Office 365 Backup module.



Services		Supported ?	Services		Supported ?
Outlook		✓	OneDrive		✓
SharePoint		✓	Microsoft Teams		✗
Yammer		✗	Microsoft Stream		✗
Power BI		✗	Microsoft Power Apps		✗

Below are the supported Outlook Mailbox types of Office 365 Backup.

Outlook Mailbox



Item	Supported?	Item	Supported?
User mailbox	✓	Room Mailbox	✓
Public Folder	✓	Equipment Mailbox	✓
Public Folder Mailbox	✓	Shared Mailbox	✓

Below are the items that you can backup or restore from an Outlook mailbox.

Folder Level			
Item	Supported?	Item	Supported?
Inbox	✓	RSS Feeds	✓
Drafts	✓	Junk Email	✓
Sent Items	✓	Tasks	✓
Deleted Items	✓	Calendar	✓
Archive	✓	Contacts	✓
Notes	✓		

Below are the items that you can backup or restore from OneDrive.

OneDrive



Item	Supported?	Item	Supported?
Folders	✓	Files	✓
Access Permissions	✓	Albums	✗
Recycle Bin	✗	Tags	✗

Below are the SharePoint items that you can backup or restore from an Office 365 backup set.

SharePoint



Item	Supported?	Item	Supported?
Lists and Libraries	✓	Subsites	✓

Below are the SharePoint Site Collections template that you can backup or restore from an Office 365 backup set.

SharePoint Site Level Collection			
Item	Supported?	Item	Supported?
Team Site	✓	Team Site (Classic Experience)	✓
Blog	✓	Project Site	✓
Developer Site	✓	Community Site	✗
Document Center	✗	eDiscovery Center	✗
Records Center	✗	Business Intelligence Center	✗
Compliance Policy Center	✗	Enterprise Search Center	✗
Community Portal	✗	Basic Search Center	✗
Visio Process Repository	✗	My Site Host	✓
Publishing Portal	✗	Enterprise Wiki	✗
Modern Team Site	✓	Modern Communication Site	✗

Below is the Site Column Type that you can backup or restore from an Office 365 backup set.

Item Level			
Item	Supported?	Item	Supported?
Single line of text	✓	Number (1, 1.0, 100)	✓
Multiple lines of text	✓	Date and Time	✓
Choice (menu to choose from)	✓	Yes / No (checkbox)	✓

Below are the items from the Public Folder that you can backup and restore from an Office 365 backup set.

Public Folder			
Item	Supported?	Item	Supported?
Folders	✓	Files	✓

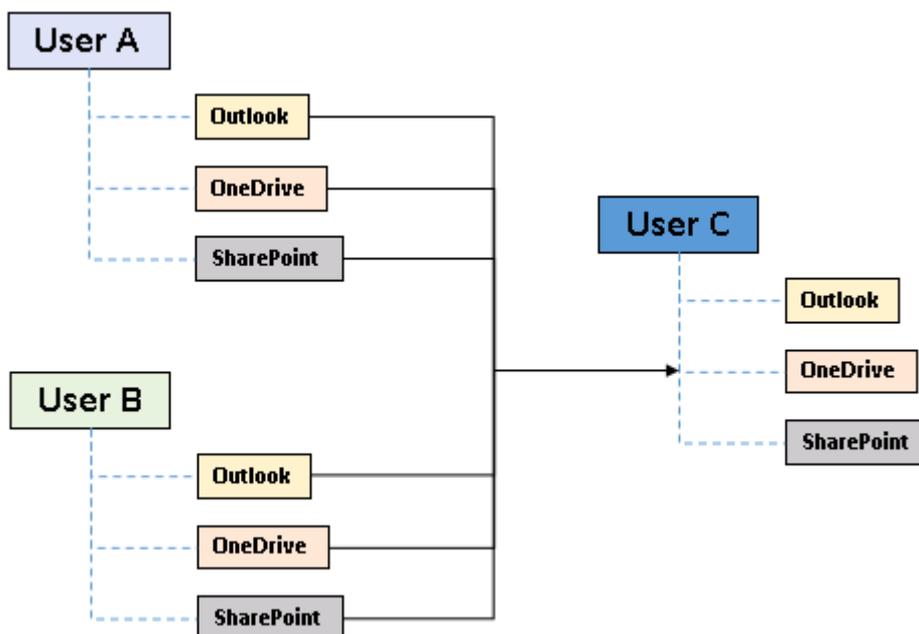
Limitation

For backup and restoration of Office 365 backup set, there is some limitation.

1. AhsayOBM and AhsayCBS User Web Console currently do not support Office 365 user accounts with enabled Multi-Factor Authentication (MFA). If you are trying to backup Office 365 user accounts with MFA enabled, you have to disable it.
2. Restore filter using AhsayCBS User Web Console is not yet supported.
3. If you are trying to restore item(s) from multiple office 365 user account to an alternate office 365 user account, AhsayOBM can only restore one office 365 user account at a time.
4. Restore to Local Machine is not supported using AhsayCBS User Web Console. It is only available using AhsayOBM.
5. If you are trying to restore item(s) from one user to an alternate location user, AhsayOBM will restore the item(s) to their respective destination folder(s) with the same name of the original folder(s).

Example: Item from Outlook of User-A will be restored to the Outlook of the alternate location User-B; Item from SharePoint of User-A will be restored to the SharePoint of the alternate location User-B.

6. If you are trying to restore item(s) from several users to an alternate location user, AhsayOBM will restore the item(s) to their respective destination folder(s) in alternate location user with the same name of the original folder(s).



Example: Item from Outlook of User-A and User-B will be restored to the Outlook of the alternate location User-C.

7. Only administrator account or user account with administrative authority can restore backup items to an alternate location.

8. Restore of item(s) in public folder to an alternate location public folder is not supported.

Example: Restore of item(s) in public folder from User-A to alternate location User-B is not supported.

9. If you are trying to restore the item to a destination user which has a different language setting than the original user, AhsayOBM will restore item(s) to their respective destination folder based on the translation listed below.

For folders such as 'Calendar' or 'Notes', a new folder 'Calendar' or 'Notes' will be created.

For folders in OneDrive and SharePoint, a new folder will be created.

Backup source (English)	Action	Destination User with Chinese as default language settings
Inbox	Merge	收件箱
Outbox	Merge	寄件匣
Sent Items	Merge	寄件備份
Deleted Items	Merge	刪除的郵件
Drafts	Merge	草稿
Junk E-Mail	Merge	垃圾電郵
Calendar	Create new folder	Calendar
Notes	Create new folder	Notes
OneDrive Folder	Create new folder	OneDrive Folder
SharePoint Folder	Create new folder	SharePoint Folder

Best Practices and Recommendations

The following are some best practices or recommendations we strongly recommend you follow before you start any Office 365 backup and restore.

❶ Temporary Directory Folder Location (For backup and restore running on AhsayOBM only)

Temporary directory folder is used by AhsayOBM for storing backup set index files and any incremental or differential backup files generated during a backup job. To ensure optimal backup/restoration performance, it is recommended that the temporary directory folder is set to a local drive with sufficient free disk space.

❷ Performance Recommendations

Consider the following best practices for optimized performance of the backup operations:

- ❶ Enable schedule backup jobs when system activity is low to achieve the best possible performance.
- ❷ Perform test restores periodically to ensure your backup is set up and performed properly. Performing recovery test can also help identify potential issues or gaps in your recovery plan. It is important that you do not try to make the test easier, as the objective of a successful test is not to demonstrate that everything is flawless. There might be flaws identified in the plan throughout the test and it is important to identify those flaws.

• **Set Backup Destination**

After creating the backup set-in Run-on **Client** mode on AhsayCBS user web console, please remember to login AhsayOBM to set the backup destination if you want the backup destination to be Local/ Mapped Drive/ Removable Drive.

• **Backup Destination**

To provide maximum data protection and flexible restore options for agent-based backup, it is recommended to configure:

- At least one offsite or cloud destination
- At least one local destination for fast recovery

However, for Agentless Cloud storage there may be an impact on the backup performance.

• **Login AhsayOBM**

After modifying the backup schedule setting or Continuous Backup setting of the **Run on Client** backup set on AhsayCBS user web console, please remember to login to the AhsayOBM client once to synchronize the changes immediately.

• **Large Amount of Users to Backup**

It is recommended to divide the users into multiple backup sets. By default, the Office 365 backup module can back up a maximum of 4 users concurrently (4 concurrent backup threads), while backing up a maximum of 4 items concurrently per user (4 concurrent backup threads). Therefore, each backup set supports a maximum of $4 \times 4 = 16$ backup threads at a time. By splitting up all users into separate backup sets, the more backup sets running concurrently, the faster the backup process can be completed.

For more detailed examples about the number of users to backup, refer to [Appendix D: Example Scenarios for Number of Users to Backup](#).

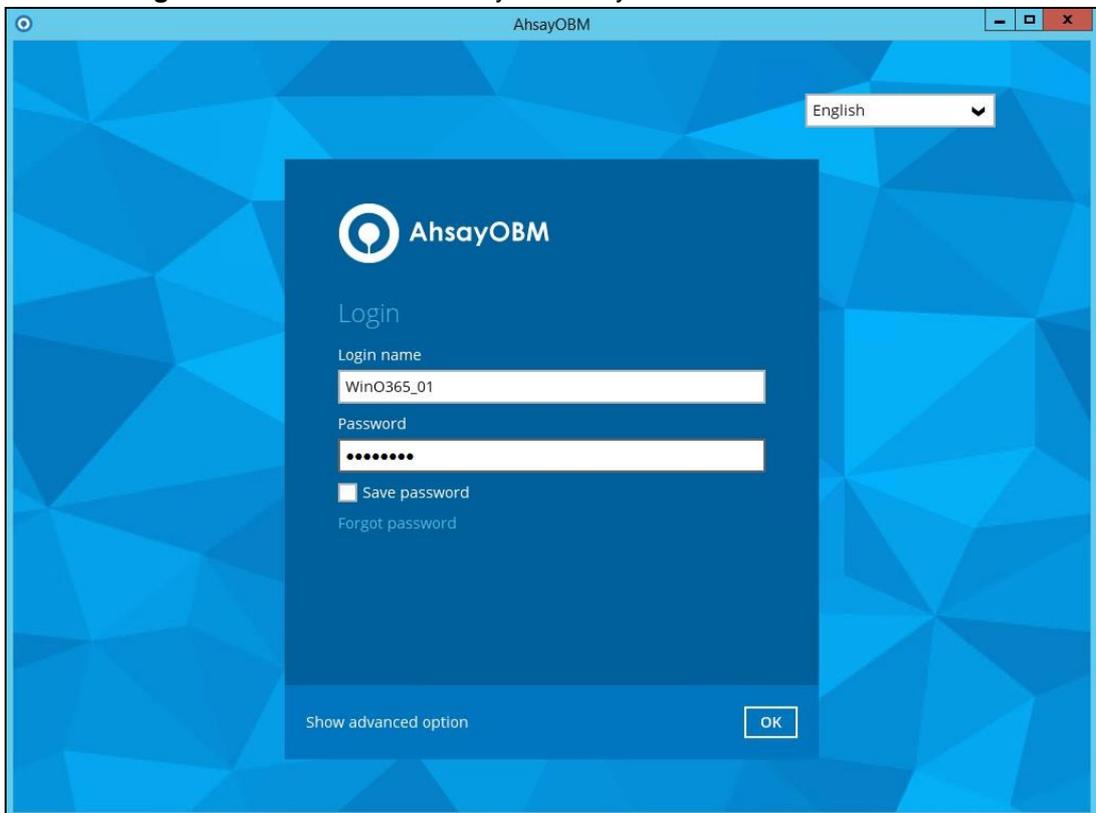
3 Login to AhsayOBM / AhsayCBS User Web Console

Login to AhsayOBM

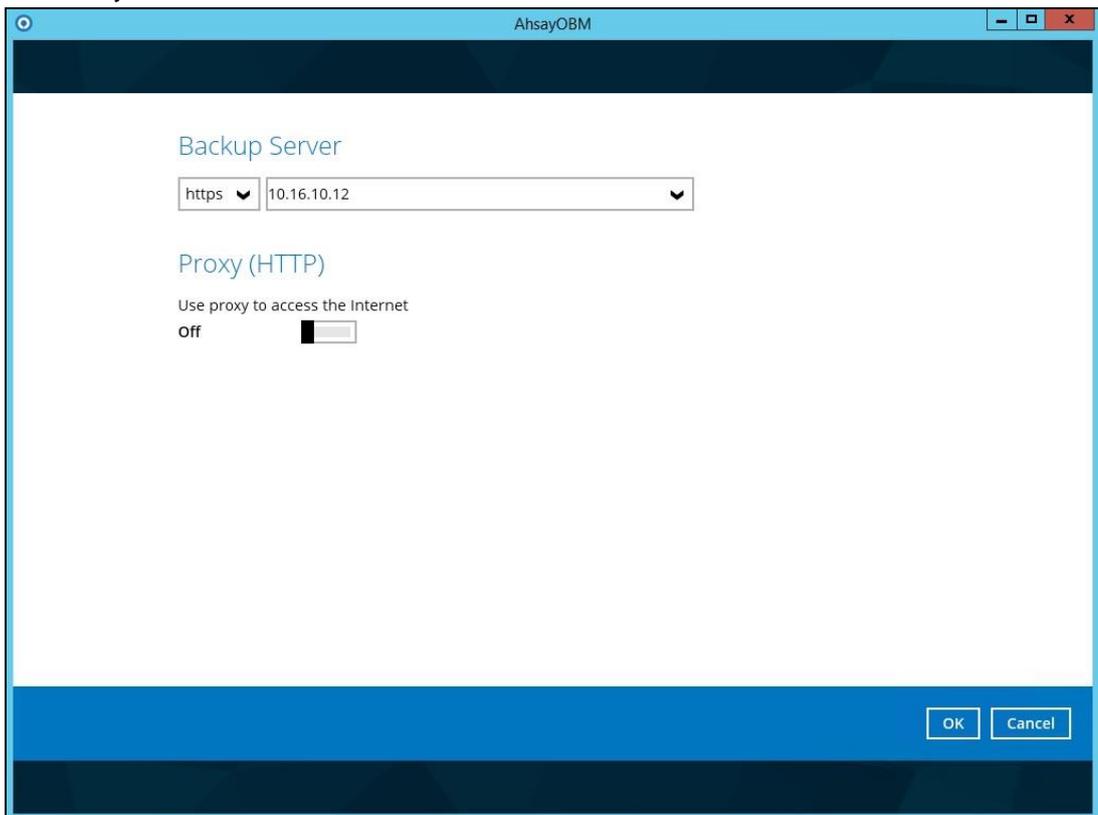
1. Login to the AhsayOBM application user interface. Double click the AhsayOBM desktop icon to launch the application.



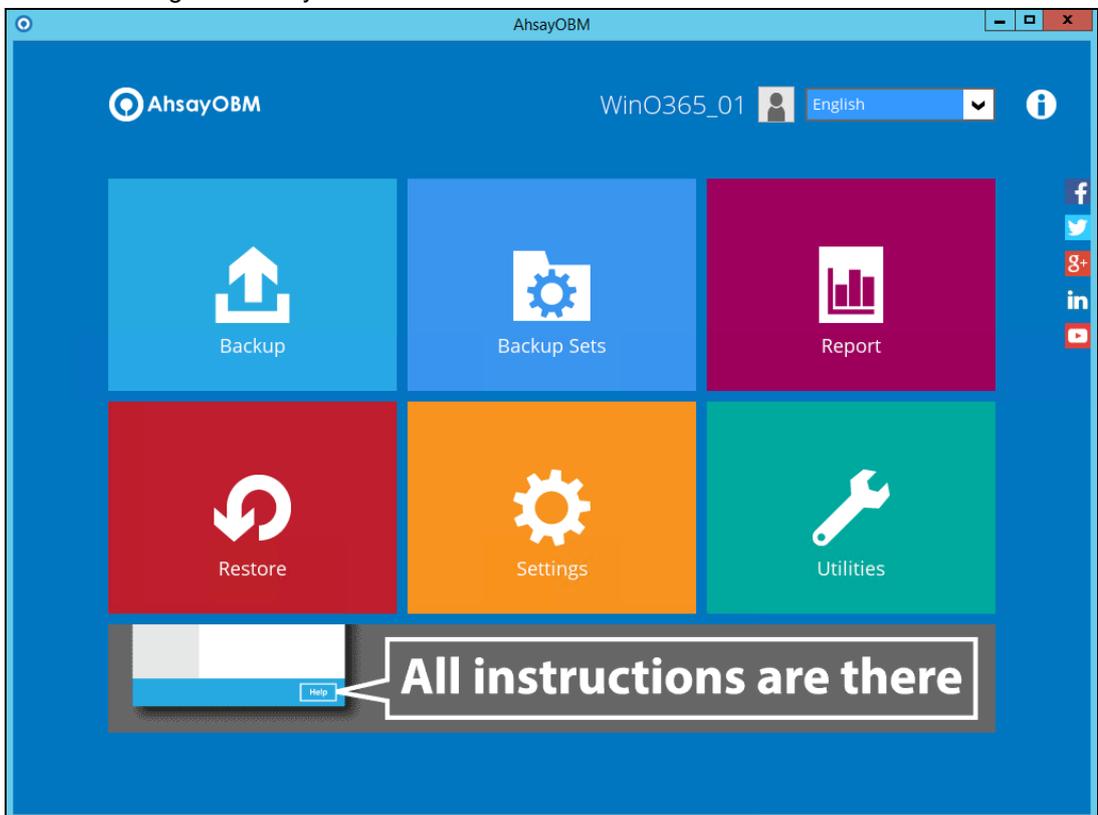
2. Enter the **Login name** and **Password** of your AhsayOBM account.



3. Click **Show advanced option** to configure the **Backup Server** and **Proxy** details if necessary.



4. Click **OK** to login to AhsayOBM.

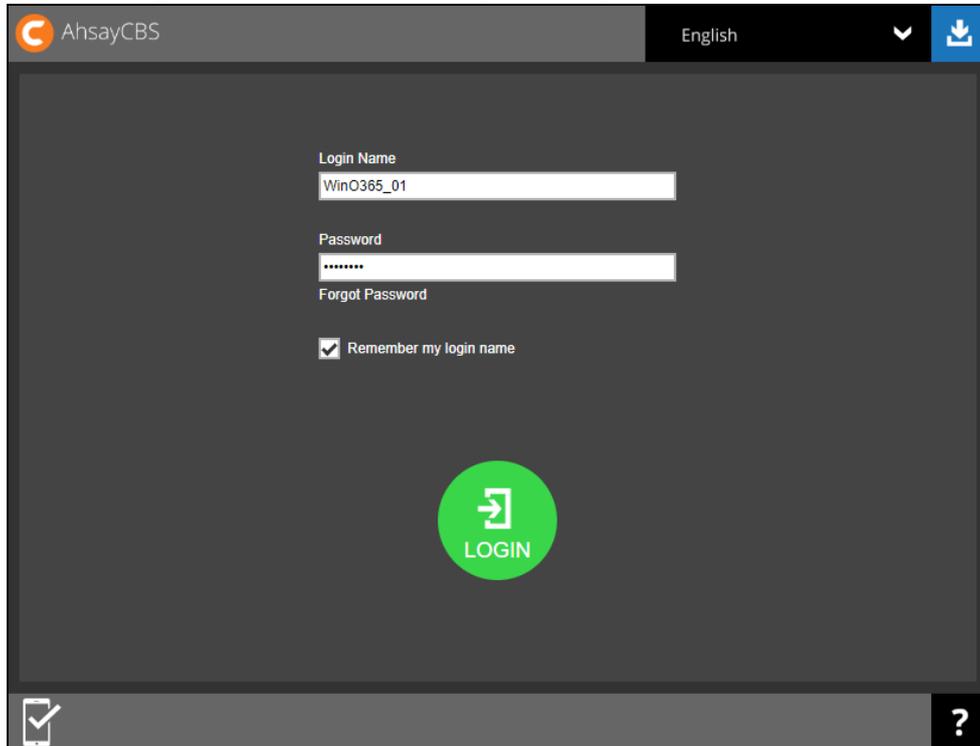


Login to AhsayCBS User Web Console

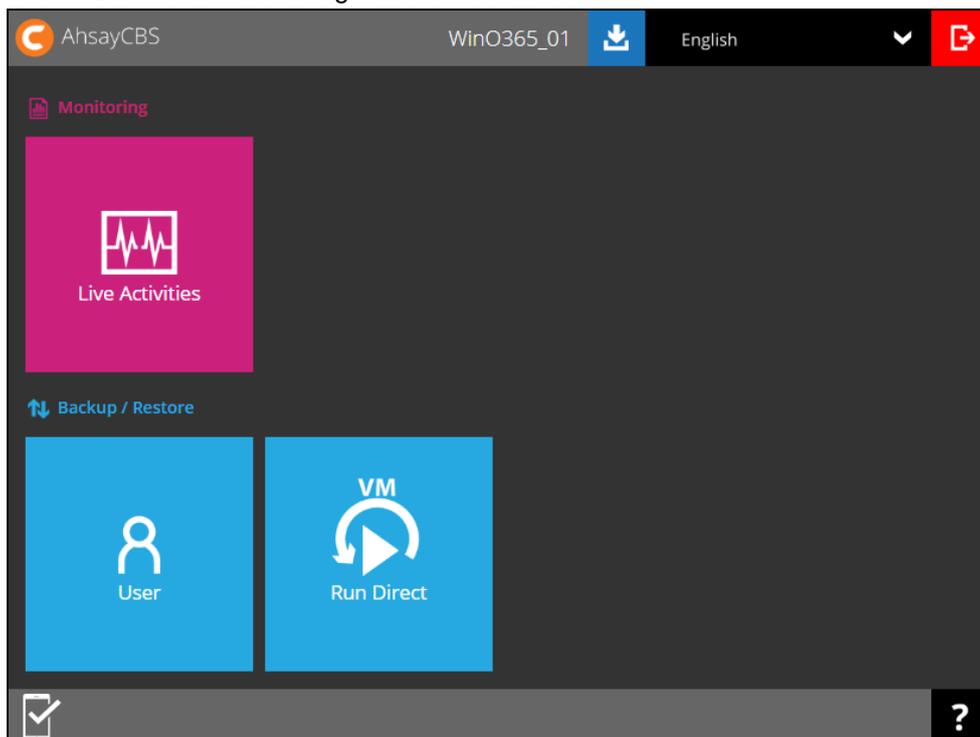
1. Login to the AhsayCBS web console at https://backup_server_hostname:port

Note: Contact your backup service provider for the URL to connect to the web console if necessary.

Enter the Login Name and Password of your AhsayOBM account.



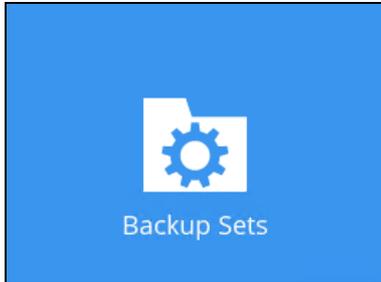
2. Click **LOGIN** afterward to login to the web console.



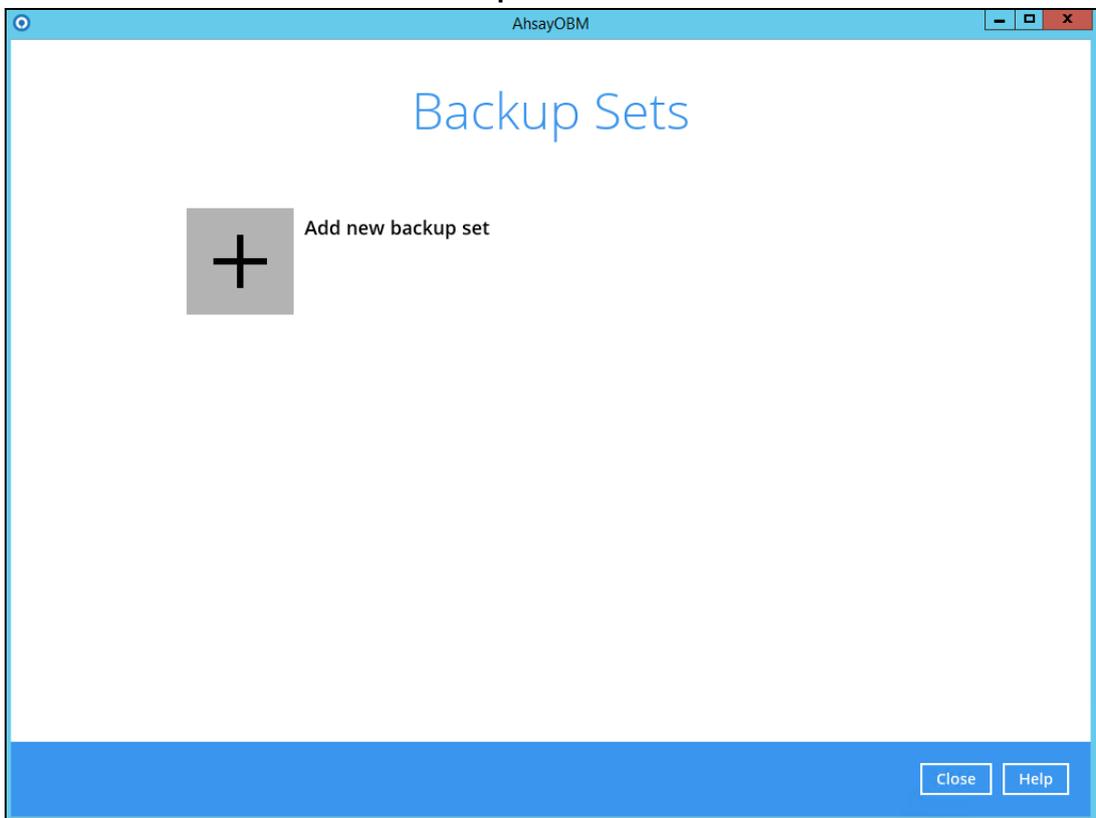
4 Creating an Office 365 Backup Set

Creating a Backup Set on AhsayOBM

1. In the AhsayOBM main interface, click **Backup Sets**.



2. Click the "+" icon next to **Add new backup set**.



3. Enter a **Name** for your backup set and select **Office 365 Backup** as the **Backup set type**.

AhsayOBM

Create Backup Set

Name
Client Run Office 365 Backup Set

Backup set type

- File Backup
- MS Windows System Backup
- MS Windows System State Backup
- MS Hyper-V Backup
- MySQL Backup
- Office 365 Backup**
- Oracle Database Server Backup
- ShadowProtect System Backup
- VMware Backup

Next Cancel Help

4. Enter the user name and password of your Office 365 account, choose the region for the account and then press **Test** to validate the account.

AhsayOBM

Create Backup Set

Name
Client Run Office 365 Backup

Backup set type
Office 365 Backup

Username
carven.tsang@cloudbacko.biz

Password
.....

Region
Global

Access the Internet through proxy

Test

Next Cancel Help

Region

Global ▼

Global

China

Germany

Test completed successfully shows when the validation is successful. Press **Next** to proceed to the next step.

AhsayOBM

Create Backup Set

Name
Client Run Office 365 Backup

Backup set type
Office 365 Backup ▼

Username
carven.tsang@cloudbacko.biz

Password
•••••

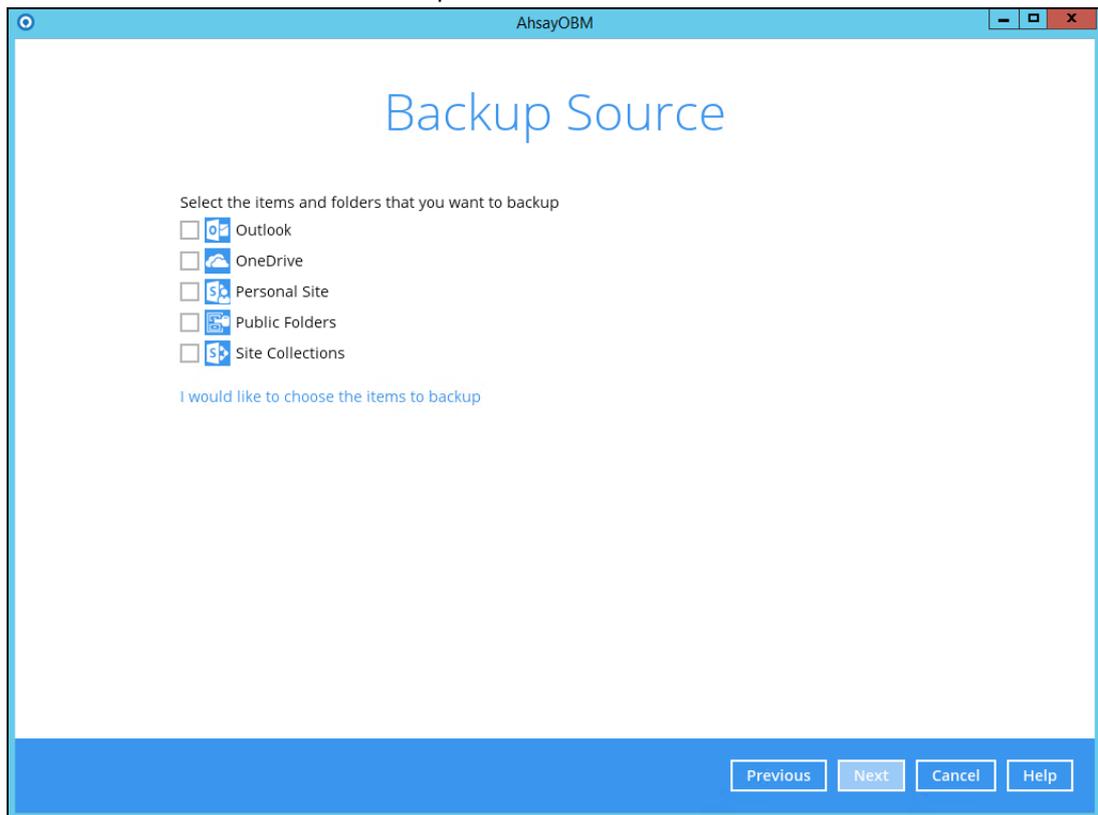
Region
Global ▼

Access the Internet through proxy

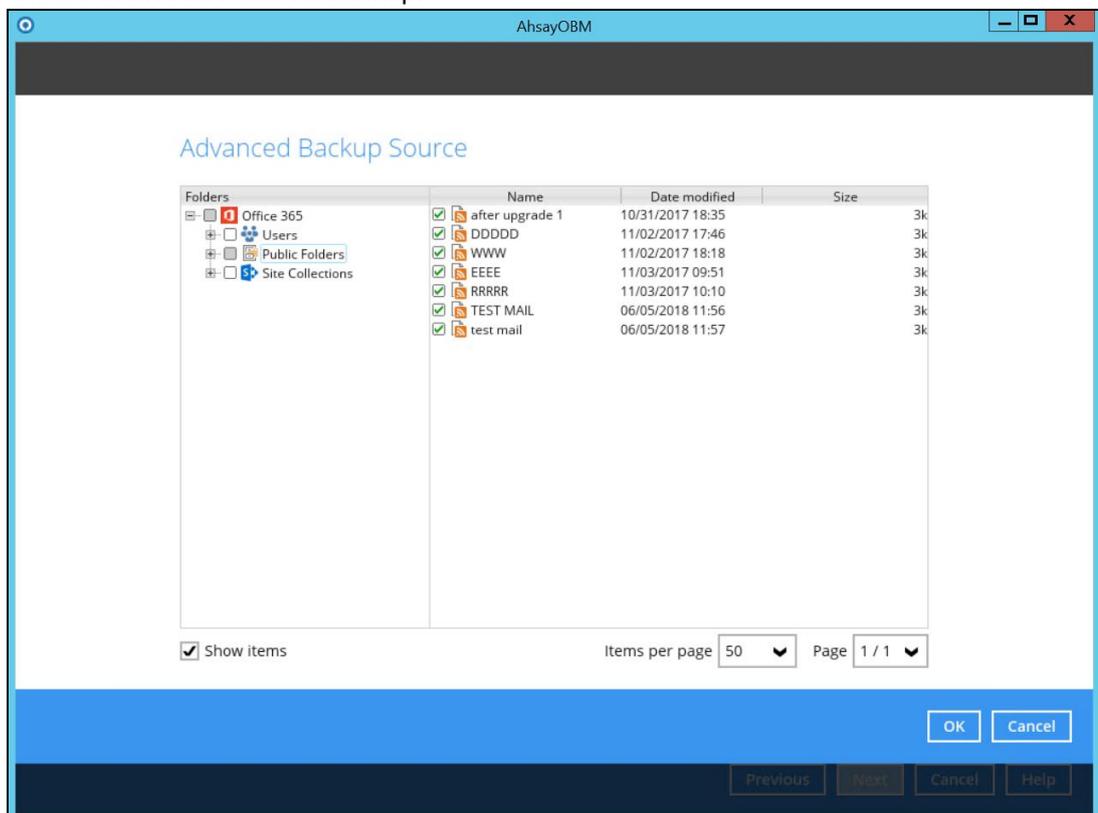
Test completed successfully

Next Cancel Help

- In the **Backup Source** menu, select the desired Outlook, OneDrive, Personal Site, Public Folders or Site Collections for backup.

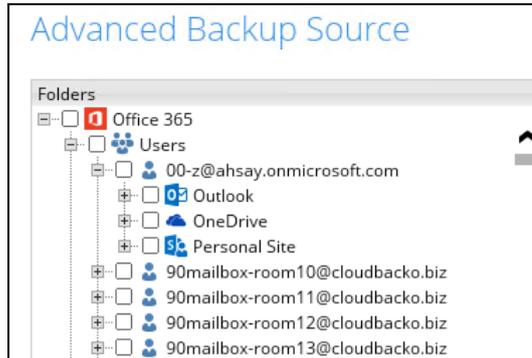


Or click **I would like to choose the files to backup** to choose the detailed items to backup. Enable the **Show items** checkbox at the bottom left corner if you would like to choose individual items for backup.

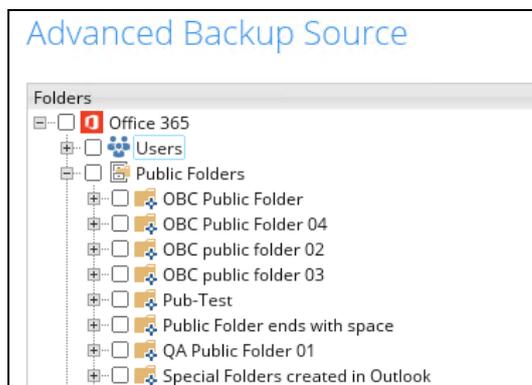


Below are example screen shots for the Users, Public Folders, and Site Collections.

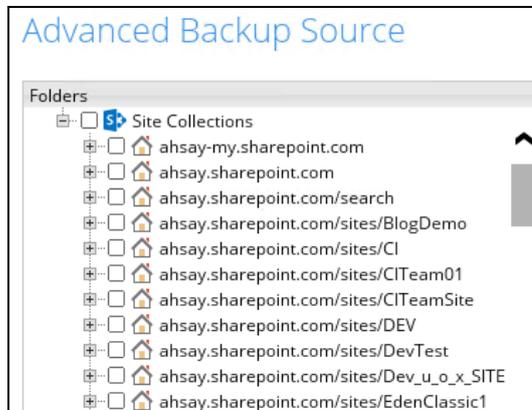
- ▶ Users: include Outlook, OneDrive and Personal Sites



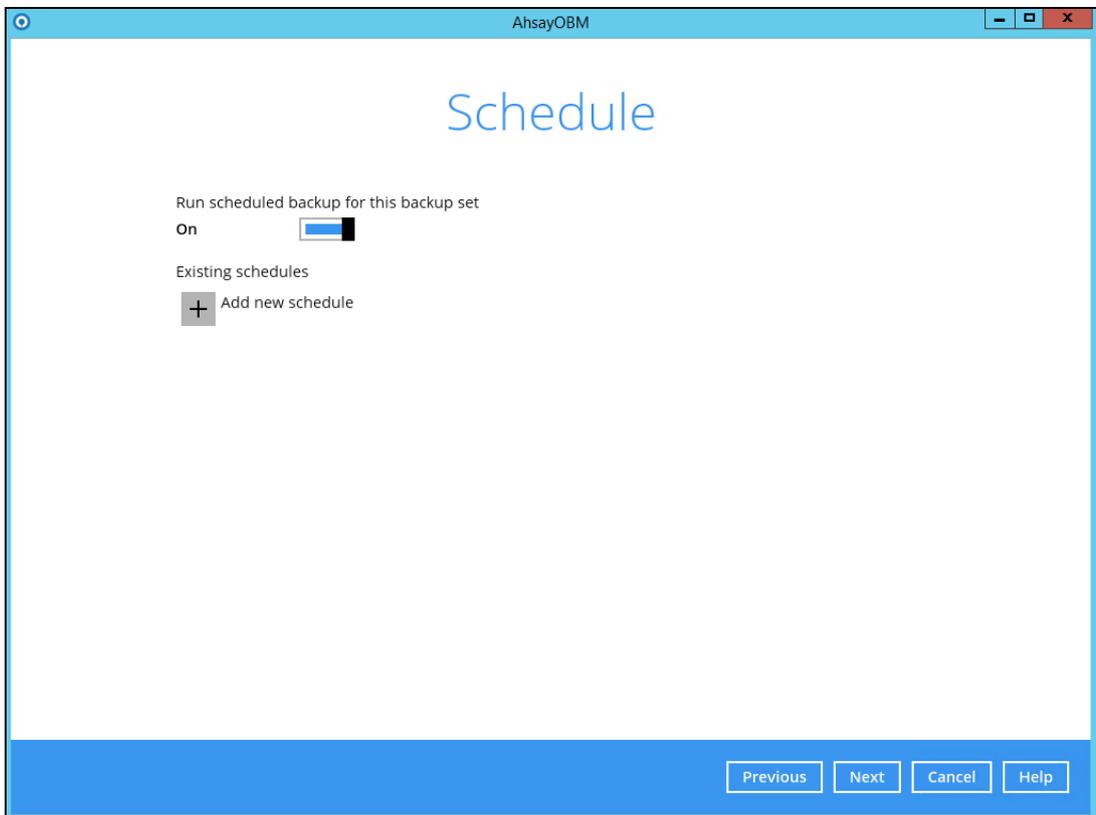
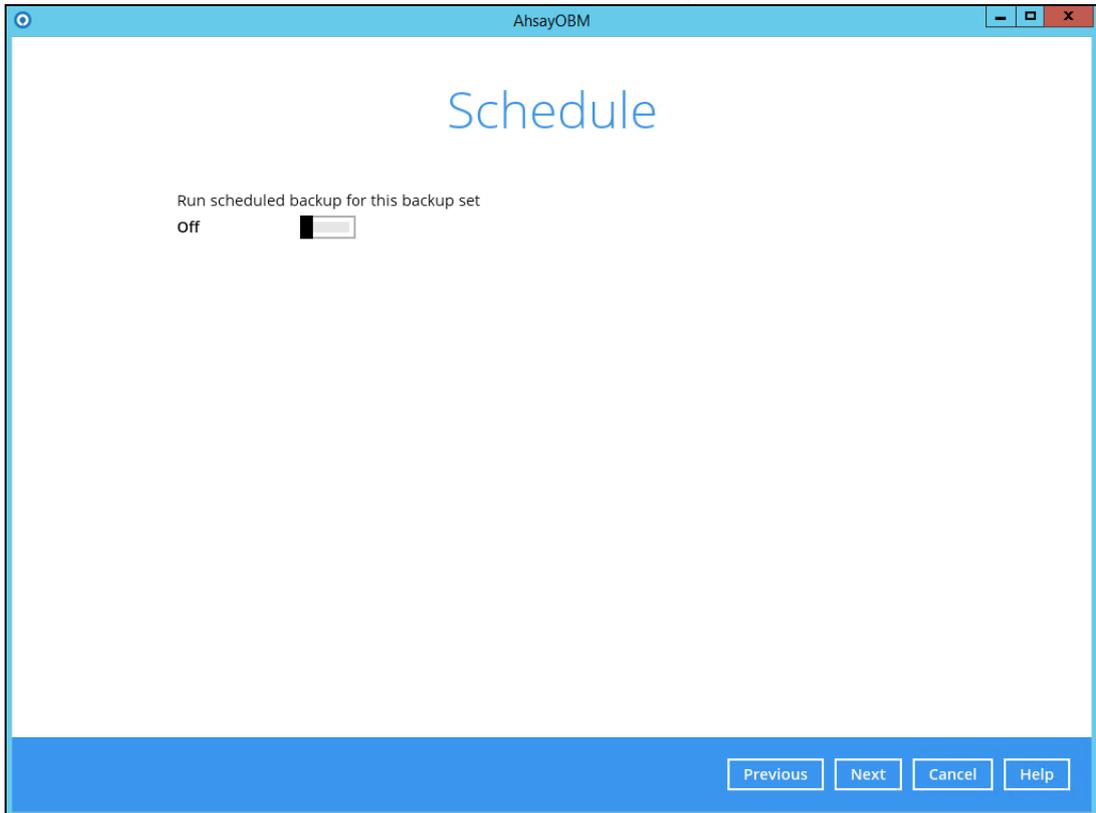
- ▶ Public Folders: include public folders



- ▶ Site Collections: include Personal Sites and Site Collections



6. In the **Schedule** menu, configure a backup schedule for backup job to run automatically at your specified time interval. Slide the on/off button to turn on this feature, then click **Add new schedule** to add a new schedule, then click **Next** to proceed afterward.



AhsayOBM

New Backup Schedule

Name
Daily-1

Type
Daily

Start backup at
09 : 52

Stop
until full backup completed

Run Retention Policy after backup

OK Cancel Help

Previous Next Cancel Help

AhsayOBM

Schedule

Run scheduled backup for this backup set
On

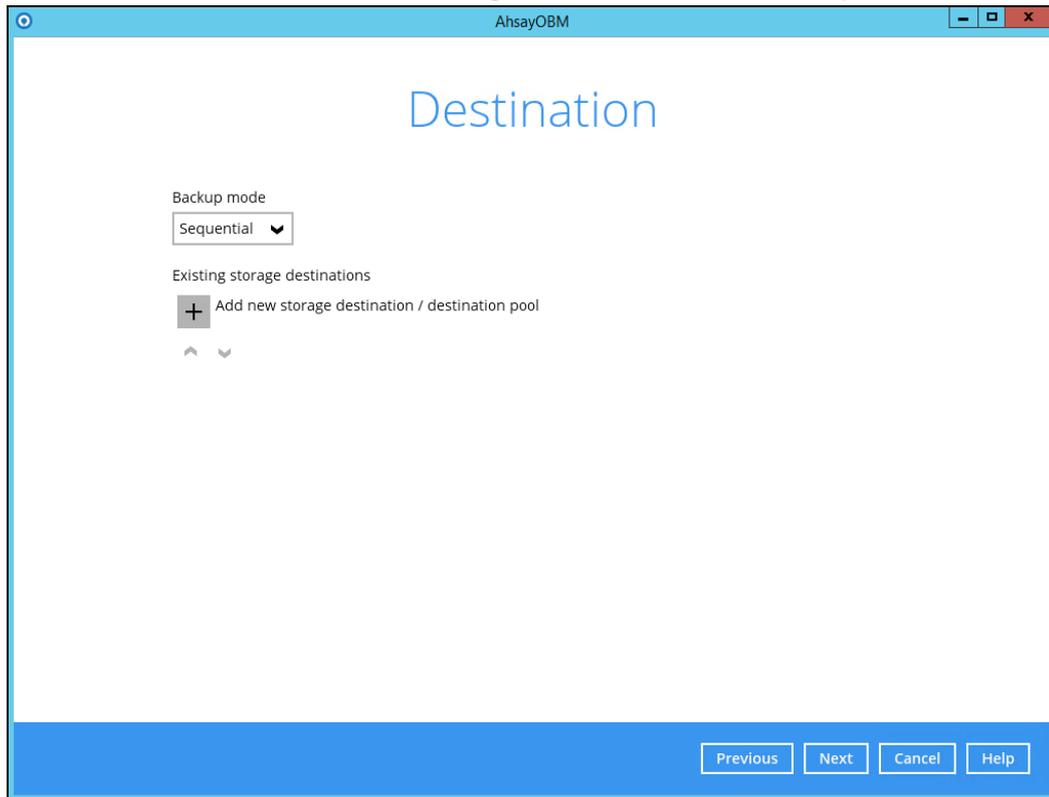
Existing schedules

-  **Daily-1**
Daily (Everyday at 09:52)

Add

Previous Next Cancel Help

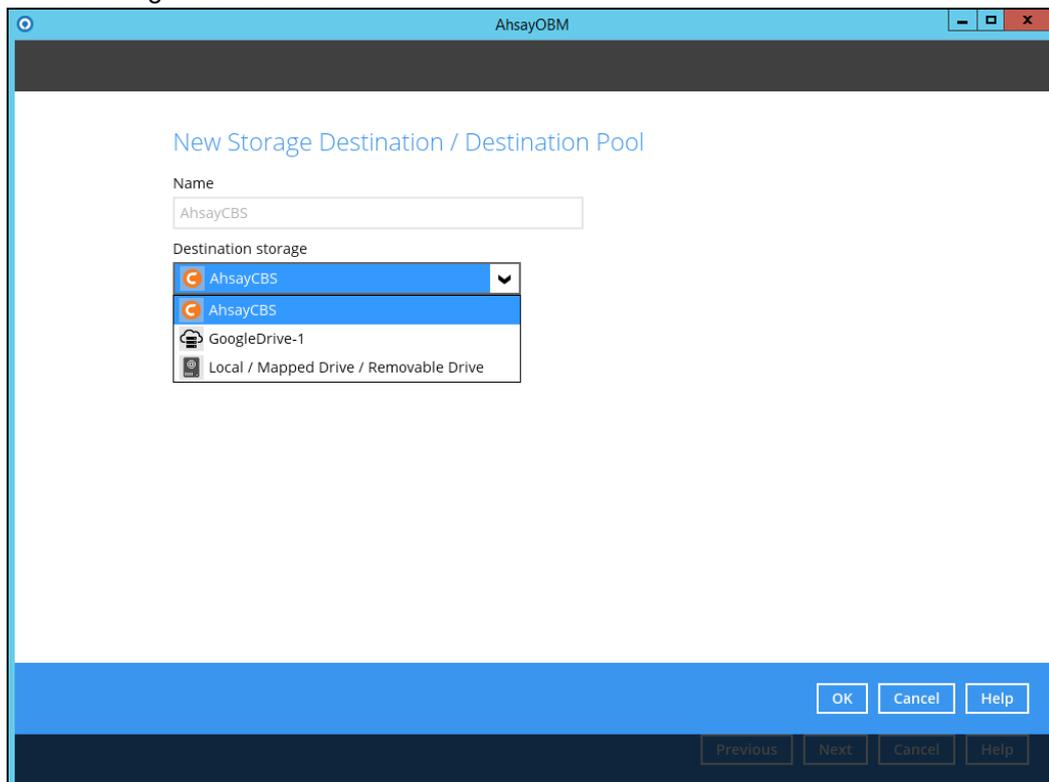
7. In the Destination menu, select a backup destination where the backup data will be stored. Click the “+” icon next to **Add new storage destination / destination pool**.



NOTE

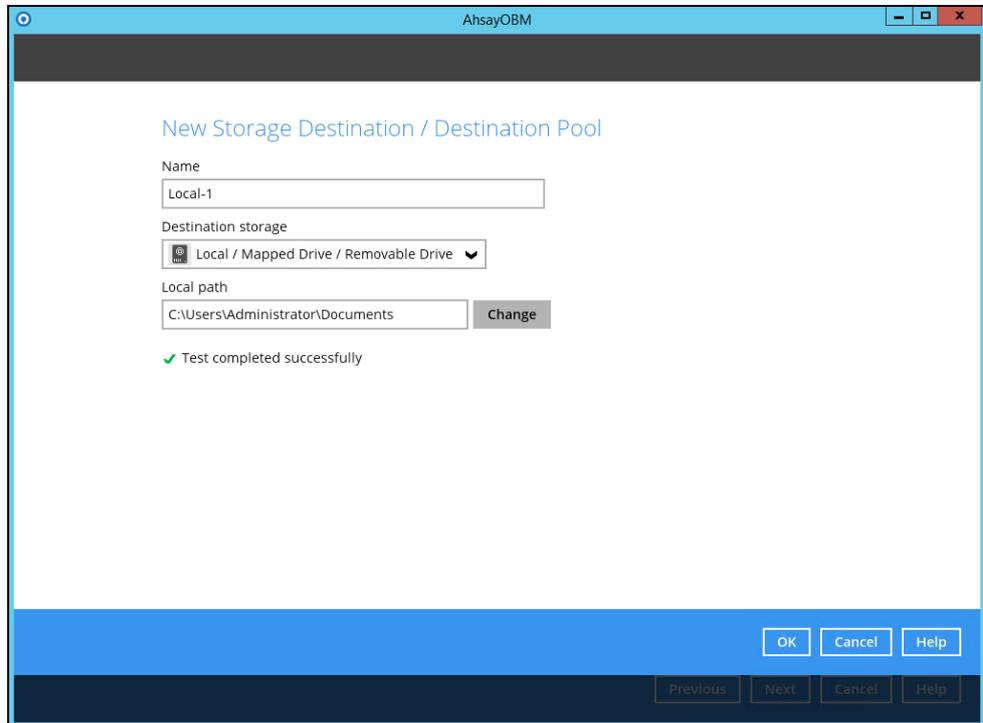
For more details on Backup Destination, refer to the following Wiki article for details:
http://wiki.ahsay.com/doku.php?id=public:8002_faq:faq_on_backup_destination

8. Select storage destinations.



You can choose a storage combination of the Local/Mapped drive/Removable Drive or Cloud storage. Click **OK** to proceed when you are done with the settings.

- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.



AhsayOBM

New Storage Destination / Destination Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Removable Drive

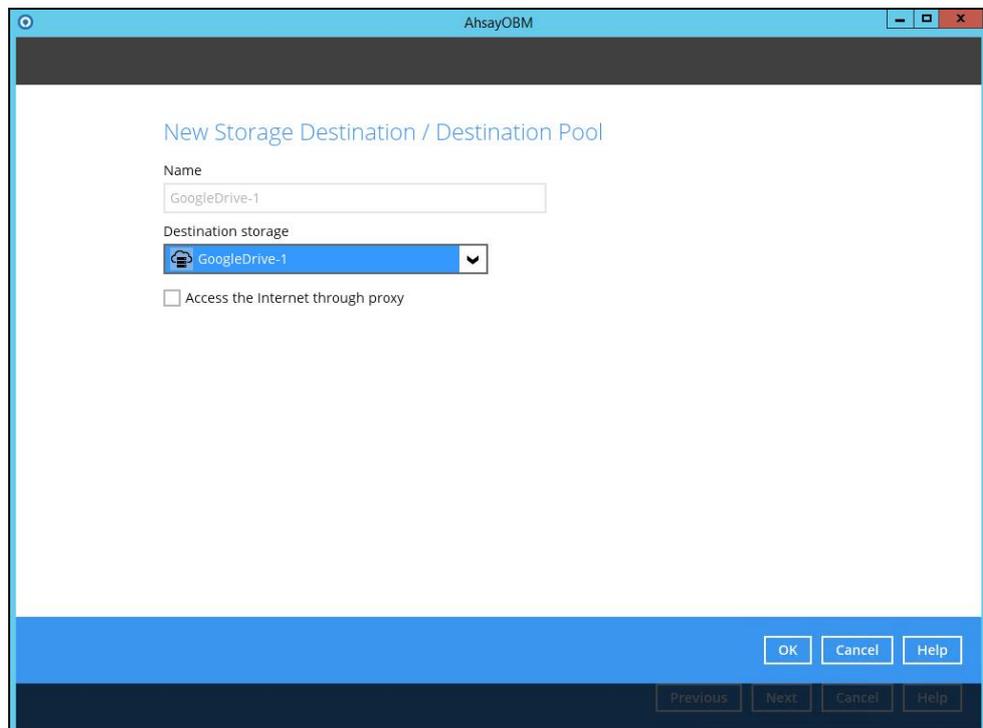
Local path
C:\Users\Administrator\Documents **Change**

✓ Test completed successfully

OK Cancel Help

Previous Next Cancel Help

- If you have chosen the Cloud Storage, select from the destination storage then click **OK**.



AhsayOBM

New Storage Destination / Destination Pool

Name
GoogleDrive-1

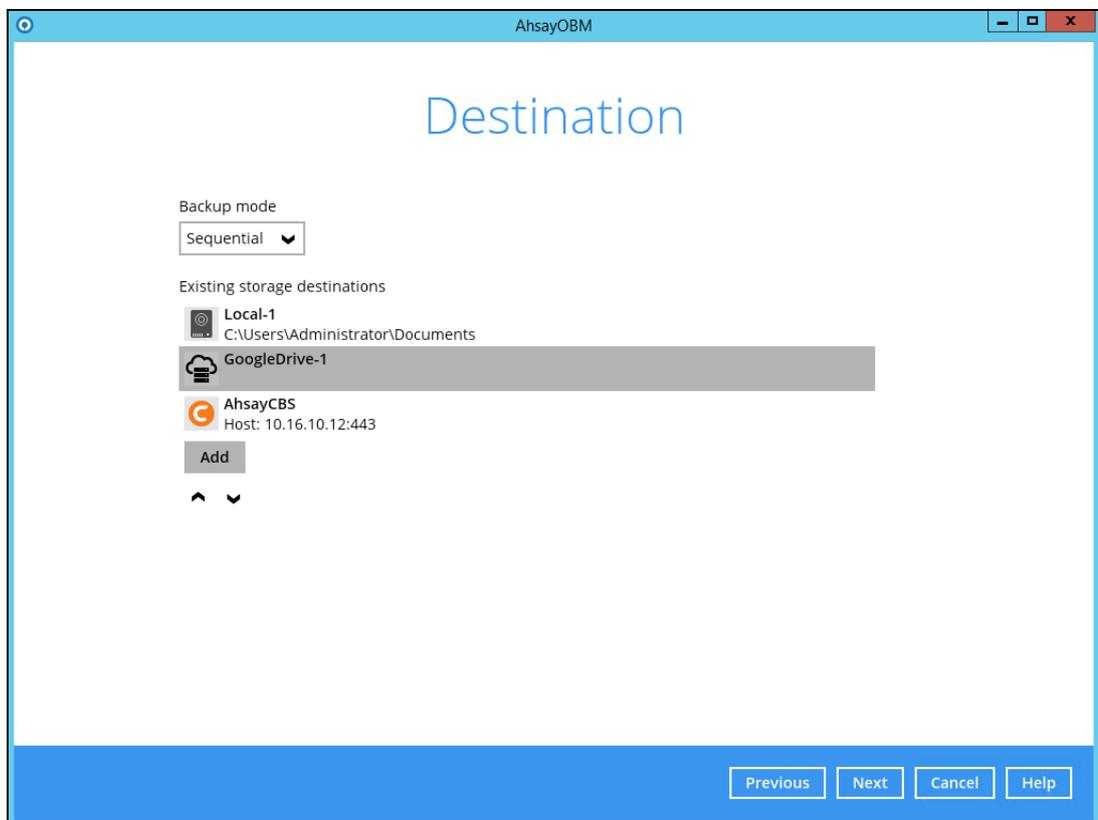
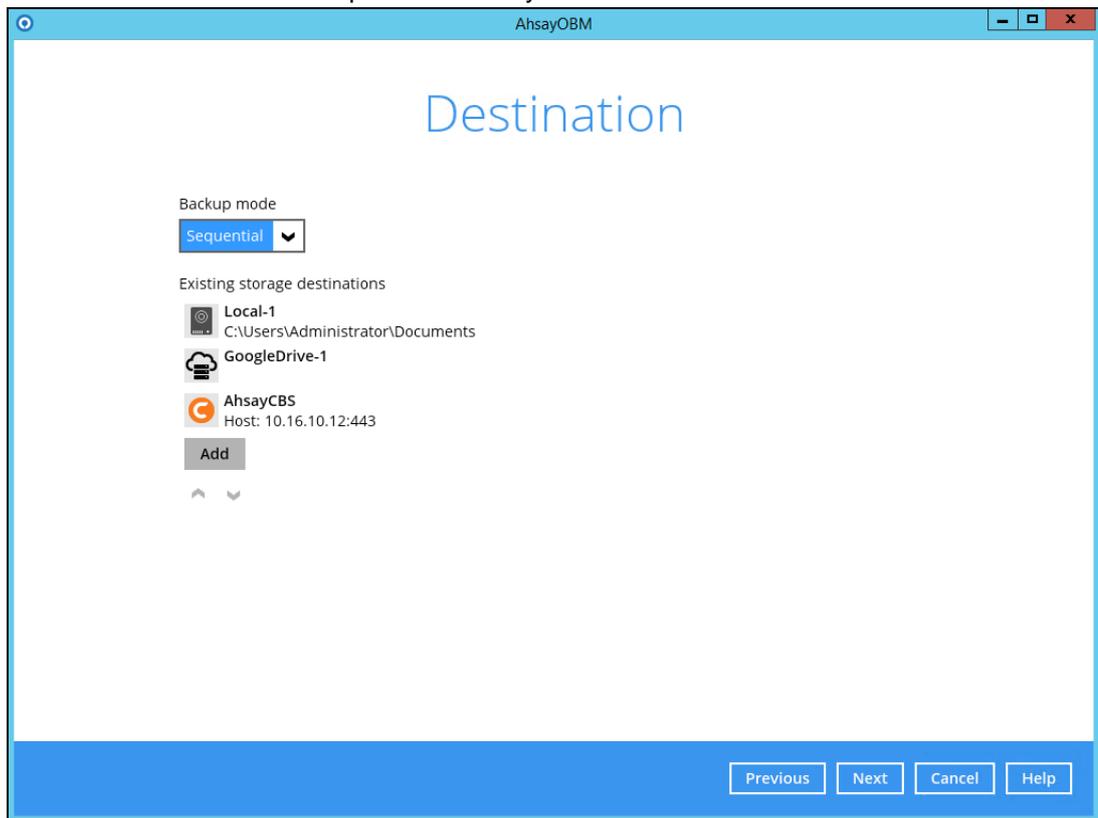
Destination storage
GoogleDrive-1

Access the internet through proxy

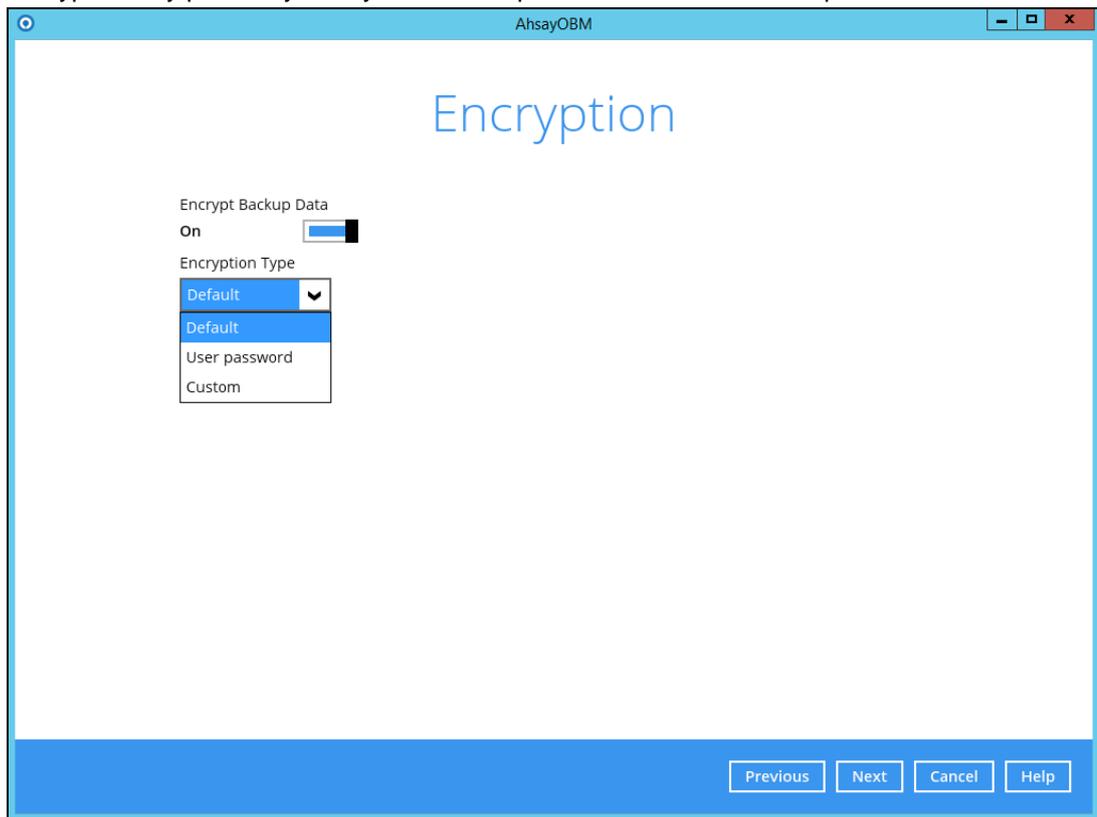
OK Cancel Help

Previous Next Cancel Help

9. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the   icon to alter the order. Click **Next** to proceed when you are done with the selection.

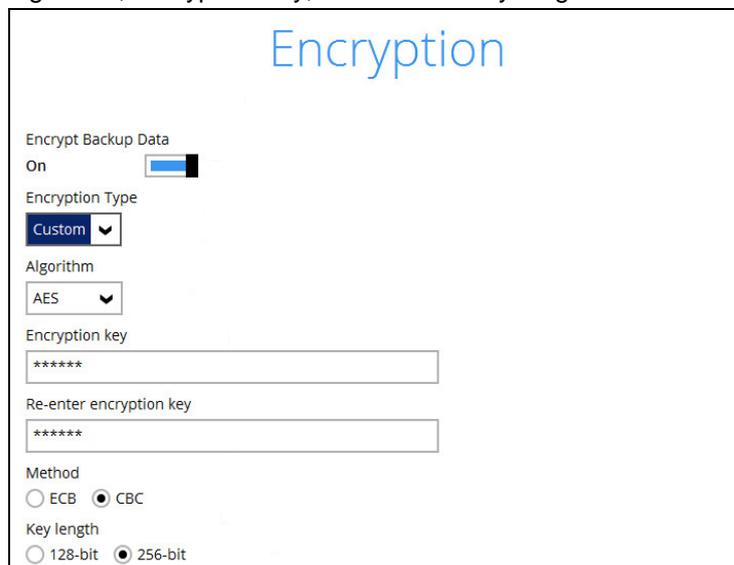


10. In the Encryption window, the default **Encrypt Backup Data** option is enabled with an encryption key preset by the system which provides the most secure protection.



You can choose from one of the following three Encryption Type options:

- **Default** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.
- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.

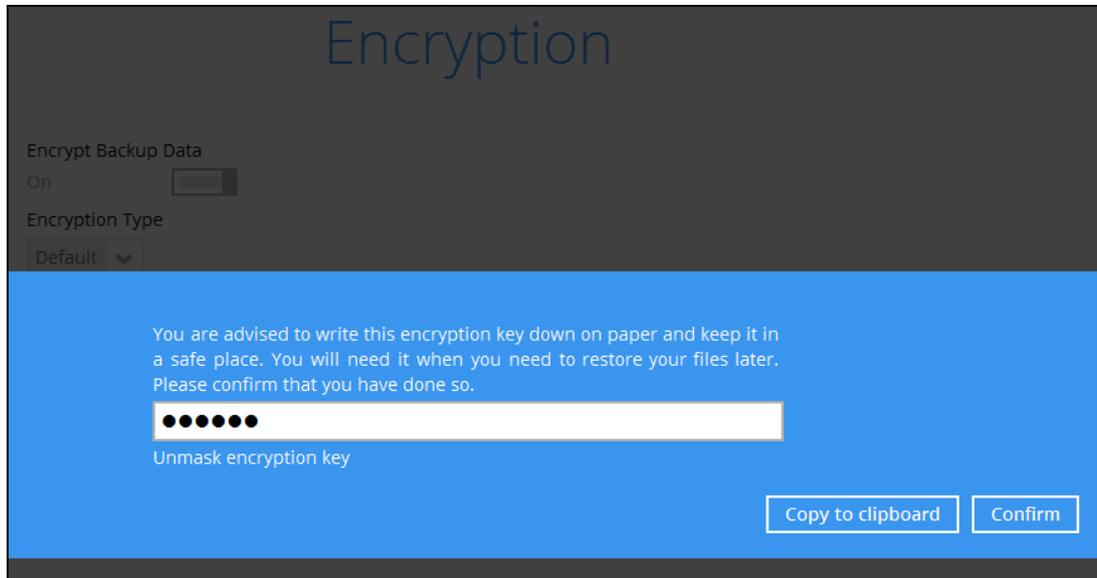


NOTE

For best practice on managing your encryption key, refer to the following Wiki article.
http://wiki.ahsay.com/doku.php?id=public:5034_best_practices_for_managing_encryption_key

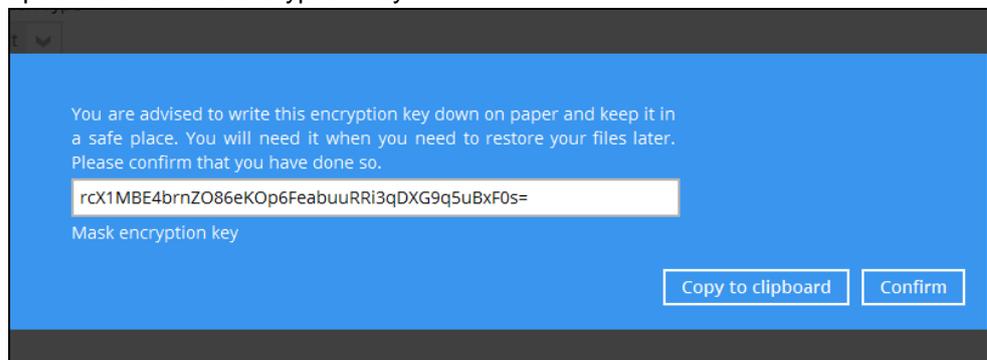
Click Next when you are done setting.

11. If you have enabled the Encryption Key feature in the previous step, the following pop-up window shows, no matter which encryption type you have selected.



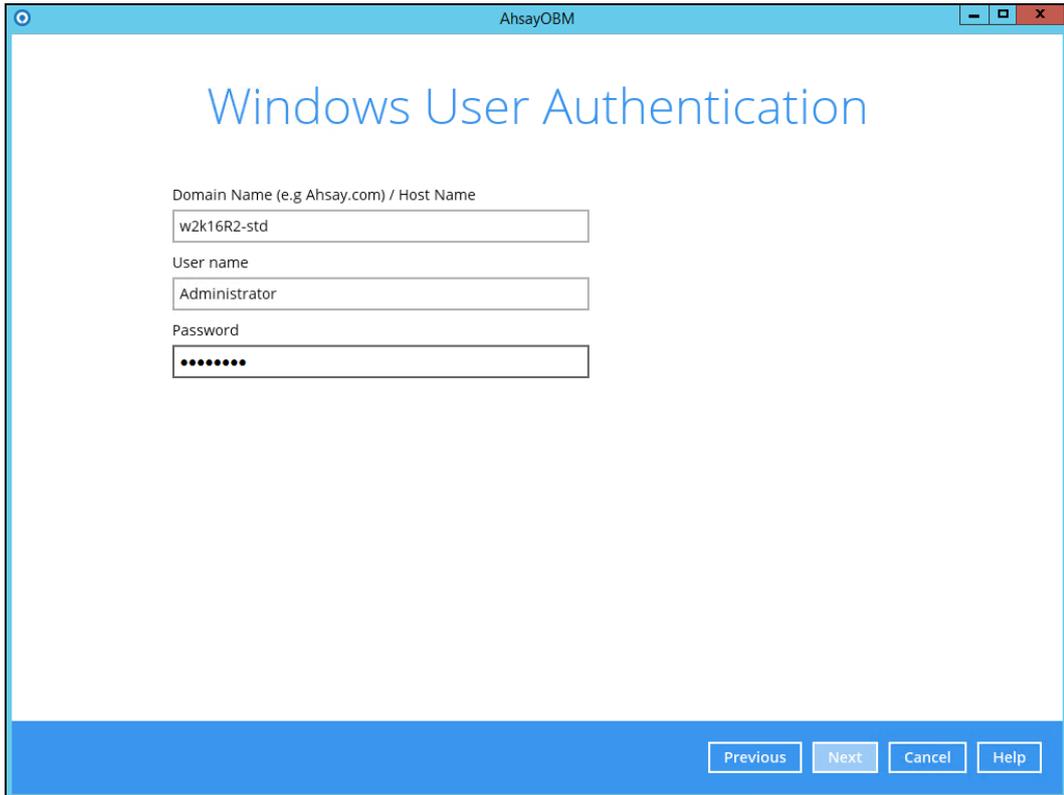
The pop-up window has the following three options to choose from:

- **Unmask encryption key** – The encryption key is masked by default. Click this option to show the encryption key.



- **Copy to clipboard** – Click to copy the encryption key, then you can paste it in another location of your choice.
- **Confirm** – Click to exit this pop-up window and proceed to the next step.

12. If you have enabled the scheduled backup option, you will be prompted to enter the **User Name** and **Password** of the Windows account that will be running the backup.



AhsayOBM

Windows User Authentication

Domain Name (e.g. Ahsay.com) / Host Name
w2k16R2-std

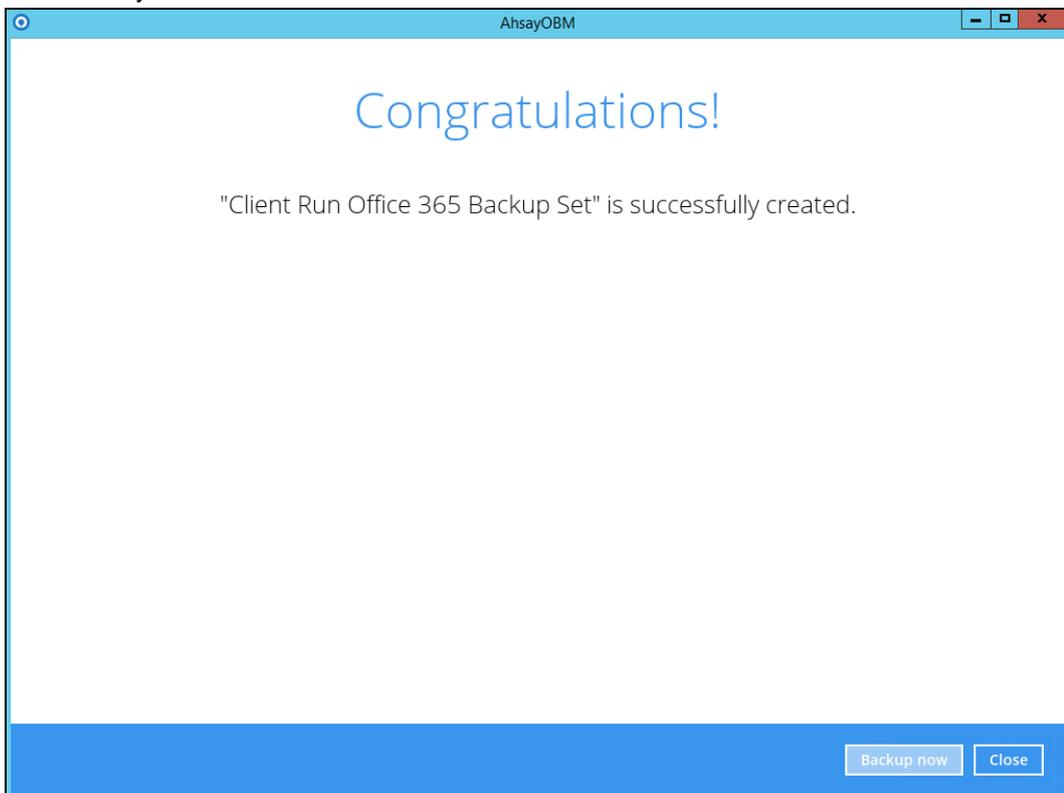
User name
Administrator

Password
••••••••

Previous Next Cancel Help

Click **Next** to create the backup set.

13. The following screen is displayed when the new Office 365 backup set is created successfully.



AhsayOBM

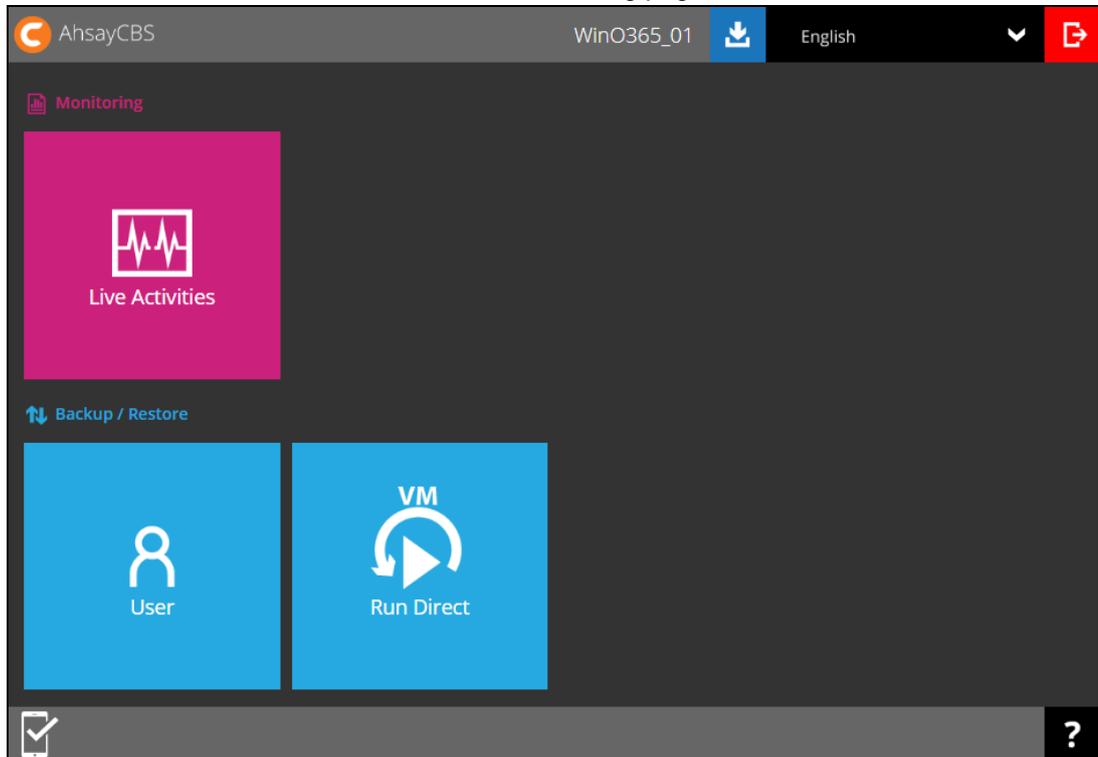
Congratulations!

"Client Run Office 365 Backup Set" is successfully created.

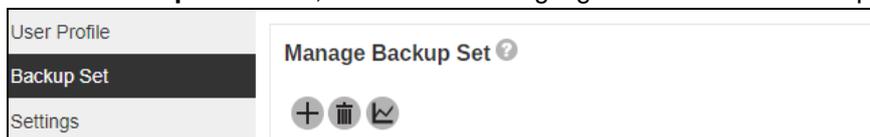
Backup now Close

Create a Backup Set on AhsayCBS User Web Console

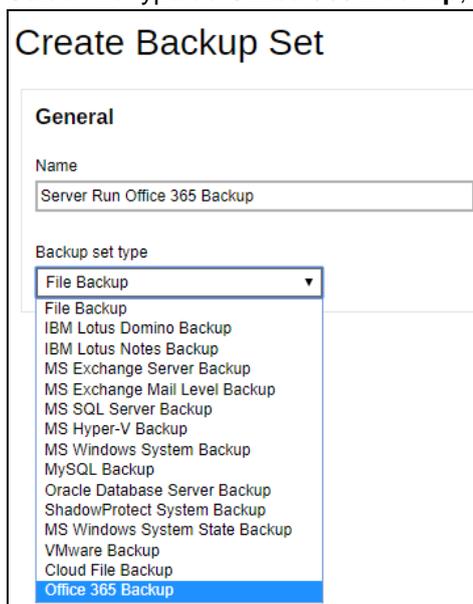
1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click the User icon on the User Web Console landing page.



3. On the **Backup Set** menu, click the + icon highlighted to create a backup set.



4. Select the type as **Office 365 Backup**, then name the backup set.



5. On the same menu under **Run on**, select **Server** to create a run on server (agentless backup) backup set or **Client** to create a run on client (agent-based backup) backup set.

- **Server** - If you choose to run the backup set on the CBS server, you won't be able to back up, restore or manage your backups on the AhsayOBM once the backup set is created.

Office 365

Run on

Server Client

- **Client** - If you choose to run the backup set on the AhsayOBM, you won't be able to back up, restore or manage your backups on the AhsayCBS Web Management Console once the backup is created.

Office 365

Run on

Server Client

Notes

1. This setting **CANNOT** be altered once the backup set is created. If you wish to change the backup method later, you will have to create a new backup set and start over the configurations again.
2. For backup sets created in **Run on Server** backup type, the backup destination is restricted to AhsayCBS by default and cannot be altered. If you wish to back up to other destinations, backup sets should be created in **Run on Client** backup type instead.

6. Enter the user name and password of your Office 365 account, choose the region for the account and then press **Test** to verify the account.

Create Backup Set

General

Name

Backup set type

Office 365

Run on
 Server Client

Username

Password

Region

Access the Internet through Proxy

Region

-
-
-
-

- Press  at the bottom right corner to proceed when you are done settings.
- Select the **Backup Source** in this menu. Select the desired Outlook, OneDrive, Personal Site, Public Folders or Site Collections for backup. Check the box will back up all, i.e. check the box of Outlook will back up the mailboxes of all the users.

Backup Source

Select the items and folders that you want to backup

-  Outlook
-  OneDrive
-  Personal Site
-  Public Folders
-  Site Collections

[I would like to choose the items to backup](#)

Or click **I would like to choose the files to backup** to choose the detailed files to backup.

- ▶ Users: include Outlook, OneDrive and Personal Sites
- ▶ Public Folders: include public folder
- ▶ Site Collections: include personal site and site collection

Advanced Backup Source

- Office 365
 - Users
 - Public Folders
 - Site Collections

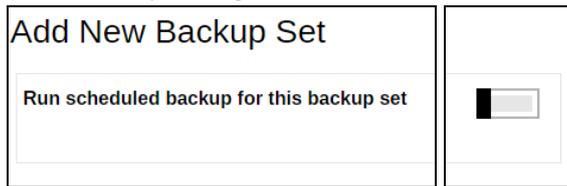
Subject	Date Modified	Size

✓ X ?

Press  at the bottom right corner to proceed when you are done with the selection.

- Press  at the bottom right corner to continue.

10. If you would like the backup set to run at a specified time interval of your choice, turn this feature on by sliding the on/off switch in the **Schedule** menu.



If you choose to turn this feature on, you may configure the following items.

- Name of the scheduled backup
- Backup schedule type
- Backup start time
- Run Retention Policy after backup

Backup Schedule

Details

Name

Type
Daily

Start backup at
00 : 00

Stop
until full backup completed

Run Retention Policy after backup

Click  at the bottom right corner to confirm the backup schedule once you finish setting.

11. This step is only for user who has chosen to Run the backup set on **Client** in step 5.

If you have chosen to Run on **Server**, the backup destination is preset to the AhsayCBS or Predefined Destination.

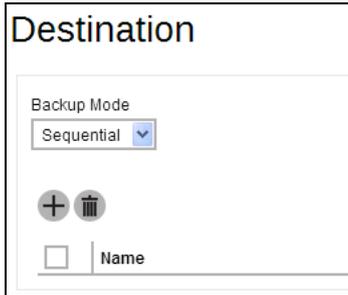
Destination

Existing storage destinations

- ColdStor
- ColdStor**
- AWSComStor
- GCS-Predefined-storage
- AhsayCBS

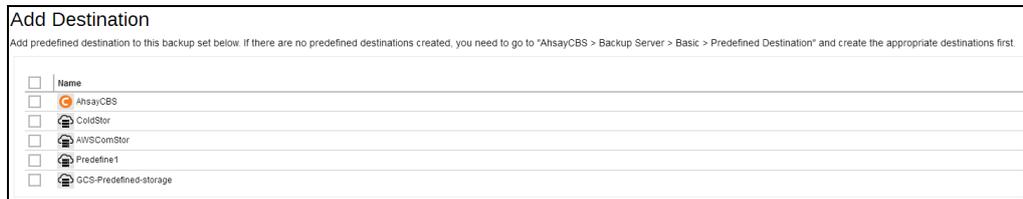
You can choose one backup destination and skip to step 12.

If you have chosen to Run the backup set on Client.



To define the backup destination, there are two options:

- In this menu, you can choose the Predefined Destination set by your backup service provider. Click  to display the available destinations. Mark the checkbox of your desired destination.



Click  at the bottom right corner to confirm your selection.

- If you would like to choose other backup destination other than the Predefined Destination, proceed to the next step without making any setting here. You will have to complete this backup set creation first, then log in to the AhsayOBM and configure the backup destination from there. For further details, refer to [Appendix A Setting Backup Destination on AhsayOBM for Backup Created on User Web Console](#).

Press  at the bottom right corner to proceed when you are done with the setting.

12. By default, the **Encrypt Backup Data** option is enabled with the Encryption Type preset as **Default** which provides the most secure protection.



You can choose from one of the following three Encryption Type options:

- **Default (Machine Generated Random)** – an encryption key with 44 alpha numeric characters will be randomly generated by the system
- **User password** – the encryption key will be the same as the login password of your AhsayOBM at the time when this backup set is created. Please be reminded that if you change the AhsayOBM login password later, the encryption keys of the backup sets previously created with this encryption type will remain unchanged.

- **Custom** – you can customize your encryption key, where you can set your own algorithm, encryption key, method and key length.

Encryption

Encrypt Backup Data

Encryption Type

Algorithm

Encrypting key

Re-type encrypting key

Method
 ECB CBC

Key length
 128-bit 256-bit

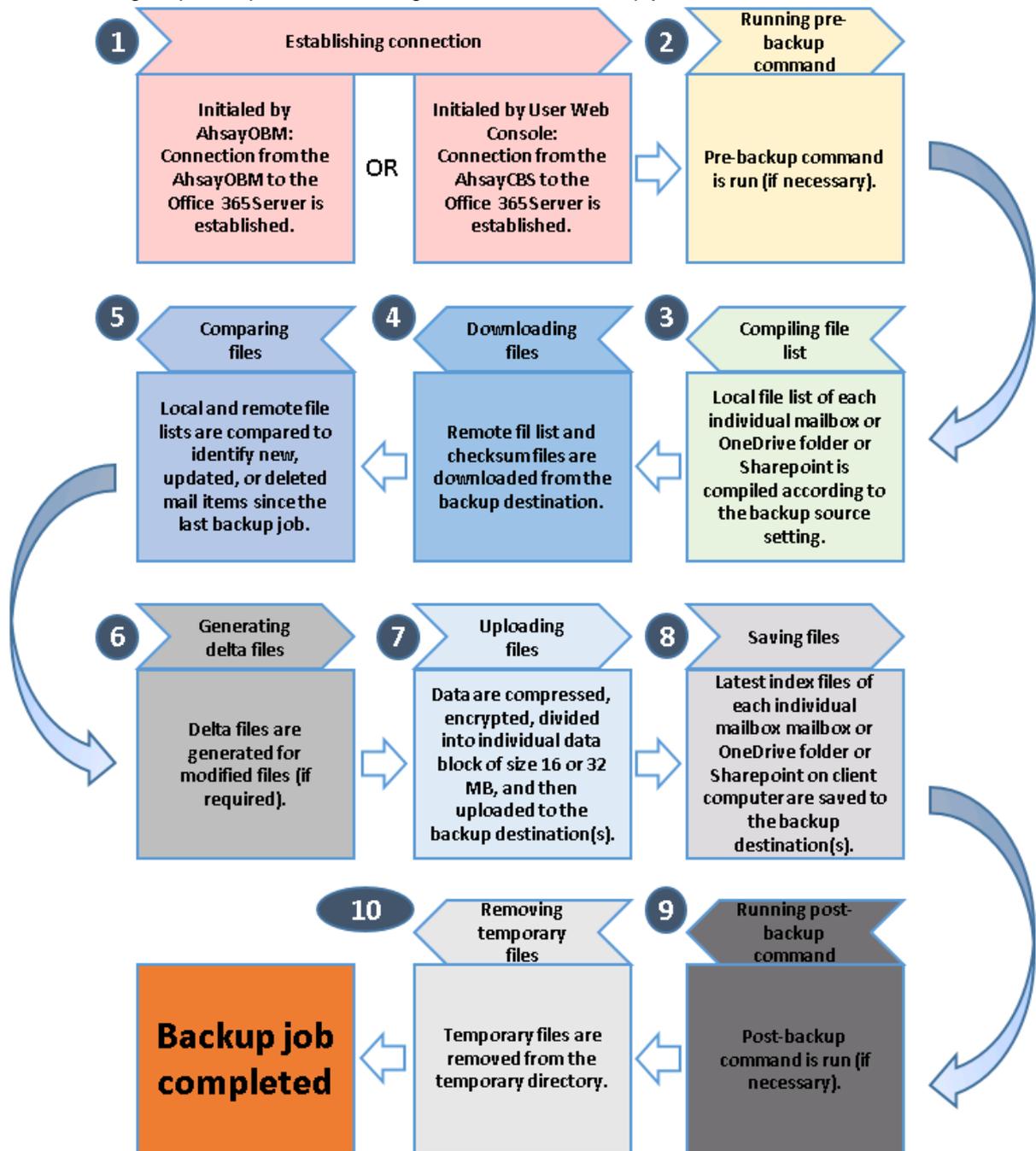
Note: For best practice on managing your encryption key, refer to the following Wiki article: http://wiki.ahsay.com/doku.php?id=public:5034_best_practices_for_managing_encryption_key

Click  at the bottom right corner to confirm the backup schedule once you finish setting.

13. Click  at the bottom right corner to confirm creating this backup set.

5 Overview of Office 365 Backup Process

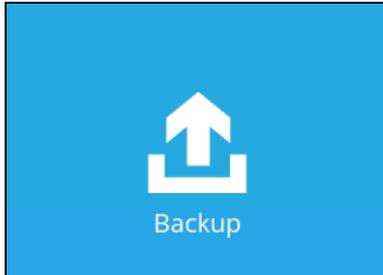
The following steps are performed during an Office 365 backup job:



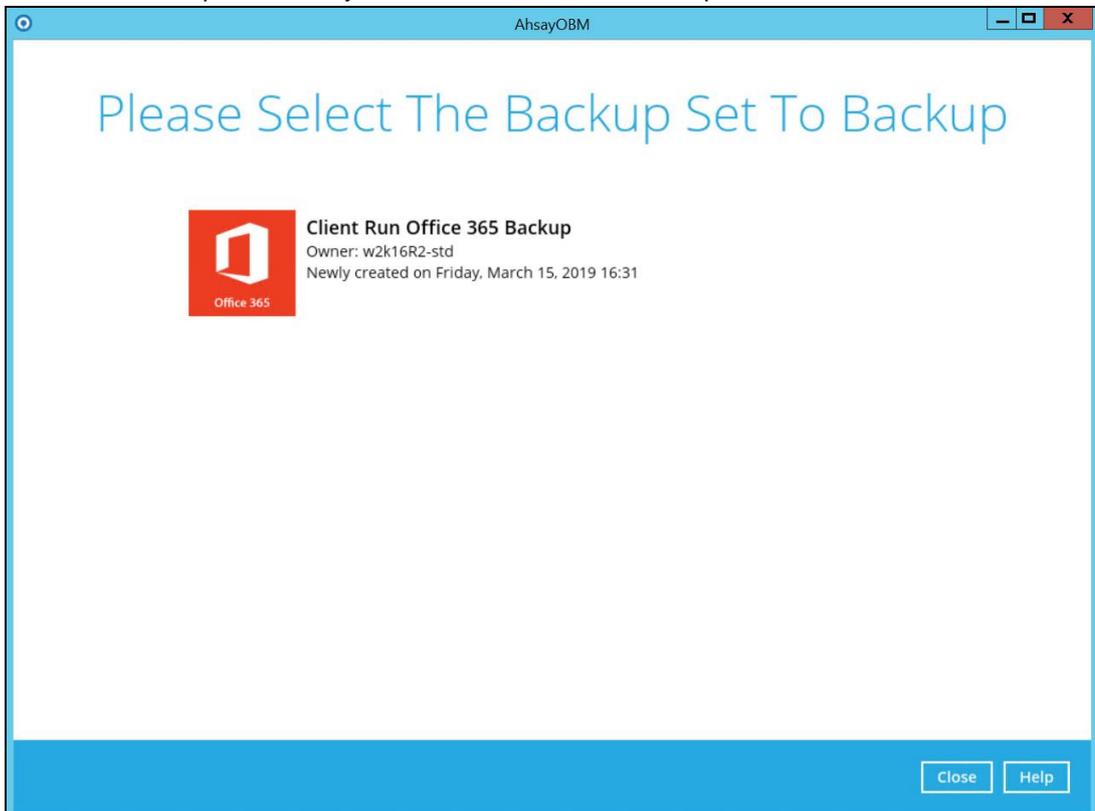
6 Running Backup Job

Start a Manual Backup in AhsayOBM

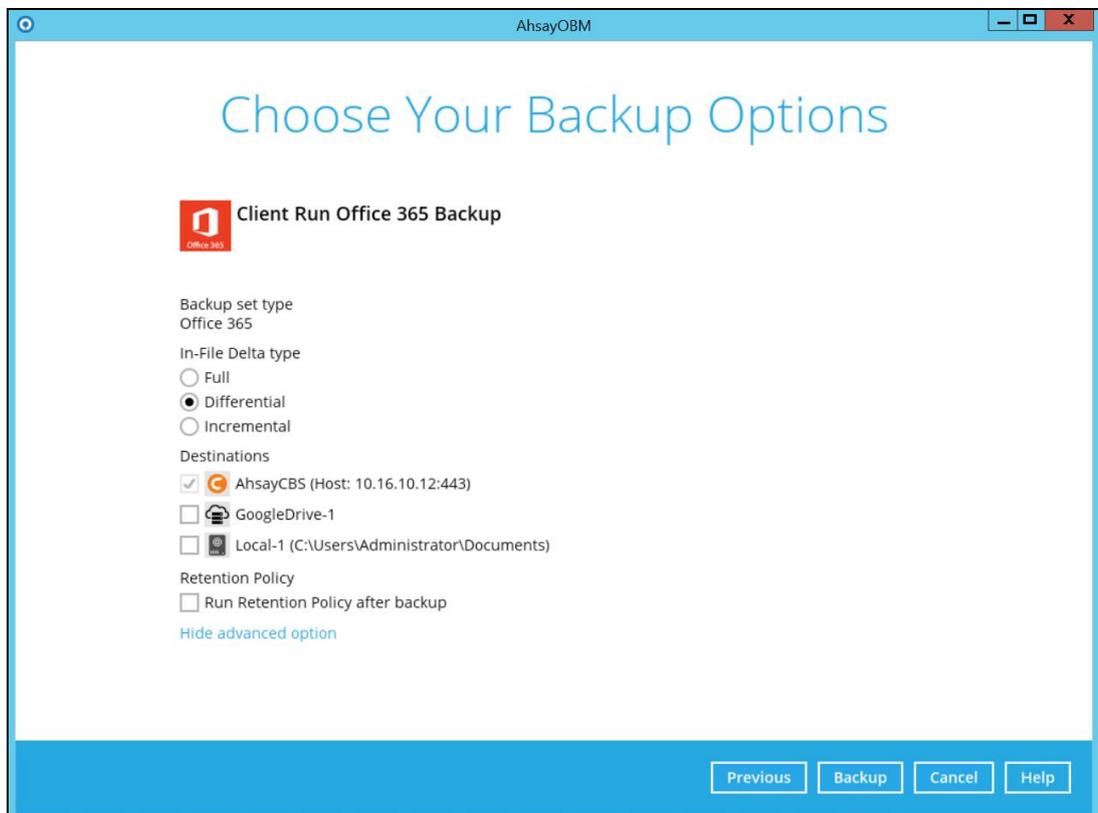
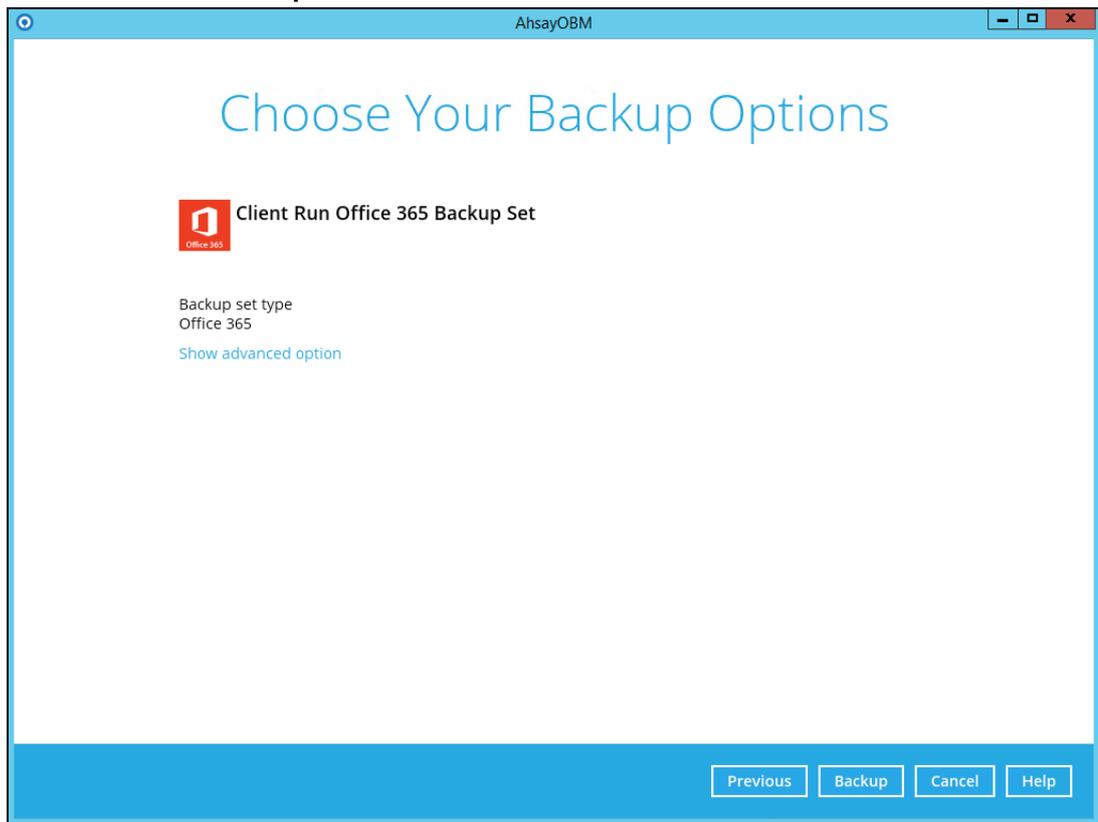
1. Login to AhsayOBM according to the instructions in [Login to AhsayOBM](#).
2. Click the **Backup** icon on the main interface of AhsayOBM.



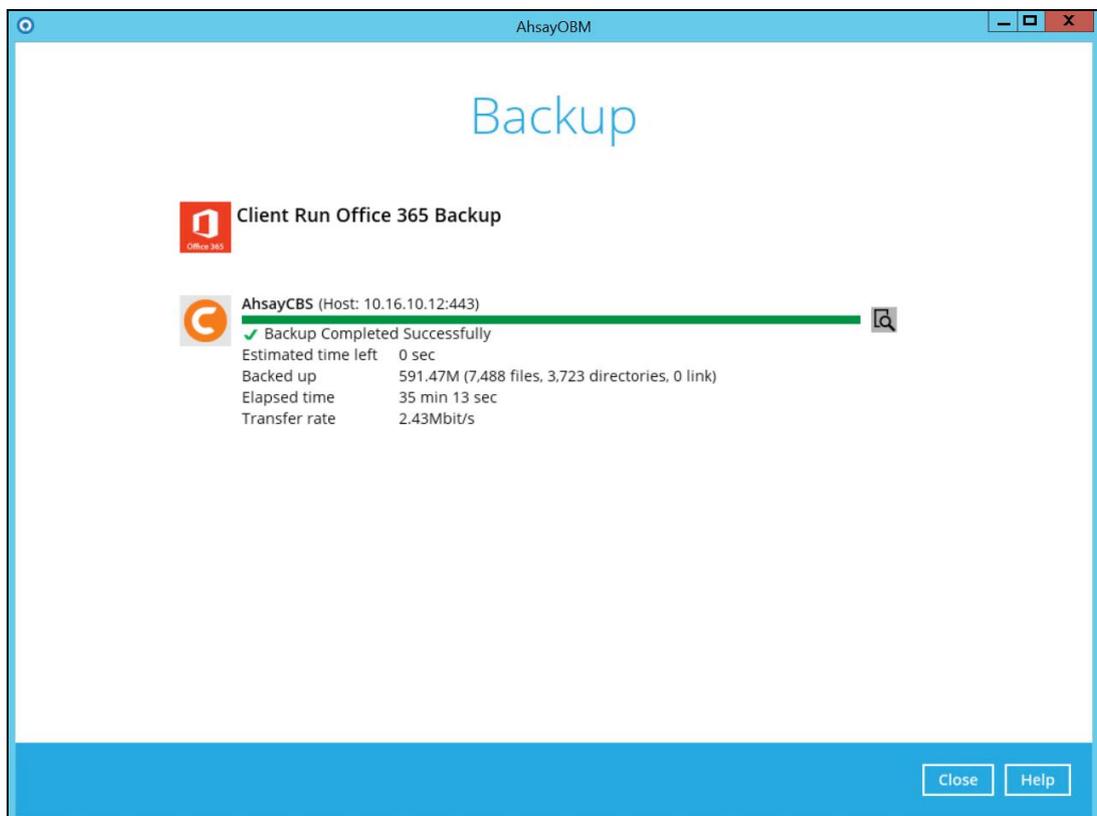
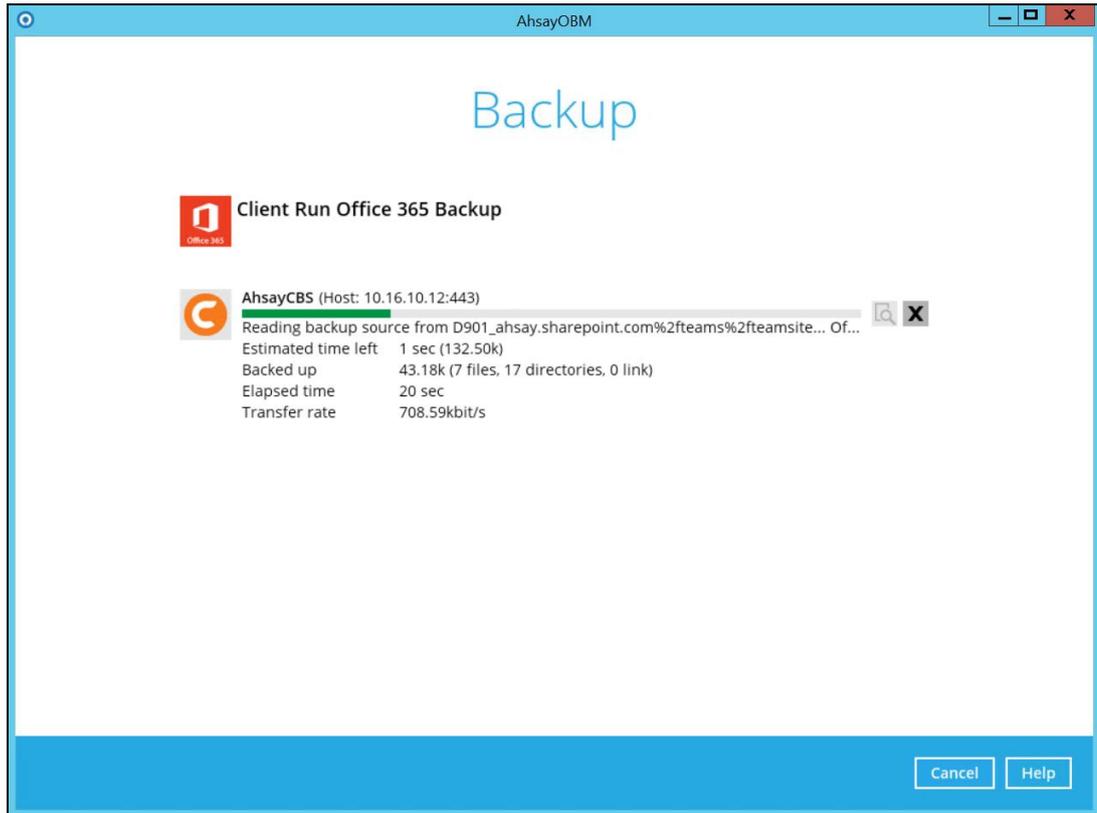
3. Select the backup set which you would like to start a backup for.



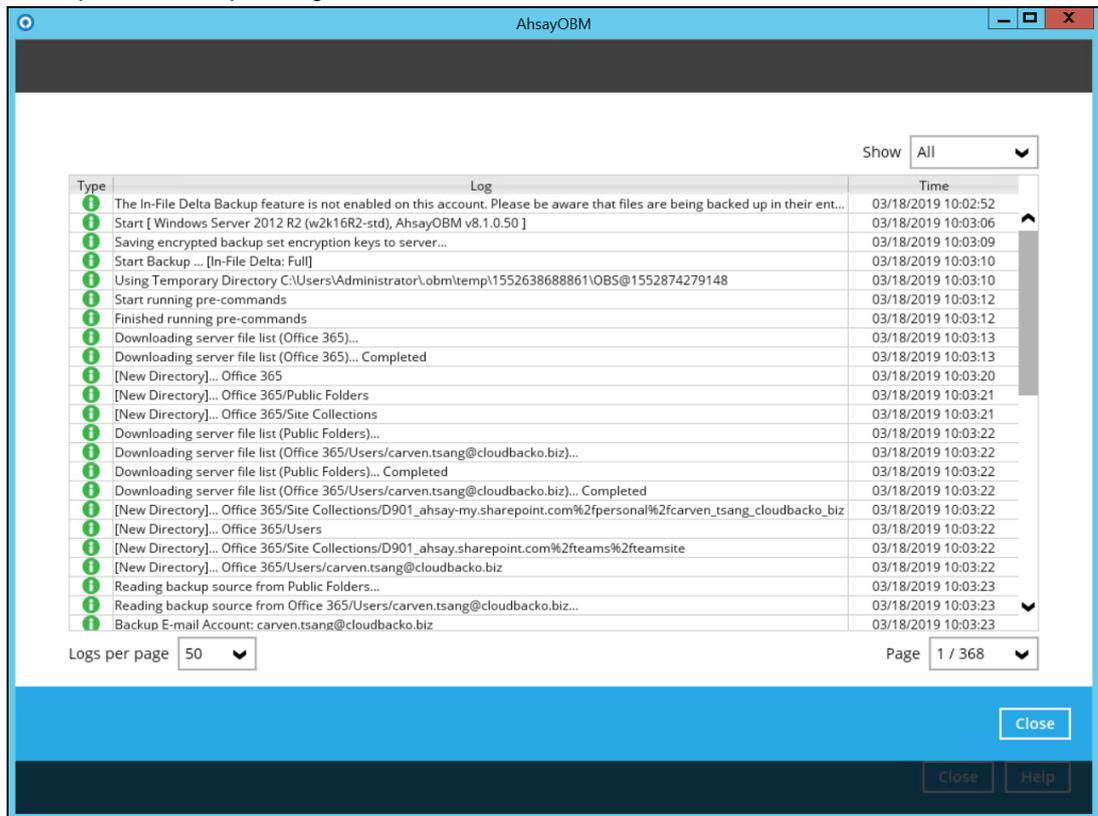
4. If you would like to modify the In-File Delta type, Destinations and Retention Policy Settings, click **Show advanced option**.



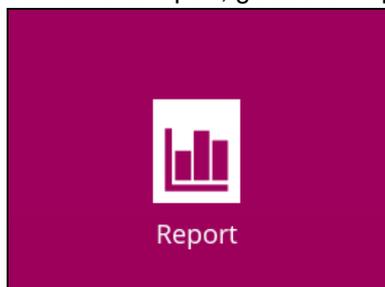
5. Click **Backup** to start the backup and wait until the backup is finished.



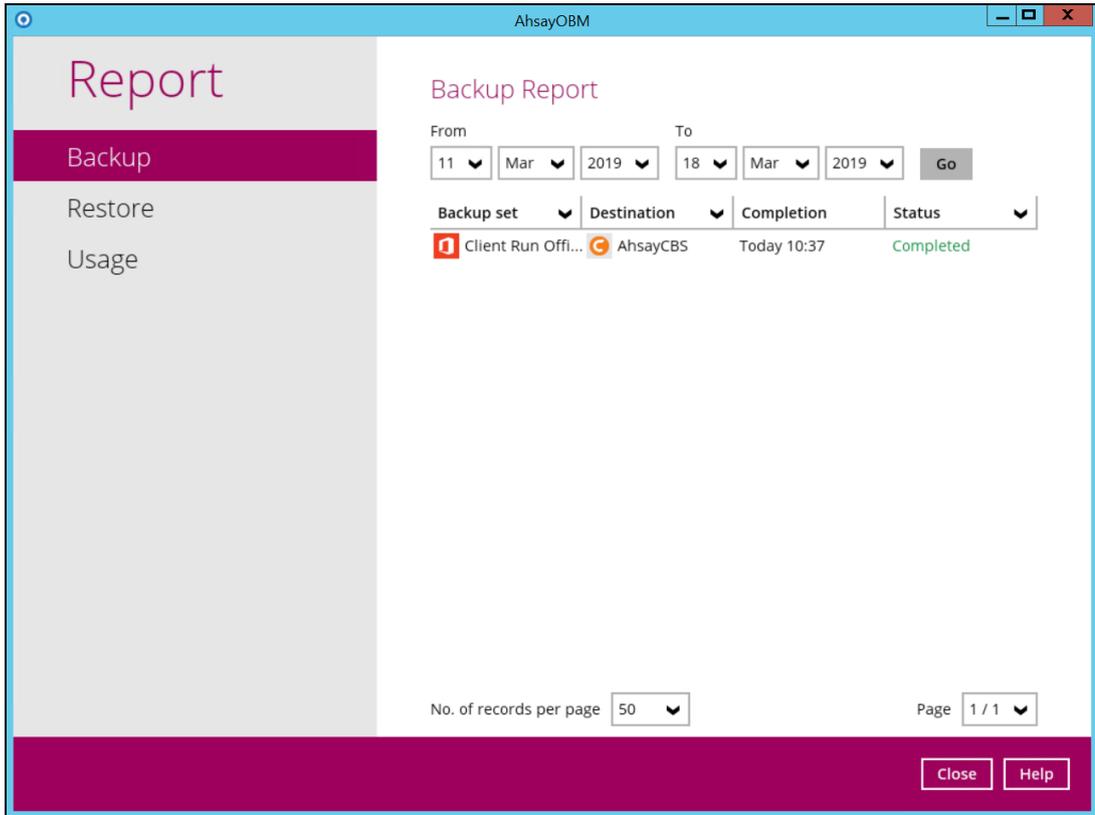
- Check the log of your backup by clicking this icon . It will show you the log of your backup with corresponding date and time.



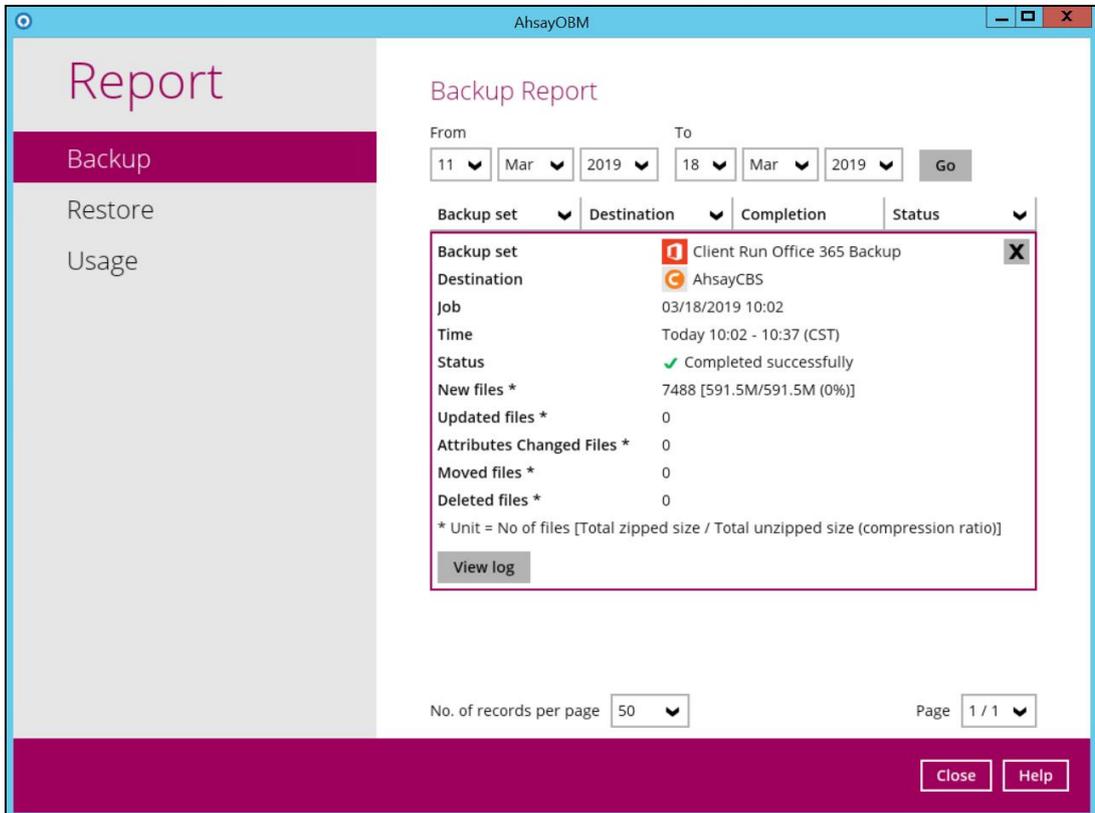
To view the report, go to the **Report > Backup**

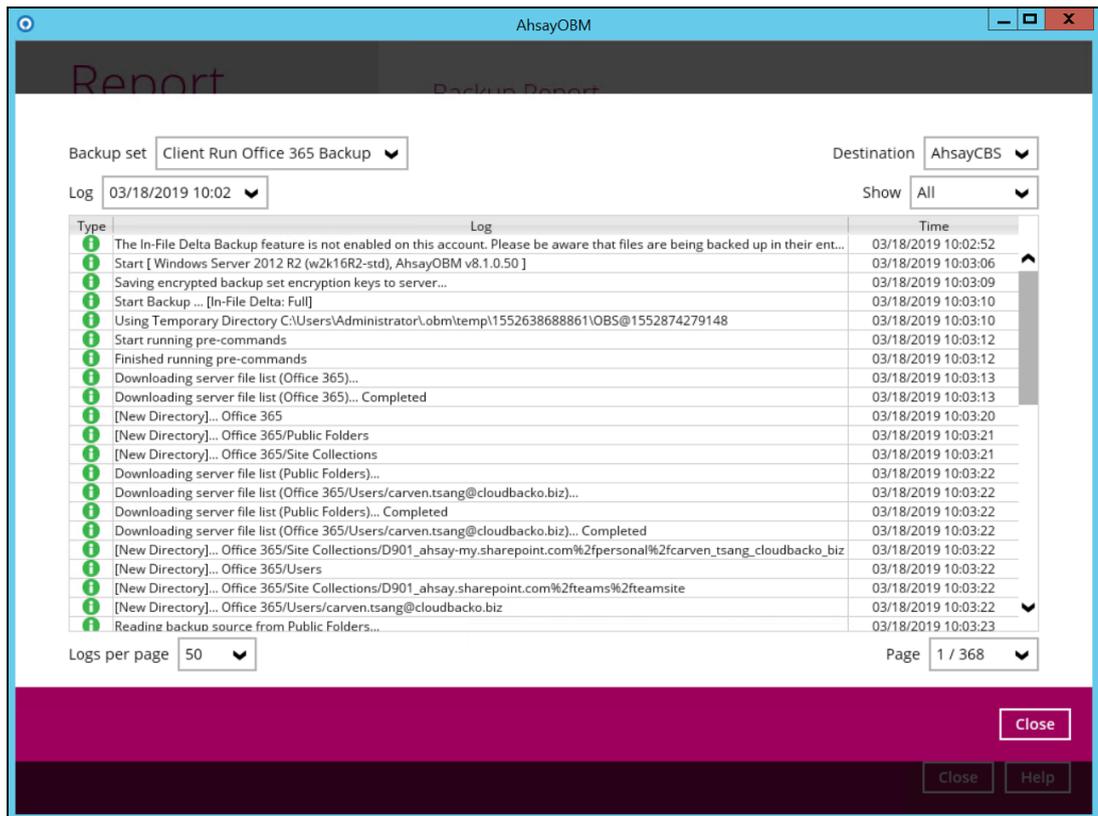


In this Backup Report screen, you can see the backup set with corresponding destination, completion date and time, and status.



Click the backup report and the summary of the backup will be displayed. You can also click the **View Log**, this will redirect you to the log summary of your backup.



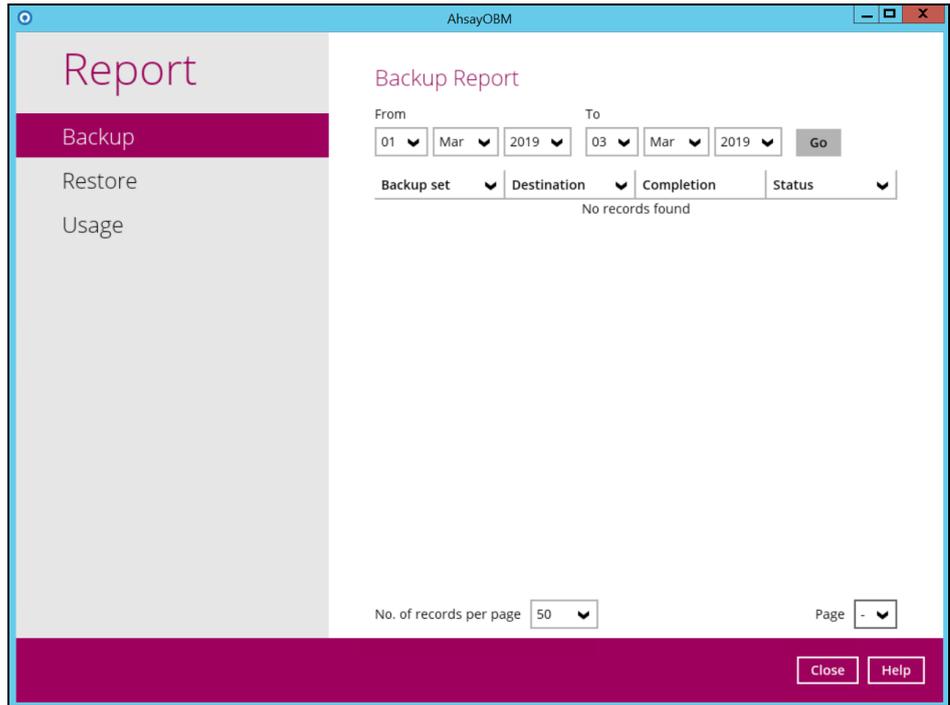


You can also search for backup reports from a specific period of date. For example, we have the **From** date which is, **01 Mar 2019** and the **To** date which is, **18 Mar 2019**. Then click the **Go** button to generate the available reports.

From			To			
01	Mar	2019	18	Mar	2019	Go

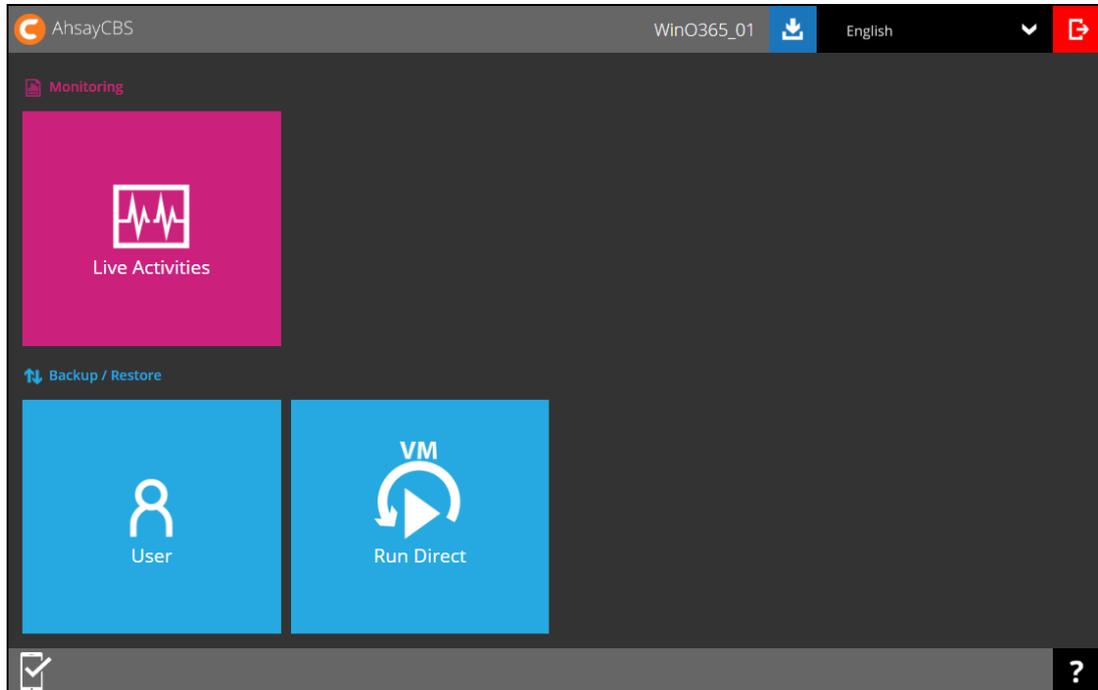
If this is a valid range of dates then backup reports will be displayed unless there were no backup running on the specified dates. A message of **No records found** will also be displayed.

From			To			
01	Mar	2019	03	Mar	2019	Go

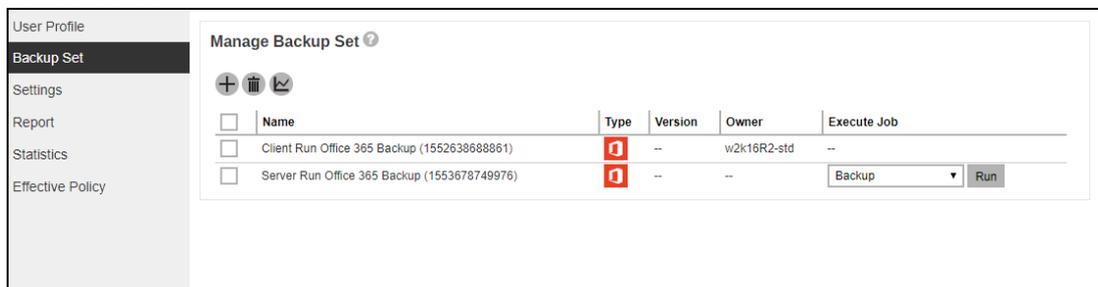


Start a Manual Backup on the AhsayCBS User Web Console

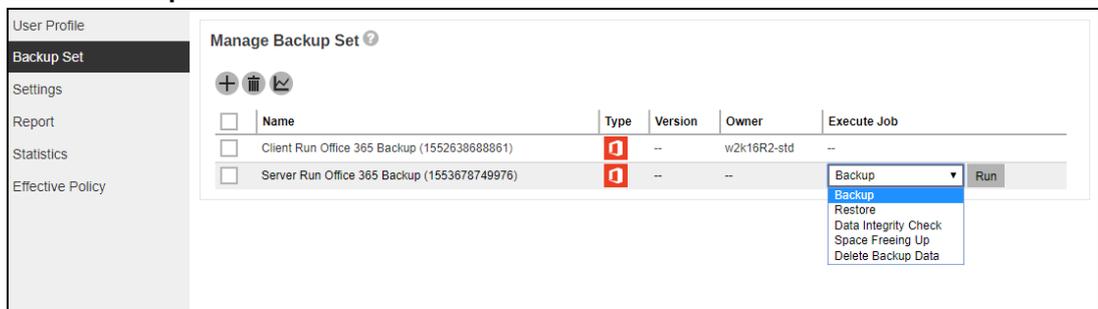
1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click on the **User** icon.

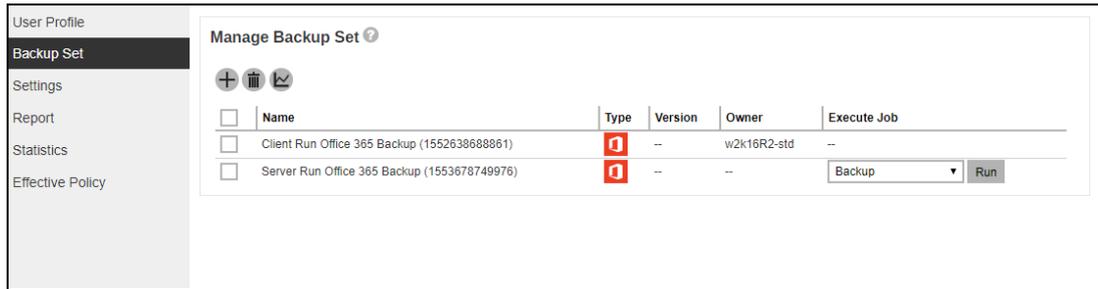


3. Under the **Backup Set > Manage Backup Set** menu, you should see the backup set you have created.

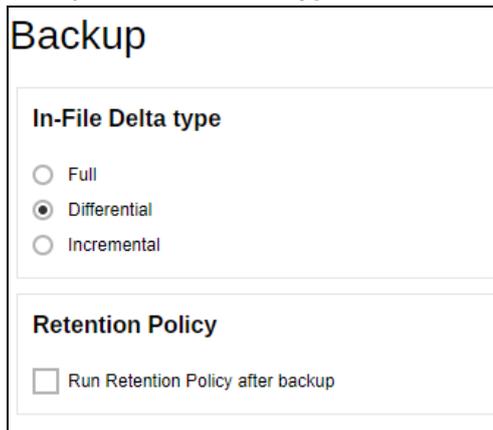


4. Click the drop-down menu on the backup set that you would like to start a backup for. Select **Backup** and then click **Run**.



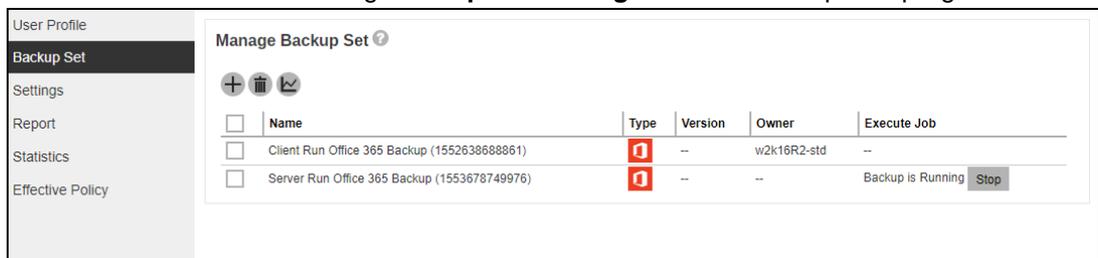


5. Modify the **In-file Delta type** and **Retention Policy** settings if necessary.

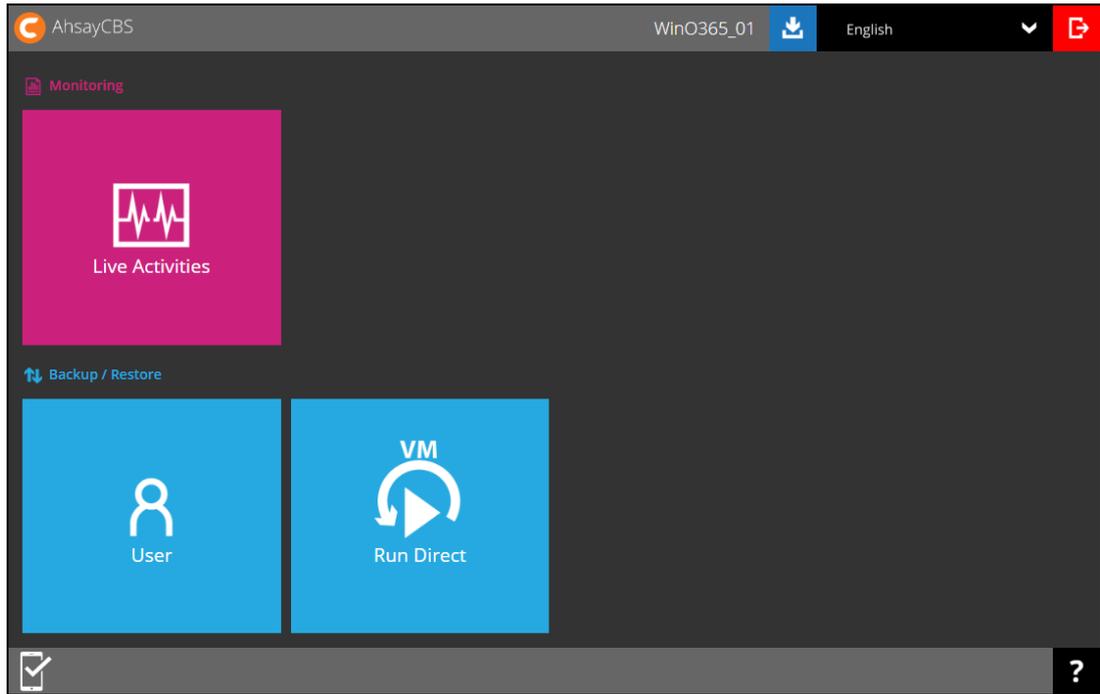


6. Click  at the bottom right corner to start the backup.

7. You will see the status showing **Backup is Running** when the backup is in progress.



8. If you want to monitor the backup status, you need to go to **Live Activities** to watch the process.



AhsayCBS

Backup Status | **Restore Status**

Backup jobs that are currently running or finished within 1 hour.

Login Name (Alias)	Owner	Backup Set	Destination	Progress	Estimated Time Left	Current File	Transfer Rate
WinO365_01 ()	--	Server Run Office 365 Backup	AhsayCBS	100 %	0 sec		0bit/s
WinO365_01 ()	--	Server Run Office 365 Backup	AhsayCBS	0 %	0 sec		643Kbit/s

7 Restoring Office 365 Backup Set

Prior performing the restoration, it is best to be knowledgeable on the options of AhsayOBM can offer. Below are brief descriptions of the said features for you to be familiarize with and utilize each function. After this quick walkthrough you will see the step-by-step instructions with corresponding screen shots on how to restore your data using the following options below.

For Office 365, you can restore items from,

- **Users**
This is composed of data from Outlook, OneDrive, and Personal Site.
- **Site Collections**
This is composed of one Top-level site, Subsites, and Public Folders.

Those items can be restored to,

- **Local Machine**
Restore your data to your local computer where the AhsayOBM is running. On the other hand, there's a limitation when using restore to local machine, all the outlook items that you wanted to restore is not supported as this can only be restored on another Office 365 account.
- **Original Location**
Restore your data to the original Office 365 account.
- **Alternate Location**
Restore your data to an alternate location, another O365 user account on the same 365 domain. Alternate location depends on source of the items. It can be from Users or Site Collections.

Example #1:

Restore Items from Users

Office 365 Account: TestAccountABC@oncompany
Users: TestUserAccount01@oncompany
 TestUserAccount02@oncompany
 TestUserAccount03@oncompany
 TestUserAccount04@oncompany
 TestUserAccount05@oncompany

Explanation:

For the example above, we have the **TestAccountABC@oncompany** as our Office 365 account. For the alternate location, a dropdown list will be available and from there you can choose from the following Office 365 accounts:

- **TestUserAccount01@oncompany**
- **TestUserAccount02@oncompany**
- **TestUserAccount03@oncompany**
- **TestUserAccount04@oncompany**
- **TestUserAccount05@oncompany**

Example #2:

Restore Items from Site Collections

Office 365 Account: SampleAccountXYZ@twosquaretower
Site Collection / Site: blackbox.sharepoint.com/sites/EmptySite1
 blackbox.sharepoint.com/sites/EmptySite2

blackbox.sharepoint.com/sites/EmptySite3
blackbox.sharepoint.com/sites/EmptySite4
blackbox.sharepoint.com/sites/EmptySite5

Explanation:

For the example above, we have the **SampleAccountXYZ@twosquaretower** as our Office 365 account. For the alternate location, a dropdown list will be available and from there you can choose from the following Site Collections / Sites:

- **blackbox.sharepoint.com/sites/EmptySite1**
- **blackbox.sharepoint.com/sites/EmptySite2**
- **blackbox.sharepoint.com/sites/EmptySite3**
- **blackbox.sharepoint.com/sites/EmptySite4**
- **blackbox.sharepoint.com/sites/EmptySite5**

▶ **Alternate Office 365 Account**

Last but not the least, you can restore your data to an alternate Office 365 account that has a different domain.

Example:

Original Office 365 Account: TestAccountABC@onecompany

Alternate Office 365 Account: SampleAccountXYZ@twosquaretower

Explanation:

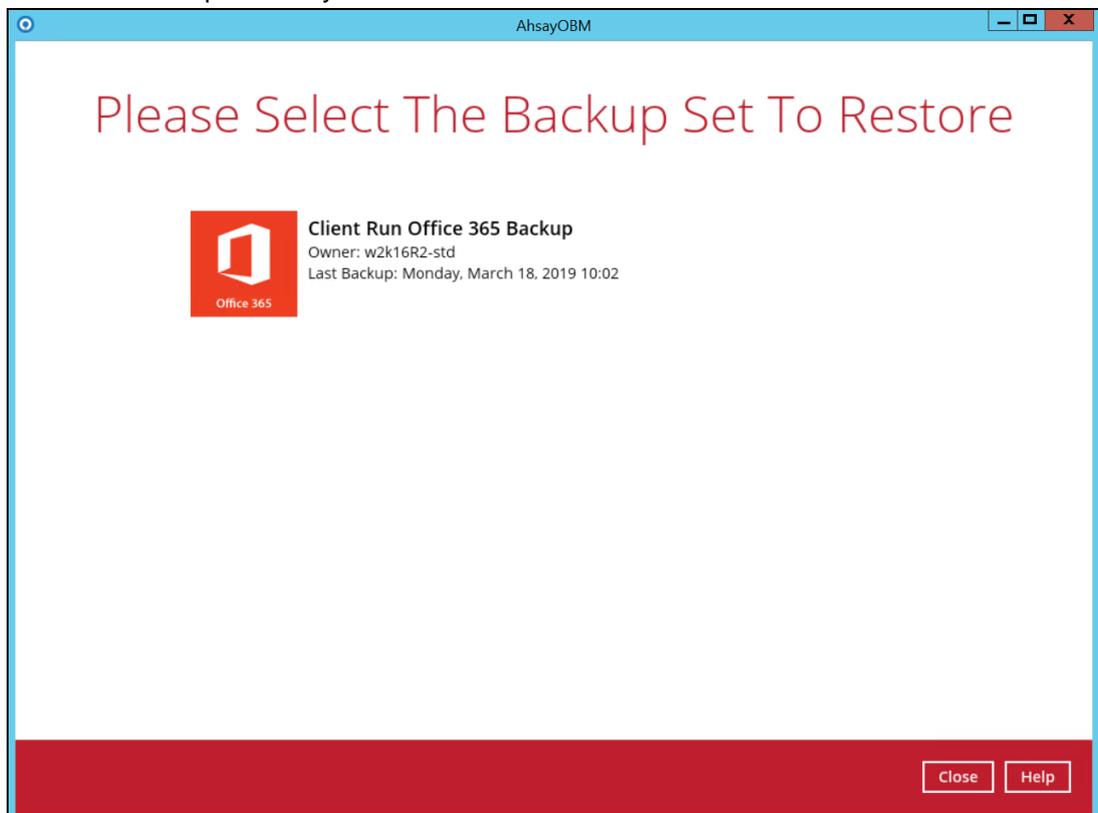
As you can see on the above example, we have two (2) Office 365 accounts with different domain. The Original Office 365 account is what we used as the source of our backup and can also use as the original location for restoration. For the alternate Office 365 account, we need to use another Office 365 account that has a different domain.

Restore Backup with AhsayOBM

1. Login to AhsayOBM according to the instructions in [Login to AhsayOBM](#).
2. Click the **Restore** icon on the main interface of AhsayOBM.



3. Select the backup set that you would like to restore.



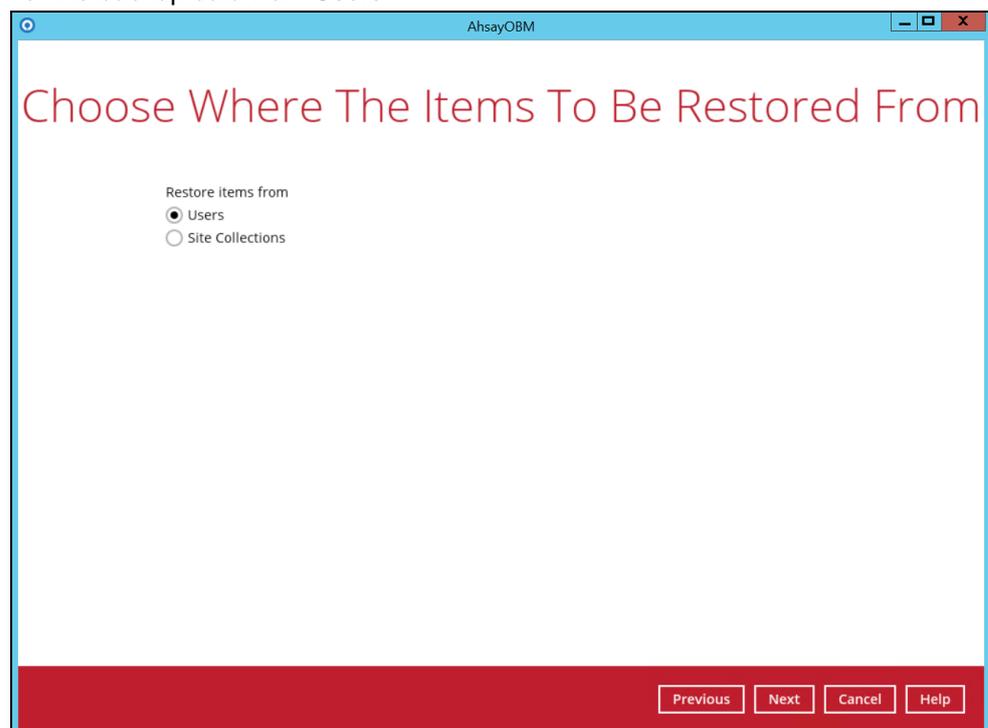
4. Select the backup destination that you would like to restore backed-up items to. In our screenshot below, we have three (3) options namely, **AhsayCBS**, **GoogleDrive-1**, and **Local-1**.



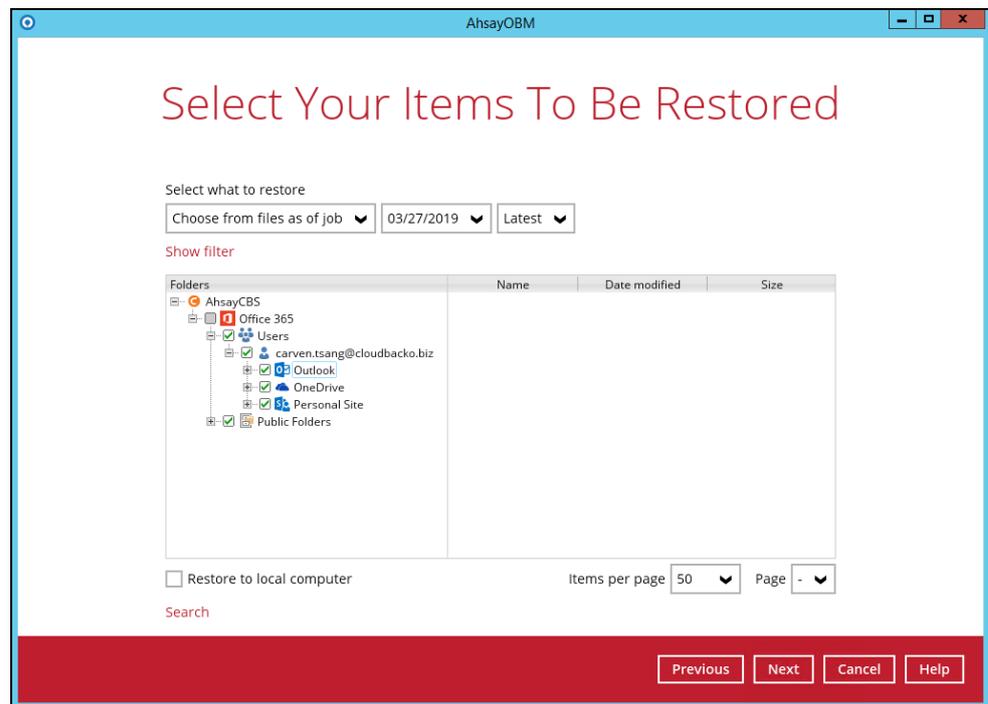
5. Select to restore from **Users** or **Site Collections**. Click **Next** to continue.

From Users

For the backup data from Users



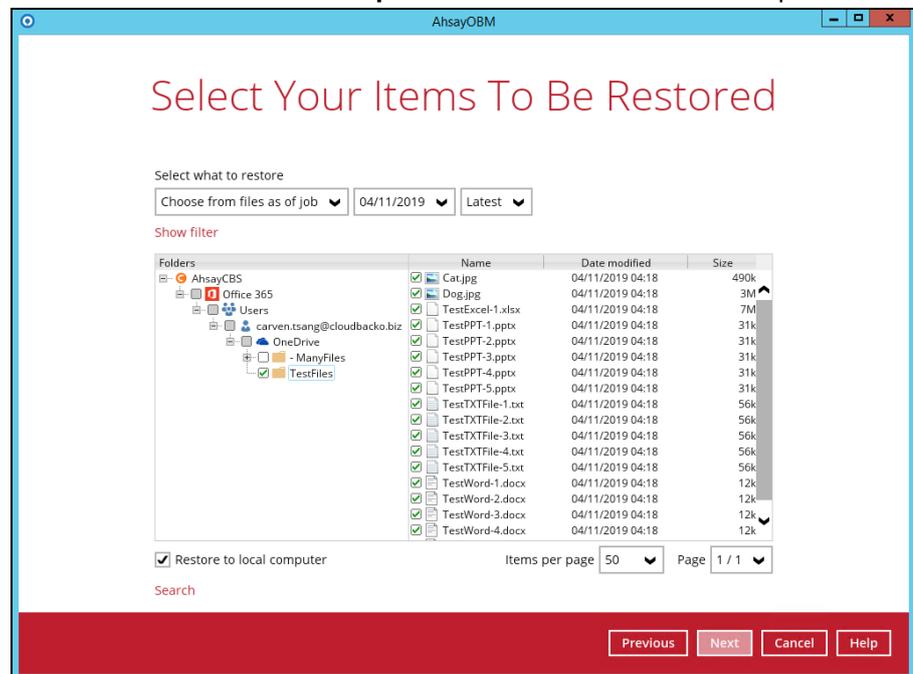
Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.



Select the destination you would like the mail objects to be restored.

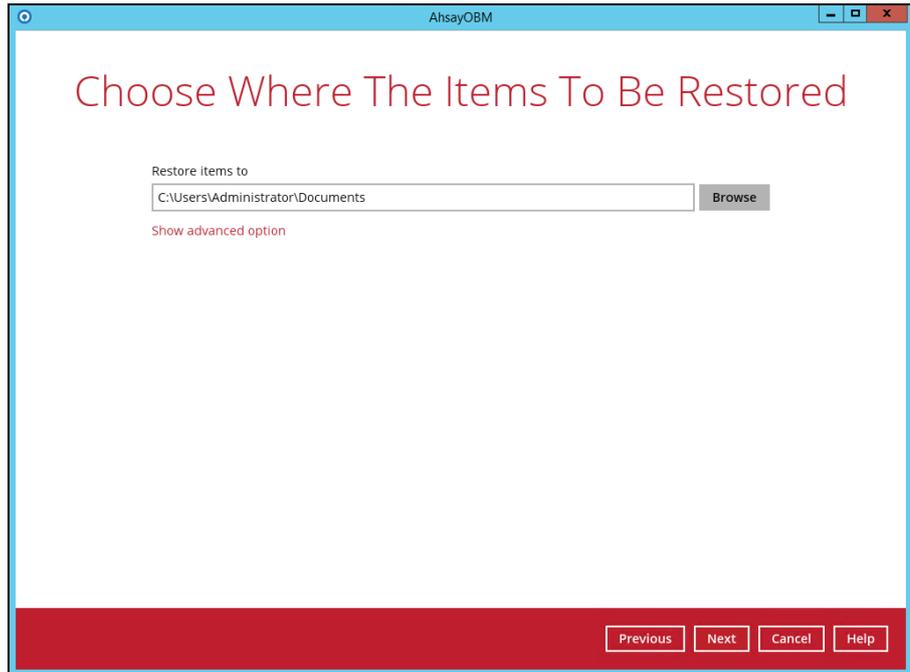
Local machine

Tick the **Restore to local computer** checkbox and click **Next** to proceed.



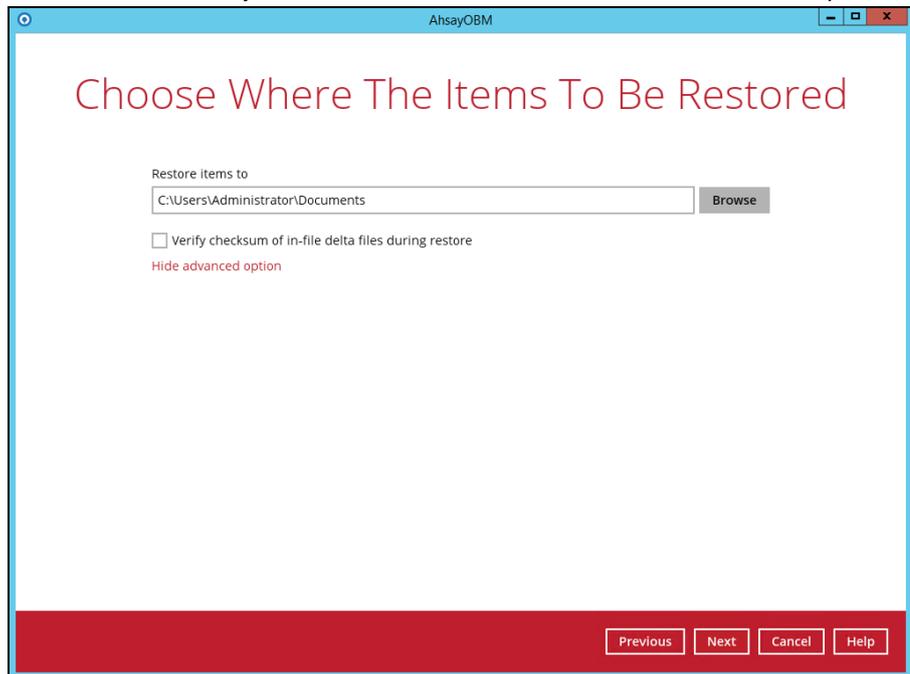
Click the **Browse** button to select a path on where you want the items to be restored on your local computer. Make sure it has enough space to accommodate your restoration.

Also click the **Show advanced option** to configure other restore settings.



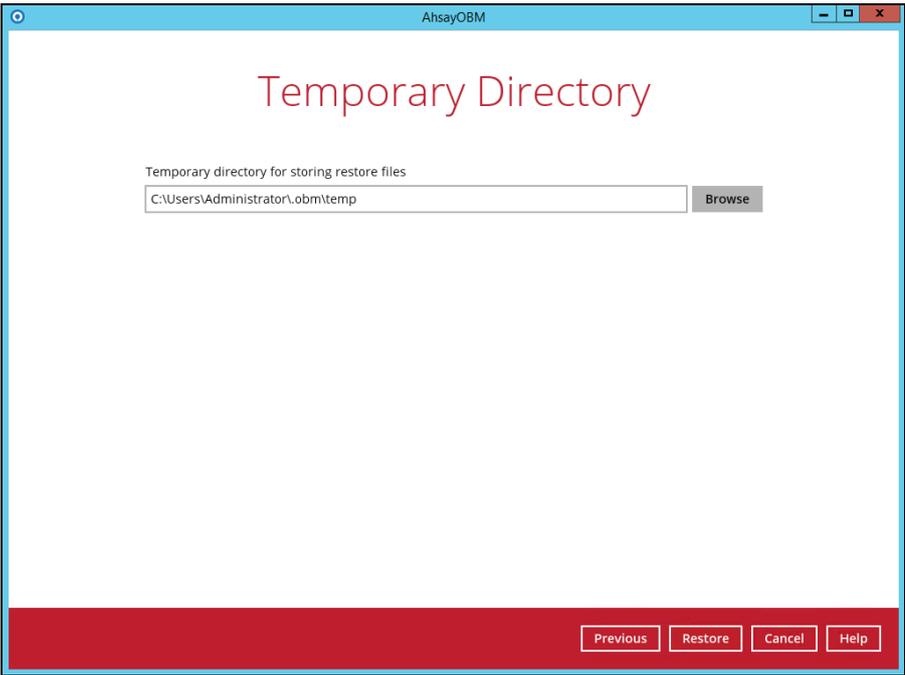
Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

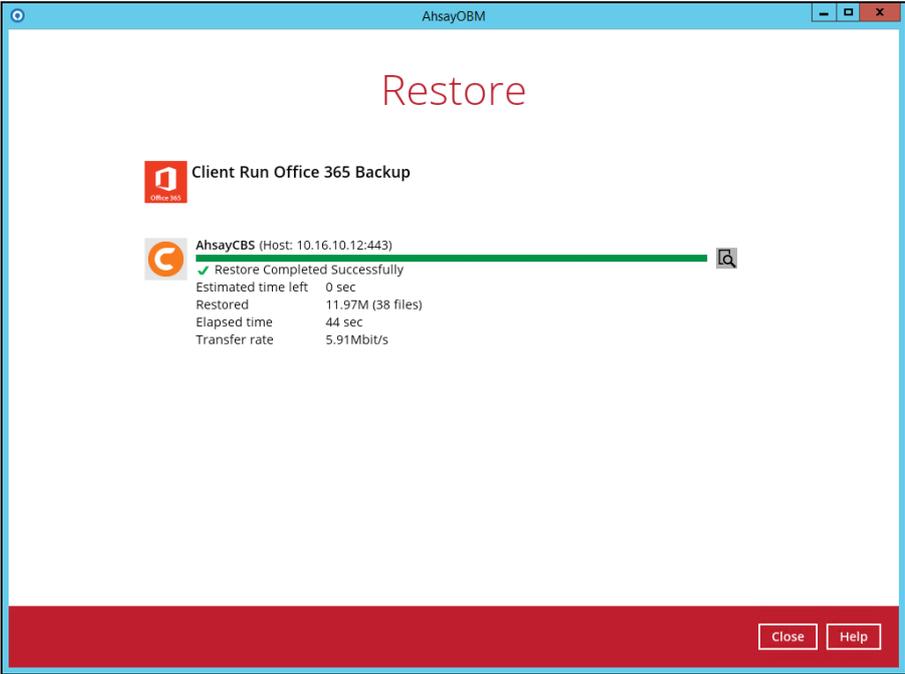


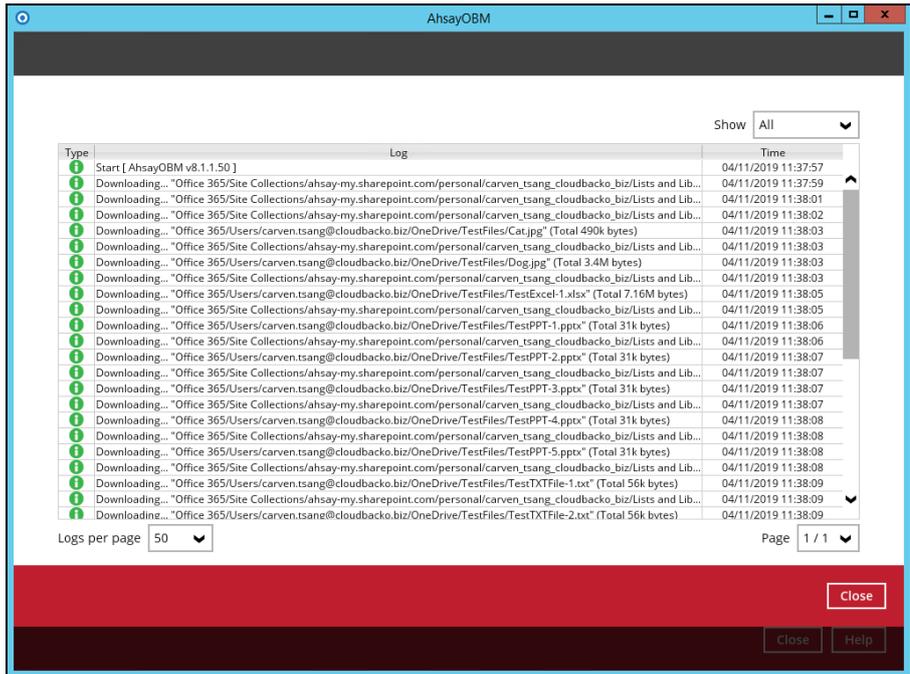
Click **Next** to proceed.

Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration

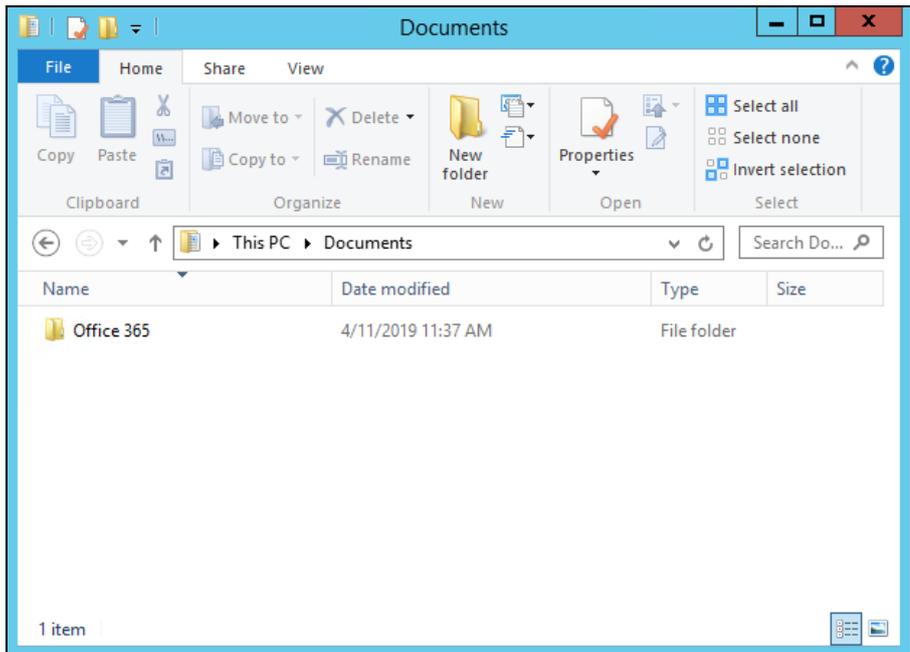


Restore is completed. Click the  to show the log of the restoration.



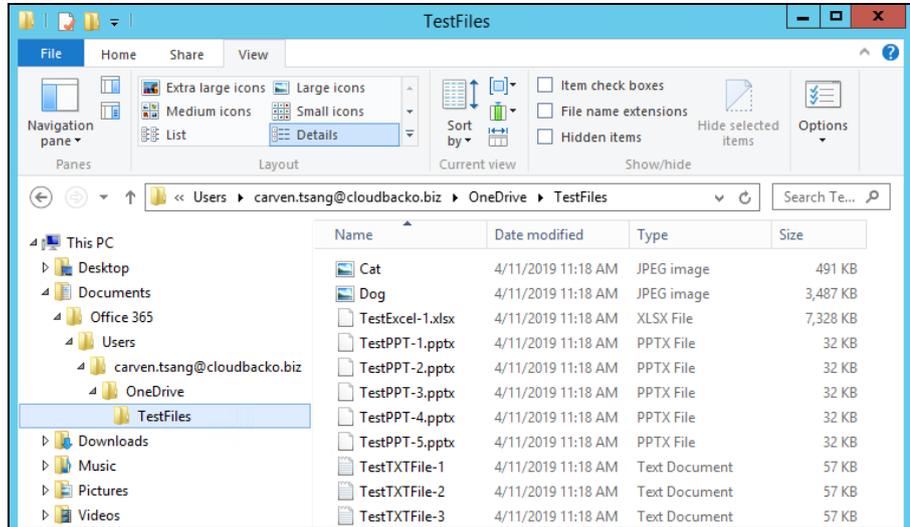


To check if the files from OneDrive are fully restored in the location machine on the selected directory which is **C:\Users\Administrator\Documents**, go to the Documents folder. There should be an available **Office 365** folder.

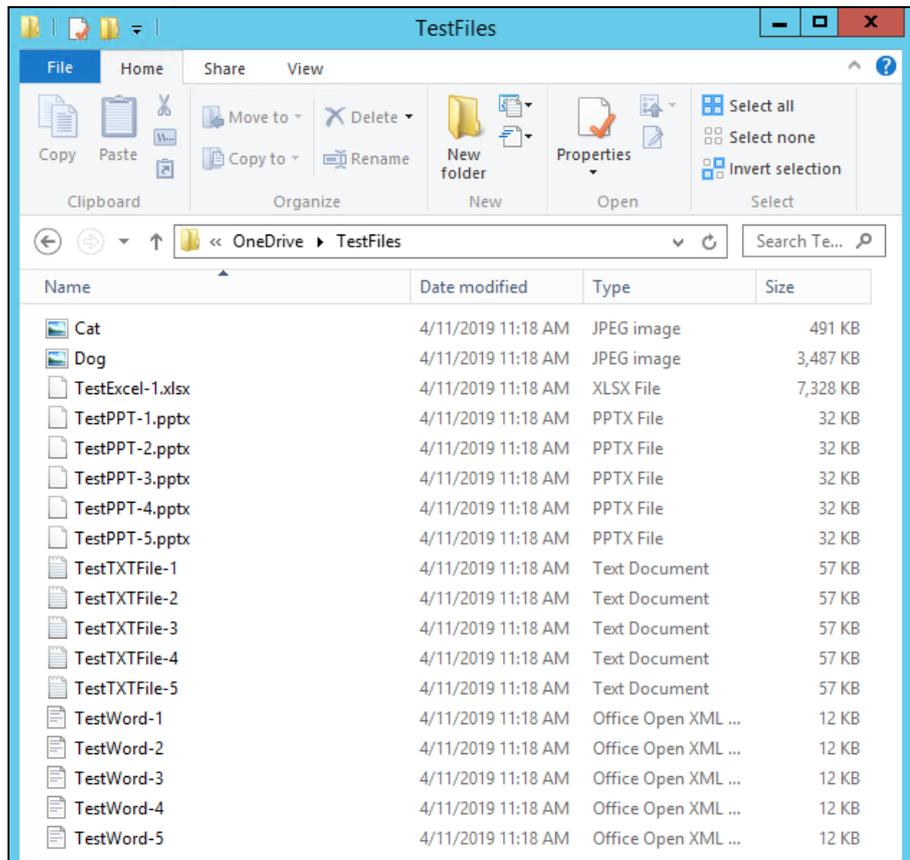


Open the Office 365 folder and you will see a **User** folder. This includes the selected Office 365 user account which is **carven.tsang@cloudbacko.biz** and when you open the Office 365 user account folder, you will see the **OneDrive** folder.

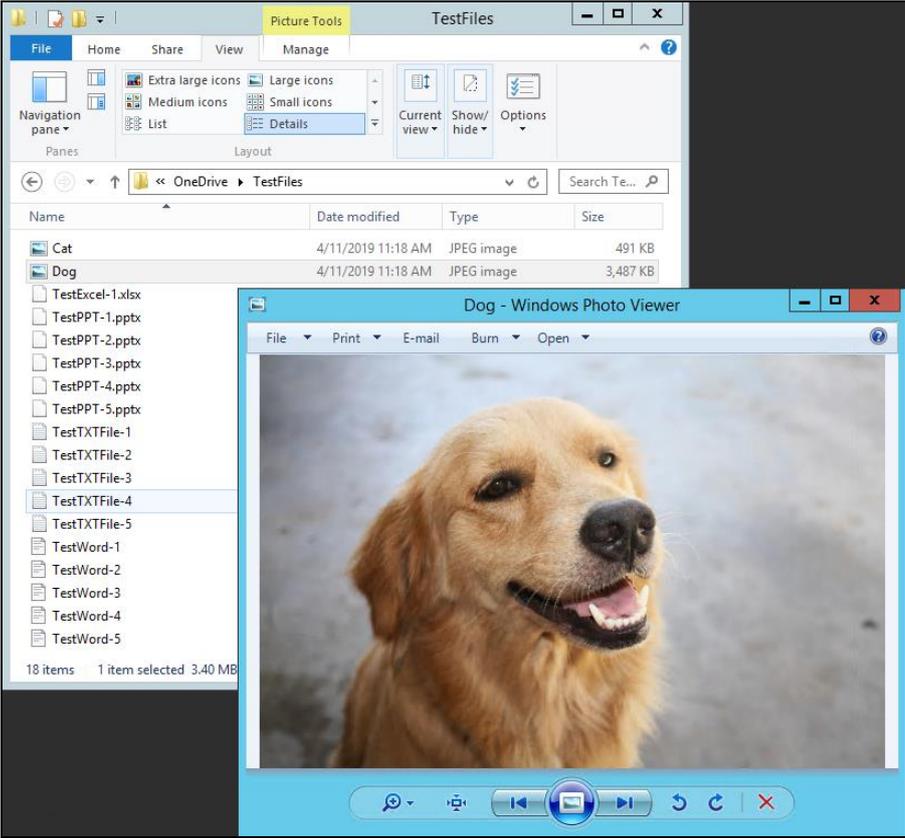
Click the OneDrive folder and you will see the **TestFiles** folder.



Inside the TestFiles folder are files we have restored from OneDrive. This includes Images, Microsoft Excel, Microsoft Word, PowerPoint Presentations, and Text.

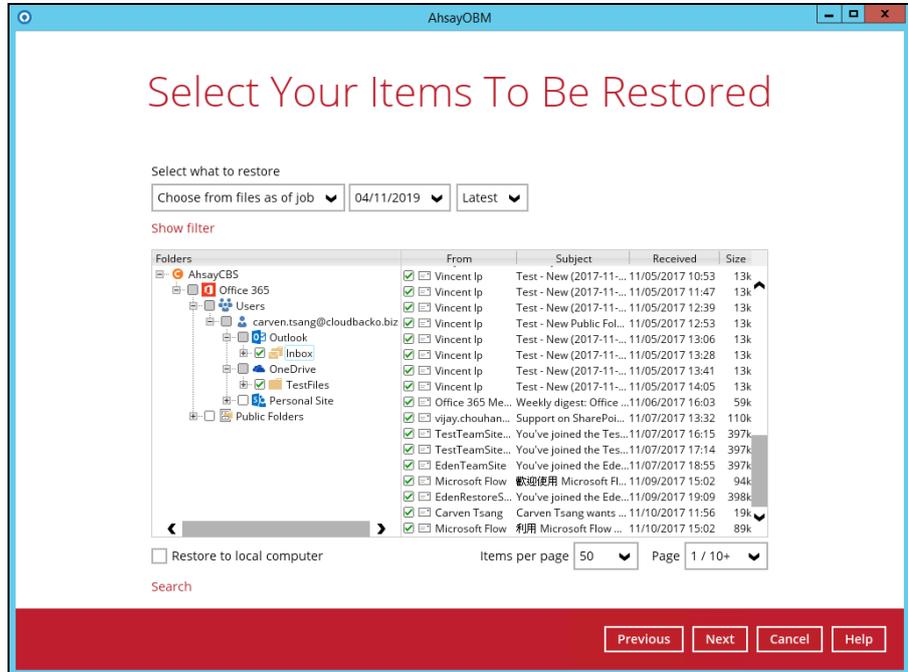


Here is a preview of one of restored files from OneDrive.



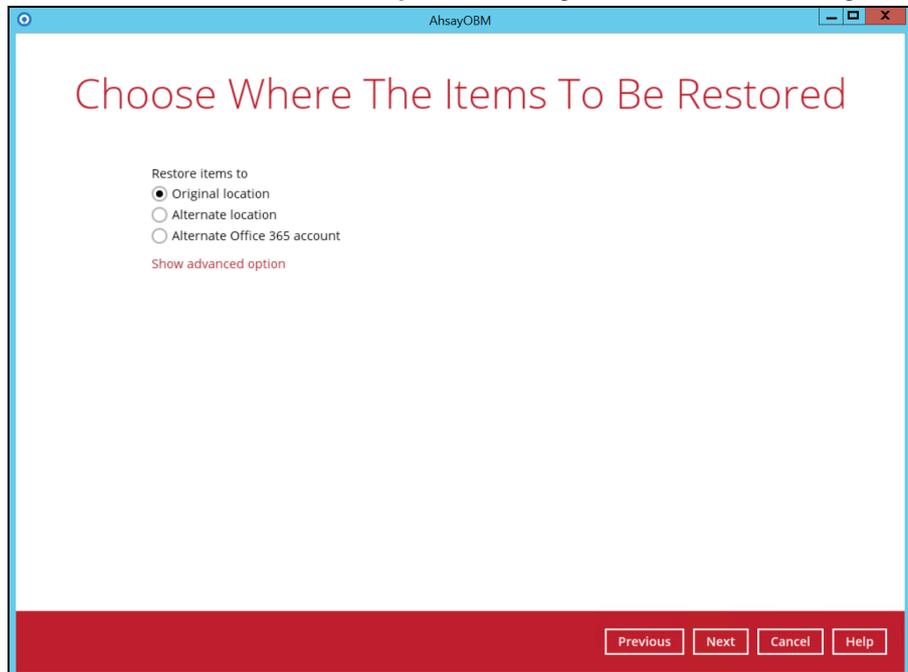
Original location

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection



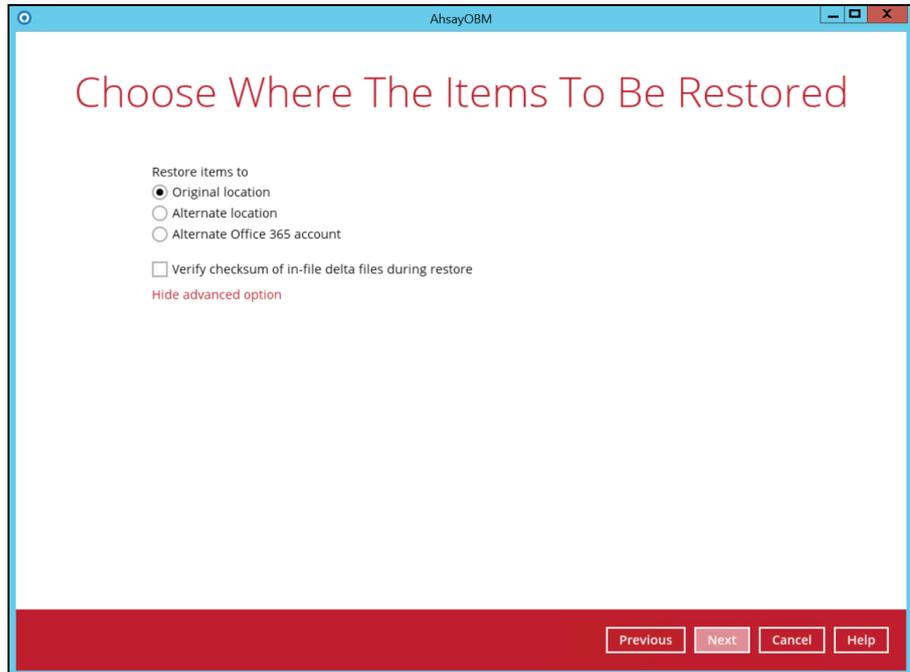
Choose from the following three (3) options on where you want your items to be restored. Select the **Original location**.

Also click the **Show advanced option** to configure other restore settings.

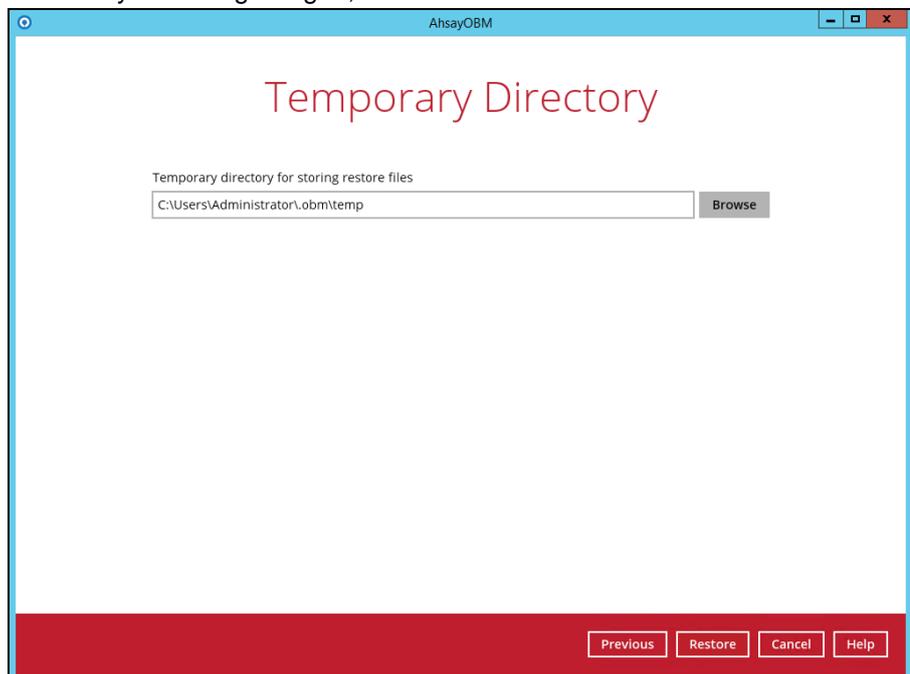


Verify checksum of in-file delta files during restore

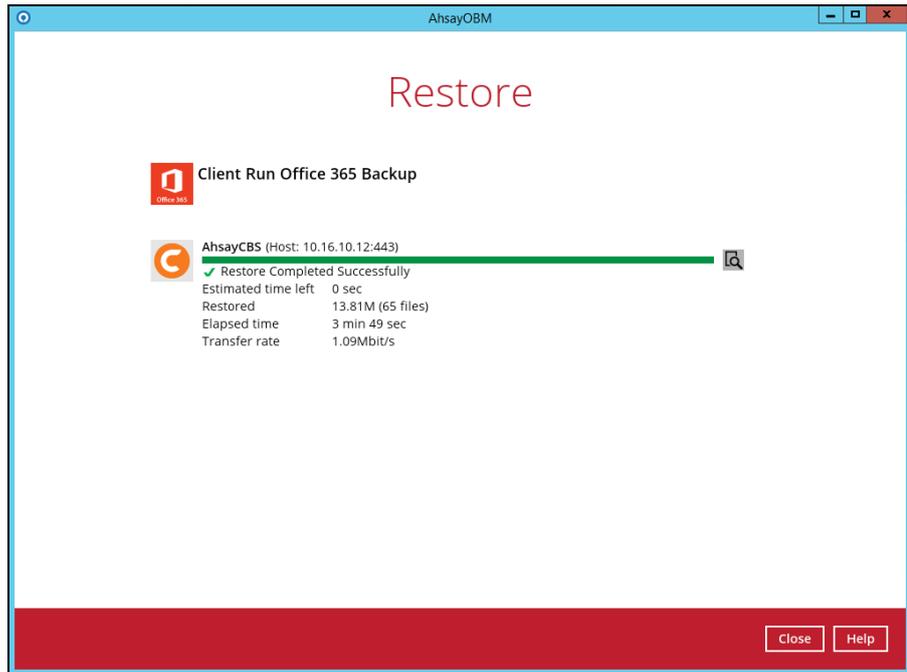
By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report. Click **Next** to proceed.



Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration



Restore is completed. Click the  to show the log of the restoration.



Restore

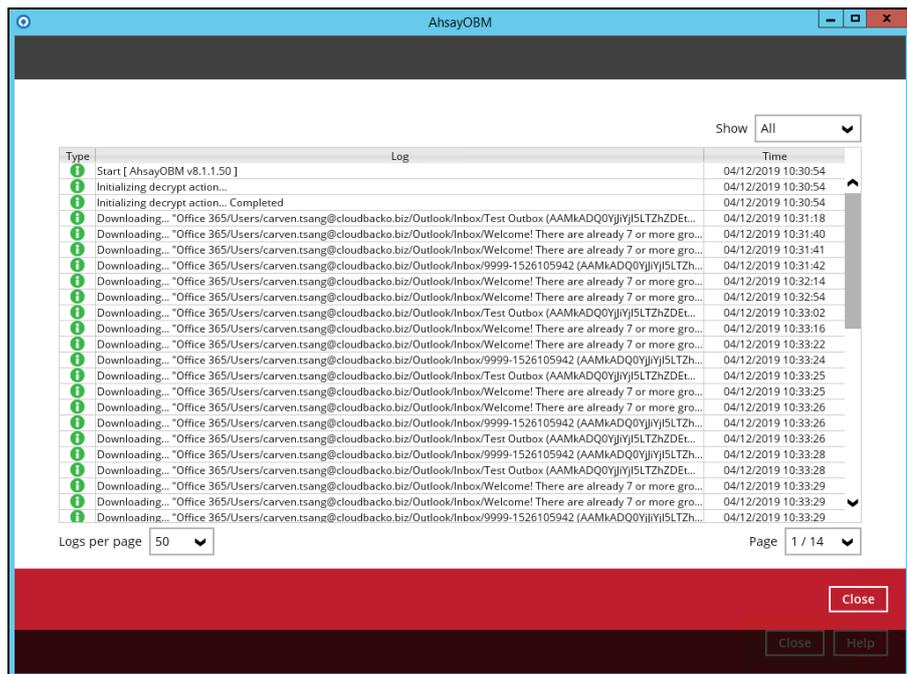
Client Run Office 365 Backup

AhsayCBS (Host: 10.16.10.12:443)

✓ Restore Completed Successfully

Estimated time left 0 sec
 Restored 13.81M (65 files)
 Elapsed time 3 min 49 sec
 Transfer rate 1.09Mbit/s

[Close](#) [Help](#)



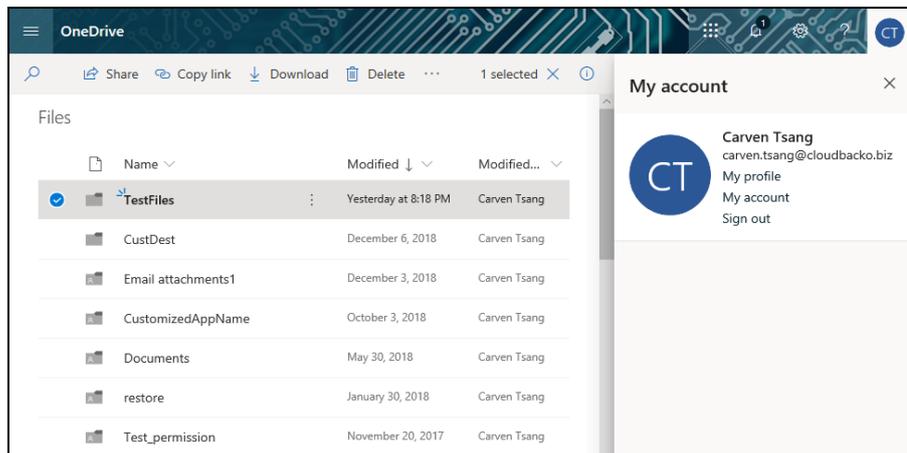
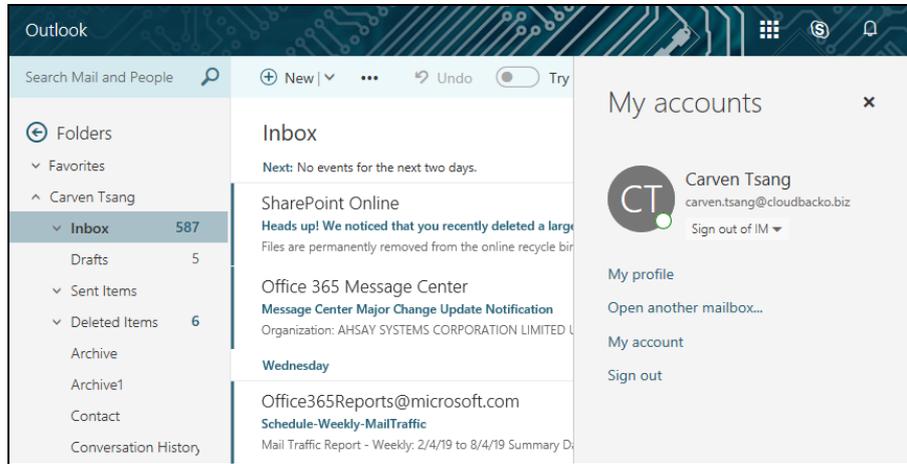
Show

Type	Log	Time
Start	[AhsayOBM v8.1.1.50]	04/12/2019 10:30:54
Initializing decrypt action...		04/12/2019 10:30:54
Completed		04/12/2019 10:30:54
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Test Outbox (AAM:ADQ0YjYjYjSLTZhZDE...	04/12/2019 10:31:18
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:31:40
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:31:41
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/9999-1526105942 (AAM:ADQ0YjYjYjSLTZh...	04/12/2019 10:31:42
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:32:14
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:32:54
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Test Outbox (AAM:ADQ0YjYjYjSLTZhZDE...	04/12/2019 10:33:02
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:33:16
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:33:22
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/9999-1526105942 (AAM:ADQ0YjYjYjSLTZh...	04/12/2019 10:33:24
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Test Outbox (AAM:ADQ0YjYjYjSLTZhZDE...	04/12/2019 10:33:25
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:33:25
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:33:26
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/9999-1526105942 (AAM:ADQ0YjYjYjSLTZh...	04/12/2019 10:33:26
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Test Outbox (AAM:ADQ0YjYjYjSLTZhZDE...	04/12/2019 10:33:26
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/9999-1526105942 (AAM:ADQ0YjYjYjSLTZh...	04/12/2019 10:33:28
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Test Outbox (AAM:ADQ0YjYjYjSLTZhZDE...	04/12/2019 10:33:28
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:33:29
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/Welcome! There are already 7 or more gro...	04/12/2019 10:33:29
Downloading...	"Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox/9999-1526105942 (AAM:ADQ0YjYjYjSLTZh...	04/12/2019 10:33:29

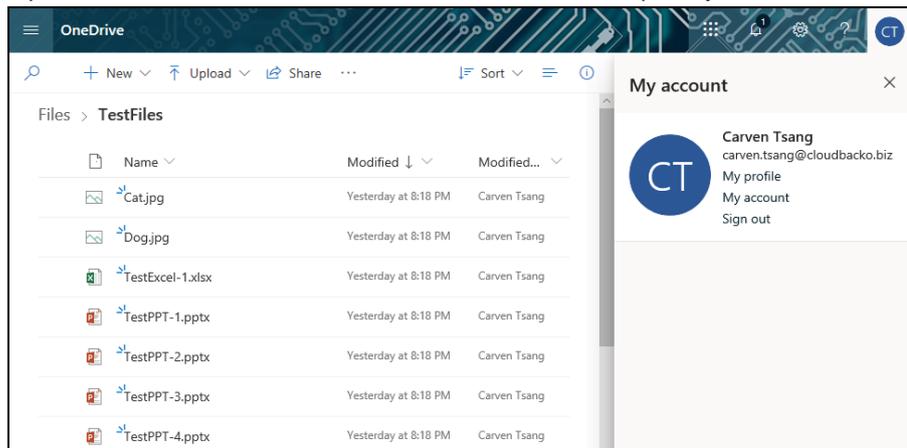
Logs per page Page

[Close](#) [Help](#)

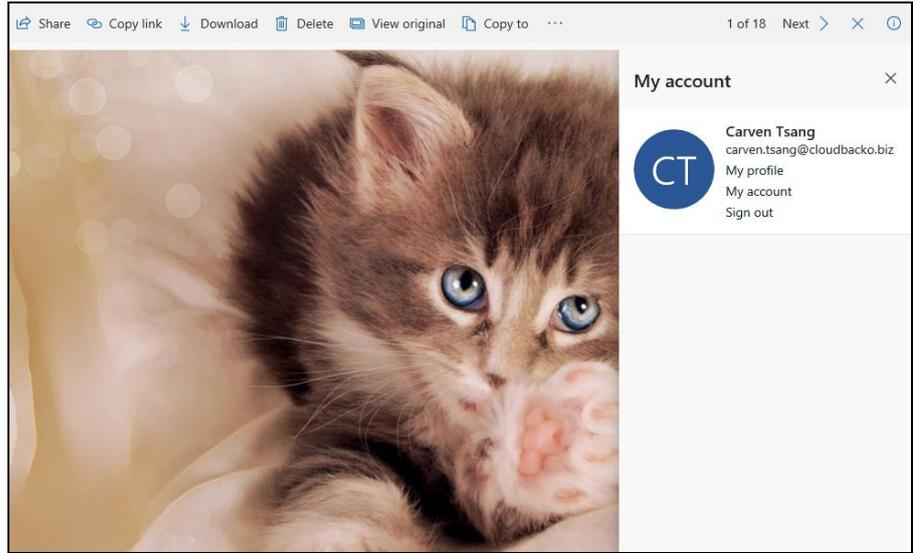
To check if the mails from Outlook and files from OneDrive are fully restored in the original location, login and check the files in Outlook and OneDrive. As you can see on our example screen shot below, **Carven Tsang** is logged in and the **Inbox** from Outlook and **TestFiles** folder from OneDrive are available.



Open the TestFiles folder to check if the files are completely restored.

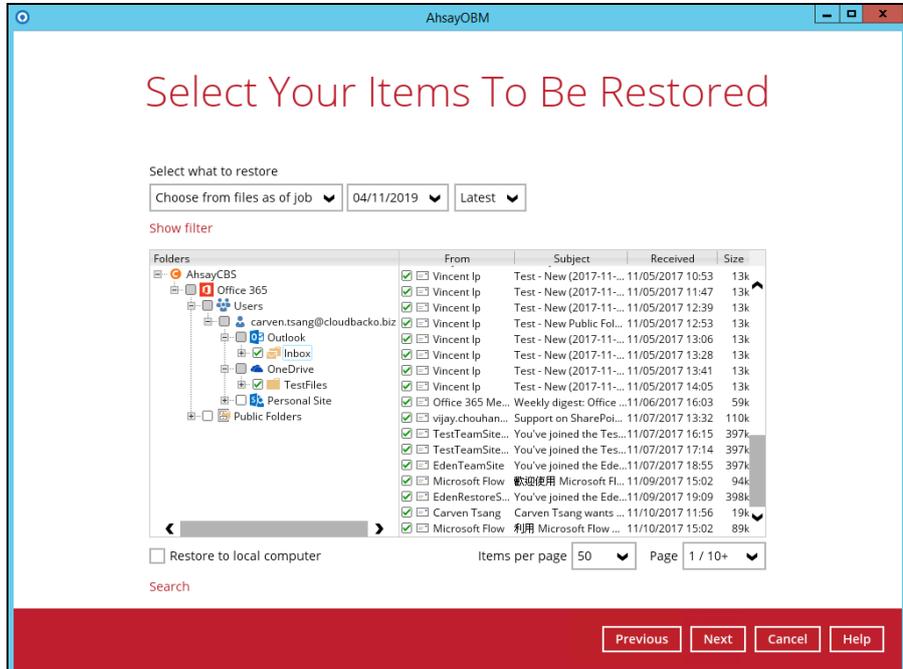


Here is a preview of one of the restored files from OneDrive.



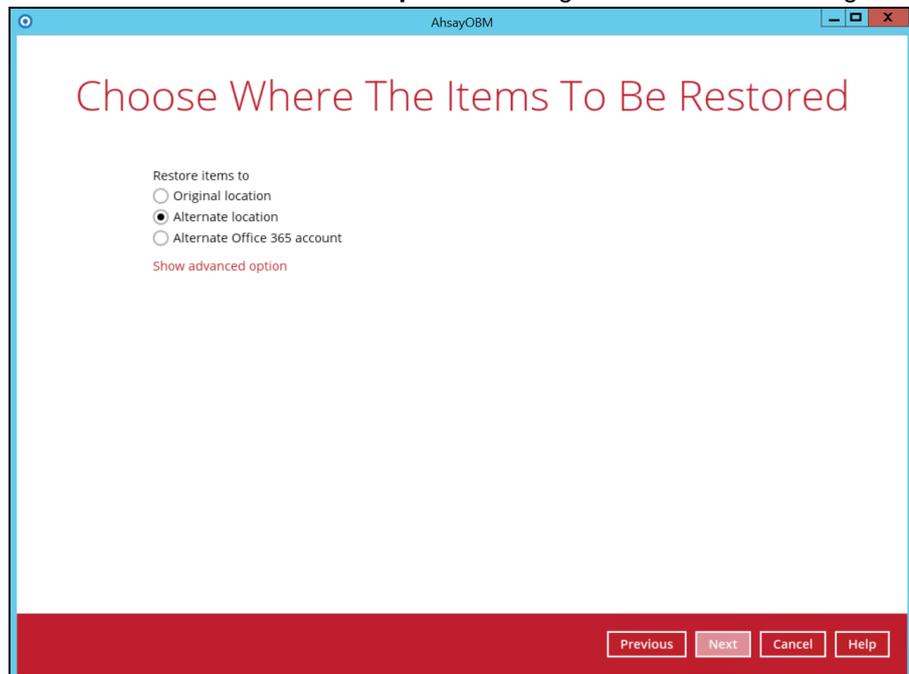
Alternate location

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection



Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate location**.

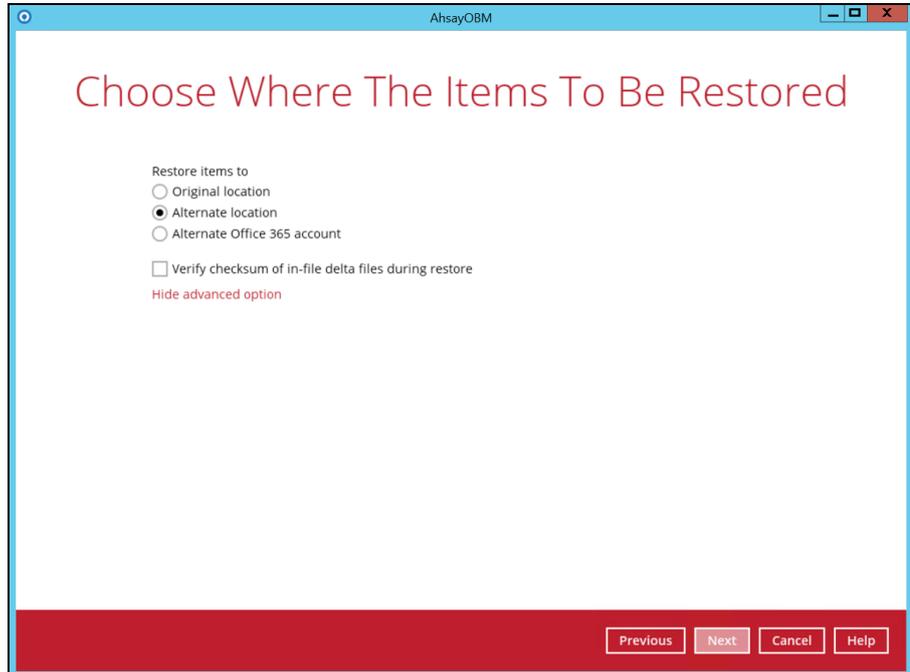
Also click the **Show advanced option** to configure other restore settings.



Verify checksum of in-file delta files during restore

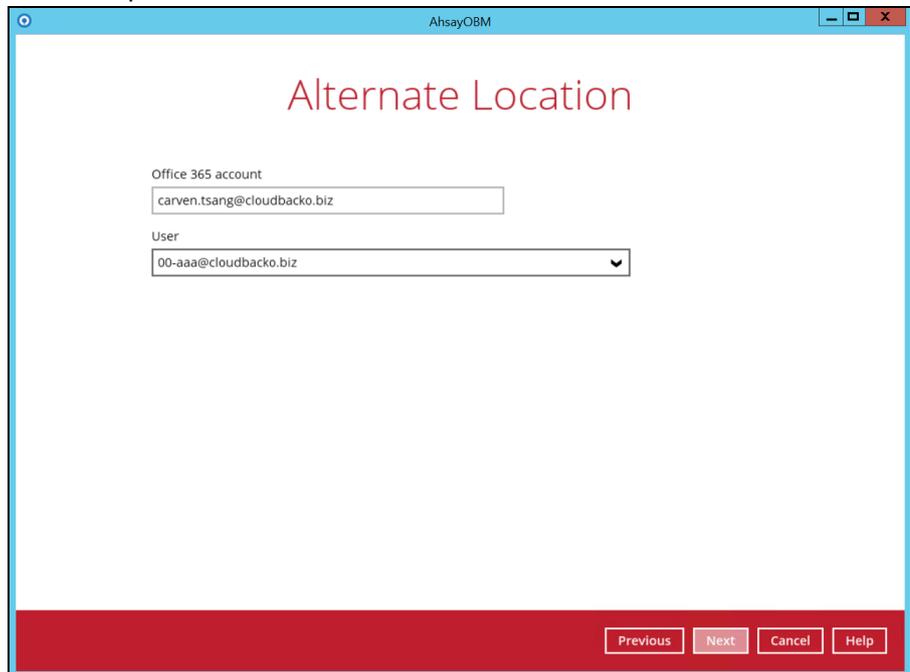
By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Click **Next** to proceed.

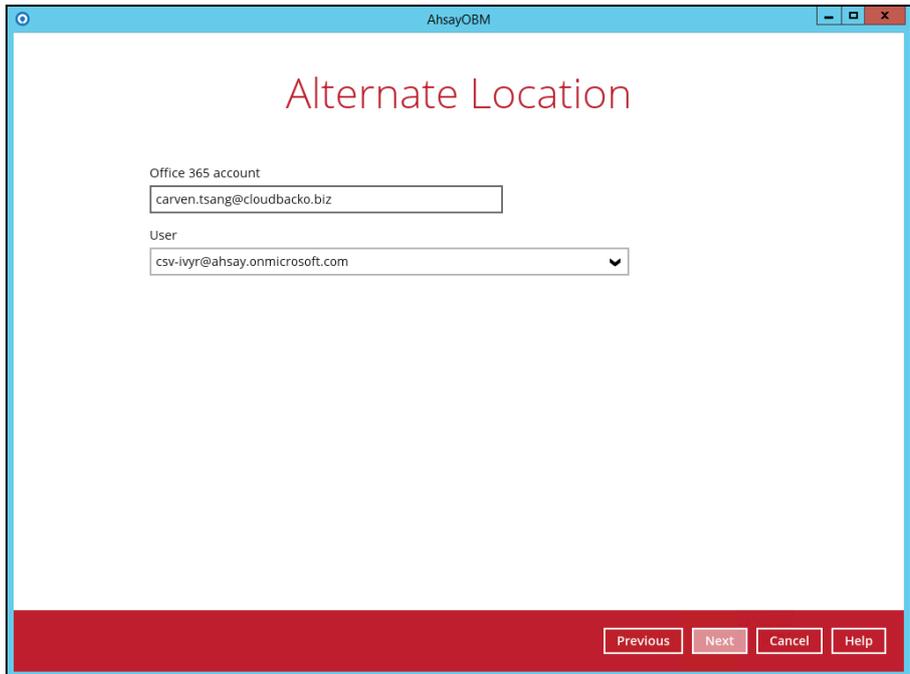
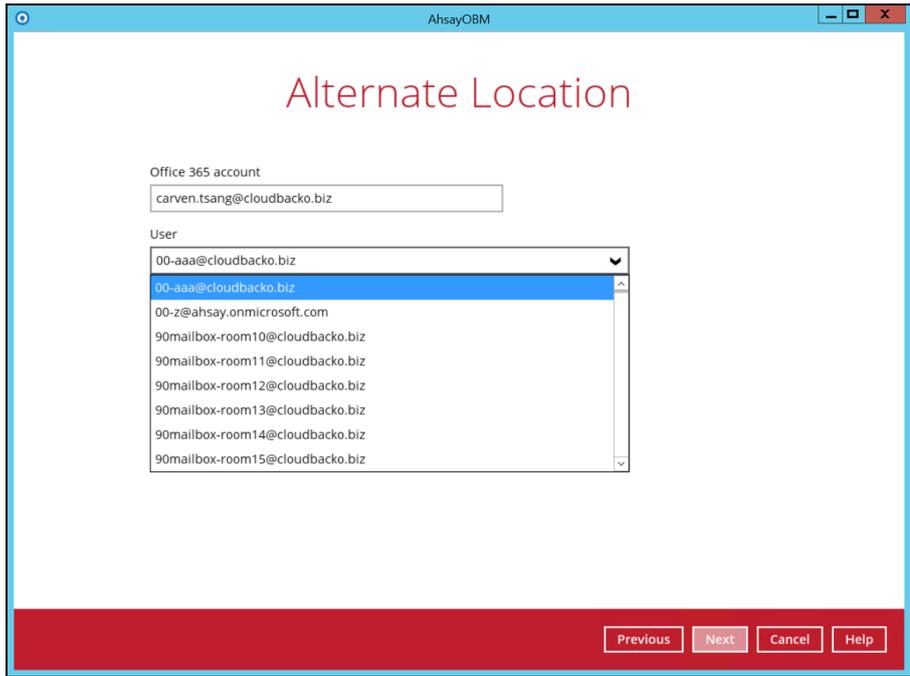


The screenshot shows a window titled "AhsayOBM" with the heading "Choose Where The Items To Be Restored". Below the heading, there are three radio button options under the label "Restore items to": "Original location", "Alternate location" (which is selected), and "Alternate Office 365 account". Below these is a checkbox labeled "Verify checksum of in-file delta files during restore" which is currently unchecked. A link "Hide advanced option" is visible below the checkbox. At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

Select an Office 365 user account on which the data will be restored. Click on the dropdown arrow to view the available Office 365 user accounts.

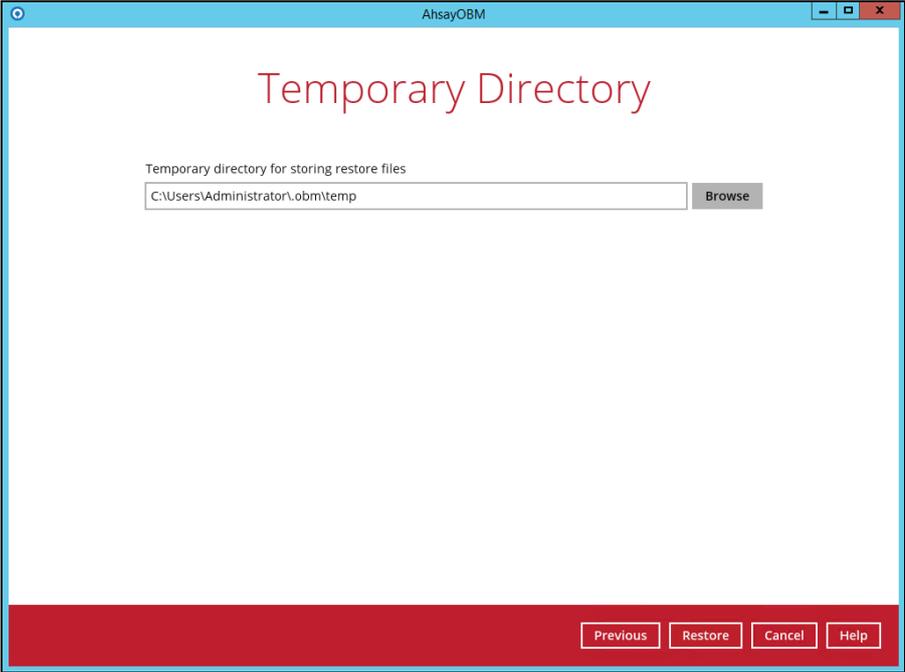


The screenshot shows a window titled "AhsayOBM" with the heading "Alternate Location". Below the heading, there is a text input field labeled "Office 365 account" containing the text "carven.tsang@cloudbacko.biz". Below that is a dropdown menu labeled "User" with the selected item "00-aaa@cloudbacko.biz" and a downward arrow. At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

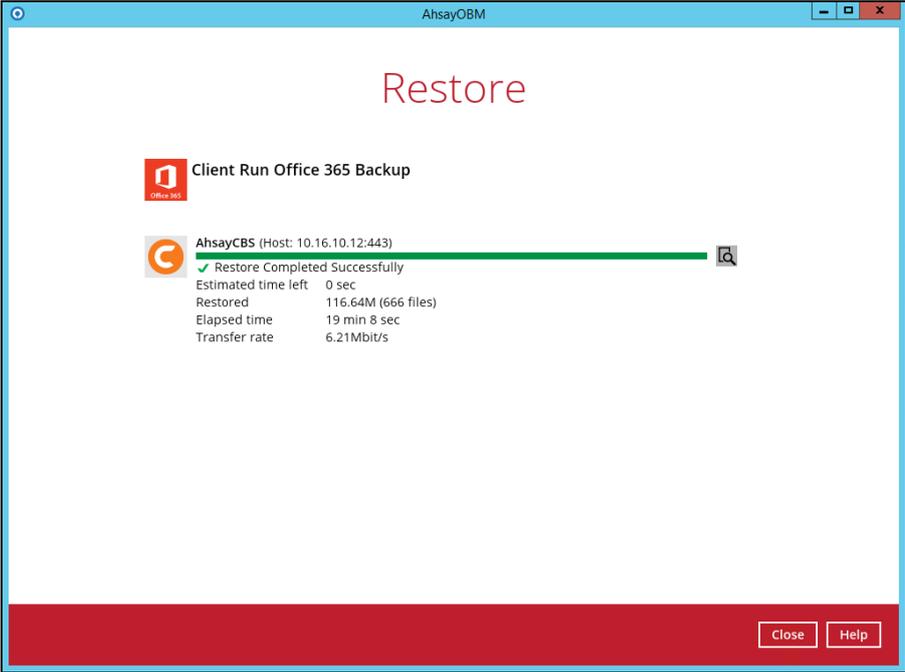


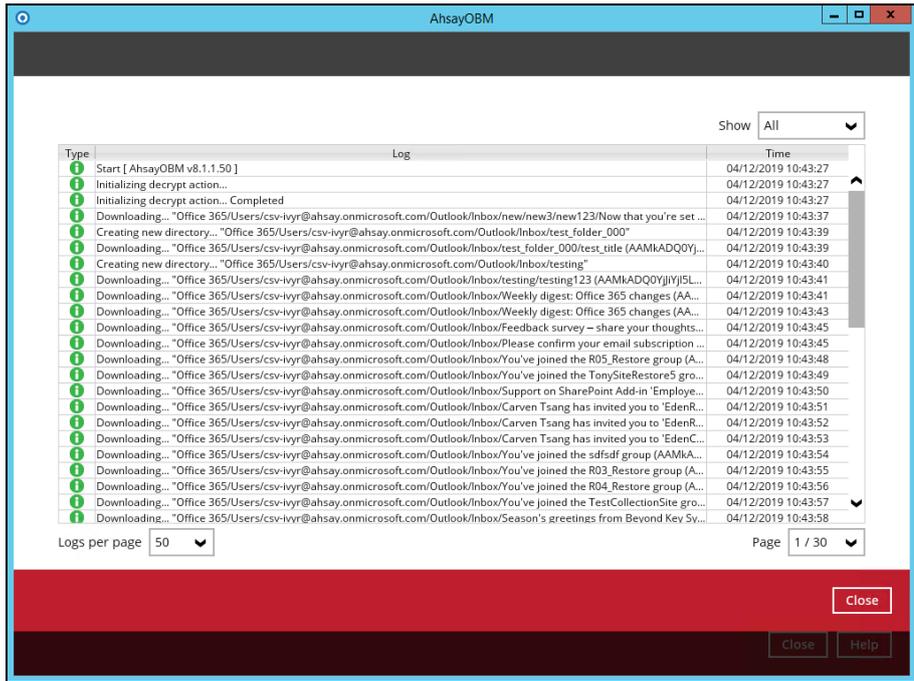
Click **Next** to proceed.

Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration.

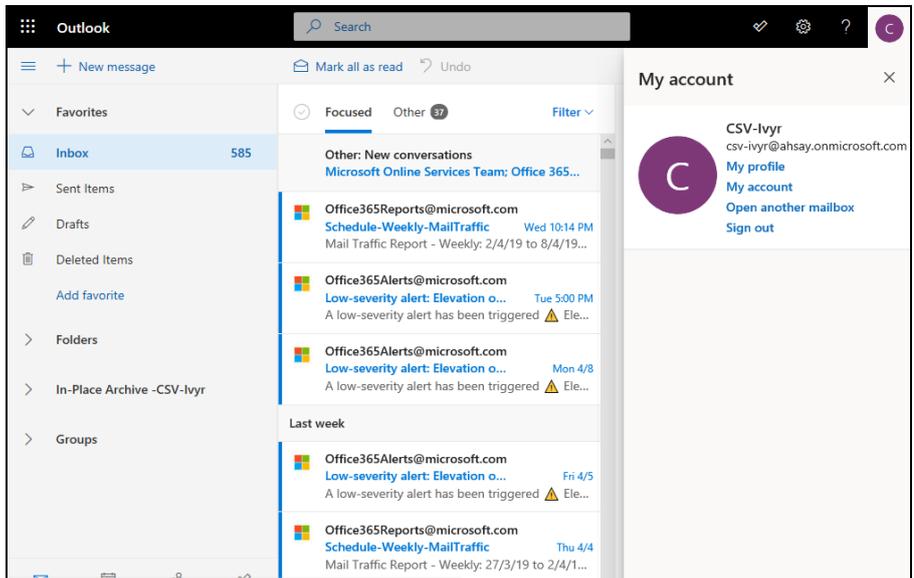


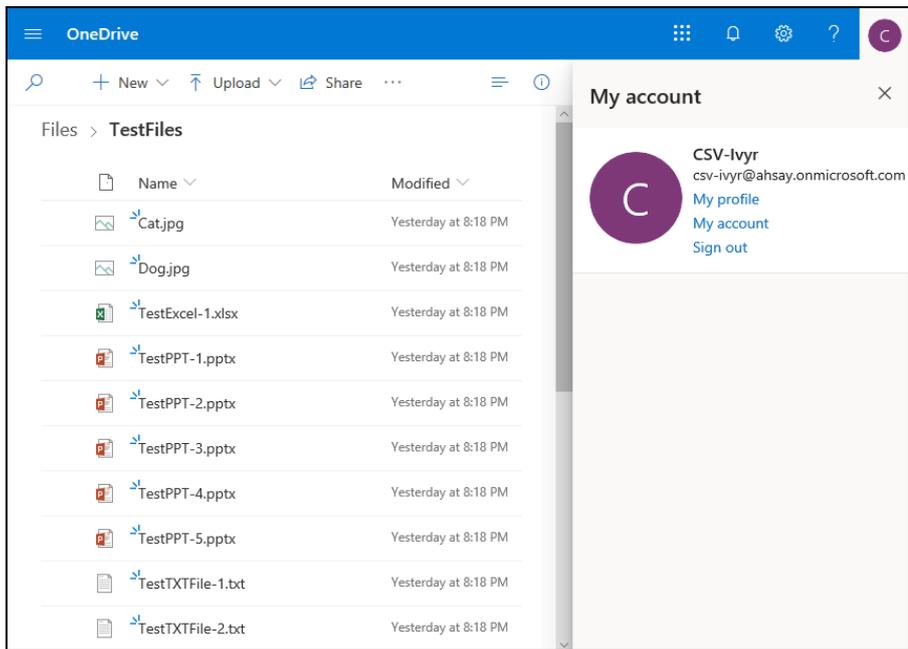
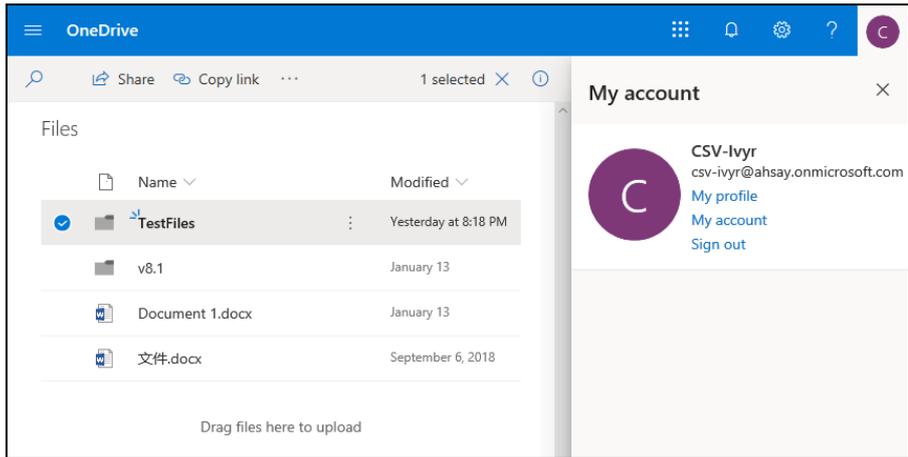
Restore is completed. Click the  to show the log of the restoration.



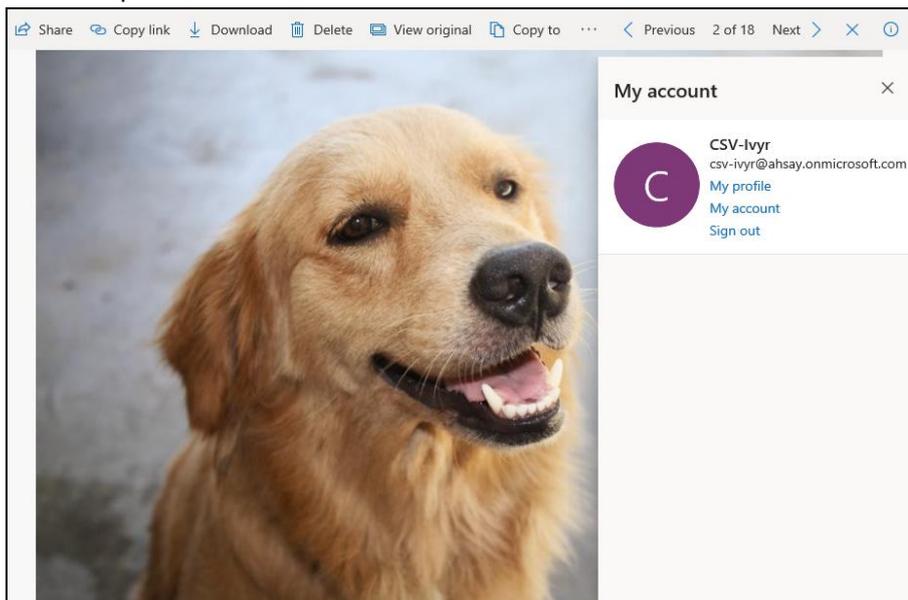


To check if the mails from Outlook and files from OneDrive are fully restored in the original location, login and check the files in Outlook and OneDrive. As you can see on our example screen shot below, **CSV-Ivyr** is logged in and the **Inbox** from Outlook and **TestFiles** folder from OneDrive are available.



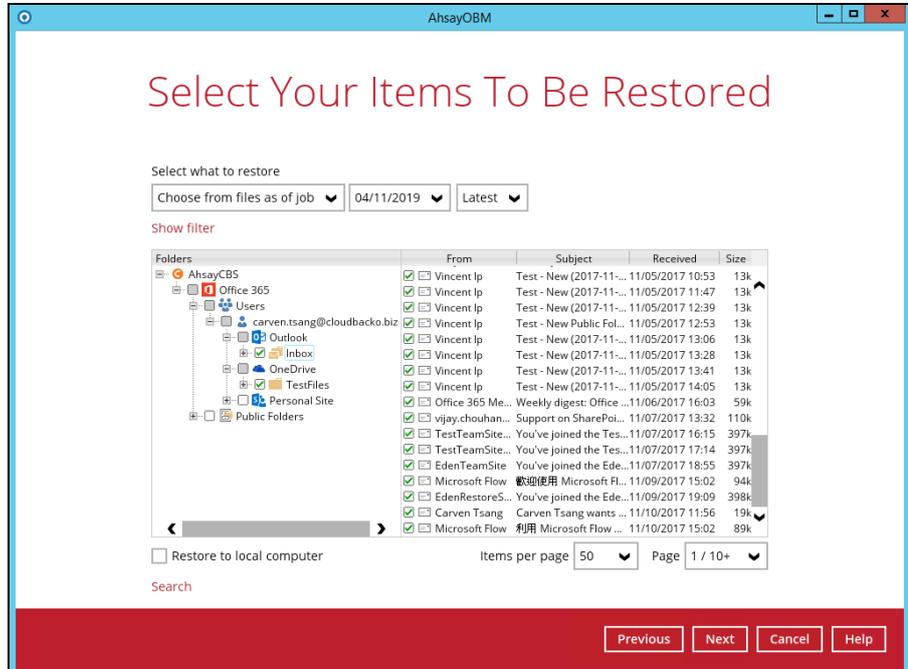


Here is a preview of one of restored files from OneDrive.



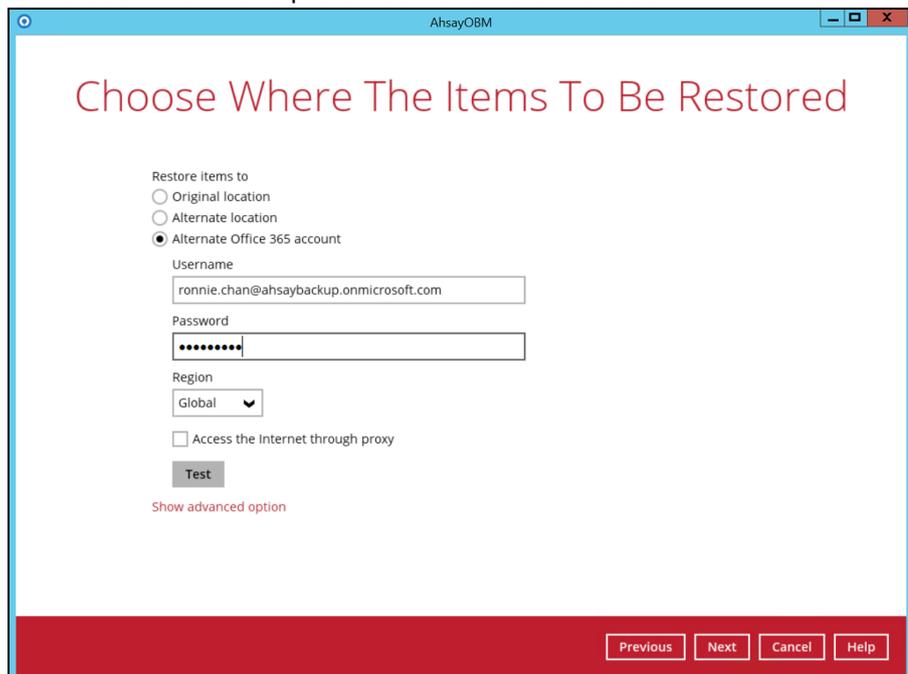
Alternate Office 365 Account

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection



Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate Office 365 Account**.

Input the Username and Password and choose the region for the other Office 365 account and press **Test** to validate the account.



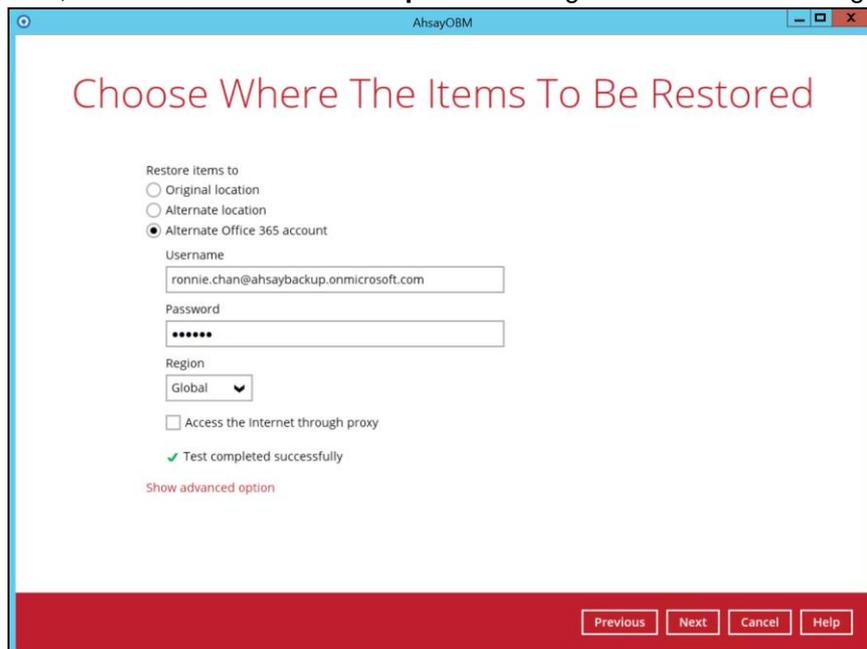
Choose from the following **Region**:



A dropdown menu titled "Region" with a white background and a thin black border. The menu is open, showing four options: "Global" (selected and highlighted in blue), "China", and "Germany". A small downward-pointing arrow is visible to the right of the "Global" option.

Test completed successfully shows when the validation is successful, then click **Next** to continue.

Also, click the **Show advanced option** to configure other restore settings.



A screenshot of the AhsayOBM application window. The title bar reads "AhsayOBM". The main content area has a white background with the heading "Choose Where The Items To Be Restored" in red. Below the heading are three radio button options: "Original location", "Alternate location", and "Alternate Office 365 account" (which is selected). Below these are input fields for "Username" (containing "ronnie.chan@ahsaybackup.onmicrosoft.com") and "Password" (masked with dots). A "Region" dropdown menu is set to "Global". There is a checkbox for "Access the Internet through proxy" which is unchecked. A green checkmark and the text "Test completed successfully" are displayed. Below this is a red link labeled "Show advanced option". At the bottom of the window is a red bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

AhsayOBM

Choose Where The Items To Be Restored

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Username
ronnie.chan@ahsaybackup.onmicrosoft.com

Password

Region
Global

Access the internet through proxy

Test completed successfully

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

Previous Next Cancel Help

Click **Next** to proceed.

Select an Office 365 user account on which the data will be restored. Click on the dropdown arrow to view the available Office 365 user accounts.

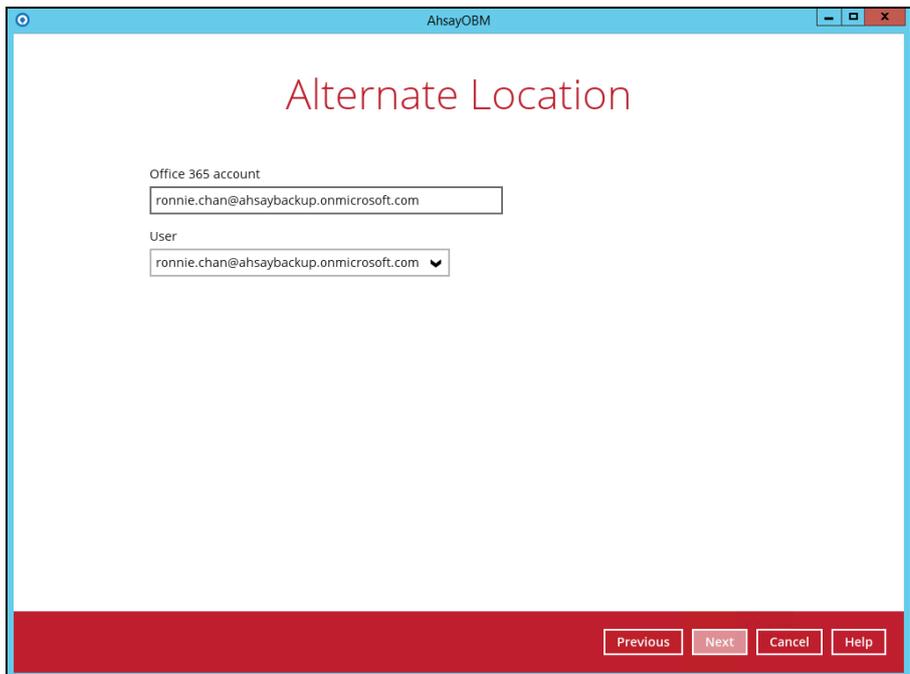
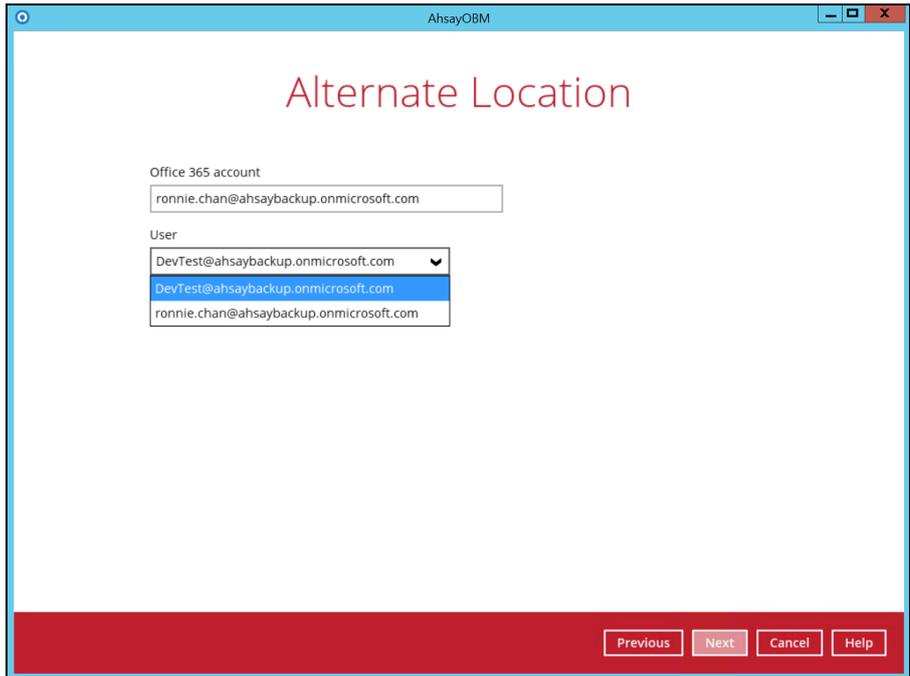
AhsayOBM

Alternate Location

Office 365 account
ronnie.chan@ahsaybackup.onmicrosoft.com

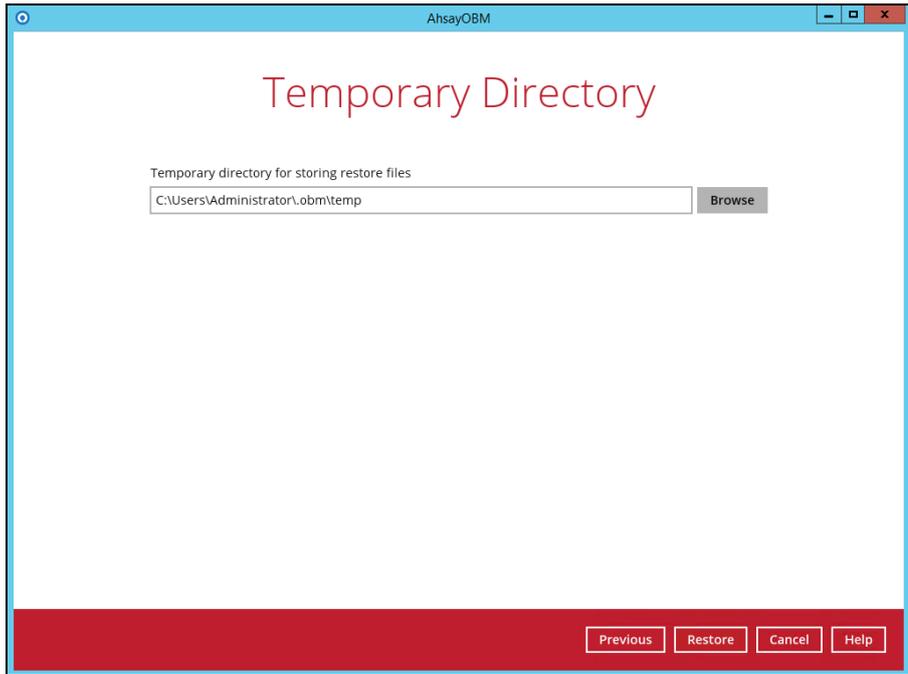
User
DevTest@ahsaybackup.onmicrosoft.com

Previous Next Cancel Help

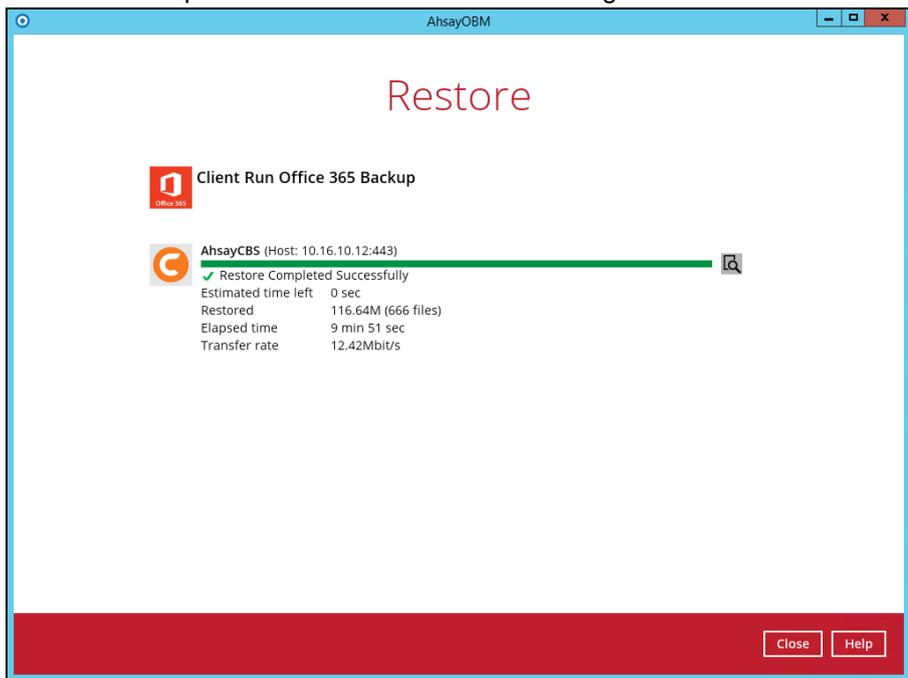


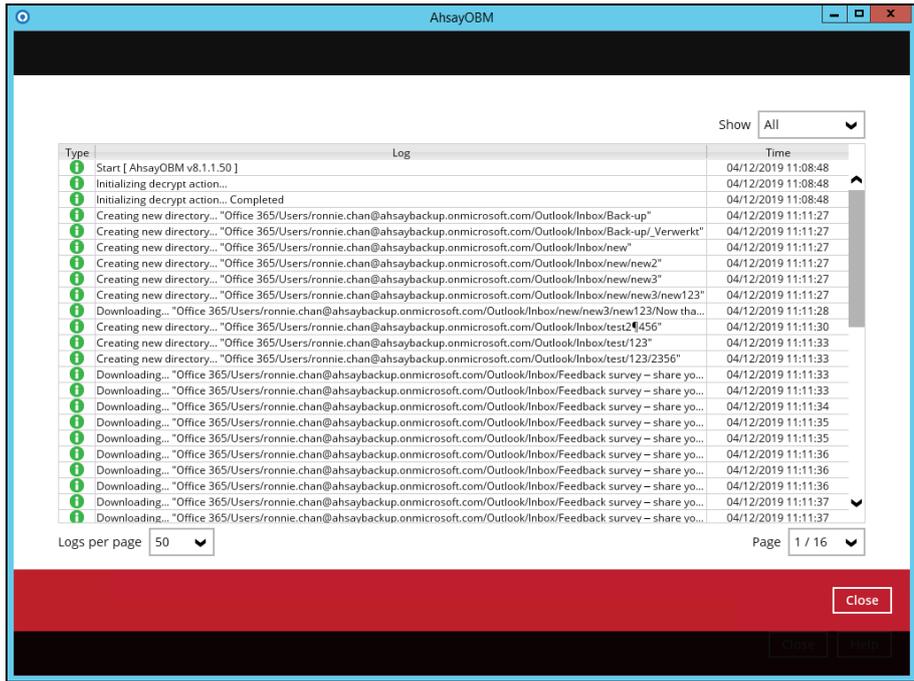
Click **Next** to proceed.

Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration

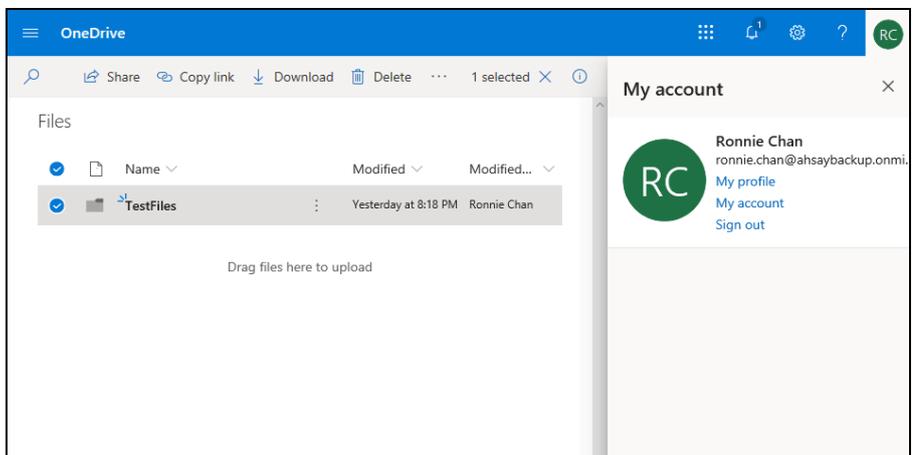
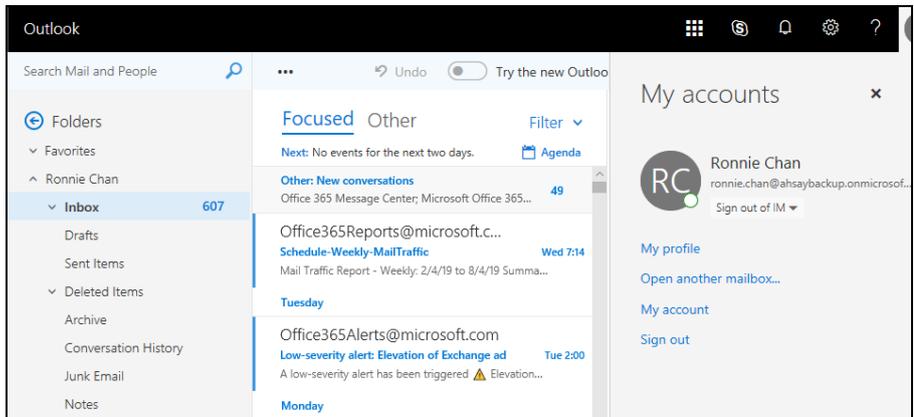


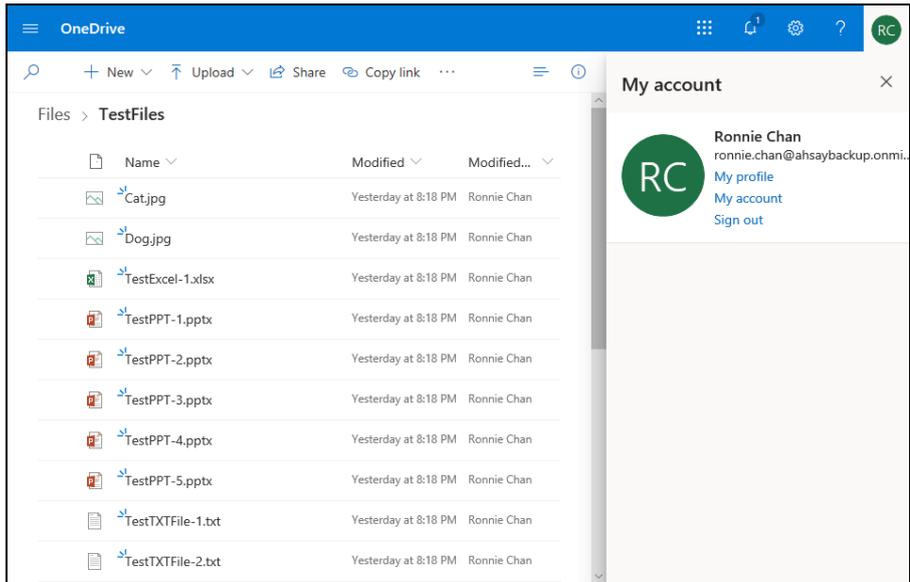
Restore is completed. Click the  to show the log of the restoration.



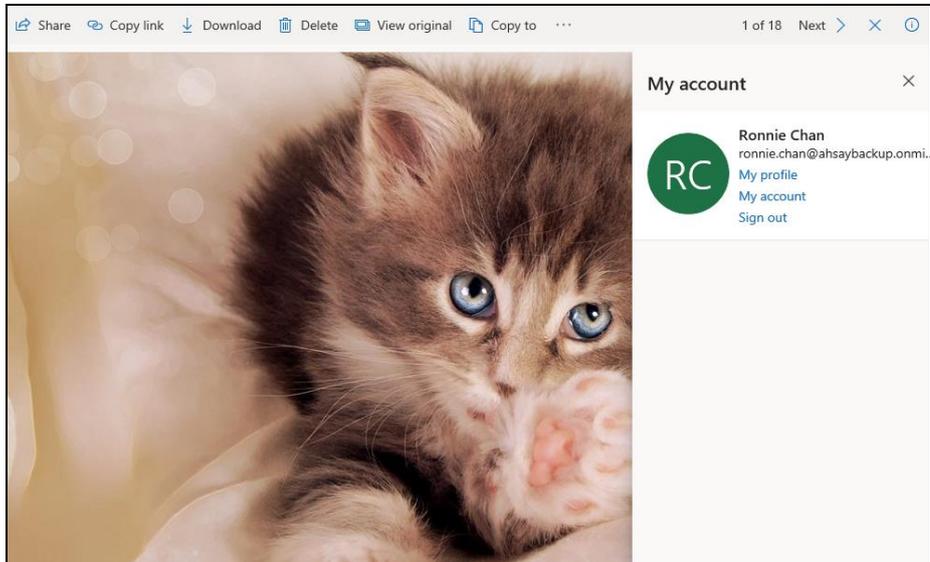


To check if the mails from Outlook and files from OneDrive are fully restored in the original location, login and check the files in Outlook and OneDrive. As you can see on our example screen shot below, **Ronnie Chan** is logged in and the **Inbox** from Outlook and **TestFiles** folder from OneDrive are available.

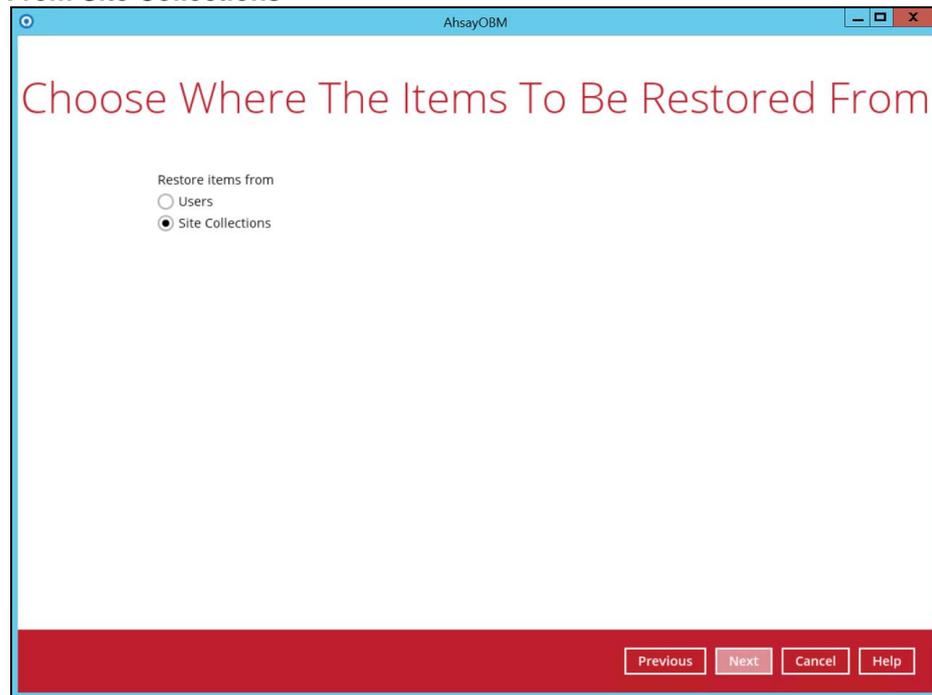




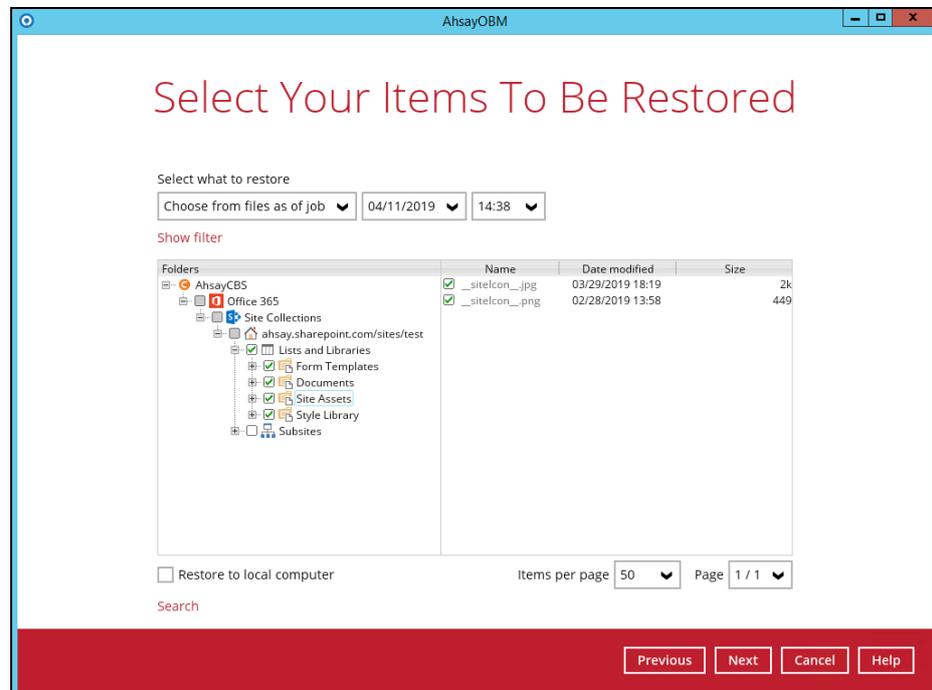
Here is a preview of one of restored files from OneDrive.



From Site Collections



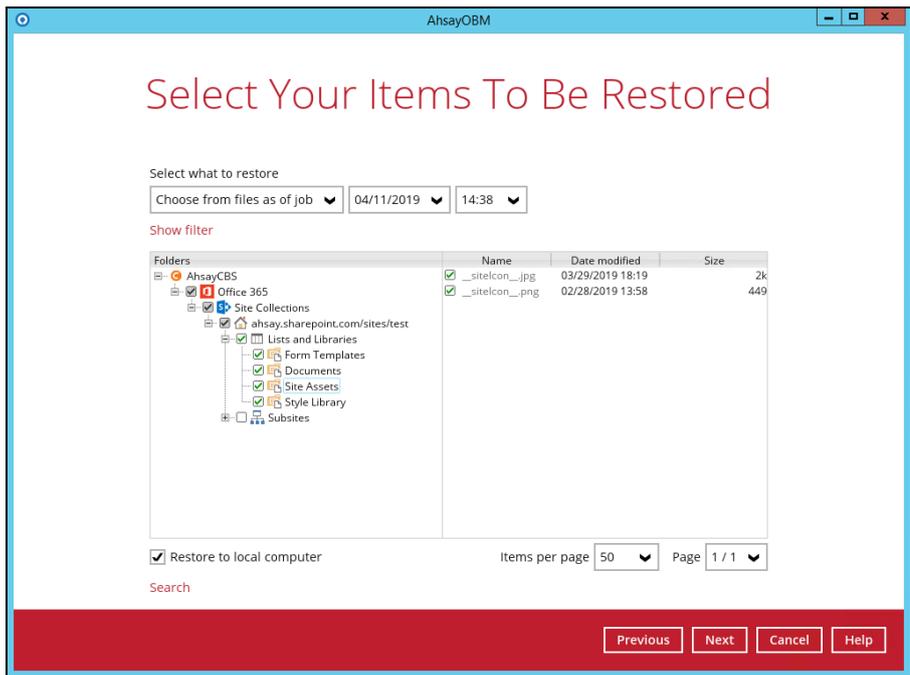
Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.



Select the destination you would like the mail objects to be restored.

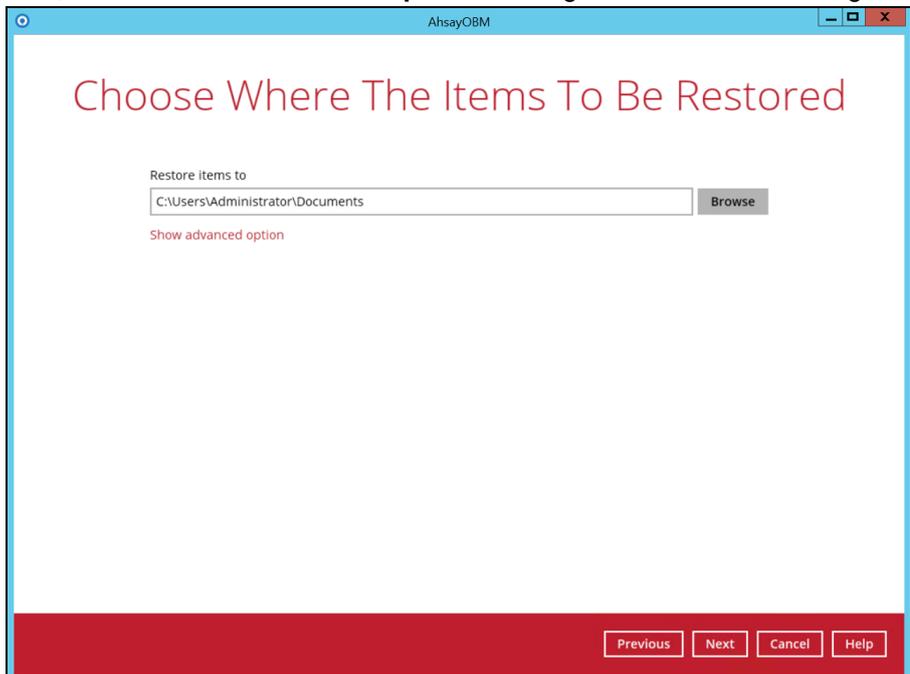
Local machine

Tick the **Restore to local computer** checkbox and click **Next** to proceed.



Click the **Browse** button to select a path on where you want the items to be restored on your local computer. Make sure it has enough space to accommodate your restoration.

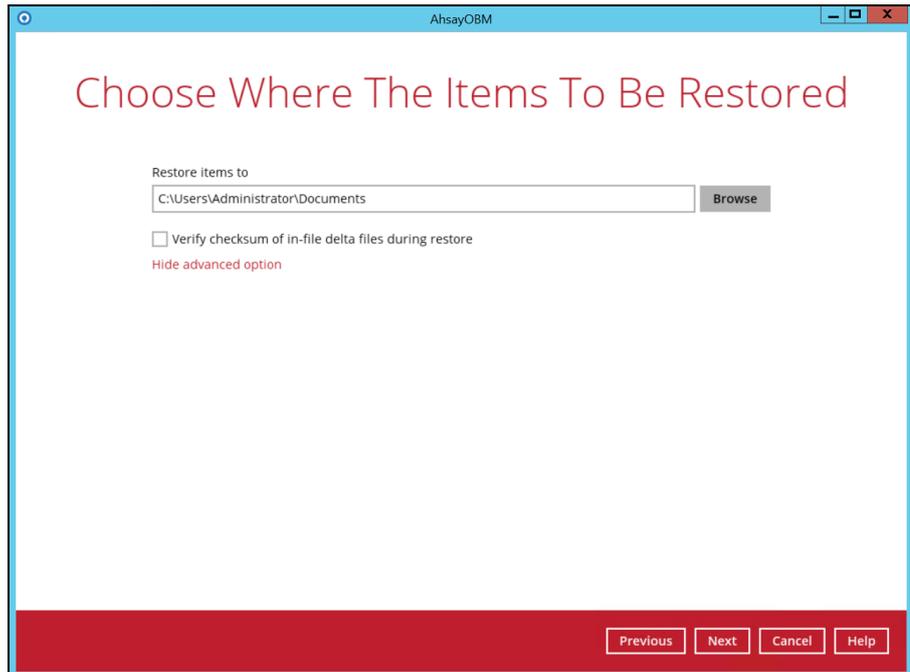
Also, click the **Show advanced option** to configure other restore settings.



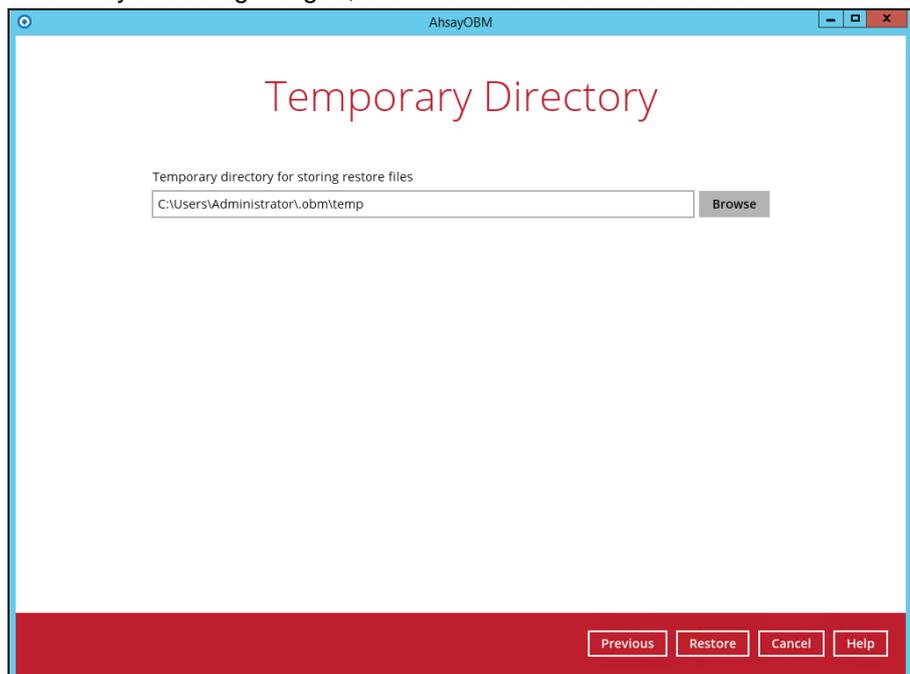
Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

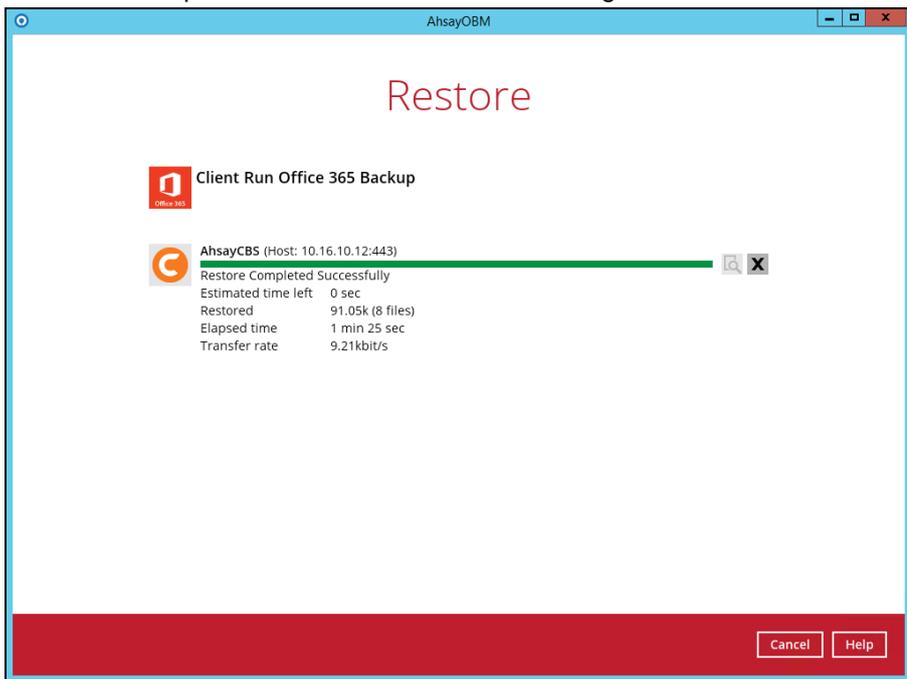
Click **Next** to proceed.



Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration



Restore is completed. Click the  to show the log of the restoration.



Restore

Client Run Office 365 Backup

AhsayCBS (Host: 10.16.10.12:443)

Restore Completed Successfully

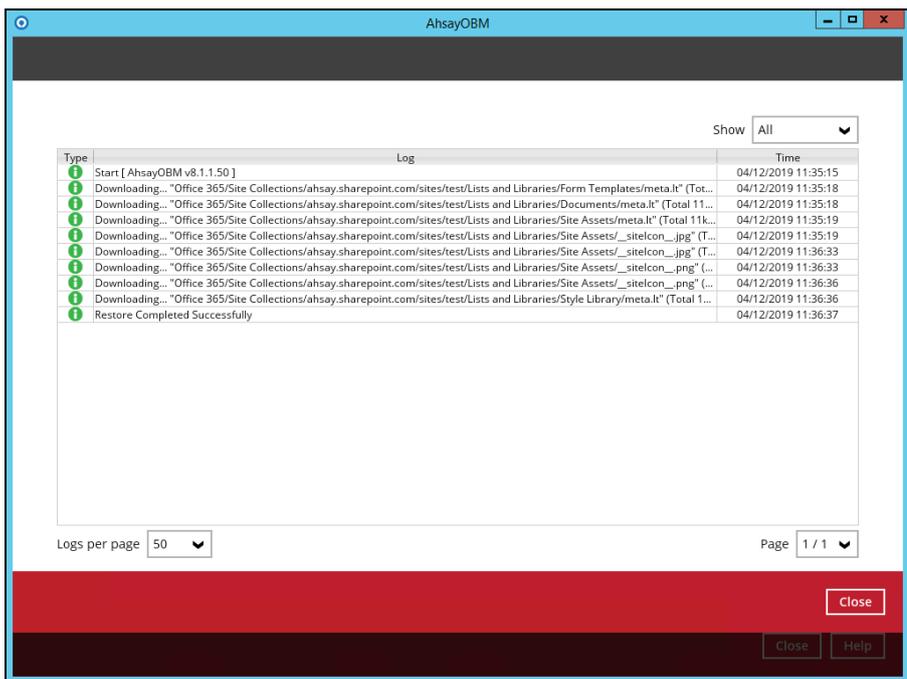
Estimated time left 0 sec

Restored 91.05k (8 files)

Elapsed time 1 min 25 sec

Transfer rate 9.21kbit/s

Cancel Help



Show All

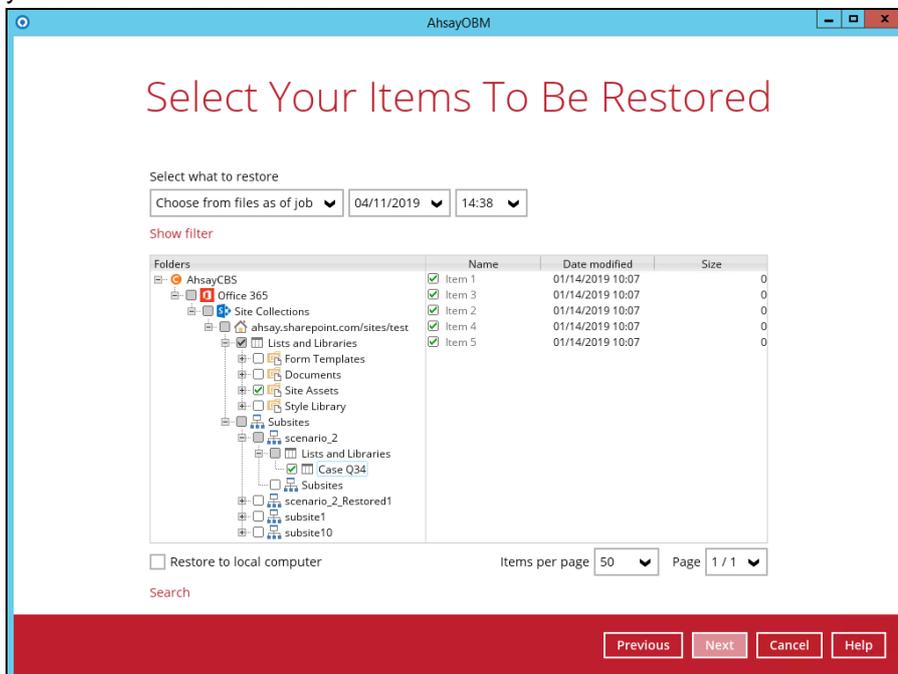
Type	Log	Time
i	Start [AhsayOBM v8.1.1.50]	04/12/2019 11:35:15
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Form Templates/meta.it" (Tot...	04/12/2019 11:35:18
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Documents/meta.it" (Total 11...	04/12/2019 11:35:18
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.it" (Total 11k...	04/12/2019 11:35:19
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.jpg" (T...	04/12/2019 11:35:19
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.jpg" (T...	04/12/2019 11:36:33
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.png" (T...	04/12/2019 11:36:33
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.png" (T...	04/12/2019 11:36:36
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.png" (T...	04/12/2019 11:36:36
i	Downloading... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Style Library/meta.it" (Total 1...	04/12/2019 11:36:36
i	Restore Completed Successfully	04/12/2019 11:36:37

Logs per page 50 Page 1 / 1

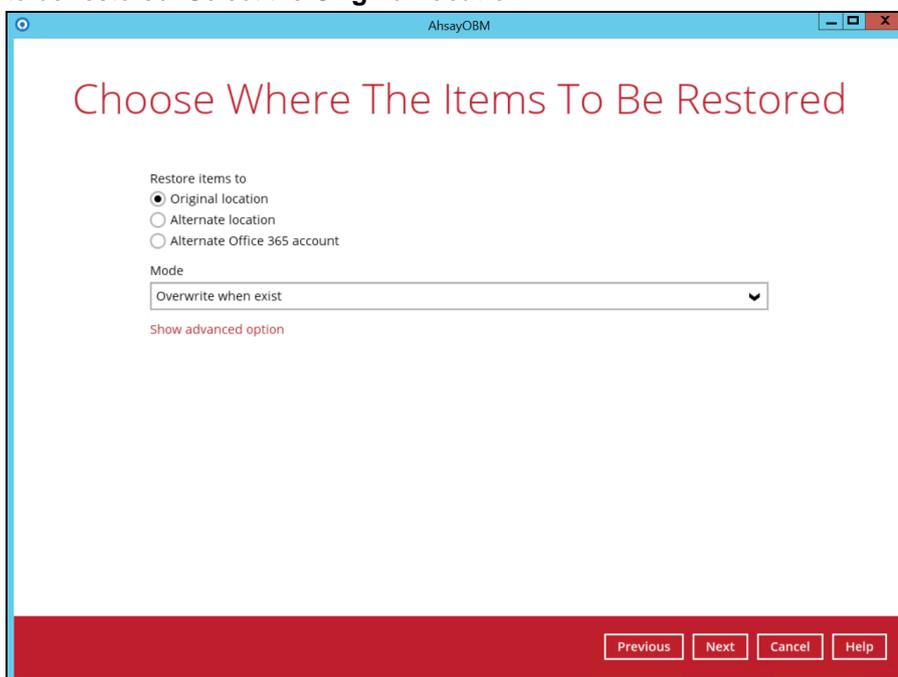
Close

Original location

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.



Choose from the following three (3) options on where you want your items to be restored. Select the **Original location**.



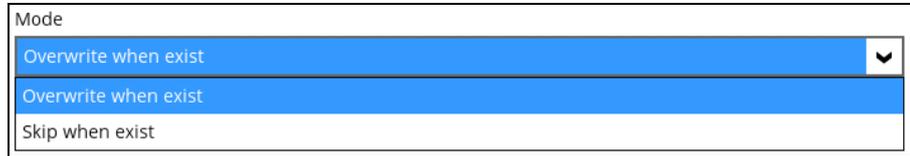
Select a **Mode**.

- Overwrite when exist**

If the data that you will be restoring is already available in the Office 365 account, then you have a choice to still overwrite the existing data.

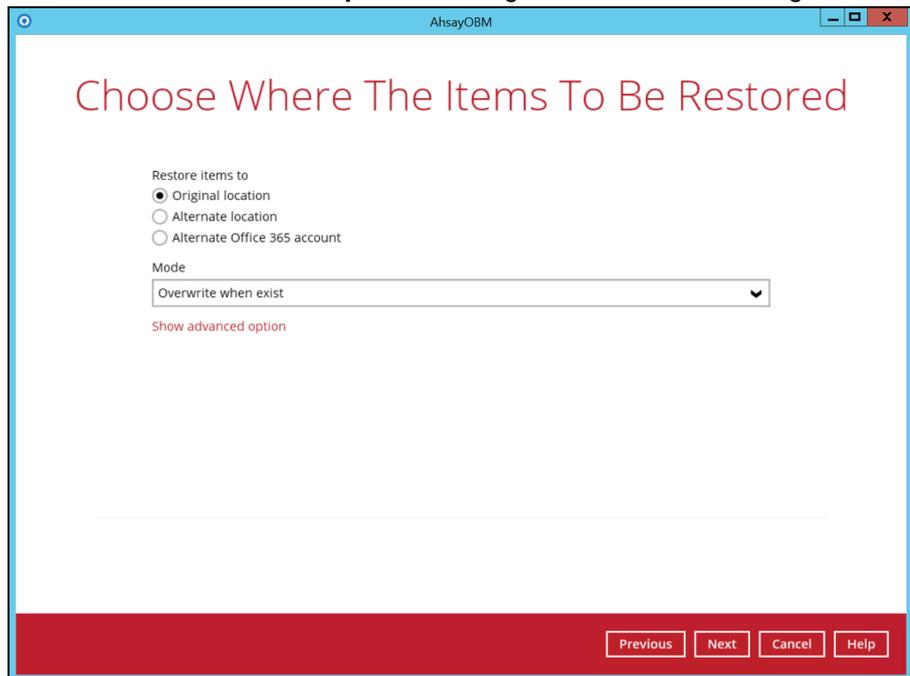
- **Skip when exist**

If the data you will be restoring is already available in the Office 365 account, then you have a choice to skip and move to the next one.



A screenshot of a dropdown menu titled "Mode". The menu is open, showing three options: "Overwrite when exist" (highlighted in blue), "Overwrite when exist", and "Skip when exist".

Click the **Show advanced option** to configure other restore settings.

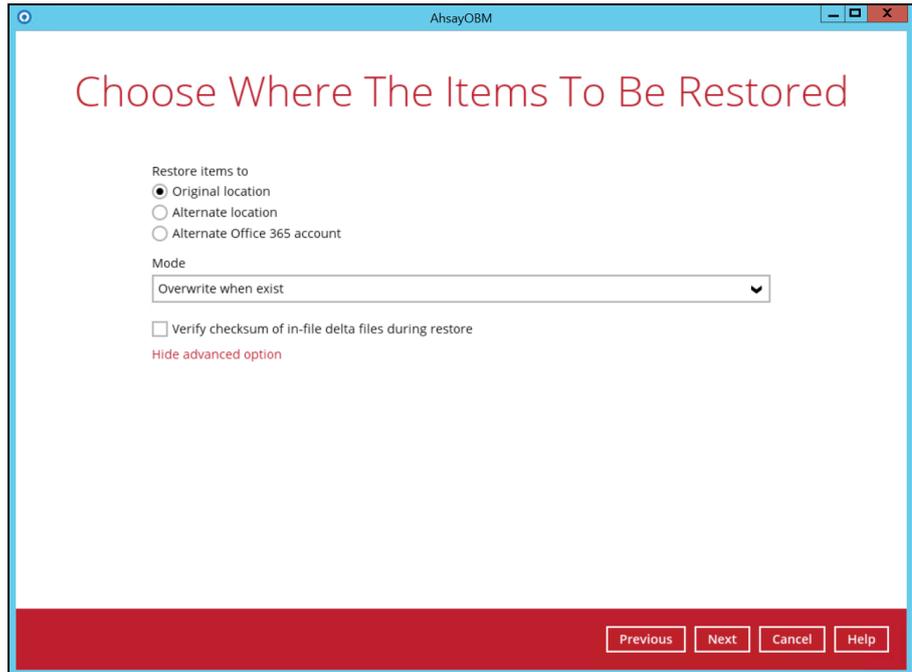


A screenshot of the "Choose Where The Items To Be Restored" dialog box in AhsayOBM. The dialog has a title bar with "AhsayOBM" and standard window controls. The main content area has the title "Choose Where The Items To Be Restored" in red. Below the title, there are three radio button options: "Original location" (selected), "Alternate location", and "Alternate Office 365 account". Below these is a "Mode" dropdown menu set to "Overwrite when exist". A red link "Show advanced option" is located below the mode dropdown. At the bottom of the dialog, there is a red bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

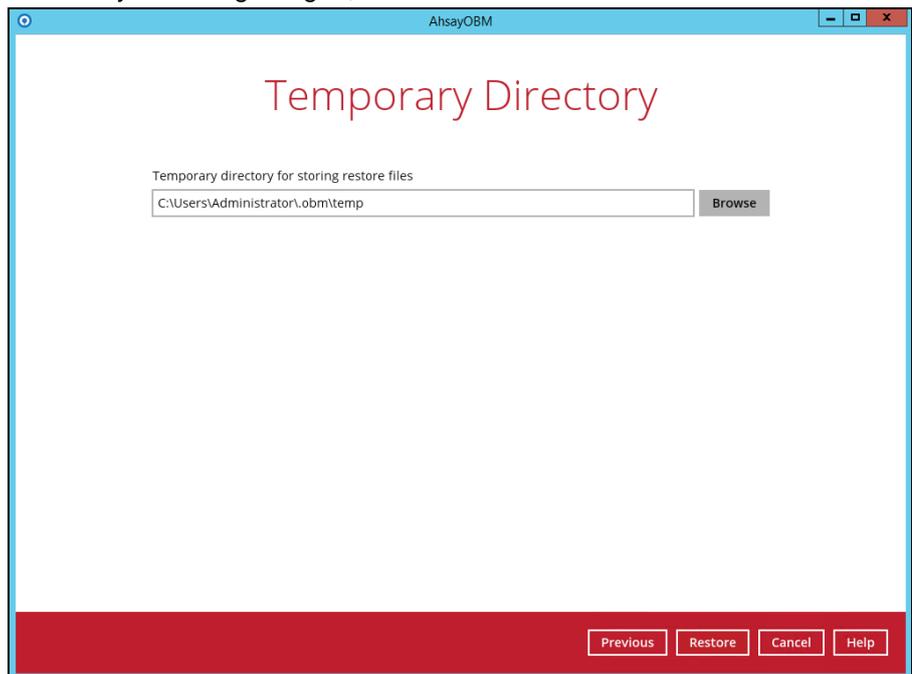
Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

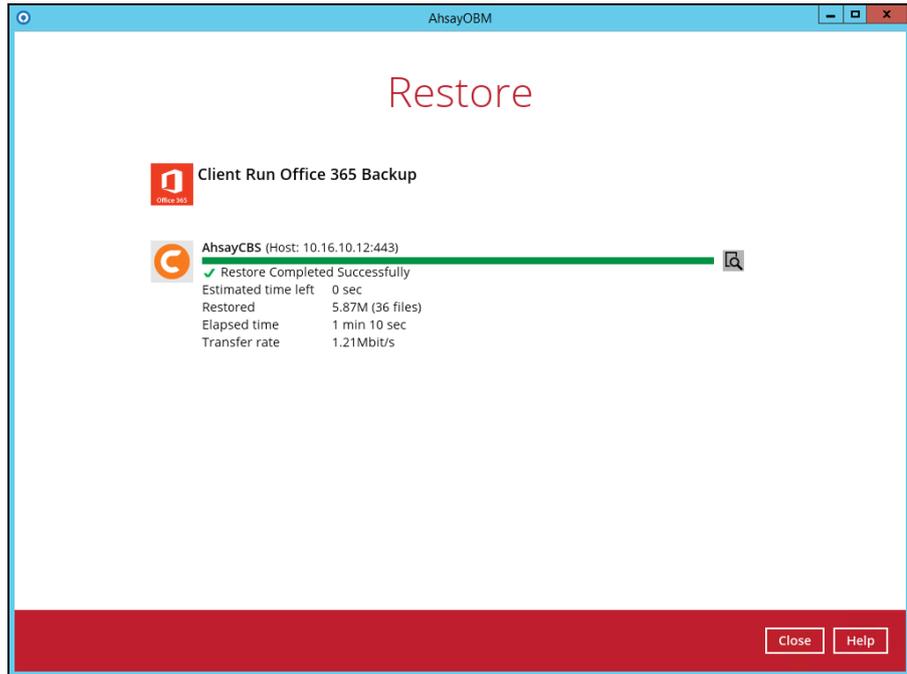
Click **Next** to proceed.



Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration



Restore is completed. Click the  to show the log of the restoration.



AhsayOBM

Restore

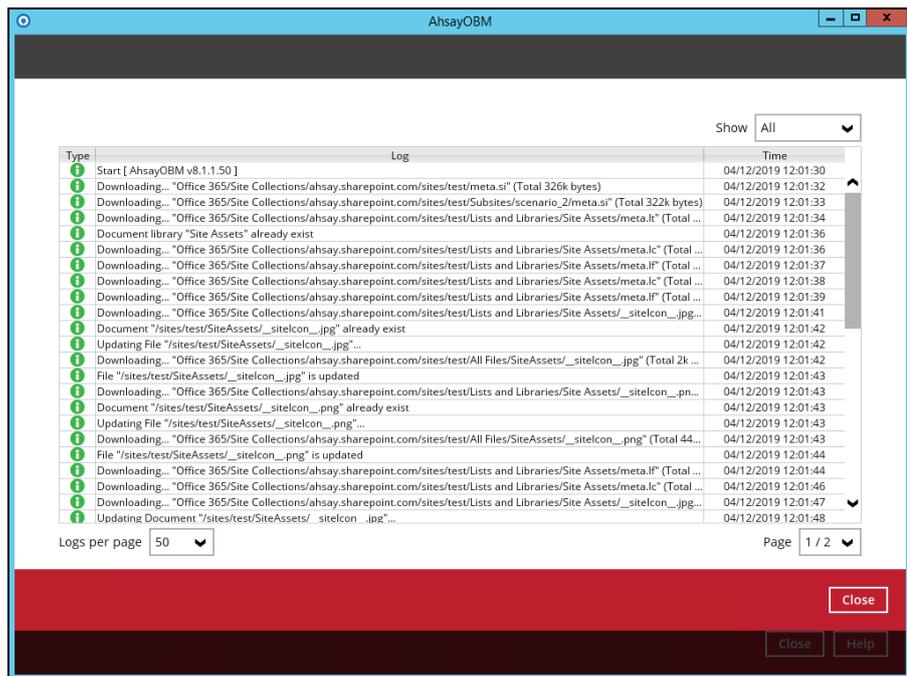
Client Run Office 365 Backup

AhsayCBS (Host: 10.16.10.12:443)

✓ Restore Completed Successfully

Estimated time left 0 sec
Restored 5.87M (36 files)
Elapsed time 1 min 10 sec
Transfer rate 1.21Mbit/s

Close Help



AhsayOBM

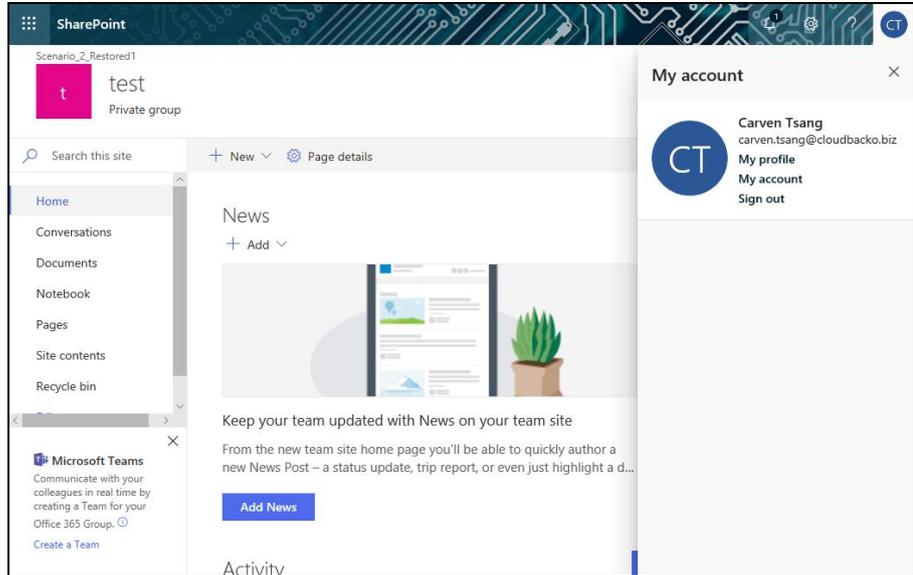
Show All

Type	Log	Time
Start	[AhsayOBM v8.1.1.50]	04/12/2019 12:01:30
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/meta.si" (Total 326k bytes)	04/12/2019 12:01:32
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Subsites/scenario_2/meta.si" (Total 322k bytes)	04/12/2019 12:01:33
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:34
Document library	"Site Assets" already exist	04/12/2019 12:01:36
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:36
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:37
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:38
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:39
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.jpg"...	04/12/2019 12:01:41
Document	"sites/test/SiteAssets/_sitecon_.jpg" already exist	04/12/2019 12:01:42
Updating File	"sites/test/SiteAssets/_sitecon_.jpg" ...	04/12/2019 12:01:42
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/All Files/SiteAssets/_sitecon_.jpg" (Total 2k ...)	04/12/2019 12:01:42
File	"sites/test/SiteAssets/_sitecon_.jpg" is updated	04/12/2019 12:01:43
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.png"...	04/12/2019 12:01:43
Document	"sites/test/SiteAssets/_sitecon_.png" already exist	04/12/2019 12:01:43
Updating File	"sites/test/SiteAssets/_sitecon_.png" ...	04/12/2019 12:01:43
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/All Files/SiteAssets/_sitecon_.png" (Total 44 ...)	04/12/2019 12:01:43
File	"sites/test/SiteAssets/_sitecon_.png" is updated	04/12/2019 12:01:44
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:44
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.li" (Total ...)	04/12/2019 12:01:46
Downloading...	"Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.jpg"...	04/12/2019 12:01:47
Updating Document	"sites/test/SiteAssets/_sitecon_.jpg"...	04/12/2019 12:01:48

Logs per page 50 Page 1 / 2

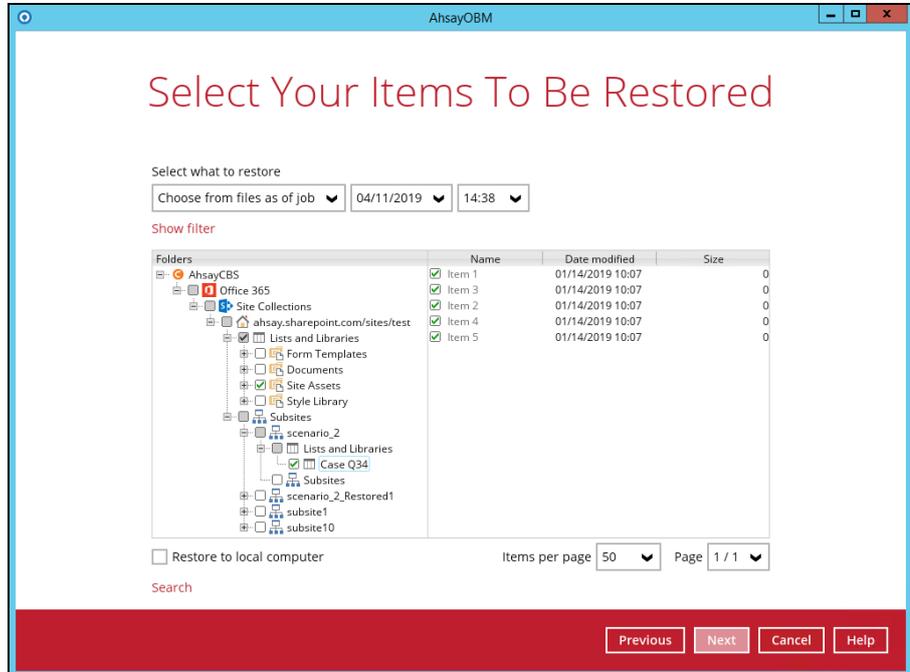
Close Help

To check if the selected site from Site Collections is fully restored, login and check the SharePoint. As you can see on our example screen shot below, Carven Tsang is logged in and the ahsay.sharepoint.com/sites/test is completely restored.

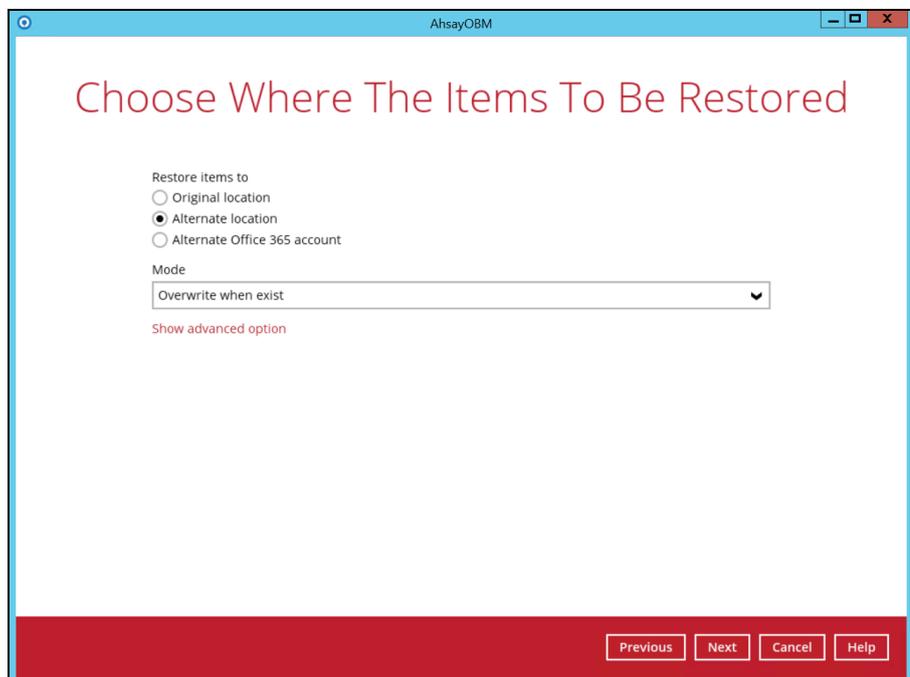


Alternate Location

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection



Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate location**.



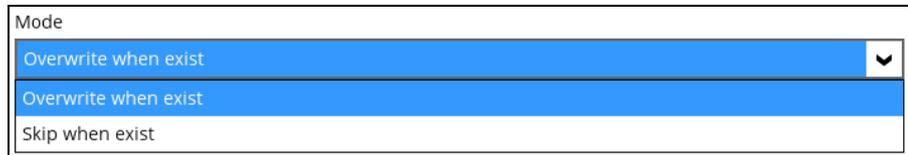
Select a **Mode**.

- Overwrite when exist**

If the data that you will be restoring is already available in the alternate location in the Office 365 account, then you have a choice to still overwrite the existing data.

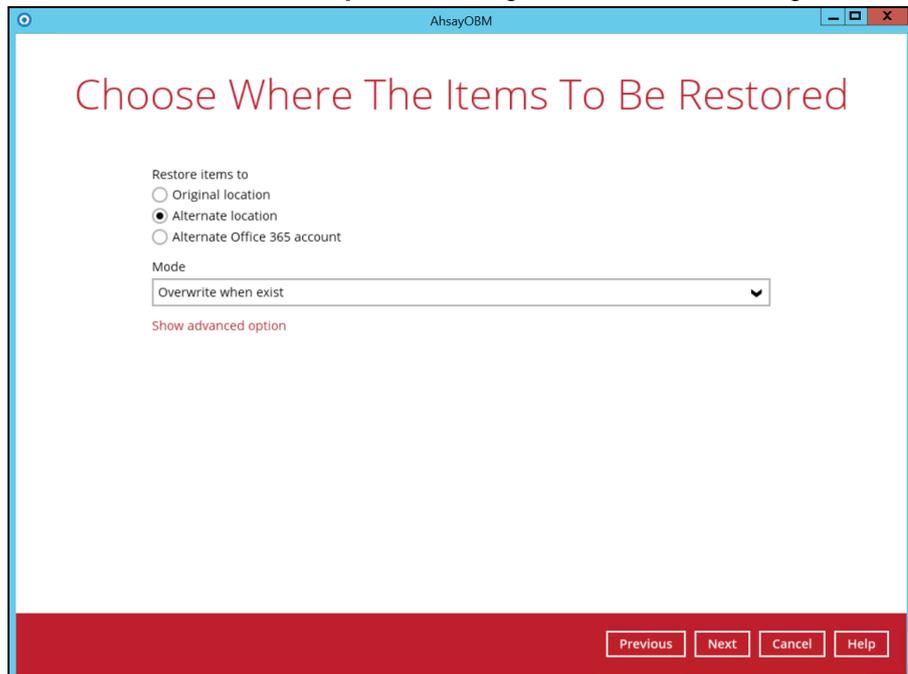
- **Skip when exist**

If the data you will be restoring is already available in the alternate location in the Office 365 account, then you have a choice to skip and move to the next one.



A screenshot of a dropdown menu titled "Mode". The menu is open, showing three options: "Overwrite when exist" (highlighted in blue), "Overwrite when exist" (highlighted in blue), and "Skip when exist".

Click the **Show advanced option** to configure other restore settings.



A screenshot of the "Choose Where The Items To Be Restored" dialog box in AhsayOBM. The dialog has a title bar with "AhsayOBM" and standard window controls. The main content area has the title "Choose Where The Items To Be Restored" in red. Below the title, there are three radio button options under the heading "Restore items to": "Original location", "Alternate location" (which is selected), and "Alternate Office 365 account". Below these options is a "Mode" dropdown menu with "Overwrite when exist" selected. A red link labeled "Show advanced option" is positioned below the mode dropdown. At the bottom of the dialog, there is a red bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Click **Next** to proceed.

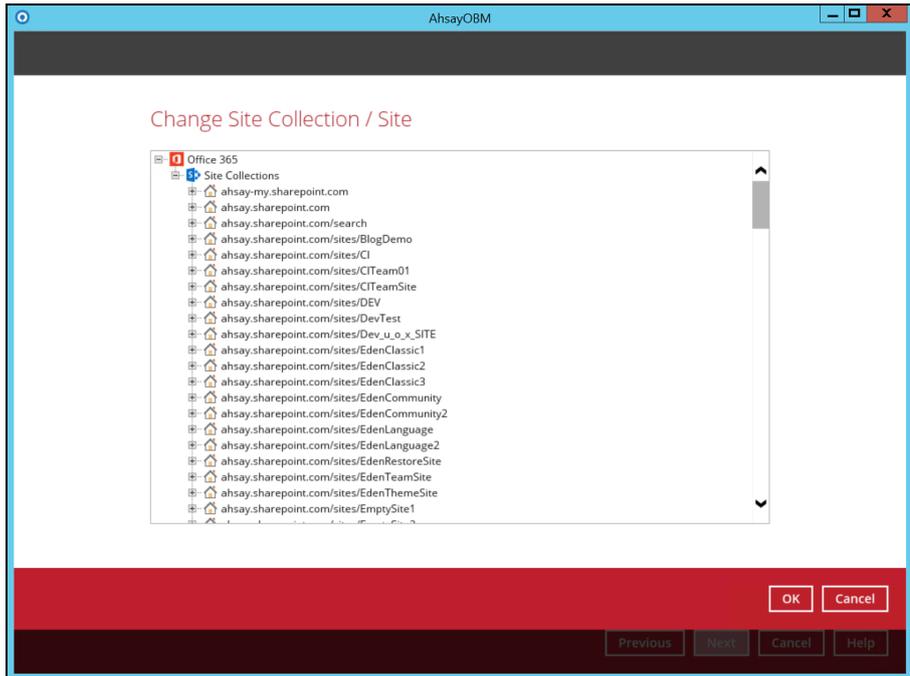
The screenshot shows a dialog box titled "Choose Where The Items To Be Restored" from the application "AhsayOBM". It contains the following elements:

- Section: "Restore items to"
 - Radio button: Original location
 - Radio button (selected): Alternate location
 - Radio button: Alternate Office 365 account
- Section: "Mode"
 - Dropdown menu: Overwrite when exist
- Section: "Verify checksum of in-file delta files during restore"
 - Checkbox: []
- Text: "Hide advanced option" (in red)
- Footer buttons: Previous, Next, Cancel, Help

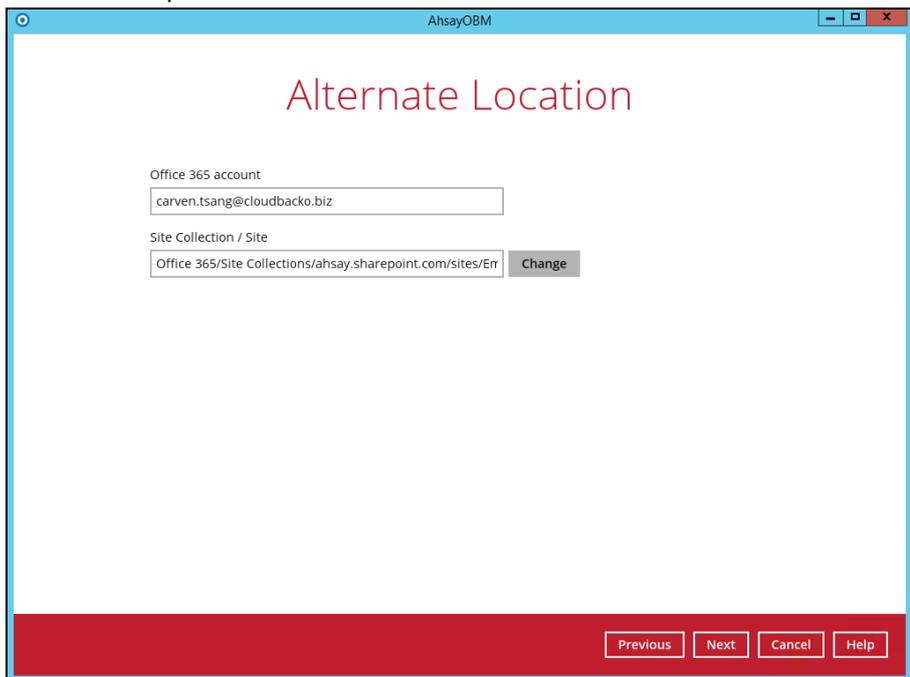
Click **Change** to select an alternate Site Collection / Site on which the data will be restored. Click on the dropdown arrow to view the available Sites.

The screenshot shows a dialog box titled "Alternate Location" from the application "AhsayOBM". It contains the following elements:

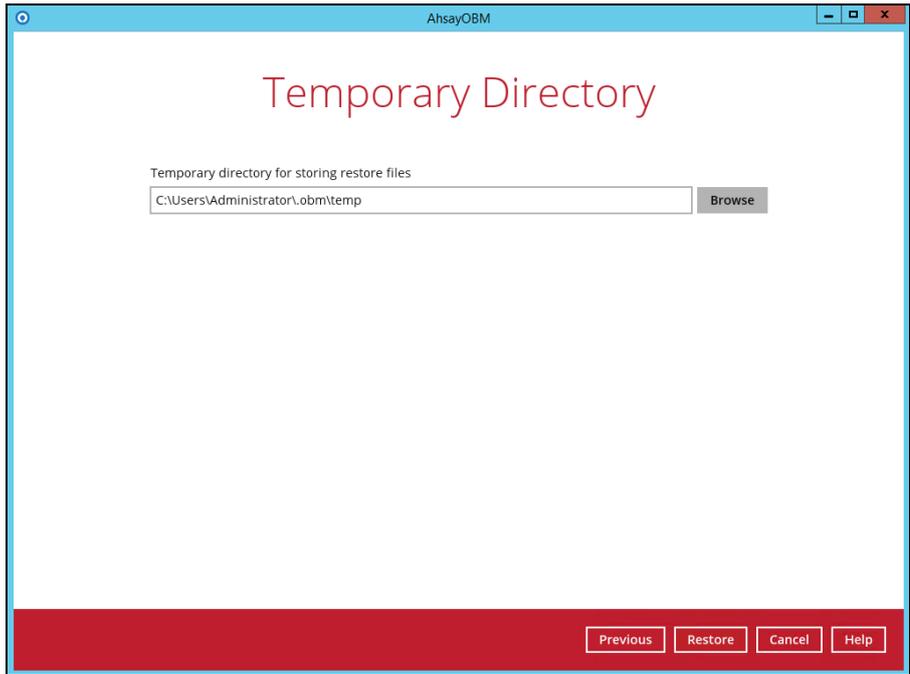
- Section: "Office 365 account"
 - Text input field: carven.tsang@cloudbacko.biz
- Section: "Site Collection / Site"
 - Text input field: []
 - Button: Change
- Footer buttons: Previous, Next, Cancel, Help



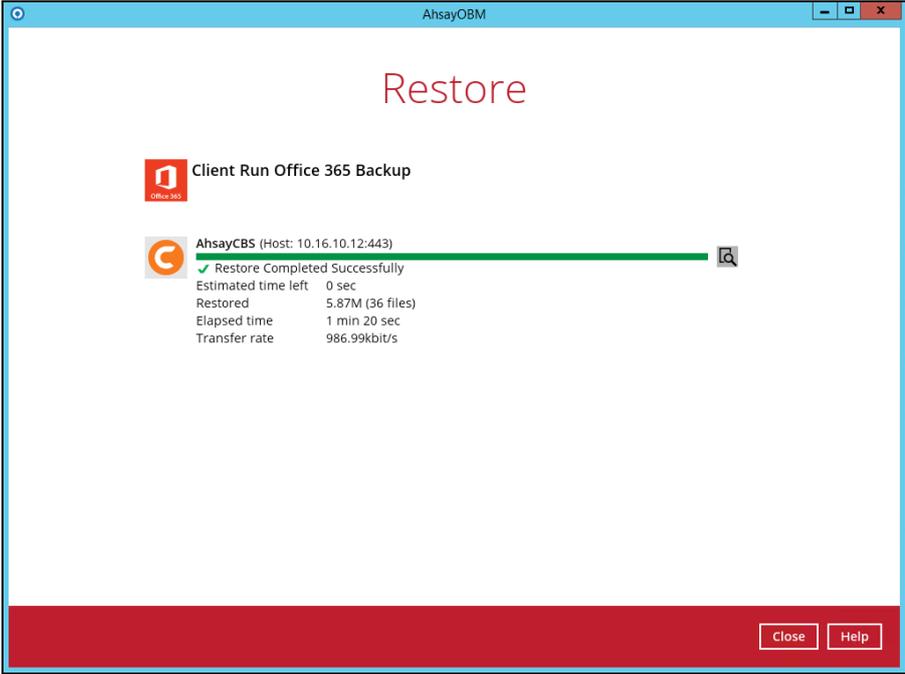
Click **Next** to proceed.



Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration



Restore is completed. Click the  to show the log of the restoration.



Restore

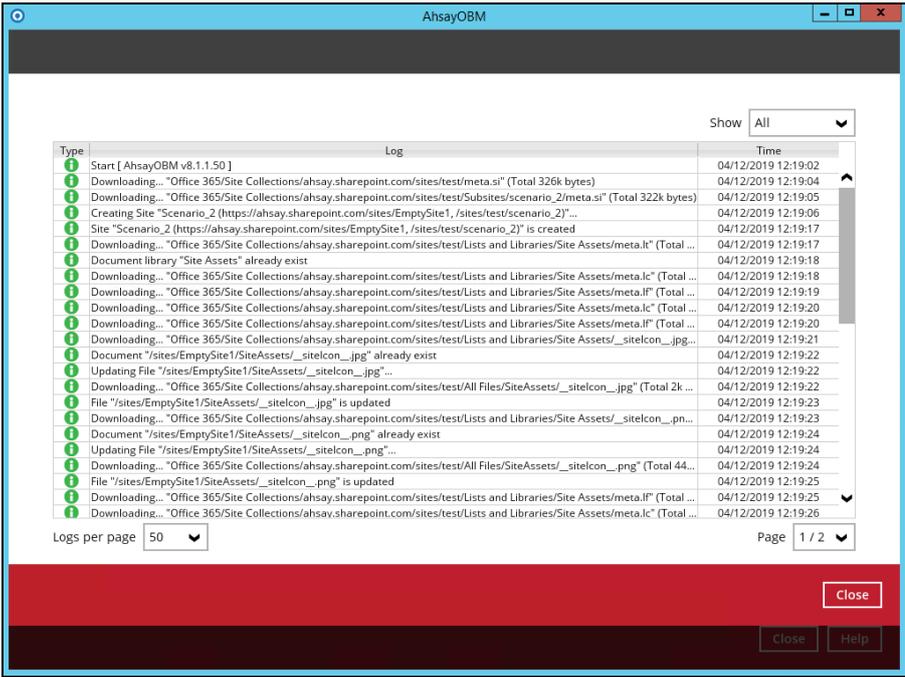
Client Run Office 365 Backup

AhsayCBS (Host: 10.16.10.12:443)

Restore Completed Successfully

Estimated time left	0 sec
Restored	5.87M (36 files)
Elapsed time	1 min 20 sec
Transfer rate	986.99kbit/s

Close Help



AhsayOBM

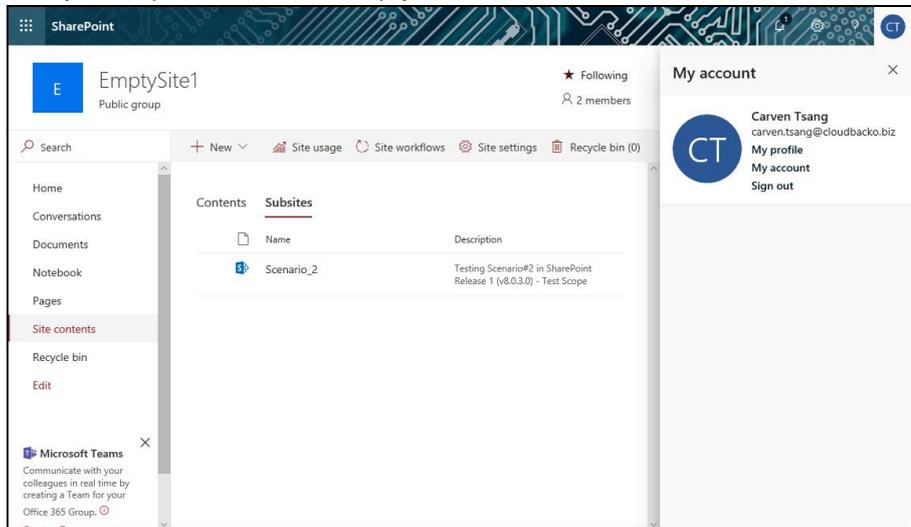
Show All

Type	Log	Time
Start	[AhsayOBM v8.1.1.50]	04/12/2019 12:19:02
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/meta.si" (Total 326k bytes)	04/12/2019 12:19:04
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Subsites/scenario_2/meta.si" (Total 322k bytes)	04/12/2019 12:19:05
Creating	Site "Scenario_2 (https://ahsay.sharepoint.com/sites/EmptySite1/_sites/test/scenario_2)" ...	04/12/2019 12:19:06
Site	"Scenario_2 (https://ahsay.sharepoint.com/sites/EmptySite1/_sites/test/scenario_2)" is created	04/12/2019 12:19:17
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lc" (Total ...	04/12/2019 12:19:17
Document	library "Site Assets" already exist	04/12/2019 12:19:18
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lc" (Total ...	04/12/2019 12:19:18
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lf" (Total ...	04/12/2019 12:19:19
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lc" (Total ...	04/12/2019 12:19:20
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lf" (Total ...	04/12/2019 12:19:20
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.jpg" ...	04/12/2019 12:19:21
Document	"sites/EmptySite1/SiteAssets/_sitecon_.jpg" already exist	04/12/2019 12:19:22
Updating	File "sites/EmptySite1/SiteAssets/_sitecon_.jpg" ...	04/12/2019 12:19:22
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/All Files/SiteAssets/_sitecon_.jpg" (Total 2k ...	04/12/2019 12:19:22
File	"sites/EmptySite1/SiteAssets/_sitecon_.jpg" is updated	04/12/2019 12:19:23
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/_sitecon_.png" ...	04/12/2019 12:19:23
Document	"sites/EmptySite1/SiteAssets/_sitecon_.png" already exist	04/12/2019 12:19:24
Updating	File "sites/EmptySite1/SiteAssets/_sitecon_.png" ...	04/12/2019 12:19:24
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/All Files/SiteAssets/_sitecon_.png" (Total 44 ...	04/12/2019 12:19:24
File	"sites/EmptySite1/SiteAssets/_sitecon_.png" is updated	04/12/2019 12:19:25
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lf" (Total ...	04/12/2019 12:19:25
Download	... "Office 365/Site Collections/ahsay.sharepoint.com/sites/test/Lists and Libraries/Site Assets/meta.lc" (Total ...	04/12/2019 12:19:26

Logs per page 50 Page 1 / 2

Close Help

To check if the selected site from Site Collections is fully restored, login and check the SharePoint. As you can see on our example screen shot below, Carven Tsang is logged in and the contents in ahsay.sharepoint.com/sites/test is completely restored in ahsay.sharepoint.com/sites/EmptySite1.



Alternate Office 365 Account

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.

Select what to restore

Choose from files as of job 04/11/2019 14:38

Show filter

Restore to local computer

Name	Date modified	Size
Item 1	01/14/2019 10:07	0
Item 3	01/14/2019 10:07	0
Item 2	01/14/2019 10:07	0
Item 4	01/14/2019 10:07	0
Item 5	01/14/2019 10:07	0

Items per page 50 Page 1 / 1

Search

Previous Next Cancel Help

Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate Office 365 Account**.

Restore items to

Original location

Alternate location

Alternate Office 365 account

Username

ronnie.chan@ahsaybackup.onmicrosoft.com

Password

.....

Region

Global

Access the Internet through proxy

Test

Mode

Overwrite when exist

Show advanced option

Previous Next Cancel Help

Choose from the following **Region**:

Region

- Global
- China
- Germany

Select a **Mode**.

- **Overwrite when exist**

If the data that you will be restoring is already available in the alternate Office 365 account, then you have a choice to still overwrite the existing data.

- **Skip when exist**

If the data you will be restoring is already available in the alternate Office 365 account, then you have a choice to skip and move to the next one.

Mode

- Overwrite when exist
- Skip when exist

Click the **Show advanced option** to configure other restore settings.

AhsayOBM

Choose Where The Items To Be Restored

Restore items to

- Original location
- Alternate location
- Alternate Office 365 account

Username
ronnie.chan@ahsaybackup.onmicrosoft.com

Password

Region
Global

Access the Internet through proxy

Test

Mode
Overwrite when exist

Show advanced option

Previous Next Cancel Help

Verify checksum of in-file delta files during restore

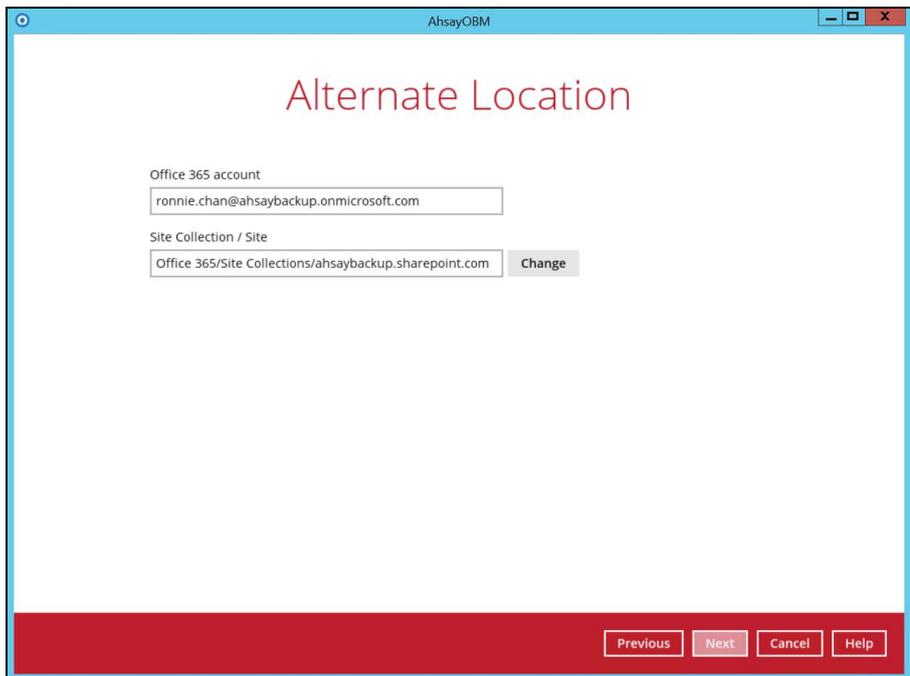
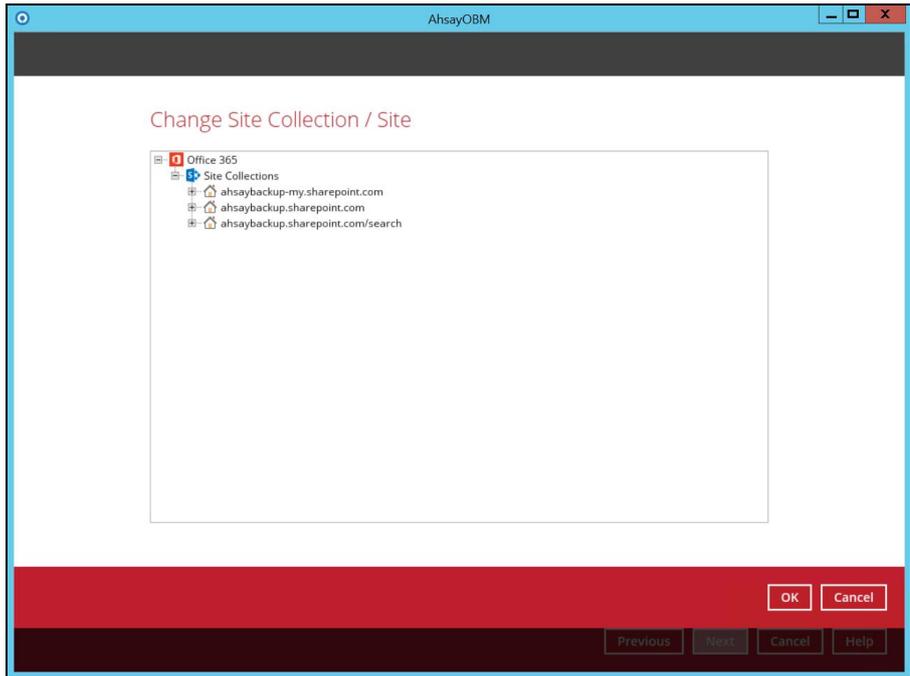
By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Click **Next** to proceed.

The screenshot shows a window titled "AhsayOBM" with the heading "Choose Where The Items To Be Restored". Under "Restore items to", there are three radio button options: "Original location", "Alternate location", and "Alternate Office 365 account" (which is selected). Below these are fields for "Username" (containing "ronnie.chan@ahsaybackup.onmicrosoft.com") and "Password" (masked with dots). There is a "Region" dropdown menu set to "Global" and a checkbox for "Access the Internet through proxy" which is unchecked. A "Test" button is present. Below that is a "Mode" dropdown menu set to "Overwrite when exist" and a checkbox for "Verify checksum of in-file delta files during restore" which is unchecked. A "Hide advanced option" link is at the bottom left. At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

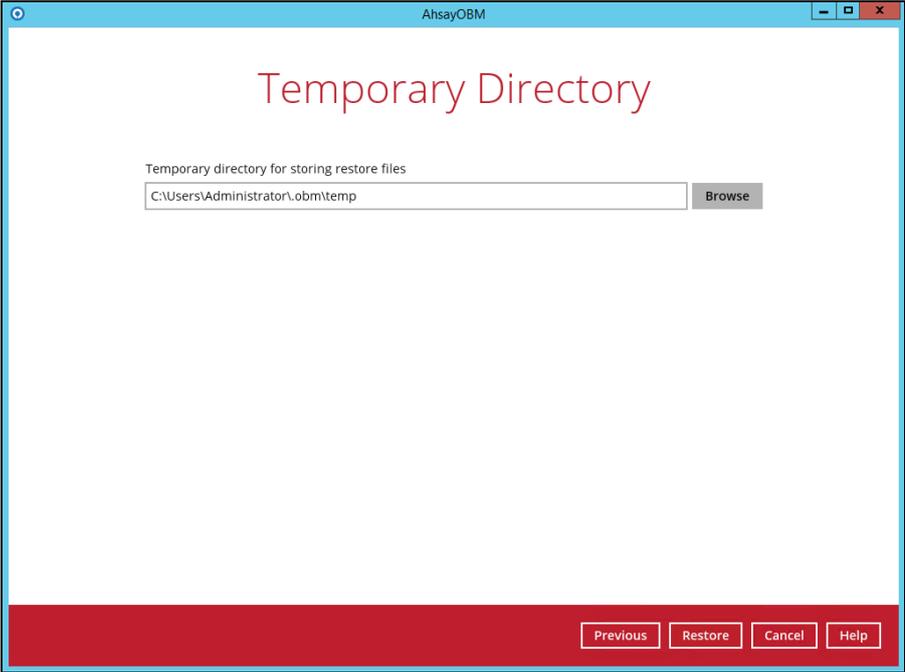
Click **Change** to select an alternate Site Collection / Site on which the data will be restored. Click on the dropdown arrow to view the available Sites.

The screenshot shows a window titled "AhsayOBM" with the heading "Alternate Location". It contains an "Office 365 account" field with the value "ronnie.chan@ahsaybackup.onmicrosoft.com". Below it is a "Site Collection / Site" field with a dropdown arrow and a "Change" button to its right. At the bottom right, there are four buttons: "Previous", "Next", "Cancel", and "Help".

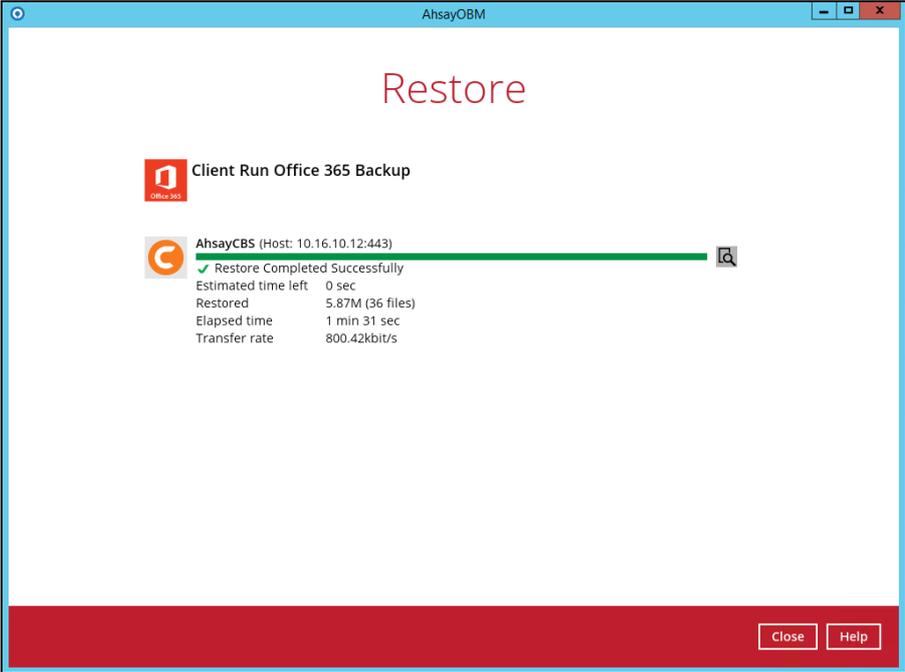


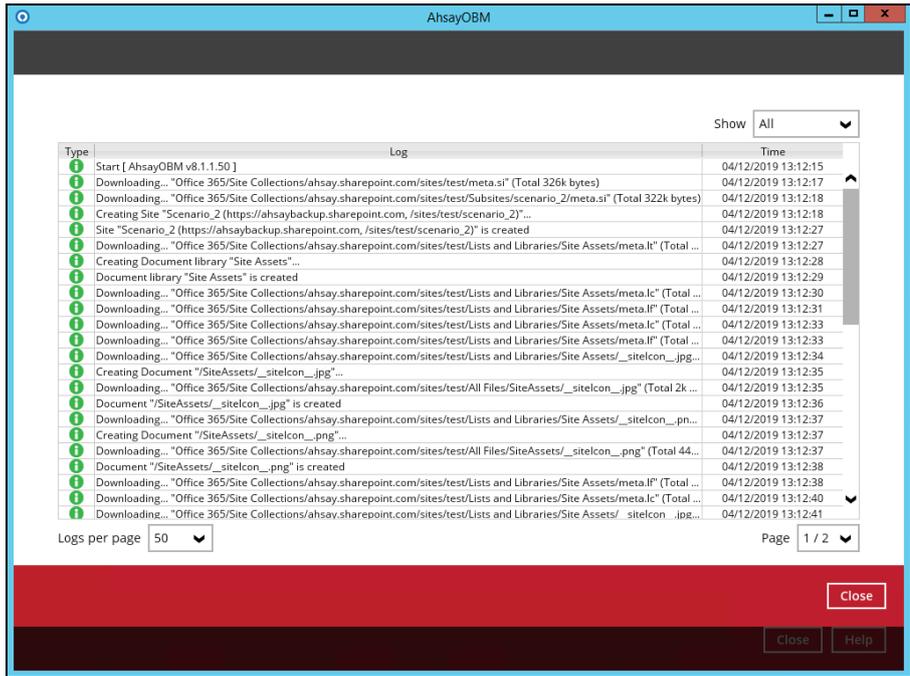
Click **Next** to proceed.

Select the temporary directory for storing temporary files, such as delta files when they are being merged, click **Restore** to start the restoration

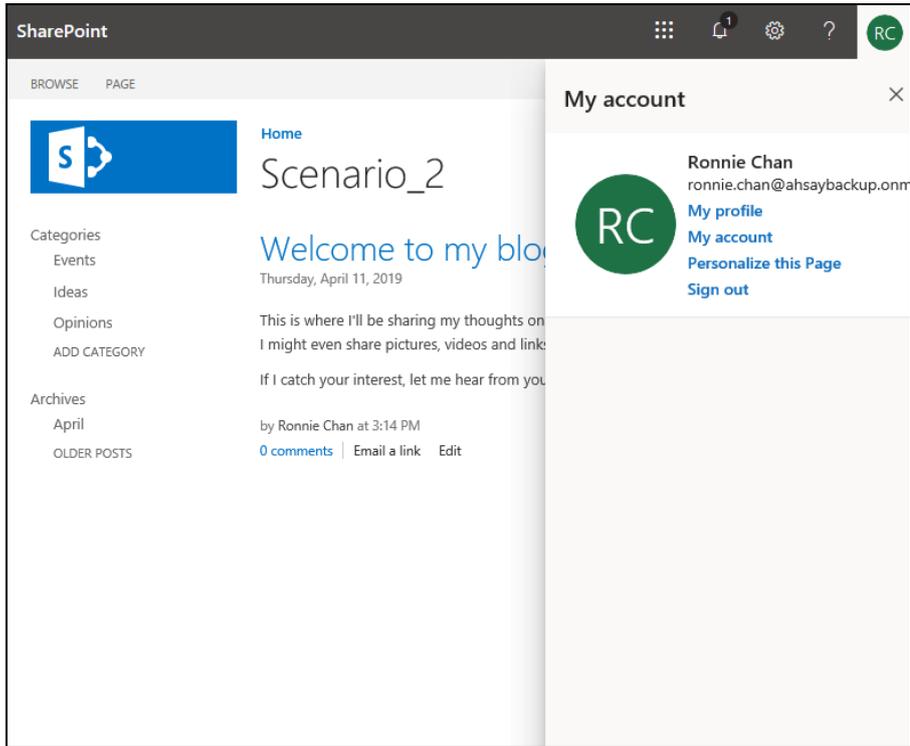


Restore is completed. Click the  to show the log of the restoration.



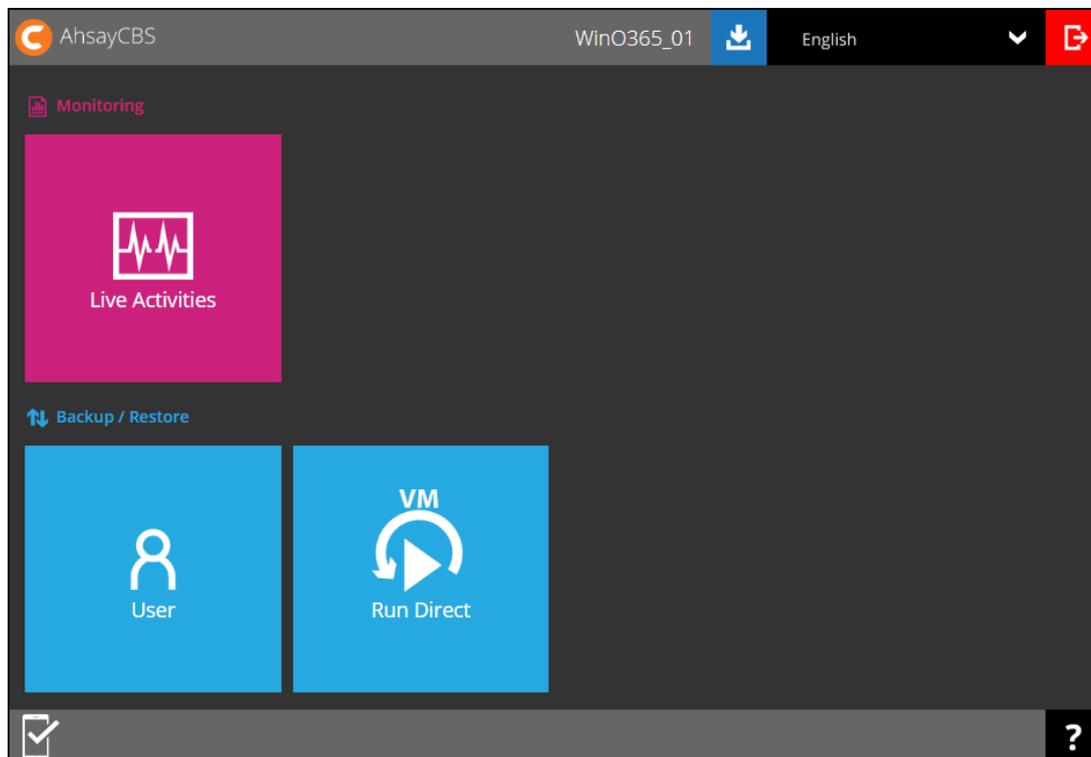


To check if the selected site from Site Collections is fully restored, login and check the SharePoint. As you can see on our example screen shot below, Ronnie Chan is logged in and the `ahsay.sharepoint.com/sites/test` is completely restored in another Office 365 account.

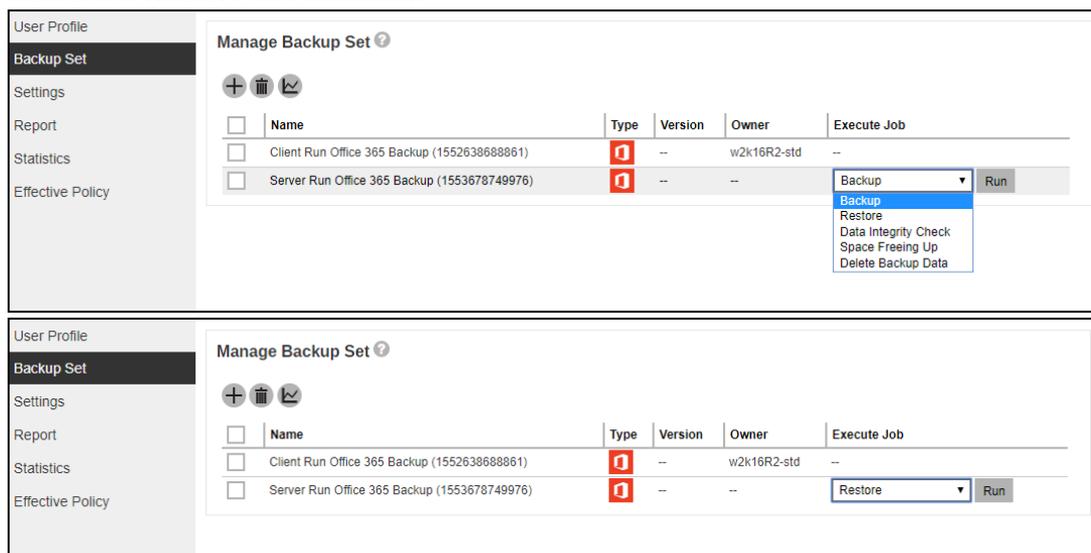


Restore Backup with AhsayCBS User Web Console

1. Log in to the User Web Console according to the instructions in [Login to User Web Console](#).
2. Click on the **User** icon.



3. You should see the backup set you would like to restore under **Backup Set > Manage Backup Set**. Click on the drop-down menu on the backup set you would like to restore, then select **Restore** and click **Run**.



4. Choose where the items to be restored from. Select to restore from **Users** or **Site Collections**. Click **Next** to continue.

From Users

For the backup data from Users

Choose Where The Items To Be Restored From

Restore items from

Users

Site Collections

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.

Select Your Items To Be Restored

Select What To Restore

Choose from files as of job: 2019-03-29 Latest

Show filter

File	Size	Last Modified
------	------	---------------

Office 365

- Public Folders
- Users
 - carven.tsang@cloudbacko.b
 - OneDrive
 - Outlook
 - Personal Site

Navigation: < > X ?

Select the destination you would like the mail objects to be restored.

Original location

Choose from the following three (3) options on where you want your items to be restored. Select the Original location.

Also click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

Restore Items To

- Original location
- Alternate location
- Alternate Office 365 account

[Show advanced option](#)

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

Restore Items To

- Original location
- Alternate location
- Alternate Office 365 account

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

← ↺ ✕ ?

Click  to start the restoration.

Alternate location

Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate location**.

Also click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

[Show advanced option](#)

Verify checksum of in-file delta files during restore

By **enabling** this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

← → ✕ ?

Alternate location

Office 365 account

← ↺ ✕ ?

Click  to start the restoration.

Alternate Office 365 Account

Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate Office 365 Account**.

Input the Username and Password and choose the region for the other Office 365 account.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Username

Password

Region

Global ▾

Access the Internet through Proxy

Test

[Show advanced option](#)

Choose from the following **Region**:

Region

Global ▾

Global

China

Germany

Also, click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Username

Password

Region

Global ▾

Access the Internet through Proxy

Test

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Username

Password

Region

Access the Internet through Proxy

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

Press Test to validate the account. An alert message with OK message will show when the validation is successful, then click **OK** to continue.

Choose Where The

10.90.10.12 says

OK

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Username

Password

Region

Access the Internet through Proxy

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

Choose Where The Items To Be Restored

Restore items To

- Original location
- Alternate location
- Alternate Office 365 account

Username

Password

Region

Global ▾

Access the Internet through Proxy

Test

Verify checksum of in-file delta files during restore

[Hide advanced option](#)



Alternate location

Office 365 account



Click  to start the restoration.

From Site Collections

Choose Where The Items To Be Restored From

Restore items from

- Users
 Site Collections

Select the item(s) you would like to restore. You can also choose to restore backed up file from a specific backup job of your choice using the **Select what to restore** drop-down menu at the top. Click **Next** to proceed when you are done with the selection.

Select Your Items To Be Restored

Select What To Restore

Choose from files as of job Latest

Show filter

	File	Size	Last Modified
<input checked="" type="checkbox"/> Office 365			
<input checked="" type="checkbox"/> Site Collections			
<input checked="" type="checkbox"/> ahsay-my.sharepoint			

Navigation icons: ← → X ?

Select the destination you would like the mail objects to be restored.

Original location

Choose from the following three (3) options on where you want your items to be restored. Select the **Original location**.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Mode

Overwrite when exist ▾

[Show advanced option](#)

Select a **Mode**.

- **Overwrite when exist**
If the data that you will be restoring is already available in the Office 365 account, then you have a choice to still overwrite the existing data.
- **Skip when exist**
If the data you will be restoring is already available in the Office 365 account, then you have a choice to skip and move to the next one.

Mode

Overwrite when exist ▾

Overwrite when exist

Skip when exist

Click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

- Restore Items To
- Original location
 - Alternate location
 - Alternate Office 365 account

Mode

Overwrite when exist ▾

Show advanced option



Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

- Restore Items To
- Original location
 - Alternate location
 - Alternate Office 365 account

Mode

Overwrite when exist ▾

Verify checksum of in-file delta files during restore

Hide advanced option



Click  to proceed.

Alternate Location

Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate location**.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Mode

Overwrite when exist ▾

[Show advanced option](#)

← → X ?

Select a **Mode**.

- **Overwrite when exist**
If the data that you will be restoring is already available in the alternate location in the Office 365 account, then you have a choice to still overwrite the existing data.
- **Skip when exist**
If the data you will be restoring is already available in the alternate location in the Office 365 account, then you have a choice to skip and move to the next one.

Mode

Overwrite when exist ▾

Overwrite when exist

Skip when exist

Click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Mode

Overwrite when exist ▾

[Show advanced option](#)

← → X ?

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Mode

Overwrite when exist ▾

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

← → X ?

Click **Next** to proceed.

Click **Change** to select an alternate Site Collection / Site on which the data will be restored. Click on the dropdown arrow to view the available Sites.

Alternate location

Office 365 account
carven.tsang@cloudbacko.biz

Site Collection / Site
 Change

Change Site Collection / Site

- Office 365
 - Site Collections
 - ahsay-my.sharepoint.com
 - ahsay.sharepoint.com
 - ahsay.sharepoint.com/search
 - ahsay.sharepoint.com/sites/BlogDemo
 - ahsay.sharepoint.com/sites/CI
 - ahsay.sharepoint.com/sites/CITeam01
 - ahsay.sharepoint.com/sites/CIteamSite
 - ahsay.sharepoint.com/sites/CIstestsite
 - ahsay.sharepoint.com/sites/DEV
 - ahsay.sharepoint.com/sites/DevTest
 - ahsay.sharepoint.com/sites/Dev_u_o_x_SITE
 - ahsay.sharepoint.com/sites/EdenClassic1
 - ahsay.sharepoint.com/sites/EdenClassic2
 - ahsay.sharepoint.com/sites/EdenClassic3
 - ahsay.sharepoint.com/sites/EdenCommunity

✓ X

Alternate location

Office 365 account
carven.tsang@cloudbacko.biz

Site Collection / Site
Office 365/Site Collections/ahsay.sharepoint.com/sites/TestSh **Change**

← ↻ X ?

Click  to proceed.

Alternate Office 365 Account

Choose from the following three (3) options on where you want your items to be restored. Select the **Alternate Office 365 Account**.

Input the Username and Password and choose the region for the other Office 365 account.

Choose Where The Items To Be Restored

Restore Items To

Original location

Alternate location

Alternate Office 365 account

Username

Password

Region

Global ▾

Access the Internet through Proxy

Test

Mode

Overwrite when exist ▾

[Show advanced option](#)

Choose from the following **Region**:

Region

Global ▾

Global

China

Germany

Select a **Mode**.

- Overwrite when exist**
If **the** data that you will be restoring is already available in the alternate Office 365 account, then you have a choice to still overwrite the existing data.
- Skip when exist**
If the data you will be restoring is already available in the alternate Office 365 account, then you have a choice to skip and move to the next one.

Mode

Overwrite when exist ▾

Overwrite when exist

Skip when exist

Click the **Show advanced option** to configure other restore settings.

Choose Where The Items To Be Restored

Restore Items To

- Original location
- Alternate location
- Alternate Office 365 account

Username

Password

Region

Access the Internet through Proxy

Mode

[Show advanced option](#)

← → ✕ ?

Verify checksum of in-file delta files during restore

By enabling this option, the checksum of in-file delta files will be verified during the restore process. This will check the data for errors during the restore process and create a data summary of the in-file delta files which will be included in the report.

Choose Where The Items To Be Restored

Restore Items To

- Original location
- Alternate location
- Alternate Office 365 account

Username

Password

Region

Access the Internet through Proxy

Mode

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

← → ✕ ?

Press **Test** to validate the account. An alert message with OK message will show when the validation is successful, then click **OK** to continue.

Choose Where To Restore

10.90.10.12 says
OK

Restore Items To

- Original location
- Alternate location
- Alternate Office 365 account

Username
ronnie.chan@ahsaybackup.onmicrosoft.com

Password

Region
Global ▾

Access the Internet through Proxy

Test

Mode
Overwrite when exist ▾

Verify checksum of in-file delta files during restore

[Hide advanced option](#)

← → X ?

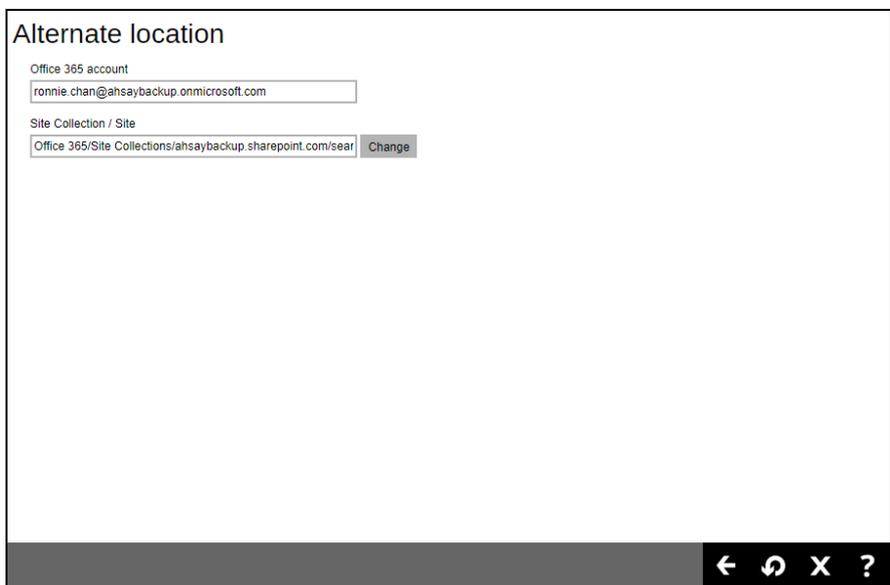
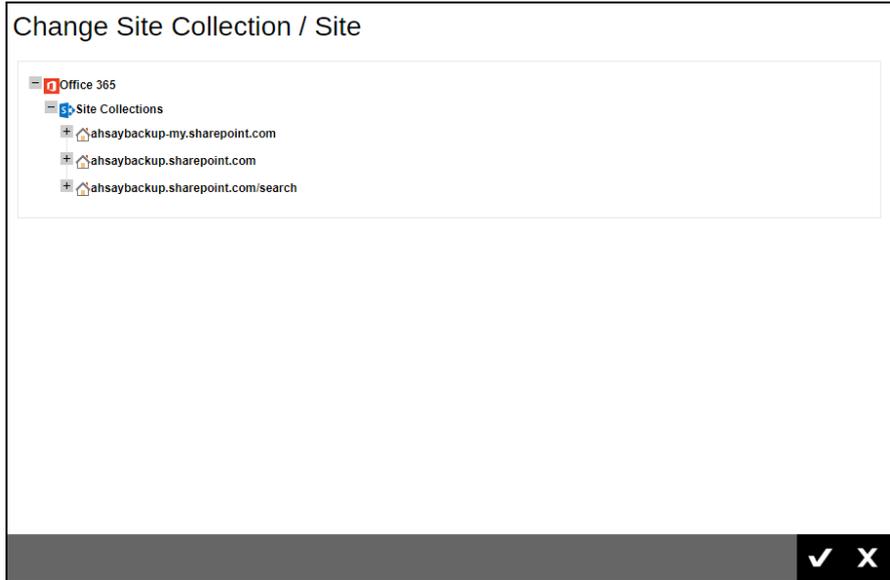
Click **Change** to select an alternate Site Collection / Site on which the data will be restored. Click on the dropdown arrow to view the available Sites.

Alternate location

Office 365 account
ronnie.chan@ahsaybackup.onmicrosoft.com

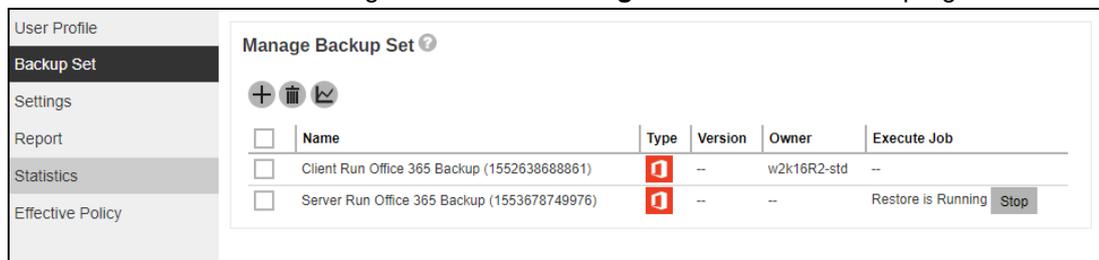
Site Collection / Site
Change

← ↺ X ?

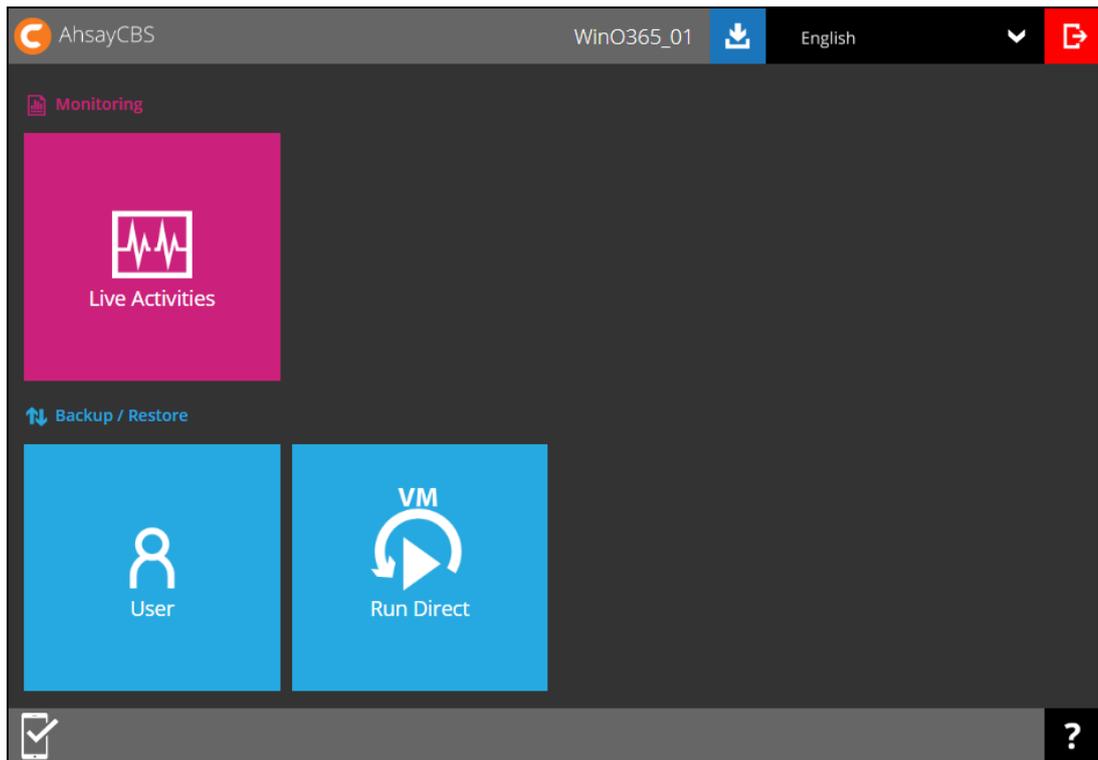


Click  to proceed.

5. You will see the status showing **Restore is Running** when the restore is in progress.



6. If you want to monitor the backup status, you need to go to **Live Activities** to watch the process.



The screenshot shows the 'Restore Status' page in AhsayCBS. It has two tabs: 'Backup Status' and 'Restore Status', with the latter being selected. Below the tabs, there is a message: 'All restore jobs that are currently running or finished within 1 hour.' Below this message is a table with the following data:

Login Name (Alias)	Owner	Backup Set	Destination	Progress	Estimated Time Left	Current File	Transfer Rate
WinO365_01 ()	--	Server Run Office 365 Backup	AhsayCBS	0 %	0 sec		0bit/s

Restore Filter with AhsayOBM

This search feature allows you to search directories, files, folders, and mails. For Office 365, these items can be search from **Users** and **Site Collections**.

- For Users, you can search **Files**, **Folders**, and **Mails**.
- For Site Collections, you can search **Directories** and **Files**.

To make it more flexible, the search feature offers filtering. You can add additional pattern upon searching. Pattern includes the following criteria:

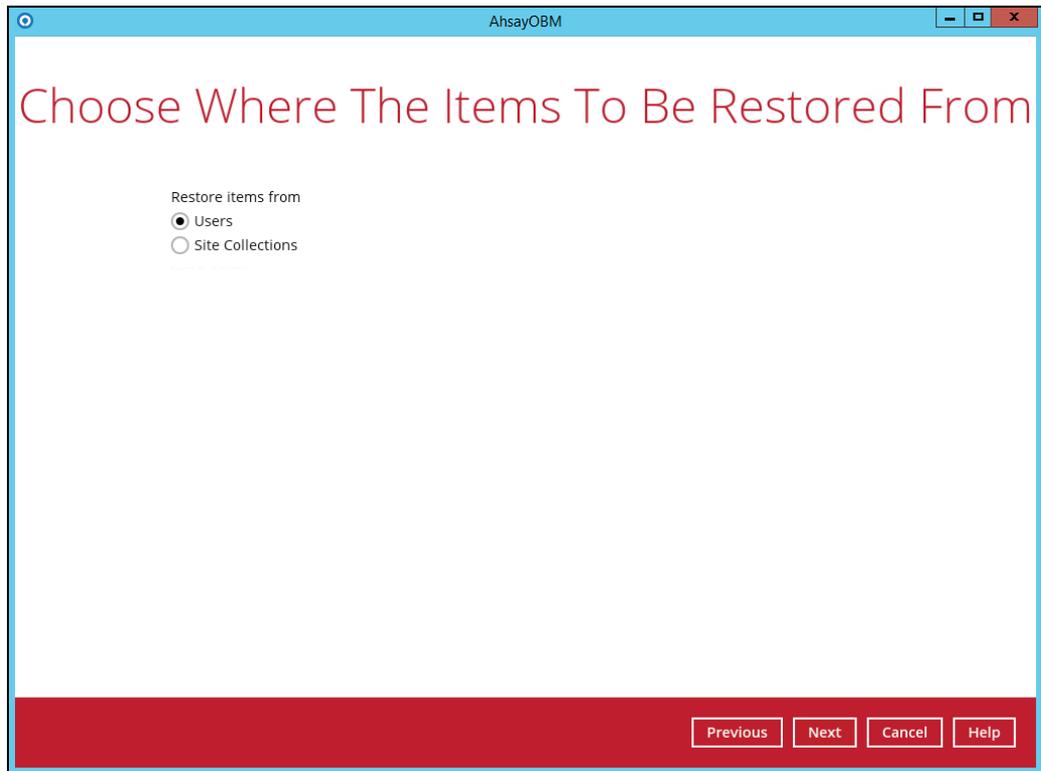
- **Contains**
These are Directories, Files, Folders, and Mails with the name **containing** the specific letter or word.
- **Exact**
These are Directories, Files, Folders, and Mails with the **exact** or **accurate** name.
- **Start With**
These are Directories, Files, Folders, and Mails with the name **starting** with a specific letter or word.
- **Ends With**
These are Directories, Files, Folders, and Mails with the name **ending** with a specific letter or word.

It also has the **Match Case** function, which serves as an additional accuracy when searching for any specific directories, files, folders, and mails.

For more detailed examples using the restore filter on AhsayOBM, refer to [Appendix E: Example Scenarios for Restore Filter using AhsayOBM](#).

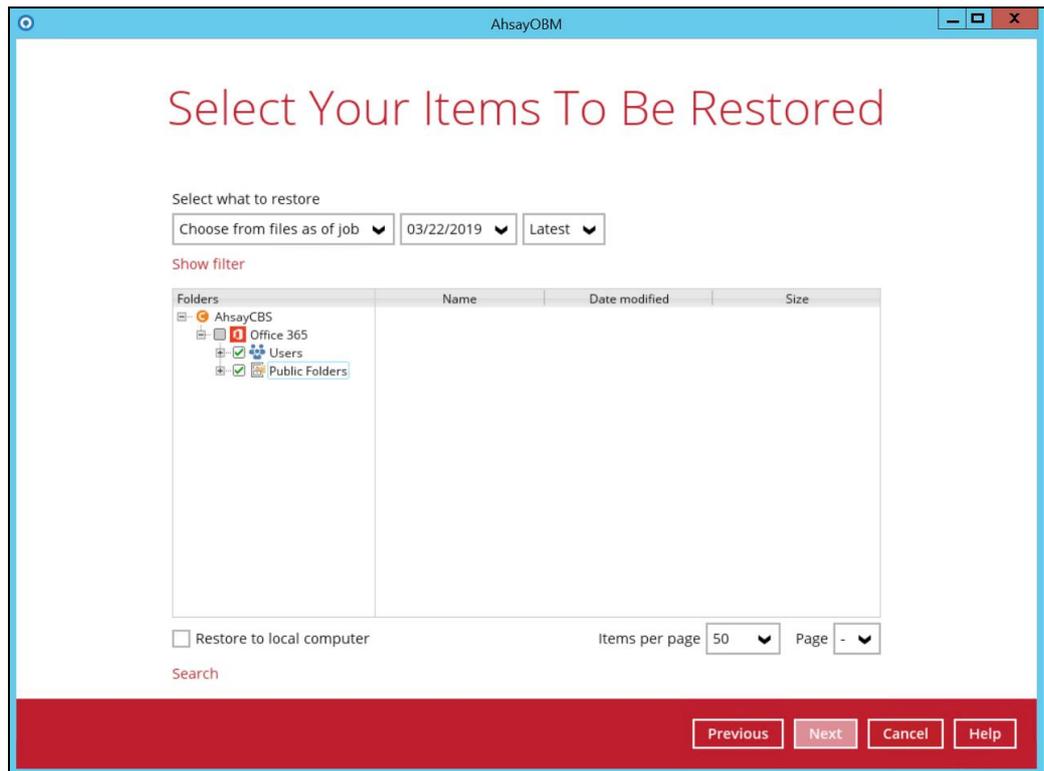
1. Login to AhsayOBM according to the instructions in [Login to AhsayOBM](#).
2. Click the Restore icon on the main interface of AhsayOBM.
3. Select the backup set the you would like to restore.
4. Select the backup destination that you would like to restore backed-up items to.
5. Select to restore from Users or Site Collections. Click Next to continue.

From Users

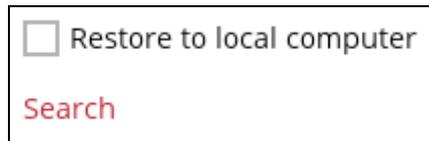


The screenshot shows a window titled "AhsayOBM" with a red header bar. The main content area has the text "Choose Where The Items To Be Restored From" in red. Below this, there is a section titled "Restore items from" with two radio button options: "Users" (which is selected) and "Site Collections". At the bottom of the window, there is a red bar containing four buttons: "Previous", "Next", "Cancel", and "Help".

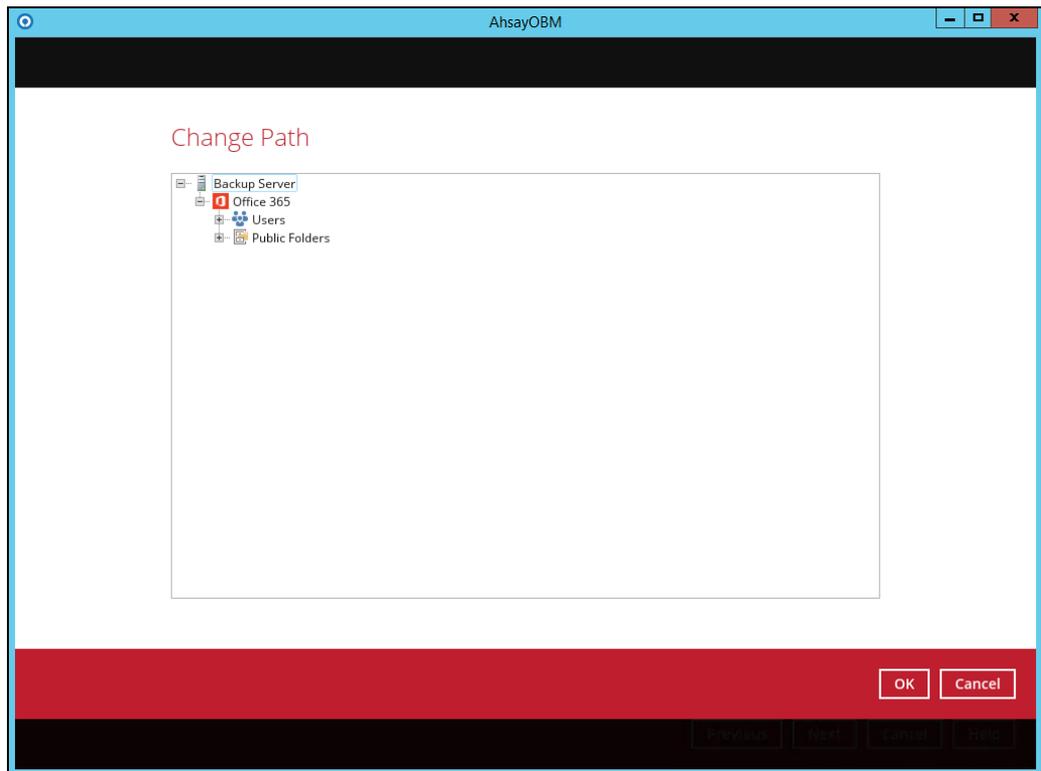
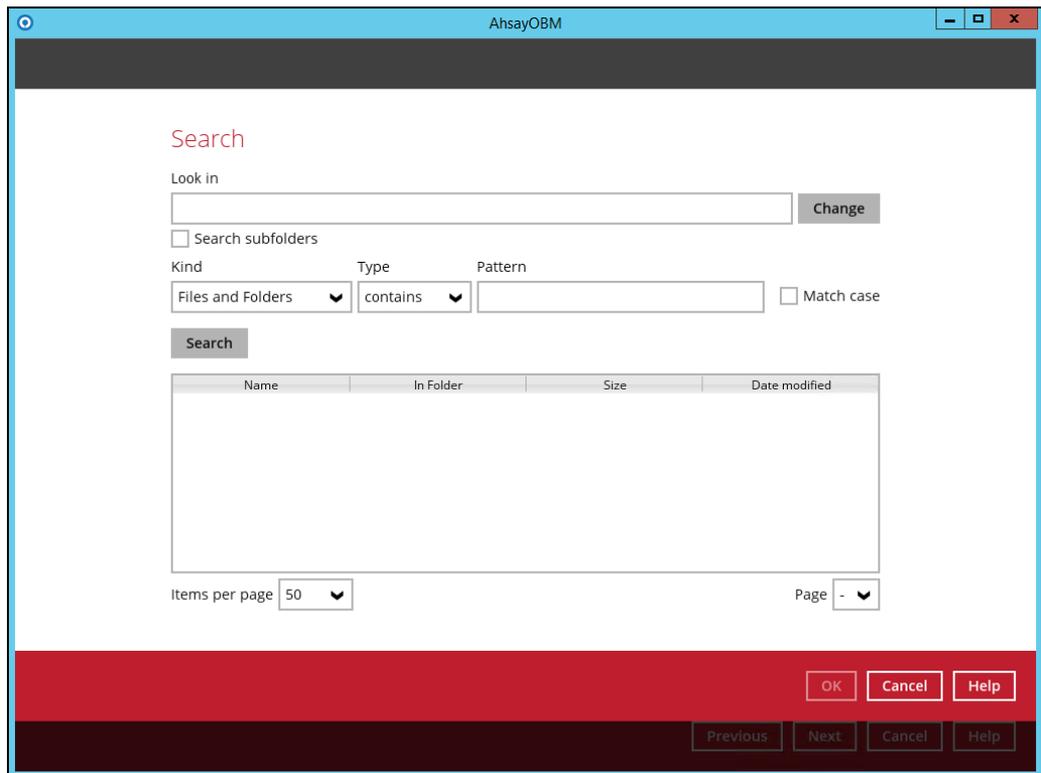
Select the item(s) you would like to restore. You can also choose to restore backed-up file from a specific backup job of your choice using the Select what to restore drop-down menu at the top. Click Next to proceed.

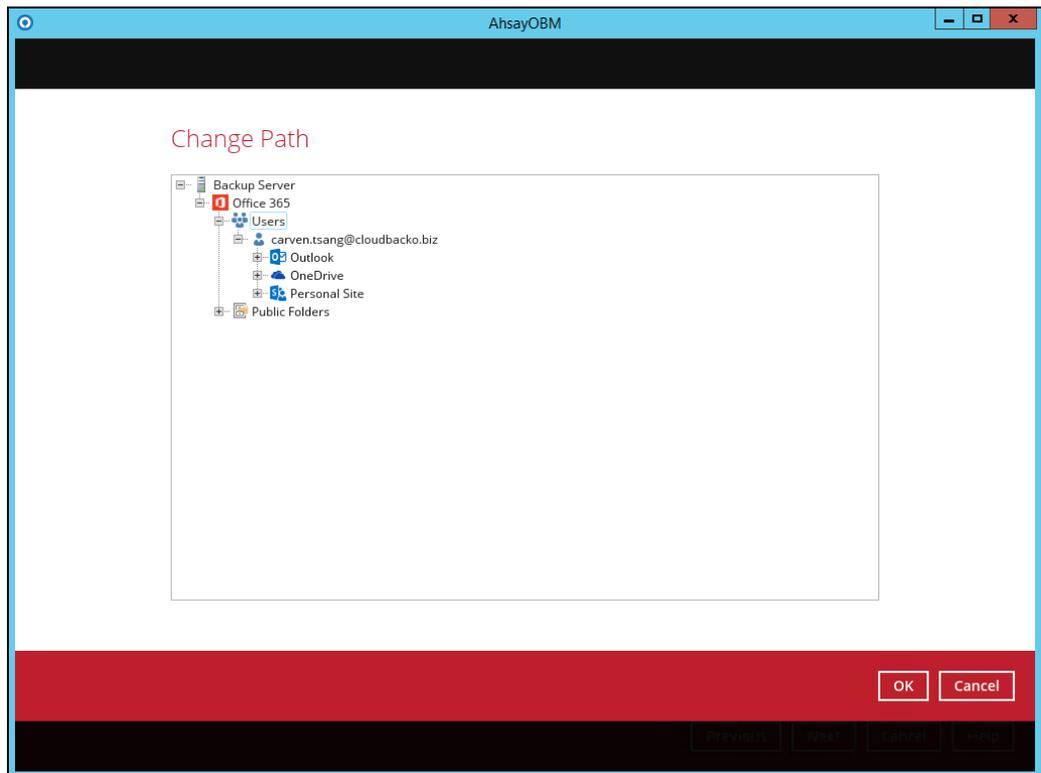


Click the Search located below the Restore to local computer checkbox.

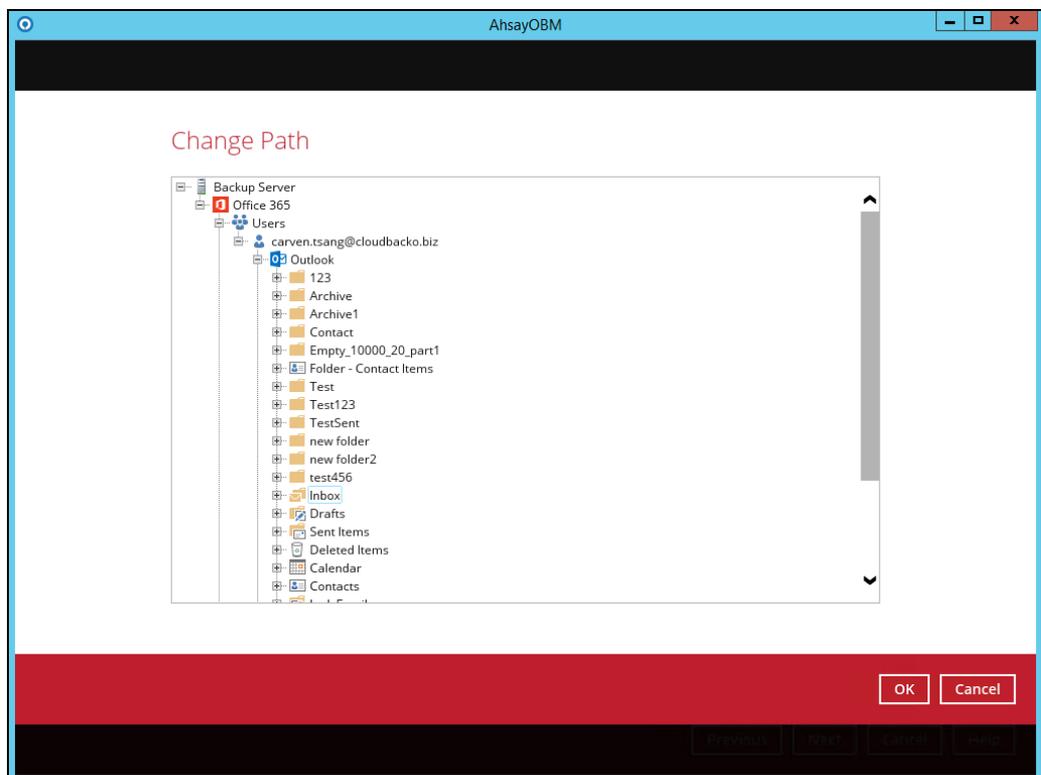


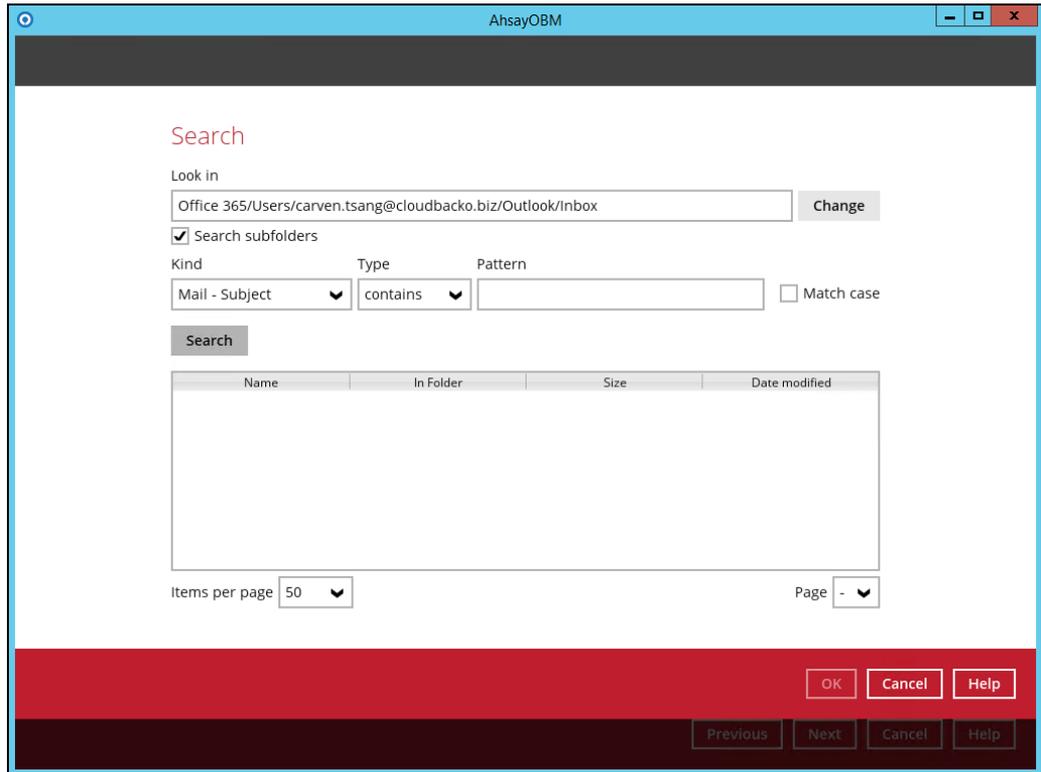
Change the path if you want to restore items from other location. Click the Change button then click OK to proceed.





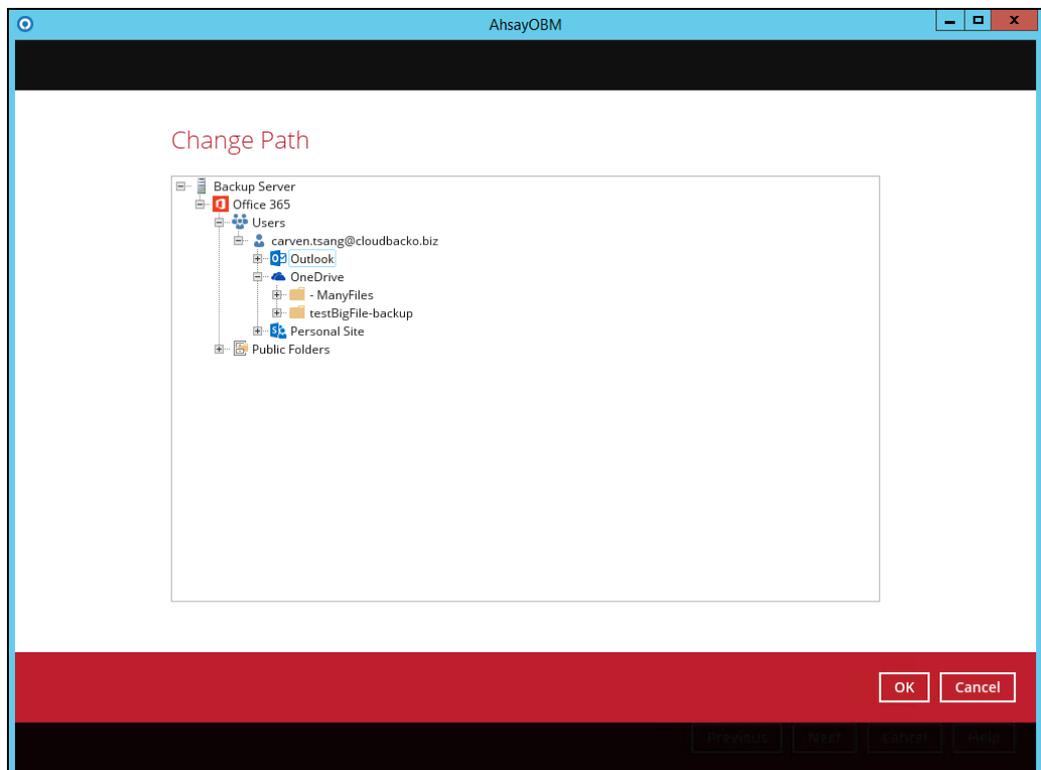
If you are going to search for specific mails, then click the Outlook to expand for more selection. In our example below, **Inbox** of **carven.tsang@cloudbacko.biz** is selected.

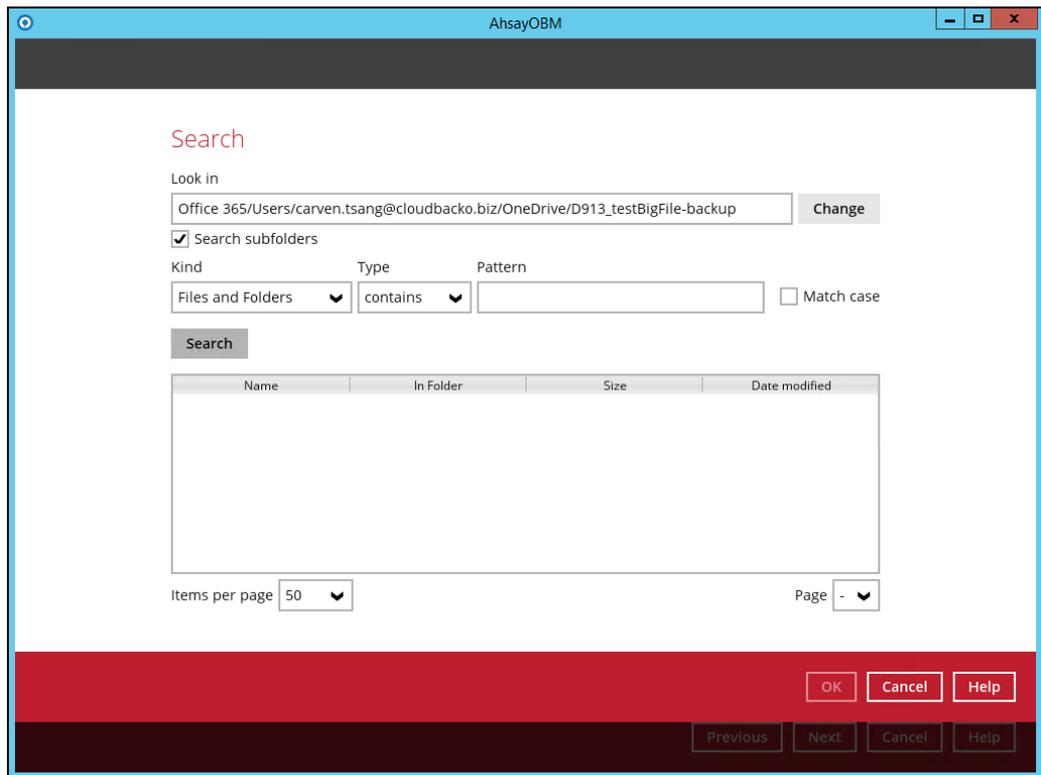




OR

If you are going to search for specific files and/or folders, then click the OneDrive to expand for more selection. In our example below, **testBigFile-backup** folder in **OneDrive** is selected.





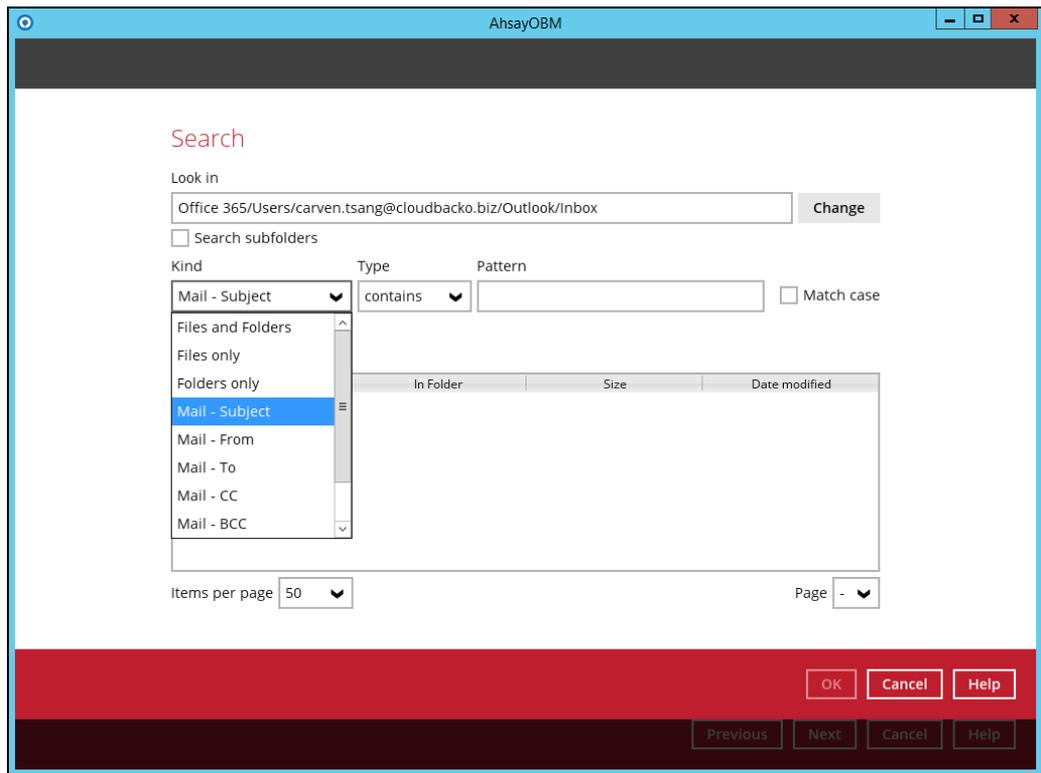
Tick the Search subfolders checkbox if you want to include available subfolders upon searching.

Look in	Office 365/Users/carven.tsang@cloudbacko.biz/OneDrive/D913_testBigFile-backup	Change
<input type="checkbox"/>	Search subfolders	

Look in	Office 365/Users/carven.tsang@cloudbacko.biz/OneDrive/D913_testBigFile-backup	Change
<input checked="" type="checkbox"/>	Search subfolders	

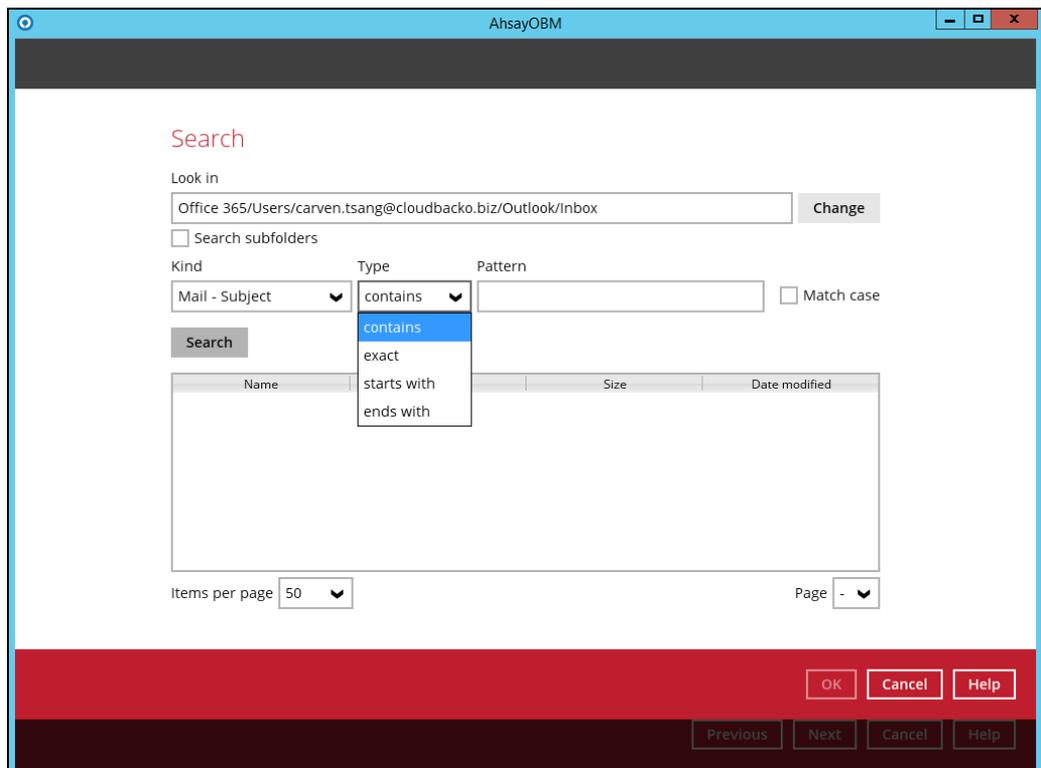
Select from the following kind of files you want to search.

- Files and Folders
- Files only
- Folders only
- Mail – Subject
- Mail – From
- Mail – To
- Mail – CC
- Mail – BCC
- Mail – Received Date
- Mail – Sent Date



Select from the following type of filtering you want to search.

- Contains
- Exact
- Starts With
- Ends With

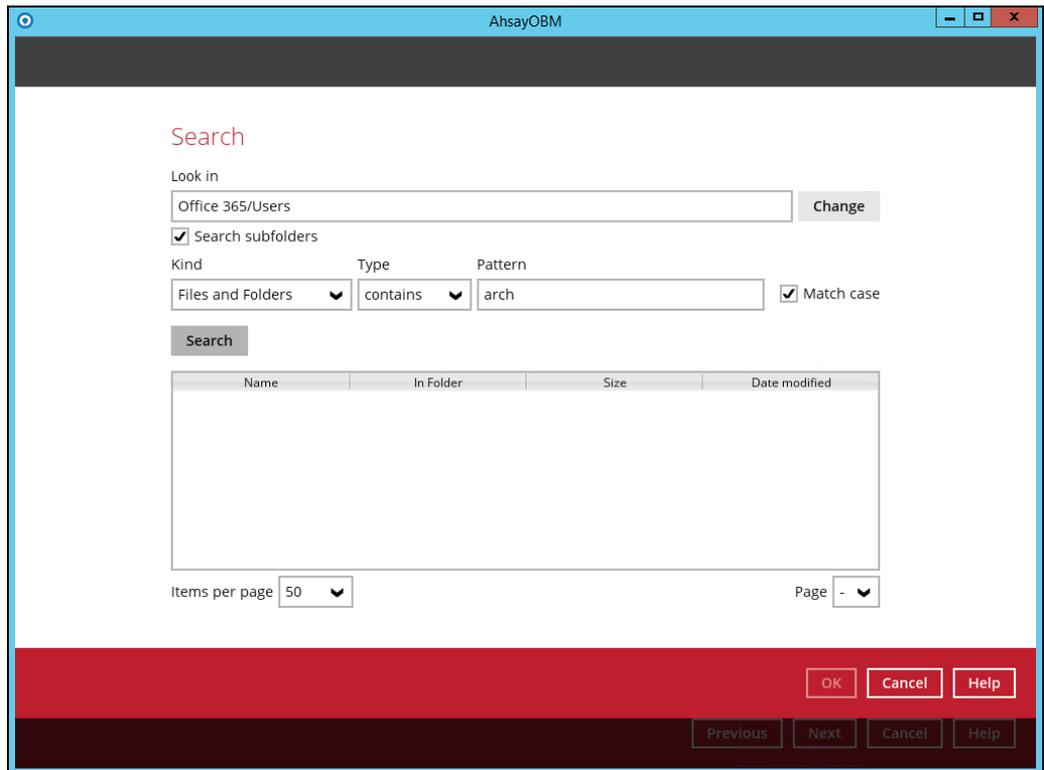


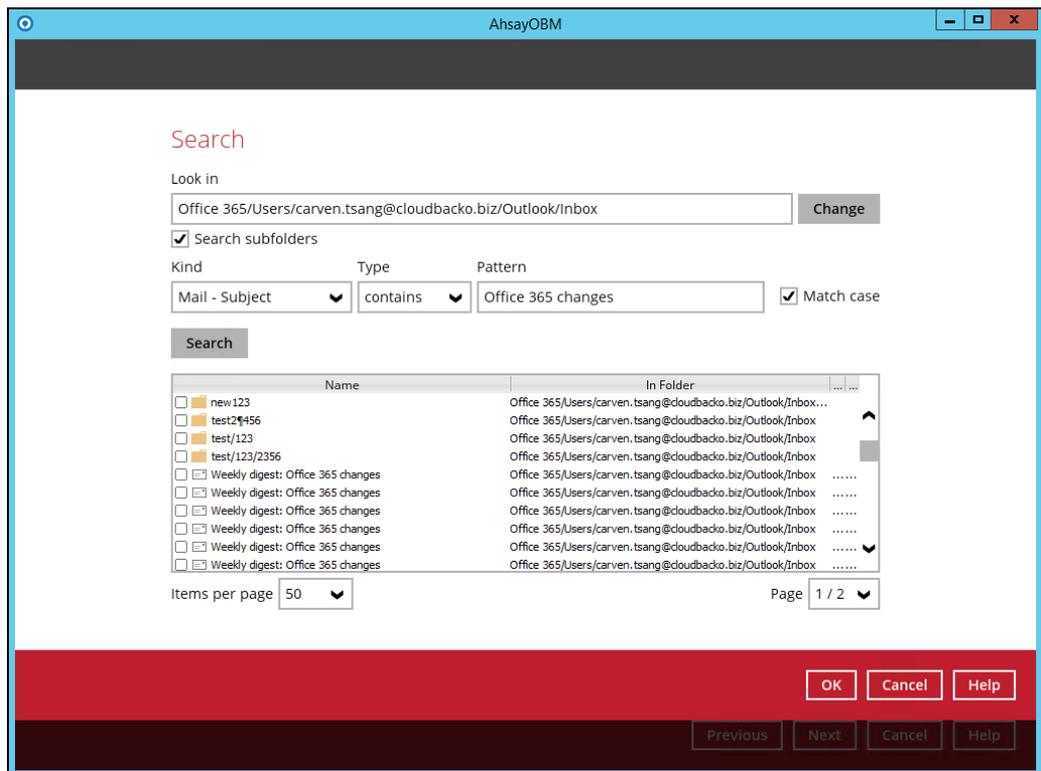
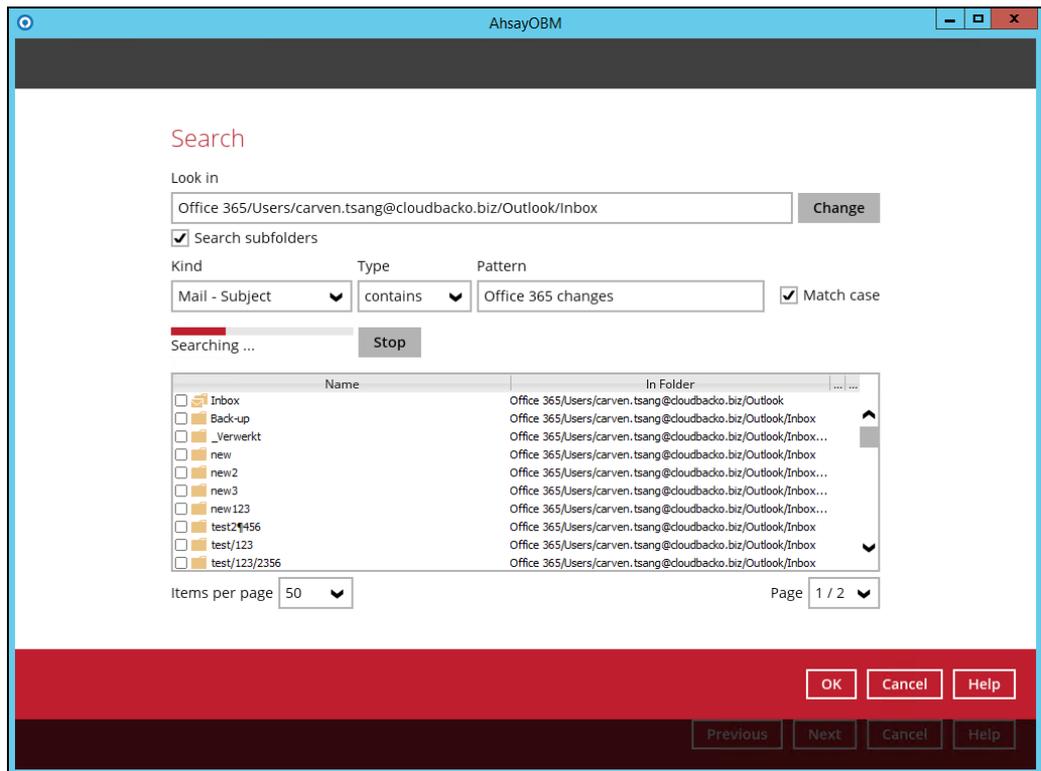
Enter a pattern you want and Tick the Match Case checkbox if you want to accurately search for a specific file.

Kind	Type	Pattern	
Mail - Subject	contains	Office 365 changes	<input type="checkbox"/> Match case

Kind	Type	Pattern	
Mail - Subject	contains	Office 365 changes	<input checked="" type="checkbox"/> Match case

Click the Search button and the result will be displayed.





Check all the items or check a specific mail that you want and click OK to proceed and you will return to the restore main screen.

AhsayOBM

Search

Look in
 Change

Search subfolders

Kind: Type: Pattern: Match case

Search

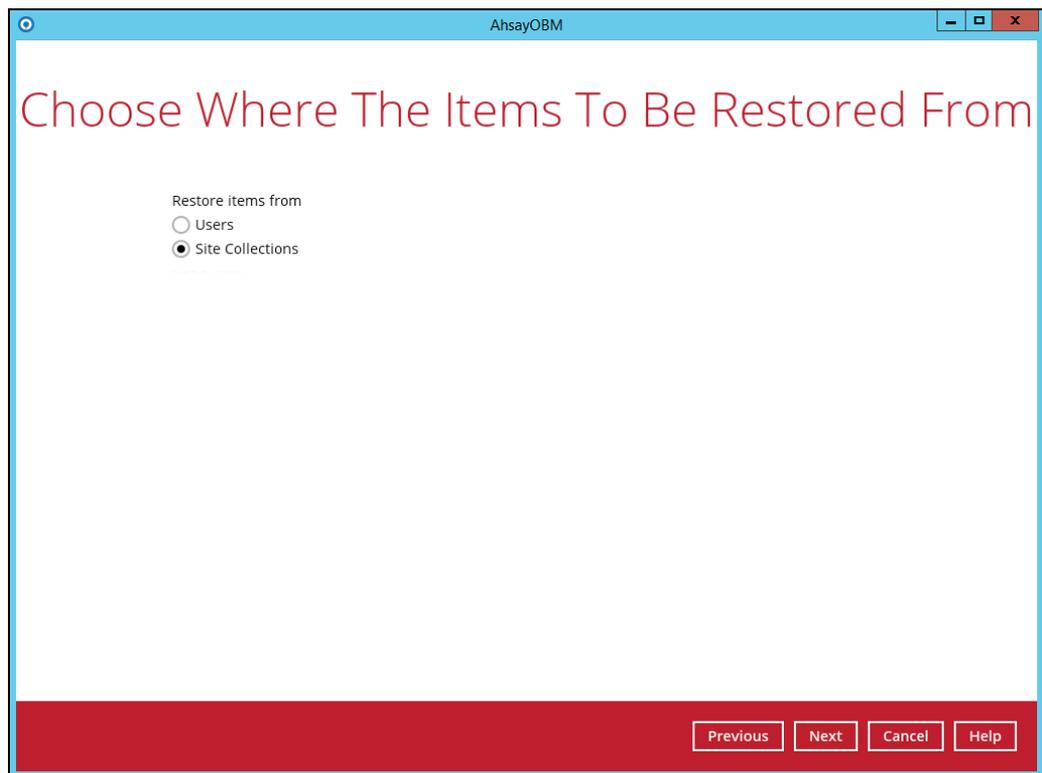
	Name	In Folder	Size	Date modified
<input type="checkbox"/>	new123	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox...		
<input type="checkbox"/>	test2456	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox		
<input type="checkbox"/>	test/123	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox		
<input type="checkbox"/>	test/123/2356	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox		
<input checked="" type="checkbox"/>	Weekly digest: Office 365 changes	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox	68k	10/11/2017 04:07
<input type="checkbox"/>	Weekly digest: Office 365 changes	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox	61k	02/13/2018 15:45
<input checked="" type="checkbox"/>	Weekly digest: Office 365 changes	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox	63k	10/11/2017 04:07
<input checked="" type="checkbox"/>	Weekly digest: Office 365 changes	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox	66k	10/17/2017 01:14
<input checked="" type="checkbox"/>	Weekly digest: Office 365 changes	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox	60k	10/24/2017 00:58
<input type="checkbox"/>	Weekly digest: Office 365 changes	Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox	58k	11/01/2017 00:19

Items per page: Page:

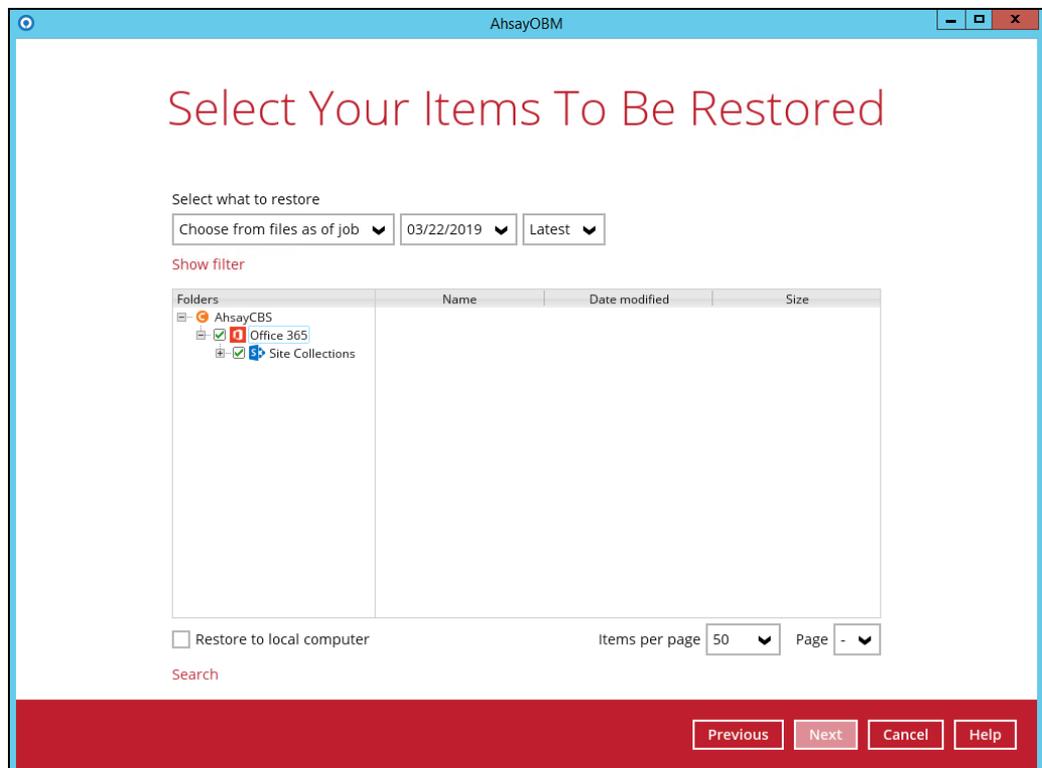
OK Cancel Help

Previous Next Cancel Help

From Site Collections



Select the item(s) you would like to restore. You can also choose to restore backed-up file from a specific backup job of your choice using the Select what to restore drop-down menu at the top. Click Next to proceed.

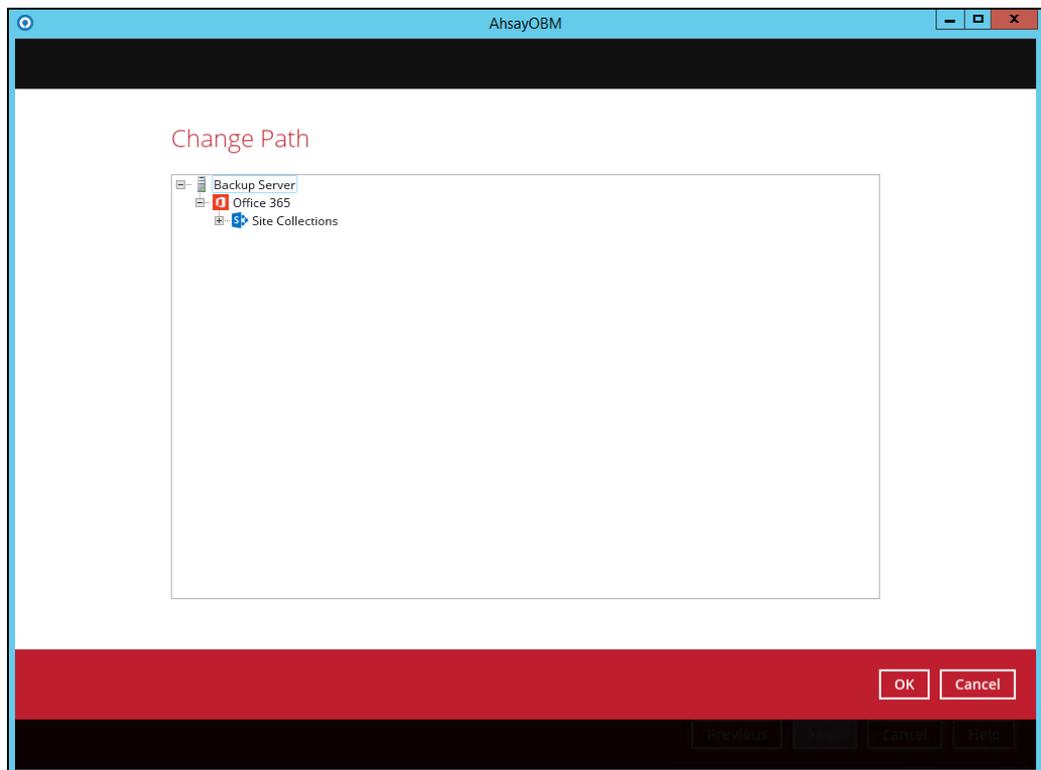
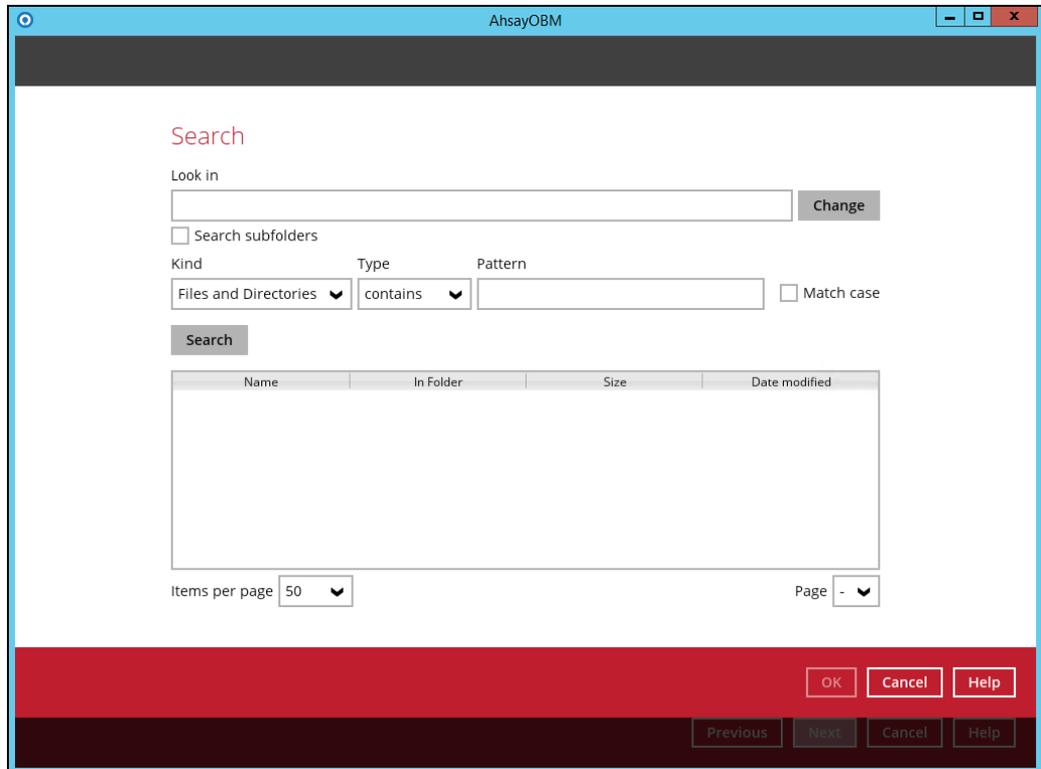


Click the Search located below the Restore to local computer checkbox.

Restore to local computer

Search

Change the path if you want to restore items from other location. Click the Change button then click OK to proceed.



Tick the Search subfolders checkbox check if you want to include available subfolders upon searching.

Search

Look in

Office 365/Site Collections Change

Search subfolders

Search

Look in

Office 365/Site Collections Change

Search subfolders

Select from the following kind of files you want to search.

- Files and Directories
- Files Only
- Directories Only

Search

Look in

Office 365/Site Collections Change

Search subfolders

Kind: Files and Directories (selected), Files only, Directories only

Type: contains

Pattern:

Match case

In Folder	Size	Date modified
-----------	------	---------------

Items per page: 50

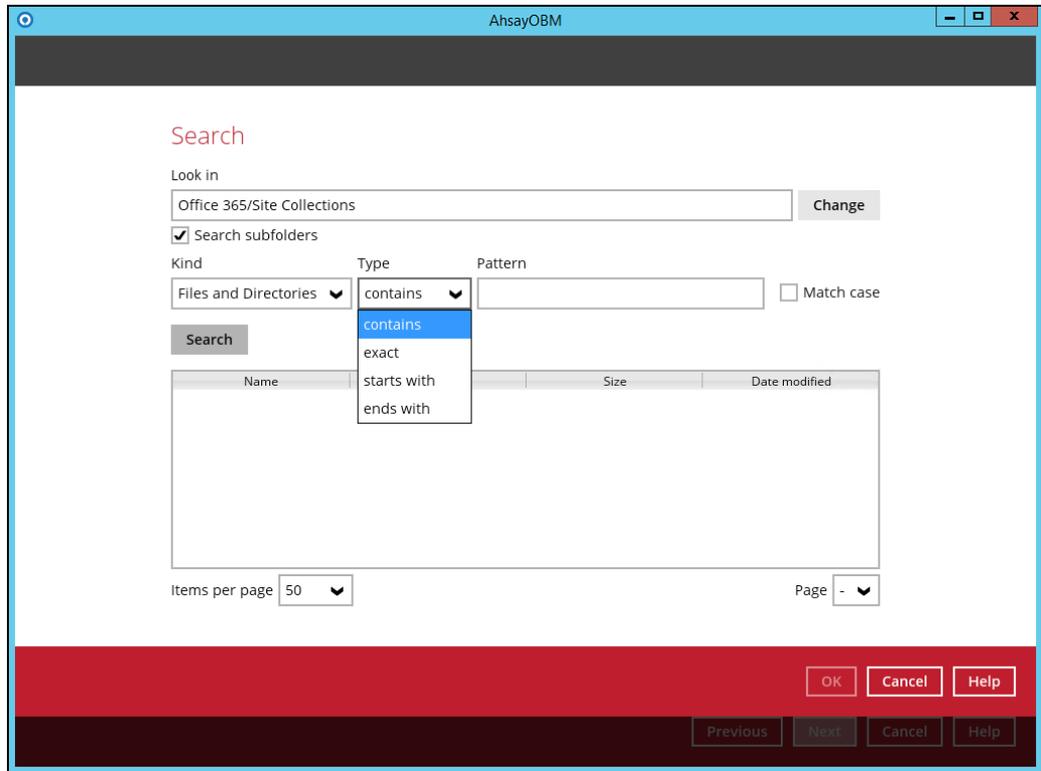
Page: 1

OK Cancel Help

Previous Next Cancel Help

Select from the following type of filtering you want to search.

- Contains
- Exact
- Starts With
- Ends With

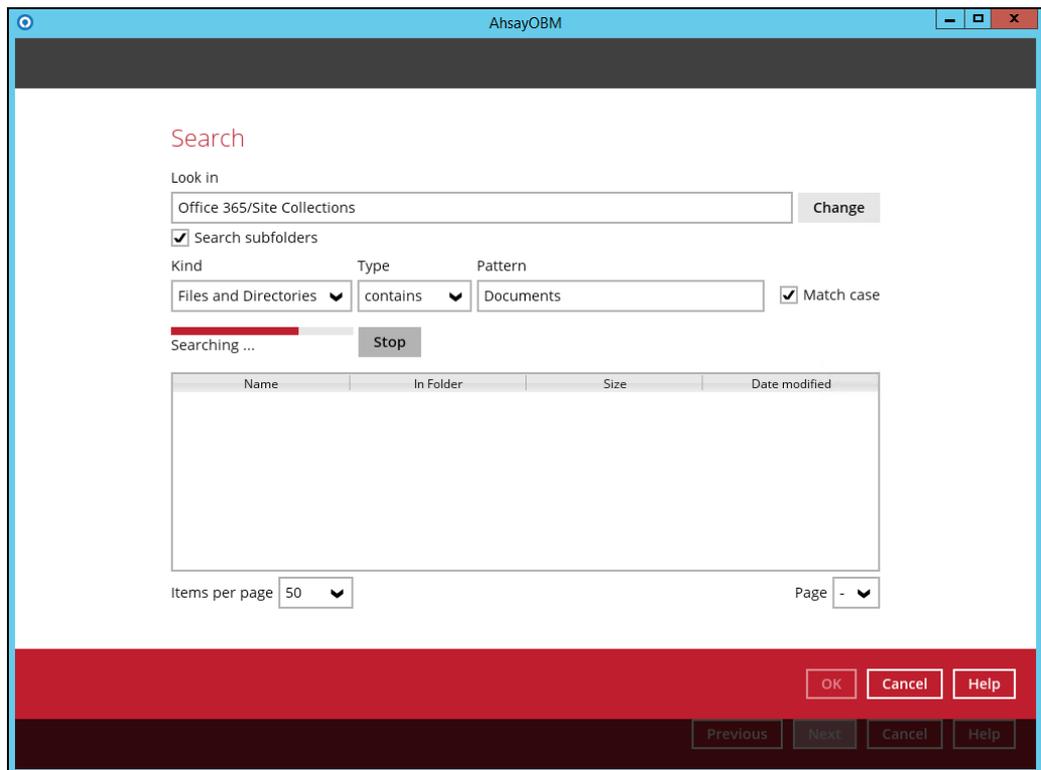
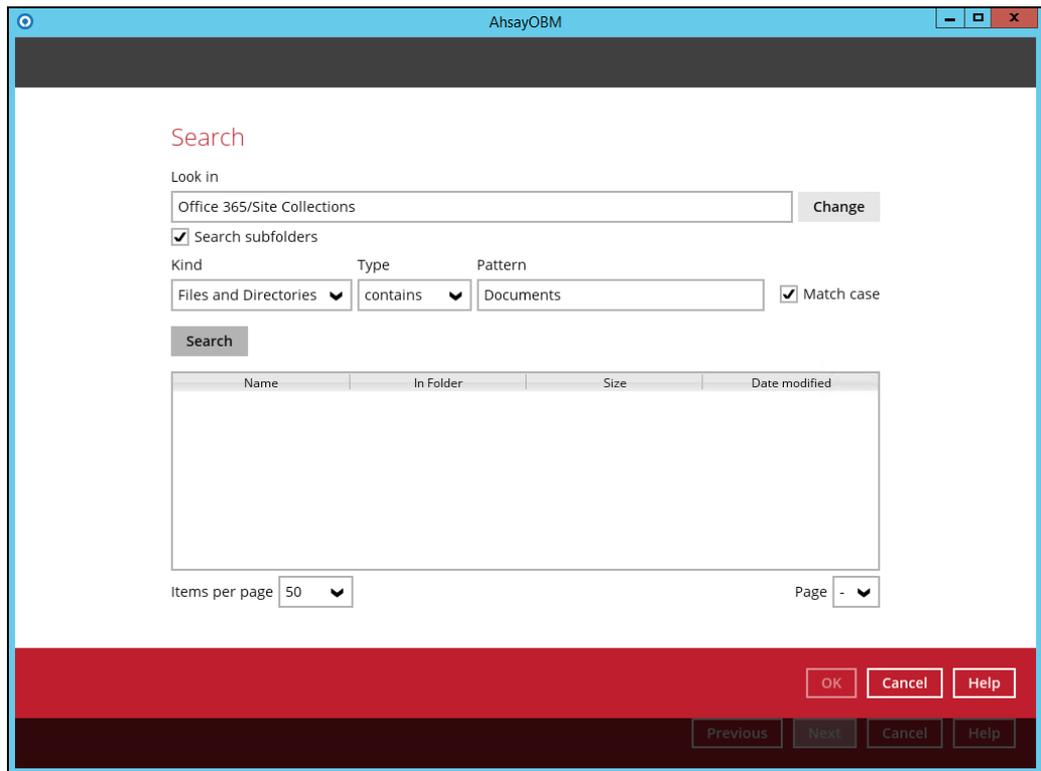


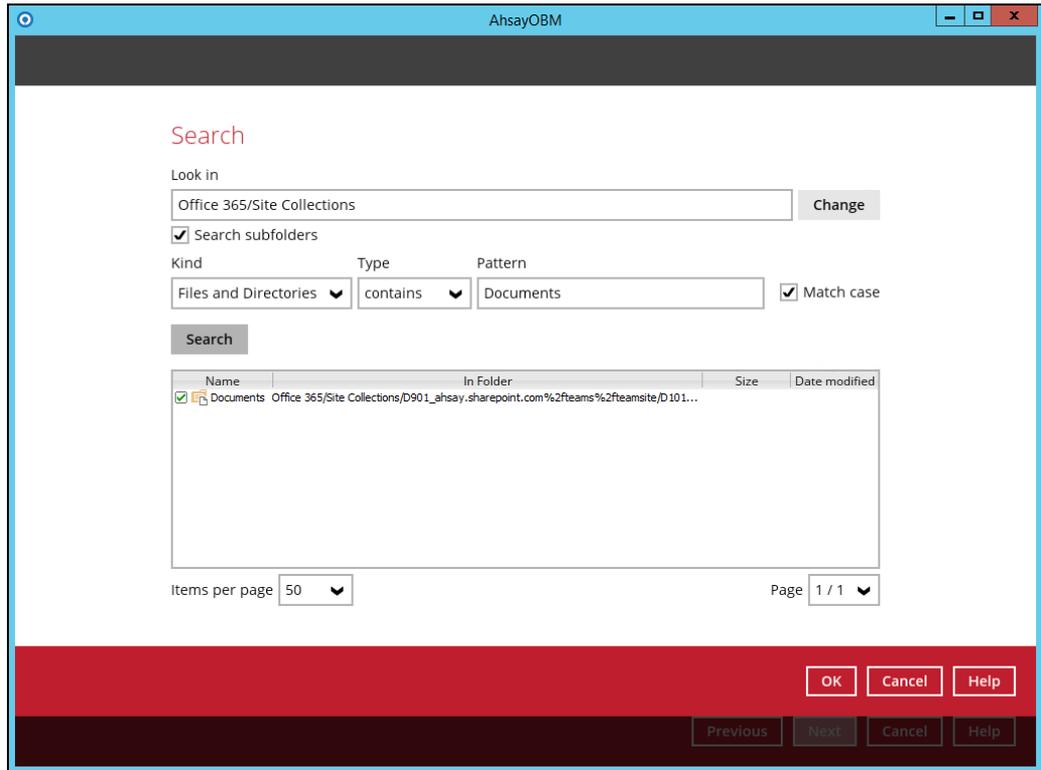
Enter a pattern you want and Tick the Match Case checkbox if you want to accurately search for a specific file.

Kind	Type	Pattern	
Files and Directories ▼	contains ▼	Documents	<input type="checkbox"/> Match case

Kind	Type	Pattern	
Files and Directories ▼	contains ▼	Documents	<input checked="" type="checkbox"/> Match case

Click the Search button and the result will be displayed.





Click OK to proceed.

8 Contacting Ahsay

Technical Assistance

To contact Ahsay support representatives for technical assistance, visit the following website:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Also use the Ahsay Wiki for resource such as Hardware Compatibility List, Software Compatibility List, and other product information:

<http://wiki.ahsay.com/doku.php?id=public:home>

Documentation

Documentations for all Ahsay products are available at:

https://www.ahsay.com/jsp/en/home/index.jsp?pageContentKey=ahsay_downloads_documentation_guides

You can send us suggestions for improvements or report on issues in the documentation, by contacting us at:

<https://www.ahsay.com/jsp/en/contact/kbQuestion.jsp>

Please specify the specific document title as well as the change required/suggestion when contacting us.

Appendix

Appendix A: Setting Backup Destination on AhsayOBM for Backup Set Created on User Web Console

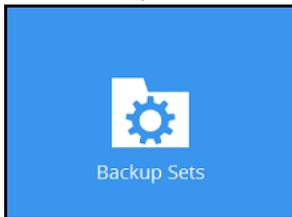
You need to read the instructions below only if you:

- Have created a backup set on AhsayCBS User Web Console; **AND**
- Selected the backup set to Run on Client; **AND**
- Have not selected any Predefined Destination in the backup creation process on the User Web Console

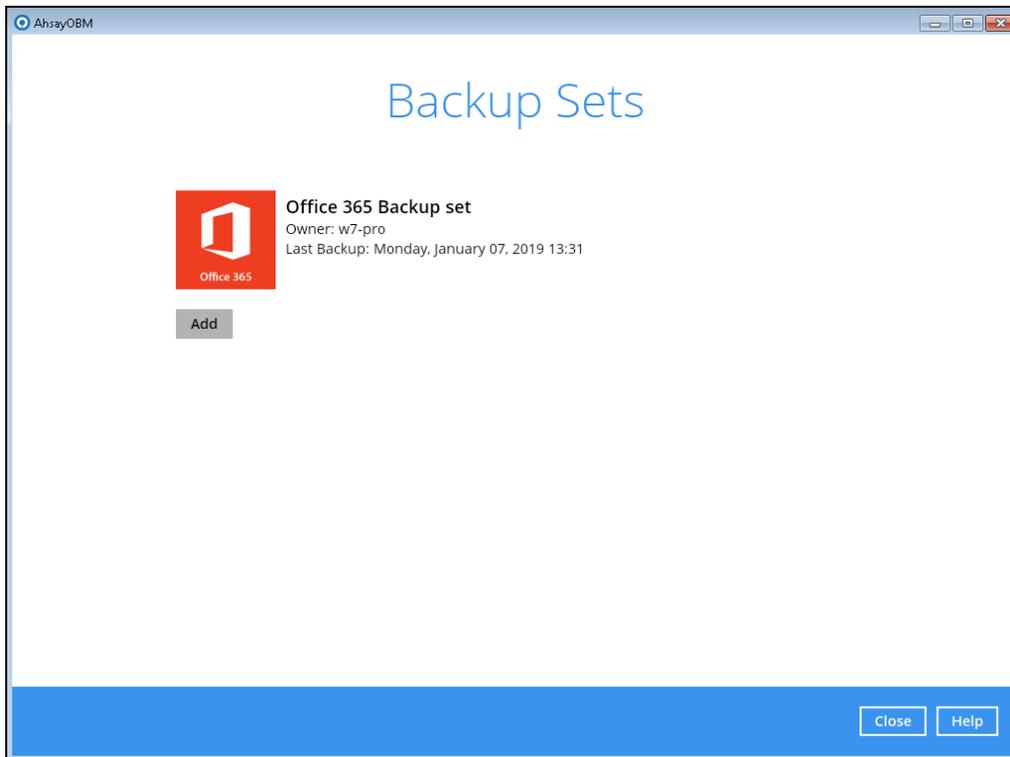
-OR-

Have selected a Predefined Destination in the backup creation process on User Web Console but wish to add additional backup destination other than the predefined destination

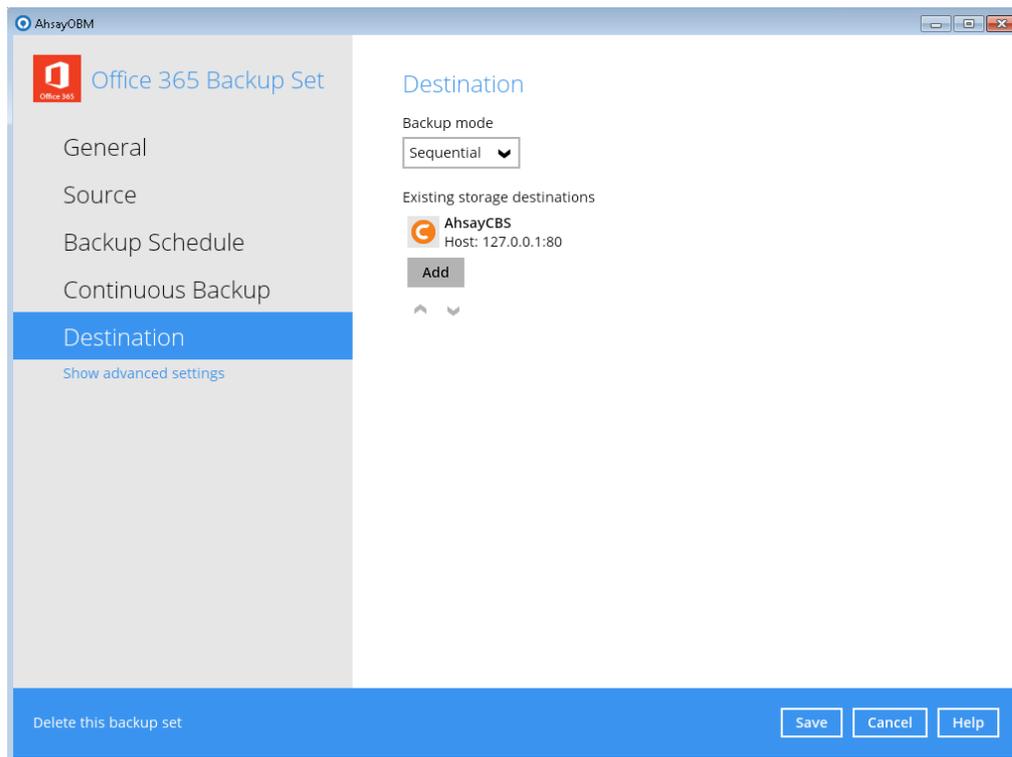
1. Log in to AhsayOBM according to the instructions in [Login to AhsayOBM](#).
2. In the AhsayOBM main interface, click **Backup Sets**.



3. Click the backup set which you wish to add backup destination to.

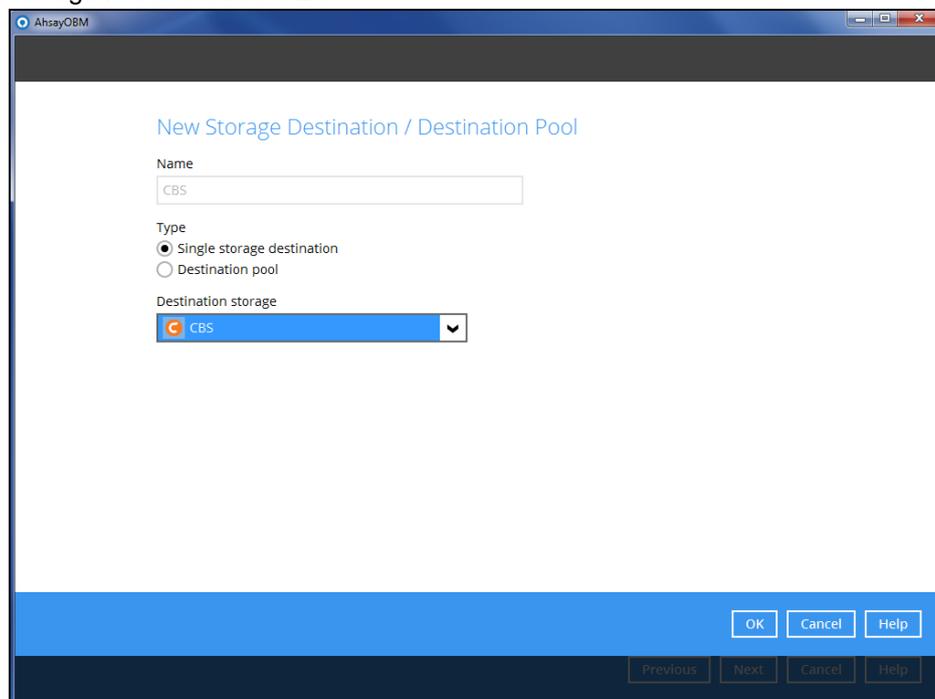


4. Click the **Destination** menu on the left side, then click the **Add** button on the right to add backup destination.



5. Select the storage type.

- **Single storage destination** – the entire backup will be uploaded to one single destination you selected under the **Destination storage** drop-down list. By default, the destination storage is selected as **CBS**.



- **Destination pool** – the backup will be spread over on the destinations you have selected. Enter a **Name** for the destination pool and then click **Add new storage destination to the**

pool to select the desired storage destinations.

AhsayOBM

New Storage Destination / Destination Pool

Name
DestinationPool-1

Type
 Single storage destination
 Destination pool

Add the cloud (e.g. Google Drive or Dropbox) or local storage that you would like to pool together for backup. You can always add more storage to this pool in the future.

Existing storage destinations in the pool
+ Add new storage destination to the pool
^ v

OK Cancel Help

Previous Next Cancel Help

You can choose a storage combination of the Local/Mapped drive/Removable Drive, Cloud storage or FTP. Click **OK** to proceed when you are done with the settings.

- If you have chosen the Local/Mapped Drive/Removable Drive option, click **Change** to browse to a directory path where backup data will be stored, then click **Test** to validate the path. **Test completed successfully** shows when the validation is done.

AhsayOBM

New Storage Destination For The Pool

Name
Local-1

Destination storage
Local / Mapped Drive / Removable Drive

Local path
Change

Test

OK Cancel Help

- If you have chosen the Cloud Storage, click **Test** to log in to the corresponding cloud storage service.

AhsayOBM

New Storage Destination For The Pool

Name
GoogleDrive-1

Destination storage
Google Drive

Test

[Sign up for Google Drive](#)

OK Cancel Help

- If you have chosen the FTP as the destination, enter the the Host, Username and Password details.

AhsayOBM

New Storage Destination For The Pool

Name
FTP-1

Destination storage
FTP: FTP

Host Port

Username

Password

(optional) FTP directory to store backup data (default to ~/Ahsay)

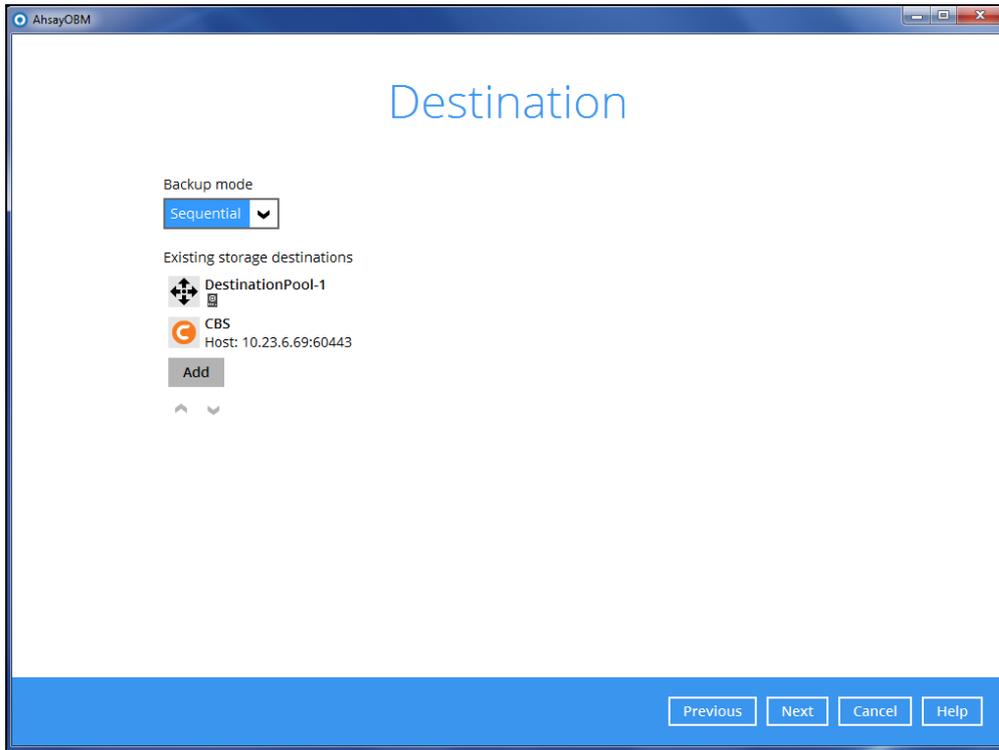
Connect with SSL/TLS (explicit only)

Access the Internet through proxy

Test

OK Cancel Help

6. You can add multiple storage destinations. The backup data will be uploaded to all the destinations you have selected in the order you added them. Press the ^ v icon to alter the order. Click **Next** to proceed when you are done with the selection.



Appendix B: Example Scenarios for Office 365 License Requirement and Usage

Scenario No. 1: Backing up Office 365 user accounts in multiple backup sets

The required Office 365 licenses are calculated by the number of Office 365 user accounts that you want to backup.

Example No. 1: To back up one (1) Office 365 user account on multiple backup sets, only one Office 365 license is needed.

Backup Set Name	Office 365 User Account
Backup Set A	user01@company-office365.com
Backup Set B	user01@company-office365.com
Backup Set C	user01@company-office365.com

Example No. 2: To back up two (2) Office 365 user accounts on multiple backup sets, two Office 365 licenses are needed.

Backup Set Name	Office 365 User Account
Backup Set A	user01@company-office365.com
	user02@company-office365.com
Backup Set B	user01@company-office365.com
Backup Set C	user02@company-office365.com

Example No. 3: To back up three (3) Office 365 user accounts on multiple backup sets, two Office 365 licenses are needed.

Backup Set Name	Office 365 User Account
Backup Set A	user01@company-office365.com
	user02@company-office365.com
	user03@company-office365.com
Backup Set B	user01@company-office365.com
	user02@company-office365.com
Backup Set C	user03@company-office365.com

Scenario No. 2: Backing up SharePoint Sites under Site collections in multiple backup sets.

The required Office 365 license is only one.

Example No. 1: To back up one (1) SharePoint site under Site Collection, only one Office 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyoffice365.sharepoint.com/user01
Backup Set B	companyoffice365.sharepoint.com/user01
Backup Set C	companyoffice365.sharepoint.com/user01

Example No. 2: To back up one (1) or two (2) SharePoint sites under Site Collection, only one Office 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyoffice365.sharepoint.com/user01
	companyoffice365.sharepoint.com/user02
Backup Set B	companyoffice365.sharepoint.com/user01
Backup Set C	companyoffice365.sharepoint.com/user01
	companyoffice365.sharepoint.com/user02

Example No. 3: To back up three (3) or more SharePoint sites under Site Collection, only one Office 365 license is needed.

Backup Set Name	SharePoint Site
Backup Set A	companyoffice365.sharepoint.com/user01
	companyoffice365.sharepoint.com/user02
	companyoffice365.sharepoint.com/user03
Backup Set B	companyoffice365.sharepoint.com/user01
Backup Set C	companyoffice365.sharepoint.com/user01
	companyoffice365.sharepoint.com/user02
	companyoffice365.sharepoint.com/user03

Scenario No. 3: Backing up files and/or folders under Public Folder in multiple backup sets.

The required Office 365 license is only one.

Example No. 1: To back up files and/or folders under Public Folder, only one (1) Office 365 license is needed.

Backup Set Name	Files and/or Folders
Backup Set A	Folder01 <ul style="list-style-type: none"> ○ microsfotword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
Backup Set B	Folder01 <ul style="list-style-type: none"> ○ microsfotword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
	Folder02
	Folder03
Backup Set C	Folder01 <ul style="list-style-type: none"> ○ microsfotword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
	Folder02
	Folder03 <ul style="list-style-type: none"> ○ microsfotword02.docx ○ powerpointpresentation02.pptx ○ spreadsheet02.xls ○ notepad02txt ○ picture05.jpg ○ picture06.jpg

Scenario No. 4: Backing up Office 365 User Accounts, files and/or folders under Public Folder, and SharePoint sites under Site Collections in multiple backup sets.

The required Office 365 license will depend on the number of unique Office 365 accounts.

Example No. 1: To back up one (1) Office 365 user account, files and/or folders under Public Folder, and SharePoint sites under Site Collections on multiple backup sets, three (3) Office 365 licenses are needed.

Backup Set Name	Office 365 User Account, SharePoint Site, and Files and/or Folders
Backup Set A	user01 @company-office365.com
Backup Set B	user01 @company-office365.com
	user02 @company-office365.com
	companyoffice365.sharepoint.com/user01
	companyoffice365.sharepoint.com/user02
Backup Set C	user01 @company-office365.com
	user02 @company-office365.com
	Folder01 <ul style="list-style-type: none"> ○ microsotword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
Backup Set D	user01 @company-office365.com
	user02 @company-office365.com
	user03 @company-office365.com
	Folder01 <ul style="list-style-type: none"> ○ microsotword01.docx ○ powerpointpresentation01.pptx ○ spreadsheet01.xls ○ notepad01.txt ○ picture01.jpg ○ picture02.jpg
	companyoffice365.sharepoint.com/user01
	companyoffice365.sharepoint.com/user02

Appendix C: Example Setting for Java Heap Size

These are some examples for better appreciation with formula for calculating the required memory:

Example No. 1: Backup set with 20 SharePoint Sites and 50 OneDrive Accounts

- ◉ SharePoint Sites – $20 \times 150\text{MB} = 3000 \text{ MB} / 3 \text{ GB}$
- ◉ OneDrive Accounts – $50 \times 100\text{MB} = 5000 \text{ MB} / 5 \text{ GB}$

Total = 3000 MB / 3 GB + 5000 MB / 5 GB = 8000 MB / 8 GB

In this example, we first computed for the memory needed for the SharePoint Sites and OneDrive Accounts which are **3000 MB / 3 GB** and **5000 MB / 5 GB** respectively. Then we added those two and came up with **8000 MB / 8 GB**. This is the total Java heap size setting of the AhsayOBM client should set.

Example No 2: Backup set with 80 Site Collections and 100 OneDrive Accounts

- ◉ Site Collections – $80 \times 150\text{MB} = 12000 \text{ MB} / 12 \text{ GB}$
- ◉ OneDrive Accounts – $100 \times 100\text{MB} = 10000 \text{ MB} / 10 \text{ GB}$

Total = 12000 MB / 12 GB + 10000 MB / 10 GB = 22000 MB / 22 GB

In this example, we first computed for the memory needed for the Site Collections and OneDrive Accounts which are **12000 MB / 12 GB** and **10000 MB / 10 GB** respectively. Then we added those two and came up with **22000 MB / 22 GB**. This is the total Java heap size setting of the AhsayOBM client should set.

Appendix D: Example Scenarios for Number of Users to Backup

Example No. 1: There are 1000 users needed to be backup, you can divide 200 users into one backup set.

Backup Set Name	User Number
Backup -Set-1	No.1 -- 200
Backup -Set-2	No.201 – 400
Backup -Set-3	No.401 -- 600
Backup -Set-4	No.601 – 800
Backup -Set-5	No.801 – 1000
Note: If there are new users added, you can create new backup set for the new users.	

Example No. 2: There are 1000 users needed to be backup, you can divide users into backup sets in alphabetic order.

Backup Set Name	User Name Start with
Backup -Set-1	A -- E
Backup -Set-2	F -- J
Backup -Set-3	K --O
Backup -Set-4	P -- T
Backup -Set-5	U -- Z
Note: If there are new users added, you can divide the new users into the original backup sets by the corresponding alphabetic order.	

Appendix E: Example Scenarios for Restore Filter using AhsayOBM

Scenarios No. 1: Items from Users

Example No. 1: Restore filter setting from an Office 365 user account's outlook inbox

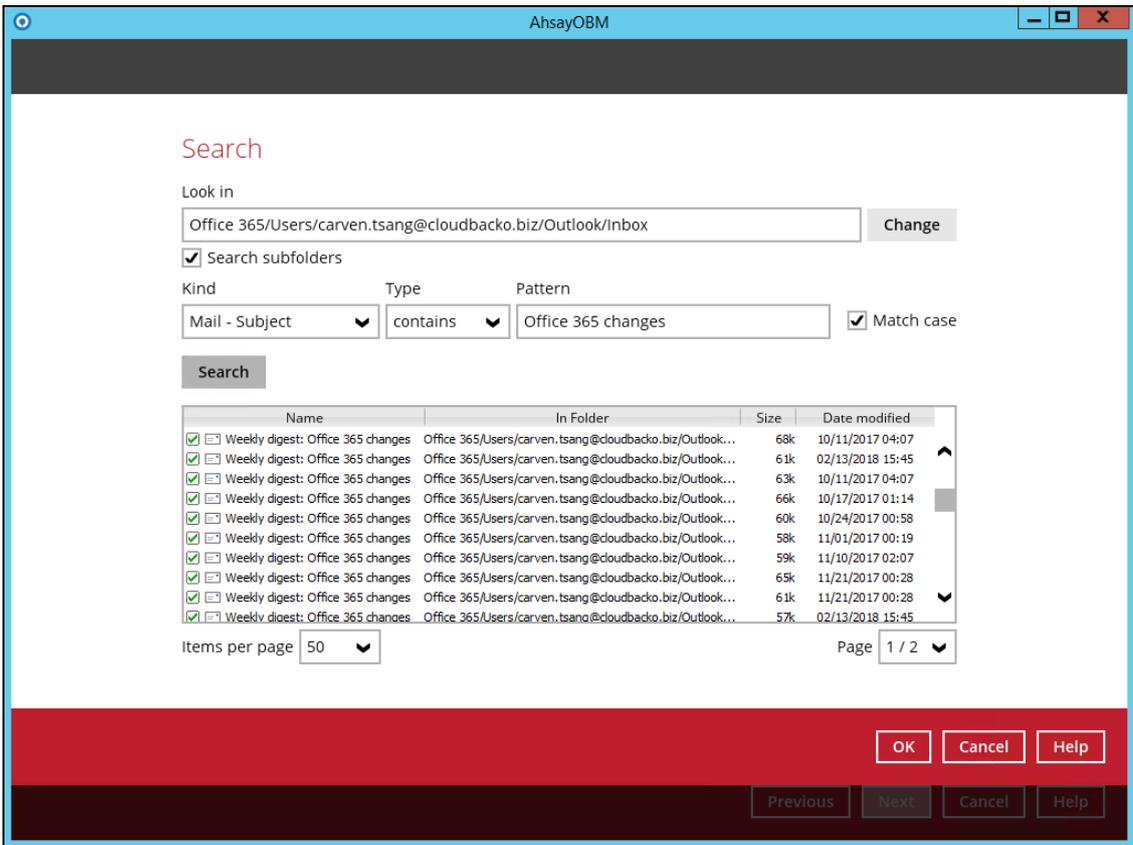
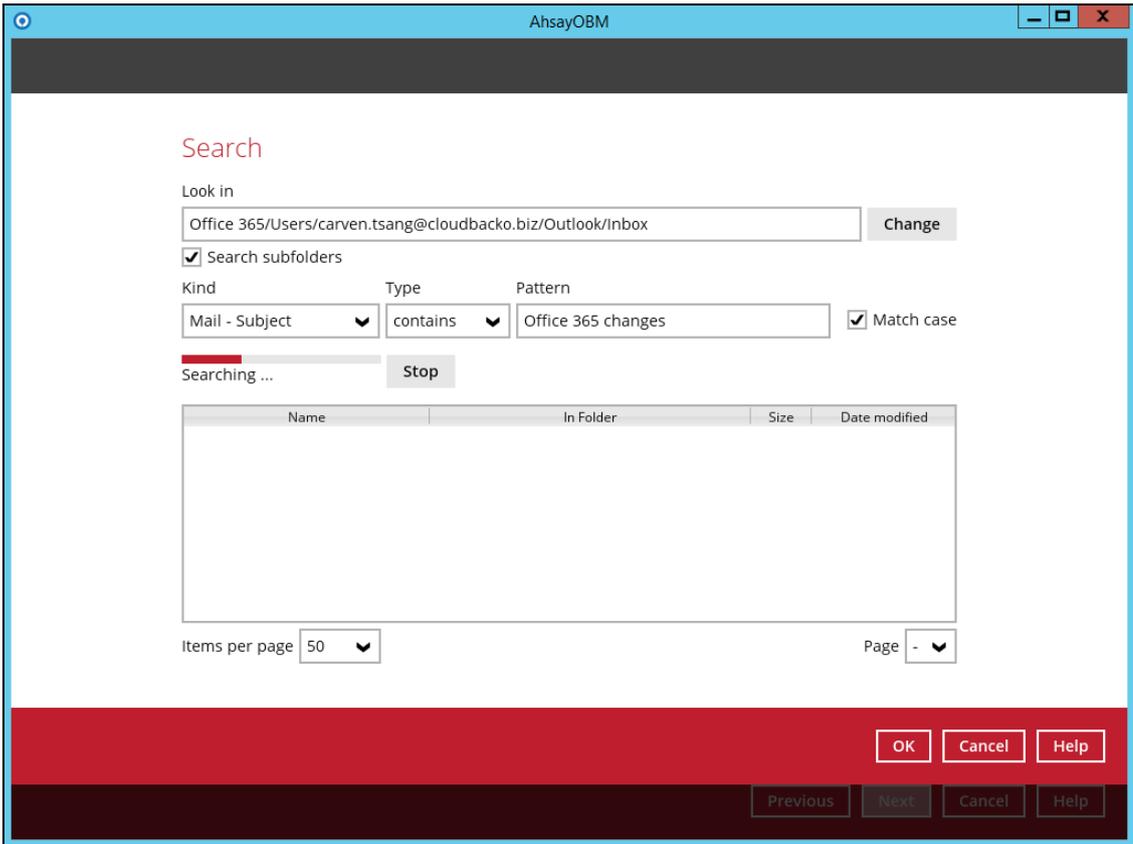
Location:	Office 365/carven.tsang@clouddbacko.biz/Outlook/Inbox
Search subfolders:	True
Kind:	Mail – Subject
Type:	Contains
Pattern:	Office 365 changes
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter with AhsayOBM](#).

The screenshot shows the AhsayOBM Search window. The title bar reads "AhsayOBM". The main content area is titled "Search" and contains the following fields and controls:

- Look in:** A text box containing "Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox" with a "Change" button to its right.
- Search subfolders:** A checked checkbox.
- Kind:** A dropdown menu set to "Mail - Subject".
- Type:** A dropdown menu set to "contains".
- Pattern:** A text box containing "Office 365 changes".
- Match case:** A checked checkbox.
- Search:** A button to execute the search.
- Table:** A table with columns "Name", "In Folder", "Size", and "Date modified". The table is currently empty.
- Items per page:** A dropdown menu set to "50".
- Page:** A dropdown menu set to "-".

At the bottom of the window, there are two rows of buttons: "OK", "Cancel", and "Help" in a red bar; and "Previous", "Next", "Cancel", and "Help" in a dark grey bar.



Explanation:

All mails under Office 365/Users/carven.tsang@cloudbacko.biz/Outlook/Inbox that has a subject and contains 'Office 365 changes' with match case set to true will be included upon performing search.

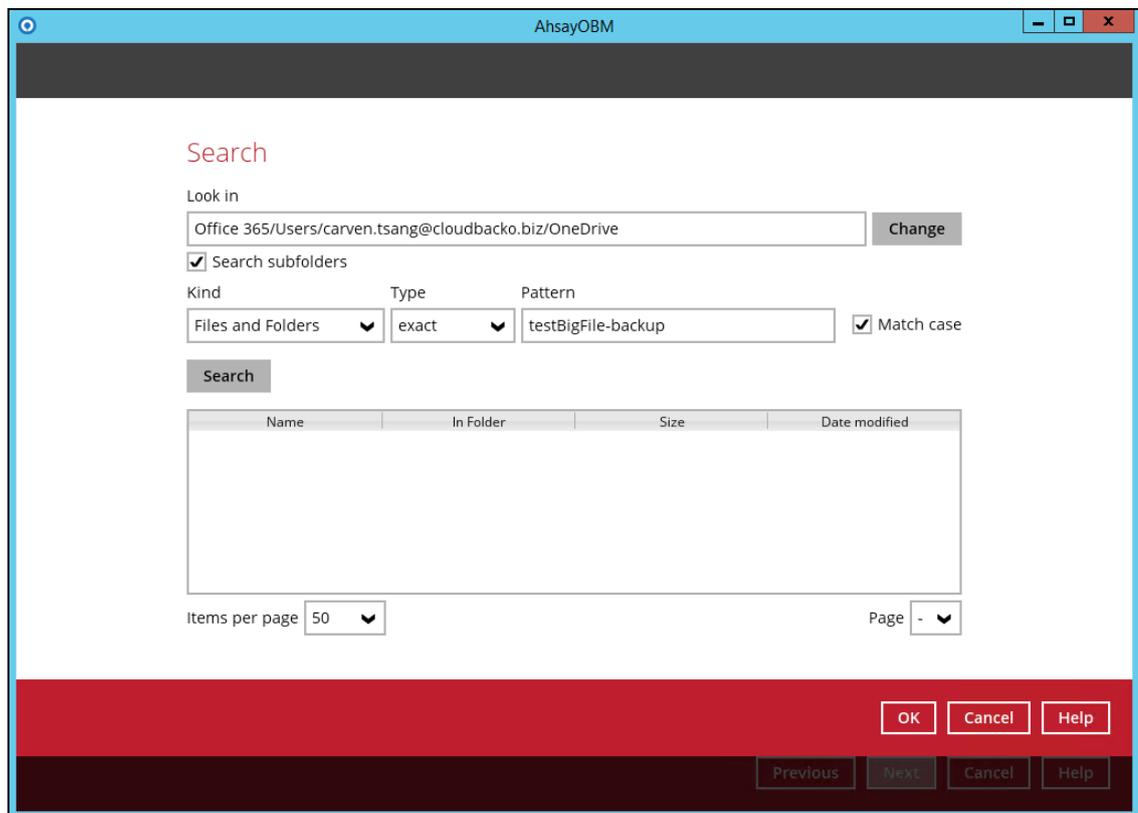
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

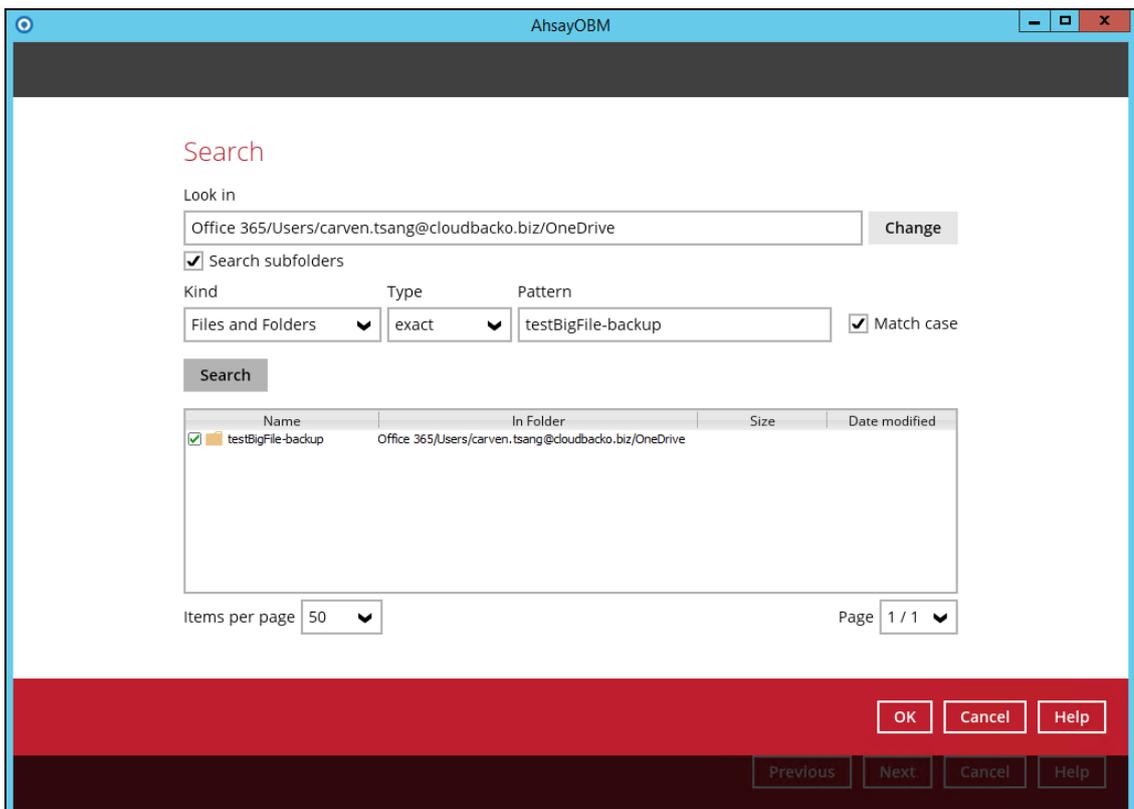
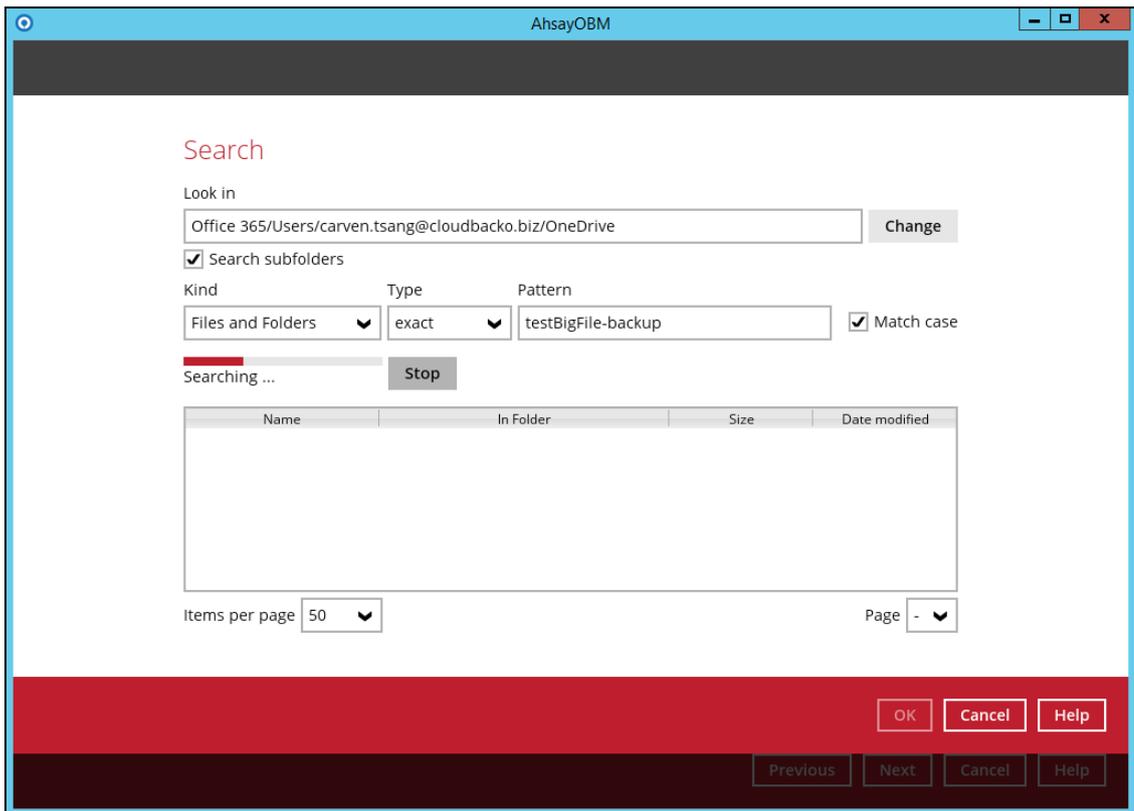
The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in the Outlook Inbox upon searching. And it will strictly search only the specified pattern and case which is the 'Office 365 changes'.

Example No. 2: Restore filter setting from an Office 365 user account's OneDrive

Location:	Office 365/carven.tsang@cloudbacko.biz/OneDrive
Search subfolders:	True
Kind:	Files and Folders
Type:	Exact
Pattern:	testBigFile-backup
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter with AhsayOBM](#)





Explanation:

All files and folders under Office 365/Users/carven.tsang@cloudbacko.biz/OneDrive that has the exact pattern of 'testBigFile-backup' with match case set to true will be included upon performing search.

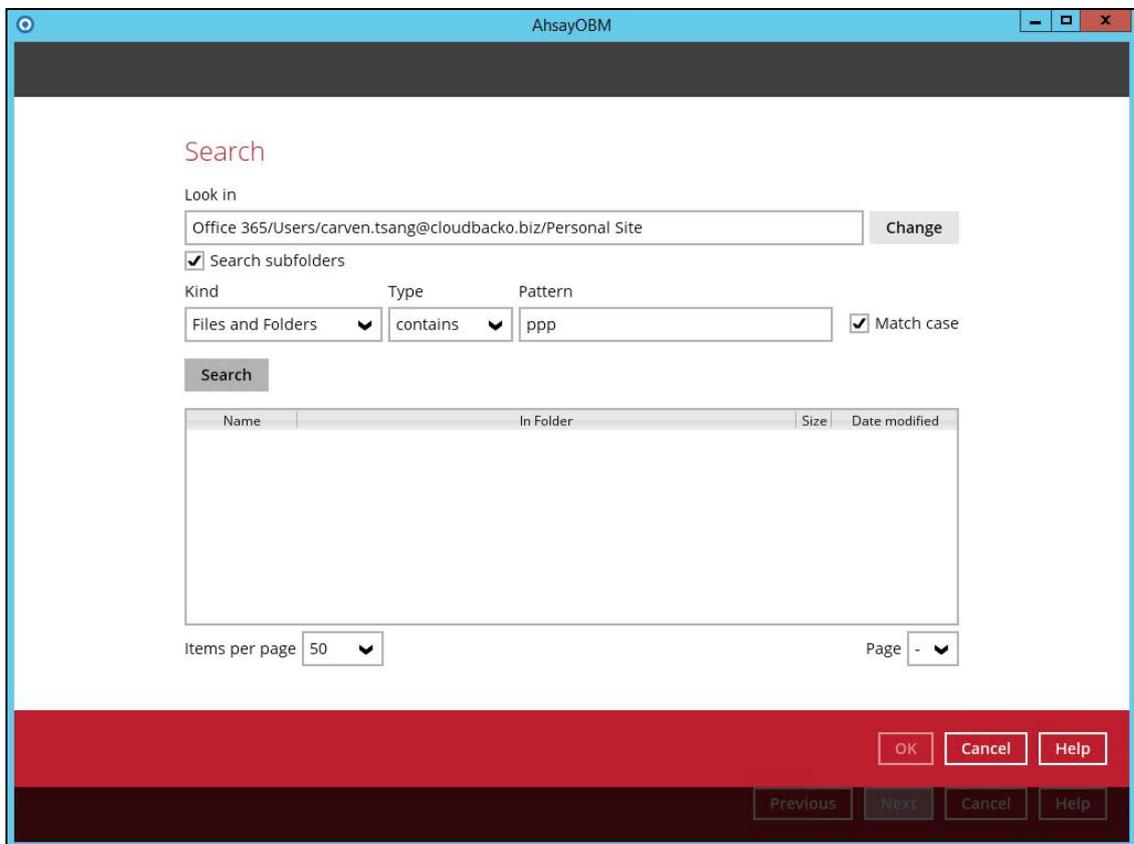
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

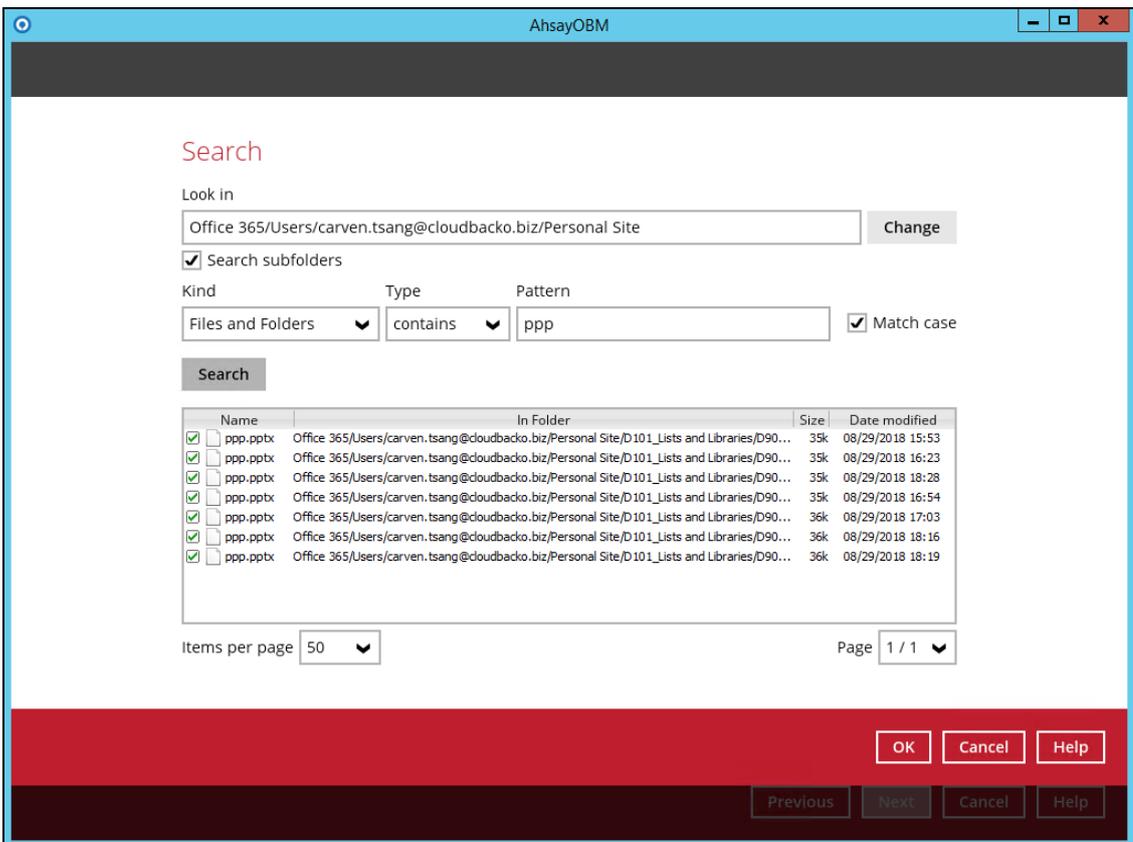
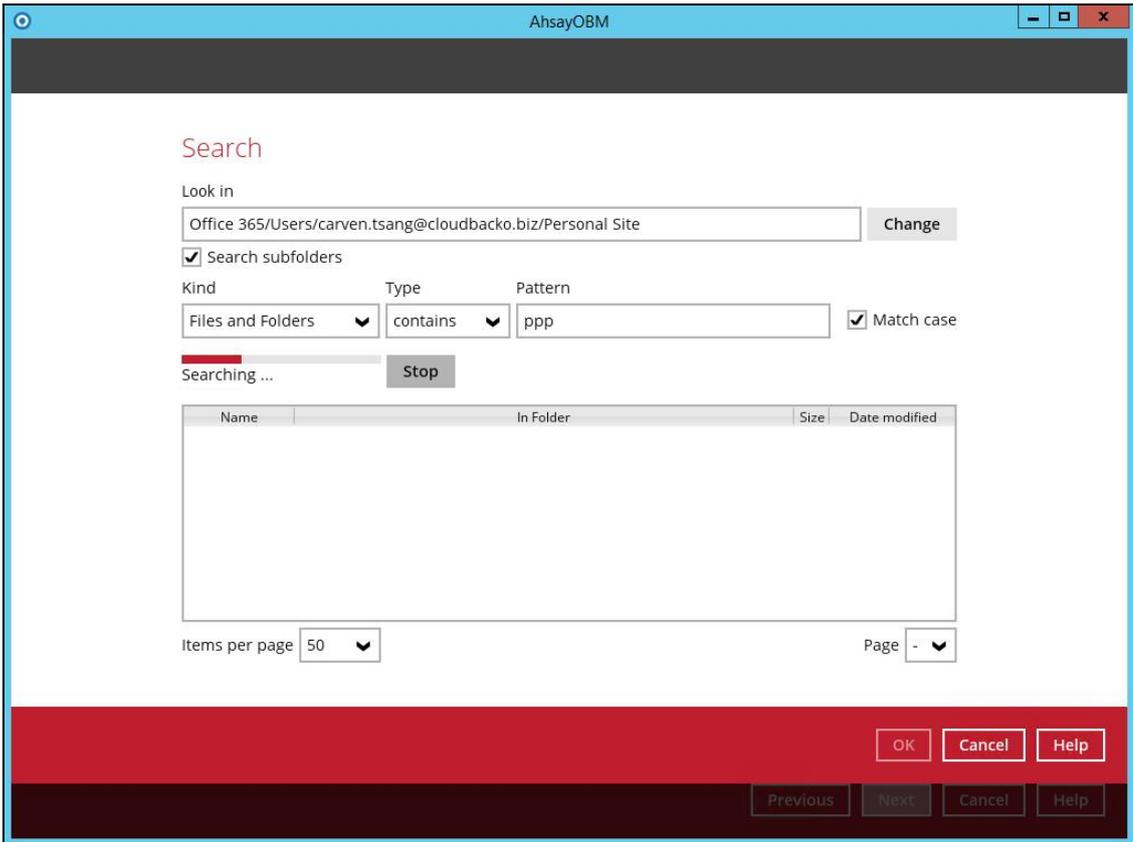
The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in OneDrive upon searching. And it will strictly search only the specified pattern and case which is the 'testBigFile-backup'.

Example No. 3: Restore filter setting from an Office 365 user account's personal site

Location:	Office 365/carven.tsang@cloudbacko.biz/Personal Site
Search subfolders:	True
Kind:	Files and Folders
Type:	contains
Pattern:	ppp
Match Case:	True

Follow the step-by-**step** procedure indicated on [Restore Filter with AhsayOBM](#)





Explanation:

All personal site under Office 365/Personal Site that has the pattern that contains with 'ppp' with match case set to true will be included upon performing search.

As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in Personal Site upon searching. And it will strictly search only the specified pattern and case which starts with 'ppp'.

Scenarios No. 2: Items from Site Collections

Example No. 1: Restore filter setting from Site Collections

Location:	Office 365/Site Collections
Search subfolders:	True
Kind:	Files and Directories
Type:	Starts With
Pattern:	A
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter with AhsayOBM](#).

Search

Look in
Office 365/Site Collections Change

Search subfolders

Kind: Files and Directories ▼ Type: starts with ▼ Pattern: A ▼ Match case

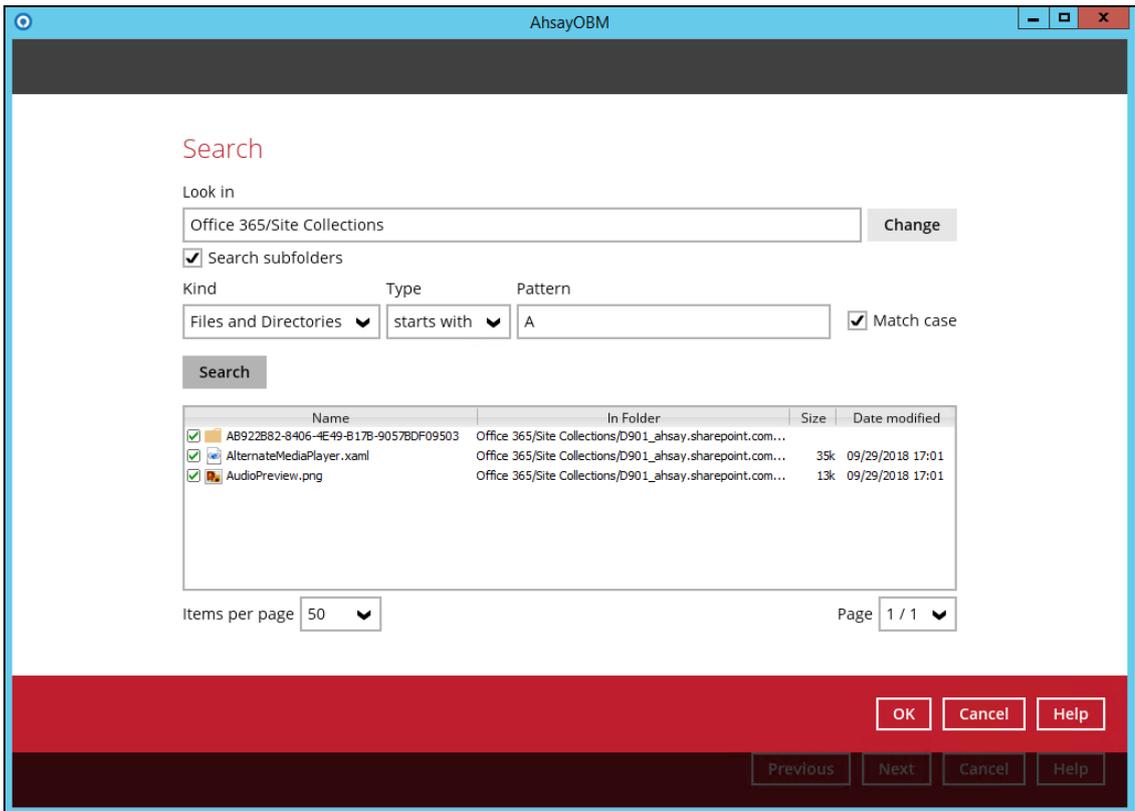
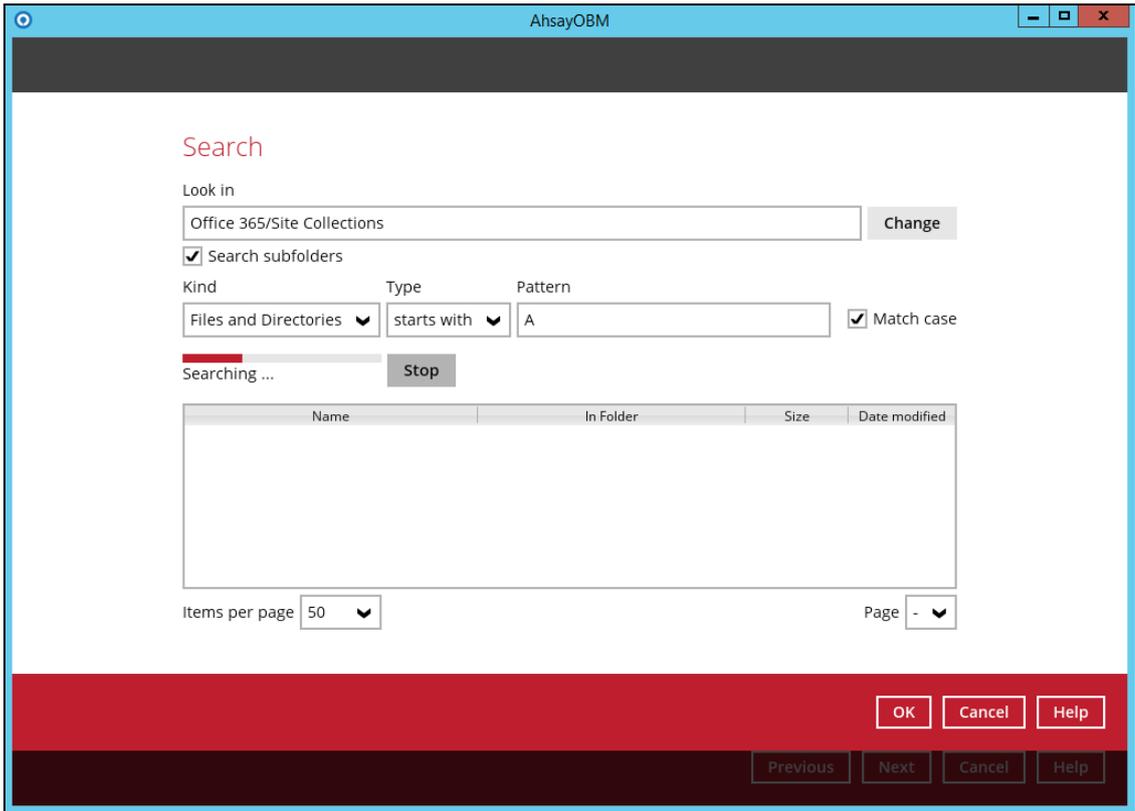
Search

Name	In Folder	Size	Date modified
------	-----------	------	---------------

Items per page: 50 ▼ Page: - ▼

OK Cancel Help

Previous Next Cancel Help



Explanation:

All SharePoint sites under Office 365/Site Collections that has the pattern that starts with 'A' with match case set to true will be included upon performing search.

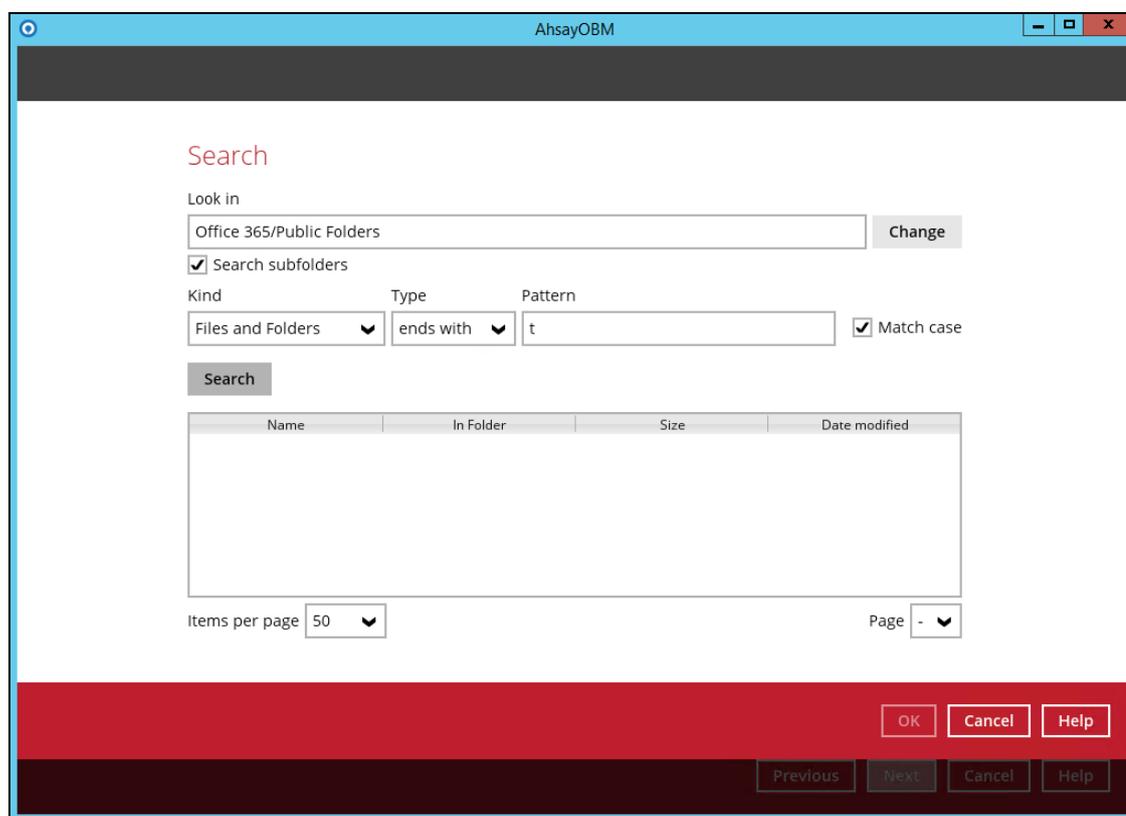
As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

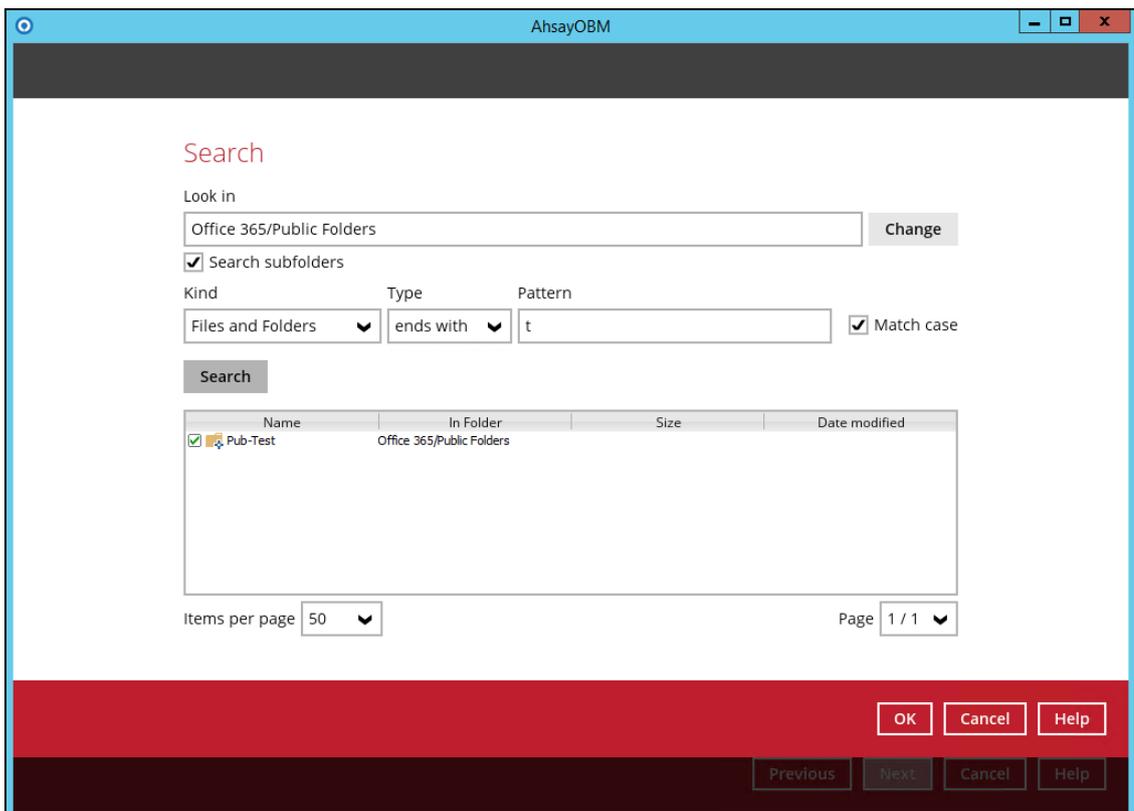
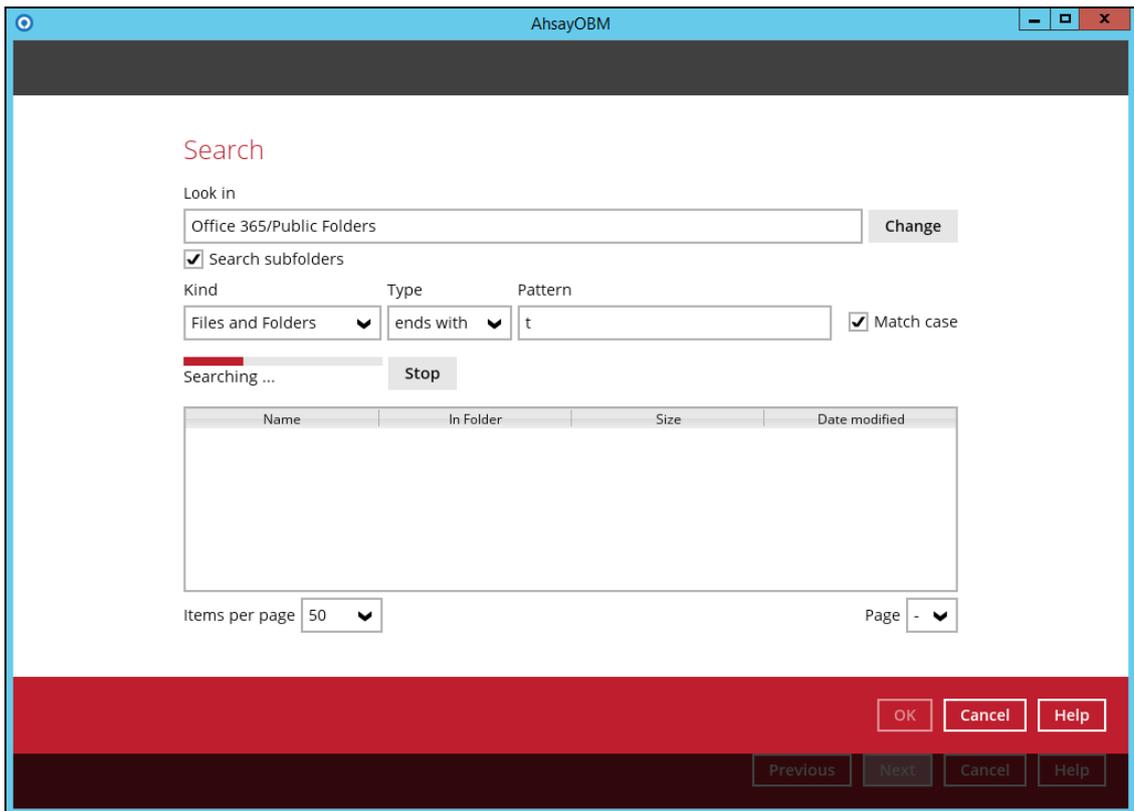
The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in Site Collections upon searching. And it will strictly search only the specified pattern and case which starts with 'A'.

Example No. 2: Restore filter setting from Public Folders

Location:	Office 365/Public Folders
Search subfolders:	True
Kind:	Files and Folders
Type:	Ends With
Pattern:	t
Match Case:	True

Follow the step-by-step procedure indicated on [Restore Filter with AhsayOBM](#).





Explanation:

All files and folders under Office 365/Public Folders that has the pattern that ends with 't' with match case set to true will be included upon performing search.

As you can see on the screen shot above, the result panel contains the Name of the mail, Directory of the mails which are indicated In-Folder column, Size of each mails, and Date Modified.

The restore filter setting includes the Search subfolder and Match case set to true. Meaning, the filter will include all available subfolders in Public Folder upon searching. And it will strictly search only the specified pattern and case which ends with 't'.