SPANNING BACKUP FOR OFFICE 365

FREQUENTLY ASKED QUESTIONS (FAQs)

Protect your organization with the only backup solution for Office 365 that also includes integrated Dark Web Monitoring for stolen or compromised credentials.

Spanning Backup for Office 365 provides highly reliable and resilient SaaS backup for Office 365. This automated solution makes backup as effortless as possible and eliminates the risk of data loss due to system crashes or accidental deletions.

Spanning provides complete protection for Exchange Mail, Calendars, Contacts, OneDrive and SharePoint – with unlimited retention. Daily backups and fast self-service restore via an intuitive user interface means your data is always available when you need it.

01 Office 365 Backup and Recovery

Q | ### Office 365 runs in the cloud. Why do I need to back it up?

Although Microsoft protects you from data loss caused by system issues, customers are still responsible for data loss from accidental or malicious deletions, third-party software, ransomware and other user issues.

Q | ### What about the Recycle Bin? Can't files be restored from there?

Office 365 does have a Recycle Bin, but it isn't a reliable option for recovering deleted files. Deleted items purged from the Exchange Online Recycle Bin are unrecoverable after 14-30 days, depending on your settings. SharePoint Online and OneDrive for Business files are unrecoverable after 93 days. Files that are permanently deleted by users in any Office 365 application are immediately unrecoverable. Finally, combing through the Recycle Bin to find the exact file to restore can cost IT administrators hours of time.

Q | ### What about the archiving options available from Microsoft? My Office 365 is an E3+ license with In-Place Archiving and Litigation Hold. I don't need any additional backup in that case, do I?

Litigation Hold is built for the use of lawyers in legal and eDiscovery use cases. Archives are also designed for compliance and legal purposes. These systems are difficult to configure and are not designed for direct restores, which makes locating lost data time consuming. Spanning Backup for Office 365 is built for simplicity, requiring little oversight to automatically discover and protect end user data. Admins and users can view and restore their items from any backup directly into their Office 365 active files.

Q

What types and causes of Office 365 data loss does Unitrends cover?

Spanning Backup for Office 365 protects your business against a wide range of events that cause data loss in Office 365, including:

» User error

» File deletion - accidental or intentional/malicious

» Ransomware, viruses or malware - including those that disrupt versioning. If ransomware has infected large amounts of your data, Unitrends Support can help determine which backups were created prior to the attack and the best path to recovery.

» File overwrites in the SharePoint Online library or OneDrive Business folder. Prior versions of the overwritten file can be recovered even if Office 365 versioning isn't turned on.

» Office 365 licensing changes

» Outlook and OneDrive for Business sync issues

» Third-party software that interferes with Office 365

» And more

Regardless of the cause of data loss or whether Office 365 versioning is turned on or not, all previously backed up versions of files are recoverable. Spanning's unlimited retention means backed up data is never deleted and is always available when you need it.

Q

What is backed up by Spanning Office 365 and what isn't?

Currently, Spanning Backup for Office 365 backs up Mail, Calendars, Contacts, OneDrive and SharePoint. However, Spanning does not back up certain aspects of the above services:

Mail: Public Folders

Calendars:
Shared calendars are only backed up in the owner's account due to a limitation in the API

OneDrive and SharePoint:
OneNote Notebooks

OneDrive:
Shared files are only backed up in the owner's account due to a limitation in the API

SharePoint:
Lists, pages and contents other than Document Libraries

Q

What is the installation and setup process like for Spanning Backup for Office 365?

Setup for Spanning Backup for Office 365 is easy and requires no on-premises software or hardware. Upon installation, Spanning will request Office 365 API permission to access your tenant. Once you grant authorization, Spanning provides a 14-day free trial with 100 trial licenses that you can assign to users through the user interface or via our API (SharePoint is enabled for all trials by default). Daily backups will begin automatically that day at 9 PM Central Time.

Q

How much backup storage and retention will I have?

Unlimited. Spanning Backup for Office 365 includes unlimited backup and retention in the cloud for your Office 365 environment.

Q

What is the recovery process like? Who performs recoveries?

Recovery is easy, immediate and self-service through the Spanning user interface. Admins and end users alike can conduct restores.

Q

Who provides primary support?

Spanning provides primary support and is always standing by in case you need assistance. Simply write in to **support@spanning.com**.

Q

Does Spanning support granular recovery?

Yes, we support granular recovery, meaning you choose the item or file you want to restore.

Q

What retention settings can I set for my Office 365 backups?

By default, retention is unlimited in Spanning. However, you can limit the amount of time emails are kept in backups.

Q

Can I choose where my backup is stored?

Spanning provides datacenter storage options in the United States, EU (Ireland) and Australia.

Q

Where is my backup recovered to?

Admins can restore backed up user data into the same Office 365 user's account or into any other account on the tenant. End users can recover data to their own account.

Q

Does the solution recover data without overwriting more recent changes?

Spanning conducts non-destructive restores and creates a new folder or site in which to locate the restored content, from where it can then be moved to the desired location.

Q

Can I restore backed up data from one user to another?

Yes. While admins and end users have the ability to restore data directly into their own accounts, admins can also restore data into any other account on the tenant.

02 Exchange Online Backup Use Cases

Q | **What email and Exchange Online items can I recover?**

You can view a backup snapshot of any point in time and restore individual emails as well as folders, calendar items, contacts and entire mailboxes, all in just a few clicks.

Q | **We were updating our Office 365 user list to remove an ex-employee but accidentally deleted the mailbox of a current employee with a very similar name. Can we get it back?**

Yes. Spanning Backup for Office 365 lets you easily restore a user's mailbox with just a few clicks.

Q | **Can Exchange shared mailboxes, such as a service account that goes to multiple users, be protected?**

Yes, absolutely. Backup for a shared mailbox requires a user license.

Q | **Are archive folders backed up?**

Yes, users' archive folders are backed up in Spanning.

03

OneDrive for Business and SharePoint Online Backup Use Cases

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What SharePoint items can I recover?

Spanning protects document libraries and files stored within SharePoint Team Sites, Groups and Microsoft Teams. Items can easily be found and restored from any backup snapshot or by searching for items by name.

Q

What OneDrive items can I recover?

With Spanning, you can view a snapshot of a user's OneDrive backup from any point in time and restore individual files, folders or an entire account. You can also search for files across backups to restore.

Q

A user in my company accidentally deleted a team's key files on OneDrive for Business thinking they were only deleting files on their local PC. The files aren't in the Recycle Bin. Are they recoverable?

Yes. If you're running Spanning Backup for Office 365 for OneDrive you can recover deleted files easily even after Office 365 purges the Recycle Bin, or even if the files were permanently deleted by the user from Office 365.

Q

One of our creative team accidentally deleted a file that needs to go to press tonight. Can I get the file back quickly?

If you have Internet access, you can access your Spanning Backup for Office 365 account. Simply log in, search or browse for the deleted file, and click to restore.

Q

Does Spanning support versioning in SharePoint Online and OneDrive for Business?

Yes. Spanning Backup for Office 365 automatically backs up your SharePoint and OneDrive environment, allowing you to roll back to any previous backed up version even if it's been deleted.

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Security, Licensing and Billing

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Is my backup secure?

Yes. Spanning is SOC 2 Type II certified, regularly completing rigorous audits of security procedures and process. Spanning Backup protects data at rest with 256-bit AES object-level encryption and all data in transit is also protected with Secure Socket Layer (SSL) encryption. Spanning Backup for Office 365 also uses OAuth 2.0 authorization and authentication, meaning no admin credentials are stored, thereby eliminating the risk of compromised account access.

Q

Is the service HIPAA compliant? Can you provide me with a Business Associate Agreement (BAA)?

Yes. Spanning Backup for Office 365 is compliant with the Health Insurance Portability and Accountability Act (HIPAA) and EU-U.S. Privacy Shield Framework. Spanning can provide customers with a Business Associate Agreement (BAA) as well.

Q

Can administrators review logs of data backup and recovery operations?

Yes. All user and admin actions are tracked in an immutable activity log.

Q

What do I pay for backup storage?

Nothing additional. Backup storage with unlimited retention is included in your Spanning Backup for Office 365 license.

Q

What do I pay for recoveries and bandwidth?

Nothing additional. Backup storage with unlimited retention is included in your license fee.

Q

How is Spanning Backup for Office 365 licensed and priced?

Licensing is priced on a per-user, per-year basis for Exchange Online and OneDrive, with unlimited storage. In order to be eligible for SharePoint coverage, 90 percent of users must be licensed.

Q

Can I license just a subset of my Office 365 users on Spanning Backup for Office 365?

Yes. You may choose to protect only a selected group of users for Exchange Online and OneDrive backup. Licenses can be managed by the user interface or programmatically via the API.

Q

If I remove users from my Office 365 account and/or delete their active directory accounts, what happens to their backups? How am I billed?

Backups for deleted Office 365 users will remain available as long as the user retains a Spanning license and your subscription is active. If you unassign a Spanning license from any user, the backups will be removed after 30 days.

Q

Are any Office 365 backups stored on my Unitrends Recovery Series or Unitrends Enterprise Backup appliance?

Spanning Backup for Office 365 backups are stored in the cloud, not on your Unitrends appliance.

Q

Is Spanning Backup for Office 365 GDPR Compliant?

Spanning's official statement: "In 2016, the EU passed comprehensive legislation on data privacy (Regulation (EU) 2016/679). Spanning began working in earnest to evaluate our data-privacy posture, policies and procedures. After an exhaustive data-privacy evaluation process and in-depth conversations with multiple internal stakeholders, as well as customers, to understand what would be required to comply, we determined that Spanning is compliant with the GDPR. Spanning will continue to monitor evolving legislation and individual country legal requirements to fine tune our products and data privacy processes to ensure we continue to meet compliance."

Q

How are SharePoint Licenses handled?

In order to qualify to enable SharePoint backup, customers must purchase Spanning licenses for 90 percent of the total active users in their tenant. This only applies to Active Licensed Users. The reason is SharePoint data is stored at the tenant level, not the user level. When Spanning pulls backups for SharePoint, they cannot attribute it to a particular user. Because of this, they cannot charge the customer on a per-user basis. To prevent the sharing of licenses, they require customers to back up 90 percent of the users in their tenant.

Q

Are there exceptions to the 90 percent rule?

Customers can create a "user" for multiple reasons. These can range from needing a calendar to schedule meetings for a boardroom to service admins that are only used for administrative tasks. Spanning does not want to make customers purchase Spanning for unlicensed users, so Spanning requires the breakdown of licensed vs unlicensed users to make the 90 percent rule fair.

Q

Does Spanning Backup for Office 365 backup Teams content?

Teams has two components – Documents, which are backed up via SharePoint, and Chat, which is not.

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Dark Web Monitoring

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What information is provided by Spanning Dark Web Monitoring?

The report will include any email address associated with every domain in the Office 365 tenant that is available for sale on the Dark Web. This includes inactive emails, shared email addresses and aliases, plus emails of users that are not licensed for Spanning Backup. If the password is also available, it will be masked and only the first five characters will be visible.

Q

How is Spanning Dark Web Monitoring licensed and priced?

While Spanning Dark Web Monitoring is tenant and domain based, and licensing is priced on a per-user, per-year basis, it must correspond to the number of users licensed for Spanning Backup.

06

Getting Started

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How do I get started with Spanning Backup for Office 365?

Contact Unitrends or your Unitrends Partner to get started with a free trial.
To sign up, visit: **www.unitrends.com/products/microsoft-office-365-backup**

ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting unitrends.com or follow us on LinkedIn and Twitter @Unitrends.

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