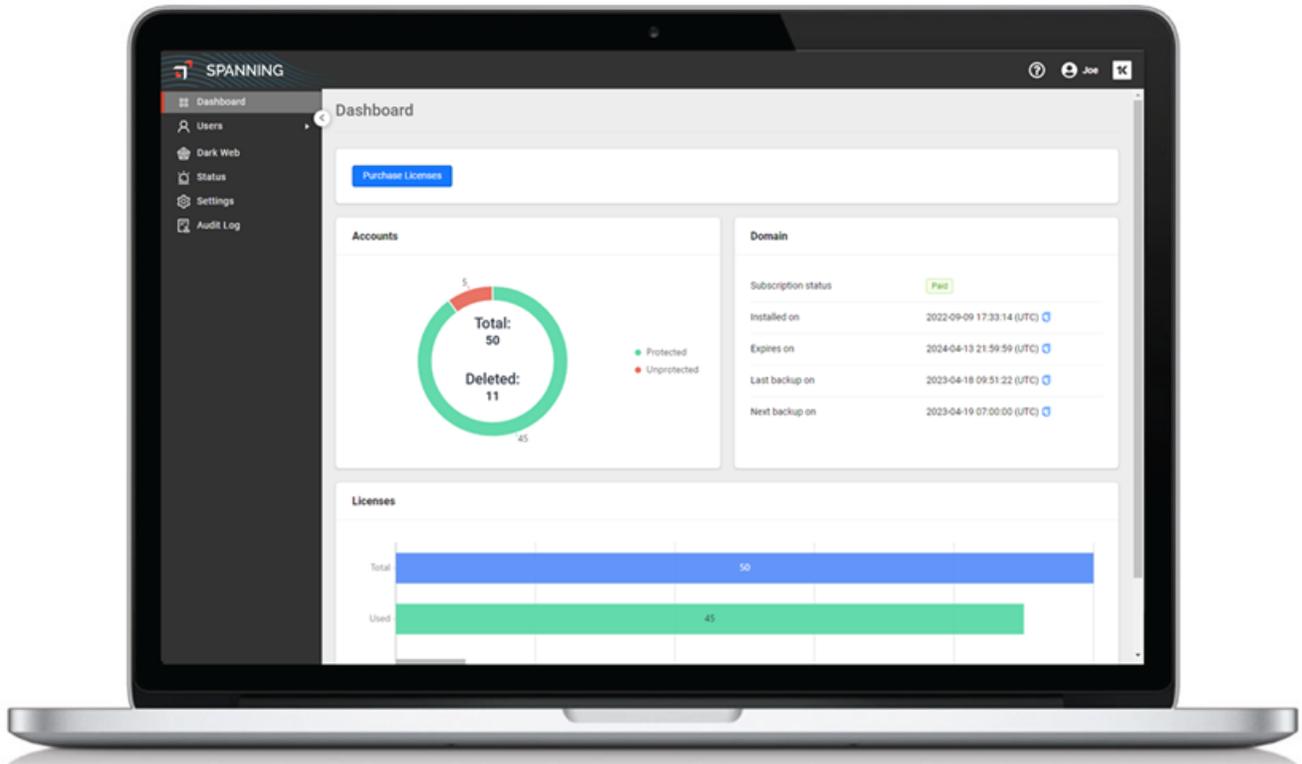


Spanning Backup for Google Workspace Admin Guide

Document Date 06/23/2023



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Getting Started

Thanks for selecting Spanning Backup for Google Workspace! Our mission is to ensure your organization's data is well protected and always available for rapid restore, to keep your organization operational and your Google Workspace users productive. We empower end users to correct their own mistakes, and give application administrators, IT leadership, and audit teams confidence and proof that your data is backed up, safe, and ready for recovery.

Spanning strives to build real relationships with our customers and deliver exceptional service. If you ever have a question or need additional assistance please contact us at support@spanning.com or search our Knowledge Base at <https://helpdesk.kaseya.com/hc/en-gb/categories/4405594418065>.

About this guide

This guide was written for individuals who administer Spanning Backup for Google Workspace.

This guide contains the information you need to install and configure Spanning Backup for Google Workspace, as well as how to use Spanning to restore data, export data from Spanning, and manage Spanning Backup for Google Workspace. It's divided into functional parts intended to support you as you manage your environment.

Prerequisites

To administer Spanning Backup for Google Workspace, the following are required:

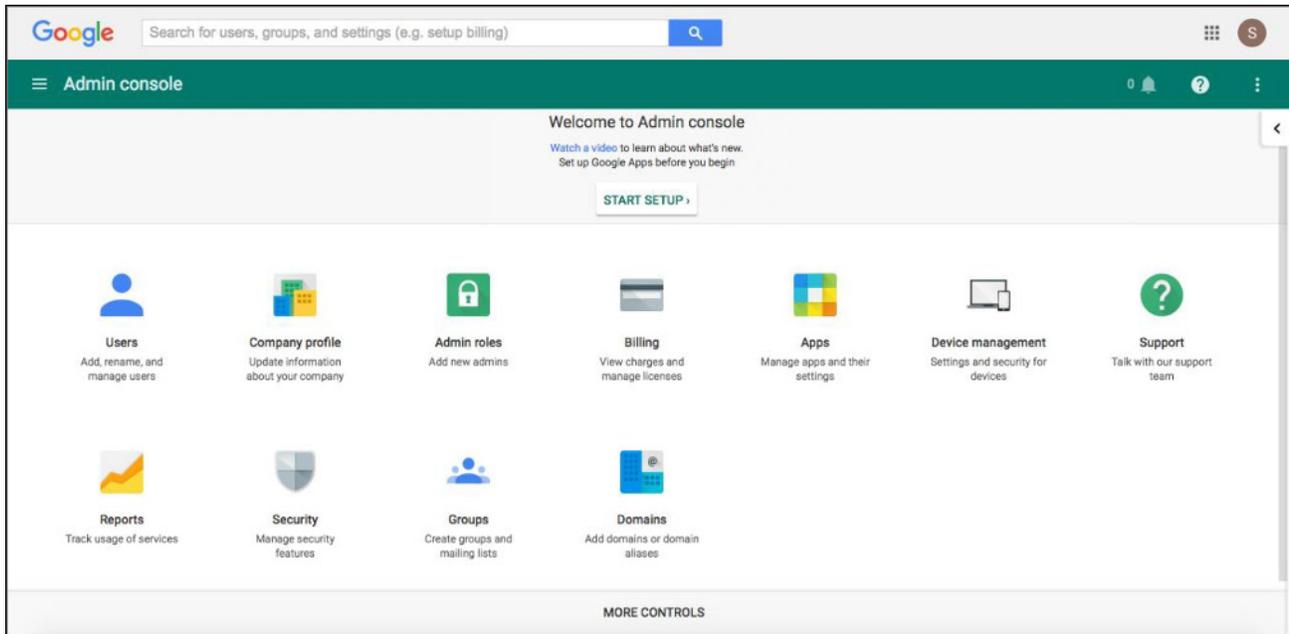
- A Google Workspace subscription
- A Google Workspace Super Admin account
- A Spanning Backup for Google Workspace subscription

Installing Spanning Backup for Google Workspace

Installing and configuring Spanning Backup for Google Workspace is quick and easy. The steps provided below guide you through the installation process and application configuration.

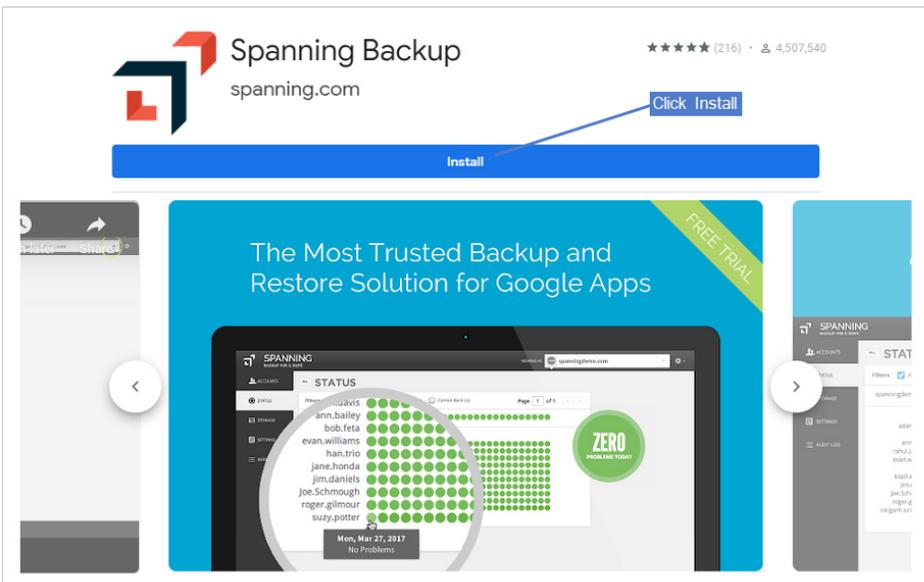
If you have any questions or need additional assistance, please contact us at support@spanning.com. For more on installing Google Workspace, see these [Installation articles](#).

Before you begin the installation process, please ensure you are a Google Super Admin with full administrative rights for the Google Workspace domain where you will install Spanning Backup for Google Workspace. To check if you are a Super Admin, log in to the Google Workspace Admin Console with your Google credentials and then navigate to Admins.



To install Spanning Backup for Google Workspace from the App Marketplace

- 1 Log in to your Google Workspace account.
- 2 Click this URL to open the Spanning Backup for Google Workspace listing on the Google Workspace Marketplace: https://workspace.google.com/marketplace/app/spanning_backup_for_g_suite/632855923494.
- 3 Click **Install** to start the installation process.



- 4 Click **Continue**.

 Domain wide install

You are about to install this app for an entire G Suite domain or organizational unit. All users of the G Suite domain or organizational unit you select will have access to this app. Single-account installation is not supported for G Suite administrator accounts.

It may take up to 24 hours for this app to be installed for your entire G Suite domain or organizational unit.

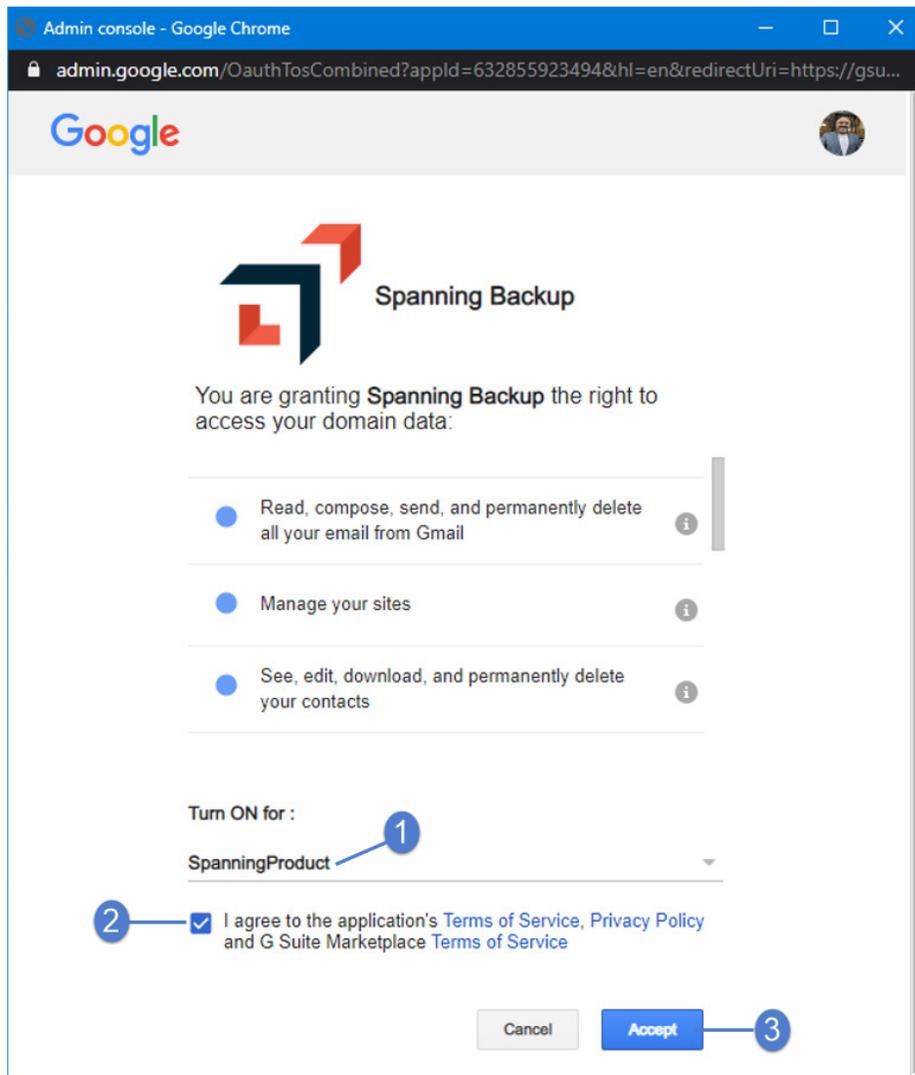
Spanning Backup needs your permission in order to start installing.

By clicking Continue, you acknowledge that your information will be used in accordance with the [terms of service](#) and [privacy policy](#) of this application.

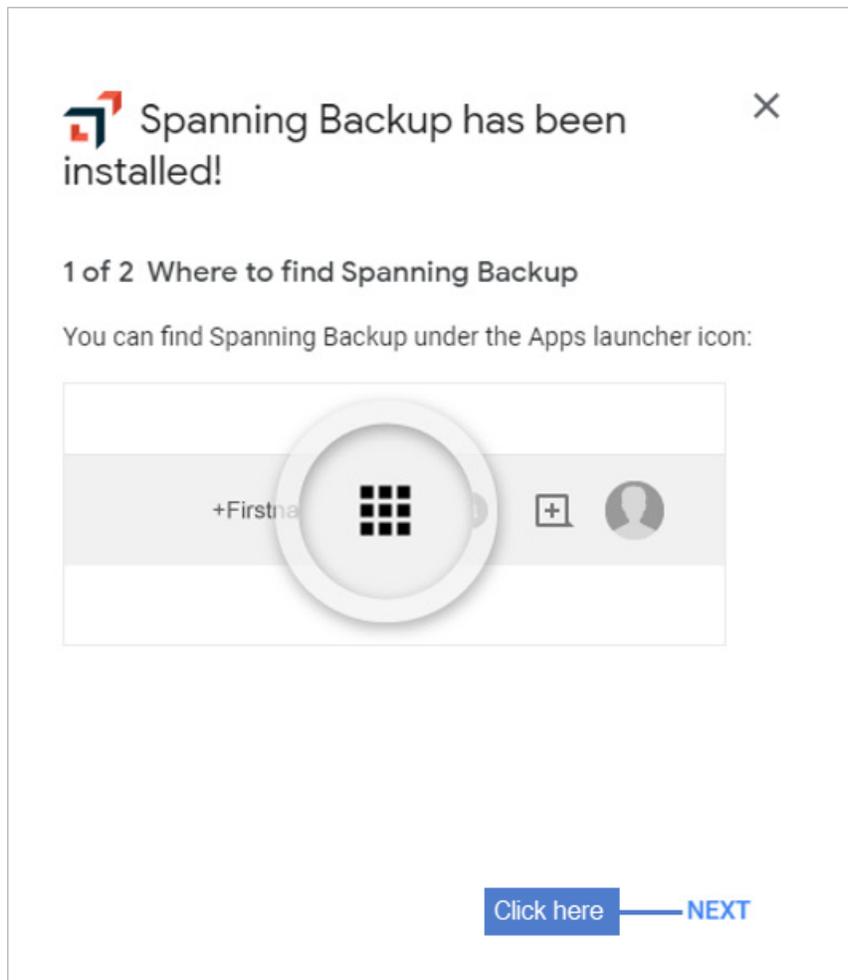
Click here

CANCEL CONTINUE

- 5 Select the top-level domain in the list under *Turn ON for*.
- 6 Check the box to agree to Terms of Service for the application and for Google Workspace Marketplace.
- 7 Click **Accept**.



- 8 Choose if you would like to send out a notification about Spanning Backup for Google Workspace to all the users in your domain and click **Next**.
- 9 Click **Next** on the screen displaying where to find Spanning Backup.



10 Click **Complete additional setup now** to assign user licenses for Spanning Backup for Google Workspace.

Congratulations! You have successfully installed Spanning Backup for Google Workspace.

Assigning Licenses

After installing and authorizing the Spanning Backup for Google Workspace app, you will need to assign Spanning Backup licenses to users in your tenant to begin protecting them. Use one of these procedures to assign or modify licenses:

Note: During a trial, organizations are limited to assigning 100 backup licenses.

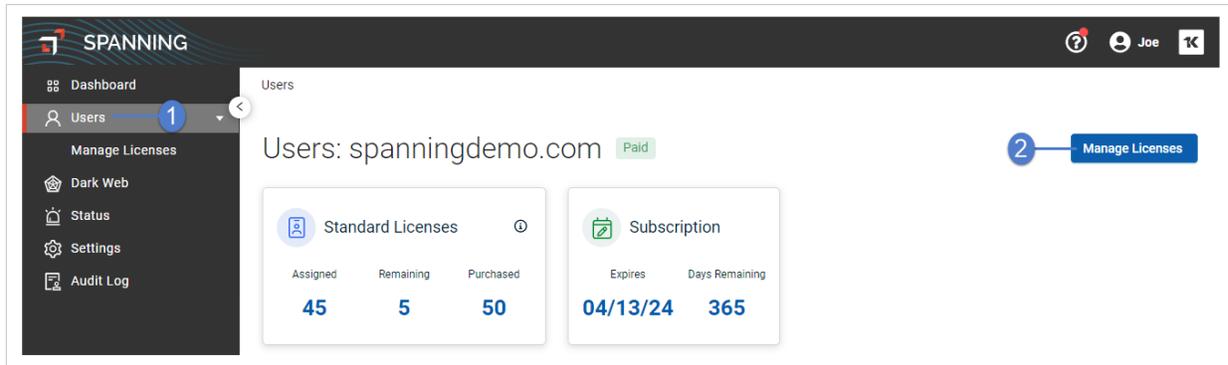
- "To automatically assign licenses to all new users in your tenant"
- "To manually assign or deactivate licenses"
- "To assign licenses to all users within an Organizational Unit"

For more on working with licenses, see these [Licensing articles](#).

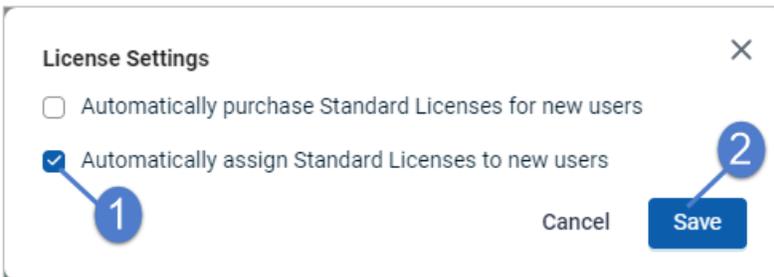
To automatically assign licenses to all new users in your tenant

Use this procedure to assign a license to every new user in the domain.

- 1 Log into Spanning Backup for Google Workspace as an admin user.
- 2 Click **Users**, then **Manage Licenses**.



- 3 Click .
- 4 Check the **Automatically assign Standard Licenses to new users** box. Click **Save**.



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Note: Spanning synchronizes with your tenant's Google Workspace organization to populate the Spanning Backup user list on a daily basis. It can take up to 24 hours for changes to display, but you can perform this sync manually by using the refresh button:

To manually assign or deactivate licenses

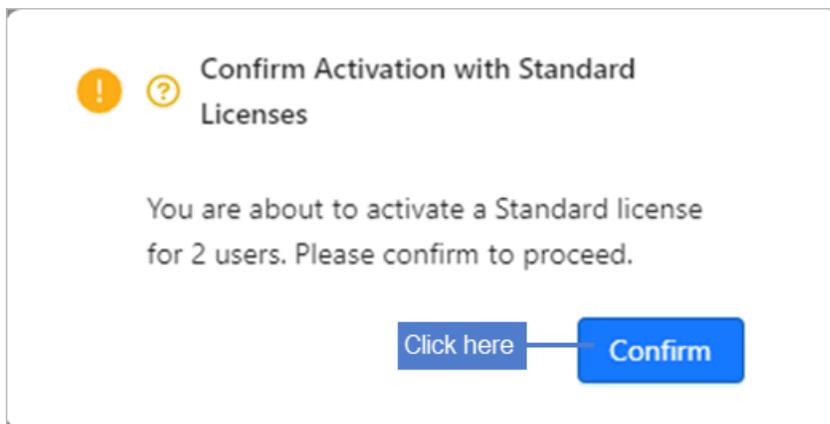
- 1 Log into Spanning Backup for Google Workspace as an admin user.
- 2 Click **Users**, then **Manage Licenses**.

- 3 (Optional) Search for users by name or e-mail address.
- 4 (Optional) Search for users by using the advanced filters. This enables you to search across all columns and values on the page.
- 5 (Optional) Check boxes to select users.

Note: The bulk select checkbox is applied to results currently displayed in the list. If more results fall under the current search criteria, please scroll the list to load further results and use the checkbox then.

6 Do one of the following to assign or deactivate licenses:

- To enable licenses for selected users, click **Activate Standard**. Click **Confirm** to continue.



- To disable licenses for selected users, click **Deactivate License**. Click **Confirm** to continue.

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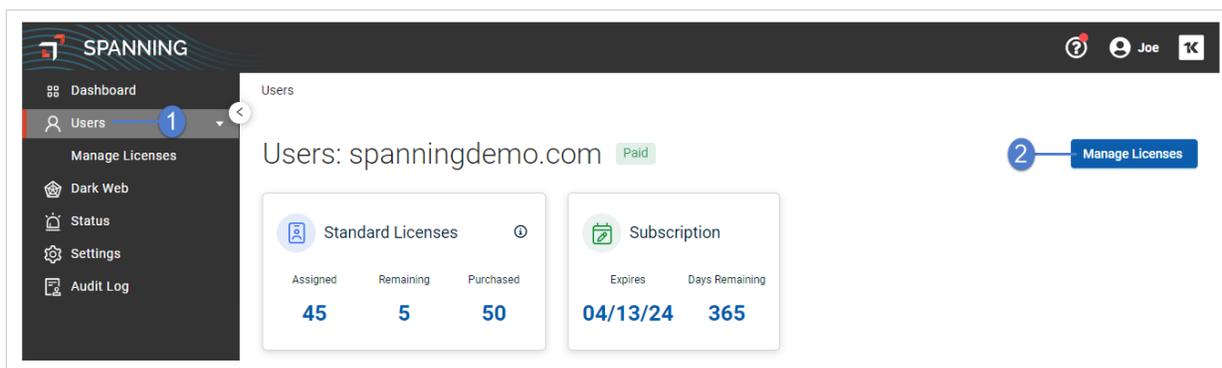
- To assign licenses to all users that meet current filter criteria, click **Activate Licenses**. Click **Confirm** to continue.

Note: When clicking **Activate Licenses**, it is possible to enable backup for all users in your tenant in one action (when no filters are currently applied). If filter criteria are applied (e.g., desired Organizational Unit), this action takes into consideration all filtered results (not only the users loaded in the list below if the list contains more).

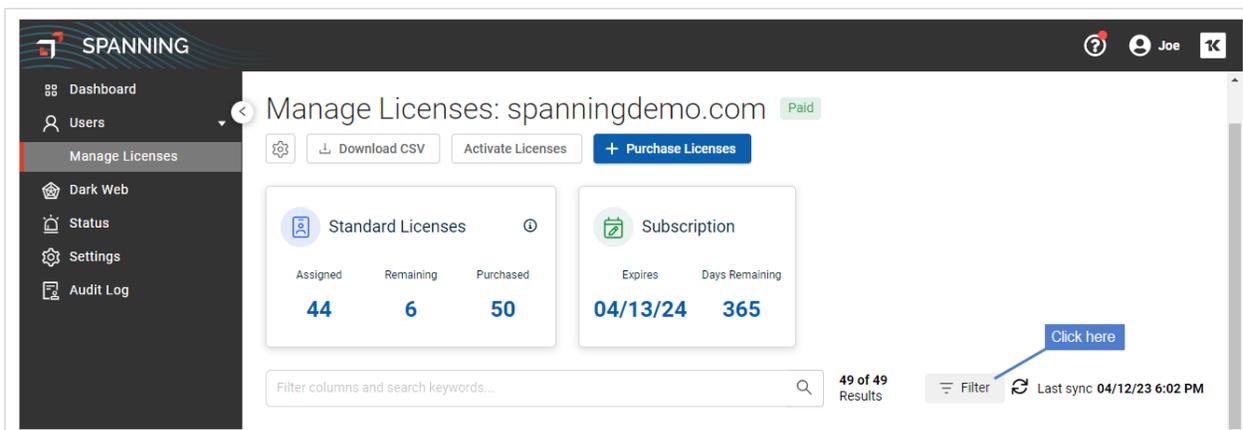
To assign licenses to all users within an Organizational Unit

You can quickly assign licenses to all users within a Google Organizational Unit by using our advanced filtering option together with the **Activate Licenses** button. Simply apply your filter criteria, then click **Activate Licenses** to assign licenses to your filtered list of users. See these steps for details:

- 1 Log into Spanning Backup for Google Workspace as an admin user.
- 2 Click **Users**, then **Manage Licenses**.



- 3 Click **Filter**.



- 4 Enter the Organizational Unit and click **Apply**.

Filter [X]

User
Search keywords... [Q]

Org unit
Engineering [Q]

Email
Search keywords... [Q]

Tags

- Global Admin
- Deleted from Google Workspace
- Spanning Admin
- Help Desk Admin
- Suspended

License

- Active
- Inactive

Clear Filters [2] Apply

- 5 After the filter criteria are applied, click **Assign Licenses**, then click **Confirm**. Licenses are assigned to all unlicensed users in the organizational unit. (The action applies to all filtered results, including any additional users that could not be loaded in the list.)

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The screenshot shows the 'Manage Licenses' interface for 'spanningdemo.com'. It includes a sidebar with navigation options like Dashboard, Users, Manage Licenses, Dark Web, Status, Settings, and Audit Log. The main content area shows a summary of license status: 44 Assigned, 6 Remaining, and 50 Purchased. Below this is a table of users filtered by the 'Engineering' organizational unit. A 'Confirm Activation' dialog box is open, indicating that licenses are about to be activated for the selected users. A callout box points to the 'Users in Engineering organizational unit' filter.

User	Organizational Unit	Email	Tags	License Status
Fry	Engineering	fry@spanningdemo.com		
Jackher	Engineering	jackher@spanningdemo.com		
Jane	Engineering	jane@spanningdemo.com		
Travis	Engineering	travis@spanningdemo.com		

- 6 Once processed, a confirmation message displays and license status shows Standard Licenses assigned to the users.

The screenshot shows the 'Manage Licenses' interface after processing. The table now shows that 'Standard licenses are applied' to the users in the 'Engineering' organizational unit. The 'License Status' column now shows a blue icon for each user, indicating that licenses have been assigned.

User	Organizational Unit	Email	Tags	License Status
Phry	Engineering	fry@spanningdemo.com		Standard licenses are applied
Jackher	Engineering	jackher@spanningdemo.com		Standard licenses are applied
Jane	Engineering	jane@spanningdemo.com		Standard licenses are applied
Travis	Engineering	travis@spanningdemo.com		Standard licenses are applied

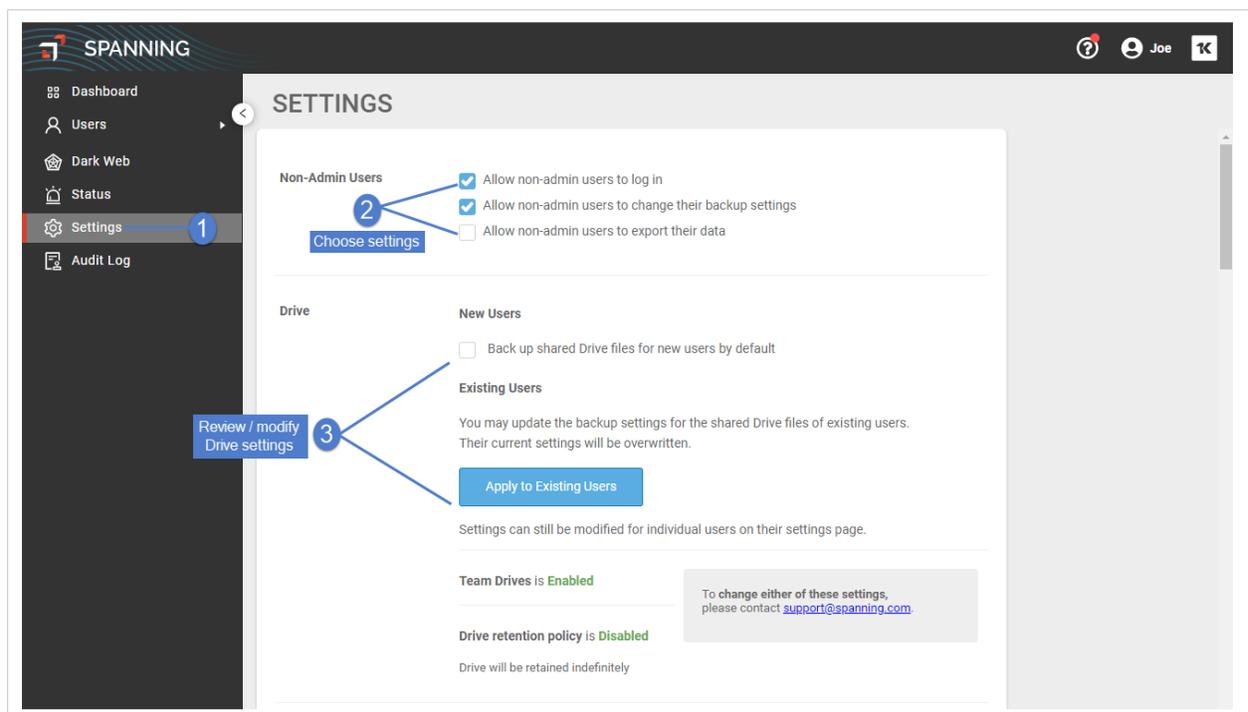
Configuring Administrator Settings

Once you assign licenses, you can configure or modify Administrator Settings by using these steps:

- 1 Log into Spanning Backup for Google Workspace as an admin user.

- 2 Click **Settings**.
- 3 Configure Non-Admin Users settings by choosing whether or not to allow your end users to:
 - Log in and use Spanning Backup for Google Workspace.
 - Change their own backup settings.
 - Export their own data.
- 4 Configure Drive settings by choosing whether or not to back up shared Drive files for new users by default. Whether you check the box for that option or not, you can click **Apply to Existing Users** to propagate your chosen setting out to your existing users.

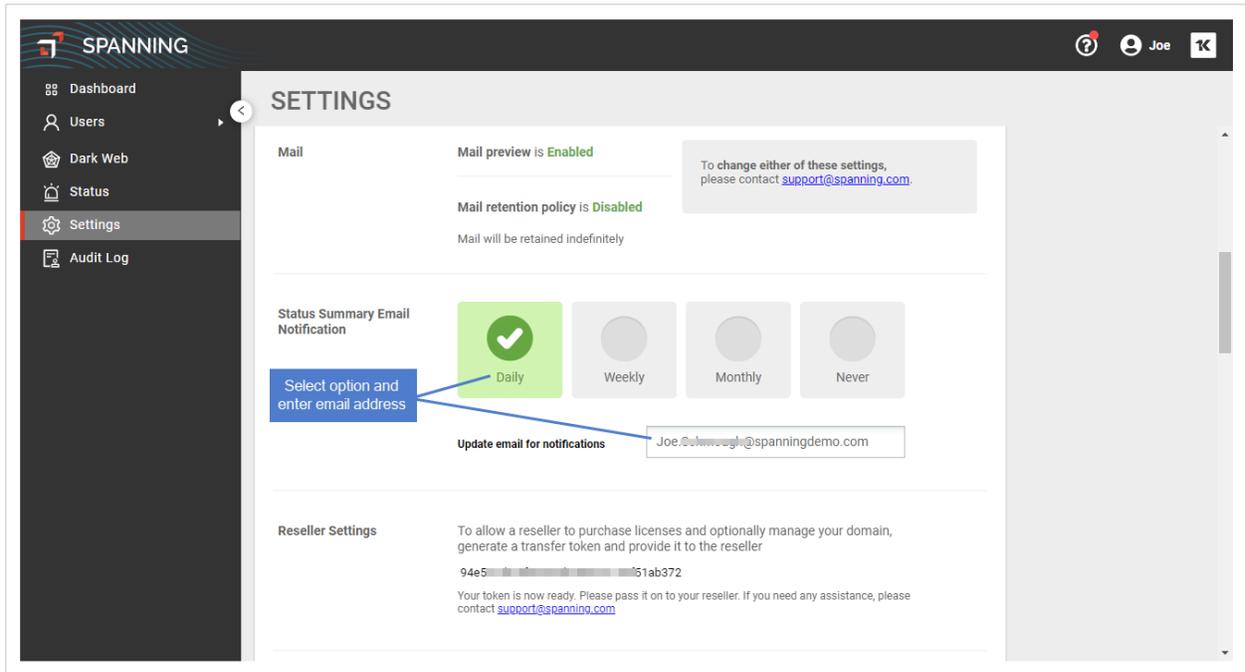
Note: Team Drives backups are enabled by default. Contact support@spanning.com to request changes.



- 5 Review Mail settings. If needed, contact support@spanning.com to request changes.
 - Mail preview is enabled, meaning that administrators can see the contents of an email when they click on that email in the Gmail Restore tab.
 - The mail retention policy is disabled, meaning Spanning will keep all of your email for as long as your account is active, or until you specifically tell us not to.
- 6 Configure Status Summary Email Notification settings by choosing whether to get emails about the status of your backups (Daily, Weekly, Monthly, or Never) and entering the address where notifications are sent. You can specify an individual user's email or a distribution list email if you would like multiple users to receive the Status Summary Email Notification.

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- 7 Review Reseller settings. If needed, contact support@spanning.com to request changes.



- 8 Configure the API Token setting.

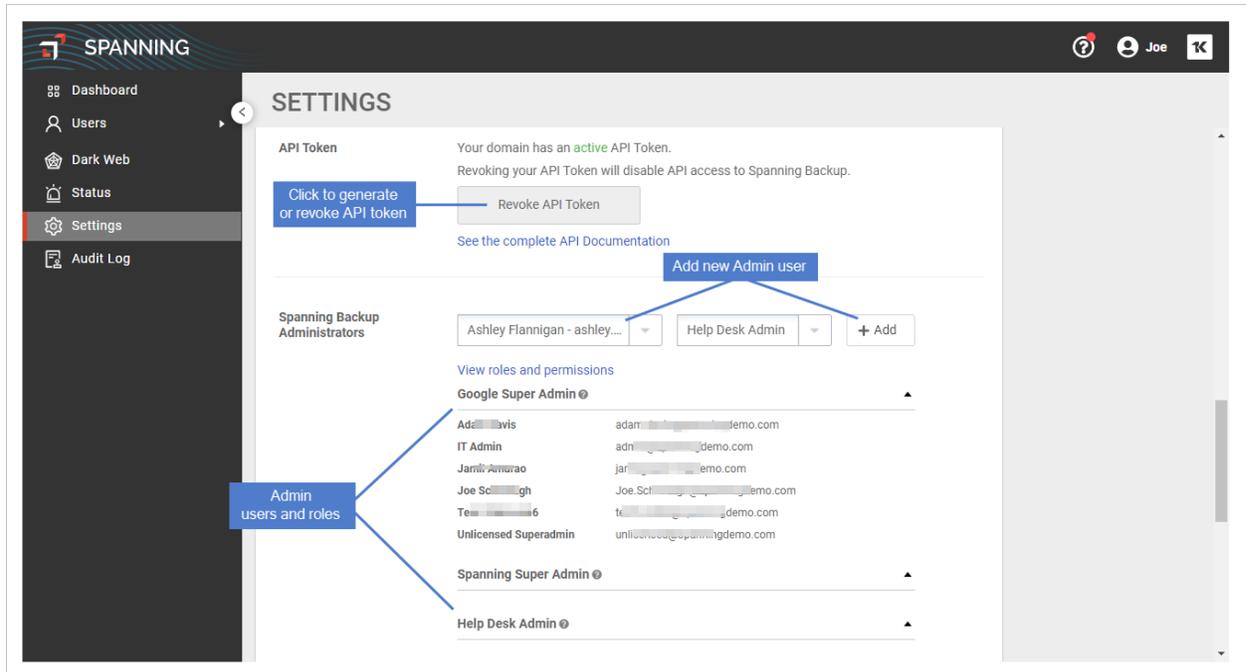
- If you'd like to access the Spanning Backup for Google Workspace API, you can enable your API token by clicking **Generate API Token**. (See <https://api.spanningbackup.com/> for more information on the API.)
- If you do not want access to the API, click **Revoke API Token**.

- 9 Configure Spanning Backup Administrators settings. To add any licensed user as an Admin, select the user from the list, select whether you would like to make that user a Spanning Super Admin or a Spanning Help Desk Admin, and click **Add**.

- The admin user must have a paid seat assigned in order to access the Spanning Backup application. If the admin user does not have a paid seat assigned, they will not be able to create/modify the Spanning Backup user settings or perform on-demand backups/restores/exports for the active Spanning Backup users in the domain. Without a paid seat the admin user can only access the License Manager and billing pages in the account.
- Spanning Backup administrators do not have to be Google Workspace administrators.
- All Google Super Admins are Spanning Super Admins, who have full rights and privileges over all end users and other Admins. Super Admins can add any licensed Spanning user as a Super Admin or Help Desk Admin.
- Help Desk Admins are able to impersonate any user in the domain, assist with restores, and view subject lines of email - but not email content. Some organizations use the Help Desk Admin role for HR or Legal teams, as well as to delegate some of the workload for Super Admins.

	Google Super Admin*	Spanning Super Admin	Help Desk Admin
Viewing Backup History	✓	✓	✓
Impersonating Users	✓	✓	✓
Changing Users' Backup Settings	✓	✓	✓ (Read only)
Initiating Manual Backups	✓	✓	✓
Viewing End User Events History	✓	✓	✓
Performing Same User Restore	✓	✓	✓
Performing Cross User Restore	✓	✓	
Initiating/Downloading Exports	✓	✓	
Managing Licenses	✓	✓	
Purchasing Licenses	✓	✓	
Previewing Emails	✓ (If enabled)	✓ (If enabled)	
Viewing Audit Log	✓	✓	
Changing Admin Settings	✓	✓	

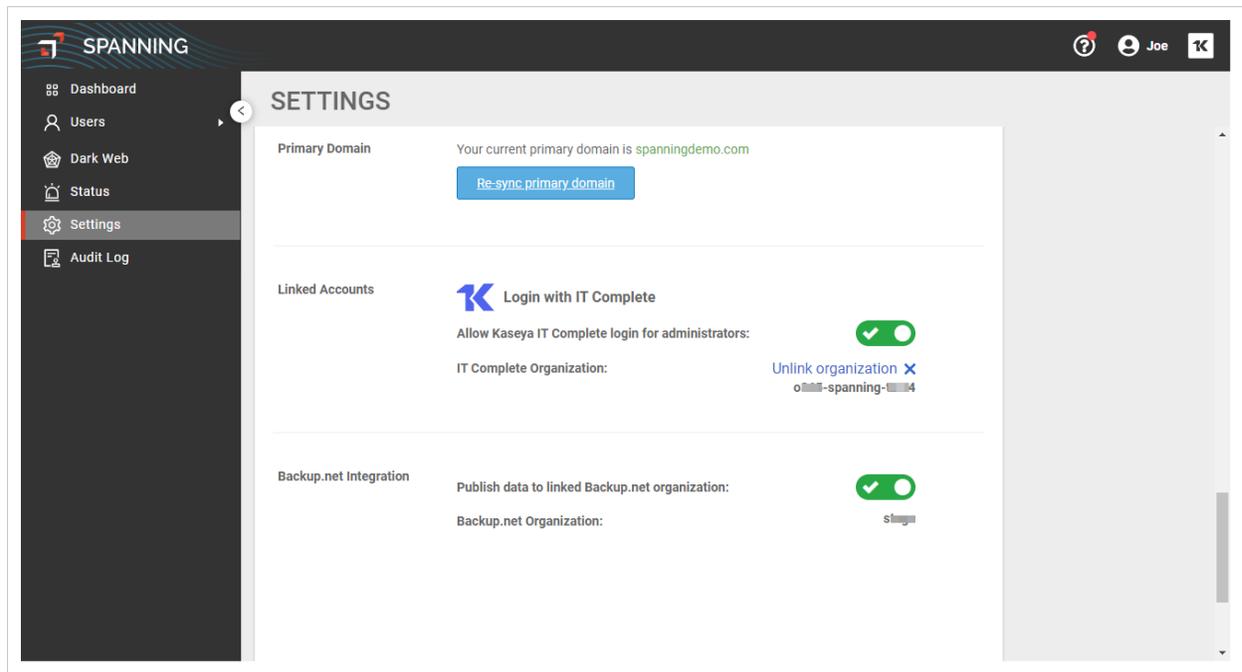
*Default - these permissions are available, assuming the Google Super Admin has a Spanning license.



10 Review the Primary Domain. If needed, click **Re-sync primary domain**.

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- 11 Review Linked Accounts. Choose whether to allow Kaseya IT Complete login for administrators.
- 12 Review Backup.net Integration. Choose whether to publish data to a linked Backup.net organization.

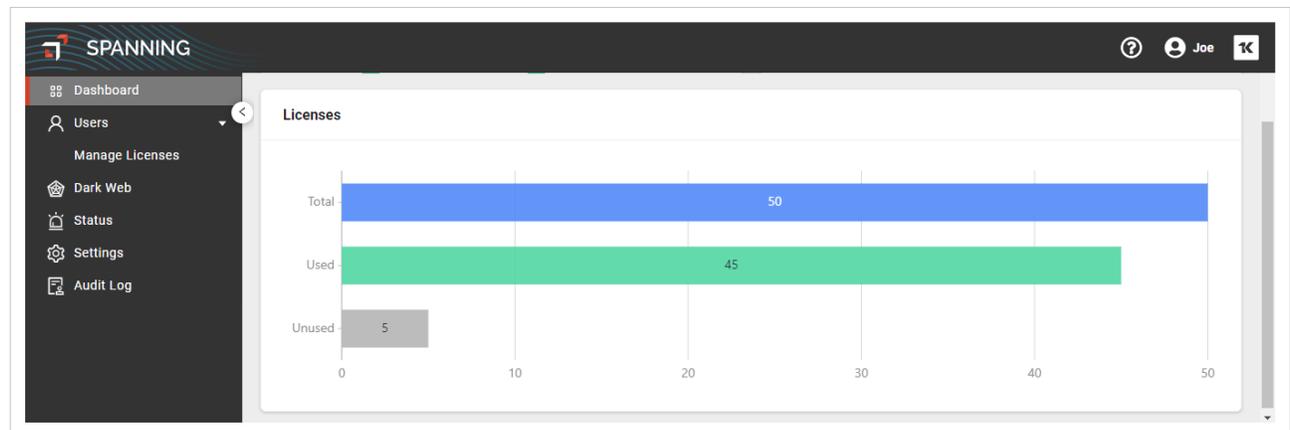
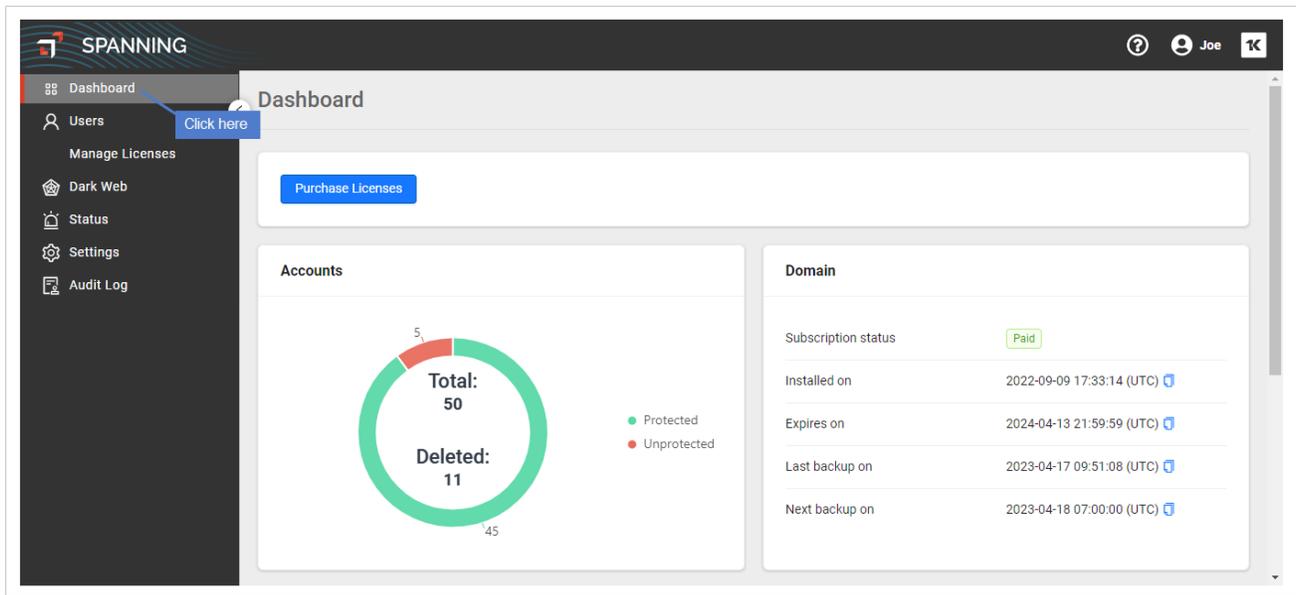


Working with the Dashboard

The Dashboard provides a high-level overview of your Spanning Backup for Google Workspace environment. By using the Dashboard, you can:

- Purchase licenses
- View the status of accounts (protected versus unprotected)
- View this domain information: subscription status, install date, expiration date, date and time of the last backup, and date and time of the next backup
- View this license information: total number of licenses, number of licenses that are in use, and number of licenses that are not yet in use

To access the Dashboard, click **Dashboard**:



Viewing Users

The Users page displays information about the users in your Google domain. As you add users to your Google domain, they are synced to Spanning and display on this page. To view the Users page, click **Users**.

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The screenshot shows the SPANNING Users page for the domain spanningdemo.com. The page features a sidebar with navigation options: Dashboard, Users (selected), Manage License (with a 'Click here' callout), Dark Web, Status, Settings, and Audit Log. The main content area includes two summary tiles: 'Standard Licenses' (Assigned: 45, Remaining: 5, Purchased: 50) and 'Subscription' (Expires: 04/13/24, Days Remaining: 362). A 'License and subscription snapshot' callout points to these tiles. Below the tiles is a search and filter section with a search bar, a 'Filter list of users' callout, and a 'Filter' button. The 'Last sync' is 04/16/23 6:01 PM, with a 'Click to sync Google users' callout. The user list table has columns for User, Organizational Unit, Email, License Type, and Tags. The table contains five rows of user data, including David Waters, Joe Schmough, IT Admin, Albert Chason, and Alonso Fernando. A callout 'Users in your Google domain' points to the user list.

User	Organizational Unit	Email	License Type	Tags
David Waters	Support	David.waters@spanningdem...		
Joe Schmough		Joe.Schmough@spanningde...		Global Admin
IT Admin		admin@spanningdemo.com		Global Admin
Albert Chason	Level 1	albert.chason@spanningde...		
Alonso Fernando		alonso.fernando@spanningd...		Deleted from Google Workspace

The Users page contains the following:

- Standard Licenses tile – Shows the total number of licenses purchased, assigned (in use), and remaining (unused). Spanning backs up all new and existing data for standard licenses.
- Subscription tile – Shows the subscription's expiration date and days remaining.
- Filter columns and search keyword field – Type in text and press **Enter** to filter the list of users. User names and emails containing the text you entered display in the list below.

This screenshot shows the search filter applied to the user list. The search bar contains the text 'd2021'. A callout 'Enter search text' with a circled '1' points to the search input. The search results show '4 of 4 Results'. The user list is filtered to show four users, all with the tag 'Deleted from Google Workspace'. A callout 'User list is filtered' with a circled '2' points to the filtered list.

User	Organizational Unit	Email	License Type	Tags
		d2021-11-03T08:41:27Z.d20...		Deleted from Google Workspace
		d2021-11-03T08:41:27Z.d20...		Deleted from Google Workspace
		d2021-11-03T08:41:27Z.d20...		Deleted from Google Workspace
		d2021-11-03T08:41:27Z.d20...		Deleted from Google Workspace

- Filter – Click to filter the user list by selected criteria.

The screenshot displays the 'Users: spanningdemo.com' page. At the top right is a 'Manage Licenses' button. Below it are two summary cards: 'Standard Licenses' (Assigned: 45, Remaining: 5, Purchased: 50) and 'Subscription' (Expires: 04/13/24, Days Remaining: 362). A 'Filter' panel on the right allows filtering by User, Org unit (set to 'Engineering'), Email, and Tags (Global Admin, Deleted from Google Workspace, Spanning Admin, Help Desk Admin, Suspended). A 'Select filter criteria' button is highlighted with a blue circle '2'. Below the filter panel are 'Clear Filters' and 'Apply' buttons, with the 'Apply' button highlighted with a blue circle '3'. The main table lists users: Philip Fry, Jack Reacher, Jane Honda, and Travis Thatcher. A 'List is filtered' button is highlighted with a blue circle '4'. A 'Click to clear filter' button is also visible.

- Click a user in the list to view last backup status.

The screenshot shows the backup status for user Jack Reacher. A callout box on the left says 'Click a user to see the status of last backups'. The main table shows the following data:

App	Last Backup	Items	Size	Errors	Status
Mail	04/17/23 2:50 AM	0	–	0	● 100 %
Calendar	04/16/23 9:53 AM	16	–	0	● 100 %
Contacts	04/16/23 11:01 PM	0	–	0	● 100 %
Drive	04/16/23 5:54 PM	0	–	0	● 100 %
Sites	04/16/23 5:51 PM	0	–	0	● 100 %

Additional interface elements include 'Org unit: Engineering', '4 of 4 Results', 'Filter', and 'Last sync: 04/16/23 6:01 PM'. An 'Impersonate' button is visible in the top right of the table.

- If you are logged in as an administrator, you can impersonate a user to restore their data (see "[To restore or export another user's data](#)"). To impersonate a user, click the user's  icon and select **Impersonate**.

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Users: spanningdemo.com Paid Manage Licenses

Standard Licenses

Assigned	Remaining	Purchased
45	5	50

Subscription

Expires	Days Remaining
04/13/24	362

Org unit: Engineering 4 of 4 Results Filter Last sync: 04/16/23 6:01 PM

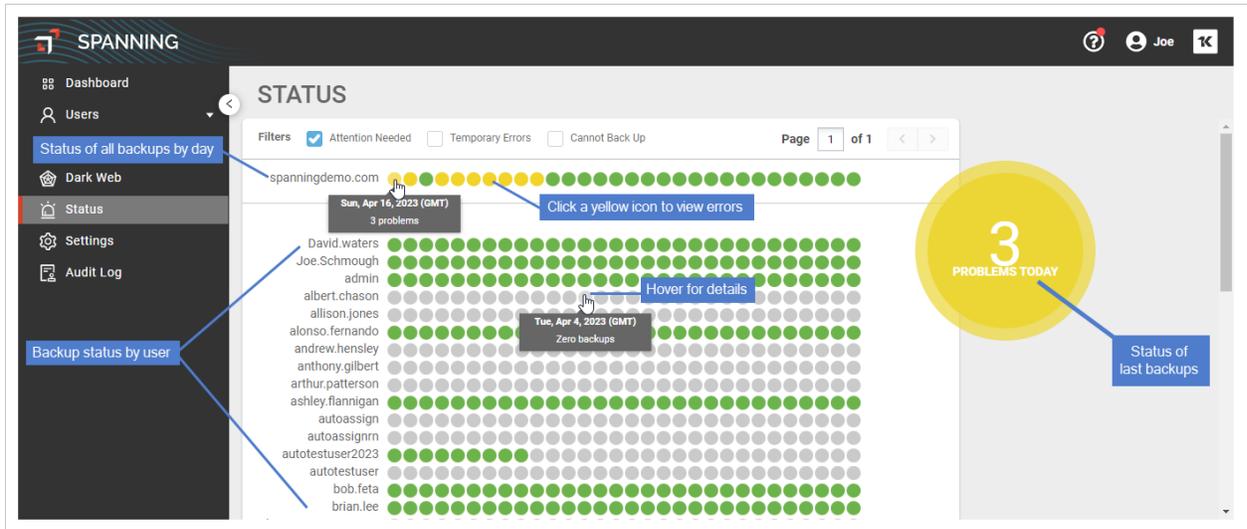
User	Organizational Unit	Email	License Type	Tags
Philip Fry	Engineering	fry@spanningdemo.com		
Jack Reacher	Engineering	jack.reacher@spanningdemo.com		Impersonate
Jane Honda	Engineering	jane.honda@spanningdemo.com		
Travis Thatcher	Engineering	travis.thatcher@spanningdemo.com		

Checking Backup Status

As an administrator, you can view the status of your entire domain's backups at a glance, and from there, you can drill down to find problems with your backups so you can quickly resolve them before they impact future restore attempts.

To check backup status

- 1 Log into Spanning Backup for Google Workspace as an admin user.
- 2 Click **Status**.
- 3 The Status page shows the status of recent backups across the entire domain and by user:
 - A large status icon shows the status of the domain's last backups.
 - Small icons show the status of backups for each day, across the entire domain or by user.
 - ● indicates that the days' backups were successful, ● indicates that there was a problem that may need to be addressed, ● indicates that no backup took place that day (which usually occurs if the user's account has been suspended).
 - Hover over an icon to see the backup date and number of problems.



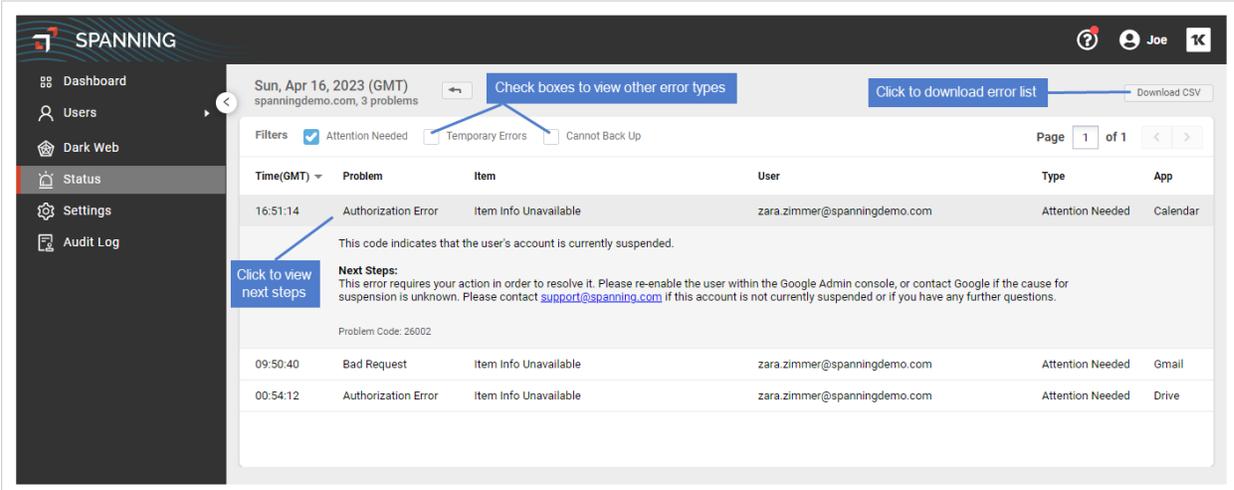
4 Click a yellow icon to see a list of errors that occurred within that backup. There are 3 kinds of errors:

- Attention Needed – Problems that typically require your attention to resolve. Examples include 0-byte files or corrupt or damaged files.
- Temporary Errors – Technical problems that occur, and that will typically resolve themselves in 2-3 days.
- Cannot back up – Due to limitations within the Google API, these are files, accounts, or other items that cannot be backed up by our system. Examples include Google Forms, Google Scripts, and Fusion Tables.

Click on the checkboxes at the top of the page to filter by error type; we want to be 100% transparent about what does and does not get backed up, but we also want you to be able to quickly determine which problems require your intervention to solve.

In the list of errors, you can click on each one for additional information about what went wrong and what the next steps are to fix it. You can also click **Download CSV** at the upper right to export the list into a comma-separated values file.

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The screenshot displays the Spanning Backup for Google Workspace Admin interface. The left sidebar contains navigation options: Dashboard, Users, Dark Web, Status, Settings, and Audit Log. The main content area shows a table of error logs for 'spanningdemo.com' on 'Sun, Apr 16, 2023 (GMT)'. The table has columns for Time(GMT), Problem, Item, User, Type, and App. The first row shows an 'Authorization Error' at 16:51:14 for user 'zara.zimmer@spanningdemo.com' related to the 'Calendar' app. A callout box points to the 'Problem' column with the text 'Click to view next steps'. Another callout box points to the 'Filters' section with the text 'Check boxes to view other error types'. A third callout box points to a 'Download CSV' button with the text 'Click to download error list'. Below the table, there is a 'Next Steps' section for the first error, stating: 'This error requires your action in order to resolve it. Please re-enable the user within the Google Admin console, or contact Google if the cause for suspension is unknown. Please contact support@spanning.com if this account is not currently suspended or if you have any further questions.' The problem code is 26002. The second and third rows show 'Bad Request' and 'Authorization Error' respectively, both for the same user and related to 'Gmail' and 'Drive' apps.

Time(GMT)	Problem	Item	User	Type	App
16:51:14	Authorization Error	Item Info Unavailable	zara.zimmer@spanningdemo.com	Attention Needed	Calendar
This code indicates that the user's account is currently suspended. Next Steps: This error requires your action in order to resolve it. Please re-enable the user within the Google Admin console, or contact Google if the cause for suspension is unknown. Please contact support@spanning.com if this account is not currently suspended or if you have any further questions. Problem Code: 26002					
09:50:40	Bad Request	Item Info Unavailable	zara.zimmer@spanningdemo.com	Attention Needed	Gmail
00:54:12	Authorization Error	Item Info Unavailable	zara.zimmer@spanningdemo.com	Attention Needed	Drive

Running a Backup

In addition to the daily automated backups Spanning runs to protect your data, an on-demand backup can be initiated whenever you like. To perform an on-demand backup, follow these steps:

- 1 Do one of the following:
 - To back up your own data, log into Spanning Backup for Google Workspace with your user account. Skip to [step 4](#).
 - To back up another user's data, log in with your admin account.
- 2 Click **Users**.
- 3 Locate the user whose data you want to back up. Click the user's **:** icon and select **Impersonate**.

Users: spanningdemo.com Paid Manage Licenses

Standard Licenses

Assigned	Remaining	Purchased
45	5	50

Subscription

Expires	Days Remaining
04/13/24	364

Filter columns and search keywords... 45 of 45 Results Filter Last sync 04/15/23 6:01 PM

User	Organizational Unit	Email	License Type	Tags
David Williams	Support	David.williams@spanningdemo.com	Standard License	
Joe Schmitt		Joe.Schmitt@spanningdemo.com	Standard License	Global Admin
IT Admin		admin@spanningdemo.com	Standard License	Global Admin
Albert Johnson	Level 1	albert.johnson@spanningdemo.com	Standard License	

- 4 On the Users page, click **Back Up Now**.
- 5 Check boxes to select what to back up (Gmail, Calendars, Sites, Drive, or Contacts).
- 6 Click **Go**.

USER

ZERO PROBLEMS TODAY

Fri, May 5, 2023 (GMT)

Missing something? Restore

What would you like to back up?

- Gmail
- Calendars
- Sites
- Drive
- Contacts

Note: Backups are queued immediately, but may not start for several moments.

Cancel GO

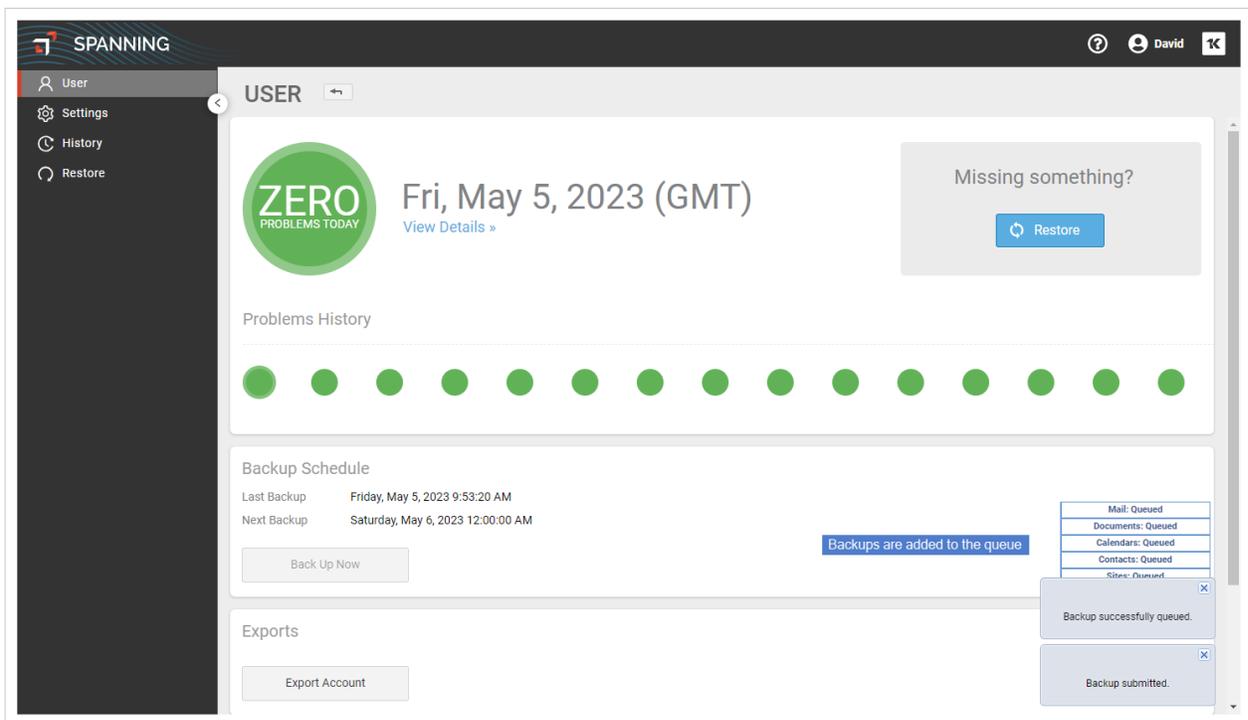
Back Up Now

Backup Schedule

Last Backup	Friday, May 5, 2023
Next Backup	Saturday, May 6, 2023 12:00:00 AM

- 7 On-demand backups are added to the queue.

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8 Repeat this procedure as needed to run on-demand backups for other users.

Note: There is no option to do on-demand backups for everyone in the domain in one operation. You have to go into each account to perform on-demand backups per user. Drive backups include Team Drives content if Team Drives backup is enabled in Spanning.

Restoring Data

Once your initial backup is complete, you'll be able to use the restore and export functions in Spanning. The amount of time it takes to complete your first backup will vary according to how much data you have stored in your Google Workspace domain.

See these procedures for details:

- "To restore or export another user's data"
- "To restore or export Gmail data"
- "To restore or export Drive data"
- "To restore or export a calendar"
- "To restore or export contacts"
- "To restore or export site information"

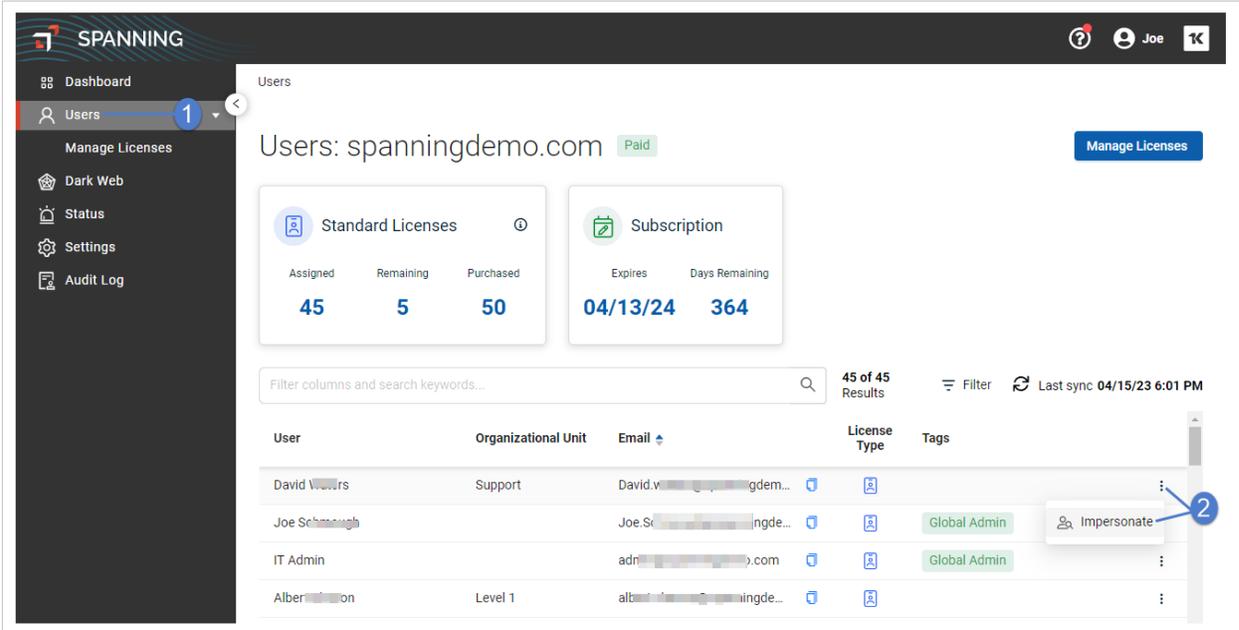
To restore or export another user's data

Use this procedure to impersonate the user whose data you will restore or export. After you complete this procedure, you will proceed to the applicable restore procedure.

Notes:

- You must be an administrator to recover another user's data.
- A Google Super Admin or Spanning Super Admin can recover the user's data back to the same user or opt to recover to another user in the domain.
- A Help Desk Admin can only recover the user's data back to the same user.

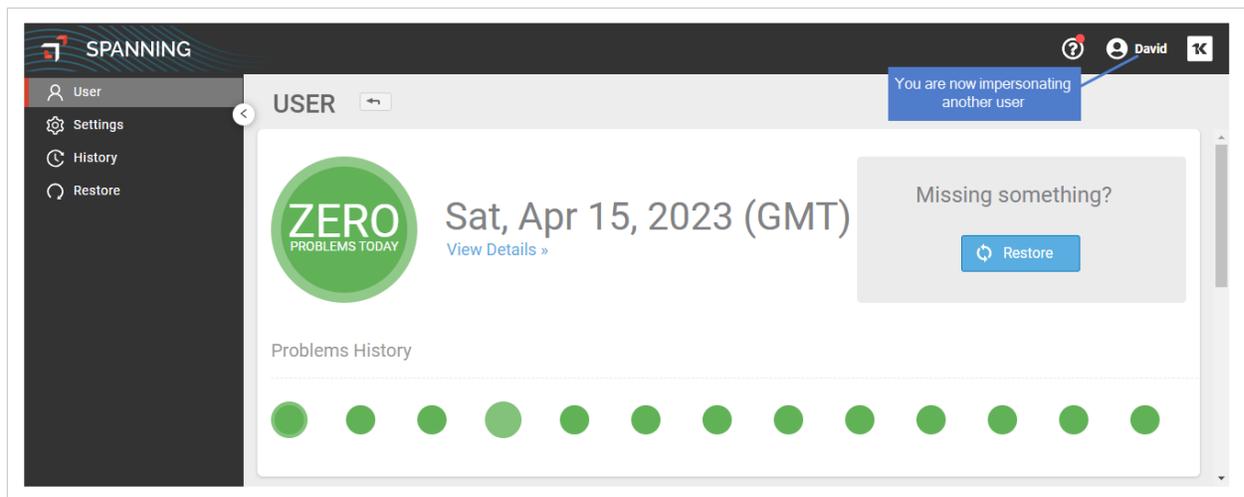
- 1 Log into Spanning Backup for Google Workspace as an admin user.
- 2 Click **Users**.
- 3 Locate the user whose data you want to restore. Click the user's  icon and select **Impersonate**.



The screenshot shows the Spanning Backup for Google Workspace interface. The sidebar on the left contains navigation links: Dashboard, Users (highlighted with a blue circle and '1'), Manage Licenses, Dark Web, Status, Settings, and Audit Log. The main content area is titled 'Users: spanningdemo.com' and includes a 'Paid' status indicator and a 'Manage Licenses' button. Below this are two summary cards: 'Standard Licenses' (Assigned: 45, Remaining: 5, Purchased: 50) and 'Subscription' (Expires: 04/13/24, Days Remaining: 364). A table lists users with columns for User, Organizational Unit, Email, License Type, and Tags. The user 'Joe Schenough' is highlighted, and a dropdown menu is open showing the 'Impersonate' option, which is indicated by a blue circle with the number 2.

User	Organizational Unit	Email	License Type	Tags
David Williams	Support	David.Williams@spanningdemo.com	Global Admin	
Joe Schenough		Joe.Schenough@spanningdemo.com	Global Admin	Global Admin
IT Admin		admin@spanningdemo.com	Global Admin	Global Admin
Albert Johnson	Level 1	albert.johnson@spanningdemo.com		

- 4 You are now impersonating the user whose data you will restore or export.



5 Proceed to one of these procedures to perform the restore or export:

- "To restore or export Gmail data"
- "To restore or export Drive data"
- "To restore or export a calendar"
- "To restore or export contacts"
- "To restore or export site information"

To restore or export Gmail data

1 Do one of the following:

- To recover from your own backup, log into Spanning Backup for Google Workspace with your user account.
- To recover from another user's backup, log in with your admin account and impersonate the user whose data you will recover (as described in "To restore or export another user's data").

2 Click **Restore** and select the **Gmail** tab.

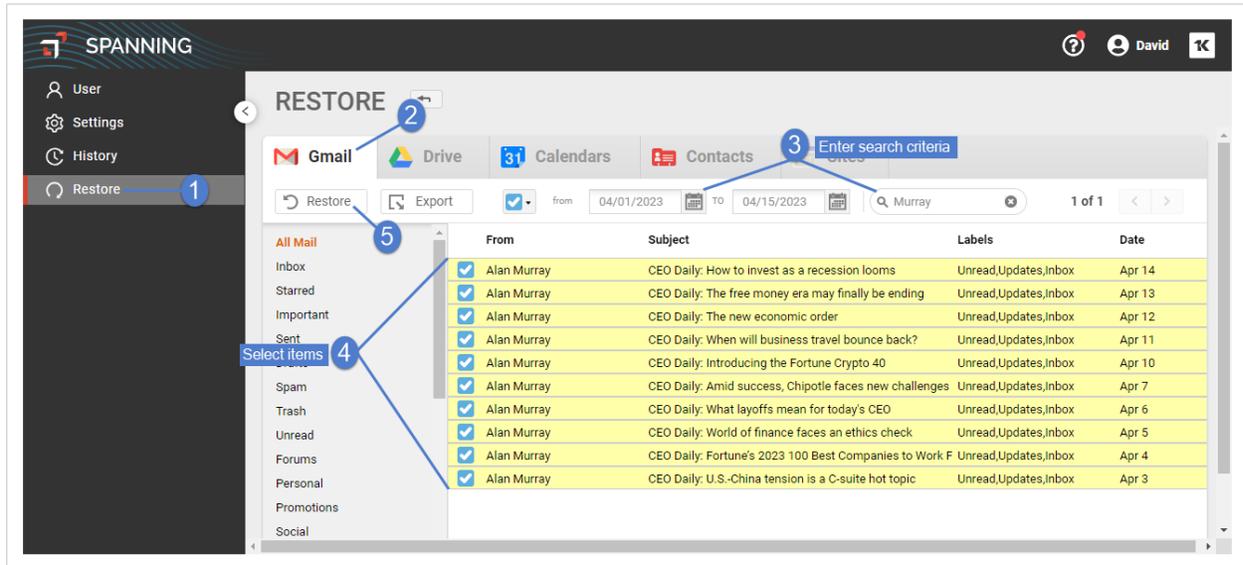
3 Search for the item(s) you want to restore. You can search by labels, point in time, or by using the Search field. You can use one search method or multiple methods to help you find what you're searching for:

- Labels – Your mailbox is laid out the same way in Spanning Backup that it is in Gmail. Use the labels on the left the same way you would in Gmail.
- Point in time – You can choose a date range or a specific day.
- Search – You can type into the Search bar and Spanning automatically starts searching your email by author and subject and populates the panel below with a list of matches.

4 Once you've found the correct email(s), you can check the boxes next to them to select them for recovery.

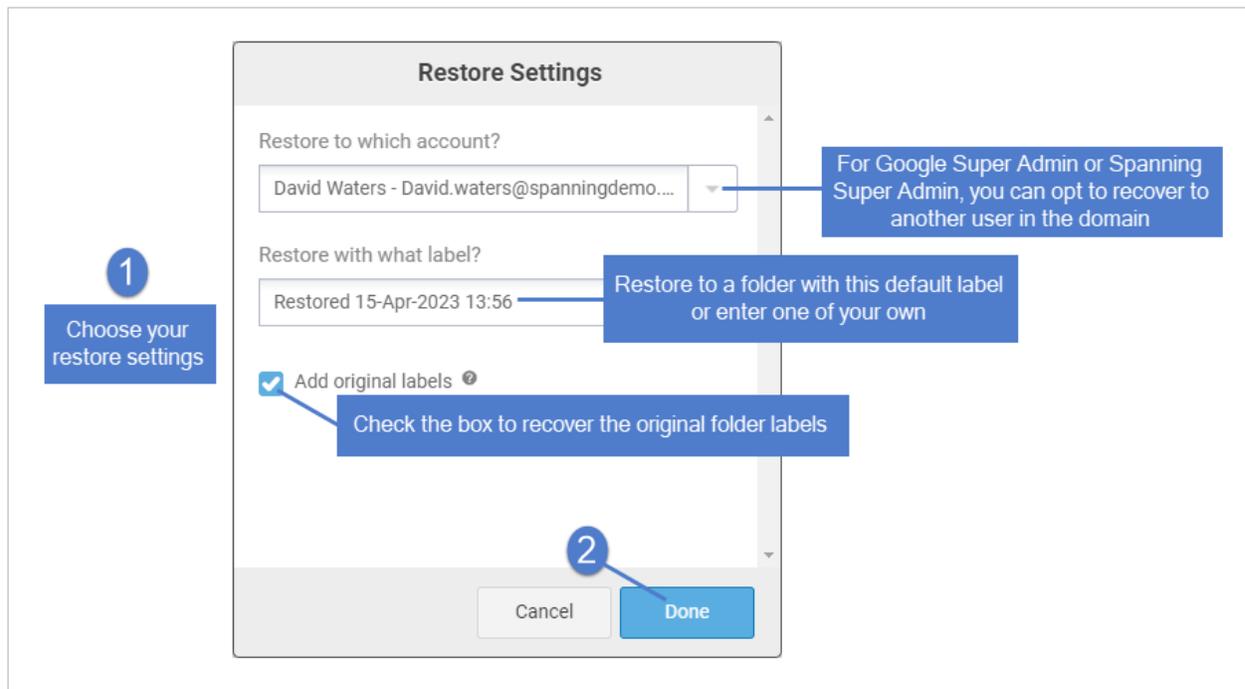
Note: When checking the **Select All** box at the top of the page, be sure the correct date range is selected. There's also the option to select all of the results instead of just the first 50 that are on the page.

- 5 Once you've selected the emails, you can either restore or export the data. Do one of the following:
- To restore, click **Restore** and continue with the steps in this procedure.
 - To export selected items into a compressed file, proceed to "[To export selected items](#)".

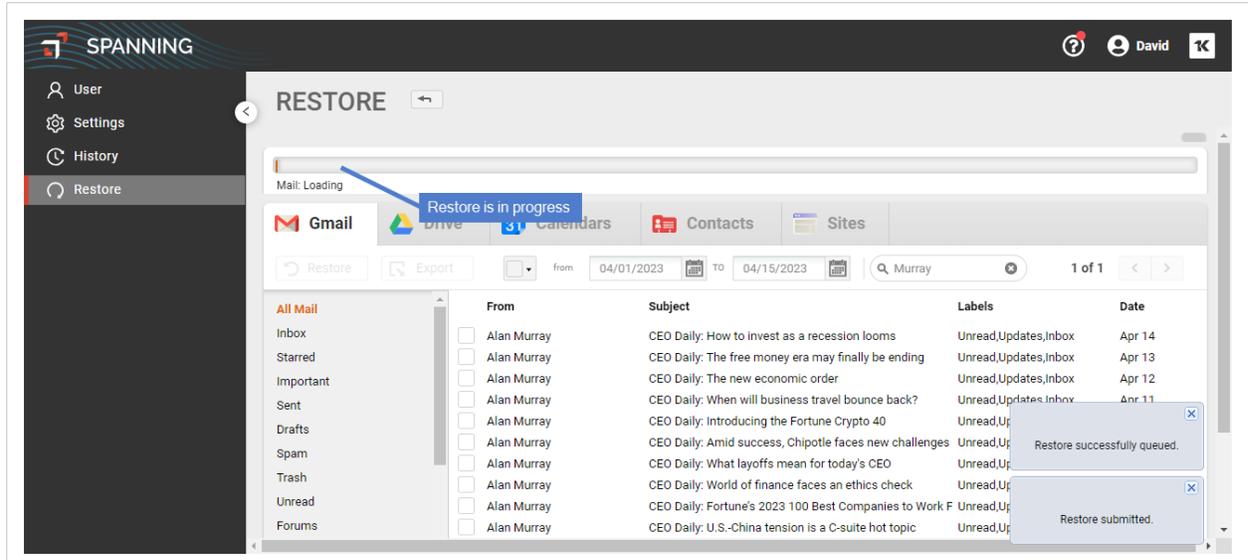


- 6 Select your restore settings. Click **Done**.

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- 7 The restore runs. You can view its progress via the progress bar at the top of the screen. Selected data is restored into the *Restored From (date)* folder by default, unless you set a custom label name.

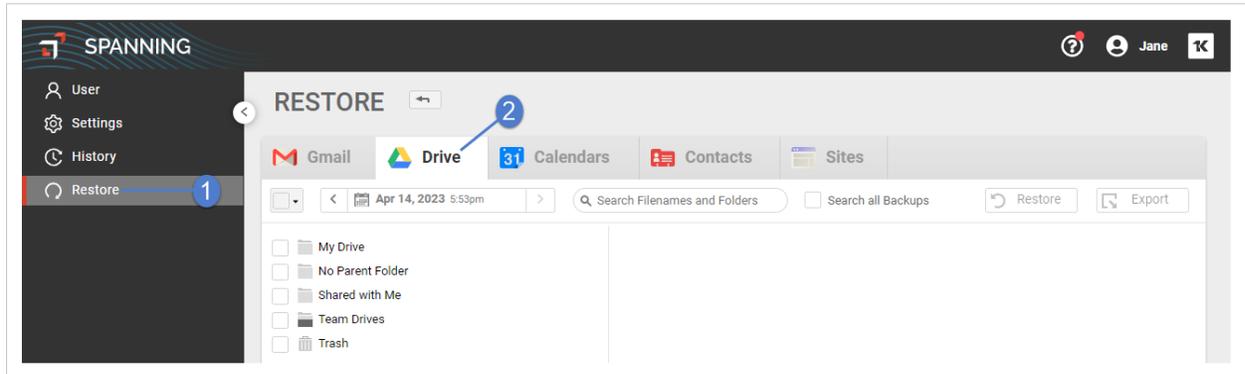


To restore or export Drive data

- Do one of the following:
 - To recover from your own backup, log into Spanning Backup for Google Workspace with your user account.

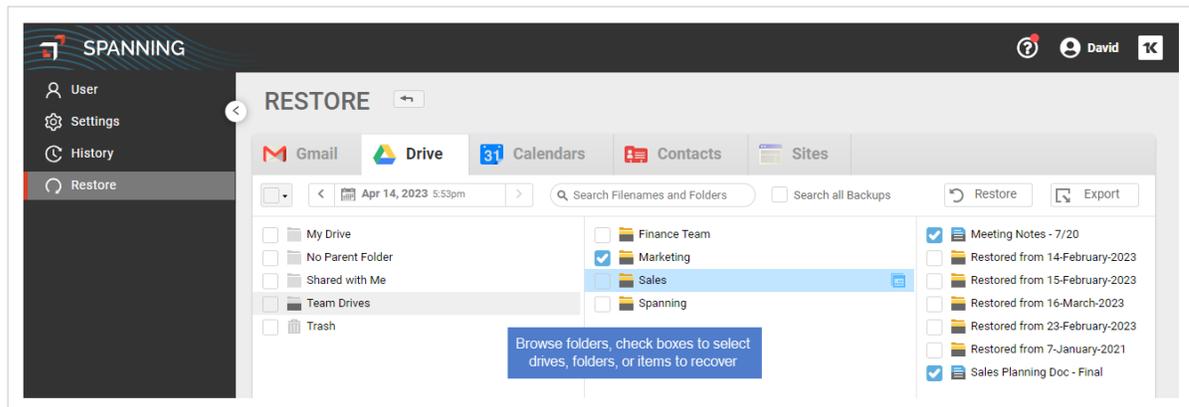
- To recover from another user's backup, log in with your admin account and impersonate the user whose data you will recover (as described in "To restore or export another user's data").

2 Click **Restore** and select the **Drive** tab.



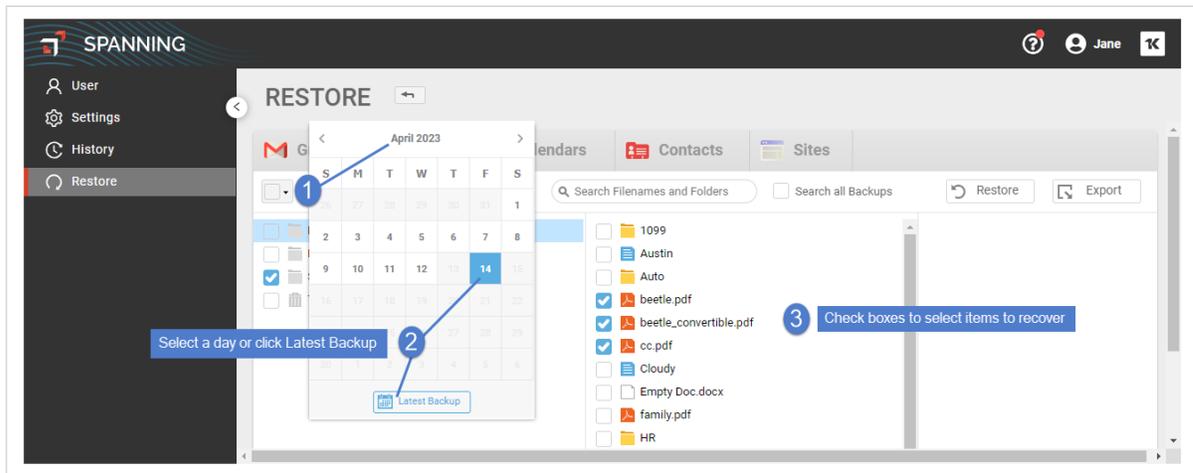
3 Search for and select the item(s) you want to restore. You can search by folders, point in time, or by using the Search field. You can use one search method or multiple methods to help you find what you're searching for:

- Folders** – Your Drive structure is replicated in Spanning Backup; search these folders just as you would in Drive. Additionally, Spanning provides a No Parent folder for files stored in the root level of your Drive, and a Shared with Me folder that contains files that have been shared with you but that have not been saved anywhere else in your Drive . If Team Drives backup is enabled in Spanning and you have the Manager or Content Manager role to one or more Team Drives, you will be able to view Team Drives in the root level of your Drive and you can search Team Drives to restore or export files and folders. Check boxes to select folders.

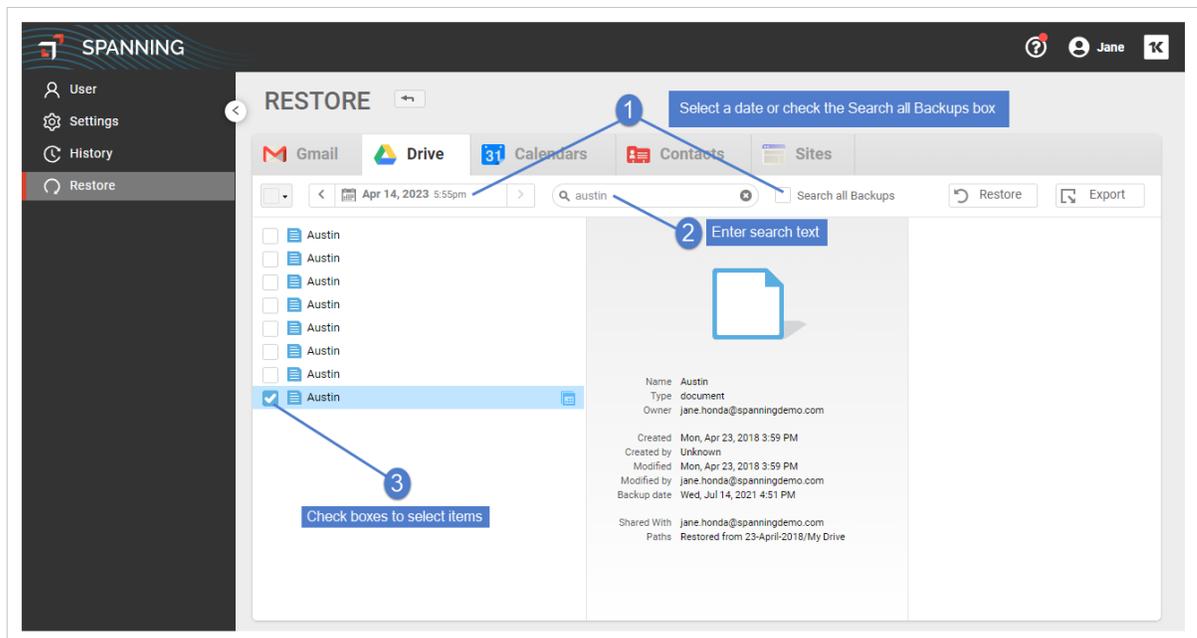


- Point in time** – Choose a date in the past when you know the file was still present. For recently deleted items, you can click the **Latest Backup** button. Check boxes to select items.

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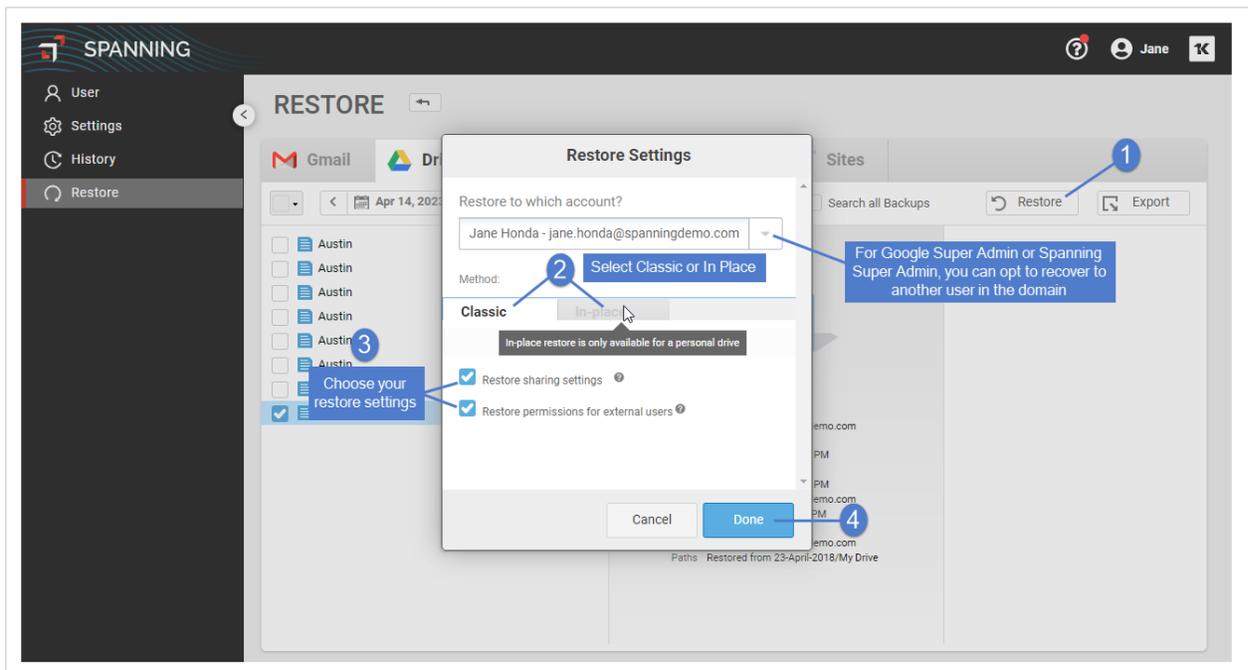
- Search – You can type into the Search bar and Spanning automatically starts searching your filenames and folders for a match. This search will take into account the date selected on the Spanning calendar unless you've checked the Search all Backups checkbox. Check boxes to select items.



- 4 Once you've selected the items, you can either restore or export the data. Do one of the following:
 - To restore, click **Restore** and continue with the steps in this procedure.
 - To export selected items into a compressed file, proceed to ["To export selected items"](#).
- 5 Select your restore settings. Click **Done**.

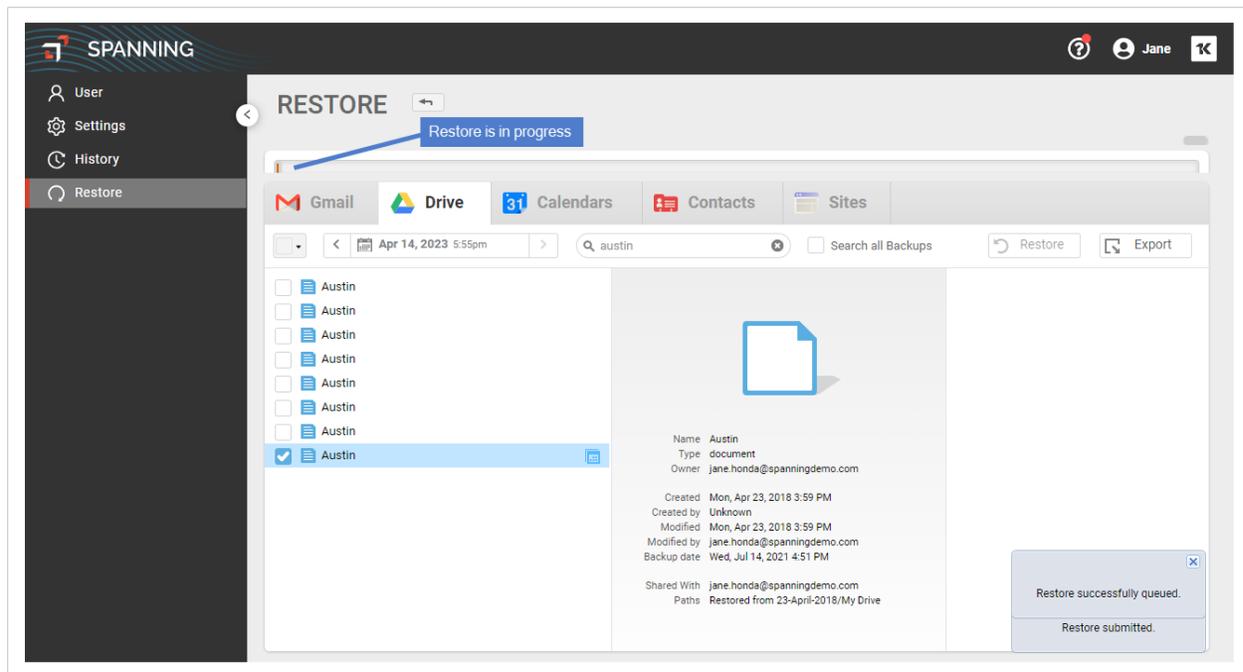
Notes:

- Teams Drive data is restored back into the same Team Drive. If the Team Drive is deleted in Drive, Spanning creates a new Team Drive during the restore.
- The Classic option restores data to the *Restored From (date)* folder.
- The In-place option places all the files back in their original location or directly to the root drive.
 - In-place is available if you're recovering your own data only.
 - In case of conflicts you can Skip or Overwrite existing files. Skip does not restore the file and the existing file is not modified in any way. Overwrite recovers the file as the latest version in Drive.



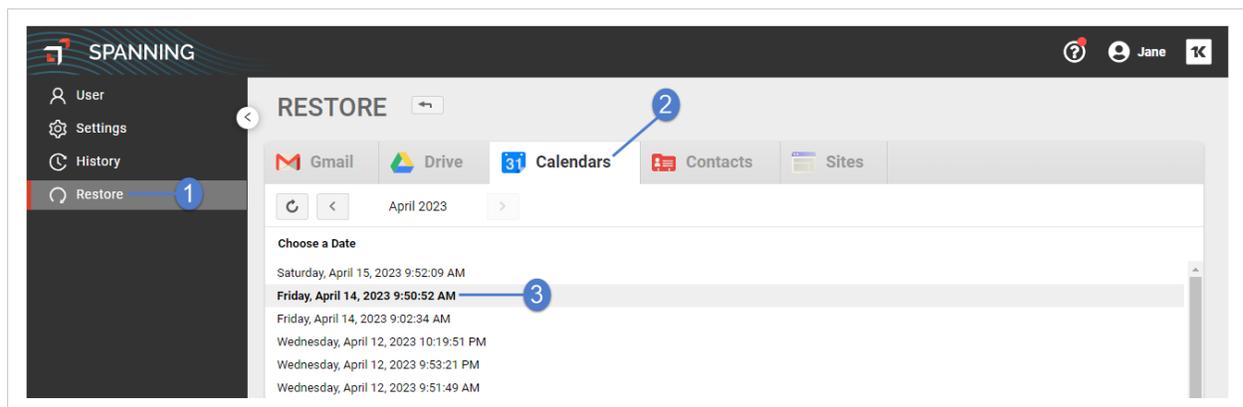
- 6 The restore runs. You can view its progress via the progress bar at the top of the screen. For Classic restore, selected data is restored into the *Restored From (date)* folder by default. For In-place restore, all files are restored back in their original location or directly to the root drive.

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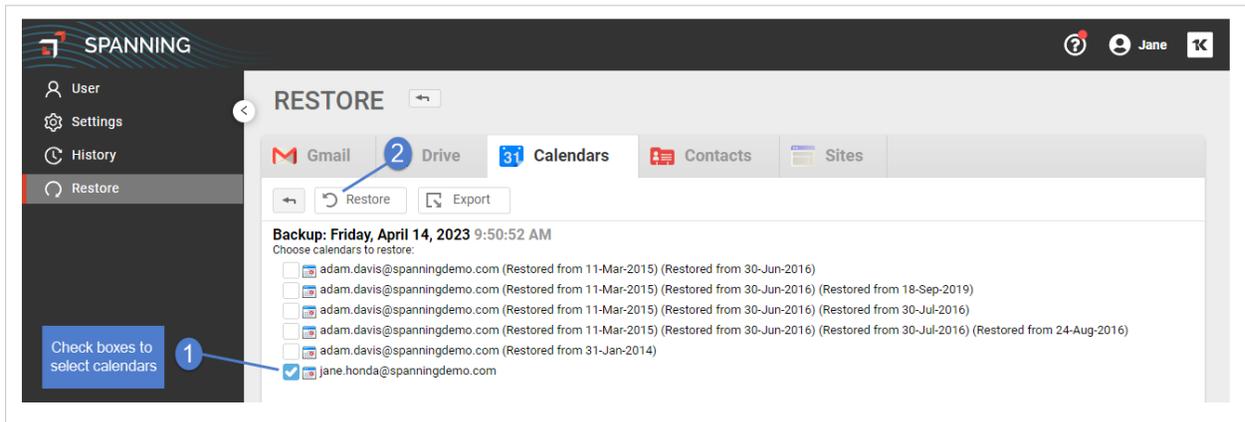


To restore or export a calendar

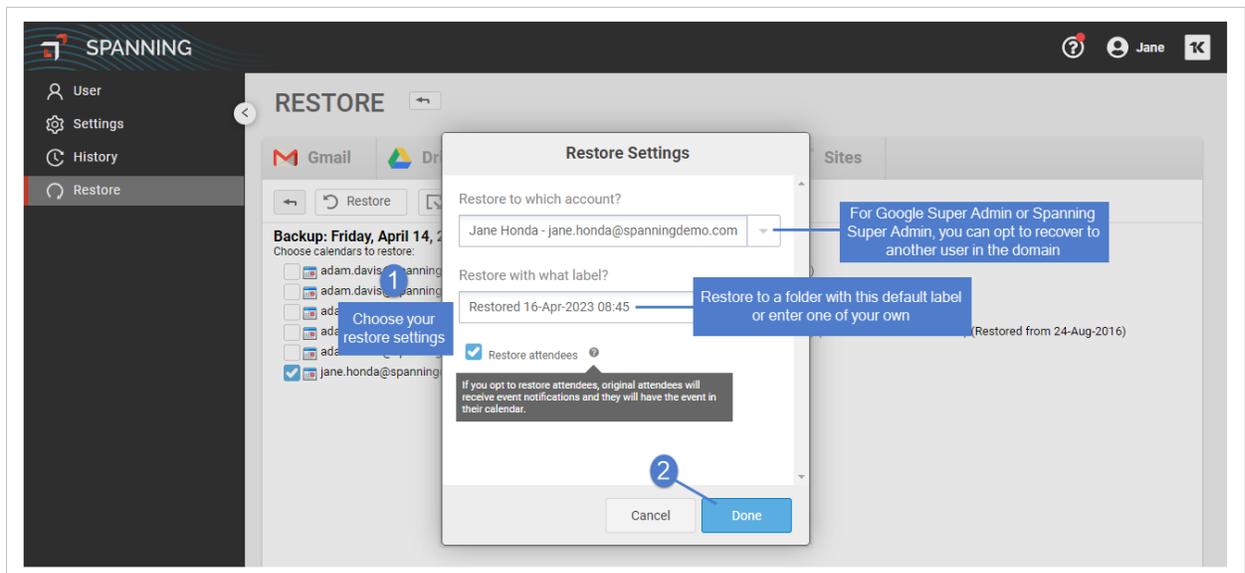
- 1 Do one of the following:
 - To recover from your own backup, log into Spanning Backup for Google Workspace with your user account.
 - To recover from another user's backup, log in with your admin account and impersonate the user whose data you will recover (as described in "To restore or export another user's data").
- 2 Click **Restore** and select the **Calendars** tab.
- 3 To find the calendar you want to restore, use the arrows to navigate to the appropriate month and then choose the date you want from the list below.



- 4 Check boxes to select calendars from the list of backups from the selected date.

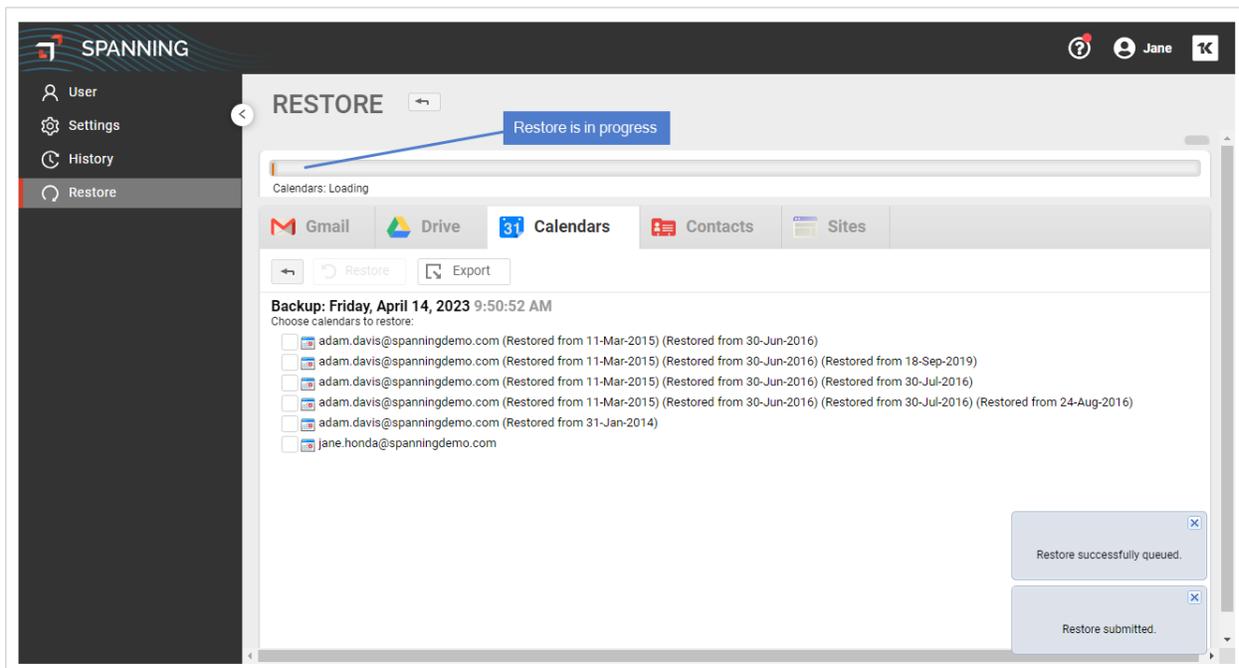


- 5 Once you've selected the calendars, you can either restore or export the data. Do one of the following:
 - To restore, click **Restore** and continue with the steps in this procedure.
 - To export selected items into a compressed file, proceed to "[To export selected items](#)".
- 6 Select your restore settings. Click **Done**.



- 7 The restore runs. You can view its progress via the progress bar at the top of the screen. Selected data is restored into the *Restored From (date)* folder by default, unless you set a custom label name.

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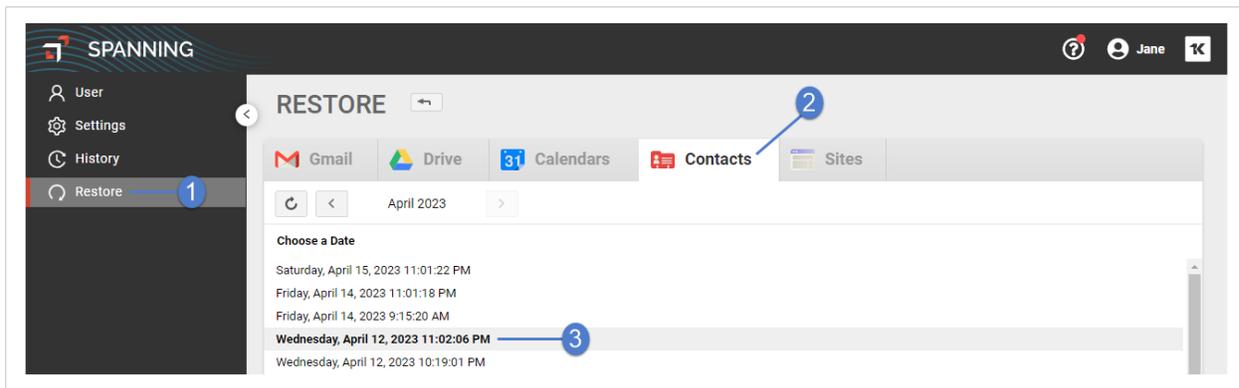
To restore or export contacts

1 Do one of the following:

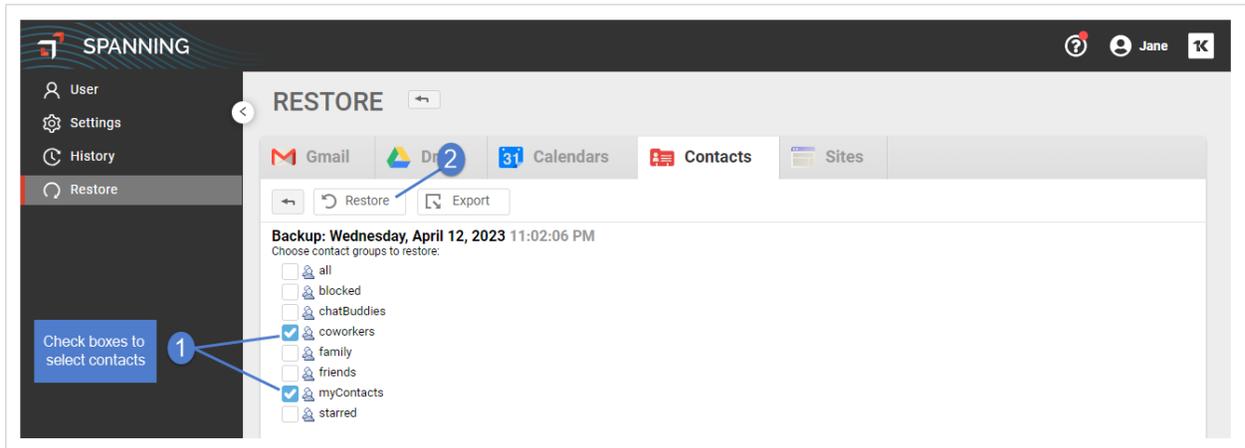
- To recover from your own backup, log into Spanning Backup for Google Workspace with your user account.
- To recover from another user's backup, log in with your admin account and impersonate the user whose data you will recover (as described in "To restore or export another user's data").

2 Click **Restore** and select the **Contacts** tab.

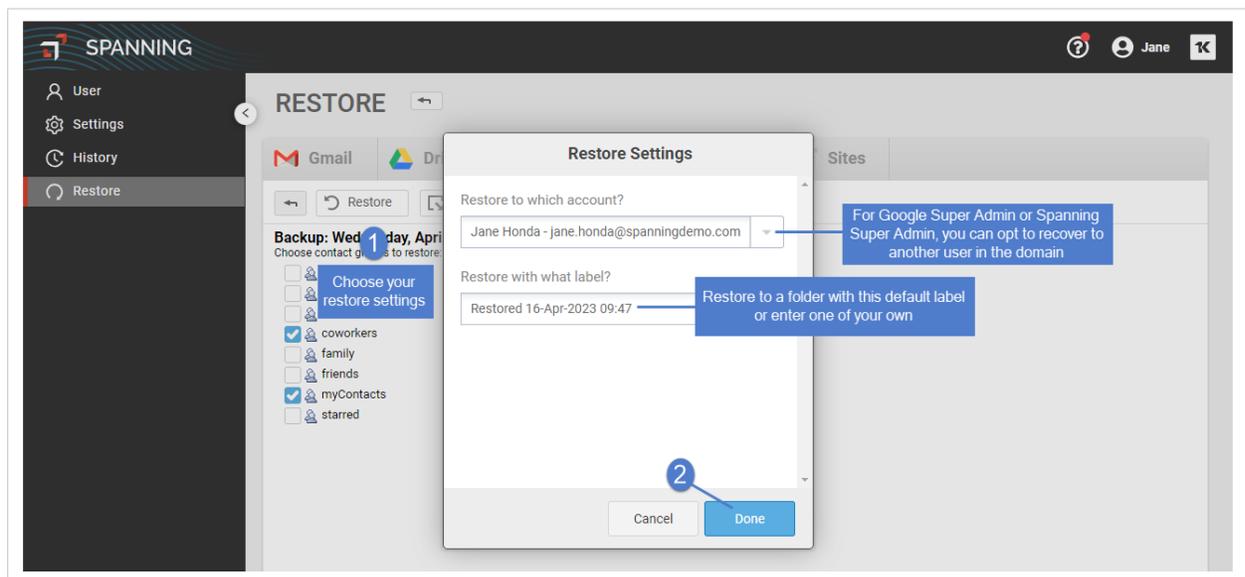
3 To find the data you want to restore, use the arrows to navigate to the appropriate month and then choose the date you want from the list below.



4 Check boxes to select contact groups.

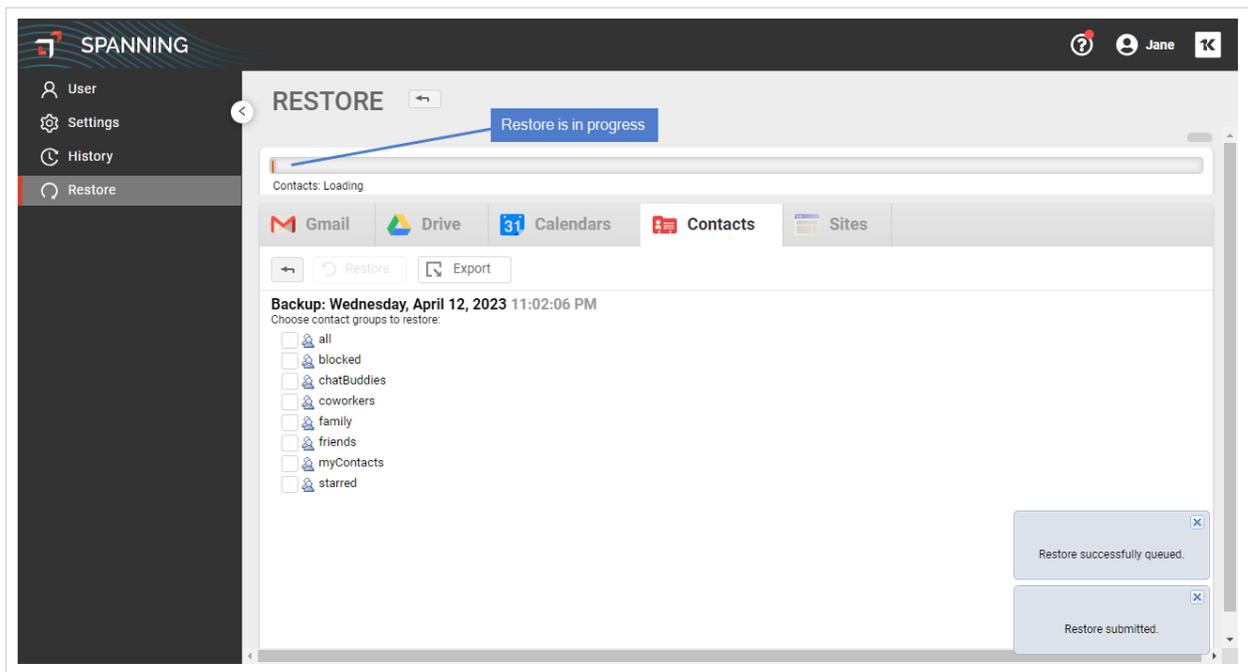


- 5 Once you've selected the contact groups, you can either restore or export the data. Do one of the following:
 - To restore, click **Restore** and continue with the steps in this procedure.
 - To export selected items into a compressed file, proceed to "[To export selected items](#)".
- 6 Select your restore settings. Click **Done**.



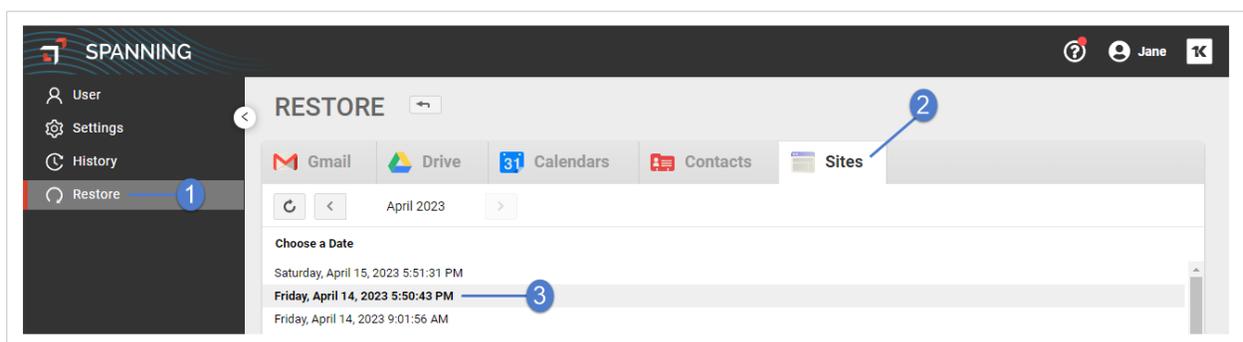
- 7 The restore runs. You can view its progress via the progress bar at the top of the screen. Selected data is restored into the *Restored From (date)* folder by default, unless you set a custom label name.

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To restore or export site information

- 1 Do one of the following:
 - To recover your from your own backup, log into Spanning Backup for Google Workspace with your user account.
 - To recover from another user's backup, log in with your admin account and impersonate the user whose data you will recover (as described in "To restore or export another user's data").
- 2 Click **Restore** and select the **Sites** tab.
- 3 To find the data you want to restore, use the arrows to navigate to the appropriate month and then choose the date you want from the list below.



- 4 Choose a site. Then drill down into the sitemap and choose which elements to restore or export.
- 5 Once you've selected the sitemap elements, you can either restore or export the data. Do one of the following:

- To restore, click **Restore** and continue with the steps in this procedure.
- To export selected items into a compressed file, proceed to "[To export selected items](#)".

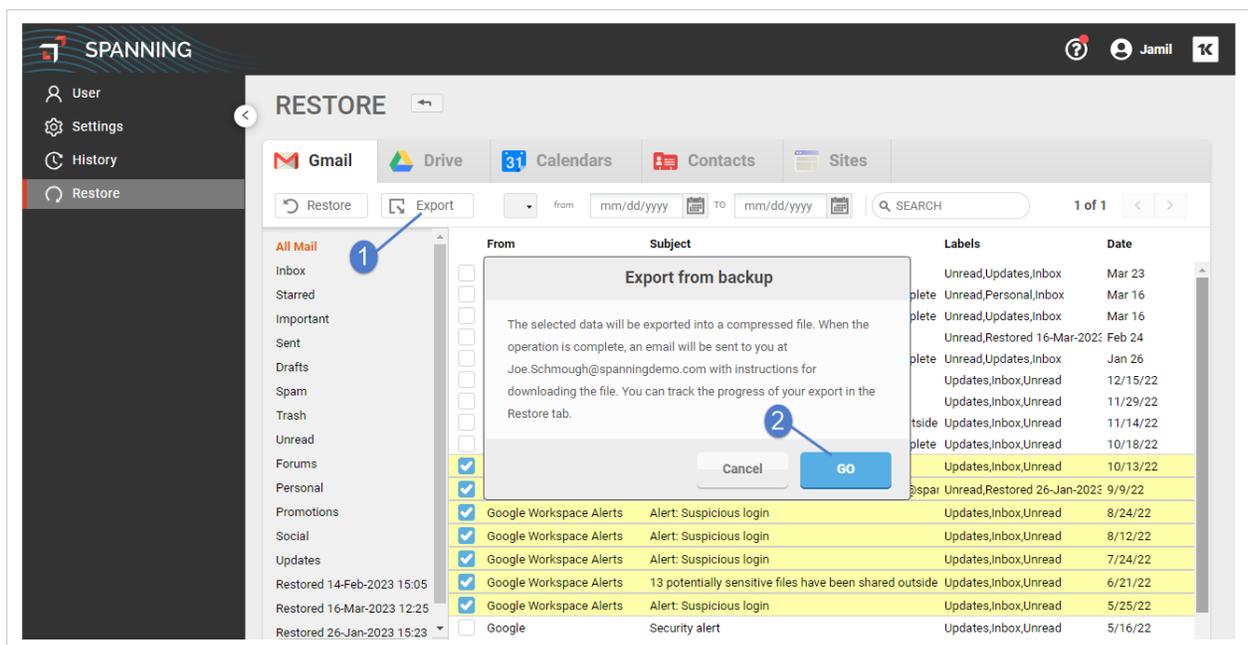
6 Select your restore settings. You can restore to one of your other existing sites or into a new one. Click **Done**.

7 The restore runs. You can view its progress via the progress bar at the top of the screen.

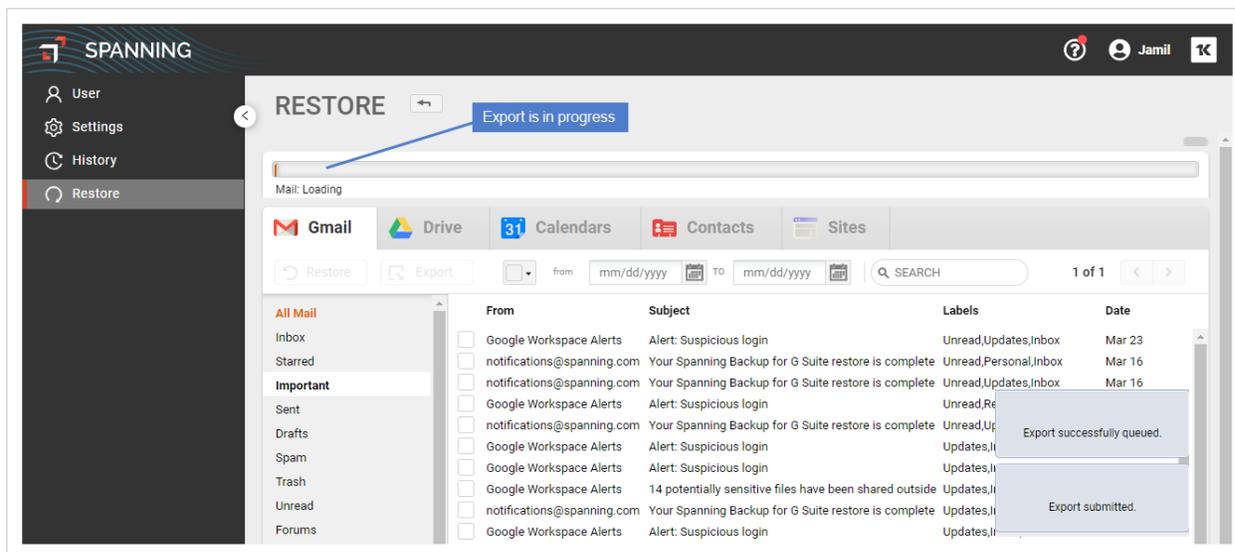
To export selected items

Use these steps to export selected items into a compressed file. When the operation is complete, you receive an email with instructions for downloading the file.

- 1 Once you've selected the data you want to restore, click **Export**.
- 2 Read the instructions for how to access the exported data.



- 3 Click **Go** to start the export. View the progress of the export operation via the progress bar at the top of the screen.



- 4 When the export is complete, check your email for instructions on downloading the compressed file(s).

Working with Dark Web Monitoring

Dark Web Monitoring is a premium feature for securing your Google Workspace tenant and other properties from compromised credentials that have been detected on the dark web. Dark Web Monitoring alerts Google Workspace administrators when their employee's emails and passwords have been compromised, enabling them to take proactive steps to secure accounts at risk. They can then leverage Google Workspace's powerful audit reporting and Spanning search capabilities to determine if malicious activity has taken place and restore any corrupted data in just a few clicks.

What are the active statuses in Dark Web Monitoring?

Dark Web Monitoring matches the account detected to the account in Google Workspace Directory and Spanning Backup for Google Workspace. The resulting matrix is Google Workspace: Active, Suspended, and Deleted; and Spanning: Protected and Not Protected.

Google Workspace	Spanning Backup for Google Workspace	
	Protected	Not Protected
Active	✓	✓
Suspended	—	—
Deleted	✗	✗

- Spanning Protected – There is a Spanning Backup for Google Workspace license associated with this account.

- Spanning Not Protected – The account is not licensed for Spanning Backup for Google Workspace.
- Google Workspace Active – The account was found in Google Workspace and is not disabled.
- Google Workspace Suspended – The account was found in Google Workspace and is suspended.
- Google Workspace Deleted – The account was not found in Google Workspace. Note, this may include email aliases.

Resolving compromised records

At Spanning, we are happy to deliver one of the most requested features for our Dark Web Monitoring capability since the service was announced. Spanning Administrators can now resolve compromised records so that the records are removed from the list of compromises.

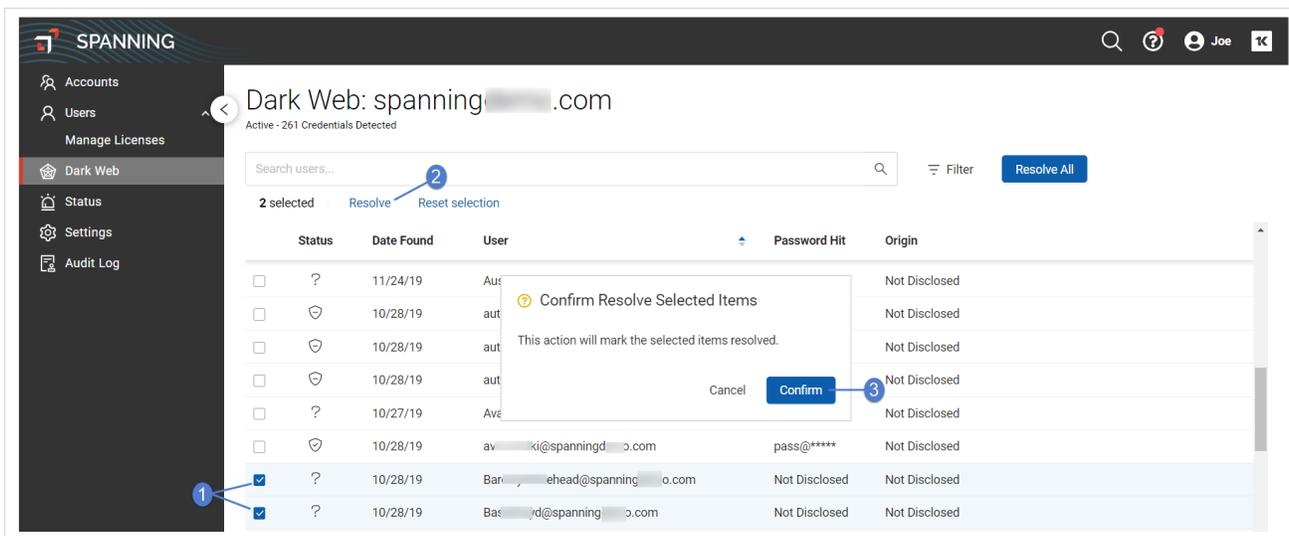
To review and resolve compromised records

- 1 Get started by navigating to the Dark Web tab.
- 2 With the compromise list in view you can select, search, or filter the records in the compromise list.
- 3 Once you have either selected or filtered the list you have two resolution options:
 - Selected – Resolves only the selected items in the compromised list.
 - Resolve Results (Filtered) – Resolves all compromised items in the current view. If the view is filtered, only the filtered items are resolved. If the view is not filtered, all items are resolved, clearing the list.

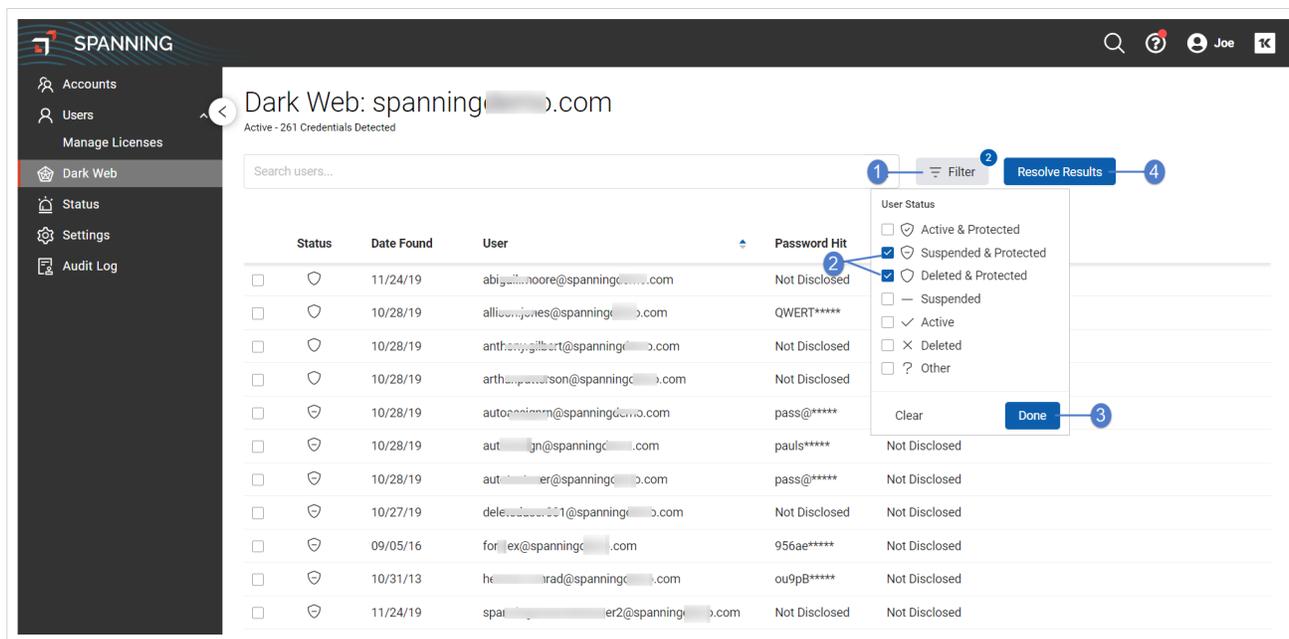
If you choose a large list of records to be resolved they are processed in batches of 500. The process may take a few moments to complete.

Note: Once you confirm the action to mark compromised records resolved, they no longer display in Spanning Dark Web Monitoring. The records cannot be retrieved. This action is logged in the Audit Log (see "[Viewing Application Activity](#)").

Selected records example:



Filtered records example:



Why can I see passwords in the list of compromised credentials?

When Spanning Backup for Google Workspace receives breach data for a domain, it may include the entire plain text password or a password hash. Spanning truncates the password to 10 characters and masks the last 5 before we store it in our database or show it to an administrator. We feel that the IT Admin doesn't need the whole password to

have the conversation with the person who is breached. They can say, "Do you still use a password that starts with *passw*****?*", and still have a meaningful conversation about the significance of strong passwords and password security.

Why are there accounts in the list that are not in Google Workspace Directory?

Spanning Backup for Google Workspace Dark Web Monitoring is domain-level protection. Domains in the tenant are evaluated for compromised credentials and the result of the monitoring can result in accounts that are associated with your domain but may not be an active account in Google Workspace Directory. For example, the Acme Corp Marketing department maintains a social media presence using *marketing@acmecorp.com*. This marketing address is not associated with a Google Workspace Directory account, it is just an email alias. This email address and the password *mypass@word* are used to secure Canva, Twitter, Facebook, and Instagram. If these credentials are part of the Instagram or Canva breaches, they would appear in the Dark Web Monitoring report as *marketing@acmecorp.com* and *mypas******. Even though there is no user account in Google Workspace AD, this breached account represents a risk to the Acme Corp social media presence if the password is reused.

Viewing Application Activity

To see reporting of user and administrator activities in Spanning Backup for Google Workspace, click on the **Audit Log** tab. You'll see a list of activities that have taken place in Spanning Backup. You'll be given information about:

- What was done
- Who did it
- When it happened

Click on any entry to expand it and see additional details.

You can also download the activities to a CSV file by clicking the **Download CSV**.

The screenshot displays the SPANNING AUDIT LOG interface. On the left is a dark sidebar with navigation options: Dashboard, Users, Dark Web, Status, Settings, and Audit Log (highlighted). The main content area is titled 'AUDIT LOG' and shows a list of activities. At the top right of the list, it says '1 of 49' with navigation arrows. The activities listed are:

- Subscription Changed** by Salesforce Outbound Event on Apr 16, 2023 at 11:01:54 AM PDT.
- Impersonated User** (fry@spanningdemo.com) by Joe.Schmough@spanningdemo.com on Apr 16, 2023 at 10:06:21 AM PDT.
- User Restore** by jane.honda@spanningdemo.com on Apr 16, 2023 at 9:54:01 AM PDT. A blue callout box points to this entry with the text 'Click an entry to view details below'.
- jane.honda@spanningdemo.com restored data from Contacts** with a quantity of 2 items.
- User Restore** by jane.honda@spanningdemo.com on Apr 16, 2023 at 8:55:35 AM PDT.
- User Restore** by jane.honda@spanningdemo.com on Apr 16, 2023 at 8:25:36 AM PDT.

At the bottom of the list, there is a 'Download CSV' button and a blue callout box that says 'Click to download list of activities'. The bottom right corner of the list area also shows '1 of 49' with navigation arrows.

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